Franklin R910 Mobile Hotspot

Additional Resource

For a more complete manual, faqs, and troubleshooting for the Franklin R910 Mobile Hotspot:
https://support.sprint.com/global/pdf/user_guides/franklin/r910_mobile_hotspot/r910_user_guide_en.pdf

Updating the Device

Updates to the device may be necessary periodically and the device should update automatically. If so, please contact Richelle.

Service End Date

The grant provides for a one-year service contract. The contract for these devices started on August 15, 2018 and will end on August 15, 2019. We anticipate that the libraries will be able to keep the devices at the end of the one year but we cannot promise and we will not know for sure until the conclusion of the grant.

1) LCD Screen: indicates signal strength, WiFi Name, Wi-Fi Password, number of devices connected, and data usage.

2) Navigate the menus using the arrow buttons.

3) Select the option you wish to view by selecting the check mark button

4) Power Button: located on the side of the device, press and hold power button to turn device on and off. While plugged in the Power Button will be red and then turn green to indicate that it is fully charged.

5) USB Type A port: insert the charger and plug into wall outlet to charge. DO NOT leave the device plugged after it is fully charged. This will degrade the battery life over time.

How to Connect to the Hotspot's WiFi

1) Make sure that the hotspot is powered on

2) Check to make sure that WiFi is enabled on the device you would like to connect (smartphone, laptop, desktop computer, tablet, E-reader, etc.)

3) Select the WiFi name that is displayed on the hotspot

4) Enter the WiFi password exactly as it is shown on the hotspot's screen. The password is case-sensitive.

5) Your device should now be connected to the hotspot's WiFi network

Tips and Troubleshooting

- The better the signal, the longer the battery life
- If the device gets too hot it will not charge
- If the device stops charging over time, let Richelle know, the battery may need to be replaced
- If a patron has trouble with the device at home, check the Sprint coverage map: http://coverage.sprint.com/
  Or, suggest placing the device near a window
- These devices do well with a little bit of patience, try turning the device off and wait a minute before turning it back on