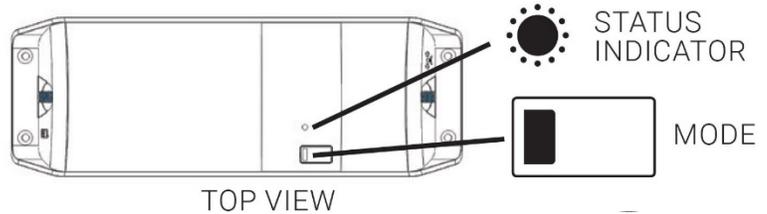




GO

Smart Signal Booster™



GO Support

No Power/ No lights on GO

Make sure that your power source is a functional outlet. Test something else, that you know works in the same outlet, or try moving the GO to another outlet that you have confirmed has working power.

Still Not Working?

It is possible that you have a bad power supply, or malfunction of your GO hardware. Please reach out to your point of sale for further instructions.

My Status Indicator is blinking Green/Yellow but my phone still have poor signal at the Service Antenna

A blinking green or yellow status light indicates that your CEL-FI GO is still in the startup process. Depending on the complexity of your cellular network, this process can take some time. If the units is still blinking for more than 30 minutes please attempt a restart.

My Status Indicator is Solid Green/Yellow but my phone still have poor signal at the Service Antenna

If your Cel-Fi GO has a solid Status Indicator light in either yellow or green, the system is fully functional. If your system has a solid (non-red) status light but your phone is not picking up a stronger cellular signal you might need to check the Service Antenna. Make sure that your Service Antenna is fully functional. You might try swapping out your Service Antenna with another device. To find out more, please contact your point of sale.

My Status Indicator is Flashing Red

There are several reason why your status light would be flashing red. The best way to determine the specific reason for your flashing light is to use the WAVE Mobile or Desktop application while connected to your device. For more information about Cel-Fi WAVE please visit www.cel-fi.com/wave

E1: Your GO Unit is not able to find a cellular connection.

Try this...Using your cellular device, make sure that you are able to locate usable 3G, 4G, or 4G LTE signal in the area of your Donor Antenna.

Check the connection between your Donor Antenna and GO. Confirm that your antenna is properly connected.

Still having issues?

You may need to switch out your Donor antenna.

E7: The system has been disabled by the mobile network carrier. Contact your mobile provider or point of sale for more details.

E8: 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.

E9: This is a consumer device. Before use, you must register this device with your wireless provider and have your provider's consent. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider. You must operate this device with approved antennas and cables as specified by the manufacturer. Antennas **MUST** be installed at least 20 cm (8 inches) from any person.

Too Close: Your Service Antenna is Too Close to your Donor Antenna. Try moving the antennas further apart, starting with the Service Antenna.

My Status Indicator is Solid Red

There are several reason why your status light would be solid red. The best way to determine the specific reason for your flashing light is to use the WAVE Mobile or Desktop application while connected to your device. For more information about Cel-Fi WAVE please visit www.cel-fi.com/wave

E4: Your GO Unit is overheating. Please insure that your GO Unit is clear of any blockage. If you have your GO Unit in an Attic space you may need to relocate the device to insure this does not continue to happen. Once your GO has cooled down it will operate as normal.

E6: Your GO Unit is experiencing a hardware failure.

Try this...Reset your Unit. Simply unplug your GO from the power source for a few seconds and plug back in.