

## Section 3: External GPS Antenna

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If your Verizon Wireless Network Extender cannot receive a Global Positioning System (GPS) signal, it may be necessary to improve the reception by installing and then positioning the external GPS antenna. This section outlines the installation and relocation of this GPS antenna.

### Antenna Installation

In some cases, you may find that because of its current location, the Network Extender's GPS antenna may not be able to properly receive an active GPS signal. If a stable GPS signal is not detected, as indicated by the red GPS LED, you will need to install the GPS antenna cable as explained in this section.

Without a valid GPS signal, the Network Extender cannot function properly, and calls will be redirected to the nearest compatible cell tower.

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**Warning!** Use only the GPS antenna supplied with your Verizon Wireless Network Extender.

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When positioning the GPS antenna, ensure that it is:

- Installed in a horizontal position.
- Adjacent to a window and in an open area. This ensures clear reception of the GPS signal.

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**Note:** GPS signal strength is greatly reduced when passing through walls or other hard surfaces.

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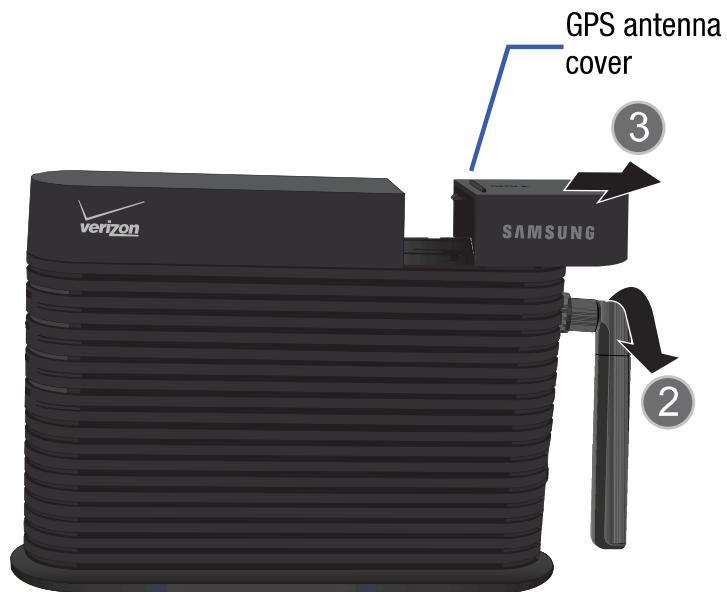
To connect the GPS antenna to the Network Extender, follow these steps:

1. Turn off the Network Extender.
2. Rotate the antenna down to provide access to the GPS antenna's protective cover.

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**Note:** The GPS antenna receives signals from Global Positioning System satellites and uses them to obtain time and location information.

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3. Slide the protective cover back to expose the rectangular GPS antenna.
4. Use a blunt tool (such as a coin) to carefully pry the GPS antenna away from the Network Extender, in the same direction as shown in step 4.
5. Remove the GPS antenna from its compartment.

6. Connect and secure the GPS antenna to the end of the provided GPS cable labeled "Connect to GPS Antenna."
7. Connect and secure the terminal end of the same mini-coax cable to the port on the Network Extender (within the GPS antenna compartment).

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**Warning!** Do not force the connector into the GPS antenna port as this can damage the connector.

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8. Replace the cover on the station. Verify the cable is threaded through the opening on the cover.
9. Rotate the antenna back up to its original position.

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**Tip:** Place the antenna near a window where the GPS signal is strongest.

