

# Hot Spot – Getting Started

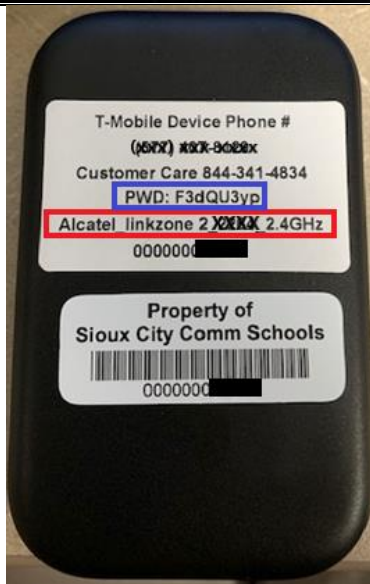
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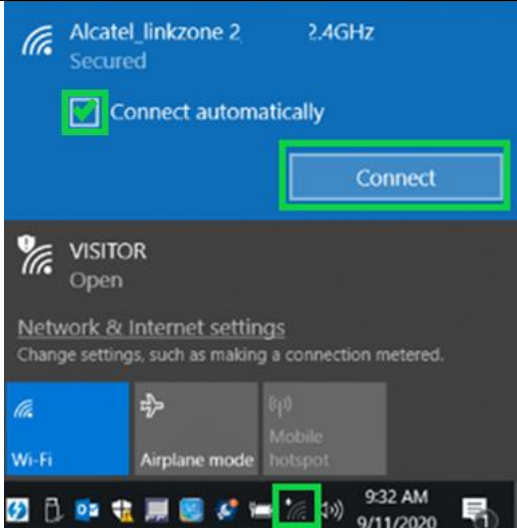
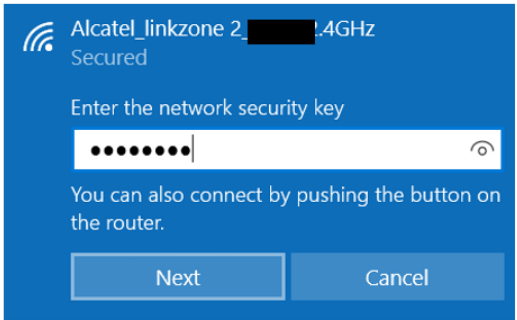
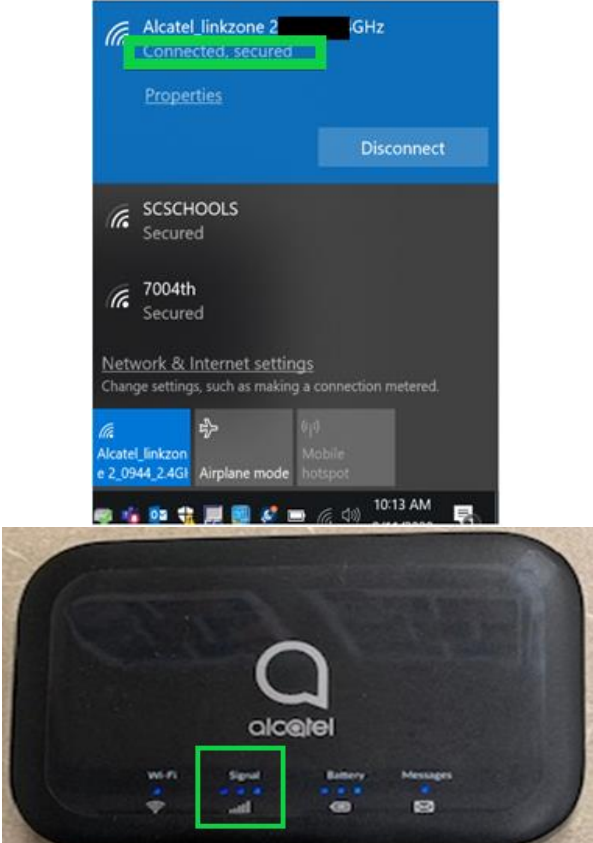
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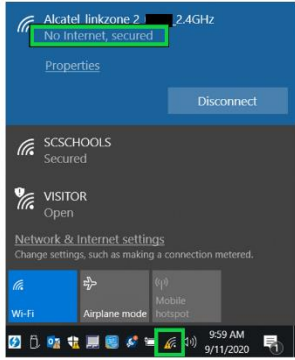




## Overview

The Sioux City Community School District has an inventory of hot spots it is providing to students (households) that demonstrate need. This document describes the process to start using the hot spot to access the Internet.

<p><b>Step 1: Charge the Battery</b></p> <p>Plug in the power cord to charge the hotspot.</p>	
<p><b>Step 2: Turn on the Hotspot</b></p> <p>Press and hold the power button for 3 seconds. The blue lights will appear.</p>	 
<p><b>Step 3: Connect your Device to the Hotspot</b></p> <p>First get the information you need from the back of the hot spot:</p> <p><b>The password</b>  <b>The name of the hot spot</b></p>	

<p>On your desktop, go to the lower right hand corner and click the wifi icon  and look for an Alcatel_linkzone*_****_2.4GHz wifi.</p> <p>Click the box to the left of Connect automatically and click the Connect button.</p>	
<p>Type the password from the back of your hotspot and click Next</p>	
<p>If you see "Connected, secured" and the hotspot has a blue light under Signal, that means you successfully connected to the hotspot.</p>	

<p>If you see “No Internet, secured” and the hotspot has a red light under Signal that means you have a weak signal. Move to a different location to find a better signal. Click Disconnect and try again.</p> <p>If this persists, please call the help desk (712-279-6803) and describe the troubleshooting you have done. We have alternate hot spots that may resolve your issue.</p>	 
<p><b>Step 4: Turn the Hotspot Off</b></p> <p>Press and hold the power button until the blue lights turn off.</p>	

## Troubleshooting!

I get a TMobile screen that says “Sorry, this website is blocked...”:



The hot spots attempt to filter inappropriate sites as required by CIPA (Children’s Internet Protection Act). If you feel this site should not be blocked, please submit a ticket at <https://sccsd.freshdesk.com>.

## **I am connected to the hot spot, have blue lights on signal, but still am not able to get to the Internet**

If this happens to you, your hot spot may have connected to the TMobile network, but the connection may be a speed that is not supported (2G vs. 4G). Try other locations to determine if it always is not able to connect or if there are locations where the hot spot works.

If you are unable to get the hot spot to work regardless of location, please submit a ticket at <https://sccsd.freshdesk.com> or call our help desk at 712-279-6803.