Troubleshooting

| LED	ACTIVITY	TRY
No Light	**No power**	Check that the cable between the **Smart Signal Booster** and **Coverage Unit** is installed properly *(should be finger-tight and not cross-threaded)*. Make sure the **Coverage Unit** is plugged into a working outlet.
Flashing Blue Light	**Possible:** • 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!	Nothing to do. Cel-Fi PRIME is operating normally.
	• Phone service is still bad. • Setup has completed but mobile is not seeing better signal.	Restart phone. Check your phone's settings to make sure that voice and data *(including VoLTE)* 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.

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

Bluetooth

Download on the App Store
GET IT ON Google play

Troubleshooting Errors

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

For more information, and software,
go to: **www.cel-fi.com/wave**
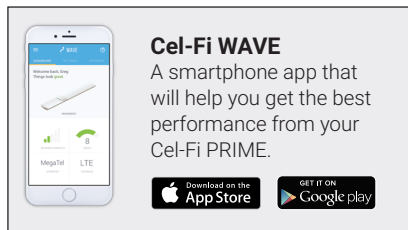
Cel-Fi Safe
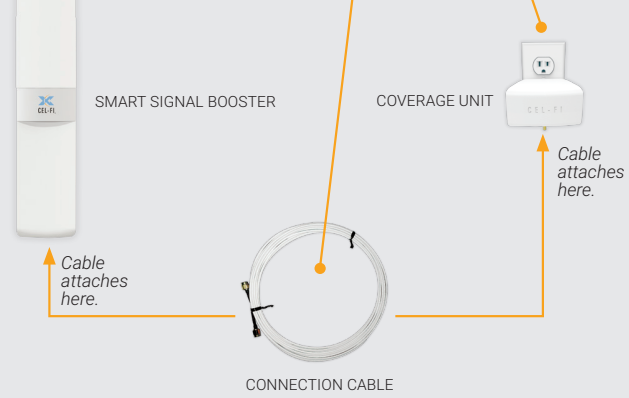
Cel-Fi PRIME
Quick Start Guide
Smart Signal Booster™

SMART SIGNAL BOOSTER

COVERAGE UNIT

Cable attaches here.

Cable attaches here.

CONNECTION CABLE

IN THE BOX
• Quick Start Guide • Smart Signal Booster • Coverage Unit • Power Cable • Mounting Equipment

For Best Performance

The Smart Signal Booster connects to the existing mobile network. The better the existing signal is, the more boost the system can provide.
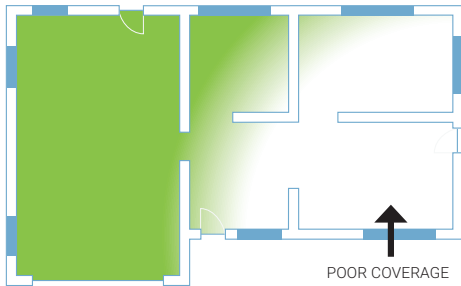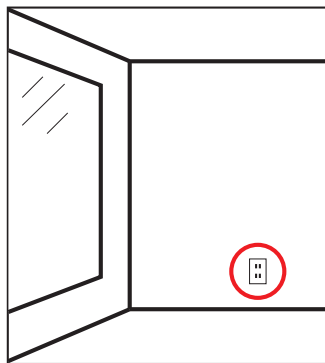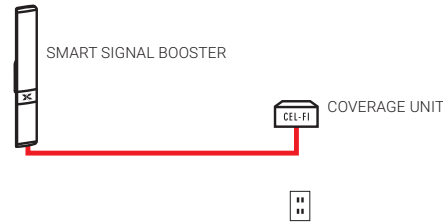
1 — Download Cel-Fi WAVE

Download on the App Store

GET IT ON Google play

Cel-Fi WAVE App

2 — Determine where coverage is needed

POOR COVERAGE
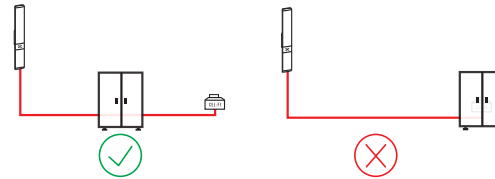
3 — Locate an open power outlet in the area where you need coverage

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

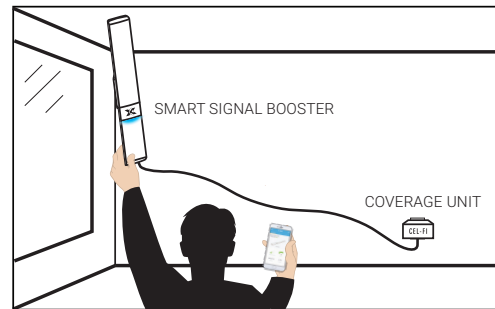SMART SIGNAL BOOSTER

CEL-FI COVERAGE UNIT

⚠ 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).*

SMART SIGNAL BOOSTER

COVERAGE UNIT
CEL-FI

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

8 BOOST

MegaTel   LTE

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**.
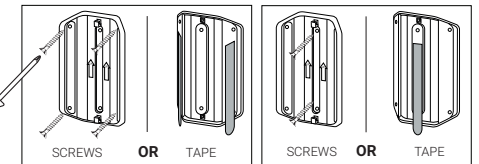
7 — Mount the system

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.
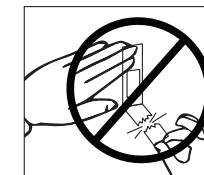
Corner Wall
SCREWS OR TAPE
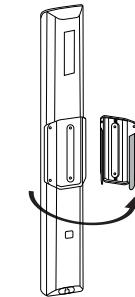
Flat Wall
SCREWS OR TAPE

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.

SLOWLY STRAIGHT DOWN

30cm 12"