

Hotspot Issues? Try These Tips!

1. When the hotspot is turned on (and charged) the network name should appear as: MOXEEHOTSPOT__2.4G and the password is the last 8 digits of the IMEI number (the IMEI is the barcode number on the box and on the hotspot). Make sure your laptop is properly connected to the hotspot.
2. Hotspots are dependent on the strength of the AT&T signal, so find wherever the signal is strongest in your place (possibly by a window or exterior wall) and try to park the hotspot there.
3. Once you've found the spot with the strongest signal, *do not* hold the hotspot in your hand or lap or put it on a soft surface, like a bed or chair. This will make the connection worse.
4. In Zoom, have your camera on just when you enter for your teacher to see your face, then turn off your video. This will help with the loading speed. The same is true for a Canvas course that has a homepage with a Bitmoji classroom. If the course has that setup as a homepage, enter another page on the course (like modules) or the course will take a very long time to load.
5. Go to Device Settings and make sure you have the "mobile data" and "data roaming" boxes checked. Should look like this:

