HOT SPOT TROUBLESHOOTING & FAQ

Hot Spot Models

- **T-Mobile T9**
  - Who has this?
    - Families who have requested a device because of remote learning
    - 500 distributed so far to mostly students at intensive high schools
    - Another 3,000 are on the way, we will announce a distribution plan once we have one
  - Unlimited data, can be used by multiple people in the same household

- **Sprint Franklin 850**
  - Who has this?
    - High school MyTech students
    - 450 devices distributed
  - 20 GB of data a month
  - Managed through the 1Million Project grant

- **Moto e6 Phone**
  - Who has this device?
    - MyTech high school students
    - 200 devices distributed
  - Devices are getting shipped to high school students
  - 20GB of data a month
  - Managed through the 1Million Project grant

- **T-Mobile Alcatel Linkzone (similar to the T9)**
  - Who has this?
    - MyTech middle school students
    - 215 devices distributed
  - Unlimited data, can be used by multiple people in the same household

1. **What is a hot spot?**
   a. A hot spot is a small mobile device (think a little smaller than a cell phone) that enables someone to connect to the internet. The device serves as the WiFi connection.

2. **How do you connect a computer to a hot spot?**
   a. All models are different (see guides above), but each hot spot will have a unique WiFi name and password. Search for the WiFi name and password on the hot spot (most have a small screen), then on the computer you want to connect to the internet, type that password in.

3. **How much data comes on a device?**
   a. The devices are different depending on their carrier, DPS has devices through Sprint and T-Mobile. The Sprint devices have 20GB a month. The T-Mobile devices have unlimited data.

4. **How many people can use a hot spot?**
   a. Multiple people can use the same hot spot within a household and multiple computers can all be connected to the same hot spot.

5. **My hot spot doesn’t have service, what can I do?**
   a. Make sure the hot spot is near a window. If you are in a thick building or basement, you may not get service on the device. The hot spots work similar to phones in this way.
b. Some people will complain they are in a “no service” area, but Denver is pretty well covered. You can check the coverage maps for certain addresses here:
   i. Sprint
   ii. T-Mobile

6. The hot spot won’t turn on, what should I do?
   a. Like a phone, hot spots need to be charged. Each device should come with a micro-USB charger. Make sure you charge it a few times a week.