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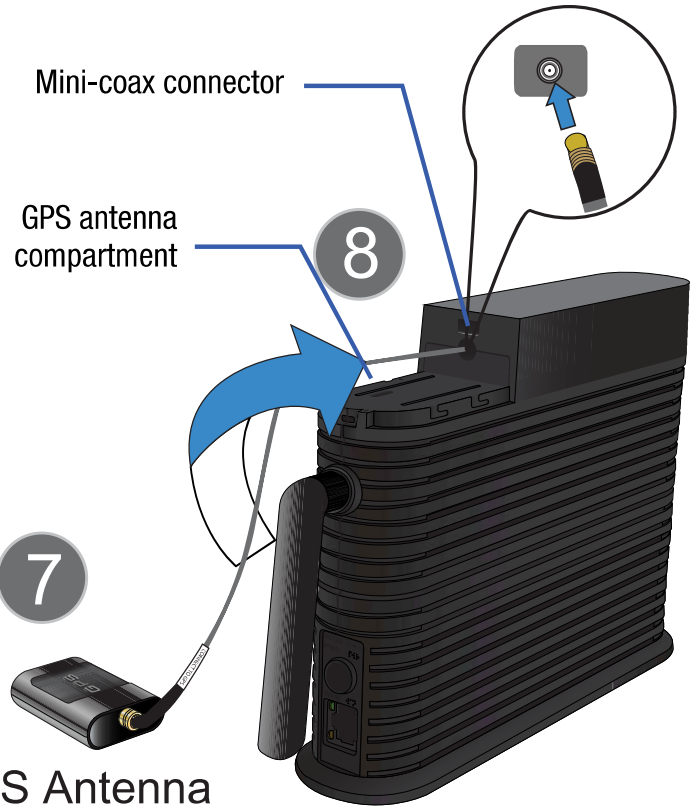
**Warning!** Do not use duct tape to secure the GPS antenna to its new location.

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**Tip:** You can use double-sided tape to secure the bottom of the GPS antenna to its new location.

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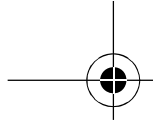


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**Note:** If a GPS signal cannot be detected, remove the GPS antenna and place it in a new location to receive a stronger signal. This new location should be located close to a window.

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10. Power on the Network Extender to allow the detection of both the external antenna connection and an available GPS signal.



## Section 4: Troubleshooting

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Now that you've been given an overview of the Verizon Wireless Network Extender, some situations might arise where you'll need additional usage or connection help. This section provides some troubleshooting tips and techniques.

For more information, please visit us online at [www.verizonwireless.com/support](http://www.verizonwireless.com/support).

- **My Power LED is not Illuminating.**

- Make sure that one end of the power cord is securely connected to an active outlet and that the other end is properly connected to the power supply.
- Make sure the power connector is securely inserted into the rear DC 12V port on the back of the Network Extender.

- **My Power LED is magenta.**

- The internal power supply has failed. The Network Extender should be returned.

- **My GPS LED is orange.**

- The interface to the GPS receiver has failed. The Network Extender should be returned.

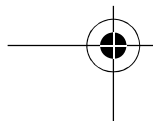
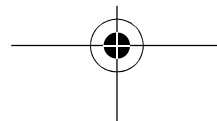
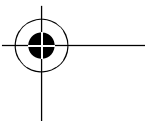
- **My GPS LED is not illuminating blue even after a few minutes.**

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**Note:** The first time the Network Extender is used after installation or after relocation, it can take up to one hour to acquire a GPS connection.

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- The GPS antenna cannot obtain a signal.
  - If possible, move the Network Extender to a location with fewer surrounding obstructions. The new location should be in an open area and closer to a window, if possible.
  - If the preceding fails, remove the power cord from the wall outlet for at least 10 seconds.
  - If relocation does not produce a GPS signal, uninstall the GPS antenna from the Network Extender and relocate it to receive a stronger signal.
- **My WAN LED is red.**
  - A local IP address cannot be obtained. Investigate your DHCP Server, a function usually provided by your router.
- **My WAN LED is not illuminating.**
  - The Ethernet cable connection has not been detected. Verify your connection.



- **My System LED is orange.**

- Internal initialization failed. The Network Extender should be returned.

- **My System LED is solid red or blinking red for more than a minute.**

- A red System LED indicates a system error was detected and is symptomatic of a communication problem with the Verizon Wireless network.

- Confirm your Network Extender was activated at time of purchase. If your Network Extender has not already been activated, call Verizon Wireless Customer Service at (800) 922-0204 or \*611 from your Verizon Wireless mobile phone and select the option for technical support.

- Before contacting the Verizon Wireless Customer Service Center, confirm the following:

- Is your WAN LED illuminating blue?

- If it is not, then there may be a communication problem between your Network Extender and the router.
- If the WAN LED is illuminating blue, then check that the router is communicating properly with your ISP. The Internet activity LED on your router should be blinking. For further router troubleshooting tips, please review either the router manufacturer's printed or online documentation.

