

Trouble Shooting Guide

The Cel-Fi Window and Coverage Units have Power and Status indicator lights to help you determine how the Units are operating and how to obtain the best coverage within your home.



	Indicator	Problem	Try this:
Common Indicators 	Power off (no green light) 	There is no power to the Unit.	<ol style="list-style-type: none"> 1. Is the Unit plugged in? 2. Is there power to the outlet? 3. Try exchanging power supplies with the other unit to see if the power supply is defective.
	Status red 	There is a problem with Cel-Fi.	<ol style="list-style-type: none"> 1. Unplug the unit, wait a few minutes, and try again. 2. Visit the installation support section at: www.celfihelp.com for more information.
	Status flashing red 	The Unit has switched to a low power mode because the environment is too warm.	<ol style="list-style-type: none"> 1. Do not cover the Unit or block the vents. 2. Move the Unit to a cooler spot. 3. The unit will start operating again when it cools.
	Status flashing green for more than a minute 	The Window Unit is taking longer than normal to make a link.	<ol style="list-style-type: none"> 1. Wait longer. System is verifying regulatory compliance. This could take up to 30 minutes. 2. Make sure Units are not next to a Wi-Fi router.

Window Unit 		No green bars	<ol style="list-style-type: none"> 1. Try moving the Window Unit to another room where you have better cell phone coverage. (Use your cell phone to find the best location.)
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Coverage Unit 		The Coverage Unit is too far away from the Window Unit.	<ol style="list-style-type: none"> 1. Move the Coverage Unit closer to the Window Unit.
		The Coverage Unit is too close to the Window Unit	<ol style="list-style-type: none"> 1. Move the Coverage Unit farther away from the Window Unit.

Error Messages

If there is a system fault, the Coverage Unit will display an error message on the display in the location where the coverage number is usually displayed (see below).

◀ COVERAGE NUMBER

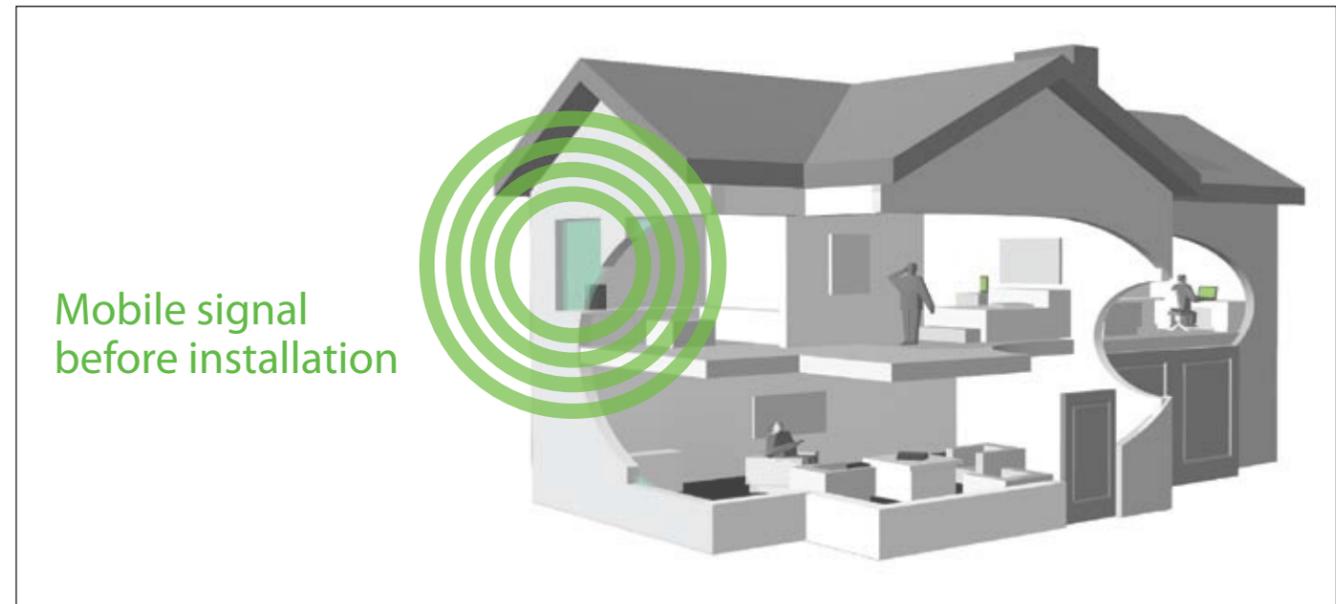
If this occurs the message will alternate between displaying an "E" (for error) and then a number. The table below shows what values will be displayed and what they mean.

