



# Hotspot Lending Program

## Instructions and Troubleshooting

### Connecting to the hotspot

1. Turn on the hotspot by holding the Power Button for about 2 seconds. The display should show "Welcome" (startup takes about 1 minute).
2. Once the hotspot is on, press the Power Button two times to see the WiFi Name and one more time to see the Password.
3. Turn on your device that needs WiFi and open WiFi Settings.



4. In the WiFi Settings menu, select the WiFi Name that matches the name on the hotspot display. Enter the Password when asked.
5. Open an Internet Browser and begin using the Internet!



6. If you have questions about how to use your hotspot, please call 616.988.5400, option 4.

### Returning the hotspot

- Return the hotspot to the Customer Service desk at any GRPL location. Please do not put the hotspot into a book drop.
- The hotspots will deactivate 72 hours after the due date. If there are no holds on the device, contact the library to renew.
- If the hotspot is not returned within 30 days of the due date, you will be charged for the full cost of replacement.

### Troubleshooting:

#### Can't connect to the hotspot?

- Make sure your device is within 15 feet of the hotspot.
- Check that all timeout, power saving, or hibernate features are off on your device.
- Try running a different website or app. It's possible that a specific website or app is experiencing issues, not the hotspot.
- Make sure you're in a T-Mobile coverage and have at least 2 bars of signal on your hotspot
- Check that your device's WiFi is turned on.
- Restart the hotspot device, phone, or any device you are trying to connect to the hotspot.
- "Forget" (delete the WiFi settings) on the device you're trying to connect and try reconnecting to the hotspot.

#### Mobile hotspot doesn't turn on?

- Check the charging indicator lights up when you plug in your hotspot. This can take up to 20 minutes.
- Use the charger that came with the device.
- Plug the mobile hotspot into the charger first, then plug the charger into a wall outlet.
- Try a different power outlet. Make sure the outlet works with another device, like a lamp.
- Still experiencing trouble? Please call GRPL at 616.988.5400, option 4.