- Is the GPS LED illuminating blue? If it is not, the Network Extender might not be receiving a GPS signal. Inability to receive a GPS signal can result in the Network Extender failing to validate your account information and network timing, which then prevents usage and reroutes you back to the nearest compatible cell tower.

If this is the problem, install the external GPS antenna. See "External GPS Antenna" on page 14.

- **The Network Extender seems to be getting too hot.**

- Make sure there is nothing blocking the heat vents located along the side of the Network Extender.

- It is recommended that the Network Extender be located in a well-ventilated open area at least 12 inches from any surrounding hot surfaces. It is not recommended that the Network Extender be installed in a cabinet or other enclosed location.

- **How can I manage access to my Network Extender?**

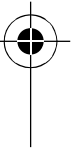
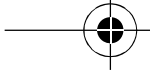
- You have the option to manage priority access settings for your

- Network Extender to specified numbers by logging into My Verizon at [www.verizonwireless.com](http://www.verizonwireless.com). A maximum of 50 authorized Verizon Wireless callers can be registered.

- When the Network Extender is set to open access, the first eight callers detected within the device's area are given access to place or receive calls through the Network Extender. Your Verizon Wireless Network Extender is set to open access by default.

- Anyone else who then initiates a call while all Network Extender channels are occupied is redirected to the nearest compatible cell tower when available.

- When unauthorized callers (callers not on your managed access list) within range of the Network Extender attempt to place a call, they are automatically redirected to the nearest compatible cell tower.



– If a handoff to the nearest compatible cell tower is not possible and all channels are not in use, one channel may be available for an unauthorized user to access. Callers on the managed access list are always given priority access to the Network Extender.

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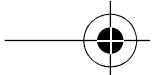
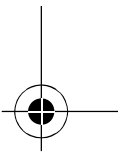
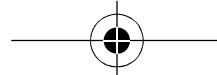
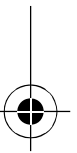
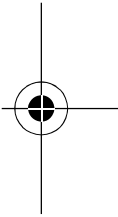
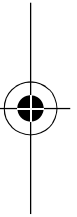
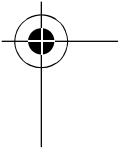
**Note:** Both authorized and unauthorized callers may see more service bars on their Verizon Wireless handset due to their proximity to the Verizon Wireless Network Extender.

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**Note:** An eighth channel is always reserved for emergency (E911) calls to any user within range of the Network Extender.

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## Section 5: Important Safety Information

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This user guide contains important operational and safety information that will help you safely use your Network Extender.

### General Precautions

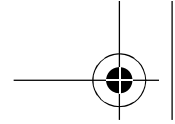
There are several simple guidelines to operating your Network Extender properly and maintaining safe, satisfactory service.

- Avoid exposing your Network Extender to rain or liquid spills. If your device does get wet, immediately turn the power off and remove the power connector.
  - Do not operate the Network Extender in an extremely dusty or humid environment.
  - Avoid placing the Network Extender near radiators or other heating sources.
  - Do not obstruct the heat vents by blocking the openings or covering the Network Extender, and do not operate it in a confined space.
  - Avoid locating the Network Extender where it could be exposed to direct sunlight for prolonged periods.
  - Do not connect the Network Extender to a power strip containing an excessive number of other devices. Refer to the documentation that came with your power strip for capacity information.
  - Do not disassemble the wireless antenna.
- Do not attempt to open the Network Extender or power supply, or disassemble either component, or remove the wireless antenna. You run the risk of electrical shock and/or burn and voiding the limited warranty. No user-serviceable parts are located within the Network Extender enclosure.
  - If the Network Extender will not be used for a prolonged period, remove the power cord from the AC outlet.
  - Although your Network Extender is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending, or sitting on it.
  - Any changes or modifications to your Network Extender not expressly approved in this document could void your warranty for this equipment and void your authority to operate this equipment.

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**Warning!:** You may not be able to make 911 calls in the event of an electrical power outage, broadband connection failure, or other service disruption. 911 services may be limited in areas outside of the Verizon Wireless network. Not all public safety answering points have location-based E911 technology. Always be prepared to report your location to the 911 operator when placing an emergency call. Mobile phones operate using radio signals which cannot guarantee connection in all conditions.

