Other Messages and Troubleshooting Tips

- If your Network Extender is not showing 'Connecting to the Verizon Network' after one hour or you get a GPS error message, please check the GPS antenna:
  1. Make sure that your Network Extender is at least 10 feet away from any communication devices or other Network Extenders.
  2. If you have another Network Extender, make sure their GPS antennas are at least 150mm apart. Be sure to check that the GPS antenna is securely connected to the Network Extender.
  3. Make sure your Network Extender is close to a window. If necessary, use the included 23' GPS extension cable to position the GPS antenna as close to a window as possible. Follow the steps below to connect the GPS extension cable:
    a. Firmly slide the GPS antenna cover off, as shown, to expose the rectangular GPS antenna.
    b. Disconnect the GPS antenna. Connect one end of the extension cable to the antenna and connect the other end to the Network Extender where the antenna was originally connected.
    c. Replace the cover, being careful to position the cable through the notch provided. Then extend the GPS extension cable to position the GPS antenna as close to a window as possible.

- If your display still shows 'Searching for GPS' after one hour, or you get a GPS error message, please check the GPS signal strength on the Admin website. If the signal is weak, please see the user guide for additional troubleshooting steps.
  NOTE: If it has taken more than two hours to acquire a GPS signal, please check the GPS signal strength on the Admin website. If the signal is weak, please see the user guide for additional troubleshooting steps.

- If trouble continues, call Customer Service.

Network Extender Coverage and Capacity

- Your Network Extender is automatically restarted if the ambient temperature is outside of the specified range. In the event of a cold start failure, please call Customer Service.

Once your Network Extender is successfully set up, the coverage and capacity will be as follows:

- Network Extender Coverage and Capacity

To access your Network Extender’s Admin website, open a web browser, using a computer connected to the same network (LAN) as the Network Extender:

1. Enter “http://” followed by the Network Extender’s IP address (e.g., http://192.168.0.10).
2. Enter the default admin password (e.g., LTEFemto + last 4 digits of the MAC ID).
3. Sign in using the default admin password:
   - Coverage (approximately 1000 sq ft) based on tests in a 60’ x 60’ room
   - Capacity: Up to 14 simultaneous users
   - Indoor: 1000 sq ft
   - Outdoor: 2000 sq ft

- Coverage ranges may vary based on the floor plan and RF absorption of the materials in the building.

You can manage your Network Extender’s settings from its Admin website:

- You can download the user guide from verizonwireless.com.
- User Guide before calling Verizon customer support.
- You may have to change the settings on your router. Please refer to the Troubleshooting section of the User Guide for troubleshooting tips or contact your Internet Service Provider or Network Administrator.

To contact Verizon Customer Service, call 800-922-0204.

For more information, go to verizonwireless.com/support/network-extender-router-configuration/.

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Display button to navigate to it.

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Thank you for purchasing a Network Extender to provide enhanced coverage for your Verizon Wireless 4G LTE Network Extender.

### Setting Up Your Network Extender

1. **Make sure your phone has Advanced Calling or HD Voice activated.**

2. **Dial #48 from your mobile phone and listen for the following confirmation: “You are under 4G LTE Network Extender coverage…”**

3. **To verify your Verizon Wireless phone is connected to the Network Extender:**
   - Press the display button to see additional information about your Network Extender.
   - The indicator will return to solid blue and the display will show “In Service.”

4. **After successful startup, the indicator will return to solid blue and the display will show “In Service.”**

### Ethernet Cable

- **Verify Ethernet cable connection.**
- **Restart the Network Extender.** If trouble continues, call Customer Service.

### Power/Status Indicator

- **Solid Blue:** Device is powered on and connected to your network.
- **Blinking Blue:** Device is searching for a network.
- **Blinking Red:** Device has lost power.
- **Off:** Device is powered off.

### GPS Antenna

- **Strong:** GPS signal is available.
- **Weak:** GPS signal is not available.
- **Fair:** GPS signal is mixed.

### Reset Button

- **For advanced use only.**

### Average Startup Time

- **5 to 15 minutes**

### Power Adaptor

- **2+ hours, see Troubleshooting section**

### Ethernet Cable

- **Please Wait…**
- **Setup Failure**
- **Setup Complete**

### Making Calls Using Your 4G LTE Network Extender

1. **Call Verizon Support**
2. **Check Connections**
3. **Acquiring IP address**
4. **Verizon Network**
5. **Software download in progress. Please do not unplug your Network Extender.**
6. **Please Wait…**
7. **Setup Failure**
8. **Setup Complete**
9. **Making Calls Using Your 4G LTE Network Extender**
10. **Setup Failure**
11. **Setup Complete**
12. **Making Calls Using Your 4G LTE Network Extender**
13. **Setup Failure**
14. **Setup Complete**

### Troubleshooting

- **Acquiring IP address:**
- **Verizon Network:**
- **Software download in progress. Please do not unplug your Network Extender.**
- **Please Wait…**
- **Setup Failure**
- **Setup Complete**

### Notes

- **For more information on all display messages during startup, please refer to the Troubleshooting section of this guide.**
- **NOTE: Optional wall mount and ceiling mount brackets sold separately on verizonwireless.com.**
- **NOTE: The range of the Network Extender is dependent on the strength of the existing Verizon Wireless network coverage.**
- **NOTE: If an error message appears on the LCD display, or if Startup takes longer than an hour, please refer to the Troubleshooting section of this guide.**
- **NOTE: For more information on all display messages during startup, please refer to the Troubleshooting section of this guide.**
- **NOTE: If unable to connect to the Verizon 4G LTE Network Extender, visit the User Guide and is connected at both ends.**
- **Call Verizon Support**
- **Check Connections**
- **Acquiring IP address**
- **Verizon Network**
- **Software download in progress. Please do not unplug your Network Extender.**
- **Please Wait…**
- **Setup Failure**
- **Setup Complete**

### In the Box

- **4G LTE Network Extender**
- **Power/Status Indicator**
- **Display button**
- **12V DC Power Adaptor**
- **GPS antenna**
- **LAN port**
- **Reset button**

### Product Safety and Quick Start Guide


**Legal Terms and Conditions:**

- **Your Network Extender must be plugged into a wall outlet.**
- **Your Network Extender needs to be plugged into a wall outlet.**
- **Your Network Extender must be placed on a flat surface, such as a table or shelf, or mounted to a ceiling.**
- **Votre Étendard doit être branché sur une prise électrique.**
- **Votre Étendard doit être branché sur une prise électrique.**
- **Votre Étendard doit être branché sur une prise électrique.**
- **Votre Étendard doit être branché sur une prise électrique.**

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