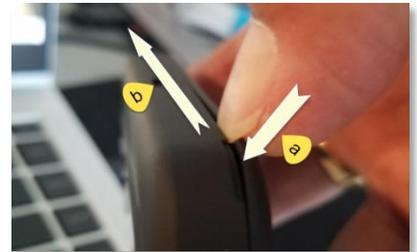# Getting Your Hotspot Ready for Use

The instructions below show you how to prepare the hotspot for use; and once ready, how to use it.

## Preparing Hotspot for Use

1.  Verify what you have.  If anything is missing, check back with your school.  Your hotspot package includes the following:
    a.  Quick Start Guide
    b.  Hotspot
    c.  Hotspot battery
    d.  Charging cable and plug
2.  Open the hotspot case and insert the battery.
    a.  To open the case, press down firmly with your thumbnail
    b.  Then slide your thumb nail in the direction of the arrow shown in the image below--continuing until case has completely snapped open.

    c.  Next insert the battery.  The battery is keyed so you can only place it one way.  The battery **model name** should be facing up with the 3 metal conductors going in first.  And with the battery inserted, snap the cover back in place by pressing it firmly around the edge against the main hotspot unit.
3.  **NOTE**:  The **POWER/OK** and **MENU** buttons are referenced throughout this document.  Please see the image on the right side for their locations.
4.  With the cover completely closed, turn the unit over so the display is visible with the power button positioned to the right.  Now hold down the power button for at least 4 seconds until the hotspot turns ON.  From this point forward, it should take about 10 minutes to complete the process to get your hotspot ready--just make sure to follow the steps below.
5.  The hotspot will cycle through a few screens and after about a minute will show the home screen displaying **Used/Plan** numbers (see image below).  Now press the **MENU** button 5 times to go to the **Software Update** screen.

home screen

Software Update screen

6.  At the **Software Update** screen, tap the power button (OK).  There you will see the option to Check for Updates.  Tap the power button (OK) to check for updates, and the unit will begin to check for updates, begin to download, then install the updates.  It will cause the unit to restart a couple of times.  Wait until it comes back to the home screen.

7. After the hotspot has completed the restarts, you will see a screen showing that the update was successful; tap the power button (OK) and you will see the home screen.

8. Congratulations!  The hotspot is now ready for use.



Update Successful          Home Screen

## How to Use the Hotspot

With the hotspot on the home screen, it is now ready for you to use.

By default, the hotspot is configured to use the 2.4GHz radio frequency.  If you wish to use the 5GHz frequency, please refer to the Verizon Quick Start Guide (included with your hotspot package).  If you do not understand this section, don't worry as the hotspot will work as configured.

From the home screen, you can get to the hotspot WIFI name and password by pressing the MENU button 2 times.  This will take you to the 2.4GHz WIFI Info screen.

Once there, tap the power button (OK).  You should then see the information you need for the WIFI network you are to choose from your computer and the password needed to use it.



The 2.4GHz WIFI Info screen on the right side is an example of what you will see.

Here is a legend of what each row represents:

 - The scrolling string next to this is the WIFI network name.  It typically begins with "Verizon-RC400L".  This is what you will look for on your computer when searching for your hotspot's wireless signal.

 - This represents the WIFI network's password.  In the example screen, the password is b2b2cca2.  You will be prompted to enter this value after you select the WIFI network name from your computer.

**Remember, your WIFI network name and password will be different.  Check your <u>2.4GHz WIFI Info</u> screen to get your hotspot specific values.**

## Getting Hotspot Technical Support

Should you encounter any technical issues with your hotspot, please contact Verizon.

- Computer: https://verizonwireless.com/support
- Customer Service phone number:  1-800-922-0204
- Twitter:  @VZWSupport