HiBOOST®

Boost Your Bars

User Manual

Home Mobile Signal Booster

4K Smart Link

10K Smart Link

15K Smart Link

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Package Content

4K Smart Link



Outdoor Antenna



Outdoor Cable
32.8ft NM-SMAM



Through-Window Cable
SMA-Male to SMA-Female
(No drilled hole)



Outdoor Cable
16.4ft SMAF-NM



Signal Booster



Indoor Cable
30ft NM-SMAM



Indoor Antenna

Bluetooth and
Wi-Fi antenna



Power Supply



Accessories for main parts
are all provided



waterproof tape
to protect connections

Package Content

10K Smart Link



Outdoor Antenna



Outdoor Cable

32.8ft NM-SMAM



Through-Window Cable

SMA-Male to SMA-Female
(No drilled hole)



Outdoor Cable

16.4ft SMAF-NM



Signal Booster



Indoor Cable

30ft NM-SMAM



Indoor Antenna



Bluetooth and
Wi-Fi antenna



Power Supply



Accessories for main parts
are all provided



waterproof tape
to protect connections

Package Content

15K Smart Link



Outdoor Antenna



50ft Outdoor Cable



Bluetooth and
Wi-Fi antenna



Signal Booster



50ft Indoor Cable



Indoor Antenna



Power Supply



Accessories for main parts
are all provided



waterproof tape
to protect connections

NOTE: Available accessories can be purchased through HiBoost.com

Warning: Un-authorized antennas, cables, and/or coupling devices are prohibited by new FCC rules. Please contact FCC for details: 1(888)-CALL-FCC

Introduction

Thanks again for purchasing HiBoost cell phone Booster. The Smart Link series is a collection of precision-engineered products that improve cellular reception inside of homes and businesses by amplifying incoming and outgoing cell phone signals.

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

If there are any issues while installing a HiBoost 4K/10K/15K Smart Link Signal cell phone signal booster, please contact the HiBoost technical support team through the following

Online Support: Create a ticket or chat via Signal Supervisor App

(972) 870-5666 (M-F from 9 am – 5 pm CST)

service@hiboost.com

www.hiboost.com

Pre-Installation Instruction

We strongly recommend you to read the user guide completely before beginning the installation.

HiBoost SmartLink booster provide 2 options of booster installation,
APP and LCD installation ways are unique methods provided by HiBoost.
This installation guide will take the HiBoost 4K SmartLink as an example.

1. App assisted installation,
FIRST CHOICE From Page 12~26.
It's more convenient and many work could be done by ONE person, and the most important is that the obtained signal can be very precise.



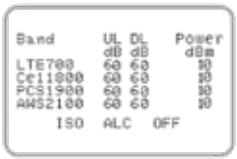
The App helps you find the best signal outside



2. LCD assisted installation,
SECOND CHOICE From Page 27~40.
It can achieve the same precise effect as App guidance.
But it may need two people and the installation process is a little cumbersome.



LCD signal meter tells how strong the signal is



Then why has HiBoost spent extra big efforts and costs to design APP and LCD signal meters to help you install?

Out of the various reasons, the most important reason is that we would like you, our valuable client, to get the maximum output power from the booster system in order to get optimal signal reception for all your mobile devices.



As it is known and a big thanks, FCC makes signal boosters legal in 2014 so that every body can install and benefit from the signals;



But FCC regulations do limit the gain and output power of all consumer boosters to low values in order to avoid any interference to the cell towers;



Furthermore FCC stipulates that any improper install should trigger immediately further reduction of the booster's already-limited gain and power to protect the towers.



Therefore, you can understand how important you need to find the perfect outside signal from the tower and how important to squeeze every last gain and power from the booster, even 1dB more power is so precious when you suffer from no signals.

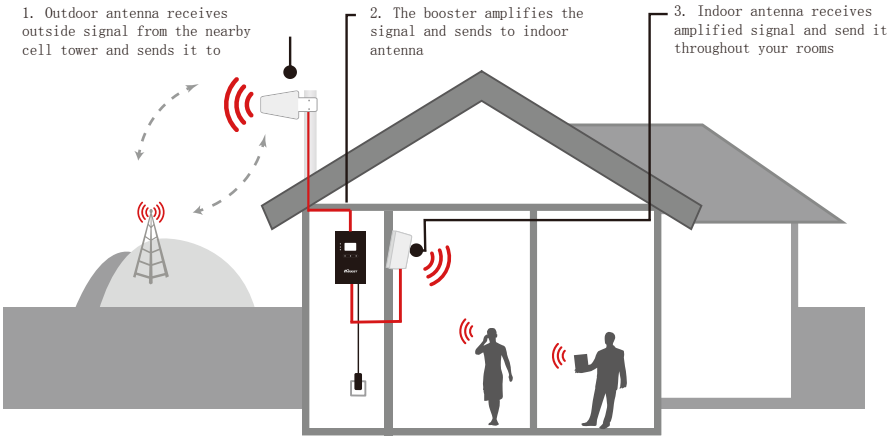
HiBoost App & LCD signal meters will help you to fine tune the best power and get as much cover of your spaces.

General Working Principle:

Before we start any of the two ways, please allow us to spend 3 pages to make you understand how the booster system works for you.

