



STATE OF SOUTH CAROLINA
DEPARTMENT OF EDUCATION

MOLLY M. SPEARMAN
STATE SUPERINTENDENT OF EDUCATION

MEMORANDUM

TO: District Superintendents
District Information Technology Leaders

FROM: Brian Pratt
Chief Information Officer

DATE: March 16, 2021

RE: Verizon MHS900 Overheating

Verizon has contacted the South Carolina Department of Education (SCDE) to inform us of an overheating issue with the MHS900 series hotspots and have a plan to get these devices switched out. Please let your parents know that if they have a hotspot that is experiencing smoking, melting, or swelling around the battery, please immediately stop using the device. The districts will need to recover all MHS900L and MHS900LS devices and return them to Verizon when the new ORBIC replacements arrive.

This is the information provided by Verizon:

Verizon has been made aware that a very small number - less than .001% - of certain Verizon internet hotspots (devices called "Verizon Ellipsis Jetpack MHS900L and MHS900LS") used for distance learning have significantly overheated and caused heat-related damage.

Verizon and the device manufacturer are investigating the cause of those incidents and we are working with Verizon to provide options for exchanging your device if you so choose.

To help promote the safe operation of all devices, the manufacturer suggests the following best practices:

- Use only approved charging cables, including the cable provided.

- Unplug your device once it is fully charged. Devices should not be left plugged in continuously.
- When not in use, power down your device.
- Place your device on a flat, solid, and sturdy surface such as a floor or table.
- Ensure your device is not covered for proper ventilation.
- Keep devices near room temperature when in use.
- Do not expose the units to extreme temperatures for extended periods of time.
- Do not expose the unit or its battery to water or other liquids.
- Do not drop the units and do not insert foreign objects into the battery or unit.

Jeff Henry will be the SCDE contact for this program. If you have any questions, please contact him at rhenny@ed.sc.gov.