



# User Manual

HiBoost Way

C27G-5S-EU



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## Package Content



C27G-5S-EU



Indoor Antenna



Outdoor Magnetic Antenna



Power Supply

**Warning:** Un-authorized antennas, cables, and/or coupling devices are prohibited for use

## Introduction

Thanks again for purchasing a HiBoost Travel 4G 2.0 Booster! Our new travel signal booster is a precision-engineered product that improves cellular reception inside any kind of vehicles.

HiBoost's exclusive cloud-based Signal Supervisor mobile application allow users to monitor the live status of HiBoost cell phone signal boosters remotely from a mobile device anywhere at any time.

If there are any issues while installing a HiBoost cell phone signal booster, please contact the HiBoost technical support team through the following options:

**24/7 Online Support:** Create a ticket or chat via Signal Supervisor App

**Phone:** +44 (20) 3239-58008

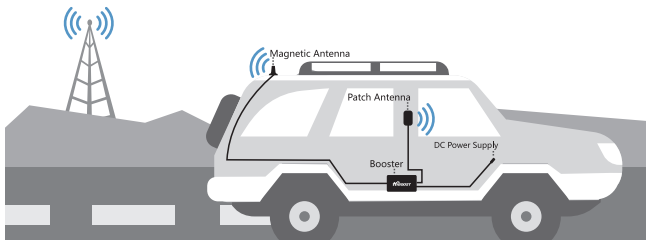
**Email:** sales@hupqtec.eu

**Website:** www.hiboost.eu



## How Signal Boosters Work

The system amplifies the signal from the nearest tower and retransmits the amplified signal to any type of cellular device in the car. Since it is a wide-band booster, it will boost 2G, 3G and 4G LTE signal for all EU carrier networks.



## Pre-Installation Instructions

HiBoost's Travel 4G 2.0 vehicle booster unit and antennas must be strategically placed in order to perform and provide maximum coverage.

The HiBoost Signal Supervisor app allows users to communicate to the Travel 4G 2.0 signal booster via Bluetooth or Wi-Fi connection. Once registered, the user can remotely monitor the travel booster's performance.

**Note:** Signal Supervisor enabled boosters must have access to a Bluetooth enabled device in order to connect to the booster.

### Professional Installation Tips:

- For a fast and optimized installation, it is strongly recommended that users install HiBoost products using the Signal Supervisor mobile application.
- Read the user manual completely and gather all the necessary tools, material and accessories before installing the booster
- A "soft installation" is recommended before permanently mounting any equipment – this technique will simplify the installation process by allowing users to identify any potential installation issues beforehand
- The Signal Supervisor App integrates a tool that will help users locate the best location for the outdoor antenna.

## Installation – Signal Supervisor App

Before installing the Signal Supervisor App, please have the booster unit that is powered on and nearby.

**Note:** Turn on the Bluetooth feature enabled before attempting to register the booster to the mobile device.

**Step 1:** Download the Signal Supervisor App

- The application is available for download through Apple's App Store or Google Play

**Step 2:** Create a New Account and Log-in

- Launch the app on your mobile device
- Select the **HiBoost Server**
- Log-in with an existing account or create a new one

**Step 3:** Register the Booster by adding a device on the home menu

**Go to My Devices > Add a Device**

**Step 4:** Access the Quick Installation Guide after registering the booster. You can access the guide by the following steps:

**Go to My Devices > Select the Booster > Device Details > Quick Install Guide**

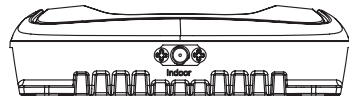
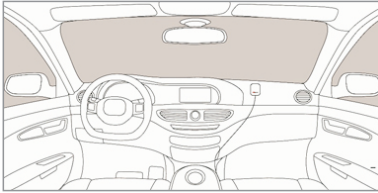
**Note:** Bluetooth connections are limited to a range of only 30 feet/ 9 m. If there are any issues installing the booster, please contact our technical support team via the Online Support Chat.



## Installation – Manual Method

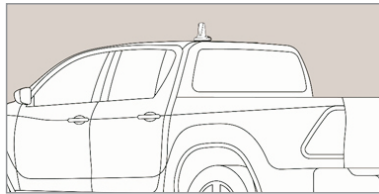
Before beginning the installation, it is important that users survey and plan the layout of the vehicle booster system. Please review the following instructions before attempting to install this system.

1. Mount or place the indoor antenna somewhere near the front of the car's dashboard and connect it to the booster

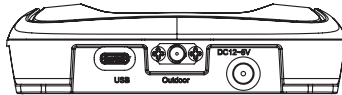


**Note:** Ensure that the front of the patch is facing in the direction where you would want signal to be distributed.

2. Mount the magnetic antenna to roof of the vehicle towards the rear end of the vehicle and connect it to the booster



3. Plug-in the DC power supply and power on the booster



**Note:** The booster will flash blue lights that will last for about 20 seconds while it is adjusting to the current network environment.

## Troubleshooting Guide

LED STATUS INDICATORS		
Alarm LED	Solid blue	Below full output power
	Slow flashing blue	Full output power
	Quick flashing blue	Output power is too high
	Quick flashing red	Booster will automatically shut down excessive downlink signal
Bluetooth LED	Slow flashing blue	Bluetooth disconnected
	Quick flashing blue	Bluetooth connected

Common Issues	Troubleshooting Instructions
The vehicle booster is installed but there's still no signal	Check to see if the vehicle is started. Double check connections to make sure none are loose.
The signal is not stable after turning on the booster power	Check that the outdoor signal is stable by referring to your mobile device and checking your coverage.
The Alarm LEDs are quick flashing blue or red or off	Check to make sure vehicle is not parked too close to a cell tower.
There is No Power	Check that the booster is turned on and the DC power outlet is plugged into the DC 12V port or lighter adapter

For more information or technical support, please contact our team.

**Phone:** +44 (20) 3239-5808

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## Technical Specifications

RF Parameter	Uplink	Downlink	
Frequency Range	800MHz	832~862MHz	791~821MHz
	900MHz	880~915MHz	925~960MHz
	1800MHz	1710~1785MHz	1805~1880MHz
	2100MHz	1920~1980MHz	2110~2170MHz
	2600MHz	2500~2570MHz	2620~2690MHz
Max. Gain	50dB		
Max. Power	25dBm	8dBm	
Electrical Parameter			
Power Supply	Input DC 12-24V, output DC 5V/3A		
Input & Output Impedance	50 ohm		
Mechanical Parameter			
I/O Port Type	SMA-Female		
Environment Parameter			
Operating Temperature	-45°C~+55°C		
Storage Temperature	-40°C~+80°C		
Relative Humidity	95%		
Barometric Pressure	55 kPa -106 kPa		
Environment Conditions	IP40		



## **Return and Warranty Policies**

**60-Day Money-Back Guarantee:** If for any reason the performance of any product is not acceptable, the product may be returned to the reseller within 60 days with a proof of purchase. Please contact the HiBoost customer support.

**2-Year Warranty:** HiBoost signal boosters and kits are warranted for 2 years. Huaptec offers two options for the products under warranty: repair or replace. This warranty does not apply to any signal boosters or kits determined by HiBoost to have been subjected to tampering, misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties.

All HiBoost products that are packaged with other HiBoost accessory products are intended for resale and use as a single integrated system. Such product kits are required to be sold to an end-user or a subsequent reseller as packaged.



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