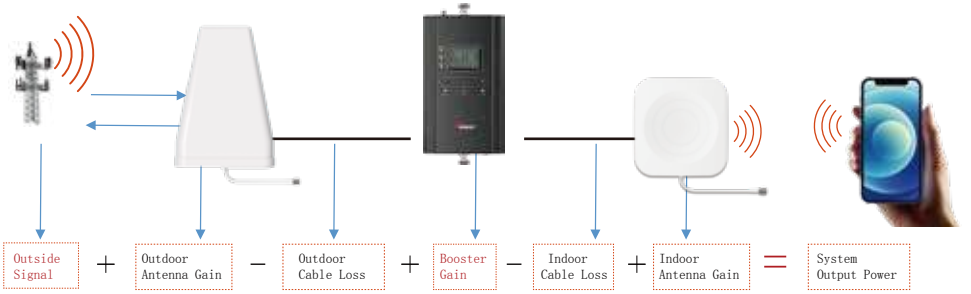
※ Please do spend sometime to read it fully, as it is crucial to get full bars for your rooms.

How HiBoost booster works



Vice versa, indoor antenna receives cellphone signal and sends to the booster
The booster then amplifies the signal and sends it to outdoor antenna
Outdoor antenna sends signal to the cell tower
Then you can make phone calls and internet streaming.

Working Principle in Formula



Out of the Formula:

Outside Signal: To be received by outdoor antenna from cell tower

Outdoor Antenna Gain: The gain of outdoor antenna

Outdoor Cable Loss: The loss of the outdoor cable

Booster Gain: The actual working gain of the booster

Indoor Cable Loss: The loss of the indoor cable

Indoor Antenna Gain: The gain of indoor antenna

For example:

-65dBm + 11dBi - 4.5dB + 60dB - 2dB + 7dBi = 6.5dBm (System Output Power)

Since the figures in **Black** color are fixed when you finish the purchase, thus the **RED** figures of

1. Outside Signal

2. Booster Gain will play a vital role in reaching the best output power during the install, especially when we know the FCC limits the booster system values.

So the user guide is focused on:

1. Getting the best outside signal.
2. Keeping the maximum booster gain.

More notes on how to keep the maximum booster gain

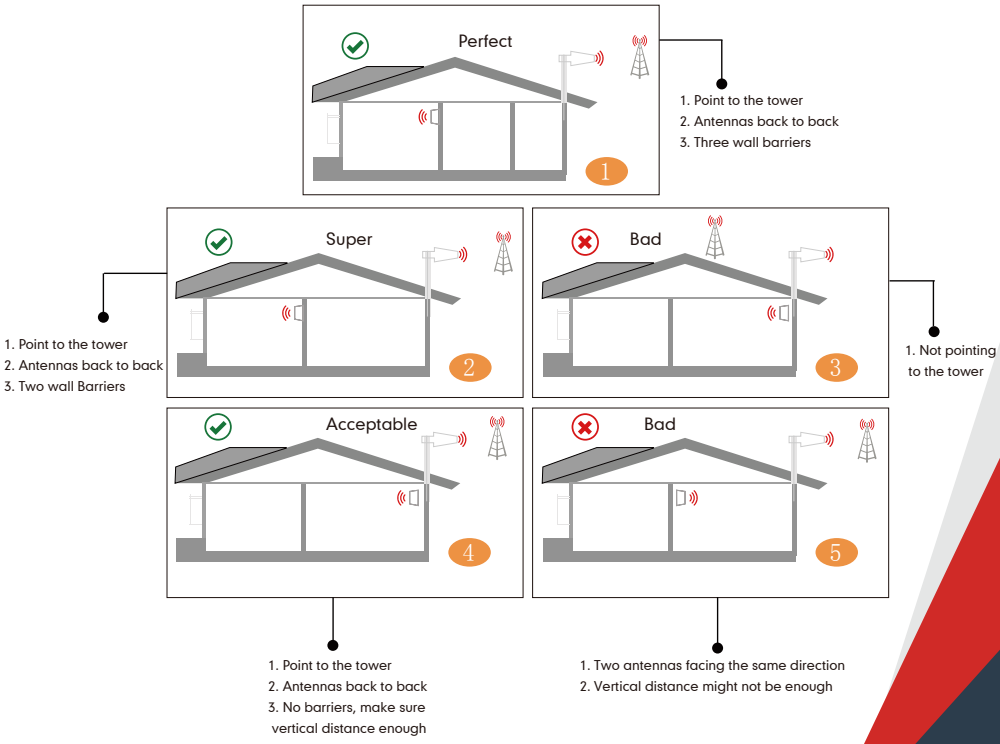
The loop back from the outdoor antenna to the indoor antenna will reduce the gain, so the principle to keep the maximum booster gain is to avoid the loop back from the outdoor antenna to the indoor antenna.

1) Increase the distance between the outdoor and indoor antenna, generally the same vertical distance generates more loss than horizontal, and to follow easily, a Typical Required Distance Between Outdoor and Indoor Antenna Over 30 feet (10 meters) horizontal distance or 13 feet (4 meters) vertical distance.

2) The outdoor and indoor antennas shall be back to back.

3) Use barriers between the indoor and outdoor antenna.

※ Please note: This separation is not an absolute mandate. The idea is to isolate the outdoor antenna from the indoor antenna.



