

## Verizon ASK-SFE116

# Verizon Wireless 4G & 5G LTE Network Extender

Model: ASK-SFE116 User Manual

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## 1. INTRODUCTION

The Verizon Wireless 4G & 5G LTE Network Extender, model ASK-SFE116, is an indoor signal booster designed to enhance Verizon cellular coverage within a designated area. This device connects to your existing broadband internet service to create a localized Verizon 4G LTE and 5G signal, improving voice call clarity, reducing dropped calls, and increasing data speeds for compatible devices.

The ASK-SFE116 supports Band 13 (700MHz) and other Verizon 4G/5G LTE frequencies. It is compatible with iOS and Android smartphones, tablets, and Wi-Fi hotspots, supporting multiple users simultaneously. The unit is designed to provide coverage for areas up to 7,500 sq. ft, making it suitable for homes, offices, basements, garages, or rural locations with weak outdoor Verizon signal. It features Automatic Gain Control for optimized signal performance and includes built-in indicators for easy setup and monitoring.

## 2. SAFETY INFORMATION

- **Power Source:** Use only the power adapter provided with the device. Using an unauthorized power adapter may damage the device and void the warranty.
- **Placement:** Place the Network Extender in a location with good ventilation, away from direct sunlight, heat sources, and moisture. Ensure it is placed near a window with a clear view of the sky for optimal GPS signal reception, which is crucial for 911 emergency call functionality.
- **Interference:** Keep the device away from other electronic equipment that may cause interference.
- **Children:** Keep the device out of reach of children.
- **Disassembly:** Do not attempt to disassemble or repair the device yourself. Refer all servicing to qualified personnel.
- **Emergency Calls:** The Network Extender relies on a GPS signal for accurate 911 emergency call location. Ensure the GPS antenna has an unobstructed view of the sky. If your internet connection is down, the 4G LTE signal provided by the extender will also be unavailable, but the backup GPS antenna for emergency calls should still function.

## 3. PRODUCT OVERVIEW

The ASK-SFE116 Network Extender is a compact unit designed for discreet placement. It features essential ports for

connectivity and indicator lights to display operational status.

### 3.1 Components

- Verizon Wireless 4G & 5G LTE Network Extender Unit (ASK-SFE116)
- Power Adapter
- Ethernet Cable
- GPS Antenna (integrated or external, depending on model variant)

### 3.2 Device Ports and Indicators



This image displays the rear panel of the Verizon LTE Network Extender. Visible are the power input port and the LAN Ethernet port for internet connection. The SKU ASK-SFE116 is also printed on the label.



This image shows the front of the Verizon LTE Network Extender. It features two indicator panels: one showing '9/11 Satellites connected' and another showing '0/14 Devices connected', indicating the status of GPS and connected users.

The rear of the device includes the power input and an Ethernet LAN port. The front panel features indicator lights that provide status updates on satellite connectivity (for GPS) and the number of connected devices.

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## 4. SETUP INSTRUCTIONS

Follow these steps to set up your Verizon Wireless Network Extender:

1. **Choose a Location:** Select a central location in your home or office where you desire improved signal coverage. The chosen location must be near a window with a clear, unobstructed view of the sky for the GPS antenna to acquire a satellite signal. It also needs to be near a working Ethernet network port connected to your broadband internet service.
2. **Connect Ethernet Cable:** Connect one end of the provided Ethernet cable to the LAN port on the back of the Network Extender. Connect the other end to an available LAN port on your internet router or modem.

3. **Connect Power Adapter:** Plug the power adapter into the power input port on the back of the Network Extender. Then, plug the power adapter into a standard electrical outlet.
4. **Power On:** The device will automatically power on and begin its startup sequence.
5. **Initialization:** Allow 5-10 minutes for the Network Extender to initialize. During this time, it will connect to your internet service, acquire a GPS signal, and register with the Verizon network. The indicator lights on the front panel will change as the device progresses through these stages.
6. **Verify Status:** Once fully operational, the indicator lights should show a stable status, typically indicating successful satellite connection and readiness to broadcast a signal. Refer to the 'Operating Instructions' section for details on indicator meanings.

No software setup is typically required. The device is designed for plug-and-play operation.

