

Meta Portal

Troubleshooting

Common Troubleshooting Problems and Solutions

Check the Strength of Your Internet Connection

1. From *Apps*, tap *Settings*
2. Tap *General*
3. Tap *Wi-Fi*
4. Next to your Wi-Fi network, tap the *i* button

Audio Issues on Portal

Can't hear other callers:

1. Adjust the volume by tapping the volume buttons or by swiping up from the bottom of the screen to view Quick Controls
2. Check your Wi-Fi signal strength
3. Unplug the Portal, plug it back in, and try the call again

Other callers can't hear you:

1. Make sure Portal is not muted
2. Check that plastic packaging is not covering the mics
3. Check that the camera cover is not covering the mics

Portal Calls Freezing, Dropping, or Blurry

You or the person calling you may have a weak signal. Try the following:

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1. Move the Portal closer to the Wi-Fi router and check the signal strength
 2. Unplug the Portal, modem, and router, plug them back in and check the signal strength
 3. Change the Wi-Fi network and check the signal strength

Portal Doesn't Ring When Calling From the Messenger App

If a Portal doesn't ring after an attempted call, the version of Messenger may be incompatible with Portal. The Messenger app should automatically update to the compatible version within 30 to 60 minutes of the attempted call.


To make sure the Messenger app version is compatible:

1. Download the latest version of Messenger to your app or tablet
2. Attempt a call to a Portal device from the Messenger app. If the attempted call does not ring on Portal, wait 60 minutes and try again

Portal Can't Find or Connect To Wi-Fi

1. Make sure your Wi-Fi router is on and connected to the internet
2. Make sure your Portal is in range of your Wi-Fi router. Move your Portal closer to the Wi-Fi router if necessary
3. Unplug your Portal, modem, and router, plug them in and try again
4. Use a mobile hotspot or another network to download the latest software and then try to connect to your desired Wi-Fi

To enter your Wi-Fi network manually:

1. From *Apps*, tap *Settings*
 2. Tap *General*
 3. Tap *Wi-Fi*
 4. Tap *Other Network* and enter your Wi-Fi network name
 5. Select your Wi-Fi network's security method from the dropdown, enter your Wi-Fi password, and tap *Join*
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Forgotten Portal Passcode

To change your account passcode:

1. From *Apps*, tap *Settings*
2. Tap *Profiles*
3. Tap your profile, then tap *Passcode*
4. Tap *Change Passcode*, then tap *Forgot?*
5. Confirm your login
6. Enter your new 4-digit passcode, then re-enter your new 4-digit passcode

To reset the screen lock passcode, you need to perform a factory reset:

1. Unplug your Portal
2. Press and hold both the Volume Down and Volume Up buttons and plug your Portal back in at the same time
3. You will get an on-screen notification that your Portal will factory reset in 10 seconds

Portal is Having Problems or I Want to Clear All Data

1. From *Apps*, tap *Settings*
2. Tap *General*
3. Scroll down and tap *Factory reset*. If prompted select who's making changes to your Portal settings and login with your Facebook account
4. Tap *Reset* to complete a factory reset on your Portal

After a factory reset, your Portal will return to its factory settings, disconnect accounts, and erase preferences, local device data, and settings.

If your screen is frozen or blank, use the manual-reset instructions as described above under screen lock passcode reset.



Need More Help?

Meta Portal Help Center:

<https://store.facebook.com/help/portal/>

