FIRSTNET®
Built with AT&T

AT&T Cell Booster Pro User & Technical Guide

For the Nokia SmartNode SN41BN AT&T Cell Booster Pro

Contents

Welcome

Thank you for your purchase of an AT&T Cell Booster Pro. You are on your way towards improving your location's in-building cellular coverage.

In addition to this AT&T Cell Booster Pro User and Technical Guide, the following documentation is available to help you get the most out of this device:

• The AT&T Cell Booster Portal

• The Requirements Guide

Customer responsibilities

The customer is responsible for the following:

• Providing an Ethernet router or switch with an available port. All customer equipment that will carry the AT&T Cell Booster Pro traffic must be configured as specified in Appendix A, Local Transport Requirements, including removing port blocking on specified ports.

• Providing Internet access and power. The required Internet bandwidth will depend on the number of simultaneous users and whether data-intensive applications are being used. 25 Mbps (downlink) is required for a single AT&T Cell Booster Pro (see Appendix B).

• Providing environmental operating conditions within the following ranges:

Parameter	Value
Temperature range	0°C to 50°C [32°F to 122°F]
Relative humidity	Up to 93%

• Obtaining FirstNet Central usernames for the individual(s) who will be expected to activate and manage the AT&T Cell Booster Pro for your Agency.

– To create your login, go to User Guide: Activate your FirstNet profile and log in.

• Other responsibilities are specified in the AT&T Cell Booster Pro Terms and Conditions. For customers with AT&T Corporate Digital Advantage Program contracts, the AT&T Cell Booster Pro Terms and Conditions can be found at att.com/cda. Customers with AT&T Mobile Business Program contracts can find them at att.com/amb. Others may find them at serviceguidenew.att.com or by consulting contracting resources within their organization or their AT&T account representative.

Frequently asked questions

Q. How do I determine if AT&T Cell Booster Pro is right for my location?

A. If your agency is located within an area in which AT&T is licensed to provide cellular service and your indoor signal strength is two bars or less, AT&T Cell Booster Pro may be a good solution for you. AT&T Cell Booster Pro model is designed to support up to 64 users (32 for each LTE Radio). AT&T Cell Booster Pro can cover up to 15,000 square feet per device, depending on building layout and construction.

Q. What changes will I notice to my mobile service once I install AT&T Cell Booster Pro?

A. A call made through AT&T Cell Booster Pro will have improved signal strength, coverage, and clarity.

Q. What kind of handset will work with AT&T Cell Booster Pro?

A. Any AT&T 5G Sub-6GHz, 5G+ (mmWave), 4G LTE, or LTE-capable phones, Connected Wearables, Tablets and Laptops should work with AT&T Cell Booster Pro.

Q. What is an AT&T Cell Booster Pro User List?

A. User List restricts use of the AT&T Cell Booster Pro to an authorized list of up to 1,500 AT&T wireless users (Phone numbers) of the owner's choosing. Multiple (up to 3) AT&T Cell Booster Pros at the same location share a single User List. Only a Cell Booster Pro configured for "FirstNet" will have "Closed Mode" option and allow input of a user list. Closed Mode is not an option for Cell Booster Pro configured as commercial "AT&T".

Q. What is Open mode?

A. Open mode is one of two AT&T Cell Booster Pro device modes of operation (the other being Closed mode). With Open mode, any AT&T wireless user within range of an AT&T Cell Booster Pro device can place calls or access data through it. Both Business and FirstNet will be able to have devices in Open Mode.

Q. What is Closed mode?

A. Closed mode is one of two AT&T Cell Booster Pro device modes of operation (the other being Open mode). With Closed mode, only AT&T wireless users specified on the User List can use the AT&T Cell Booster Pro device. Only a Cell Booster Pro configured for "FirstNet" can have "Closed Access" and the ability to input a user list. Closed Mode is not an option for Cell Booster Pro configured as commercial "AT&T".

Phone numbers not on the User List will still attempt to connect to the Cell Booster Pro, but will not be able to access voice, data, or texting. These devices may appear to have no service, or service without access to the network. When these devices leave the area, airplane mode might need to be toggled for them to access the AT&T and FirstNet network. To prevent this from happening, set the Cell Booster Pro to Open mode.

Getting started

There are two steps to get started with your AT&T Cell Booster Pro:

1 **Register your AT&T Cell Booster Pro**

Registering your AT&T Cell Booster Pro involves downloading the Cell Booster mobile app (iPhone or Android) or accessing the Cell Booster Portal. Users can launch the app/portal by scanning the QR code on their Cell Booster.

