

5G Mobile Hotspot Troubleshooting Guide

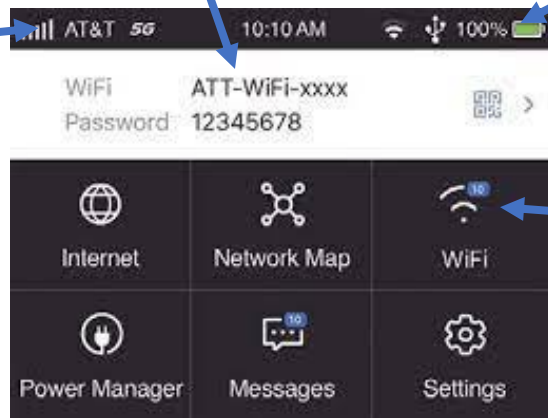
Wifi network name and password

Make sure you choose your hotspots unique name, and enter the password shown on the display

Check signal strength

If your Nighthawk M6's reception is poor. Try moving it to a location with a clear view of the sky (for example, near a window)

Check WiFi interference by powering the Nighthawk M6 off and on to find a better WiFi channel.



Check the battery levels

Double check that the battery on the device is charged. If the battery is not charged then the device will not connect to WiFi.

5G network

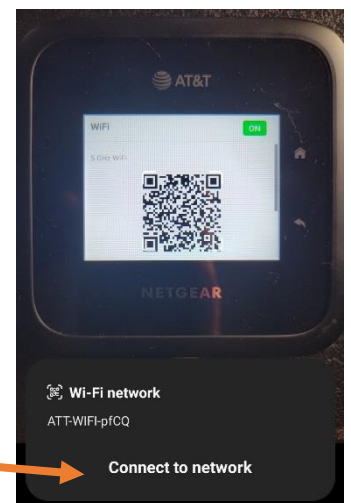
The M6 hotspots use AT&T's 5G network by default, devices that don't support 5 GHz won't be able to find or connect to the 5 GHz network. *See pg.3 Connecting a device that is not 5G compatible*

Connecting Your Device

Quick connect with smartphone

1. Tap the QR code icon on the mobile hotspot LCD Home screen.
2. A QR code displays.
3. Point your phone's camera at the QR code.
4. Tap *connect to network*

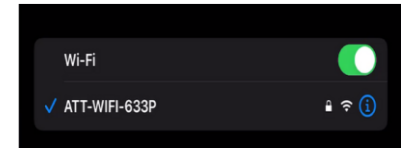
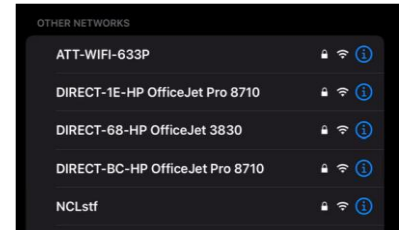
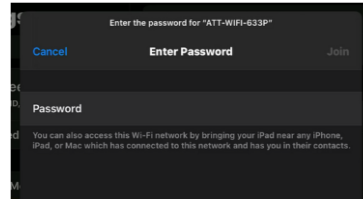
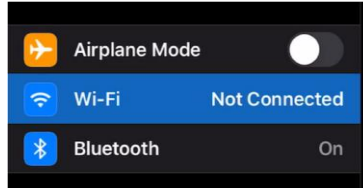
QR code for quick connect



connect to the mobile hotspot WiFi network

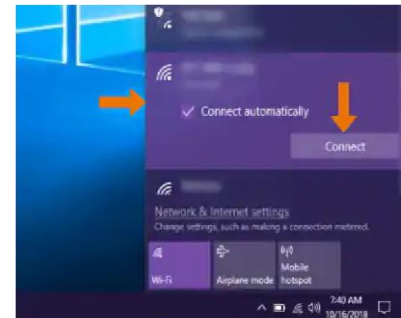
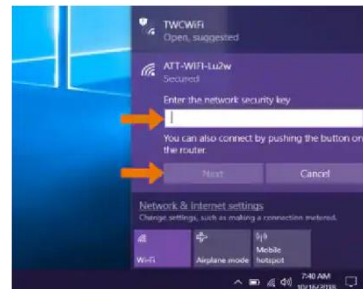
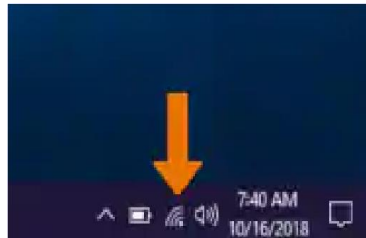
Android/iPad/iPhone