Booster Light Patterns

LED STATUS INDICATORS		
LED	STATUS	INDICATION
ALARM	Solid Green	Normal
	Slow Flashing Green	Slight Overload
	Quick Flashing Green	Overload
	Quick Flashing Red	Booster automatically shut off due to strong overload
Power	Green	Normal
	Off	DC Power Problem
ISO	Solid Green	Normal
	Slow Flashing Green	Slight Loopback
	Quick Flashing Green	Loopback
	Quick Flashing Red	Booster automatically shut off due to strong loopback

Note: If the booster automatically shut off , please manually reboot it.

Bands contained in the Gauges

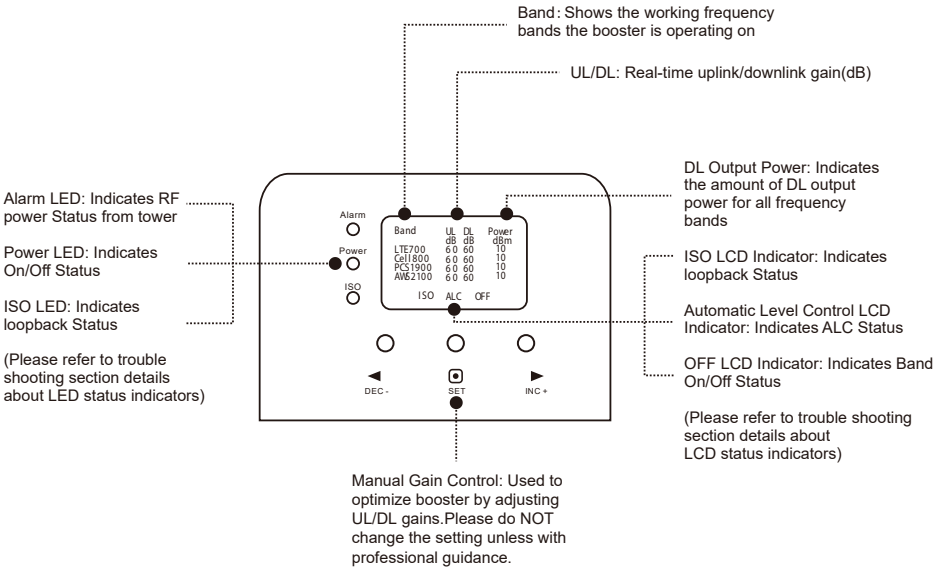
Gauge	Band	Uplink	Downlink
LTE700	12/17	698-716MHz	728-746MHz
	13	776-787MHz	746-757MHz
CELL800	5	824-849MHz	869-894MHz
PCS1900	25/2	1850-1915MHz	1930-1995MHz
AWS2100	4	1710-1755MHz	2110-2155MHz

Please focus on the gauge that contains the band you are using.

Notes about LCD Display

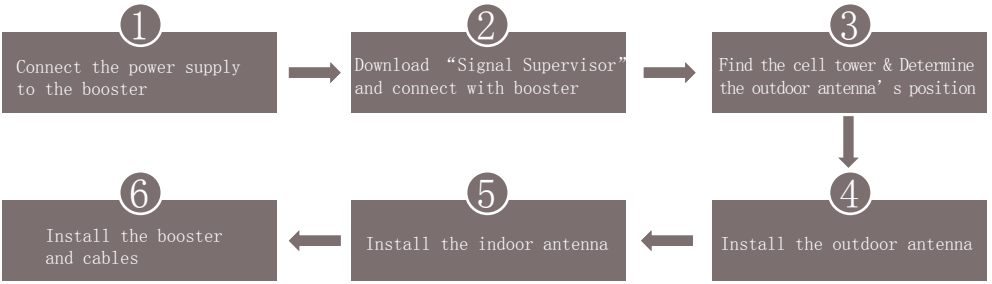
These are instructions that will allow users to install a Smartlink Signal cell phone booster using the LCD Display.

Following LED status indicators and control buttons on the booster .



APP Assisted Installation

Flow chart of APP Assisted Installation



Step 1: Connect the Power Supply and Whip Antenna to the Booster

4k Smartlink



10k/15k Smartlink



Step 2: Download Signal Supervisor app and connect the booster

Download the Signal Supervisor app, register ID and booster.

