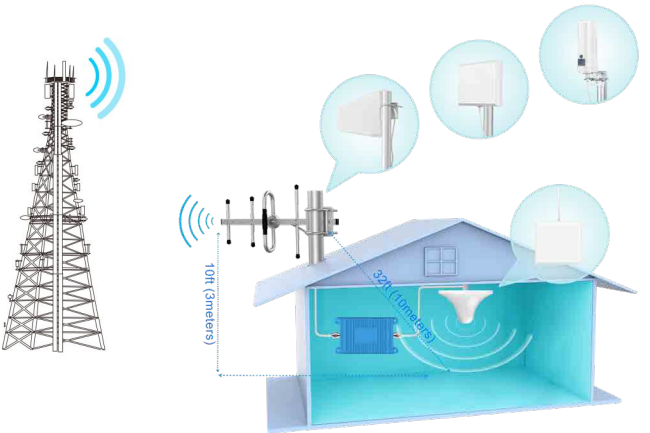
User Manual

About Cell Signal Booster

We are proud to offer our customers solutions that enhance cellular voice and data signal for any network in the world. Applications range from home/office installations to large-scale commercial projects.



Cell Signal Tower/ Base Station

Your cell phone company broadcasts their signal from a nearby signal tower. Unfortunately, because of obstructions or interfering signals, you're unable to get a clear connection to the signal tower while inside your building.

Cell Signal Booster

The cell phone signal booster could boost the cell signal from the cell phone tower to make it strong enough for your phone.

Warning:

It will not be able to boost the signal if the outdoor antenna is receiving signal too weak or not at all. If you do not get 4G/LTE service outside of your home, it probably won't help much inside of it.

Outdoor Antenna

The outdoor antenna establishes a link to the nearest cell signal tower. The outdoor antenna will take the signal and feed it into your building through a coax cable. It will also take the signal from inside your building and broadcast it back to the signal tower.

Warning:

It is better to determine the exact in different locations until the highest signal strength is received on your phone (most amount of bars). Once you ascertain the best location then mount the outdoor antenna.

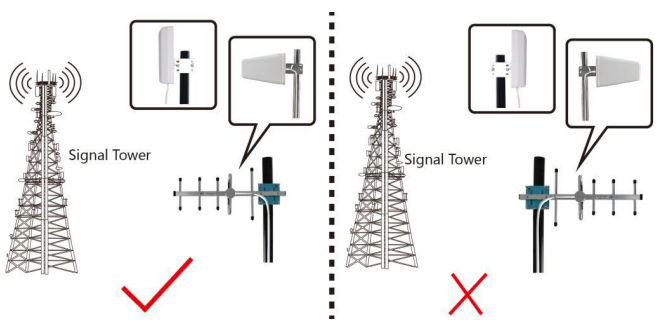
Indoor Antenna

The indoor antenna receive the boosted cell signal from cell signal booster, then broadcast the boosted cell signal to your cell phone.

Coaxial Cable

The coaxial cable is what connects the outdoor/indoor antenna to the cell signal booster. Coaxial cables are specially designed to shield the signals inside the cable from interference from the outside.

Installation of Outdoor Directional Yagi/PLA/ Panel Antenna



Warning:

Make sure the Outdoor Directional Yagi/PLA/ Panel Antenna towards the nearest cell signal tower.

Installation of Outdoor Omni-Directional Tube Antenna

Choose Proper Indoor Antenna the Site Conditions and the Requirement.

Installation of Indoor Omni-Directional Whip Antenna

The Whip Antenna is suitable to be installed for small room or apartment. It is very convenient for simple use with a good result.

Installation of Indoor Omni-Directional Ceiling Antenna

Indoor Omni-Directional Ceiling Antenna is suitable to be installed in the center and radiate all directions.

Installation of Indoor Directional Panel Antenna

Indoor Panel Directional Antenna is suggested when coverage needed inside the home is across long rectangular spaces like a corridor.

How to Choose the Booster

How to find the band:
Make sure mobile data is on and WIFI is off

Apple iPhone:
1. Dial *3001#12345#* and press Call If it shows "Field Test"
2. Click Serving Cell Info
3. Click Freq Band Indicator

Apple iPhone:
1. Dial *3001#12345#* and press Call If it shows "Main Menu"
2. Click LTE Neighbor Info
3. you will find freq_band_ind

Android Phones:
Download and install the app: LTE Discovery/ SignalCheck Lite/ Network Cell Info to find the band

Please kindly choose the booster according the band your phone is receiving from the tower

Choose Your Outdoor Antenna & Location

Outdoor Directional Yagi/LDPA/Panel Antennas
The outdoor directional antenna kit is suggested when signal outside the home or building is weak. The Outdoor Yagi/LDPA/Panel antennas are directional antennas that need to be pointed in the direction of the nearest cell tower of the carrier whose signals need to be boosted inside. It then draws signals from much farther away than an omni-directional antenna would be able to attract.

