

Sprint Device FAQ's

How do I get a hotspot or Smartphone?

Hotspot devices have all be claimed, but there are some Smartphones still available. Smartphones can be used as hotspot devices. If you need a Smartphone, email Ms. De Waelsche at jdewaelsche1@saisd.net no later than Tuesday, April 7 to request a device. Device pickups will be on Wednesday, April 8 from 10-2 and a parent must pick up the device for the student.

How much data do I get a month? What happens if I go over?

You get 10GB of data every month. If you exceed 10GB you will still be able to use your device but the speed will slow down and you will not be able to watch videos or stream data.

How do I know how much data I have used?

Log in online at <https://myaccount.prepaid.sprint.com/> using the phone number assigned to the device and the PIN number on the box. Once you sign in, you can see how much data you have used for the month. You can also update your account information with your email.

I tried to go to xxx website and it wouldn't let me. What's up with that?

There is some filtering in place for the phones and hotspots so you may be limited in the websites you can visit.

What's my password for my hotspot device?

The name of your hotspot device and password is on the inside cover of your hotspot that you remove to insert the battery. (If you have a phone, you might take a picture of that information so you don't always have to remove the cover to connect.)




How can my Smartphone be used as a hotspot device?

Before you begin

Turn off Wi-Fi by touching **Apps**  > **Settings** > Under **Wireless & networks** turn **Wi-Fi Off**.

Set up your smartphone as a Wi-Fi hotspot

1. From the home screen, touch **Apps**  > **Settings** > **More** > **Tethering & portable hotspot** > **Portable Wi-Fi Hotspot** to turn on the hotspot.
2. Touch **Set up Wi-Fi Hotspot**, and enter a unique **Network SSID** name. This is the name that will display on other devices when scanning for networks.
3. Select a security level (WEP, WPA or WPA2). WPA2 is the highest security level.
4. Enter a password.
5. Touch **Save** to save your settings.

How long do I get to keep my device?

The device is yours to keep through the time you graduate from Burbank. The free plan will cease in August after you graduate. In order to continue using your device, you will have to make arrangements with Sprint or another carrier to have service.

I'm leaving Burbank and going to another school; what do I do with my device?

If you are leaving SAISD, you will need to turn in your device to Mrs. De Waelsche. If you are going to another school in SAISD, you need to notify Mrs. De Waelsche so your device can be transferred to that campus.

I withdrew from Burbank and now my device doesn't work. How come?

Students that withdraw from Burbank and do not turn in their device or notify Mrs. De Waelsche of a campus change will have their devices turned off.

I think I lost my device; what do I need to do?

Notify Mrs. De Waelsche so the account can be suspended and nobody else can use the device. If you locate the device, the service can be restored. If you cannot find it after a week or two, you can get on the waiting list for another device depending on availability.

My device broke; what can I do?

See Mrs. De Waelsche. If there are extra devices available, it may be replaced depending on the circumstances. If all devices have been distributed, you may have to wait until the following school year to get a replacement device.

If your question is not listed here, feel free to contact Mrs. De Waelsche at jdewaelsche1@saisd.net.