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## Using Your Network Extender Near Other Electronic Devices

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from your Network Extender may affect inadequately shielded electronic equipment.

Conversely, ensure the unit is placed at least 2 feet away from products which generate electromagnetic radiation, such as a computer monitor or microwave oven.

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**Note:** For the best care of your Network Extender, ensure that only authorized personnel service your device. Failure to do so may be dangerous and void your warranty. Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

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## Radio Frequency (RF) Energy

### *Understanding How Your Network Extender Operates*

Your Network Extender functions as a radio transmitter and receiver. When it is turned on, it receives and transmits radio frequency (RF) signals. When you use your Network Extender, the system handling your call controls the power level. This power can range from 1 microwatt to 50 milliwatts.

## Knowing Radio Frequency Safety

The design of your Network Extender complies with updated NCRP standards described below:

In 1991–92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI's 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research.

In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted a hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

For more information about RF exposure, visit the FCC Web site at [www.fcc.gov](http://www.fcc.gov).



## FCC Radio Frequency Emission

This device meets the FCC Radio Frequency Emission Guidelines.  
FCC ID number: A3LSCS-2UXXXX.

### FCC Statement

This product has been tested and complies with the specifications for a 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 according to 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 is found 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.

**FCC Caution:** Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

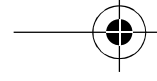
### Important Note.

### FCC Radiation Exposure Statement

To ensure the safety of users, the FCC has established criteria for the amount of radio frequency energy various products may produce depending on their intended usage. This product has been tested and found to comply with the FCC's exposure criteria.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The installation of the base unit should allow at least 20 centimeters between the base and persons to be in compliance with FCC RF exposure guidelines.



Please read the following important safety notices and instructions before installing or using the product.

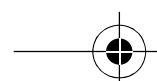
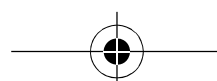
- A DANGER warning refers to situations that could cause bodily injury.
  - A CAUTION warning refers to situations that could result in equipment malfunction or damage.
1. Follow all warnings and instructions marked on the product.
  2. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use an anti-static cleaning pad for cleaning.
  3. Do not use this product near water.
  4. Do not place this product on an unstable cart, stand or table. If the product falls, it could be seriously damaged.
  5. This product should be operated using the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
  6. Do not allow anything to rest on the power cord. Do not locate this product where people will walk on the cord.

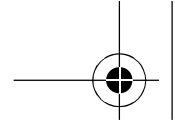
7. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short-out parts that could result in a fire or electric shock.
8. Never spill liquid of any kind into or onto the product.
9. Do not attempt to service this product yourself, as opening or removing covers may expose you to dangerous voltage points or other risks.
10. Refer all questions regarding servicing of this product to qualified service personnel.

#### ***Danger—Electric Shock and Fire***

Electric current from power, telephone, and communication cables is hazardous, and could result in electric shock and/or fire.

To avoid electric shock, use caution when connecting cables. For example, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports both use RJ-45 connectors.





To avoid electric shock, do not operate the product or connect or disconnect cables during electrical storms. To avoid electric shock, do not use this product in or near water.

To reduce the risk of fire or overheating, keep this product in well ventilated areas, away from radiators or other heat sources. Do not block cooling vents.

The plug-socket combination must be accessible at all times because it serves as the main power-disconnecting device.

Use only the manufacturer-provided AC adaptor approved for use with this product. Use of another AC adaptor may cause a fire or explosion.

This product relies on short-circuit (overcurrent) protection installed in your home or office. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. is used on the phase conductors (all current carrying conductors).

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- a. When the power cord or plug is damaged or frayed.
- b. If liquid has been spilled into the product.
- c. If the product has been exposed to rain or water.

- d. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions, since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal condition.

**Caution—Electromagnetic Interference**

This product generates, uses, and can radiate radio frequency energy and, if not installed or used in accordance with the manufacturer’s instruction manual, may cause interference with radio and television reception. This product has been tested and found to comply with the limits set forth in Part 15 of the Federal Communications Commission Rules.