Detailed instructions on registration and other functions you can perform on the AT&T Cell Booster Pro website are described in the following pages

2 **Install your AT&T Cell Booster Pro**

Installation involves mounting the AT&T Cell Booster Pro on a wall or column near the ceiling, or via the desk mount (sold separately) connecting it to your LAN and providing power.

The AT&T Cell Booster Pro app/portal provides step by step installation instructions once registration is complete. These instructions can also be accessed by going to AT&T Cell Booster app/portal "Settings" and selecting "Set up steps".

You can either do this yourself or order professional installation through your AT&T representative. There is an additional one-time charge for professional installation.

Using the AT&T Cell Booster Pro website/app

The AT&T Cell Booster Pro website/app has tools to help you manage your AT&T Cell Booster Pro, including such functions as:

• Registering an AT&T Cell Booster Pro

• Viewing all the AT&T Cell Booster Pros you are authorized to manage

• Viewing the real-time status of a AT&T Cell Booster Pro under "Device Status" page

• Disconnecting AT&T Cell Booster Pro

• Adding and deleting a location address

• Additional device settings:

    – Setting the AT&T Cell Booster Pro to operate in Open or Closed mode (FirstNet Only)

    – Creating and updating User List (FirstNet Only)

    – Adding additional administrators to manage/view a Cell Booster Pro device profile under "Admin list"

    – Updating email and SMS notification settings under "Admin list"

    – Viewing and downloading performance reports

The following pages describe these various functions in detail, grouped under the webpages on which they appear.

AT&T Cell Booster Pro Product page (firstnet.com/cellboosterpro)

The AT&T Cell Booster Pro Product page is found at the following URL: firstnet.com/cellboosterpro

This page provides access to a great deal of information on the AT&T Cell Booster Pro: what it is, its benefits, how to obtain one, and more. The product page can be accessed by anyone from the Internet.

Customers who have purchased a AT&T Cell Booster Pro may click on the Manage my AT&T Cell Booster Pro link to reach the portion of the website used to activate and manage their devices.

Authentication

- Users must have a Premier or Myatt.com login (or FirstNet Central login) to authenticate into the AT&T Cell Booster Portal/app. Any Premier permission level (CRU, TCM, BAN Admin) will have access. If you know your Premier/myatt.com/FirstNet Central username and password, enter it on the Cell Booster app/web log in screen after selecting the "Enterprise" account type. If you do not know your Premier username and password, follow the instructions on the screen to register for Premier Username and password.
- Premier users can also access the AT&T Cell Booster
- Web portal from within Premier by going to the Premier "Manage" tab and selecting "Other Admin Tools" at the top of the page and select "AT&T Cell Booster" to enter the AT&T Cell Booster Pro website.
- If your account has migrated to myATT, you can use your myATT login credentials and select "Personal or Small Business" as the account type for login into the Cell Booster app/web.
- If you do not already have a Premier admin username and password, go to att.com/premier and select Register now.

To Register and Activate your AT&T Cell Booster Pro, follow these steps:

1. Download the AT&T Cell Booster app. It's available in the App Store, or Google Play or you can scan the QR Code on the Box/Device (recommended). Standard data rates apply. The web version of the app is also available att.com/cellbooster.
2. When the Cell Booster App is downloaded, an end user agreement (EULA) must be accepted, and Terms of Service will also need to be accepted after login.
3. When the app is downloaded and opened, the first screen will say "Welcome to AT&T Cell Booster". Select appropriate account type:
   - "Personal or Small Business" is for users that have a myAT&T account type
   - "Enterprise" is for users that have a Premier account type
   - "FirstNet" is for users that have a FirstNet Central account type
4. After the account type is selected, enter account credentials to login and authenticate to the portal.
5. After the Terms of Service are accepted, click on "Set up an AT&T Cell Booster" blue button to start registration
6. Fill out the following fields then click Next once all fields are filled out:
   - First Name and Last Name
   - Serial number of the Cell Booster; the customer can scan the QR code via mobile however option is not available via the web app
   - AT&T Cell Booster Pro Type
     1. AT&T – Configure device for AT&T Network
     2. FirstNet -Configure device for FirstNet Network
   - AT&T mobile phone number
   - Preferred email
   - Cell Booster Nickname

