

Steve Sisolak
Governor



Laura E. Freed
Director

Colleen Murphy
Deputy Director

Alan Cunningham
State Chief Information Officer

Timothy Galluzi
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Enterprise IT Services Division

100 N. Stewart Street, Suite 100 | Carson City, Nevada 89701
Phone: (775) 684-5800 | www.it.nv.gov | Fax: (775) 687-9097

MEMORANDUM

April 14, 2021

To: All Agencies
From: Alan Cunningham, State CIO
Subject: **Urgent: Verizon Hotspot Recall**

It has come to EITS' attention that there has been a recall for some Verizon Hotspots used by state agencies for potential fire or burn risks:
<https://www.ellipsisjetpackrecall.expertinquiry.com/>

For the safety of staff who may have access to these devices, please read and follow the advice provided.

The following devices are part of the recall: **Ellipsis MHS900L, MHS900LS, and MHS900LPP.**

Verizon will replace these devices, free of charge.

There is also a software update from Verizon that will be going out soon. Please ensure that you follow the instructions in the link above so that your device can receive the update.

Verizon has instructed that if you need to continue using the devices, you should ensure that they are NOT plugged in while operating, and when the device is not in use, it should be powered down.

Please note that EITS has no control over the length of time that it will take to receive the replacement hot spot, so your agency will need to plan accordingly.

Please contact your agency IT representative for further information.