

## Steps to Connect to onSpot wifi



On your wireless-enabled device (laptop, tablet or smartphone) look at the list of available WiFi networks and choose the strongest one that contains 'onSpot' or 'onSpot5G' (if possible, use 'onSpot5G')



You will usually see more than one 'onSpot' signal - if you have trouble connecting to one or the performance is poor, please continue to try the other available signals until you find the best one for your location



Once you click on the name of the network you will be prompted to enter a security key (Windows) or password (Apple) - here you will enter 'onspotwifi' (all lowercase, no spaces)



Now you have a secure connection to onSpot wifi. Open a browser to access the internet - open Firefox, Chrome, Internet Explorer, Safari, etc.

## Congratulations!

You are now online and connected to the internet

### If you have any trouble with the above steps...

please see the FAQs and helpful suggestions on the back of this card. If you need additional help, please call or text **954-990-0192** or email **support@onspotwifi.com**

## FAQs



**Why does my device state 'invalid password' when I connect to the 'onSpot' antenna?**



Make sure you enter 'onspotwifi' with all lowercase letters and no spaces. If that is correct, this could be an indication of a weak signal from your device to the antenna; although you can clearly see the name of the antenna on your computer, the antenna may not properly receive your signal due to your location within your boat. Try moving higher in the boat, closer to a window or near an exterior portion of the boat. Also try another 'onSpot' antenna on your list if you have more than one available.



**My network connection seems weak or slow. How can I increase my signal strength or speed?**



Use a different 'onSpot' antenna to increase your signal strength if your device sees more than one.

Move to a different/higher location in your boat to minimize obstructions between your device and the antenna

Use an external antenna which has many times the strength of the antenna in your phone/tablet/laptop - contact us for suggestions



**Can I connect the boat's network or a router to the 'onSpot' antenna?**



Yes. If your boat's network or router has an antenna that can receive the 'onSpot' signal, then you can connect the boat's network antenna and enter the security key in your network device's settings.



**Does onSpot wifi support 5 GHz WiFi devices?**



Absolutely! We prefer you use the 5 GHz signal whenever possible. Look for 'onSpot5G' when searching the list of available signals on your device.



**How do I connect my Smart TV, game console and other devices that do not have a web browser to the onSpot wifi?**



You can connect one of those devices directly to the 'onSpot' signal using the security key (password) on the front of this card; however the performance of the WiFi may be hampered by the location of the device. An onboard antenna/router combination will help dramatically. Contact us for help and suggestions.