7. The "Enter Cell Booster Location" screen will appear asking for the following information below. Once complete, click Next
   - Address 1
   - Address 2; if needed
   - City, State, Zip Code
   - Location Nickname
8. On the Confirm Cell Booster Info screen, you can review the fields just filled out. If anything needs to be edited, click the back arrow on the top left to edit fields. If all fields are accurate, click the Confirm button
9. The Registration Successful screen will appear and then click on "Connect your AT&T Cell Booster" to follow step by step installation steps. These steps include
   - Placement of your Cell Booster Pro
   - Connecting your Ethernet cable into your AT&T Cell Booster Pro, then into your Wi-Fi Gateway
   - Connecting GPS antenna into AT&T Cell Booster and then onto or near a window
   - Power up of AT&T Cell Booster Pro by plugging in power cable.
10. After registration and set-up steps are complete, the AT&T Cell Booster Pro will go through an activation sequence in the Network. Device activation can take up to an hour to complete. Email and SMS notification will be sent once activation is successful and the AT&T Cell Booster Pro is ready for use.

If you have another AT&T Cell Booster Pro to install, repeat the registration and set-up steps in the app/portal by adding another AT&T Cell Booster to an existing or a new location.

AT&T Cell Booster Pro "User List" and Admin List" features:

AT&T Cell Booster Pro "User List" for FirstNet Cell Booster Pro

The User List page enables you to create and manage an Approved User List. If the AT&T Cell Booster Pro is configured as FirstNet and has been set to operate in Closed mode, only users included in the User List can make calls or run data apps.

Each entry consists of an AT&T wireless phone number and a First Name and Last Name of the wireless user.

To add users to a User List, select the Cell Booster Pro on your AT&T Cell Booster app/web Home page and then click on "User list". Set Access Mode toggle to "Closed Access". Once the Cell Booster Pro is set to Closed Mode, user can add users to the user list by clicking on the + sign and inputting First Name, Last Name and AT&T wireless phone number.

Change AT&T Cell Booster Pro from "Closed Access" to "Open Access"

Select the Cell Booster Pro on your AT&T Cell Booster app/web Home page and then click on "User list". Set Access Mode toggle to "Open Access".

AT&T Cell Booster Pro "Admin List"

The AT&T Cell Booster app/portal admin feature allows multiple people to have access to the status and management of a designated Cell Booster Pro device. The initial user registering the device can add additional admin users. Anyone added as an admin will have the same permission levels to the Cell Booster Pro device. To add an admin:

1. Select the Cell Booster device under the Home Page by clicking the right arrow.
2. Once selected, select "Admin List" under Device Details.
3. Click the blue + sign to add an admin.
4. Fill out the following fields:
   o Login ID - this is the Premier Username that users will use to sign into the app/portal
   o First Name
   o Last Name
   o Phone Number
   o Contact Email

User can also manage notification preferences under "Admin List". To update notification settings:

1. Select the appropriate Admin user by clicking the right arrow next to the user.
2. At the bottom of the screen, SMS Notifications and Email Notifications will display an On/Off toggle switch. The user can decide which option is best suited for them and this step can be repeated for each Admin User listed.

Appendix A: Local transport requirements

<u>Initial Transport Troubleshooting:</u>

1. Confirm that the ethernet cable provided in the box is plugged in between the Cell Booster device and the Internet Gateway/Router with a tight connection.

2. Power off and power back (power cycle) the Internet Gateway followed by power off and power back on (power cycle) the Cell Booster device.

3. If configuration is Internet Gateway/Router + ISP Modem, connect the AT&T Cell Booster Ethernet cable directly into the port on the ISP Modem to isolate whether the Internet Gateway/Router configuration is causing the connectivity issue. If this resolves the issue, check settings or ports to resolve the connectivity issue with your Internet Gateway/Router.

If connectivity issues persist, confirm that your Internet Gateway/Router has the following settings and update custom settings per below:

- DHCP is ON
  [Note: For installations where static assignment of an IP address is desired the use of MAC Binding and static DHCP Reservation is suggested. Static IP is not supported]

- MTU size is set to 1500 or higher

- MAC address filtering is either turned off or allows the MAC address of the AT&T Cell Booster Pro

- IPSec Pass-Through is Enabled

- Block Fragmented Packets is Disabled

If using multiple routers, the AT&T Cell Booster Pro must be connected to the first router connected to the broadband modem.

If the AT&T Cell Booster Pro is connected to a router that is connected to a modem and both the router and the modem have NAT (Network Address Translation) enabled, disable NAT either in the router or in the modem.