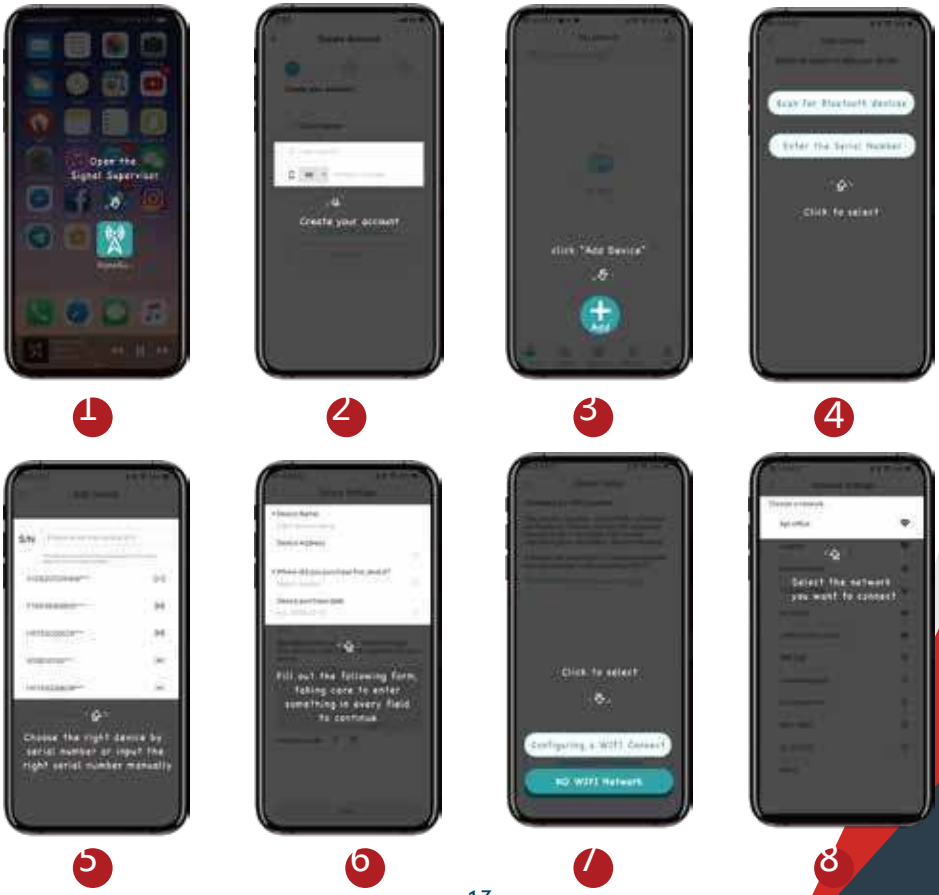
1) Search “Signal Supervisor” on Google Play/ App Store, or scan the above QR Code to download.

2) Register on the Signal Supervisor app.

3) Power on the booster.

* Connect the Bluetooth/WiFi antenna with booster, and there is no need to connect outdoor or indoor antenna at this moment.

4) Click “Add Device” to register the booster into the APP. And we recommend WiFi connection because the Bluetooth connection can’t go beyond 30ft.Check more steps about the app uses as below.



Remark: Due to the variety of phone models and the WiFi router types, there is a situation, though it is rare, where the booster cannot be linked to the Signal Supervisor app successfully. If such situation is encountered:

* You can alternatively use LCD signal meter to assist your installation. And Bluetooth/Wi-Fi disconnection won't influence the booster working status at all.
* Or please use another cell phone or change a WiFi router if you insist an app assisted installation.

Please contact our tech support if you have difficulties in installation, and we will provide the best solution for you.

Step 3: Find the cell tower & Determine the outdoor antenna' s position

3.1 Find the band you are using

For Android

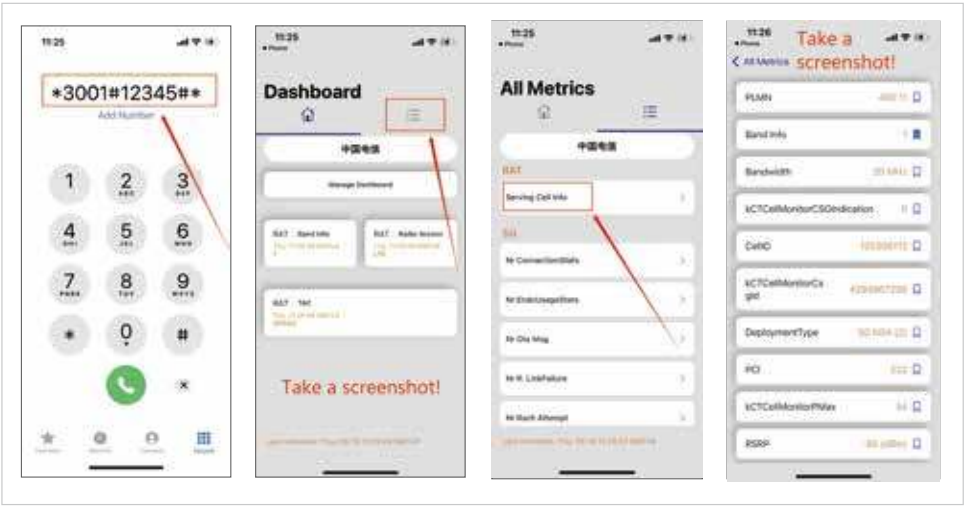
Download NetWork Cell Info Lite in the Google store and open it.
It can be seen from the example picture that the frequency band is band 13.
(According to the form before, you need to pay attention to Gauge LTE700)



For ios

(1)Dial *3001#12345#*

(2)Follow the instructions, take the screenshot as required.

