

TROUBLESHOOT THE CEL-FI COVERAGE UNIT

PRO Coverage Unit Support

No Power

When your system does not power up, or has a red power indicator, one of the following things could be happening. You might have a power adaptor failure, a hardware failure, or the system may need a simple restart.

Try this... Both the Coverage Unit and Network Unit have identical power supplies. Try switching the power supplies to see if one of the following issues could be occurring:

- If you switch the power supplies and **the problem moves** from one unit to the other unit then you are experiencing a power supply issue. Please reach out to your point of sale for a replacement power supply.
- If, after switching power supplies, **you still have no power** on your Coverage Unit try another outlet, or another lamp/appliance in the same outlet (changed). If you continue to have problems with the unit please reach out to your point of sale for a system replacement.
- If, after switching power supplies **both system are functioning properly** then your Cel-Fi PRO system simply needed a restart. This is not something that should continue, but if it occurs frequently please reach out to your point of sale for support.

No Bars over Coverage Unit

When your Coverage Unit does not have bars but your Network Unit icon does, the system is still performing startup procedures. If it takes longer than 45 minutes, please restart both units.

Low amount of bars on your Coverage Unit

When you have a 1, or 2 bars on the Coverage Unit, your Cel-Fi PRO system has established a connection but might not be (changed) working to the fullest ability. Try

this... move your units further apart. If you have a particular spot in your home that you want coverage more than others try installing your Cel-Fi system in reverse. Put your Coverage Unit where you need coverage the most then place your Network Unit at the furthest location where you can get at least 1 bar of service.

If you cannot get your systems further apart, and you have the coverage you need, a higher number is not always possible or necessary.

Poor Coverage

Changes to your Cel-Fi placement can be made to improve your 3G/4G/LTE coverage.

- The more bars shown on the Network Unit the better. Try moving the Network Unit to an area that has better 3G/4G/LTE coverage. If the home/office has more than 1 floor. Upstairs is usually better than downstairs. Putting the Network Unit near a window or higher on a shelf often helps as well.
- The bar display of the Coverage Unit is an indication of the area covered. More bars on the Coverage Unit means a larger area is covered. To increase the coverage area move the Coverage Unit farther away from the Network Unit. The less obstacles in their direct line of sight the further apart you can get them. The more bars on your Coverage Unit, the better the coverage area will be.

No LTE

There are a few reasons why your phone would experience an issue with the LTE service. You may not have LTE in your area, your Cel-Fi system may have lost the LTE signal due to intermittent network outages, or your phone may not support LTE. Check to see that your phone shows an LTE signal in the location of your Network Unit.

Coverage Unit Red Error Message

- E1 Cellular Signal too weak to boost. Try this... Walk around your home/office with your cellular device. Try to find a signal indoors with at least one consistent

bar of 3G/4G/LTE. More bars is always better! Once you have found a usable signal place your Network Unit in this location.

- **E2** Your Coverage Unit is experiencing a hardware error that may be remedied by a reset. Try this....Reset your Coverage Unit. Simply unplug your Coverage Unit for a few seconds and plug back in.
- **E3** Your Coverage Unit is overheating. Please insure that your Coverage Unit vents are clear of any blockage, and that the location of the unit allows free flow of air (added). Once your Coverage Unit has cooled down it will operate as normal.
- **E4** Your Network Unit is overheating. Please insure that your Network Unit vents are clear of any blockage, and that the location of the unit allows free flow of air (added). If you have your Network Unit in an attic space you may need to relocate the device to insure that the system does not continue to overheat. Once your Network Unit has cooled down it will operate as normal.
- **E7** The system has been disabled by the mobile network carrier. Contact your point of sale.
- **E8** Input signal too strong. An E8 error code is letting you know that your Network Unit is too close to a cellular tower, not necessarily for your operator. This has reduced the output power (coverage bubble) to limit network interference. Try this...Move your Network Unit to another location. You might need to move your system to the other side of your home. Note: When you have an E8 your system will still offer you indoor cellular coverage.
- **Too Close** Your Coverage Unit is “Too Close” to your Network Unit. Try moving the units further apart, starting with the Coverage Unit.
- **Too Far** Your Coverage Unit is “Too Far” from your Network Unit. Try moving the units slightly (5-10 feet) closer together, starting with the Coverage Unit.

Intermittent “Too Far” message? Frequent or intermittent issues can be related to heavy WiFi saturation in your home/office. Make sure that each unit is as far as possible from any access points or other WiFi enabled devices