Because of the wide variety of network configurations, AT&T recommends consultation with a network specialist, router manufacturer, and/or Internet Service Provider to answer specific network setup questions. AT&T is unable to assist with making modifications to your firewall settings.

Firewalls and UDP Ports

If the "Internet" LED is flashing or solid Orange, check that the following ports are open if there is a firewall in the Network. The following UDP ports need to be Open for inbound and outbound connections:

- UDP Ports 123, 500, 4500, 33434, 33435, 33436

IP Address Pass-Through

If the local network has a firewall with specific IP addresses allowed to pass through, traffic to and from the following addresses must be allowed to pass per table below:

In the event that an AT&T Cell Booster Pro does not successfully activate, it may be useful to perform a packet trace of the messaging between the AT&T Cell Booster Pro and the AT&T network to aid in troubleshooting.

NTP IP Addresses:

IP Address	Port
216.239.35.8	UDP 123
216.239.35.12	UDP 123
129.134.25.123	UDP 123
17.253.4.125	UDP 123

IPSec IP Addresses
Note: Both IP Addresses and IP Address subnets are listed below. For IP Address subnets notated as /26, the IP address range includes all IP Addresses from x.x.x.65 to x.x.x.126

IP Address	Port	Protocol
12.230.208.141	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.142	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.205	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.206	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.61	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.62	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.77	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.208.78	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.12	UDP 500, 4500	UDP
12.230.209.13	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.14	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.157	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.158	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.221	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.222	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.76	UDP 500, 4500, 33434 thru 33450	UDP
12.230.209.77	UDP 500, 4500, 33434, 33435, 33436	UDP
12.230.209.78	UDP 500, 4500, 33434, 33435, 33436	UDP
107.122.134.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
107.122.135.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
107.122.136.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.190.21.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.192.42.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.192.80.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.192.81.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.194.142.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.198.56.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.198.57.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.198.58.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
166.198.59.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP
108.144.26.64/26	UDP 500, 4500, 33434, 33435, 33436	UDP and/or ESP

IPSec FQDNs:

Fully Qualified Domain Name
bootstrap-ipsecrouter1.ngfemto.wireless.att.com
initial-ipsecrouter.ngfemto.wireless.att.com
crtn-oam.ngfemto.wireless.att.com
crtn-4gb.ngfemto.wireless.att.com
hzwd-oam.ngfemto.wireless.att.com
hzwd-4gb.ngfemto.wireless.att.com
clmb-oam.ngfemto.wireless.att.com
clmb-4gb.ngfemto.wireless.att.com
rcpk-oam.ngfemto.wireless.att.com
rcpk-4gb.ngfemto.wireless.att.com
dctr-oam.ngfemto.wireless.att.com
dctr-4gb.ngfemto.wireless.att.com
lkmr-oam.ngfemto.wireless.att.com
lkmr-4gb.ngfemto.wireless.att.com
snap-oam.ngfemto.wireless.att.com
snap-4gb.ngfemto.wireless.att.com
sntd-oam.ngfemto.wireless.att.com
sntd-4gb.ngfemto.wireless.att.com
akr3-oam.ngfemto.wireless.att.com
akr3-4gb.ngfemto.wireless.att.com
all4-oam.ngfemto.wireless.att.com
all4-4gb.ngfemto.wireless.att.com
atn3-oam.ngfemto.wireless.att.com
atn3-4gb.ngfemto.wireless.att.com
atl3-oam.ngfemto.wireless.att.com
atl3-4gb.ngfemto.wireless.att.com
brp1-oam.ngfemto.wireless.att.com
brp1-4gb.ngfemto.wireless.att.com
chg3-oam.ngfemto.wireless.att.com
chg3-4gb.ngfemto.wireless.att.com
fro2-oam.ngfemto.wireless.att.com
fro2-4gb.ngfemto.wireless.att.com
hst5-oam.ngfemto.wireless.att.com
hst5-4gb.ngfemto.wireless.att.com
lsa4-oam.ngfemto.wireless.att.com
lsa4-4gb.ngfemto.wireless.att.com
scr1-oam.ngfemto.wireless.att.com
scr1-4gb.ngfemto.wireless.att.com
wah2-oam.ngfemto.wireless.att.com
wah2-4gb.ngfemto.wireless.att.com
wnd4-oam.ngfemto.wireless.att.com
wnd4-4gb.ngfemto.wireless.att.com

Appendix B: Bandwidth requirements

Customer is responsible for providing connectivity to the Internet.