The outdoor omni-directional Tubular antenna
The outdoor Omni antenna kit is suggested when signal outside the home or building is medium to strong. The outdoor Tubular antenna is an omnidirectional antenna meaning it draws signal from all directions and from all carrier's cell towers. This also makes it easy to install because there's no need to point it to the nearest cell tower. Outdoor omni-directional antennas are ideal for topographies with minimal obstacles.

1. The outdoor antenna should always be mounted outdoors. Even if you have a convenient attic or room at roof height, the outdoor antenna should still be placed outside for best results.

2. Please mount the outdoor antenna on your roof or at an elevated location where trees or other obstruction don't interfere with the cell signal. Make sure the outdoor antenna has the best input signal from the cell signal tower and the cable length supplied is sufficient to complete your installation.

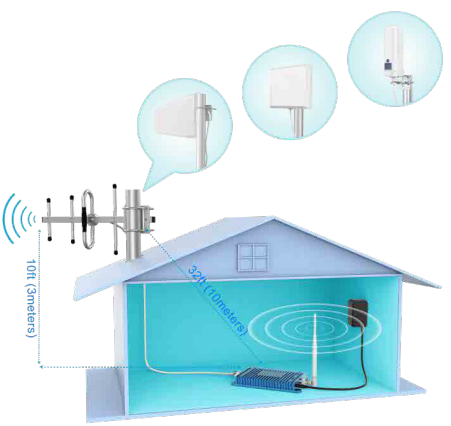
Select Location for Cell Signal Booster

Choose a dry, cool, ventilated area. Avoid places with humidity, like the kitchen or the bathroom. Avoid areas like closets. Avoid areas in direct sunlight, which can overheat the cell signal booster.

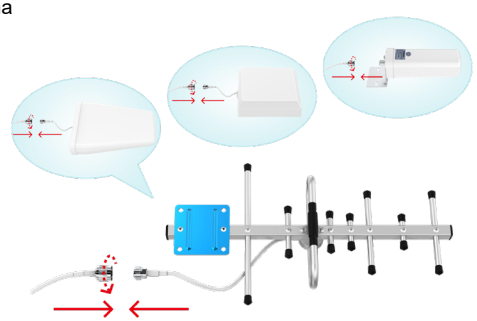
Installation Guide

Please kindly download Network Cell Info Lite (free app) to find out the nearest Cell Signal Tower. (OpenSignal.com also provides an Android app and IOS app), then walk around your roof until the highest signal strength is received on your phone (most amount of bars).Once you ascertain the best location then permanently mount the outdoor antenna.

Outdoor Yagi/PLA/Panel/Tube Antenna and Indoor Whip Antenna

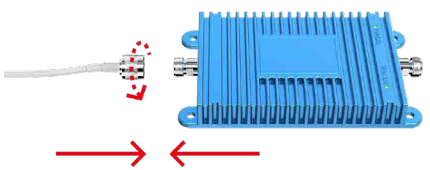


1. Connect the 50ft Coaxial Cable to the Outdoor Yagi/PLA/Panel/Tube Antenna

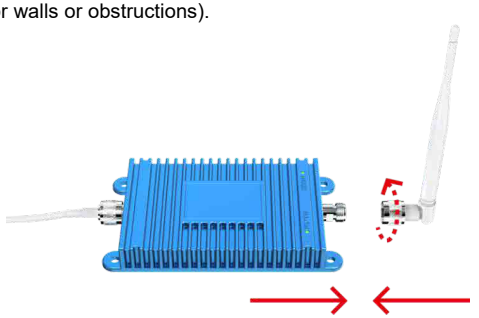


2. Place the Cell Signal Booster device in your house where is near from the power socket, and have good ventilation.

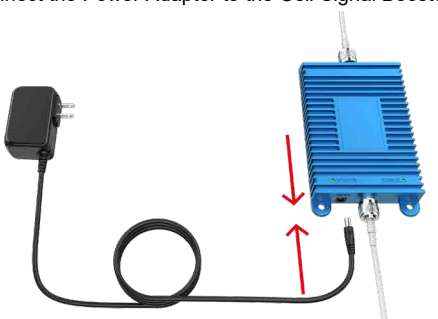
3. Tightly connect the 50ft Coaxial Cable to the OUTDOOR/BTS port of the Cell Signal Booster.



