

# Mobile / Cell phone - hot spot issues

**Article ID:** KB0016987

**Created:** 2023-07-14 20:05:08

**Updated:** 2023-07-14 20:05:34

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/1d370f80877a2910b536a86e0ebb35d5',

'value': '1d370f80877a2910b536a86e0ebb35d5'}

Mobile/Cell phone - hot spot issues

Purpose: Follow this procedure when a user needs support for the hot spot feature on a mobile phone or cell phone

Required Information:

Contact NameContact NumberClinic / Facility NumberMobile device number (MDN): (Device having the issue)Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Carrier: (AT&T;, Verizon)Detailed Description of the issue

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.
2. Please document required information and troubleshooting details in the Incident
3. Please attach referenced knowledge article to incident.
4. Please document the following information in the Description Field:

Mobile phone make: (Apple, Samsung)Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra)Mobile device number (MDN): (Device having the issue)Carrier: (AT&T;, Verizon)Is this a Personal Mobile Device? Yes or No

5. Follow the escalation process.

Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Choose the appropriate option

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone – Android or End User Mobile Phone - iPhone

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-FSS Ticket Allocation – L1

Published By: DTI-EUX-Unified Services Mobile Device Management – L3