

# Hotspot Instructions and Frequently Asked Questions

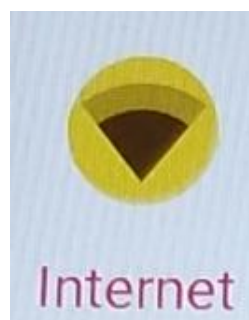
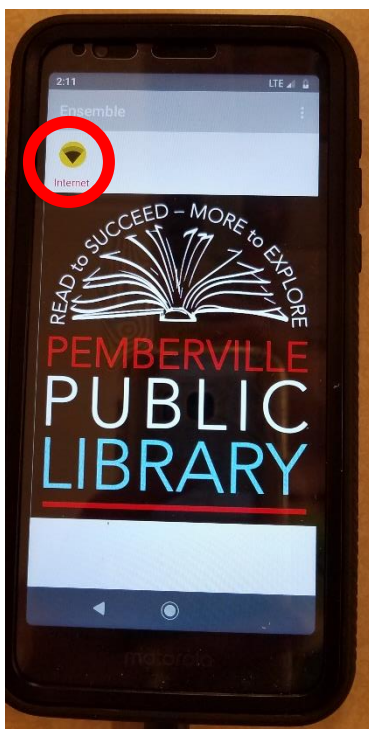
A hotspot is a small device you can use to connect a wireless enabled device, such as a laptop, smartphone, or tablet, to the Internet. Hotspots are portable, so you can connect your device to the Internet almost anywhere. The Pemberville Public Library System's hotspots use the T-Mobile network and will work in any area covered by the T-Mobile 3G or 4G LTE network.

## How to Connect to the Hotspot:

1. Power on the hotspot by holding the power button; located on the right side of the device, third button down.

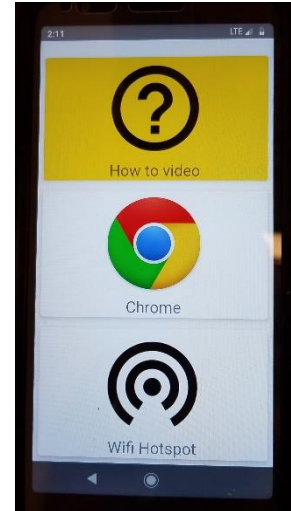


2. When the hotspot turns on, you will see a home screen with the library's logo. There is a yellow Wi-Fi signal icon on the left of the screen, above the library logo. Tap the icon.



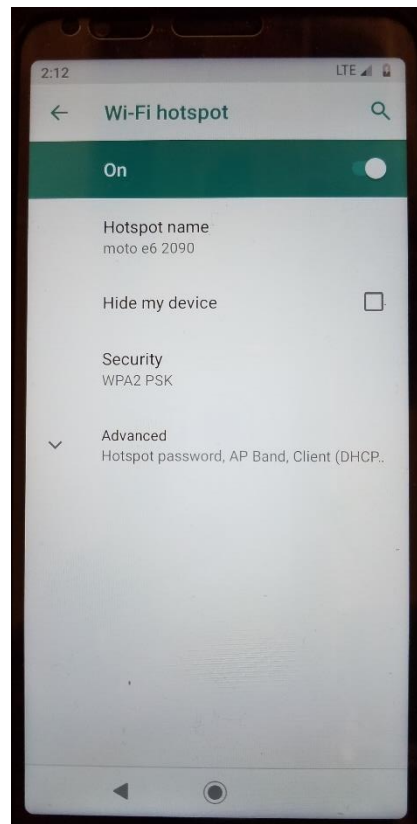
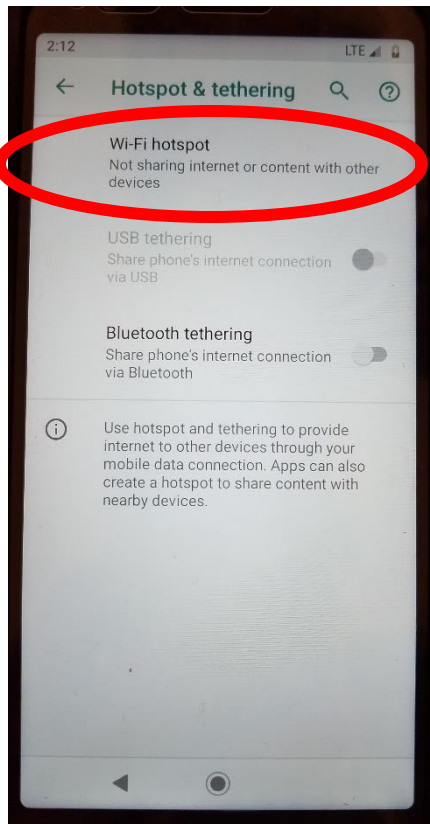
3. You should now see a screen with three options: (1) A video on how to connect your device to the hotspot, (2) Google Chrome Internet browser, and (3) Turning on the Wi-Fi.