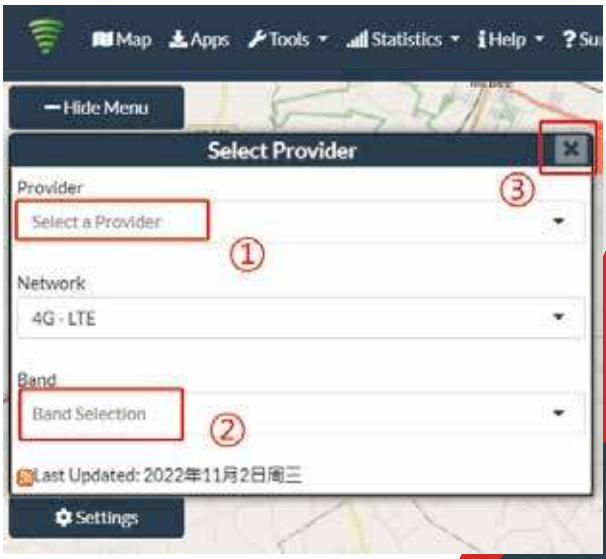


3.2 Find the cell tower

(1)Enter cellmapper.net

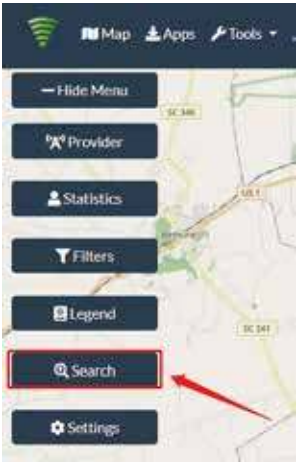
(2)Choose your own carrier and band here.

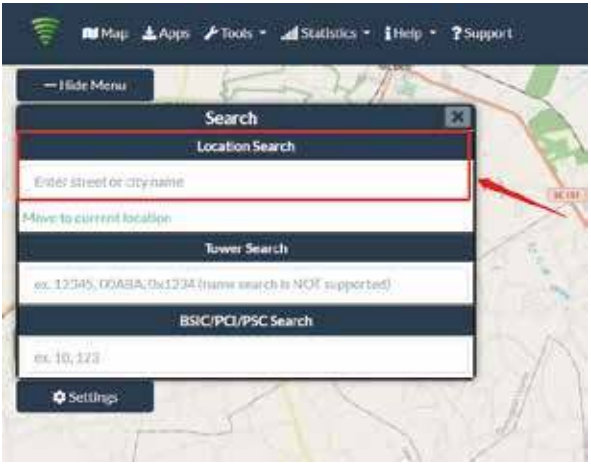




(3) Then enter the coordinate of where you are trying to install the signal booster, and press Enter key.

(In fact when you open Cellmapper, the map on the right will automatically locate your area if you've given the site permission to access your location.
If you found tower sites not even displayed on the map, it might because the app intercepts the locations for security reasons.)

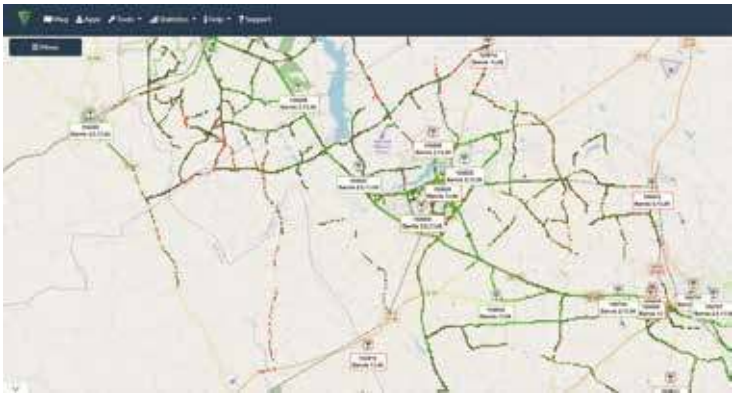




(4) After the map jumps to the location, you can scroll the mouse pulley and zoom it out, then you will see the tower near the location.

It would be better to take a screenshot of this page to guide the following installing steps. Should you have any questions, please contact our tech support.

Note: If you need help finding the tower, please contact our tech support and provide your carrier, band and screenshots taken in the last steps.

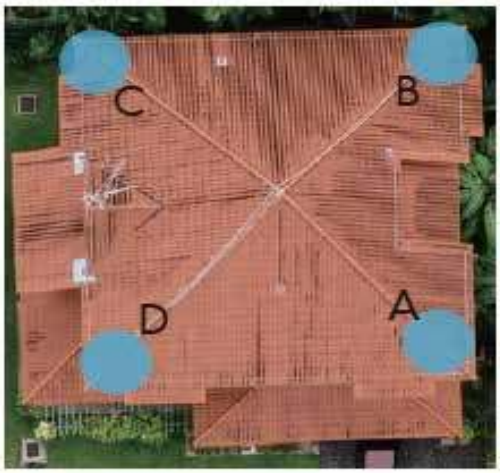


3.3 Determine the outdoor antenna's position

The outdoor antenna is usually placed at one of the 4 ends of the roof.

Please choose the position according to the tower's location.

Make sure there are no barriers between the antenna and the tower.



Step 4: Install the outdoor antenna

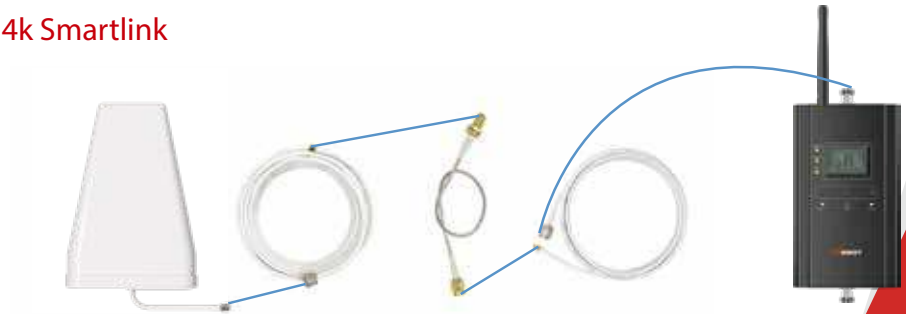
4.1 Connect the outdoor antenna with the booster

(1) Put the booster near to the location you would like to install in the future, or a place with power outlet temporarily.