"E1"	Window Unit cannot find the network	Make sure you have one bar coverage on Window Unit.
"E2"	Window Unit has interference	Make a test call. If no cell signal move the Coverage Unit.
"E3 or E4"	Environment is too warm for Unit	System will reset automatically when it cools.

2Step Installation Guide



The Cel-Fi **Window Unit** takes the strongest cell signal in your home and distributes it throughout via the **Coverage Unit**



WINDOW UNIT

FOOT AND POWER ADAPTERS

COVERAGE UNIT



PRESS THE WINDOW UNIT ONTO THE FOOT

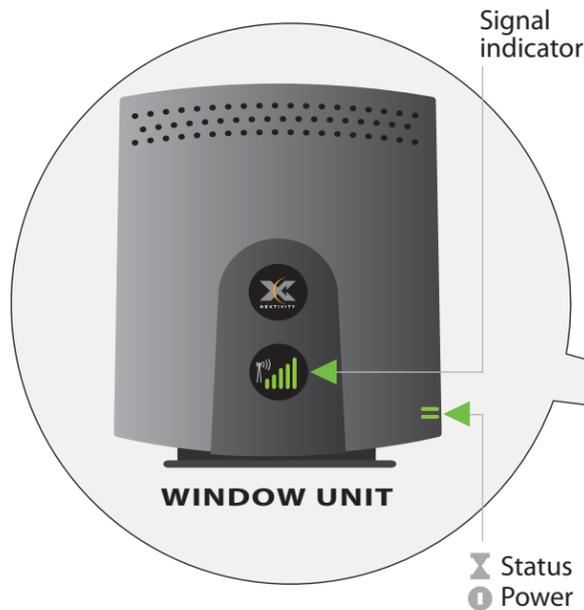
NEED HELP?

Visit www.celfihelp.com for an installation video and other helpful information regarding the installation and trouble shooting of your system



Step 1. Setup the Window Unit

Step 2. Setup the Coverage Unit

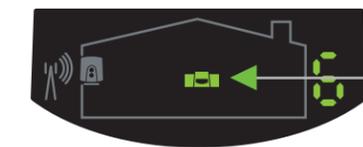


Locate the best 3G signal within your home and plug the Window Unit into the nearest power outlet. (Look for the 3G icon on your mobile phone)

Placing the Window Unit near a window is best.



Set Coverage Unit near the middle of your home and plug it into the nearest outlet. Wait until the status light stops flashing. **You should see this on the Coverage Unit indicator panel.**



SIGNAL BAR INDICATOR

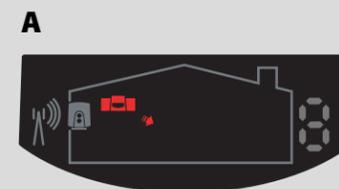
Located in the middle of the Window Unit



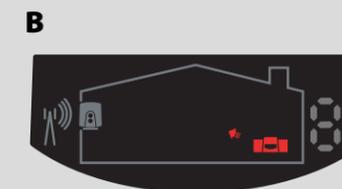
Note:

If you do not see at least one bar in the signal indicator window (as on left), move the unit closer to a window or try another room. Upstairs is best if available.

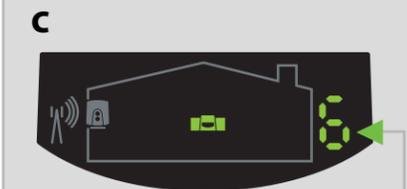
COVERAGE UNIT INDICATOR PANEL



If the indicator looks like this, move the Coverage Unit away from the Window Unit.



If the indicator looks like this, move the Coverage Unit closer to the Window Unit.



The larger this number, the stronger your signal.