








# Troubleshooting

LED	ACTIVITY	TRY
 No Light	<b>No power</b>	Check that the cable between the <b>Smart Signal Booster</b> and <b>Coverage Unit</b> is installed properly ( <i>should be finger-tight and not cross-threaded</i> ).  Make sure the <b>Coverage Unit</b> is plugged into a working outlet.
 Flashing Blue Light	<b>Possible:</b> • Setup in progress • Maintenance Cycle in progress • Software Update in progress	Wait until the light has stopped flashing BLUE. May take up to 30 minutes depending on cellular service quality.
 Solid Blue Light	 • Setup has completed and Cel-Fi PRIME is boosting!   • Phone service is still bad. • Setup has completed but cell phone is not seeing better signal.	Nothing to do. Cel-Fi PRIME is operating normally.  Restart phone. Check your phone's settings to make sure that voice and data ( <i>including VoLTE</i> ) are enabled in each 3G/4G/LTE.  If this does not work, our phone and booster may not be compatible. Contact your Operator to discuss phone-network compatibility.


# Troubleshooting Errors

LED	ACTIVITY	TRY
 Flashing Red Light	<b>(E1)</b> No Signal	The cellular signal is too weak to boost. Find a location with at least one consistent bar of cellular signal.
	<b>(E5)</b> Registration Required	Before use, you must register this device and have your provider's consent.
	<b>(E7)</b> Disabled by the Network	Contact your point-of-sale for further assistance.
	<b>(E8)</b> Incoming Signal Too Strong	Your <b>Smart Signal Booster</b> is too close to a cellular tower. Move your <b>Smart Signal Booster</b> to another physical location.
 Solid Red Light	<b>Too Close</b>	Your <b>Coverage Unit</b> is Too Close to your <b>Smart Signal Booster</b> . Try moving the antennas further apart, starting with the <b>Coverage Unit</b> .
	<b>(E4)</b> Overheating	Your <b>Smart Signal Booster</b> is overheating. Please ensure that your <b>Smart Signal Booster</b> is clear of any blockage.
	<b>(E6)</b> Hardware error	Your <b>Smart Signal Booster</b> is experiencing a hardware failure. Reset your <b>Smart Signal Booster</b> with a power cycle. Contact your point-of-sale if problem persist.
	<b>(E12)</b> Self-Test failed	If you recently updated the software of your device, try again. If the error persist please contact your point-of-sale for further assistance.



Use the **WAVE App** for more detail on the error message.



Bluetooth



**Cel-Fi WAVE**  
A smartphone app that will help you get the best performance from your Cel-Fi PRIME.

Download on the  **App Store**    GET IT ON  **Google play**

For more information, and software, go to: [www.cel-fi.com/wave](http://www.cel-fi.com/wave)



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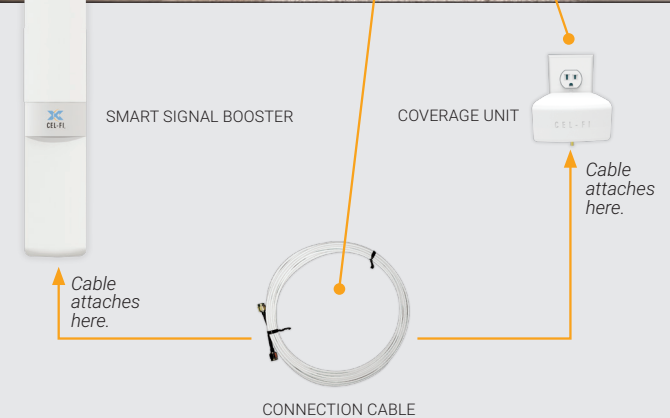


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# Cel-Fi PRIME Quick Start Guide

Smart Signal Booster™



**IN THE BOX**

- Quick Start Guide • Smart Signal Booster
- Coverage Unit • Power Cable
- Mounting Equipment

For more information, visit: [www.cel-fi.com](http://www.cel-fi.com)

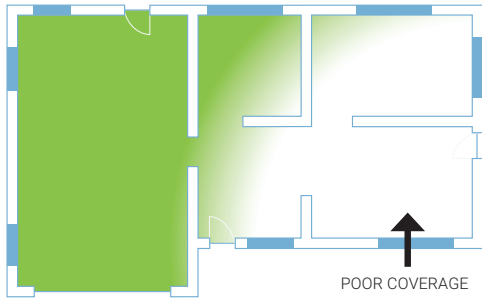
# For Best Performance

The Smart Signal Booster connects to the existing cellular network. The better the existing signal is, the more boost the system can provide.

