

Hotspot Troubleshooting: Pro-Tips from the Field

There has been a ton of great feedback that has been coming in from DLL on how to solve issues with Hotspots and connectivity. There is real time Tech Support that is provided by the Oakland Tech Exchange. Please contact them below:

Internet Access at Home (Hotspots and Smartphones) Contact Oakland Tech Exchange @ 510.866.2260. Please feel free to distribute that number to your families. Text is best as they have language translation software that allows them to get the appropriate staff to respond.

- [Instructional videos on Family Central](#) on how to get Hotspots and Cell Phones Activated

Pro-Tips from Distance Learning Leads:

Pro-Tip 1: Location in your home matters!	Try hotspots in different parts of the house, just like they do with their phone. They usually know what part of their house gets the best signal. Usually, a part of the house with a window open that faces a freeway is a great tip.
Pro-Tip 2: Signal Strength to Get on a Zoom Call!	Students are able to connect to Zoom if the signal is flipping between Yellow and Green even if it's mostly on yellow.
Pro-Tip 3: Install the Battery	Many students/families are leaving out the battery. They do not realize that they have to charge the battery for it to be operational.
Pro-Tip 4 : Turn it On and Off a few times:	Turning off and on, sometimes 3-4 times, has solved 90% of our students' issues, no exaggeration!
Pro-Tip 5: What is My Password	The password is on the back cover of the battery. A great idea is to use a phone to take a picture of the back or write it down separately.
Pro-Tip 6: The hotspots only work in the Bay Area:	Some split families where the student may be traveling outside Oakland to locations like (real examples) Stockton, Eureka, Mexico, Sierra Foothills, and the hotspots will not work. These hotspots are configured to work in Oakland, and will not work outside the Bay Area.
Pro-Tip 7: Check the SIM Card	The SIM card installed in the device may have shaken loose in transit. Make sure it is in the proper location. A few families have taken it out and reinstalled it upside down. Double check and make sure it is installed correctly!
Pro-Tip 8: Adjust the network settings to make sure that it is	In the network settings, choosing to prefer the hotspot network "Coolpad....." and join it automatically (usually 2 separate setting options). In network settings, choosing to forget other available networks (or at least not prefer them) so the Chromebook doesn't attempt to jump networks in your home.
Pro-Tip 9: If All Else Fails (cell phones)	One troubleshooting tip for the mobile phones has been, in cases where "hotspot" does not show up as an option, do a faculty reset will take care of it.

Documents:

Extra Bonus from Prescott: [Setting Up the Hot Spot-Prescott](#)

Problemas con su Hotspot: Consejos

Si necesita apoyo con los Hotspots y cómo conectarlos con el internet y las computadoras, llama a Oakland Tech Exchange: 510.866.2260. También está bien mandar un texto porque ellos pueden traducir los textos y encontrar la ayuda apropiada.

- [Videos de Family Central](#) para ayudar con los Hotspots y Celulares Activados

Consejos:

Consejo 1: La ubicación en su casa es importante	Pruebe los hotspots en diferentes partes de la casa, tal como lo hacen con su teléfono. Usualmente, saben qué parte de su casa recibe la mejor señal. Por lo general, una parte de la casa con una ventana abierta mirando una autopista es un buen lugar para poner el hotspot.
Consejo 2: ¡Intensidad de la señal para realizar una llamada de zoom!	Los estudiantes pueden conectarse a Zoom si la señal cambia entre amarillo y verde, incluso si es principalmente en amarillo.
Consejo 3: La batería tiene que estar cargada	Los hotspots tienen que estar cargados y no funcionan por mucho tiempo.
Consejo 4: Enciéndelo y apáguelo algunas veces:	Apagar y encender, a veces 3-4 veces, ha resuelto el 90% de los problemas de los aparatos,
Consejo 5: ¿Cuál es mi contraseña?	La contraseña está en la parte de atrás del hotspot. Una gran idea es usar un teléfono para tomar una foto de la parte de atrás o escribirla por separado.
Consejos 6: Los hotspots solo funcionan en el Área de la Bahía:	Estos hotspots están configurados para funcionar en Oakland y no funcionarán fuera del Área de la Bahía (por ejemplo: Stockton, Eureka, México, Sierra Foothills)
Consejo 7: Pro-Tip 8: Ajuste la configuración de red para asegurarse de que es la red preferida	En la configuración de red, elige preferir la red de punto de acceso "Coolpad... .." y únete a esta red automáticamente (generalmente 2 opciones de configuración separadas). En la configuración de red, elegir olvidar otras redes disponibles (o al menos no preferirlas) para que la Chromebook no intente conectar con otras redes alrededor de su casa

Video extra:

[Instrucciones para conectar un coolpad SURF hotspot en casa](#)