(2) Power on the booster and make sure the signal supervisor app links with it smoothly.

(3) Follow the below patterns and connect the booster and the outdoor antenna with outdoor cables.

4k Smartlink



10k Smartlink



Outdoor Antenna | 32.8′ Cable | Jumper Cable | 16.4′ Cable | Booster

15k Smartlink



Outdoor Antenna | 50′ Cable | Booster

Notes:
*Please do NOT to connect indoor antenna at this moment as it will influence the outside signal finding.
*Please place the booster within 30ft to the possible insatllation location of outdoor antenna if Bluetooth connection is applied. This is to ensure the App can connect to the booster.

4.2 Adjust and fix the Outdoor Antenna

Have your outdoor antenna pointed to the cell tower you found before and observe the reading on the app. Adjust the outdoor antenna accordingly.



Notes:

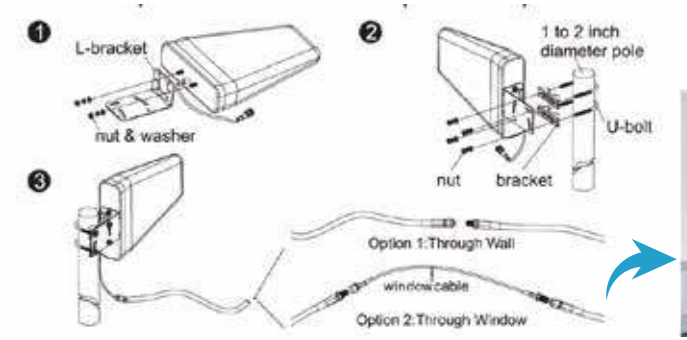
(1) The output power should be the higher the better.

(2) The full output power for 4k Smartlink is 10dBm. And the full gain is 60dB.
The full output power for 10k Smartlink is 12dBm. And the full gain is 65dB.
The full output power for 15k Smartlink is 12dBm. And the full gain is 72dB.

Professional Tips

- Keep in mind that it is normal for the output values may vary dynamically between 1-3 dB
- To optimize the signal for one carrier, point the outdoor antenna towards the closest cell phone tower designated to that carrier
- To optimize the signal for more than one carrier, point the outdoor antenna between multiple towers
- Make sure to slowly turn the antenna while taking the readings so the booster has time to adjust the reading
- Test and install the antenna at the same height where power outputs and gain values reach the booster's maximum capacity
- If you can't get a good output power, for instance, the value is below POOR level, it is highly likely that the installation will fail. Please either find a new place with better signal or drop the installation.

Now install the outdoor antenna firmly





The connector of the cable connection part must be glued with black waterproof tape to prevent long-term signal drop and reduce signal loss!



Reconfirm that the signal on signal gauge is the best!

Please **do take following screen shot** for future comparison during indoor antenna installation.

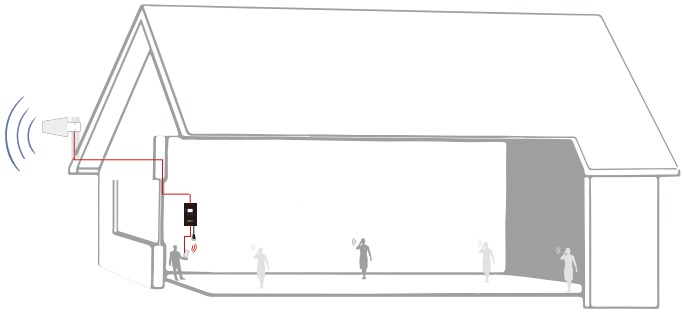
What you are going to be paying attention to here, is the gain values. If you have interference between your indoor and outdoor antennas, then the booster will lower the gain and these values will decrease.



Step 5: Install the indoor antenna

5.1 Now it's turn to install the indoor antenna

Note: It is better to have two people at this stage. One can go around to find the best place for indoor antenna. While the other can walk around to make tests all over to make sure every spot is covered with stable and high quality signal.

