wifi candy

HOW TO CONNECT
guide

4. SCAN THE QR CODE TO WATCH THE TUTORIAL ON HOW TO CONNECT

1. TURN ON THE WIFICANDY DEVICE

Press the POWER button and wait for the screen to light up

2. SELECT DEVICE INFORMATION TO VIEW SSID AND PASSWORD

use the MENU button to scroll and use POWER ON button to select

You'll find the SSID and password on the device to connect to the portable WiFi

Do not share your WiFi login details with people you don't know

3. SELECT WIFICANDY NETWORK AND ENTER PASSWORD INTO YOUR DEVICE WIFI SETTINGS

Use the **WiFi ID** and **password** displayed on the screen to connect your device (smartphone, laptop, tablet, etc.)

Wireless & networks

Airplane mode

Wi-Fi   wificandy.ie – ETxxx

Mobile network

Tethering & portable hotspot

5. CHARGING YOUR WIFICANDY DEVICE

Use the included Micro USB charging cable to charge your WiFicandy. For optimal performance:
1. Fully charge the device overnight while it is turned off.
2. Once fully charged, unplug the device to prevent overcharging.

6. TROUBLESHOOTING

Charging Issues
- If the device isn't charging, try a similar Micro USB cable or purchase a new one.
- We'll refund you with a receipt.
- If the issue continues, contact us to arrange a replacement device.

Overheating
- Keep the device away from electronics, direct sunlight, or enclosed spaces. Ensure good airflow.

Restarting
- Press and hold Power Off for 5 seconds, select Reboot, and reconnect. This resolves most issues.

Need Help?
- Contact us at hello@wificandy.ie for further assistance.

7. SPECIAL TRAVEL OFFERS

Scan the QR Code for exclusive travel offers—curated deals to help you get the most out of your trip.

HOW TO RETURN?

Return your WiFicandy before going through the Security into the Duty Free Area.

All postboxes at Dublin and Shannon Airport are located outside the Duty Free.

Do not ask hotel staff or airport staff to return your WiFicandy on your behalf.

*Please take a photo of the front parcel and the postbox where you returned it from in case there are any delays!

From the last day of your rental, we allocate 1- 3 working days for returns to arrive to us, after that we charge a fee of €15 per each day being delayed.

If you experience any delays please let us know.

Ensure that all the equipment is sealed in the prepaid mailing bag provided before you drop it into the postbox or return it from the post office.

OPTIONS TO RETURN WIFICANDY

- please use one of these return options only -

THE POSTBOXES ARE LOCATED IN THE TERMINAL AT THE ARRIVALS HALL BEFORE GOING THROUGH SECURITY

From T2 Dublin Airport: Spar Store

You can return it from **Dublin Airport** by dropping it to our partner store **Spar Store located in T2 at the Arrivals floor** right outside the arrivals hall.

From T2 Dublin Airport Postbox

The postbox in T2 is located at the Arrivals Hall on the 1st floor next to **Craft Cafe on the right**.

From T1 Dublin Airport Postbox

The postbox is located at the Arrivals floor, to the right side of the Escalators besides car rentals store and across from the car rental desks.

From Shannon Airport Postbox

The postbox is located next to **WHSmith store**.

Scan the QR Code to watch video of the drop off locations mentioned above

From Any An Post Office in Ireland

Alternatively you can drop it to any **An Post office** anywhere in the Republic of Ireland. **You will receive a receipt with tracking number, please keep it as a proof if there will be any delays**.

Type this link in your browser to locate your nearest post office:
https://www.anpost.com/Store-Locator

Returns from outside Ireland

Reach out to us on hello@wificandy.ie and the team will be happy to assist

What happens if I lost the prepaid return mailing Bag

Kindly email us on hello@wificandy.ie for assistance, before you ship it back.

For your reference, Use this return address:

WiFicandy
Guinness Enterprise Centre
Taylor's Lane
Dublin 8
D08 XY99
Ireland