

# Hotspot Instructions

## To turn on the hotspot:

1. Press and hold the power button for 3 seconds to turn the device on.
2. "Welcome" should appear on the screen.
3. Wait for the hotspot to turn on fully. This can take up to 30 seconds (you will know the hotspot is on fully when the T-Mobile logo appears on the screen).

**Troubleshooting:** If "Welcome" does not appear, the battery could be dead. Plug in your hotspot to let it charge. If the screen is frozen, hold down the power button for 10 seconds.

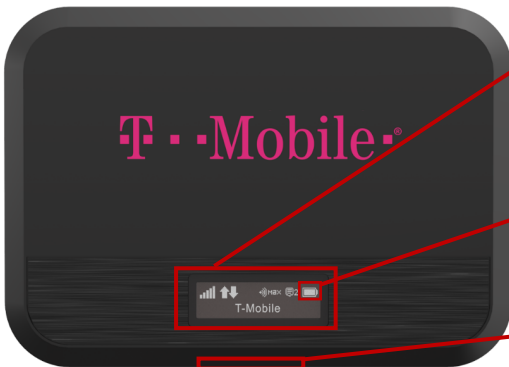
## To connect your device to the internet:

1. Locate the name of the Wi-Fi shown on the back of the hotspot.
2. On your personal device, open your Wi-Fi settings and connect to the Wi-Fi you 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.
2. "Goodbye" will appear on the screen while the hotspot is shutting down. You do not need to disconnect your devices from the hotspot's Wi-Fi before turning off the hotspot.



• **Display:** Short presses of the power button will cycle this screen through different hotspot settings.

• **Battery Level Icon:** When the battery is low, plug in the hotspot to charge.

• **Power Button**

# Frequently Asked Questions

<b>Where can I use the hotspot?</b>	<p>You can use the hotspot anywhere that has T-Mobile internet service. Rural areas may experience slower speeds.</p> <p>View T-Mobile's coverage map: <a href="https://t-mobile.com/coverage-map">t-mobile.com/coverage-map</a></p>
<b>Why isn't my hotspot getting any service?</b>	<p>Try to use the hotspot in an open space, near a window or external wall. If still unable to connect, restart your device.</p> <p>Check if towers are down in your area: <a href="https://t-mo.co/38ITmqS">t-mo.co/38ITmqS</a></p>
<b>Does the hotspot need to be plugged in to work?</b>	<p>The hotspot is wireless and will work without being plugged in as long as you are in a service area. You may need to plug the hotspot in to charge when the battery is low.</p>
<b>How do I charge the hotspot?</b>	<p>Plug one end of the charging cable into the hotspot and the other into a standard outlet.</p>
<b>What is the password?</b>	<p>The password is located on the back of your hotspot. You can also find the password by short pressing the power button on the hotspot. This will cycle through different screens on the hotspot display, one of which is the password.</p>
<b>How many devices can I connect?</b>	<p>You can connect up to 10 devices to the hotspot. The more devices that are connected, the slower the network will be.</p>
<b>What can I use the hotspot for?</b>	<p>The hotspot is good for doing basic web searching and email. It is not recommended for streaming HD video and downloading large files.</p>