

Attleboro WiFi Hotspot Lending FAQ

Where can I borrow/return a WiFi hotspot?

You can borrow and return a WiFi hotspot only at the Circulation Desk at the Attleboro Public Library. WiFi hotspots cannot be returned in the book drop or to another library.

What is the coverage area of the of the WiFi hotspot?

The WiFi hotspots use [Sprint's 4G LTE Network](#).

Can I place a hold on a WiFi hotspot?

Currently, we have four WiFi hotspots available on a first come, first served basis with no holds allowed. Coming soon, we will be offering six additional hotspots that can be reserved through [Tixkeeper](#).

Who can borrow a WiFi hotspot?

Anyone age 18+ with a Massachusetts library card in good standing can borrow a WiFi hotspot. You may check out one device per person and per household at any time.

How do I use a WiFi hotspot?

Basic instructions are included on the case and can also be found at attleborolibrary.org/hotspot/

Charging the Hotspot:

When the battery indicator flashes red, the hotspot will need to be charged. Connect the USB cable between the hotspot and the adapter, and plug it into an electrical socket to start charging. You can also charge the device by connecting it to a PC with the USB cable. When the hotspot is powered off, it will take about 3 - 4 hours to fully charge.

What comes in a WiFi hotspot kit?

Each WiFi hotspot kit contains:

- 1 case
- 1 hotspot device
- 1 micro USB cable
- 1 adapter

Where can I get more information about the hotspot device?

Visit Coolpad's website to find an overview of the [Coolpad Surf](#) hotspot.

Are there any restrictions on data or internet use with the WiFi hotspots?

Data usage is unlimited and internet content filtering is NOT provided through the hotspot.

The Library does not track any internet usage. **By using the hotspot you are agreeing that you will not take part in any illegal activities.**

The Library is not responsible for any files, data, or personal information accessed or transmitted using the WiFi hotspot device.

Can I use the WiFi hotspot outside of the U.S.?

You can only use the hotspot inside the continental U.S. There is no international data or roaming. The WiFi hotspots use [Sprint's 4G LTE Network](#).

How many devices can be connected to a WiFi hotspot?

Up to 10 devices can be connected to the hotspot at one time and data is unlimited. Additional devices connected may reduce connection speeds.

What if I lose or damage the hotspot?

If you lose or damage a hotspot you will be charged a replacement fee. Replacement fees for lost or damaged hotspots are:

- **Hotspot (including parts): \$77**
- Hotspot only: \$60
- Lost cord: \$5
- Lost adapter: \$5
- Lost case: \$15

Can I renew a WiFi hotspot?

No, WiFi hotspots are not renewable.

For how long can I borrow a WiFi hotspot?

You can check out and use a WiFi hotspot for free for 14 days, with no renewals. The wireless service on the hotspot will be turned off if the hotspot is not returned on the due date.

If you return the hotspot late you will be charged a late fee of \$1.00 per day until it is returned. Many people are waiting to borrow a hotspot, so please return the hotspot on time.

How much does it cost to borrow a WiFi hotspot?

There is no charge to borrow and use a WiFi hotspot. You can check out and use a WiFi hotspot for free for 14 days. If you return the hotspot late you will be charged a late fee of \$1.00 per day until the hotspot is returned. If you lose or damage the hotspot, you will be charged replacement fees:

- **Hotspot (including parts): \$77**
- Hotspot only: \$60
- Lost cord: \$5
- Lost adapter: \$5
- Lost case: \$15