Hot Spot FAQ

1. **I plugged my hot spot in and cannot get it connected?**
   When you plug your hotspot in, it immediately has power; however, it doesn't necessarily reset. Please unplug the hot spot and plug it back in to a power outlet then hold down the button on the back and count to 10. After you release the button, please give the hot spot ample time to cycle back up. Please do not try to connect to it for 20 minutes.

2. **I'm not getting any service?**
   If you have completed the steps in number 1, and are still not getting any green bars on the front of your hot spot, please relocate your hot spot to an area that is closer to a window, recycle the hot spot as directed in number 1 and then try again. If you still cannot connect, please go to www.edgewood-isd, choose Instructional, choose your appropriate campus and then click on Report a Problem with my Chromebook. Someone from the Help Desk will contact you for more information.

3. **Do I need to be close to my hot spot when using it?**
   Yes. Your device will function better, the closer you are physically to the hot spot.

4. **We have multiple students in our family, will we have more than one hot spot?**
   No. Each hot spot supports up to 5 devices. If there are more than 5 students in the family, then we will evaluate the need and could issue a second hot spot at that time.

5. **Is my data limited?**
   Yes. Each hot spot is issued 250 MB of data daily and 2000 MB of data per month. If you max out daily, then the hot spot will only work for 8 days. For families with multiple students, we have increased the usage amount to accommodate the family.

6. **What do I do if I run out of data?**
   If you run out of data, you can go to www.edgewood-isd.net, choose Instructional, choose your appropriate campus and then click Report a Problem with my Chromebook and explain that your hot spot is out of data. Your data usage is tracked. If you have ran out of data due to assignments then we can increase your data limit. Please remember, this data is for Edgewood ISD students and assignments only. This data is not intended to be used for social media or streaming services such as Netflix.

7. **How can I conserve data?**
   Please remember that if you are connected to the hot spot and you leave your machine on and the hot spot on and items running in the background, then you continue to use data whether you are on the machine or not It is best to shut everything down when not in use. In addition, do not attach your phone or other personal devices to the hot spot. And again, remember the data is for EISD educational assignments only. Do not use the device for social media or streaming services such as Netflix.

8. **Is the hot spot filtered?**
   Yes, Kajeet provides a filter for the hot spot to enforce safe surfing rules. But ultimately, as discussed in the Edgewood ISD Acceptable Use Policy, it is the end user's responsibility to be a good digital citizen. If inappropriate material is found it should be reported immediately. In addition, it is the student responsibility to not abuse the data on the hot spot. It has been explained that these devices are not intended for social media or streaming services such as Netflix.
   to accommodate the family.

9. **What do I do if I have any problems with my hot spot?**
   Go to www.edgewood-isd.net, choose Instructional, choose your appropriate campus and then click Report a Problem with my Chromebook and explain the problem with your Hot Spot. We will get back to you as quickly as possible. You may also bring your hot spot back to your campus office for further troubleshooting if needed.