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## 5. OPERATING INSTRUCTIONS

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Once the Network Extender is successfully set up and initialized, it will automatically begin broadcasting a Verizon 4G LTE and 5G signal. Your compatible Verizon devices (smartphones, tablets, Wi-Fi hotspots) should automatically detect and connect to this enhanced signal when within range.

### 5.1 Indicator Lights

The front panel indicators provide real-time status of the device:

- **Satellite Connection Indicator:** This light or display shows the status of the GPS signal acquisition. A stable indication (e.g., '9/11 Satellites connected' as shown in the image) means the GPS signal is strong and stable, which is essential for 911 emergency call location services.
- **Device Connection Indicator:** This light or display shows the number of devices currently connected to the Network Extender (e.g., '0/14 Devices connected'). The maximum number of simultaneous connections may vary.
- **Other Indicators (if present):** Refer to the device's quick start guide for specific meanings of any other lights, which may indicate power, internet connectivity, or system errors.

### 5.2 Coverage Area

The Network Extender is designed to provide coverage for up to 7,500 sq. ft. Actual coverage may vary based on building materials, layout, and interference from other electronic devices.

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## 6. MAINTENANCE

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- **Cleaning:** Use a soft, dry cloth to clean the exterior of the device. Do not use liquid cleaners or abrasive materials.
- **Ventilation:** Ensure the ventilation openings are not blocked to prevent overheating.
- **Software Updates:** The Network Extender typically receives automatic software updates from Verizon. Ensure the device remains connected to power and the internet to facilitate these updates.
- **Relocation:** If relocating the device, ensure the new location meets the requirements for internet and GPS signal as outlined in the 'Setup Instructions'. The device may need to re-initialize after relocation.

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## 7. TROUBLESHOOTING

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If you encounter issues with your Network Extender, try the following steps:

- **No Signal / Weak Signal:**

- Verify the Network Extender is powered on and all cables are securely connected.
- Check your internet connection. The Network Extender requires a stable broadband internet connection to function. If your internet is down, the extender will not provide cellular service.
- Ensure the GPS antenna has a clear view of the sky. Relocate the device closer to a window if necessary. A weak or absent GPS signal can prevent the extender from operating correctly.
- Restart the Network Extender by unplugging the power adapter, waiting 30 seconds, and plugging it back in.

- **Error Codes (e.g., 5A error):**

- An error code like '5A' often indicates that the device is already registered to another Verizon account. If you purchased the device new and encounter this, contact Verizon Customer Support immediately. If purchased used, the device may not be able to be activated on your account.

- **Devices Not Connecting:**

- Ensure your device is a Verizon-compatible phone or hotspot.
- Check if your device's cellular settings are enabled.
- Restart your mobile device.
- Confirm the Network Extender's device connection indicator shows available capacity.

- **Slow Data Speeds:**

- Check your broadband internet speed. The extender's performance is dependent on your internet connection.
- Ensure the extender is not placed in an area with significant electronic interference.

If troubleshooting steps do not resolve the issue, contact Verizon Customer Support for further assistance.

## 8. SPECIFICATIONS

<b>Model</b>	ASK-SFE116
<b>Brand</b>	Verizon
<b>Product Dimensions</b>	10.98 x 8.15 x 2.76 inches
<b>Item Weight</b>	3.26 pounds
<b>Wireless Communication Standard</b>	802.11ac (Note: This refers to the internal Wi-Fi standard, not the cellular broadcast)
<b>Color</b>	Black
<b>Compatible Devices</b>	Smartphone (and other Verizon 4G/5G LTE enabled devices)
<b>Coverage Area</b>	Up to 7,500 sq. ft (approximate)
<b>Cellular Bands Supported</b>	Band 13 (700MHz) and other Verizon 4G/5G LTE frequencies

## 9. CUSTOMER SUPPORT AND WARRANTY

### 9.1 Customer Support

For technical assistance, troubleshooting beyond this manual, or warranty inquiries, please contact Verizon Customer Support directly. You can find their contact information on the official Verizon website or through your Verizon account.

### 9.2 Warranty Information

Warranty coverage for the Verizon Wireless 4G & 5G LTE Network Extender ASK-SFE116 is provided by Verizon. Please refer to the warranty documentation included with your purchase or visit the official Verizon website for detailed terms and conditions. Keep your proof of purchase for warranty claims.