

## **Hotspot Frequently Asked Questions**

### **What is a hotspot?**

A hotspot is a small, portable, rechargeable device that provides free, unlimited internet access anywhere a cellular data signal can be reached. Use the hotspot to connect up to 15 Wi-Fi devices simultaneously (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. Patrons must sign a [Wi-Fi Hotspot Lending Policy & Acknowledgments](#) form before checkout. A complete "Hotspot Kit" consists of the following items:

1. Hotspot Device
2. USB Type C Charger
3. Smart Guide (English & Spanish)
4. Original Hotspot Packaging/Box

### **Where can I return the hotspot?**

The hotspot must be returned to library staff at the Circulation Desk. All items will be inspected by staff at the time of check-in to ensure that all items are present and in acceptable condition. Hotspots should never be placed in the outside book drops as the hotspot could be damaged and you will be responsible for replacement costs.

### **Will the hotspot work everywhere?**

The hotspot will work anywhere that a cellular data signal can be reached. If you plan on taking the hotspot with you on a trip, you will want to check the [Mobile Beacon Data Coverage Map](#).

### **Why can't I access some websites?**

Our hotspots do have content filtering software. The intent is to block users from visiting unsafe or inappropriate websites.

### **What if I need technical help?**

Call Mobile Beacon at (833) 431-5019 for support and questions.

**How do I start using the hotspot?**

Before you begin, make sure the hotspot is charged by using the USB charger included with the device. 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 several seconds).
2. Press the power button once for Wi-Fi Name.
3. On your device (smartphone, laptop, tablet, etc.) go to Settings > Wi-Fi > Networks. Choose the hotspot's Wi-Fi 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 15 wireless-enabled 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.