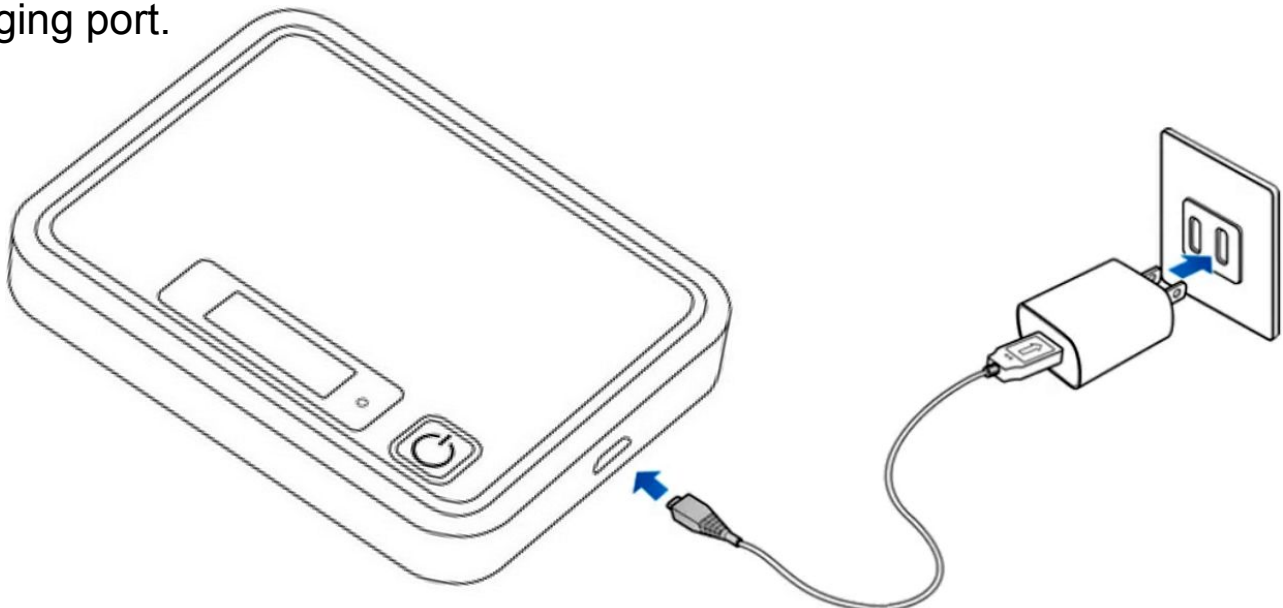# Franklin R850 HOTSPOT

Franklin R850 Hotspot Set-Up

The R850 Hotspot that was provided by TGH is serviced through Franklin Wireless. For issues with service you can call Franklin Wireless at **1-800-959-3558** for Customer Service in English & Spanish. For more information go to www.franklinwireless.com/support/contact-us
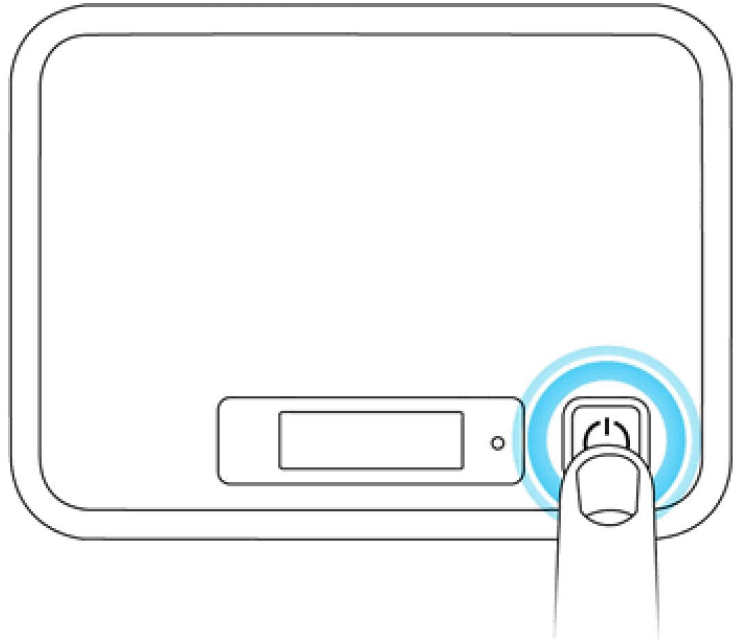

1. Plug in the AC adaptor to the wall outlet and the MicroUSB cable in the charging port.

2. The indicator light on the power button illuminates red when charging starts. It may take up to three hours to fully charge the battery. The light will turn green when the device is fully charged.