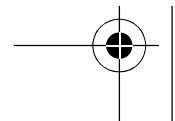
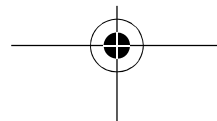
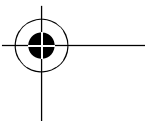
**Owner’s Record**

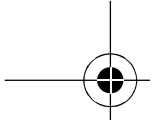
The model name, model number, regulatory number, and FCC ID are located on a label affixed to the bottom of the unit. The MSN and MAC ID are on a sticker affixed on the side of the unit. Record the MSN and the MAC ID in the space provided below. This will be helpful if you need to contact us about your Network Extender in the future.

Model: Verizon Wireless Network Extender

MSN:

MAC ID:





**User Guide Proprietary Notice**

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,109,390 5,267,262 5,416,797

5,506,865 5,544,196 5,657,420 5,101,501

5,267,261 5,414,796 5,504,773 5,535,239

5,600,754 5,778,338 5,228,054 5,337,338

5,710,784 5,056,109 5,568,483 5,659,569

5,490,165 5,511,073

## Section 6: Warranty Information

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our Verizon Wireless Network Extender has been designed to provide reliable, worry-free service. If for any reason you have a problem with your equipment, please refer to the manufacturer's warranty in this section. For information regarding the terms and conditions of service for your Network Extender, please visit [www.verizonwireless.com](http://www.verizonwireless.com) or call Verizon Wireless Customer Service at (800) 922-0204 or \*611 from your Verizon Wireless mobile phone.

### Standard Limited Warranty

#### What is Covered and For How Long?

SAMSUNG TELECOMMUNICATIONS AMERICA, LLC ("SAMSUNG") warrants to the original purchaser ("Purchaser") that SAMSUNG's Network Extender and accessories ("Products") included in this package are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

All components carry a one-year warranty.

**What is Not Covered?** This Limited Warranty is conditioned upon proper use of Product by Purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, or modification of any part of Product, including antenna, or cosmetic damage; (b) equipment that has the serial number removed or made illegible; (c) any plastic surfaces or other externally exposed parts that are scratched or damaged due to normal use; (d) malfunctions resulting from the use of Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (e) defects or damage from improper testing, operation, maintenance, installation, or adjustment; (f) installation, maintenance, and service of Product, or (g) Product used or purchased outside the United States or Canada.

**What are SAMSUNG's Obligations?** During the applicable warranty period, SAMSUNG will repair or replace, at SAMSUNG's sole option, without charge to Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product to an authorized service facility in an adequate container for shipping, accompanied by Purchaser's sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers'

name and address. To obtain assistance on where to deliver the Product, call Samsung Customer Care at 1-888-987-4357. Upon receipt, SAMSUNG will promptly repair or replace the defective Product.

SAMSUNG may, at SAMSUNG's sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. All other repaired/replaced Product will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. All replaced parts, components, boards and equipment shall become the property of SAMSUNG. If SAMSUNG determines that any Product is not covered by this Limited Warranty, Purchaser must pay all parts, shipping, and labor charges for the repair or return of such Product.

**WHAT ARE THE LIMITS ON SAMSUNG'S WARRANTY/LIABILITY?**

EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED HEREIN, PURCHASER TAKES THE PRODUCT "AS IS," AND SAMSUNG MAKES NO WARRANTY OR REPRESENTATION AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO:

"THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE;

"WARRANTIES OF TITLE OR NON-INFRINGEMENT;

"DESIGN, CONDITION, QUALITY, OR PERFORMANCE OF THE PRODUCT;

"THE WORKMANSHIP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR

"COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT PERTAINING THERETO.

ALL IMPLIED WARRANTIES AND CONDITIONS THAT MAY ARISE BY OPERATION OF LAW, INCLUDING IF APPLICABLE THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE SAME DURATION OF TIME AS THE EXPRESS WRITTEN WARRANTY STATED HEREIN. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN ADDITION, SAMSUNG SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM THE PURCHASE, USE, OR MISUSE OF, OR INABILITY TO USE THE PRODUCT OR ARISING DIRECTLY OR INDIRECTLY FROM THE USE OR LOSS OF USE OF THE PRODUCT OR FROM THE BREACH OF THE EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL, CONSEQUENTIAL OR SIMILAR DAMAGES, OR LOSS OF ANTICIPATED PROFITS OR BENEFITS, OR FOR DAMAGES ARISING FROM ANY TORT (INCLUDING NEGLIGENCE

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