



Thank you **Bay City ISD** students & faculty for choosing **T-Mobile** for your wireless data needs. We are excited to provide you with T-Mobile's blazing fast Franklin T9!

We've provided some basic information to assist you with your new device below.

- Please see your "start guide" booklet included in the box.
- Your device already has a SIM and battery inserted and provisioned on the **T-Mobile** network.
- Please visit this link at your leisure should you want to learn more about the [Franklin T9](#). This is where you will be able to browse for help, ask questions, Tech Specs How To's, and Troubleshooting.
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To begin using your new device, please follow these steps:

- ✓ Make sure your Mobile Hotspot is turned on.
- ✓ Select the Wi-Fi Network Name (SSID).
- ✓ The Mobile Hotspot network name (SSID) is the name of the Wi-Fi network you'll need to connect to.
- ✓ The default Mobile Hotspot network name (SSID) and password can be found on the device display. Just press the Power/Menu button shortly when the display is on.
- ✓ The SSID is "BCISD-TEACHER" and the Wi-Fi password is "BCISD2020!".

Troubleshooting your Franklin T9:

How to power on device:

- ✓ Press the **Power/Menu** button on the mobile hotspot for 3 seconds. The LED indicator will light up and the display screen will turn on.
- ✓ Wait for the **Network** and **Wi-Fi** Indicators to come on, one at a time.
- ✓ When the Network and Wi-Fi icons light up blue, the Wi-Fi connection is enabled.

How to power down device:

1. Press the **Power/Menu** button on the mobile hotspot until "Goodbye" message appears on the display screen. The LED indicator light will also turn off.



2. The Network and Wi-Fi connections have been disabled.

Visit the [troubleshooting](#) link for self help.

For device questions or issues, please contact **BCISD Help Desk** by dialing 979-401-1050 or emailing Tech support @ it@baycityisd.org

If a device is damaged or out of warranty and does not work please refer to your school Help Desk for further instruction.