1. Go to Wi-Fi in your Settings
2. Select the Wi-Fi that matches the name on the hotspot
3. Type in the password that is displayed on the hotspot
4. Select Join



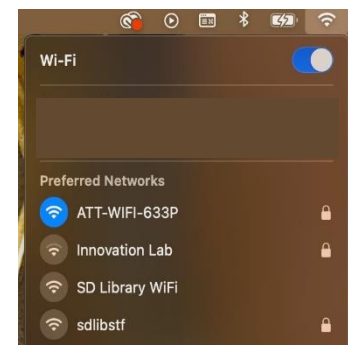
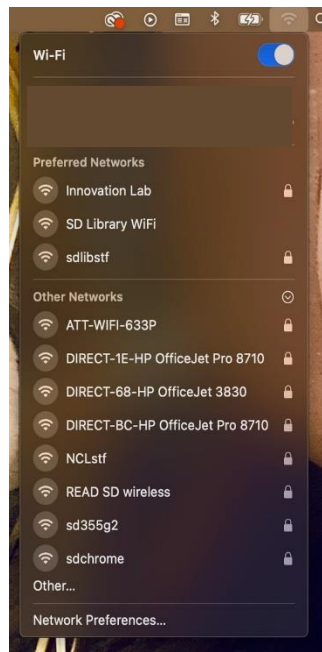
Windows

1. Select the Wi-Fi logo on the bottom of the screen
2. Select the Wi-Fi that matches the name on the hotspot
3. Type in the password that is displayed on the hotspot
4. Select Connect



iMac

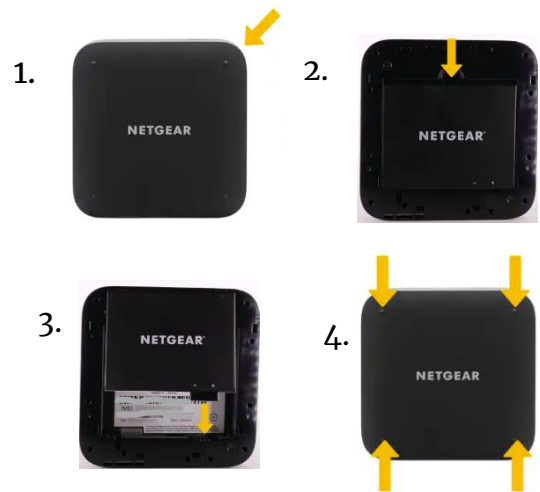
1. Select the Wi-Fi logo on the top of the screen
2. Select the Wi-Fi that matches the name on the hotspot; you may have to go to 'Other Networks' to find it
3. Type in the password that is displayed on the hotspot
4. Select Join



Hotspot not powering on?

If the hotspot is not powering on after being charged

1. Take the back cover off of the hotspot by lifting up the corner of the back plate
2. Carefully remove the battery
3. Wait 10 seconds, then replace the battery
4. Replace the back cover and press down the corners of the plate to secure in place.
5. Press the power button for 3 seconds and wait for the hotspot to power on.



Slow connection?

The hotspot has unlimited data, although speeds will decrease (throttle) after the user has exceeded the 22 GB data usage threshold within a billing cycle.

You can connect to the network but with lower speed.

To check the network connection speed, connect to the hotspot network and visit broadbandnow.com/speedtest.

The data plan resets on a monthly cycle, typically on the 17th or 18th of the month. The actual date may vary, you can check the data usage on the hotspot

1. From the home screen tap *settings*
2. Tap *more*, scroll down, then tap *data usage*

Some activities use more data than others, you can learn more about data usage with this tool att.com/datacalculator

Connecting a device that is not 5G compatible

Devices that don't support 5G won't be able to find or connect to the hotspots 5G network. The hotspot can broadcast WiFi signals in both the 2.4 GHz and 5 GHz WiFi bands, this is called dual band. To turn on dual band from the home screen,

1. Tap *Wifi*
2. Tap *5 GHz band*
3. Choose *Dual-Band 2.4 GHz & 5 GHz* or *2.4 GHz Only* for universal compatibility

Need more help?

- You can return your hotspot to the library where you checked it out
- Call the Digital Navigator Helpline at 1-800-350-6945 Mon-Fri 8-5 & Sat 10-2