

T9 Franklin Mobile Hotspot Handout

T-Mobile technical support:	Phone: 1800-937-8997 Website: www.t-mobile.com/support
Replacement fee (if lost or broken):	\$90.00

FAQs

Q: How do I turn on/off the device?

A: Hold the power button located on the bottom of the device.

Q: How do I connect to the device?

A: Once the T9 Franklin Mobile Hotspot device has fully powered on, tap the power button again for the menu. The **Wi-Fi Name** is the wireless network you want to select on your computer or mobile device. Tap the power button again to access the network **Password**. This password will allow you to connect to the hotspot device.

- Mac (Desktop/Laptop): <https://tinyurl.com/tkcbvbs>
- iPhone/iPad: <https://tinyurl.com/nwdov6g>
- Windows 10 (Desktop/Laptop): <https://tinyurl.com/vyzau6b9>
- Android (Phone/Tablet): <https://tinyurl.com/utnd4sf>

Q: How do I charge the device?

A: A micro USB charging cable and outlet adapter is included with the T9 Franklin Mobile Hotspot device. The charging slot is located on the side of the device.

Q: Why can't I get to any websites even though I'm connected to the device?

A: The T9 Franklin Mobile Hotspot requires cellular signal to connect to the internet. Check the cellular signal strength icon located in the upper-left hand corner of the display to see how strong of a signal you have in your current location. If it is showing less than 2 bars then it may be worthwhile to move to another location that provides a stronger signal.

Q: Is there a data limit?

A: There is a 100GB per month limit. Once that limit is reached, download speed is reduced to 256Kbps for the remainder of the pay cycle. This reduced speed may make it challenging to participate in Zoom meetings.

Q: Can I connect multiple devices to the WiFi hotspot at the same time?

A: Yes. Multiple devices can be connected (up to 10 devices). Keep in mind that your connection speed may slow down when multiple devices are connected.