

CM2000 Amplifier

TROUBLESHOOTING GUIDE

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Here lists some problems that you might encounter while using the booster kits. Some problems require that you call your service provider or antenna/cable manufacturer, but most of the problems you can easily correct yourself.

Problem	Recommended Solutions (try the following order)
The signal is getting worse	<ol style="list-style-type: none">(1) Make sure your carrier operates on AMPS/GSM/CDMA/TDMA 1900MHz and 800MHz. NOTE: The CM1000, CM2000, and CM2000-WL Amplifiers do not support the 806-824MHz frequency spectrum currently used by Motorola's iDEN phones.(2) Check that the power light is ON;(3) Make sure the antenna connection is tight;(4) Check that the phone cable is the correctly connected. (As stated in the CM2000 user manual page 2 <i>Useful Tips</i>).
Still no service or same signal strength	<ol style="list-style-type: none">(1) Follow (1) – (4) above;(2) Refresh the cell phone by press any key for 5 to 10 seconds; Turn off the amplifier and turn it back on to reset the system.(3) Test a few different locations with barely one or two signal bars and check if there is any signal improvement.(4) If the signal strength improves at any location, the booster is functioning well. You may be in a service dead zone that is so far away from the base station that even the amplifier is not powerful enough to call. If this is the case, you may be able to call using a higher gain antenna.(5) If the booster makes no difference, contact us for technical support.
Can not make/receive phone calls or drop calls	Refresh the cell phone by press any key for 5 to 10 seconds; Turn off the amplifier and turn it on to reset the system. If the problem persists, contact manufacturer for technical support.
The amplifier is getting warm	It is perfectly fine for the booster to get warm during long operation. Make sure not to put the booster under direct sunshine for too long that may cause it overheat.

<p>I can not connect my phone cable to the booster</p>	<ol style="list-style-type: none"> (1) Make sure your cable has FME male connector, which is the most commonly used phone cable on the market; (2) If it is not FME male type phone cable, contact your cable supplier for an adaptor to convert it into FME male.
<p>The amplifier is interfering with the signal on my radio or other electronic transceivers.</p>	<ol style="list-style-type: none"> (1) Move the amplifier further away from those devices.
<p>I can not connect my truck or boat antenna</p>	<ol style="list-style-type: none"> (1) The SMA connector may appear to be stiff yet still not making an electrical connection. Try to tighten it a little harder with caution. (2) Some specialty antennas such as truck or boat antennas may have different types of connector such as SMA, FME, TNC, or Mini-UHF, etc. (3) Our antenna uses an SMA type connector. An SMA male to FME male adaptor is included in our package for FME female type antenna system. (4) Please contact your antenna vendor for other types of adaptors you may need to convert your antenna into SMA male.

Contact your cable/antenna manufacturer or Cellphone-Mate customer support for any technical question.