- a. Select the icon to turn on the Wi-Fi at the bottom of the screen.

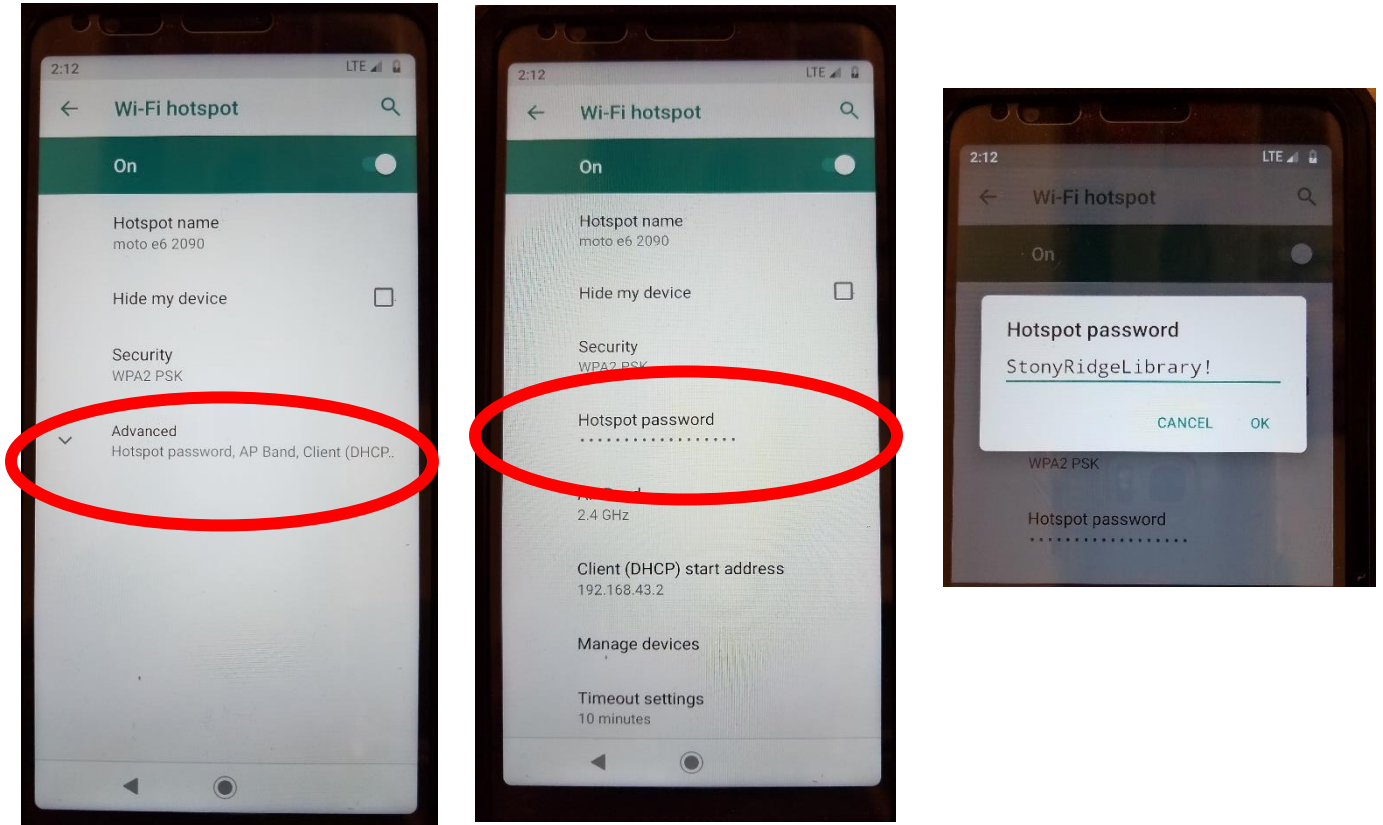


4. To turn on the Wi-Fi, tap the words “Wi-Fi hotspot” at the top of the screen. Then tap the On/Off button at the top of the screen. It will highlight in green when the Wi-Fi is on.

- a. Below the On/Off is the hotspot name, you will search for this name in your list of available Wi-Fi networks on your personal device. You can do this in the Settings menu on your personal device. Make sure the Wi-Fi connection on your personal device is turned on.



5. Next, you will need to enter the hotspot's password on your personal device to connect to the hotspot. The password is found in the "Advanced" section on the hotspot.
  - a. Tap on "Advanced," then tap on "Hotspot Password" to see the password. Enter the password on your personal device to connect to the hotspot.



6. Once your personal device is connected to the hotspot, you will be able to use the Internet! Up to eight devices can connect to the hotspot at one time.

## Frequently Asked Questions:

- My device will not connect to the hotspot/will not stay connected.
  - A hotspot connects to nearby cellular towers, just like a smartphone does, and then wirelessly shares its data connection with nearby Wi-Fi-enabled devices, like a laptop. The hotspot needs to connect to a T-Mobile cell tower in order to function. Signal strength will vary based on the physical location of your hotspot.
  - Troubleshooting connection issues:
    - Move the device to a different location. For example, try setting it next to a window or taking it to a different side of the house, so it can more easily connect with a T-Mobile cell tower.
    - Restart the hotspot and your personal device. Hold the power button until the power options pop up, then select “restart.”
    - Check to see that the Wi-Fi connection on your personal device is turned on. This can be done in the settings menu on your device.
    - Make sure the hotspot is not more than 30 feet away from your personal device. The connection strength will be weaker if your device is farther away from the hotspot.
