

Verizon Hotspot Recall FAQ

Q: What is being recalled?

A: Verizon has issued a recall for Ellipsis Jetpack mobile hotspot devices. The lithium ion battery in the hotspots can overheat, posing a fire and burn hazard.

Q: How does the school administrator know how many recalled Verizon hotspots need to be returned?

A: Review the list of Verizon hotspots subject to recall (Ellipsis). A printed list was included in the delivery of the replacement hotspots. The list includes all the Ellipsis hotspots assigned to the school. Contact all students and staff who has a Verizon hotspot, whether they are actively using it or not, and instruct them to return the device by the end of the school year. You can also [click here](#) to view the list of students who have active hotspots.

Q: Will there be a replacement device?

A: Yes, Orbic Speed mobile hotspot devices were delivered to your school as a replacement. Also included in the delivery was a printed list of Verizon hotspots subject to recall. This list shows which of the Ellipsis hotspots had Active Use (YES on Column L or "Active Use" column). This means that the students who were assigned these hotspots were using the hotspots in the last three months. Those students actively using their hotspots should receive a replacement first. Ensure that the replacement device is properly checked out to the student in Remedy. If other students request hotspots, any extra Orbic hotspots maybe checked out to them.

Q: I issued a replacement hotspot to the student but why am I not able to check it out in Remedy?

A: There was a short delay in placing the delivered replacements hotspots into the school's inventory. This has been resolved. If you have questions with checking out devices to the students in Remedy, please contact ITAssetMgmt@lausd.net team for assistance.

Q: School staff are already busy. Is ITD going to help with the exchange and check-out processes?

A: Verizon is offering to provide personnel to schools to help with the exchange and check-out processes. Verizon made arrangements with Arey Jones to provide the assistance. They will be wearing company shirts and badges for identification. And will follow mask and social distancing protocols. Please contact hotspotrecall@lausd.net to request assistance.

Q: Do we still need to return the recalled hotspots if they will be disconnected by June 11 and will no longer be usable?

A: Yes, we still need the recalled Verizon Ellipsis hotspots returned due to a risk that the lithium-ion battery in the devices could overheat, posing a potential burn or fire hazard. Place the recalled hotspots in the box/bin that was delivered by Arey Jones. Arey Jones will collect the box/bin at a later date.

Q: Do we need to check back in the recalled hotspots to Remedy?

A: No, recalled hotspots do not need to be checked back into Remedy. Arey Jones will collect the recalled hotspots, scan them, return to Verizon, and submit the list to IT Asset Management. IT Asset Management will update your inventory.