3. To turn on the device, press and hold the Power button until the device displays "Welcome" on the screen.

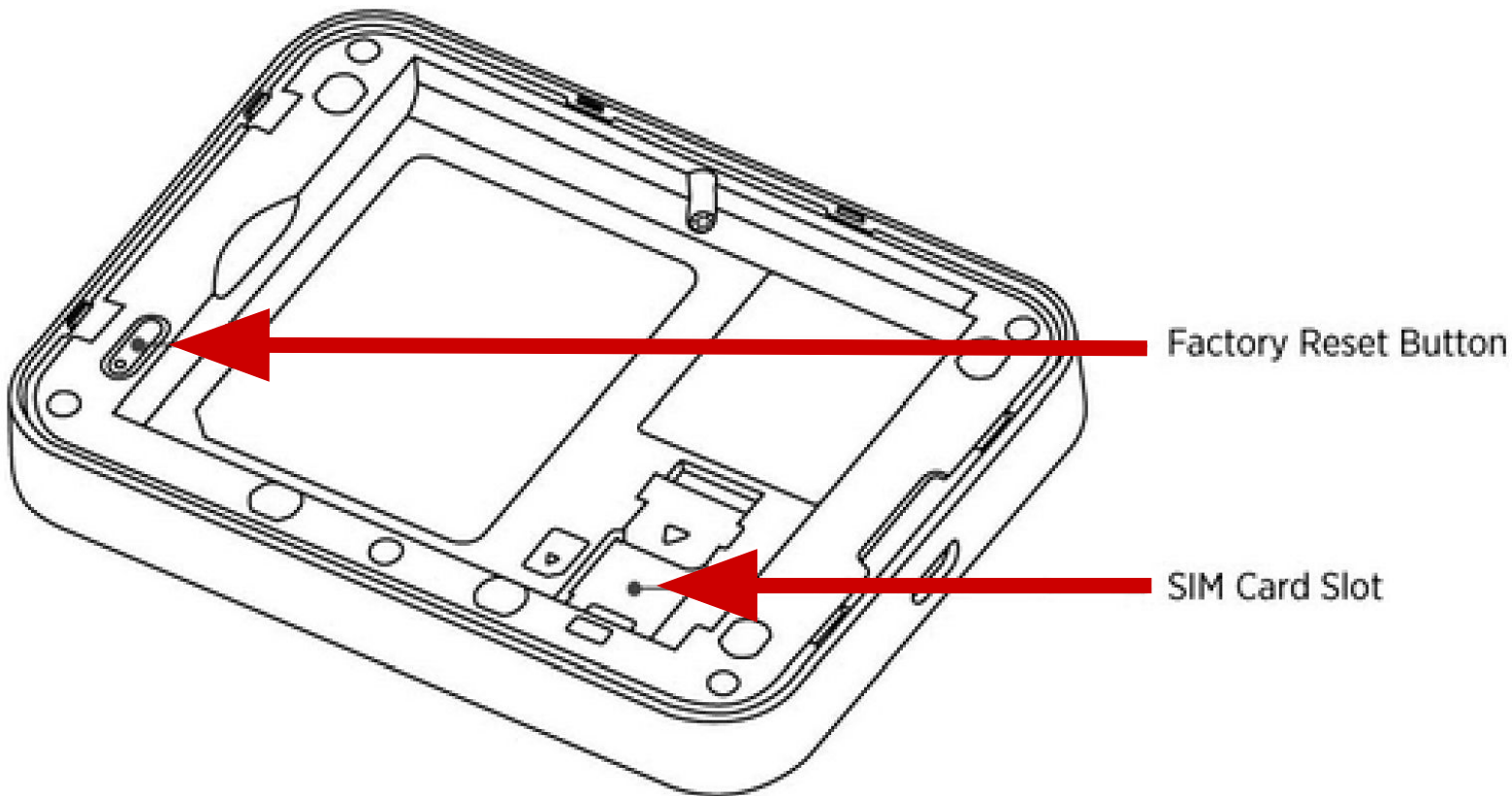4. Your device's Wi-Fi function automatically turns on once the device is powered up completely.

