AT&T ATTCKTHS02

AT&T Turbo Hotspot 3 User Manual

Model: ATTCKTHS02

1. INTRODUCTION

The AT&T Turbo Hotspot 3 is a portable Wi-Fi device designed to provide internet connectivity for multiple devices on the go. It allows you to create a personal Wi-Fi hotspot, enabling up to 16 devices to connect simultaneously. Featuring a 1.77-inch LCD screen, it displays essential information such as Wi-Fi details, battery life, signal strength, and connected devices. This device supports dual-band Wi-Fi (2.4GHz and 5GHz) for stable and efficient streaming. It is equipped with a long-lasting 3000mAh battery, ensuring extended usage.

Important Note: This device requires the customer to purchase an AT&T Prepaid Plan. The device will not connect without an active prepaid AT&T plan.

Image 1: The AT&T Turbo Hotspot 3 device.

2. WHAT'S IN THE BOX

Please check the package contents to ensure all items are present:

- AT&T Turbo Hotspot 3 Device
- Battery
- Charger

3. DEVICE OVERVIEW

Familiarize yourself with the physical components and screen indicators of your AT&T Turbo Hotspot 3.

Image 2: Labeled diagram of the AT&T Turbo Hotspot 3.

Physical Buttons:

- **Navigation Button:** Used to scroll through menu options on the LCD screen.
- **Power/Select Button:** Used to power the device on/off and to select options on the LCD screen.

LCD Screen Indicators:

The 1.77-inch LCD color screen provides real-time status information:

- **Signal Strength:** Indicates the strength of the cellular network connection.
- **4GLTE:** Shows the current network technology.
- **Battery Indicator:** Displays the remaining battery charge.
- **Wi-Fi Info:** Provides details about the Wi-Fi network, including SSID and password.
- **Connected Devices:** Shows the number of devices currently connected to the hotspot.
- **New Message:** Alerts you to new messages or carrier notifications.
- **More Settings:** Access to additional device settings directly from the screen.

4. SETUP

Follow these steps to set up your AT&T Turbo Hotspot 3 for the first time:

1. **Insert SIM Card:** Ensure you have an active AT&T Prepaid SIM card. Open the back cover of the hotspot and carefully insert the SIM card into the designated slot. Close the back cover securely.

2. **Insert Battery:** Place the provided battery into the battery compartment.

3. **Charge Device:** Connect the charger to the hotspot and plug it into a power outlet. Allow the device to charge fully before initial use. The battery indicator on the screen will show charging status.

4. **Power On:** Press and hold the Power/Select button until the AT&T logo appears on the screen. The device will boot up and attempt to connect to the AT&T network.

5. **Activate Prepaid Plan:** If you haven't already, activate your AT&T Prepaid Plan. This is crucial for the device to establish an internet connection. Refer to your AT&T Prepaid plan documentation for activation instructions.

5. OPERATING THE HOTSPOT

Connecting Devices to Wi-Fi:

Once your hotspot is powered on and connected to the AT&T network:

1. On the hotspot's LCD screen, navigate to the 'Wi-Fi Info' section using the Navigation button and select it with the Power/Select button.

2. The screen will display the Wi-Fi Network Name (SSID) and the Wi-Fi Password.

3. On your Wi-Fi enabled device (smartphone, tablet, laptop), go to its Wi-Fi settings.

4. Select the Wi-Fi Network Name (SSID) displayed on your hotspot's screen from the list of available networks.

5. Enter the Wi-Fi Password when prompted.

6. Your device should now be connected to the internet via the AT&T Turbo Hotspot 3.

Using Dual-Band Wi-Fi:

The AT&T Turbo Hotspot 3 supports both 2.4GHz and 5GHz Wi-Fi bands. You can choose which band to use for optimal performance:

- **2.4GHz:** Offers wider coverage and better penetration through walls, suitable for general browsing and devices further away.
- **5GHz:** Provides faster speeds and less interference, ideal for streaming high-definition video and online gaming, especially when devices are closer to the hotspot.

You can typically switch between bands or manage settings via the hotspot's WebUI Manager.

WebUI Manager:

The hotspot features a convenient online WebUI Manager, accessible via a web browser on a connected device. This interface allows you to:

- View and adjust network settings.
- Manage connected devices.
- Configure security settings (e.g., change Wi-Fi password).
- Monitor data usage.

Refer to the device's quick start guide or AT&T support for the specific IP address and login credentials for the WebUI Manager.

6. MAINTENANCE

To ensure the longevity and optimal performance of your AT&T Turbo Hotspot 3, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the device. Avoid using liquid cleaners or aerosols.
- **Temperature:** Operate the device within recommended temperature ranges. Avoid extreme heat or cold.
- **Storage:** When not in use for extended periods, store the device in a cool, dry place.
- **Battery Care:** Charge the battery regularly. Avoid completely draining the battery frequently, as this can reduce its lifespan.
- **Software Updates:** Periodically check for and install any available software updates for the device, which can improve performance and security.

7. TROUBLESHOOTING

If you encounter issues with your AT&T Turbo Hotspot 3, try the following troubleshooting steps:

- **No Internet Connection:**

  - Ensure you have an active AT&T Prepaid Plan. The device will not connect without one.
  - Check the signal strength indicator on the LCD screen. If the signal is weak or absent, move to an area with better network coverage.
  - Restart the hotspot by powering it off and then on again.
  - Verify that the SIM card is correctly inserted.

- **Devices Cannot Connect to Wi-Fi:**

  - Confirm that the Wi-Fi password entered on your device matches the one displayed on the hotspot's screen or in the WebUI Manager.
  - Check the number of connected devices on the hotspot's screen. The device supports up to 16 connections. If you have too many devices, disconnect some.
  - Restart both the hotspot and the device you are trying to connect.

- **Slow Internet Speed:**

  - Move the hotspot to a location with better signal strength.
  - If multiple devices are connected, heavy usage on one device can affect others.
  - Consider switching to the 5GHz Wi-Fi band if your devices support it and are close to the hotspot.

- **Battery Drains Quickly:**

  - Ensure the device is not in an area with poor signal, as this can cause the device to work harder and consume more power.
  - Reduce the number of connected devices if possible.
  - Ensure the battery is fully charged before use.

For further assistance, please contact AT&T Customer Support.

8. SPECIFICATIONS

Key technical specifications for the AT&T Turbo Hotspot 3:

Feature	Specification
Model Name	AT&T Turbo Hotspot 3
Item Model Number	ATTCKTHS02
Dimensions	4.72 x 3.07 x 2.28 inches
Item Weight	6 ounces
Battery	3000mAh Lithium Ion (included)
Display	1.77-inch LCD color screen
Wi-Fi Standard	802.11ac
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Max Connected Devices	Up to 16
Manufacturer	AT&T
Country of Origin	China

9. WARRANTY AND SUPPORT

For information regarding product warranty, please refer to the documentation included with your purchase or visit the official AT&T website. If you require technical assistance, troubleshooting beyond this manual, or have questions about your AT&T Prepaid Plan, please contact AT&T Customer Support directly. You can find contact information on the AT&T website or by calling their customer service line.