

5G LTE Network Extender 4 for Enterprise (5G eFemto4) FAQ



What is the Verizon 5G LTE Network Extender 4 for Enterprise?

The 5G LTE Network Extender for Enterprise can help enhance your business' 5G LTE wireless coverage within your building by creating more Verizon coverage and capacity. With the improved wireless coverage, you and your employees can get reliable data service and 5G LTE HD Voice connection available through our wireless network.

SKU: ESM4G5G1B

What is the difference between all the Verizon Network Extenders

eFemtos Comparison Guide

	4G eFemto3	5G eFemto4
		
Pricing	\$2,999.00 \$1499.99 (discounted price)	\$3499
Approximate Coverage	30,000 sq ft	LTE: 30,000 sq ft 5G: 15,000 sq ft
User Capacity	64 users	64 users
SKU	SM64-BLC	ESM4G5G1B
Manufacturer	AxyomCore	AxyomCore
Bands	B13, B4, B66 plus LAA	B13, B4, B66, n48 CBRS, n77 (SA TBD),
Transmit Power	B66:29dBm; B13:25dBm	n77:37dBm; B66: 29dBm
LAA	Yes	n48
PoE	Yes	Yes
Chipset	QCT FSM9955	QCT FSM9910/FSM10056
Warranty	2 yrs	2 yrs

How is the 5G LTE Network Extender 4 for Enterprise different than the original 4G LTE Network Extender 3 for Enterprise?

The main enhancements you'll get with the 5G LTE Network Extender 4 for Enterprise are:

- Enables a single unit to support approximately 30,000 square feet of circular LTE coverage and 15,000 sq.ft. area with 64 active users/connections (incl two emergency channels).
 - The number of idle devices supported may vary based on the location's usage pattern.
- The new 5G LTE Network Extender will support License-Assisted Access (LAA) carrier aggregation which provides even higher capacity.

Where can I buy the 5G LTE Network Extender 4 for Enterprise?

You must have a Verizon wireless business account to purchase the 4G LTE Network Extender 3 for Enterprise:

1. Sign in to your [business portal](#).
2. Click Orders in the Manage Accounts tab.
3. Click Purchase Accessories.
4. Click Other.
5. Scroll to the 4G LTE Network Extender for Enterprise and click Add to Cart below it.
6. Click Continue.
7. Click Continue to Checkout.
8. Enter your shipping and payment information.
9. Click Continue.
10. Review and confirm your order.

Where can I use the 5G LTE Network Extender 4 for Enterprise?

The 5G LTE Network Extender 4 for Enterprise works in all 50 states except for [these counties](#) (PDF**), and not outside the US.

Can 5G eFemto4 (or any 4G eFemto) co-exist with a 5G or 4G FWA 5G Business Internet Gateway/Router?

It is not recommended to connect your 4G or 5G Network Extender to a 5G/4G cellular router/gateway as an Internet backhaul. It wouldn't be needed.

Does the 5G LTE Network Extender 4 for Enterprise require a computer?

No, the 5G LTE Network Extender for Enterprise requires a broadband Internet connection, but it doesn't require a computer for operation. A computer may be needed for accessing the local Admin website for managing the device or troubleshooting.

Please refer to the Quick Start Guide that came with your 4G LTE Network Extender for Enterprise for more information.

What type of Internet connection do I need for the 5G LTE Network Extender 4 for Enterprise?

To operate, the Network Extender requires:

- An internet connection.
 - **Minimum requirement:** Internet connectivity 500 Mbps for best performance with high number of users (recommended 50-100 Mbps per device depending on concurrent data users).
 - A lower bandwidth configuration may impact the system performance and user experience.
- Continuous GPS location. Ensure the:
 - Supplied GPS antenna is properly installed near or on a window with a clear and open view of the sky.
 - Sync LED shows as green.

Can I connect my non-Verizon phone to the 5G LTE Network Extender for Enterprise?

No, the 5G LTE Network Extender for Enterprise is only designed to work with Verizon wireless 5G LTE mobile devices.

Do I have to pay additional fees to use the 5G LTE Network Extender 4 for Enterprise?

No, there are no additional monthly charges to use the 5G LTE Network Extenders for Enterprise. You can simply purchase the unit and enjoy the benefit of enhanced 4G LTE in-building coverage. All rates and policies associated with your current plan (including any applicable data and voice usage charges) will apply while connected to the 5G LTE Network Extender 4 for Enterprise.

Are Network Extenders for Enterprise eligible for DPP?

Being a serialized accessory and not a connected device it is not eligible for device payment plans. Independent third party leasing providers in the market such as First Citizens Bank may be providing financing services to enterprise customers.

Is the Closed Subscriber Group (CSG) feature available on the 5G eFemto4?

Yes CSG is only available on the LTE/4G radio of the eFemto4. The 5G Close Access Group (CAG) feature for 5G will be available at a later stage.

Can I use Wi-Fi instead of a wired connection to my router?

No, you have to use a wired connection as a backhaul (No Wi-Fi).