

# JPL MOBILE HOTSPOT BORROWING PROGRAM

## Who is Eligible to Check Out a Library Hotspot?

Any Jefferson Parish resident age 18 years or older with an active J.P. Library card is eligible to check out a Library Hotspot.

## Is There a Charge to Check Out a Library Hotspot?

No, Library Hotspots check out for 21 days just as a standard item.

## Will Devices Continue to Work Past the Due Date?

No, if a device is not returned by its due date, the service will be remotely disconnected within 24 hours. A fee of \$15/day (max \$50) will be charged to a patron's account if the item is late. A fee of \$50 will be applicable if the item is lost or damaged beyond repair.

## Where Can Hotspots Be Returned? Can They Be Renewed?

Library Hotspots should be returned to the branch from where they were borrowed. Devices must be returned inside the library. **Please do not leave Library Hotspots in return bins.** To ensure equal access, Library Hotspots cannot be renewed, however, a patron may check them out again after a full day has passed.

## How Does a Patron Receive Technical Assistance?

Patrons can contact the Jefferson Parish Library IT Helpdesk by emailing [helpdesk@jplibrary.net](mailto:helpdesk@jplibrary.net).

## What is the Speed & How Many Devices Can Be Connected?

Library Hotspots connect to the T-Mobile 3G, 4G or LTE Nationwide Network. Hotspot speeds vary by location, depending on how strong the cellular signal. Multiple devices (10) can connect to the Hotspot, however for optimal usage, one to two devices is recommended.

## Which Accessories are Included with the Mobile Hotspot?

The Hotspot case will include the device and a power cord for charging.

## What Type of Services Can Be Used with the Library Hotspot?

Patrons may use Library Hotspots to browse the internet, send and receive email, and use services such as Skype, FaceTime, WhatsApp, and other available services.

## Does the Library Track Usage Data with the Hotspots?

No, to ensure patron privacy, Jefferson Parish Library does not have access to nor collect patron's internet usage data.

## Does the Battery Need to be Charged Before Using?

Generally devices will have some, if not all, of their battery available at checkout. However, the Library recommends charging the device's battery fully before using. Please do not use the device while it is charging to avoid overheating the battery.



[WWW.JPLIBRARY.NET/HOTSPOT](http://WWW.JPLIBRARY.NET/HOTSPOT)

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# JPL Mobile Hotspot Borrowing Program

## Getting Started with your Library Mobile Hotspot:

1. To ensure that your device is at full battery power, please plug the unit into an electrical wall outlet using the provided charging cable until the flashing battery icon is completely filled.



2. To power on the device, hold the power button down for approx. 3 seconds until the device displays "Welcome" on the LCD screen. The LCD will go blank after a few seconds to preserve battery life even though the device is still on. To regain access to the information on the LCD screen, simply press down on the power button.

*Note: Devices do not have to be fully charged to work, but the Library asks that you do not charge and use your unit at the same time. The battery icon will also be displayed on the LCD screen.*

*Note: Remember, you must hold the power button down for 3 seconds for the device to engage. As soon as you see "Welcome" on the LCD screen, you can release the power button.*



*Above: The power button is on the front side of the device.*

3. Once the unit is on, the main display screen will display:
- The T-Mobile Icon (indicating the device is active)
  - The Connection Speed Indicator (3G, 4G, LTE)
  - The Battery Icon (indicates how much battery strength remains)
  - The Signal Strength Icon (more bars = stronger signal)
  - The Number of Connected Users



*Note: Remember, the LCD screen will go blank after a few seconds even though the device is still on. Simply press the power button to engage.*

4. To connect to the Library Hotspot on your personal device, select the network beginning with **JPLARPA** on the available networks display.

5. After you connect, you will have to enter the security password. The password is case sensitive and will start with **Jplebrarpa** and end with the three digit number code assigned to your device. For example, the password for the unit shown is **Jplebrarpa006**. If you are borrowing device 011, your password would be **Jplebrarpa011**. The "J" must be capitalized and the rest of the password should not be. You can find your password by clicking on the power button on the Library Hotspot until the screen displays the password (3 clicks from a blank screen).

6. Your device should be connected and online. If you cannot connect, or are having other technical issues, please email the Jefferson Parish Library IT Helpdesk at [helpdesk@jplibrary.net](mailto:helpdesk@jplibrary.net).

7. To turn off the Library Hotspot, hold down the power button until the unit displays "Goodbye" on the LCD screen.



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