



HOW TO CONNECT guide



1. TURN ON THE WIFICANDY DEVICE



press the POWER button and wait until screen lightens up

2. SELECT DEVICE INFORMATION TO VIEW SSID AND PASSWORD



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

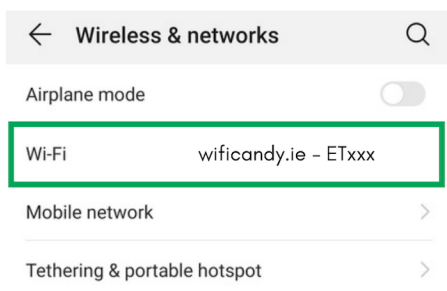


You will see SSID and password to connect with the portable WiFi

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 the password that saw on your screen on your device like smartphone, laptop, tablet, etc. to connect



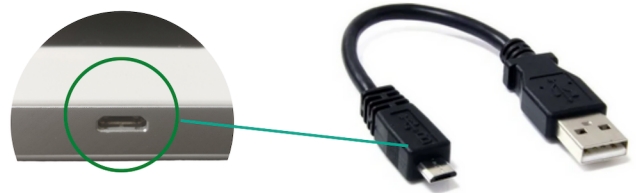
4. ENSURE THAT ROAMING BOX & 2.4 GHZ BAND ARE SELECTED



please don't change the default settings, unless advised. Do not tick the WiFi extender box. This will drain the battery.



5. WHERE TO CHARGE THE WIFICANDY



Micro B USB charging cable. Use this to charge the WiFiCandy. Best to fully charge it overnight while the unit is turned off. **Unplug once fully charged.**

6. TROUBLESHOOTING - BATTERY

If the device is not charging 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 replacement device

OVERHEATING

If the device overheats please make sure that you don't keep it too close to other electronic devices, or in the sun or in an enclosed environment without ventilation.

Please place it somewhere where there is air ventilation.

7. REBOOT THE CONNECTION

Press the power off button for 5 secs & select **Reboot**. Allow it to restart and connect again.



8. CALLCANDY



You can call any network within **Ireland, EU or UK** and **enjoy unlimited minutes and texts**. You also have **100 International minutes**.

If you use over 100 minutes, the additional charge will be charged to you.

***Before returning, please delete all the numbers and texts from the phone.**

9. TECHNICAL ASSISTANCE

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

- order number
- device id (can be found on the back i.e. ETxxx)
- description of the issue

10. HYGIENE!!!!

We would appreciate if you could wipe clean the equipment when returning it, other customers will get to use it straight away. Thank you for your cooperation.

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.

To locate the postboxes, please watch the videos on www.wificandy.ie, in the footer menu where it says: **Where To Return.**

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.

If you don't have a return mailing bag, contact us: hello@wificandy.ie

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.**



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 UK/Scotland

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 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.

WHAT HAPPENS IF I LOST THE PREPAID RETURN MAILING BAG?

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

Use this return address:

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