



La Joya ISD Parents and Students

A device firmware update is now available for your Distance Learning Hotspot.

Step-by-Step instructions for updating your device are provided below:

1) New activation (Out-Of-Box experience) or Just recently activated:

- Plug the device into an outlet using the device charger
- Turn on the device
- Try and locate the device in the part of your home with the strongest signal
- If device does NOT display blinking arrows next to the LTE signal indicator, wait 5 minutes and turn the device off, then back on.
- Wait for **20** minutes (please ensure that the device is **ON** and in a strong cellular signal reception area)
- Turn device off and then back on
- Check for the "Update Completes" message on the device screen

2) First retry (if the hotspot user does not see "Update Completes" on the device screen):

- Turn device off and then back on
- Wait for **2.5** hours (please ensure that the device is **ON** and in a strong cellular signal reception area)
- Turn device off and then back on
- Check for the "Update Completes" message on the device screen

3) Second retry (if the hotspot user does not see "Update Completes" on the device screen):

- Turn device off and then back on
- Wait for **2.5** hours (please ensure that the device is **ON** and in a strong cellular signal reception area)
- Turn device off and then back on
- Check for the "Update Completes" message on the device screen

**For Verizon Technical Support Please call:
1-800-922-0204**



Proprietary Statement: This document and the information disclosed within, including the document structure and contents, are the proprietary property of Verizon and are protected by patent, copyright and other proprietary rights.