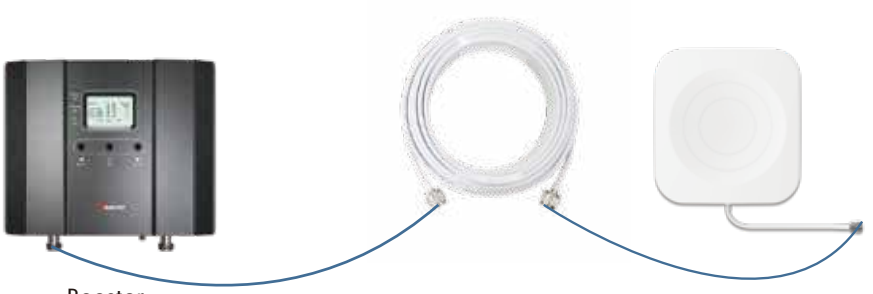


5.2 Connect the indoor antenna with the booster's indoor port by indoor cable, and switch on the booster.

4k Smartlink



10k Smartlink



Booster

30’ Cable

Indoor Antenn-

15k Smartlink



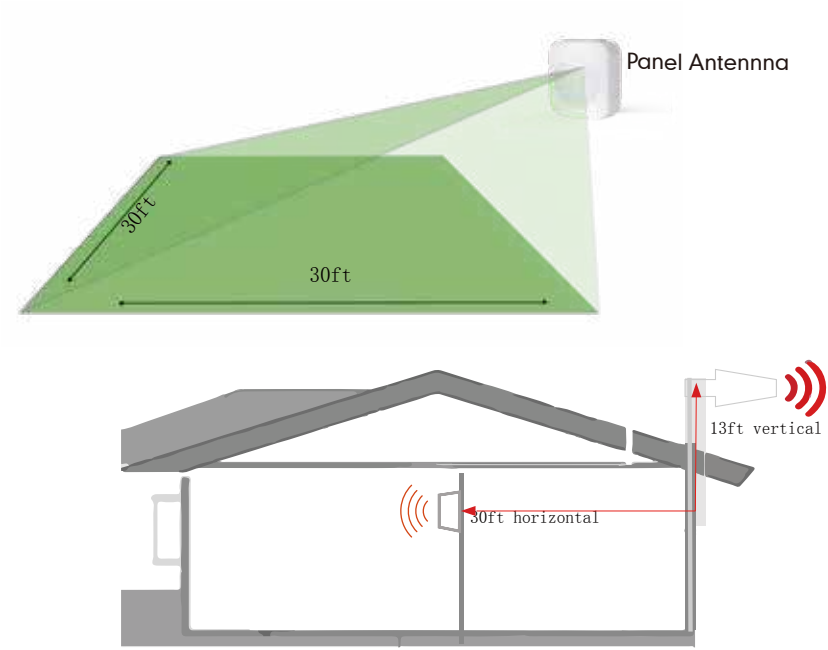
Booster

50’ Cable

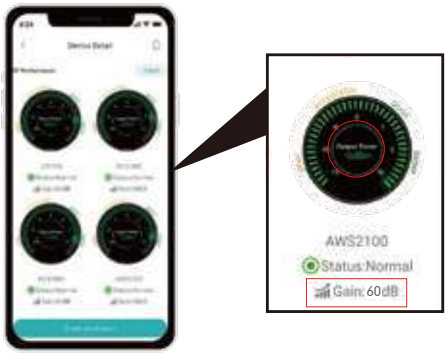
Indoor Antenn-

5.3 Find the proper location for indoor antenna

1) Determine the location according to the antenna's radiation pattern. The radiation pattern is 80° horizontal and 70° vertical. So try to make sure the space will fall into its radiation pattern.



2) After finding the location, hold it there, and watch the gain and power on the App's signal gauge, they shall keep the same or very nearby with the screen shot taken during outdoor antenna install. This is to avoid the loop back between outdoor and indoor antennas, please move the indoor antenna till you get unchanged or slightly changed gain and power. This step is quite crucial for the booster's best performance.



Two requests of indoor antenna installation
A. Radiation shall be good enough to cover whole space
B. Loopback shall be avoided



Again the tips to avoid the loop back

1. Increase the distance between the outdoor and indoor antennas
2. The outdoor and indoor antennas shall be back to back
3. Use barriers between the indoor and outdoor antennas

5.4 Signal Quality test

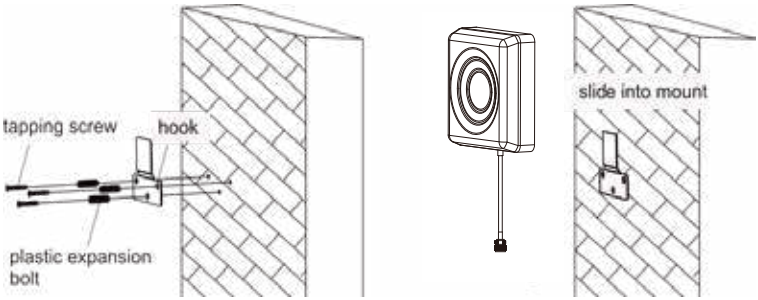
After finding such a location, hold the indoor antenna there and ask the other person to walk back and forth, and use the 3rd party app Network Cell Info Lite & OpenSignal to test the signal strength, voice, and data.
We recommend you to test the signal strength, the voice quality and data speed.

*Notes Again: Just remember that strength and quality are two separate issues. A poor quality "strong" signal can be next to useless, but a clean signal of two bars might be all your device needs.





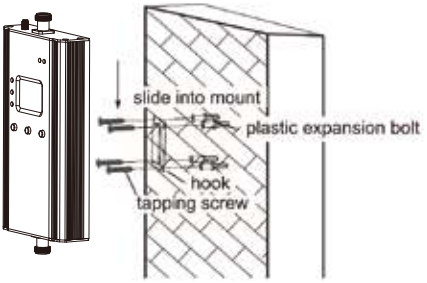
If the test is good, then congratulations, the indoor antenna position has been successfully found. Please install the indoor antenna.

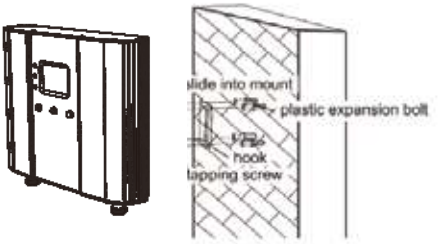


Step 6: Install the booster and the cables

Mount the signal booster in a dry and cool area, and it shall be easily accessible for maintenance.

