

VERIZON HOTSPOT ELLIPSIS RECALL BEST EFFORT AWARENESS

Verizon has issued a recall in cooperation with the U.S. Consumer Product Safety Commission for the Verizon Ellipsis Jetpack mobile hotspot devices that are currently being used for distance learning. Verizon has recently been made aware that the lithium-ion battery in the hotspots can overheat, potentially posing a fire and burn hazard.

We will be working with Verizon as quickly and efficiently as possible to exchange all Ellipsis Jetpack devices that were issued by the school for an Orbic Speed mobile hotspot.

Verizon states:

If your device (Verizon hotspot) is currently turned off, please turn it on so that the Ellipsis Jetpack can receive over-the-air, automatic software updates that will 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 a series of numbers scrolling across its screen. After the software update is applied, users should leave the device powered on while it is plugged in.

When not in use, the device should be turned off, unplugged from its power source, and securely stored until you receive your replacement device and packaging to return the Ellipsis Jetpack safely.

As a reminder, and to help promote the safe operation of all devices, please follow these best practices:

- When not in use, turn the device off and unplug it.
- Place your device on a flat, solid and sturdy surface such as a floor or table.
- For proper ventilation, do not use the device in a bed, sofa, chair or other soft surface, and ensure your device is not covered by a pillow, blanket or other item.
- Keep devices near room temperature when in use.
- Use only approved charging cables, including the cable provided.
- 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.

Additional information regarding device swaps will be shared as soon as new devices are received from Verizon.

Thank you for your patience and understanding.

Our Customer Care Center (281.897.4357) is available for questions from 8:00 a.m. - 5:00 p.m., Monday - Friday.

Thank you,
Cypress-Fairbanks ISD Technology Services