

Hotspot

LENDING PROGRAM

Instructions and Guidelines

Menu / Next button



USB-C port

Power / OK button

Navigating Through the Orbic Hotspot

Use the MENU and Power buttons to select actions displayed at the bottom of the screen. There are 8 menu screens in addition to the home screen. Use the Menu and Power buttons to advance.

Charge: Use the included USB-C cable and power plug. A USB-Type C port is on the bottom edge of the Orbic Speed.

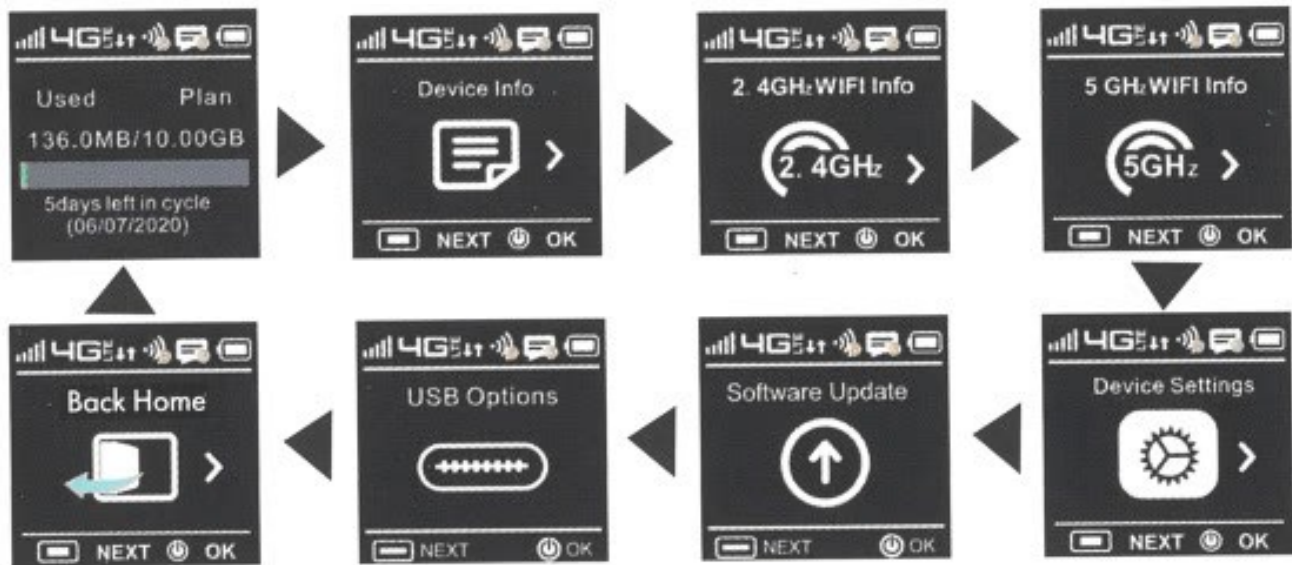
Turn On: Press and hold the power button for about 3 seconds, until it says WELCOME.

Connect: When the Home Screen appears, you can connect your device. The bubble shows how many devices are currently connected.

Choose & Enter: The Network name is **BCPL Hotspot** and the Password is **Connect2BCPL**

Wake Up: Press and quickly release the power button.

Turn Off: Press and hold the power button for about 3 seconds, until it displays POWERING OFF.



- Patrons must be at least 18 years old and have a BCPL Adult library card in good standing to check out an Orbic Hotspot.
- BCPL has some filters in place; however it is the Parent/Guardian who is responsible for monitoring what their children access via the BCPL Wireless Hotspot.
- Hotspots are checked out for 4 weeks. Hotspots can be renewed once (if not already on hold).
- The Orbic Speed hotspot comes pre-installed with a 4G LTE SIM card. DO NOT remove the SIM card for any reason.
- Charge the Orbic hotspot battery completely before connecting devices to its Wi-Fi. Up to 10 devices can be connected.
- Hotspots will be deactivated _7_ days past the due date.
- Borrowers are solely responsible to protect against loss or damage to the Orbic Hotspot and will be billed for reasonable repair or replacement costs of the device, cord, or case.

