

**From:** Richard Kahn <[REDACTED]>  
**To:** "jeffrey E." <jeevacation@gmail.com>  
**Subject:** AT&T  
**Date:** Mon, 25 Aug 2014 15:13:49 +0000

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please advise

Richard Kahn  
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New York, NY 10022  
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fax 646-350-0954  
cell [REDACTED]

Begin forwarded message:

**From:** james | need mac help <[REDACTED]>  
**Subject:** Re:  
**Date:** August 25, 2014 at 11:07:55 AM EDT  
**To:** Rich Kahn <[REDACTED]>  
**Cc:** Sara Rychtarik <[REDACTED]>

AT&T's coverage map shows full LTE coverage across USVI. The obvious question is whether the hotspot shows 4GLTE on the screen or not. It may be connected to AT&T without actually connecting via LTE (in which case it would be super slow). He could try being closer to a window or outside.

If that's NOT the problem — and it shows 4GLTE on the screen — then it gets difficult. He should try holding the powerbutton on the hotspot down until it shuts off and then turn it back on again.

If I were there (not sure he cares to bother with this), I'd open /Applications/Utilities/Terminal.app and type ping [google.com](http://google.com) - it will come back with one of several messages depending on the problem:

1. "Reply from 72.3.133.152: bytes=32 time=..." means that the computer is connected; the internet should be working fine.
2. "no route to host" means the system doesn't think it's connected to the internet
3. "ICMP timeout" or zeros as a result means that the AT&T router is operating but has no internet connection
4. "lookup host failed for [google.com](http://google.com)" indicates no DNS servers (the AT&T DNS servers are down)

#1 means he's connected, but operating slowly. He should try [speedtest.net](http://speedtest.net) and follow up with AT&T (cringe)  
#2 means restarting the computer itself and trying again  
#3 means rebooting the hotspot, but the cell tower is likely offline, again follow up with AT&T (double cringe)  
#4 is an AT&T problem, but we can work around it by manually specifying DNS servers in the network setup.  
LMK and I'll give step by steps.

James Ce  
□ Certified Support Professional 10.6

Need Mac Help, Inc.  
+1 (646) 924-2727  
<http://needmachelp.com>

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On Aug 25, 2014, at 8:26 AM, Richard Kahn <[REDACTED]> wrote:

Do you know this may be?

Sent from my iPhone

Begin forwarded message:

**From:** "jeffrey E." <[jeevacation@gmail.com](mailto:jeevacation@gmail.com)>  
**Date:** August 25, 2014 at 8:24:07 AM EDT  
**To:** Bella Klein <[REDACTED]>, Richard Kahn <[REDACTED]>

I took the ATT hotspot to isalnd shows connected but no internet?

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please note

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