

# Charlotte-Mecklenburg Schools Foundation

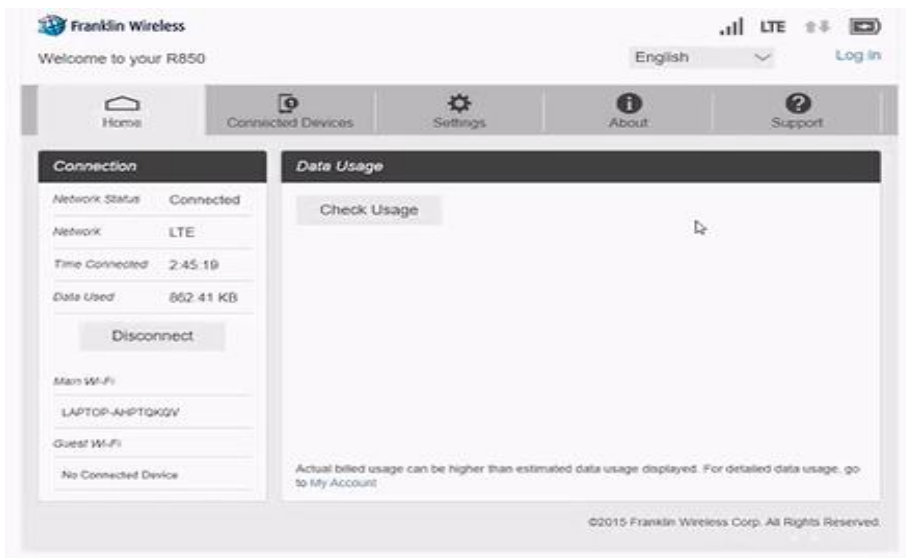
## Sprint Hotspot Triage

### Triage 1:

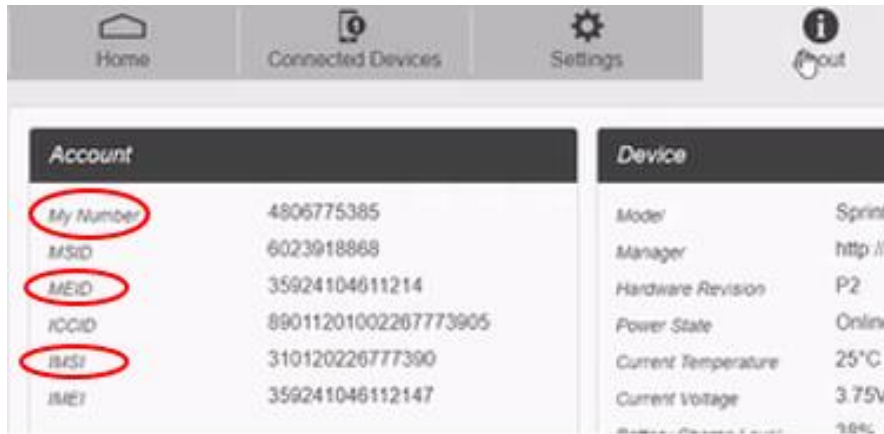
1. Remove battery cover and press Reset button (this will fix a larger percentage of problems)
2. Device Powers on
  - a. Yes – Proceed to **Triage 1 Step 3**
  - b. No – Remove back cover and note the IMEI.
    - Contact your school so that a RMA ticket to replace the defective device can be created.
3. Disconnect laptop, tablet or iPad from any Wi-Fi connections
  - a. Connect laptop, tablet or iPad to the Hotspot
  - b. Open an internet browser on the laptop, tablet or iPad to confirm connectivity. You can successfully connect to the internet:
    - Yes - Place device into service and end triage process
    - No – Stop Triage and Contact your school so that a RMA ticket to replace the defective device can be created.

### Triage 2:

1. With device connected to a laptop, tablet or iPad to the Hotspot
2. On laptop, tablet or iPad connected to the hotspot open a browser window
  - a. In browser enter: <http://myhotspot> or 192.168.128.1
  - b. Screen will display a field to enter a password
  - c. Enter password: **password**
    1. Connection Successful:
      1. Yes – Proceed to Step 3
      2. No – Stop Triage, remove back cover, and note the IMEI.
        - Stop Triage and Contact your school so that a RMA ticket to replace the defective device can be created.

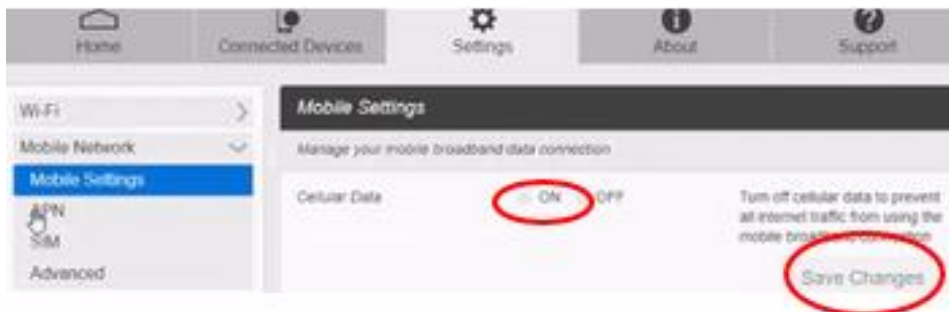


3. Go to the **About** tab on top of screen



4. Log three data items – the IMEI, ICCID, or PTN will be required if an RMA ticket is needed:
  - a. My Number
  - b. IMEI
  - c. ICCID

5. Go to **Settings** tab on top of screen



- a. Select **Mobile Network** tab on left of screen
- b. Select **Mobile Settings** tab on left of screen
- c. Verify **Cellular Data** is **ON** if setting is changed select **Save Changes**. Open a web browser. Verify successful internet connection.
  1. Yes - Place device into service and stop triage
  2. No – Go to Triage 2 Step 6

6. Go to **Settings** tab on top of screen

- a. Select **Mobile Network** tab on left of screen
- b. Select **Mobile Settings** tab on left of screen
- c. Select **Advanced** and **Renew Device**



7. Devices will renew and power cycle. After device powers on, connect laptop, tablet or iPad to the Hotspot. Access an internet browser on the connected laptop, tablet or iPad. You can successfully connect to the internet:
  - a. Yes - Place device into service and end triage process
    - No – Contact your school so that a RMA ticket to replace the defective device can be created