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Where Passion Meets Progress

Hotspot Troubleshooting and FAQs

Frequently Asked Questions:

What should I do if I am losing connection to the internet?

1. Move the hotspot closer to the device you are using.
2. Check the battery level of the Hotspot. Plug it in if the battery is low.
3. Restart both the hotspot and the device that you are using.

Can I connect more than one device to the Hotspot Wi-Fi?

Yes. Having more than one device connected to the Wi-Fi Hotspot can impact the internet speed.

What should I do if the Hotspot has low signal?

If the Hotspot shows low signal, move the device to a different room or closer to a window when possible.

What Should I do if a do if the device no longer works or I experience an issue not listed above?

The hotspot devices are covered by the manufacturer's limited warranty. Please call Verizon Wireless Technical Support.

1. You must have your hotspot phone number prior to calling.
2. Call [1-800-922-0204](tel:1-800-922-0204) and when prompted enter your phone number.
3. Select option 5 for Technical Support.
4. The representative will likely ask you to confirm the device phone number or IMEI number (found on the box and on the form provided by the school.)