The maximum total traffic that can be carried by a AT&T Cell Booster Pro across all simultaneous users, based on its radio interface, is up to 100 Mbps. Lesser Internet access bandwidth may limit overall throughput

The following table shows the minimum bandwidth required for the AT&T Cell Booster Pro to operate properly, depending on whether there is 1 to 6 AT&T Cell Booster Pros sharing the same access circuit:

	Broadband Minimum Downlink bandwidth	Broadband Minimum Uplink bandwidth
Cell Booster	5Mbps	1Mbps
1 Cell Booster Pro	25Mbps	5Mbps
2 Cell Booster Pro Devices	30Mbps	7Mbps
3 Cell Booster Pro Devices	35Mbps	9 Mbps
4 Cell Booster Pro Devices	40Mbps	11Mbps
5 Cell Booster Pro Devices	45Mbps	13Mbps
6 Cell Booster Pro Devices	50Mbps	15Mbps

Appendix C: Troubleshooting guide

If you are not able to make a voice call or use data applications, follow the troubleshooting steps in this appendix.

If you have multiple Cell Boosters at the same site and are experiencing poor voice quality, slow data speeds, or dropped calls, the cause may be interference between the cells. It may be necessary to increase the separation between cells or otherwise shield the cells from each other. If you are experiencing poor voice quality, check that the recommended Internet access bandwidth is provided and available.

Preliminary steps

• Check the real-time status of your AT&T Cell Booster Pro under the "Device Status" section in the AT&T Cell Booster app/portal for any helpful tips or troubleshooting. If none are available, follow the steps below:

• Power down the AT&T Cell Booster Pro and wait 10 minutes.

• Power up the AT&T Cell Booster Pro and wait at least 15 minutes.

• Ensure that an appropriate mobile device is available.

• If the AT&T Cell Booster Pro has been configured to operate in "Closed" mode, either change to Open mode or ensure that any device being used to make test calls is on the User List.

• Check that an Internet router is installed and working properly.

• Ensure that administrative access to the router and AT&T Cell Booster Pro is available.

Local Transport requirements

Verify that the Local Transport Requirements in Appendix A are met. This may require adjustment of certain router parameters.

Debug interface

LED indicator lights are visible on the front face of the AT&T Cell Booster Pro. LEDs provide status indication for:

• Power

• Internet
• GPS
• Status

• LTE 4G C1

• LTE 4G C1

These LEDs can be used to help diagnose problems – see the troubleshooting steps below.

Solid White LEDs indicate success, while Orange LEDs indicate potential error. The LEDs can take these states:

• Off
• Flashing Orange
• Solid Orange
• Flashing White
• Solid White

Steps to perform LED troubleshooting

Within the Cell Booster portal, select your cell booster under My AT&T Cell Boosters, then scroll down and select device status. The application will guide you through the troubleshooting process. Alternatively, if you do not have access to the portal, perform the actions outlined below. In the event that a fault is indicated which cannot be corrected, please call FirstNet Customer Care at 1.800.574.7000.

Step 1 – Check the Power LED

The Power LED indicates the overall state of the AT&T Cell Booster Pro. Specific states are described in the following table:

Power LED	Other LEDs	Explanation	Action
Off	Off	All LEDs are off when there is no power to the AT&T Cell Booster Pro.	• Check that power cord is connected and that power is being delivered to the AT&T Cell Booster Pro. • Power cycle the AT&T Cell Booster Pro.
Flashing Orange	Flashing Orange	A hardware fault has been detected which prevents service from being provided.	Check that the ambient temperature is within the stated operating range.
Solid Orange	Solid Orange	A hardware fault has been detected which is degrading service.	Call FirstNet Customer Care at 1.800.574.7000
Flashing White	Any/Off	Device is having issues connecting to the AT&T Network.	Review all local transport requirements in Appendix A.
Solid White		Your AT&T Cell Booster Pro is powered up	Continue to Step 2.

