

MyWAVE Troubleshooting

MyWAVE App doesn't install on my device.

For Android, verify your phone is using OS version 7 or higher. For Apple, verify you are using iOS 13 or higher.

MyWAVE is installed but won't launch or run.

Enable the Bluetooth service and enable Location services. You may also need to enable permissions in your device:

- For Android 7 – 9, go to “Settings/Apps/MyWave/Permissions” and enable the “Location” setting.
- For Android 10+, go to “Settings/Apps/MyWave/Permissions/Location” and enable the “Allow all the time” setting.

MyWAVE App doesn't find the booster.

Ensure the phone is close to the GO Mobile booster and that Bluetooth is enabled on your device.

I get a pop-up message indicating “This device does not support Follow My Phone”.

Verify you are using the latest GO Mobile software version on your device. Close the MyWAVE App and use the WAVE App to update your Cel-Fi GO-M booster to the latest version.

If your GO Booster is in Stationary Mode you will have to switch it to Mobile Mode. Launch the WAVE App and go to the Settings > Booster Settings > Booster Mode. Switch from Stationary to Mobile. The required software version will be download from the cloud onto the booster.

