

## HOTSPOT FAQ

Frequent issues we have seen with the hotspots

Verizon Help - Call 1-800-922-0204 for assistance setting up your Jetpack device or need help troubleshooting.

QUESTION	ANSWER
I missed the pickup date, can I still get a hotspot?	Your school will only have devices available for pickup until 9/4/20. No devices will be available after that.
What do I do if a Verizon hotspot says “Data Usage is not available at this time”?	Keep pressing the power button until it shows the activation information.
How much data do these have?	Unlimited
Do they only work certain hours?	They will work 24/7
Can I have one for each student?	The state only allows one device per qualifying household.
How far is the range that the hotspot will reach?	Mobile hotspots are designed to be mobile with the device. Average range varies depending on how well the device itself gets its signal from the carrier and interference so range will vary.
Verizon Hotspot activation issues	The Verizon hotspots activate via open air activation and we have had reports that it has taken up to 2 days to activate.
What is my network name (SSID) for Verizon?	SCDistanceLearning
What is my password for Verizon?	SCStudent1
What is my network name (SSID) for AT&T?	Moxee HotspotXX_2.4G or Moxee HotspotXX_5G
What is my password for AT&T?	The AT&T password is 8-10 digits. The SSID label is located underneath the battery cover, the WiFi key is the password. You can also press the power key and then hit the menu button until you get to the 2.4 G WIFI Info or 5G WIFI Info, press power key to select and the password is the number by the lock at the bottom.