

# HOTSPOT FREQUENTLY ASKED QUESTIONS

FOR T9 FRANKLIN MOBILE HOTSPOT

## 1 WHAT IS A T9 FRANKLIN MOBILE HOTSPOT?

Unlike a mobile hotspot, which is a built-in feature in your smartphone and tablet, this is a separate device that allows you share your T-Mobile wireless network connection.

A T9 Franklin Mobile Hotspot lets you connect many devices at a time such as tablets, smartphones, notebooks, netbooks, cameras and gaming devices. It's perfect for traveling in the car with your family or commuting on a bus or train.

## 2 WHY WOULD I WANT TO USE A MOBILE HOSPTOT INSTEAD OF MY SMARTPHONE OR TABLET?

There are several reasons you should consider using a mobile hotspot instead of your smartphone or tablet:

- **Battery life** - A mobile hotspot has its own battery so it will not drain the battery on your smartphone or tablet.
- **Flexibility** - If you are sharing your network connection with others, you can leave it behind for them to continue using instead of your smartphone or tablet.
- **Privacy** - If your smartphone is being used as a mobile hotspot you have to stay within 30 feet of the devices connected to it, but if you are using the T9 as a mobile hotspot that does not matter.

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## 3 HOW IS THE T9 FRANKLIN MOBILE HOTSPOT DIFFERENT FROM A HOME WI-FI ROUTER?

A mobile hotspot is portable and shares your wireless network connection with other devices. Your home Wi-Fi router stays in one place and shares your home broadband Internet connection with other devices.

## 4 CAN I USE THE HOTSPOT FOR MEMORY STORAGE?

No. The mobile hotspot does not support memory storage.

## 5 HOW CAN I CONNECT MY HOTSPOT TO MY INTERNET READY DEVICE?

There are 2 different operating modes for the T9 Franklin Mobile Hotspot:

- **USB Cable Mode** - Use a micro USB cable to connect your notebook or other computing device to the hotspot for mobile broadband Internet access.
  - Note: A USB cable connection between the hotspot and computer disables Wi-Fi capability. When plugged into a wall outlet or vehicle power charger, the device automatically sets to Wi-Fi mode.
- **Wi-Fi Mode** - Connect multiple Wi-Fi enabled devices without a USB or other wired connection. Just turn on the hotspot and it connects to a network.

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## 6 WHEN DO I NEED TO USE THE USB CABLE WITH MY HOTSPOT?

The USB cable is required when the hotspot is used as a USB modem.\* The cable can be used to connect after activation if the hotspot is out of battery power and there is no access to a wall outlet.

\*Not available on all hotspot devices.

## 7 HOW DO I CONNECT MY DEVICE TO THE MOBILE HOTSPOT USING ITS WI-FI SIGNAL?

To connect a device to the hotspot:

1. Press the **Power** button on the hotspot.
2. Once the hotspot has been activated, it automatically connects to the Internet over the T-Mobile wireless network.
3. On the device you want to connect to the hotspot, go to its Settings Menu to establish a Wi-Fi connection to the hotspot.

For more information on how to use your Wi-Fi enabled device's Wi-Fi connection manager, refer to the device's user guide.

## 8 IS MY HOTSPOT PASSWORD-PROTECTED WHEN IN WI-FI MODE?

Yes. By default, your device has a password that must be entered in order to connect to it through Wi-Fi. Your Wi-Fi enabled device will prompt you to enter the password when you attempt to connect to the hotspot.

The password can be found on the Connect Information Card included in the box. The password is also available in the device's Display Menu.