



**NOXUBEE COUNTY
SCHOOL DISTRICT**

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TECHNOLOGY DEPARTMENT

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Technology Updates

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Verizon Hotspots Recall

Verizon has issued a recall in cooperation with the U.S. Consumer Product Safety Commission for the Verizon Ellipsis Jetpack mobile hotspot devices. Over the last several weeks, Verizon has found that the lithium-ion battery in the hotspots can overheat, posing a fire and burn hazard.

We are working with Verizon to replace the Ellipsis Jetpack with an Orbic Speed mobile hotspot. Once they are received, you will be directed on how to exchange your current hotspot.

In the meanwhile, Verizon has directed us to take the following steps in order to continue the use of the hotspots:

Turn the hotspot on so that it can receive two (2) over-the-air, automatic software updates that will (a) enable the hotspot's identifying number to be viewed on its scrolling screen to help facilitate its exchange and (b) prevent the device from charging while the device is plugged in and powered on.

You will know the software update has been applied when you see the hotspot's identifying number scrolling across its screen. After the software update is applied, users should leave the hotspot powered on and plugged in. You can continue to utilize the hotspot.



For technology repair or assistance, please visit our District website at www.ourncsd.org, click on IT Support and enter a ticket or contact us at 662-726-1315.

Best Practices for Safe Operation of Hotspots

- Place hotspot on a flat, solid and sturdy surface.
- Do not use the hotspot in a bed, sofa, chair or other soft surface.
- Do not cover the hotspot with a pillow, blanket or other item.
- Keep the hotspot near room temperature when in use.
- Only use the charging cable that was provided with the hotspot.
- Do not expose the hotspot to extreme temperatures for extended periods of time.
- Do not expose the hotspot or its battery to water or other liquids.
- Do not drop the hotspot or insert foreign objects into the battery.
- When the hotspot is not in use, turn it off, unplug it, and store it.

Computer Care:

Parents, please do not remove the cases from the laptops. If a laptop is damaged and it is determined that the case had been removed, the warranty will be void and the cost of the repairs or replacement could be passed on to you.