- What comes in a hotspot kit?
  - 1 box
  - 1 hotspot device in a protective case
  - 1 micro USB cable
  - 1 wall charger
- Where can I check out a hotspot?
  - Hotspots are available at the circulation desk at the Pemberville, Stony Ridge, and Luckey library branches. Each library has three hotspots.
- Can I place a hold on a hotspot?
  - Yes, you can place a hold on a hotspot by calling the library. One hotspot may be placed on hold at a time.
    - Pemberville: 419-287-4012
    - Stony Ridge: 419-837-5948
    - Luckey: 419-833-6040

- How long can I borrow a hotspot?
  - You can borrow a hotspot for one week (7 days). Hotspots may not be renewed.
- Where should I return a hotspot?
  - Please return the hotspot to the circulation desk at the branch library where you originally checked it out.
- What if I return a hotspot late or lose it?
  - Patrons are responsible for costs associated with loss or damage of the hotspots and/or cords, adapters, cases, etc. The overdue fines for a hotspot are \$1.00 per day with a maximum fine of \$10.00.
  - The wireless service for the hotspot will be turned off if the hotspot is not returned on the due date.
  - If individual parts of the kit are lost or damaged, the following replacement costs will be the responsibility of the borrower:
    - Hotspot device replacement fee: \$179.98
    - Charger cord replacement: \$5.00
    - USB adapter replacement: \$5.00
    - Box replacement: \$30.00
  - If the entire kit is lost or damaged, please contact the library branch where you checked it out immediately. The total kit replacement fee is \$219.98.
- How many devices can be connected to a hotspot?
  - Up to eight devices can be connected at one time.
- Can I use the hotspot outside of the United States?
  - No, the hotspot device only functions in the United States and where a T-Mobile signal is available.
- What if I need help connecting my device to the hotspot?
  - If you need help connecting your personal device to the hotspot, please call the library to speak with a staff member.