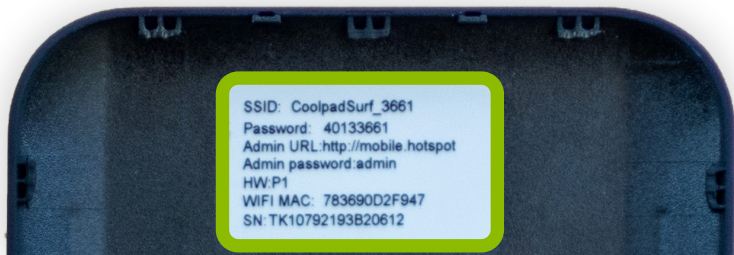




## COOLPAD SURF QUICK START GUIDE

Welcome to California Connects Mobile Internet, powered by the Sprint® nationwide network. You're now on your way to staying connected anytime, anywhere.

Before getting started, please locate your hotspot's Wi-Fi name (SSID) and password on the back of the device cover. Please record it here for future use.



WI-FI NAME (SSID)

PASSWORD

## GET STARTED

Your CoolPad Surf arrives activated and ready to use.

### TURN YOUR DEVICE ON

Insert the battery pack, then press and hold the Power button until the device indicator lights turn green. When turning on for the first time, your device will take a few minutes to connect to the closest available cellular signal.

### CONNECTING TO THE INTERNET

1. After turning your hotspot on, the hotspot automatically connects to the Internet.
2. Turn on the Wi-Fi function on your Wi-Fi capable device.
3. From your Wi-Fi capable device, select your hotspot's Wi-Fi name (SSID) from the list, enter the password and click Connect.

### TURN YOUR DEVICE OFF

Press and hold the Power button until the indicator lights turn off.

### ADVANCED USER SETTINGS: CHANGING YOUR WI-FI PASSWORD

1. While connected to your Wi-Fi network, open your browser and proceed to the following URL: <http://mobile.hotspot>
2. Click **Settings** in the navigation area, enter in the password "**admin**".
3. Under Wi-Fi Basic Settings, enter your new password in the **Wi-Fi Password** field and select "**Save Changes**".



## NEED HELP?

### BILLING OR WEBSITE SUPPORT

Call ThinkEDU at 1.800.579.0207 or or visit the website below:

<https://thinkedu.force.com/cbsupport/s/>  
M-F 7:00 a.m. - 3:00 p.m. Pacific Standard Time

### CONNECTIVITY OR DEVICE SUPPORT

All California Connects devices have a 9 month warranty. Call Mobile Citizen at 1.877.216.9603 or visit the website below:

<https://mobilecitizen.org/about/contact-us/>  
M-F 7:00 a.m. - 4:00 p.m. Pacific Standard Time

CollegeBuys: 1.866.325.3222  
[collegebuys@foundationccc.org](mailto:collegebuys@foundationccc.org)  
M-F 9:00 a.m. - 5:00 p.m. Pacific Standard Time

In an effort to keep you from waiting on hold, you may encounter a voicemail box. Your call will be returned in the order it was received.

### SUBSCRIPTION RENEWAL

To renew your service, please go to [store.collegebuys.org/calconnects](https://store.collegebuys.org/calconnects) and follow the "Renew your Subscription" link.

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