

MVTV Wireless Internet

Hotspot Service FAQ

Where can internet hotspot service be purchased?

- You must be at a participating campground or apartment in order to purchase internet hotspot service.
- If you already have an account, you can log into Manage **Your Account** anywhere to repurchase the hotspot service.

Trouble logging in:

- Make sure you have clicked 'Connect' on an MVTV Hotspot network within your wifi/network options.
- Check user name and password spelling (*capitalization matters*).
- Make sure there is no space between letters, at the beginning or end of the username and password (*white space*).
- Scroll down for error message.

How to repurchase internet hotspot service:

- Log into Manage **Your Account**
- Select Pay My Bill (*left hand side of page*), and enter the 'Amount to pay:', then click 'POST PAYMENT' button
- Go into 'Manage My Package'
- Select "Subscribed Packages", and click the 'Reactivate Now' button

How to get your Smart TV connected to the internet hotspot:

- Log into Manage **Your Account**
- Select Manage My Package (*left hand side of page*)
- Select Subscribed Packages
- Under Service End (*middle of the page at the bottom*) click on Advanced
- Enter MAC Address
- Click Add

How to find my MAC Address:

- For Windows, MAC, Android and iOS devices follow the directions within the link. <https://vportal.visp.net/mvtvwireless/account-manager/#mac-help-modal>
- For Smart TVs, we recommend an internet search on how to find the MAC Address.

Tip: The format of MAC Address is generally in the form of XX:XX:XX:XX:XX:XX or XX-XX-XX-XX-XX-XX where X is either a number or a letter within the range of A-F. Keep this in mind when looking for your device's MAC address.

How to use internet hotspot service on a different device:

- Disconnect one device from the hotspot Wi-Fi and forget network.
- Connect a different device to the hotspot Wi-Fi and sign in.

OR

- Log into Manage [Your Account](#)
- Select Manage My Package (*left hand side of page*)
- Select Subscribed Packages
- Under Service End (*middle of the page at the bottom*) click on 'Advanced>>'
- Under Existing Devices, Select Edit or Delete
- Add new device by entering the MAC Address
- Click 'Add'

MVTV Internet Hotspot Contact: 320-564-4807, option 4

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