

WI-FI TO GO

FREQUENTLY ASKED QUESTIONS

Who can check out a Wi-Fi to Go hotspot?

Anyone who has a valid library card. We do ask that you limit one hotspot per family.

How do I check out a Wi-Fi to Go hotspot?

Stop by the Main Library in Hillsborough or the Carrboro Branch at McDougle Middle School in Carrboro to borrow a hotspot. If no hotspots are available at that time, you can use your library card to place a hold.

How long can I keep it?

You can borrow the Wi-Fi to Go hotspot for 21 days. Two renewals are available if no one else is waiting.

Can I reserve Wi-Fi to Go?

Yes. If all hotspots are checked out you can use your library card to place a hold.

How do I return the Wi-Fi to Go hotspot?

You can return the hotspot to any library location during open hours. **No book drop, please.** You must return the hotspot with all the original packing and accessories. Please fully charge the battery before you return the device.

Can I use the Wi-Fi to Go to send/receive text messages?

No. Texting/SMS messaging is not available.

How do I renew it?

You can renew the hotspot by logging into your account or at any library location, just like any other item.

How much does it cost?

Borrowing and using the hotspot is free! If it is lost or damaged beyond repair, a \$65 fee will be charged to your library account.

What information about my Internet usage, if any, is tracked by the library or the service provider?

Your Internet usage is not tracked by the library or the service provider. The library maintains records of which customers have checked out library materials for the duration of the checkout period.

The Wi-Fi to Go hotspot prompted me to update the software. Should I do that?

Yes. The hotspot periodically receives software updates from the service provider. You can go ahead and accept the update. The software upgrade process only takes a few minutes.

The hotspot displayed a message that said "Data Limit Reached."

Under certain circumstances related to heavy use in an area, the service provider may limit the amount of data that its network will carry, usually for a few hours. This is done automatically in response to heavy network congestion.

If this happens, the Wi-Fi to Go hotspot may display the "Data Limit Reached" message and Internet speeds will be reduced for a period of time. The library does not receive notice when this occurs and there is no "fix" other than to wait until the congestion period is over.

How can I learn how to use additional features on the hotspot?

We are using the Jetpack MiFi 6620L device for our Wi-Fi To Go program. You can access full documentation for the device at Verizon's website, www.verizon.com. Many of the articles won't apply to the library's Wi-Fi to Go program because the devices are already activated and configured.

If you have problems using the device, the instructions for resetting the device or for removing and re-inserting the battery may be useful. The Wi-Fi to Go may also be used to "tether" to a laptop via a USB port.

Other questions?

Ask one of our librarians by calling 919.245.2536 in Hillsborough or 919.969.3006 in Carrboro during regular business hours.



Wi-Fi to Go is a partnership between the Orange County Public Library and the Orange County Department of Information Technologies.