ClydesHotSpot Documentation

> Each HotSpot has a limited amount of monthly high-speed data. Should the HotSpot exceed this amount, you may notice slower internet speeds.

Pre-Formatted version: ClydesHotSpot Quick Guide

Connecting to the UCCS Hotspot

Step 1: Turn On Hotspot

To turn on the hotspot press and hold the power button, on the top in the right corner, for 3 seconds.

Step 2: Connect to Hotspot Network

Once turned on the hotspot will broadcast a wireless network.

Go to your wireless networks and select **ClydesHotSpot**

The password to connect will be displayed on the hotspot screen. The screen times out after 30 seconds, press the down arrow to wake the screen up.

Troubleshooting

> The hotspot has been preconfigured for optimal settings. There is no need to modify any settings.

Hotspot Won't Turn On

Try connecting the power cord. The battery might be low or dead.

The battery status is displayed in the top right corner of the hotspot display. It includes an image of the battery status as well as what percentage of charge it is currently at.

Battery Full:

Battery low:

No battery:

If the no battery icon is blinking that means charging is required.

Cannot See the ClydesHotSpot Network

Try restarting the device you are trying to connect to the hotspot.

Check the display. The name of the network will be listed at the top. If the name of the network has been changed from ClydesHotSpot you can connect to the network name displayed on the hotspot. Please notify the Library that the network name has been changed.

Try turning the hotspot off and on again.

The Password Won't Work

Check the display. The password of the network will be listed at the top.

Check that your Caps Lock isn't turned on your device.

For a mobile device check if it is adding a space at the end of the password.

Try turning the hotspot off and on again.

The Network Speed is Slow

Check the service signal strength in the top left corner of the display.

The lower the signal strength the slower the network will be. If the signal strength is low or has no signal at all consider moving to another area to see if the hotspot can get signal.

Try turning the hotspot off and on again.

Data transmission direction:

The up arrow refers to upload (send data out).

The down arrow refers to download (receiving data).

Signal strength:

The lower the bar the weaker the signal.

The higher the bar the strong the signal.

No signal:

The hotspot is unable to connect to the Sprint mobile network.

Roaming:

The hotspot is unable to connect to a Sprint tower but is able to connect to another cellular tower. Some slower speeds may occur but the network

Device Will Not Connect

Check the display screen to see how many devices are connected currently.

This is what the Devices option looks like:

The hotspot will only allow up to two devices to connect at time. The number of devices connected is displayed in the top right corner of the Devices icon.

If you have two devices connected and need to connect a third you will first have to disconnect one of the other two devices.