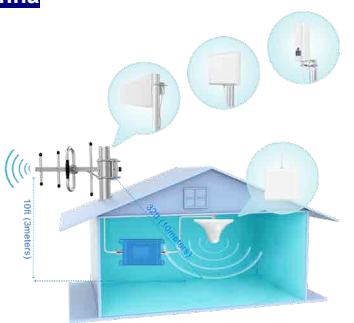
4. Tightly connect the Indoor Whip Antenna to the INDOOR/MOBILE port of the Cell Signal Booster. Keep the Indoor Whip Antenna is above 32ft (10 meters) away from Outdoor Yagi/PLA/Panel/Tube Antenna and make sure a proper amount of physical separation between them (indoor walls or obstructions).



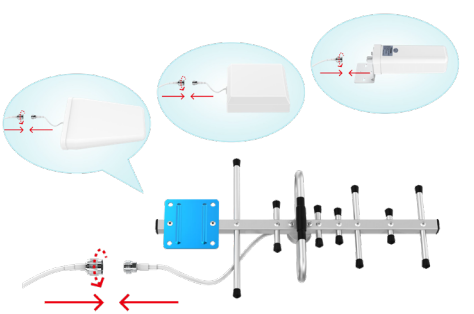
5. Connect the Power Adapter to the Cell Signal Booster.



Outdoor Yagi/PLA/Panel/Tube Antenna and Indoor Panel/Ceiling Antenna

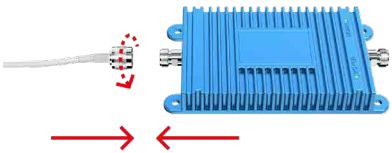


1. Connect the 50ft Coaxial Cable to the Outdoor Yagi/PLA/Panel/Tube Antenna

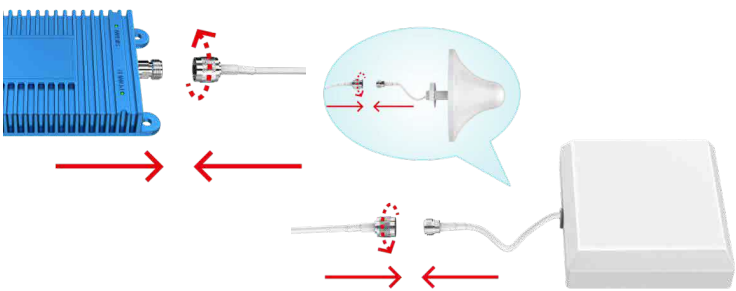


2. Place the Cell Signal Booster device in your house where is near from the power socket, and have good ventilation.

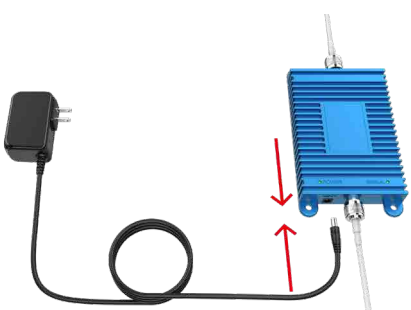
3. Tightly connect the 50ft Coaxial Cable to the OUTDOOR/BTS port of the Cell Signal Booster.



4. Tightly connect the 16ft Coaxial Cable to the INDOOR/MOBILE port of the Cell Signal Booster and the Indoor Panel/Ceiling Antenna. Keep the Indoor Panel/Ceiling Antenna is above 32ft (10 meters) away from Outdoor Yagi/PLA/Panel/Tube Antenna and make sure a proper amount of physical separation between them (indoor walls or obstructions).



5. Connect the Power Adapter to the Cell Signal Booster.



Troubleshooting

Problem	Resolution
POWER light is green SIGNAL light is green	That is OK
Works well. POWER light is green SIGNAL light is blinking	The outdoor antenna is receiving unstable signal from the tower, the Automatic Gain Control (AGC) is adjusting the gain according the outdoor signal strength.
Works well. POWER light is green SIGNAL light is not on	The outdoor antenna is receiving weak signal from the signal tower, the signal booster boosts the weak signal and make it strong enough
Doesn't work. POWER light is green SIGNAL light is blinking or not on	1. Verify all cable connections are tightly fitted. 2. Ensure adequate separation between the outdoor antenna and indoor antenna. 3. Verify the outdoor antenna could receive 2-3 bars of stable signal from the signal tower.
Doesn't work. POWER light is green SIGNAL light is green	1. It's caused by oscillation. Disconnect power, adjust the vertical distance between the outdoor antenna and indoor antenna should be above 10ft and make sure a separation between them (walls or obstructions), then connect the power
	2. You order an incorrect band signal booster, please contact seller (our services) via order.

Customer Services

If there is any question during setup, please contact us via order or tonve_services@163.com We will try our best to solve it as soon as possible.

Common Faults & Solution

Question 1. Doesn't work, the POWER light is green, the SIGNAL light is blinking or not on.

