

**What is a Mobile Hotspot?**

A Mobile Hotspot is a small, portable, rechargeable device that provides FREE, unlimited internet access in areas with T-Mobile coverage. Use it to connect up to 8 devices at a time (smartphones, laptops, tablets, gaming devices, or other wireless-enabled devices).

How much does it cost to borrow a Hotspot?

There is no charge to borrow a Hotspot. Data is free and unlimited.

Who can check out a Hotspot?

Any adult (18 years of age or older) with a library card in good standing can check out a Hotspot. Checkouts are limited to one per household.

How long can I borrow a Hotspot?

Hotspots may be borrowed for 3 weeks (21 days). Overdue Hotspots will accrue late fees and the Hotspot service will be deactivated remotely.

How do I check out a Hotspot?

A Hotspot can be checked out at the Circulation Desk. A complete “Hotspot Kit” consists of the following items:

1. Hotspot Device
2. Micro-USB Charger
3. User Guide (English & Spanish)
4. Original T9 Packaging/Box

Before checking out a Hotspot, please review our [Wi-Fi Hotspot Lending Policy & Form.](#)

Where can I return the Hotspot?

Return the Hotspot to a staff member at the Circulation Desk. All items will be inspected at time of check-in to ensure that all items are present and in acceptable condition. Hotspots should never be placed in the book drop... the Hotspot could be damaged and you will be responsible for replacement costs.

Will the Hotspot work everywhere?

The Hotspot will only work where T-Mobile has data coverage. If you plan on taking the Hotspot with you on a trip, you will want to check the [T-Mobile data coverage map](#).

How do I start using the Hotspot?

Before you begin, make sure the Hotspot is charged. Battery life depends on the network, signal strength, temperature, features, and active connection time. Never leave the Hotspot in an unattended vehicle during extreme weather as the uncontrolled temperatures may damage the device.

1. Press and hold the power button for 3 seconds until the “Welcome” message appears, then wait until all of the icons light up on the panel screen (this may take a few seconds).
2. Press the power button twice for Wi-Fi Network Name (**Franklin T9 ### guest**).
3. On your device (smartphone, laptop, tablet, etc.) go to Settings > Wi-Fi > Networks. Choose the Hotspot’s Network Name.
4. Press the power button once more on the Hotspot for the password.
5. Enter the password into your device and Connect!
6. You can connect up to 8 devices to the Hotspot. Data is free and unlimited!
7. To disconnect from the Hotspot, press and hold the power button until the “Goodbye” message appears.

Why can’t I access some websites?

These Hotspots do have content filtering software installed by T-Mobile. The intent is to block users from visiting unsafe or inappropriate websites.

What if I need technical help?

Call T-Mobile at (800) 375-1126 for support and questions.