5. You can now connect your computer, tablet, and phones to this wifi signal.

- If you are setting up your Chromebook for the first time, go to the [Chromebook Setup instructions](#) now and the Chromebook will ask you for your hotspot wifi information during setup.
- If your Chromebook is already set up go to the WIFI setting on your Chromebook and select the WIFI signal from your hotspot. Once your Chromebook connects to the WIFI signal from the hotspot, you will be prompted to enter the Password. Once you type in the password your Chromebook will connect to your hotspot's WIFI signal and you will be able to get online.
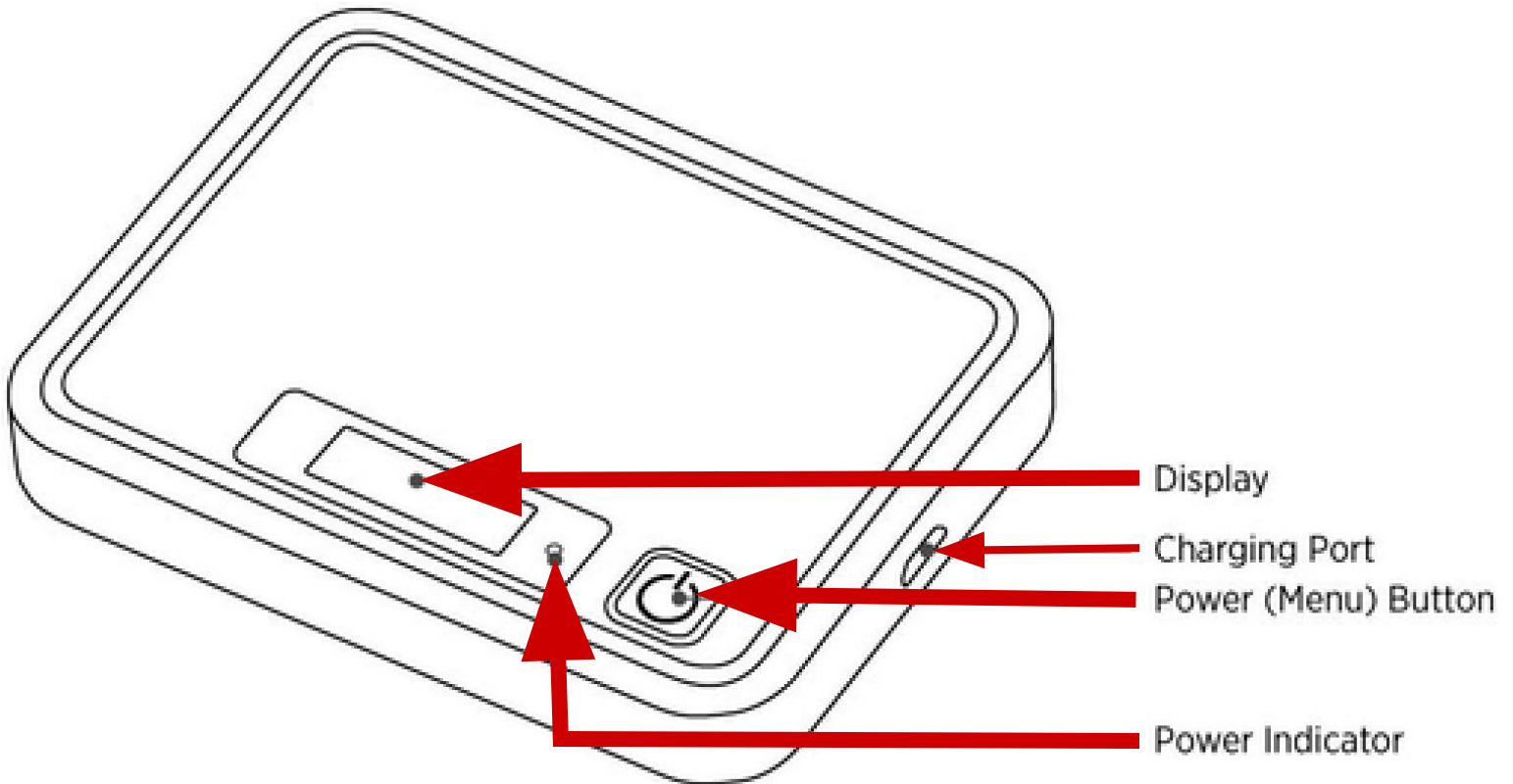
6. To turn off your hotspot, press and hold the Power button until the device displays "Goodbye".

Troubleshooting Notes:

- To reset your device settings to factory default first turn ON your hotspot. Then Press the reset button which is located on the backside of the device after battery cover is removed.
- If your device will not turn on or off using the Power button, remove and re-insert the battery, then press and hold the power button again. Restarting your device does not reset the device settings.

Factory Reset Button

SIM Card Slot

Home Screen Layout

Display
Charging Port
Power (Menu) Button
Power Indicator

① Display Screen

- Displays status indicators including Signal strength, SIM Card, Roaming, battery level and more.

② Power (Menu) Button

- Turns the device on or off
- The button to use to activate the menu
- Automatically toggles every 6 seconds

③ Charging Port

- Is where you will plug in the USB charger port

④ Power Indicator

- Will let you know the battery level of the device.

Status Bar Icons

Icon	Description
LTE	Mobile networks connected
(signal bars)	Service signal strength. The more bars, the better service signal received.
(no service)	Out of service area
R	Appears when roaming
(WiFi 2)	The number of connected WiFi devices
(full battery)	The battery is full
(low battery)	The battery is low
(empty battery)	No battery, battery icon is blinking (charge is required)

Menu Bar Icons

- On a computer that is connected to the hotspot network, open the web browser and enter http://MyHotSpot or http://192.168.128.1 in the address bar.

Devices	- Shows the number of connected devices. - Use this feature to see Wi-Fi names and addresses of the devices currently connected.
Wi-Fi	Shows the SSID and security keys (Main Wi-Fi and Guest Wi-Fi network names and passwords) for your hotspot.
Settings	- Adjust settings for Wi-Fi Options, Display Time out, Network, Software Update. - Select Display Timeout to change display timeout options. - Select Network Mode to change network mode, roaming mode, and roaming guard. - Select Software updates to download the latest firmware.
About	- Shows your device's phone number, software version, URL for the WEB UI etc. - Use this feature to see model name, HW revision, battery level, main Wi-Fi, Guest Wi-Fi name and Mac Address, firmware version, build date, and web app version, etc. - Select My Account to see phone number, PRL, Model, MEID, ICCID, Activation date, etc.