Please kindly lift the outdoor antenna to get better signal from the signal tower.

Keep the distance between the outdoor antenna and indoor antenna should be above 32ft and make sure a proper amount of physical separation between them (indoor walls or obstructions).

If it doesn't still work after adjusting the antennas, maybe you order the incorrect band signal booster. Because carriers use several bands throughout the US, but even if there is service in your area, they may not be using the band. If you order the incorrect band signal booster, please kindly contact our services.

Question 2. My signal is weak, but my LEDs are green.

This is usually caused by poor signal at the outdoor antenna. If your outdoor antenna isn't getting a good signal, the indoor signal can have a limited result.

Try moving the outdoor antenna around if you can get a better signal. Ensure that the outdoor antenna is mounted properly, connections tight and be sure to also check your coax cable for signs of damage.

If you have extremely weak signal outdoor, you may need to get a higher gain outdoor antenna to help you boost the signal. This can be a frequent problem in areas with woods and trees. If the outdoor signal level is less than three bars, we recommend choosing a high gain Outdoor Yagi Antenna.

To compensate for low outdoor signal you can mount the outdoor antenna on a pole to elevate it above the tree or roofline, or move the outdoor antenna to an area where trees don't interfere with the signal. This issue is more frequently caused when a tree or other obstruction is directly in line of sight between the outdoor antenna and the signal tower.

Question 3. Calls are dropping and/or I can't make calls.

Please kindly check for cable loops and kinks, as well as oscillation issues by moving the cell indoor antenna away from the outdoor antenna. If that doesn't resolve the issue, please contact us immediately.

Question 4. My signal goes up and down and calls drop.

If you're experiencing intermittent signal issues, that's usually caused by oscillation. In short, that means the signal from your outdoor antenna and your indoor antenna are "hitting" each other and causing interference.

To fix this issue, move two antennas farther apart from one another. They should be at least 32ft (10 meters) away at all times.
In rare cases, other cell phone signals may be so strong that it's interfering with your signals. To diagnose this, have one person check the signal with their phone in the building while you move the outdoor antenna around. Find a spot on the roof that gives you a consistent quality signal and then mount your outdoor antenna there.

Question 5. My phone doesn't show increased bars.

The bars you see on your phone aren't always a good indicator of whether or not you're getting a good signal. The bars on your phone are determined by decibels, which is simply the volume of the signal. The quality of the signal itself is much more important than the strength of the signal.

In a phone with four bars, each bar represents about 10 dB in signal strength. Often time's new mobile repeater installations will see vast improvements in phone call quality, without necessarily seeing a boost in bars.
Note that the closer you move to the indoor antenna, the more likely you are to have higher bars.

Question 6. I can't get signal in some rooms.

This usually means that the building materials in the partition walls are blocking the signal from reaching the room or that your indoor antenna is too far away from the room. You have a few options:

1) Try moving your indoor antenna around and getting a strong signal without causing another weak spot somewhere else in the house.

2) Purchase a higher gain outdoor antenna and indoor antenna.

3) Installing more indoor antennas. You can install one indoor antenna in the weaker signal areas and another indoor antenna in the rest of the house.

Guarantee & Warranty Details

30-day money-back Guarantee and 1 Year Limited Manufacturer's Warranty

Our signal boosters with 30-day money-back Guarantee and a limited manufacturer's warranty valid for one year. While under warranty, your product is guaranteed to be free from defects that stem from workmanship or materials.

Details on the Warranty

Should your cell signal booster become non-operational or defective through normal use while under warranty, we will replace or repair your unit. Your unit may be replaced with a comparable product if the same product is unavailable.

We will bear the costs of all labor, materials and parts for repairs and replacements, as well as shipping costs for sending your new replacements.

The warranty on the replacement product will end when the warranty on your original product would have ended. Getting a replacement product does not renew the warranty.

What Does the Warranty Cover?
•Cell Signal Booster
•Outdoor/Indoor Signal Antenna
• Power Adapter
•Coaxial cable
•Components

Warning:

This is a CONSUMER device.
BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. 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 cable as specified by the manufacturer. Antennas MUST be installed at least 20cm (8 inches)from any person.

You MUST cease operating this device immediately if requested by the FCC or licensed wireless service provider.

WARNING.E911 location information may not be provided or may be inaccurate for calls served by using this device.

This device may be operated ONLY in a fixed location for in-building use.

FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to Part 15 of the FCC Rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
--Reorient or relocate the receiving antenna.
--Increase the separation between the equipment and receiver.
--Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
--Consult the dealer or an experienced radio-TV technician for help
This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
This device has been evaluated to meet general RF exposure requirement.
The device can be used in portable exposure condition without restriction

Technical Assistance

Email: tonve_services@163.com