HOTSPOT REPLACEMENT PROCEDURE

Step 1: Troubleshoot Hotspot

- Turn hotspot on and off
- Try a different charging cable if hotspot not charging
- Reset hotspot network settings. Instructions can be found in the links below
- Take battery out and leave hotspot off for a minimum of 30 minutes, then re-insert battery and try to turn it on
- If battery is warped or swollen leave battery out of hotspot and stop troubleshooting, replacement will need to be ordered
- Below are links to directions on how to properly troubleshoot for each model of hotspot in our inventory

Franklin R910- https://support.sprint.com/support/device/Franklin/Franklin_R910_Mobile_Hotspot-dvc10940014prd?intent=troubleshooting

Franklin R850- https://support.sprint.com/support/device/Franklin/R850_Mobile_Hotspot-dvc10130000prd?intent=troubleshooting

ZTE Warp Connect- http://eguides.sprint.com/support/eguides/ztewarpconnect/content/sprint_zte_warp_connect_ug/troubleshooting.html


Step 2: Request a Replacement from Mobile Beacon

Call Mobile Beacon phone #, number is 401-934-0500, and ask if the device is under warranty. Before calling make sure you have the following information ready: the MEID number, which is located in the second column of the Hotspot Inventory sheet, as well as on the back of the device itself (You want the MEID DEC option). Also have the Serial Number (S/N) ready, which is located on the back of the device as well.
If not, you can replace it using the order form contained within the following link https://mobilebeacon.secure.force.com/order-form and enter the EIN number 362418085. This is autofill the Library information and enter your contact information. Enter the Promotion Code REPLACE and you will be prompted for the MEID number in order to transfer the service from the damaged device to the new device.

Update spreadsheet with information that a replacement is pending.

**Step 3: Update Inventory**
Locate the Hotspot Inventory in the DS Drive. Update the MEID, phone number and device information in the spreadsheet.

**Step 4: Change the Username on the device**

Change the username on the hotspot to NMDLhotspot and then the number of the hotspot to match which one it replaced on the spreadsheet. To change the username on the hotspot you need to have a device connected to the hotspot and connect to the URL that the specific model hotspot provides.

**Franklin R850/R910** - On the computer/device you have connected open a browser and type in the IP address of the device, IP address should be 192.168.128.1. Then login using password as the login password.

➢ Click Settings > Wi-Fi > Basic.

➢ From here change the Wi-Fi name to NMDLhotspot#, at the end you would put the number of the hotspot.
**ZTE Warp Connect**

- Connect the Mobile Hotspot to a computer either via Wi-Fi or by direct USB connection.

  Open the web browser and enter `http://192.168.128.1` or `http://myhotspot` in the address bar.

  Press Enter.

- Enter the administrator password and click **Login**.

  **Note:** The default password is *password*.

- Click on **Settings**.

- Under **Wi-Fi Basic Settings**, change the Wireless Network name as desired and click on **Save Changes**.

- Click **Yes** to confirm.

  The Wireless Network's name (SSID) has been changed.

**NETGEAR Zing**

- On a computer that is connected to the Mobile Hotspot network, open the web browser and enter `http://192.168.1.1` in the address bar.

- Enter the administrator password and click **Sign In**. **Note:** The default password is *password*.

- Click **Wi-Fi**. Then click on the **Options** tab.

- Enter the desired **Wi-Fi name** and click to save.

**Step 5: Checkin the Hotspot**

In LEAP scan the barcode to checkin the device for circulation.

Once the device is back in LEAP you do not need to do anything else.