

Mobile Hotspot FAQ

What is a hotspot? A mobile hotspot device enables users to connect to the Internet using a small box with a cell phone data plan that they can bring with them wherever they go. Similar to a data plan for a cell phone, as long as the device can connect to the cell tower, users can access the Internet.

Who can check out the Hotspot? Teaneck residents who are age 18 and up and in good standing can check out the Hotspots.

How long is the loan period? Hotspots can be taken out for two weeks.

Can it be renewed? No, it cannot be renewed. The patron needs to wait two-weeks before checking out the Hotspot again.

Can it be reserved? No. It is available on a first-come, first-served basis.

How much does it cost to check out the Hotspot? It is FREE to Teaneck patrons.

Where can I check out the Hotspots? Hotspots can be checked out downstairs at the service desk.

Can I return it to a different Library? No. Hotspots can only be returned to the Teaneck Library, but may be returned in the Media Drop (Not the Book Return).

How much are the late fees? There will be a \$5.00 per day charge if the hotspot is returned late.

What happens if the Hotspot is lost or damaged? The charge for a lost hotspot is \$100. The charge for a damaged hotspot will be determined by the Library Director.

How to use it?

- a. Hold the "Power" key for 3 seconds to turn on the hotspot and the device you want to use with it.
- b. Open the Wi-Fi settings on your own device. Search for hotspot SSID (starts with "Alcatel LINKZONE") and enter password provided on the hotspot to connect to the Internet.

What should I do when I finish using it? When you are done, hold the power button for 3 seconds to turn it off. Please make sure to TURN OFF the hotspot after every usage. Leaving the Hotspot on when not using wastes the data plan and may slow your connection when you actually need it.

How many devices can I connect to the Hotspot? You can connect up to 15 devices to the hotspot.

I am traveling. How can I find out if the Hotspot works at the area I am traveling to? Go to the T-mobile coverage map to find out: <https://www.t-mobile.com/coverage/coverage-map>

What is your data plan? Our hotspots offer a 2GB limit per monthly usage. Once the hotspot usage exceeds that, the speed slows down considerably. Streaming videos, uploading photos consume a lot of data, while checking emails or searching the internet don't require a lot. We recommend turning off the Hotspot after every usage to conserve the data plan.

If you need more information, please search the T-mobile website for more answers. Enjoy being connected.