

What to Do with Recalled Verizon Hotspots

Information for Parents, Guardians, and Students

❶ Check if the hotspot is one of the recalled models.

- Verizon Ellipsis Jetpack MHS900L
- Verizon Ellipsis Jetpack MHS900LS
- Verizon Ellipsis Jetpack MHS900LPP



❷ Update the hotspot software.

The software update will prevent the hotspot from charging when the device is plugged in and turned on.

- Software updates will occur automatically when the device is turned on.
- To check if the hotspot received the updates press the power button several times.
 - After pressing the button once, the first screen usually says “Verizon 4G LTE”.
 - Press it a second time and a “Getting usage data, please wait” message should appear.
 - Press it a third time and the screen should show “MDN:” with 10 numbers and a message that displays “IMEI:” with 15 or 16 numbers.
 - If the hotspot does not display the MDN and IMEI numbers, please turn off the hotspot and turn it on again. This should start the software update process.
- After the software update is done, leave the hotspot turned on when it is plugged in.
- When not in use, turn the hotspot off and unplug it.

❸ Follow best practices to use the device safely.

- Use only approved charging cables, including the cable provided.
- When not in use, power down/turn off your device.
- Place your device on a flat, solid and sturdy surface such as a floor or table.
- Ensure your device is not covered for proper ventilation.
- Keep devices near room temperature when in use.
- Do not expose the units to extreme temperatures for extended periods of time.
- Do not expose the unit or its battery to water or other liquids.
- Do not drop the units and do not insert foreign objects into the battery or unit.

❹ Return/Exchange the hotspot when instructed to do so.

Recalled hotspots will be exchanged when new hotspots are delivered by Verizon. Information will be provided when it is time to return/exchange the hotspot.

Collection, Verification, and Storage of Recalled Devices

Information for School Staff and Technology Coordinators

As parents, guardians, and students start returning recalled devices to schools, school staff will need to identify whether the device was centrally-purchased by the Office of Information Technology Services (OITS) or purchased by the school. Depending on how the devices were purchased, the process to return them will differ.

Only hotspot models identified as part of the recall should be returned:

- Verizon Ellipsis Jetpack MHS900L
- Verizon Ellipsis Jetpack MHS900LS
- Verizon Ellipsis Jetpack MHS900LPP



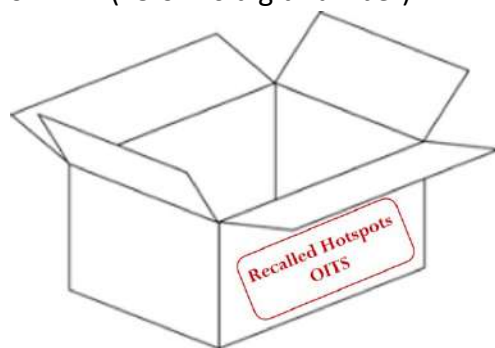
Centrally-Purchased Devices (purchased by OITS)

1 Check if the recalled hotspot that was returned was centrally-purchased by OITS, please go to the [HIDOE Verizon Hotspot Recall Support Site](#) to download the list of centrally-purchased devices and search for the MDN (10-digit phone number) or IMEI (15 or 16 digit number).

2 For devices where an MDN or IMEI matches one of the records on the centrally-purchased device list, store the device in a box identified for pick-up by OITS.

3 Work with your IT Manager to schedule a pick-up of returned centrally-purchased devices.

4 Schools will be notified when replacement devices are available to distribute to students.



Please do not return or exchange centrally-purchased devices directly with Verizon. This will ensure additional billing for lines and services does not occur.

School-Purchased Devices

Verizon is contracting with a third-party (Sedgwick Claims Management Services) to handle recall claims. For recalled hotspots that are identified as school-purchased devices, please download the template from the [HIDOE Verizon Hotspot Recall Support Site](#), complete it, and email it to ellipsisjetpackrecall@sedgwick.com. Please contact your IT Manager if you have questions regarding working with your Verizon representative and claims service on returns and exchanges.

No-Match Devices

In the event a device is returned that is not matched to a central- or school-purchased list please work directly with your Verizon representative to determine the owner of the device and data plan. If it is a personal device and plan, please contact the parent/guardian/student to let them know they need to contact Verizon directly. A Verizon representative can assist them with the exchange of a personal devices and data plan.