## Mobile Hotspot FAQ

Rye Free Reading Room now offers mobile hotspots for one week loans. The mobile hotspot provides unlimited, high-speed Internet service anywhere there is **data coverage** on this map. Connect up to ten devices at a time, including desktops, laptops, tablets, smartphones, etc. Perfect for those who have no Internet access at home, are going on vacation, or taking their business on the road.

### Instructions

- **How to Turn on the Hotspot**
  To turn on the hotspot, press and hold the power button on the front of the device until you see the 4 icons flash green.

- **How to Charge the Hotspot**
  Insert the small end of the USB charging cable into the micro-USB charging port on the side of the hotspot and plug the charging adapter into a standard AC power outlet.

- **How to Connect to the Hotspot**
  Make sure that wifi is enabled on your device. Go to the list of available wireless networks and connect to RFRRX (numbered 1-8). Enter the password that appears on the white label on the back of the hotspot. The wireless network name is also included on the back.

- **How to Turn Off the Hotspot**
  To turn off the hotspot, press and hold the power button on the front of the device until all 4 icons are dark.

### How do I reserve a hotspot?

Hotspots can be reserved online using your library card through the library catalog. Click here for the link, or search the library catalog for Coolpad Surf portable mobile hotspot. Place the hotspot on hold, and you'll be notified when it is available.

For help, call the reference desk at 914-231-3161 or email reference@ryelibrary.org.

### Is there a charge to borrow a hotspot?

There is no charge to borrow a hotspot; however, there are fees incurred if the hotspot isn't returned on or before the due date.

### Who can reserve a hotspot?

Rye Free Reading Room cardholders who are 18 years old or older and whose accounts are in good standing can reserve a hotspot.

**Can I cancel my reservation?**
You can cancel your reservation online by logging into your library account online and canceling the hold request. You may also call us at 914-231-3161 and request that we cancel your reservation.

**Where do I pick up the hotspot?**
All hotspots can be picked up at the Main Desk on the first floor.

**Can I renew the hotspot I have checked out?**
No, hotspots are not renewable.

**Where do I return my hotspot?**
Return the hotspot to the Rye Free Reading Room. You may return it at the Main Desk, or through the bookdrop. A late fee of $10 will apply if the item is returned to another library.

**What is the late fee or replacement fee?**
The late fee is $2 per day. If a hotspot is lost or damaged, the replacement fee is $120.

**Will the hotspot work everywhere?**
No, it will only work where Sprint has data coverage. You will definitely want to check Sprint's data coverage map (https://coverage.sprint.com). Enter the destination zipcode, and click on Map it!, Check to make sure the Data map is showing. The hotspot works on the same network as a cell phone, so if you have a deadspot at home, or encounter a weak signal, move the hotspot around to improve your reception.

**How many devices can connect to the hotspot?**
A maximum of 10 (ten) devices can be connected at once.

**Who do I contact if I have questions or a problem with the hotspot?**
Send an e-mail to reference@ryelibrary.org, or call us at 914-231-3161 for help during our regular hours.