

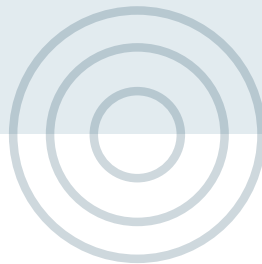
# TROUBLESHOOTING:

## Device Problems

A cellular coverage solution or distributed antenna system (DAS) will rebroadcast a carrier's signal inside a building to provide usable signal for making calls and accessing data services (web browsing, email, video streaming, etc.).

Powerful Signal's cellular coverage solutions employ only carrier- and FCC-approved equipment and are designed to the predetermined carrier specifications.

Unfortunately, even when a system is performing as designed, individual user devices may experience issues making and maintaining a cellular connection. This is commonly because phone manufacturers and carriers do not make any considerations for these types of in-building solutions when developing their devices or deciding on the preconfigured settings each will ship with.



435-634-6800  
[www.PowerfulSignal.com](http://www.PowerfulSignal.com)  
5259 Wheeler Way  
Hurricane, Utah 84737

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# Check Device Settings

## 01

For a long time addressing poor cellular reception was fairly simple. However, with the advent of 5G services and ever-changing manufacturer/carrier settings, it has become less straightforward. Here are some steps you can take to resolve these problems.

### **Power-cycle the Device**

Many problems with cell phones (and most other electronic devices, too) are resolved by simply power-cycling (turning off and then back on) the affected device. Sometimes a device gets stuck connected to a signal even when it has become unusable. Rebooting allows the device to start a fresh search for a cellular signal and then connect to the cellular coverage solution.

### **Cycle the Device In and Out of Airplane Mode**

Placing a device in "Airplane" mode, letting it sit for a minute, and then turning Airplane mode off will have the same effect as power-cycling and allow the device to establish a fresh connection with the cellular coverage solution.

### **Turn Off WiFi Calling**

Smartphones have a setting that tells the device to use WiFi networks to make phone calls instead of a cellular network. If WiFi calling is turned on and a cellular coverage system is present, cellular is in competition with WiFi signal. This will often result in the cellular device not being able to determine which signal to connect to; the outcome is either a very poor connection or no connection at all.

The solution is to turn off WiFi calling. Here is what you need to do:

#### [How to Turn Off WiFi Calling](#)

Click the link above for instructions on how to turn off WiFi calling.

### **Disable 5G**

Most Android and iPhone 5G phones are configured to favor 5G frequencies. Unfortunately, some devices will get stuck on a 5G connection even when it is unusable. Boosters for new 5G frequencies are still being developed and approved by the FCC. When you are in a building with a cellular coverage solution, the best option to is turn off 5G services.

#### [How to Disable 5G on Any Device](#)

Click the link above for instructions on how to disable 5G on your device.