



CONNECT & RETURN USER GUIDE



HOW TO CONNECT

PLEASE KEEP THE DEFAULT SETTINGS AS THEY ARE



TIP ★
use the MENU and the POWER button to select and confirm an option



TURN ON/OFF THE WIFICANDY DEVICE OR SELECT THROUGH THE MENU SETTINGS

press this button to turn on or off the device or going through the menu



SELECT DEVICE INFORMATION TO VIEW SSID (NAME OF THE WIFI) AND THE PASSWORD

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



CHARGING PORT MICRO B

use the USB cable provided to charge the wificandy when needed



SELECT WIFICANDY NETWORK AND ENTER THE PASSWORD INTO YOUR DEVICE WIFI SETTINGS

TROUBLESHOOTING

REBOOT

If your wificandy id number starts with **ELxxx / VDxxx / ETxxx** and can't connect, then press the power on/off button and keep holding on for 5 secs until the Reboot option appears on the screen. Select **Reboot** and allow it to restart.

BATTERY ISSUE

If the device is not charging properly, it could be that the issue might be with the charging cable. Please try to replace with a similar charging cable if you may have one or purchase a new one and we can refund it, if receipt is provided.

If the battery problem persists please contact us at your earliest convenience. We can arrange to send you a new one.

Overheating: if the device overheats please make sure that you don't keep it too close to other electronic devices over an extended period of time or keep it exposed in the sun or in an enclosed environment without ventilation. Please hold it somewhere where there is air ventilation.

TECHNICAL ASSISTANCE

If you experience any other technical issues, please email us at info@wificandy.ie and include the following details:

- **order number**
- **device id** (can be found on the back i.e. VDxxx/ELxxx)

FEW THINGS TO CONSIDER

- **Fully charge your wificandy overnight during usage and upon return**
- **Expect poor signal strength in some remote areas**
- **Seal all the equipment in the prepaid return mailing bag provided before dropping it into a postbox or post office**
- **Give yourself plenty of time to arrive at the airport to drop off the wificandy before going through security**



HYGIENE - KEEP THE EQUIPMENT CLEAN !!!!

We would appreciate if you could wipe clean the equipment prior returning it as other customers will get to use it straight away.

Thank you !



HOW TO RETURN

To return WiFicandy you simply need to place all the equipment received in the **prepaid return envelope provided by us**. Please make sure all the accessories are returned together with the WiFicandy hotspot.

If you haven't received a prepaid envelope please contact us info@wificandy.ie.

When putting all the items together make sure to make the parcel as flat as possible so it will enter into the post box.



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

If the parcel doesn't arrive within 1- 3 working days from your last day rental, a fee of €15 per each day being delayed will be applied.

If you experience any delays please let us know ASAP.



👍 OPTIONS TO RETURN WIFICANDY 👍

- please use one of these return options only -



THE POSTBOXES ARE LOCATED IN THE TERMINAL BEFORE GOING THROUGH SECURITY



🔄 From T1 Dublin Airport Postbox

The postbox is located at the Arrivals floor, next to the **Excess Baggage** store and across from the car rental desks.

🔄 From T2 Dublin Airport Postbox

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

🔄 From Shannon Airport Postbox

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

🔄 From Cork Airport Postbox

The postbox is located next to **the middle doors** on the right hand side, in the Terminal.

WHAT HAPPENS IF I FORGET TO RETURN THE WIFICANDY FROM IRELAND? 😞

In a situation where you forgot to return the WiFicandy from Ireland, you will need to return it back ASAP once you arrived at your home destination.

The international shipping costs and the CUSTOM FEES must be covered by you.

Please contact us and provide us with the tracking number of the parcel once is shipped.



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 for 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>



From Any Post Office in the UK (N.I. / Scotland / England / Wales)

If you return it from UK, you must return it from a local post office. **The return costs must be covered by you.**

Please provide tracking number once posted.

WHAT HAPPENS IF I LOST THE PREPAID RETURN MAILING BAG? 😱

If you lost the prepaid envelope provided by us, then you will need to go to any An Post Office before departure and use Express Shipping. The costs in this instance is covered by you. **If you deliver from abroad, you need to use international labeling.**

Use this return address:

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