

Wi-Fi Hotspots Procedures & FAQs

Checkout Procedures

- Must be a Keller Public Library cardholder (after a 6 month trial period, we will consider opening up to other libraries)
- Must sign an acceptable use policy. Please alphabetize by their last name after they sign.
- Hotspots will be stored on the storage shelf in the back, near the robotics kits
- Check that the following items are in the box:
 - Hotspot
 - Charging cord
 - Charger
 - Two information booklets

Check In Procedures

- Check that the following items are in the box:
 - Hotspot
 - Charging cord
 - Charger
 - Two information booklets
- Return hotspot to the storage shelf in the back, near the robotics kits

FAQs

- Hotspot must be turned on to work. If it is not turning on, it may need to be charged before use. Turning it off when it is not in use will save battery life.
- The service will be turned off once the hotspot has been kept past its due date.
- Passwords are on the stickers on the back of the unit. They must be typed in exactly as seen.
- Their internet enabled device should see both a 5.0 and 2.4 connection. They need to enter the password for the connection they choose.
- The difference between 5.0 and 2.4 connections is that the 5.0 can be read more clearly if the device is near multiple other Wi-Fi connections, for instance in an apartment building.
- There is no limit on the data or speed.
- The speed of the device is 3G/GG LTE mobile broadband.
- Up to ten devices can be connected simultaneously.
- The hotspot will work anywhere that is covered on the Sprint network.
- There is a filter on the devices that will prevent the device from being used to access inappropriate sites. However, there is no guarantee that this filter will block everything on the internet. Additionally, there is no guarantee that this device cannot be detected and used by outside parties. The acceptable use policy informs the patron of this risk and their signature indicates that they are aware of the risks associated with using the device.