Verizon MiFi Jetpack 6620L

FAQ

How long will the battery last?
- The battery has an approximate life of 20 hours

How many computers/tablets can be connected?
- The JetPack MiFi will handle up to 15 wireless devices connected to it

Will the JetPack MiFi work out of the city/county/state?
- ****YES!**** The JetPack MiFi will work anywhere there is a Verizon network services

Is using the JetPack MiFi secure?
- **CAUTION** should always be used to protect personal information when using a computing device and wireless technology BUT, the JetPack MiFi does establish a secure connection from the tablet/computer to the JetPack MiFi.

My Jetpack MiFi just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.
- ✓ Pressing the Master Reset button
- ✓ Jetpack automatically restarting after configuration changes
- ✓ Switching profiles
- ✓ Restoring the configuration settings
- ✓ Battery depletion

To restore battery power, follow these steps.
- ✓ Manually press and hold the power button to turn it back on.
- ✓ If the battery is depleted, charge the Jetpack MiFi with the wall charger for a minimum of 3 hours.

The Jetpack MiFi has no power or the device screen does not display when the power button is pressed.

- ✓ Make sure the battery is properly seated in the device.
- ✓ Make sure the battery is fully charged. Plug in the AC charger for at least 3 hours.

How do I reset the Jetpack MiFi back to factory settings?

The master reset button is in a small hole located on the bottom of the Jetpack MiFi, underneath the battery cover. This button returns the Jetpack MiFi to factory settings, including re-setting the Wi-Fi Name (SSID) and Wi-Fi Password. To reset the Jetpack MiFi, follow these steps.

1. Place one end of an unfolded paper clip into the master reset button hole.
2. Press the reset button with the unfolded paper clip until the display shows "MiFi Powering Off" (about five to six seconds), then your Jetpack will restart.

WARNING! The "Reset to Factory Defaults" operation overwrites ALL existing settings. If the Wi-Fi settings change, you will lose this connection, and need to reconnect using the new settings.

No service is available.

- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.
- You are outside your coverage area, or the SIM card is missing or has been changed, or there may be a problem with your account. Check with the State Library to verify device/account status.
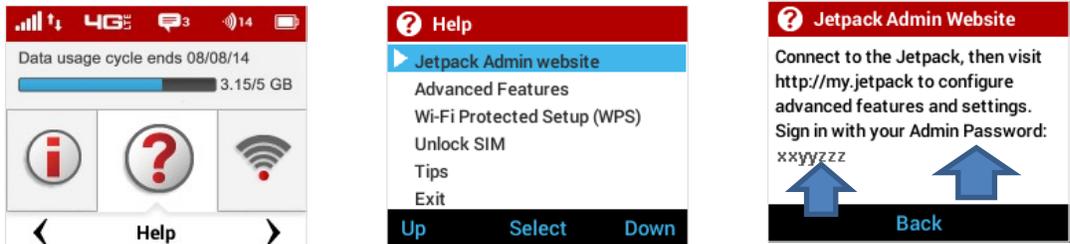
I forgot my Wi-Fi Password.

- Select **Wi-Fi Name/Password** to display your Wi-Fi Name (SSID) and Wi-Fi Password.

I forgot my Jetpack Admin website Password.
- Select **Help > Jetpack Admin website** to display the Jetpack Admin website URL and Admin Password.

I cannot connect to my Jetpack.
- ✓ Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the device Home page.
- ✓ Make sure your device wireless adapter is turned on and connected to the Verizon-MiFi6620L. (Refer to your tablet/computer help manual if you need assistance.)
- ✓ If your wireless adapter is turned on, try turning it off waiting 30 seconds and then turning back on.

When your device is connected to the network, the "Connected Devices" icon in the status bar will show a connected device.

I see the network name but cannot connect to my Jetpack.
- Go to **Wi-Fi Name/Password** to check that you are using the correct Wi-Fi password.

How do I disconnect from the network?
- Power the JetPack Mifi off OR
- Disconnect from the Wi-Fi network, select **Settings > Wi-Fi > Turn Off**.

How can I get detailed information about the devices that are connected to my Jetpack MiFi?

- ✓ Select **Connected Devices > Wi-Fi Devices** to display the type, name, and IP address of each device connected to the Jetpack Network.
- ✓ Select Connected **Devices > USB Tethering** to display the type, name, and IP address of any device connected to the Jetpack via the Universal Charging port.
- ✓ To display more detailed information for connected devices, go to http://my.jetpack to open the Home page, then Sign In using your Jetpack Admin Password. Select **Connected Devices** from the Navigation panel to display additional details for all currently connected and blocked devices.

How do I check the firmware version installed on my Jetpack MiFi?
- ✓ Select **Software Update** to display the current version installed. To check for new update, select **Software Update > Next > Yes**.

How do I check the battery level of my Jetpack MiFi?
- ✓ Check the battery icon on the status panel on the Home page of the Jetpack device.

How do I turn off my Jetpack MiFi?
- ✓ Press and hold the Power button until the display shows **MiFi**.

How can I tell that my Jetpack MiFi is still on after the device screen goes off?
- ✓ When the display is off (sleep mode) and the Jetpack is turned on, the blue Power indicator on the front panel of the Jetpack blinks.

Power Indicator

Technical Support

IMPORTANT Be sure to re-start both your computer/tablet and the JetPack MiFi 6620L to see if the problem resolves from restarting.

Technical Support
Contact your State Library of Kansas for assistance. When calling, you may be asked for the wireless number (MDN), Mobile Equipment Identifier (MEID/IMEI) and the Subscriber Identity Module (SIM/ICCID) of your Jetpack. To find your Jetpack's MDN, go to **About Jetpack > Jetpack Info** on your device, for a more detailed understanding of device identifiers you can look on the Pilot webpage Hardware Identifiers