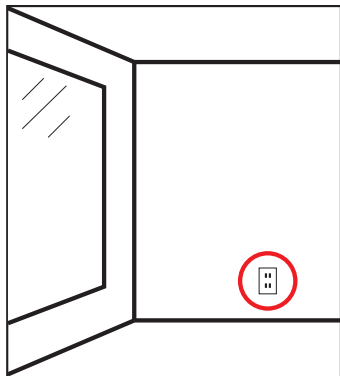
## 1 Download Cel-Fi WAVE



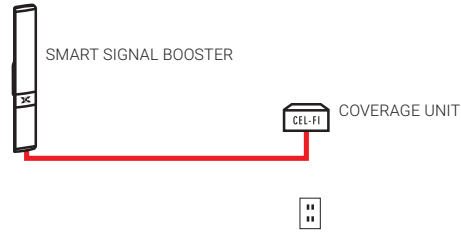
## 2 Determine where coverage is needed



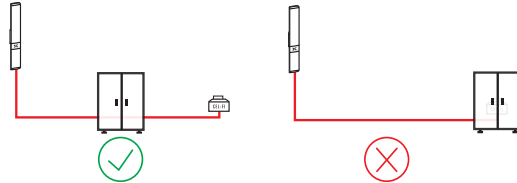
## 3 Locate an open power outlet in the area where you need coverage



## 4 Connect units with included cable before plugging into the wall

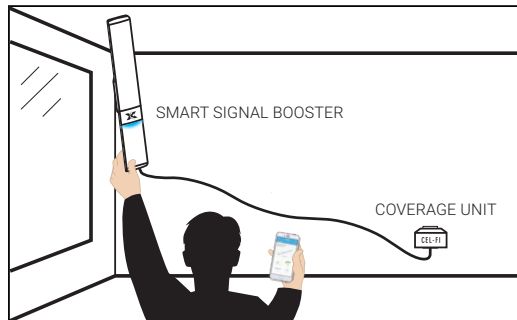


Make sure the **Coverage Unit** is **NOT** being blocked or covered by furniture or other large objects.

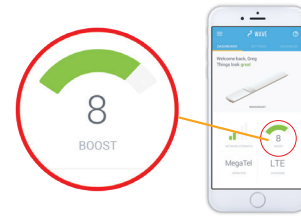


## 5 Find a location for the Smart Signal Booster (Normally, the ideal location is closest to building exterior and as high as possible).

Position the **Smart Signal Booster** and **Coverage Unit** as far from each other as possible (to improve isolation).



## 6 Once the light on the front of the Smart Signal Booster is solid BLUE, use WAVE to check boost number

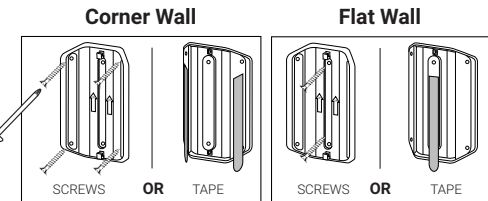
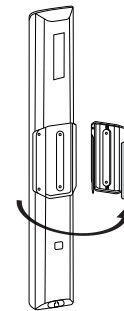


**Reminder:** Keep holding the **Smart Signal Booster** in place.

If you are satisfied with the boost number and improvement, proceed to step 7. To optimize boost repeat steps 3 through 5, locating a stronger incoming signal for the **Smart Signal Booster** and a more exposed location for the **Coverage Unit**.

## 7 Mount the system

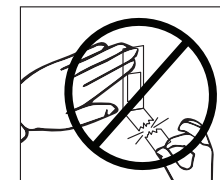
The mounting bracket for the **Smart Signal Booster** can be installed either on a flat surface or in a corner. Use either the supplied double sided tape or screw kit (you do not need both). Attach the **Smart Signal Booster** to the mounting bracket. Make sure the **Smart Signal Booster** is mounted vertically.



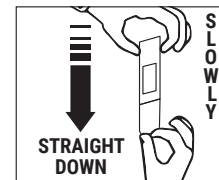
Tape **MUST** extend below the bracket for easy removal.

## Using the Removable Tape

For best results, the wall and bracket may be cleaned with rubbing alcohol, and allowed to dry, prior to use. When applying the tape, press firmly for 30 seconds to ensure adhesion.



**NEVER** pull strip towards you.



**STRAIGHT DOWN**