Step 2 – Check the INTERNET LED

The Internet LED indicates whether the AT&T Cell Booster Pro is connected to the Network via Broadband connection (via ethernet cable connected to Internet Gateway/Router). Specific states are described in the following table:

Internet LED	Explanation	Action
Off	AT&T Cell Booster Pro is going through Software Download and going through initialization	• Check that power cord is connected and that power is being delivered to the AT&T Cell Booster Pro.
Flashing Orange	Device is having issues connecting to the AT&T Network.	• Review all local transport requirements in Appendix A. • Power cycle the AT&T Cell Booster Pro.
Solid Orange	Device is having issues connecting to the AT&T Network.	• Review all local transport requirements in Appendix A. • Power cycle the AT&T Cell Booster Pro.
Flashing White	Timing or Software download issue depending on other LEDs	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. • If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Solid White	Your AT&T Cell Booster Pro has established connectivity to Network and can complete activation sequence.	Continue to Step 3

Step 3 – Check the STATUS LED

The Status LED indicates whether the AT&T Cell Booster Pro is ready for activation. Specific states are described in the following table:

Status LED	Explanation	Action
Off	AT&T Cell Booster Pro is going through the activation process in sequence	• Check that power cord is connected and that power is being delivered to the AT&T Cell Booster Pro.
Flashing Orange	A potential fault has been detected in activation sequence if this condition persists.	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. If issue persists, FirstNet Customer Care at 1.800.574.7000
Solid Orange	A potential fault has been detected in activation sequence if this condition persists.	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Flashing White	1. AT&T Cell Booster Radio is at capacity and no additional handsets/users can connect. 2. Device is having issues connecting to the AT&T Network	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Solid White	Your AT&T Cell Booster Pro is progressing in its activation sequence.	

Step 4 – Check the GPS LED

The GPS LED indicates the status of the AT&T Cell Booster Pro's GPS systems and whether any faults have been detected. Specific states are described in the following table:

GPS LED	Explanation	Action
Off	• AT&T Cell Booster Pro is going through the activation process in sequence AND/OR	• Check AT&T Cell Booster Pro app/portal "Device Status" for GPS lock status or troubleshooting tips. • Check SMS/email notifications for any instructions on whether GPS antenna needs to be connected.
Flashing/ Solid Orange	• A potential fault has been detected in activation sequence if this condition persists.	• Power cycle the AT&T Cell Booster Pro. If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Solid White	• A GPS signal has been acquired	• No action

Step 5 – Check the LTE 4G C1 LED or LTE 4G C2 LED

The LTE LED indicates whether the AT&T Cell Booster Pro is configured to provide LTE service and whether any faults have been detected. Specific states are described in the following table:

LTE LED	Explanation	Action
Off	• AT&T Cell Booster Pro is going through the activation process in sequence	• Check that power cord is connected and that power is being delivered to the AT&T Cell Booster Pro.
Flashing Orange	• A potential fault has been detected in activation sequence if this condition persists.	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Solid Orange	A potential fault has been detected in activation sequence if this condition persists.	• Check AT&T Cell Booster Pro app/portal for any troubleshooting tips. • Power cycle the AT&T Cell Booster Pro. If issue persists, Call FirstNet Customer Care at 1.800.574.7000
Flashing White	LED session in Progress. The LED will flash if there is 1 active session on the Device.	No action
Solid White	The LTE Radio is ready for service.	No action

If you are still unable to complete calls and use data applications, please call FirstNet Customer Care at 1.800.574.7000.

Warranty

One-Year Limited Warranty AT&T warrants to the first retail purchaser of an AT&T Cell Booster Pro device that, should this product or any part be proved defective in materials or workmanship, from date of purchase, as evidenced by AT&T billing records for a period of one (1) year, then it will be subject to the terms of this one-year limited warranty. Such defects will be repaired or replaced without charge for parts or labor directly related to the defect.

Limitations And Exclusions: This warranty does not apply to any cost incurred for removal or reinstallation, or to any product or part thereof which has suffered through normal wear and tear, alteration, improper installation, physical abuse, misuse, neglect, or accident. Damage resulting from an act of God, including but not limited to fire, flood, earthquake, and other natural disasters will be excluded. This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to, any implied warranty of merchantability or fitness for a particular use. AT&T does not authorize any other person to assume any liability beyond the warranty herein described. In no event, whether based in contract, tort or any other legal theory, shall AT&T or any of its agents or sellers be liable for incidental, consequential, indirect, special, or punitive damages of any kind resulting from the use of this product, including but not limited to interrupted or incomplete phone calls, omission or negligence arising out of any breach of this warranty. In no event shall AT&T or its agents or sellers be liable for any damages defined in an amount in excess of the purchase price.

Customers who believe they require warranty service should call FirstNet Customer Care at 1.800.574.7000. A Customer Care representative will take information over the phone to attempt to diagnose and remedy the issue. If the Customer Care representative determines that warranty service is required, the representative will provide instructions on how to return the device for repair or replacement.