

To turn on the hotspot:

1. Press and hold the power button for 3 seconds to turn on the hotspot.
2. The hotspot is on when the power button is lit.
3. If the hotspot does not turn on, plug it in to charge. Leave it plugged in whenever possible to keep it charged.

NOTE: The hotspot should work even if the display screen doesn't turn on. Check for the green light on the power button to determine if the device is on.

To connect your device to the internet:

1. On the back of the hotspot, find the name of the Wi-Fi network. This is also called the SSID and begins with "WCL Hotspot #".
2. On your personal device, open your Wi-Fi settings and connect to the Wi-Fi network found on the back of the hotspot.
3. Enter the password shown on the back of the hotspot.

Troubleshooting: Try to use the hotspot in an open space, near a window or external wall. If still unable to connect, try restarting your device.

To turn off the hotspot:

1. Hold down the power button for 3 seconds. The green light will turn off.
2. You do not need to disconnect your device from the hotspot's Wi-Fi before turning off the hotspot.



- **Display:** Some hotspots do not have a working display. Hotspots will work even if the display does not turn on.
- **Power Button:** Press and hold the power button for 3 seconds to turn the device on/off.

Frequently Asked Questions

Where can I use the hotspot?

You can use the hotspot anywhere that has T-Mobile internet service. Rural areas may experience slower speeds. For best service, make sure your device is within 15 feet of the hotspot.

View T-Mobile's coverage map:

t-mobile.com/coverage-map

Why isn't my hotspot getting any service?

Try to use the hotspot in an open space, near a window or external wall. If you are still unable to connect, restart your device.

Check if towers are down in your area:

t-mo.co/38lTmqS

Does the hotspot need to be plugged in?

We recommend plugging in the hotspot whenever possible to keep it charged. A charged hotspot will work wirelessly as long as you are in a service area.

How do I charge the hotspot?

Plug one end of the charging cable into the hotspot and the other into a standard outlet.

What is the password?

The Wi-Fi network name (also called SSID) and password are located on the back of your hotspot.

How many devices can I connect?

You can connect up to 10 devices to the hotspot. The more devices that are connected, the slower the network will be.

What can I use the hotspot for?

The hotspot is good for doing basic web searching and email. It is not recommended for streaming HD video and downloading large files.