Answers to some of your questions about Wi-Fi hotspots

- **What is a Wi-Fi hotspot?**
  
  Wi-Fi hotspots are devices which broadcast internet access over Wi-Fi connections.

- **What types of devices can access a Wi-Fi hotspot?**
  
  Wi-Fi capable devices include mobile devices such as smartphones, tablets, netbooks, laptops and desktop PCs.

- **What is an SSID?**
  
  SSID (Service Set Identifier) is the public name of a Wi-Fi hotspot.

- **What is a security key?**
  
  A security key is the password used to connect to a Wi-Fi hotspot.

- **How do I use my R850 Mobile Hotspot as a Wi-Fi hotspot?**
  
  You can use your R850 Mobile Hotspot as hotspot for up to 10 devices via Wi-Fi, plus one device via a USB connection.

Answers to some of your questions about getting the most out of your R850 Mobile Hotspot

- **What can I do to maximize my internet browsing speed?**
  
  - Place the mobile hotspot in a location where the Sprint signal strength is strongest, such as near a window.
  - Ensure there is plenty of space around the mobile hotspot to provide the best signal reception. Keep it at least 4-6 feet away from electrical devices that generate RF interference such as microwaves, TVs, cordless phones, cellular phones, and wireless speakers.
  - Connect as few devices to the hotspot as is necessary. The more devices that are connected, the slower the potential browsing speed.
  - Power the hotspot off when it is not being used.

Answers to some of your questions about the data connectivity of your R850 Mobile Hotspot

- **Can my device connect to Sprint 4G LTE?**
  
  Yes, your device supports 4G LTE and connects to it automatically.
• **Why is my R850 Mobile Hotspot disconnecting from the Internet?**
  - You may be using your device in an area with low or no 4G LTE coverage.
  - The device has been running for a long time, and it may need to be restarted.
  - Your computer may be experiencing a temporary problem.
  - You may need to remove the battery and put it back in as a reboot. Sometimes interference can cause it to crash.

• **Can I share the Internet connection with other devices?**

Your R850 Mobile Hotspot supports up to 10 wireless connections and 1 USB connection.

**Answers to some of your questions about 4G LTE**

• **Why don't I have a 4G LTE connection?**

If your R850 Mobile Hotspot cannot establish a 4G LTE connection you may not be in an area with 4G LTE coverage.

4G LTE coverage is available now in most markets with more being added all the time.

Verify that your device is in a 4G LTE coverage area by checking the [Sprint coverage map](#).

If your device is in a 4G LTE coverage area, make sure 4G LTE is enabled.