Troubleshooting the Hotspot

1. The hotspot just powered off without the power button being pressed. Why?

This may occur due to any of the following:

- No activity or connections have occurred for a period of time.
- A device reset is being performed by BCPL
- Software or settings are being updated by BCPL
- Low battery: manually press and hold the Power button to turn back on; if the battery is empty, charge with the AC Charger for at least 1 hour.

2. The hotspot has no power, or the screen does not display when the power button is pressed.

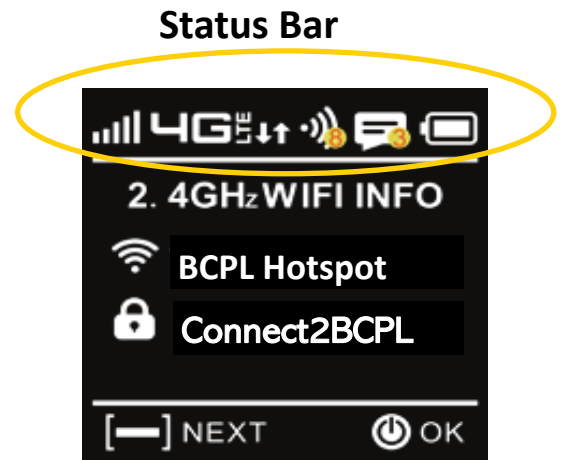
- Make sure the back of the hotspot is completely attached.
- Make sure the battery is fully charged. If empty, charge with the AC Charger for at least 1 hour.

3. How do I check the battery of the mobile hotspot?


- Check the battery icon on the status bar on the home screen.

4. I forgot the Wi-Fi password!

- Check the **Instructions and Guidelines** sheet that came with your hotspot. (Also on the front of this instruction sheet.)
- Press the Menu button (located on the top right edge of the hotspot) until the 2.4 GHz Wi-Fi info screen is displayed. The password is shown next to the Lock icon.



5. I cannot connect my device to the mobile hotspot!

-  Make sure the Network Signal Strength indicator displays at least one bar and that the Wi-Fi indicator is displayed on the mobile hotspot home screen.
- Confirm that Wi-Fi is enabled on the device you want to connect. Most devices (Windows, MAC, Android, iPhone, etc.) will have a menu bar or settings app; find the Wi-Fi icon and click or tap to turn it on.
- Open the wireless network connection list. The BCPL Hotspot SSID will be listed as BCPL Hotspot.
- The Connected Devices icon in the hotspot's status bar will show a number in the yellow dot which indicates how many devices are currently on its network.

6. No service is available.

- Check how many signal bars you have. If less than 2, try to reorient the hotspot. If you're inside a building or near a structure that may be blocking the signal, change the position or location of the hotspot. For example: try moving it close to a window.
- You can try to tether your device to the hotspot by using the USB-data cable. Attach the supplied USB cable to the hotspot and your device. Scroll through hotspot to find USB options; press Power for USB tethering. Press Power again to accept.
- You might be outside the coverage area, or there may be a problem with your account. Check in with BCPL by calling 502-543-7675, Circulation Desk: ext. 3 or Reference Desk: ext. 4.

7. Unstable connection problems.

- The hotspot defaults to the 2.4 GHz Wi-Fi band, which can be used by all devices and provides service even when traveling through walls or other obstructions. This hotspot can also provide higher speed, but is not as good at traveling through walls. If you experience an unstable connection on the 2.4 GHz band, first check your battery charge, ensure the hotspot is close to your device, and move next to a window. If your connection is still unstable, call BCPL at 502-543-7675; choose Circ Desk @ ext. 3, Ref Desk @ ext.4, or Rhonda @ ext. 2004.