And run the cables neatly, please do use the **water-proof tape** to protect all outside connections from the weather.





Test again the performance after installation is done

a. First make sure the Signal gauge value is unchanged from that during the outdoor antenna installation.

b. Test with a third-party app, make sure calls and network data are smooth in most indoor signal coverage areas.

a. Now everything is completed and please start to enjoy the mobile services.

b. If the result is not satisfactory or you want better signal, you may repeat the whole or part of the process to improve.

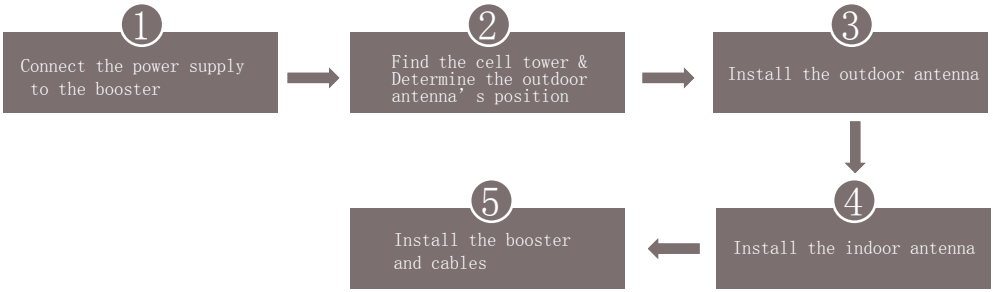
c. Please contact us: Signal Supervisor App online support, Phone and Email if any problems are encountered.







Flow chart of LCD Assisted Install



Step 1: Connect the Power Supply and Whip Antenna to the Booster

4k Smartlink



10k/15k Smartlink



Step 2: Find the cell tower & Determine the outdoor antenna' s position

2.1 Find the band you are using

For Android

Download NetWork Cell Info Lite in the Google store and open it.

It can be seen from the example picture that the frequency band is band 13.

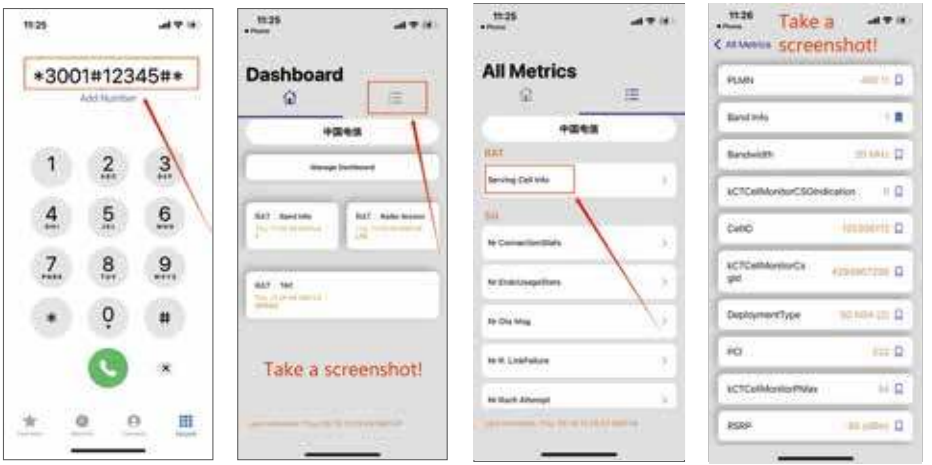
(According to the form before, you need to pay attention to Gauge LTE700)



For ios

(1)Dial *3001#12345#*

(2)Follow the instructions, take the screenshot as required.

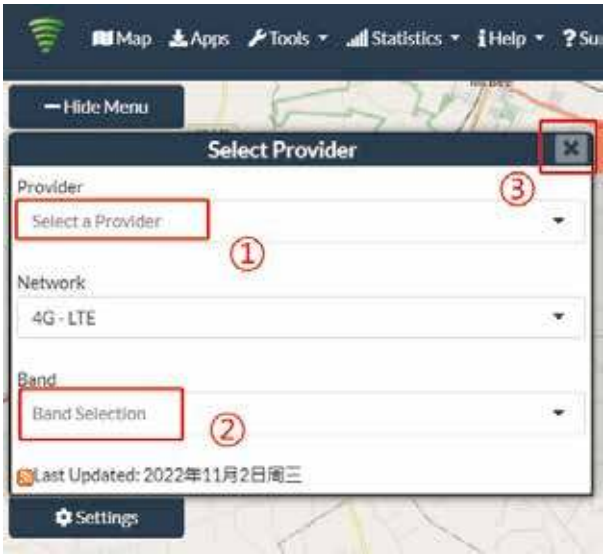


2.2 Find the cell tower

(1)Enter cellmapper.net

(2)Choose your own carrier and band here.

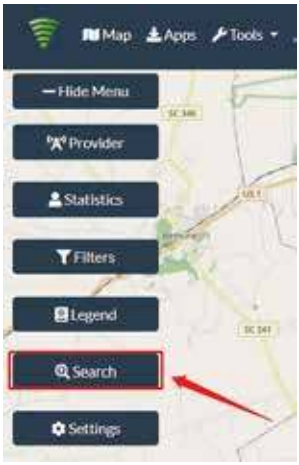


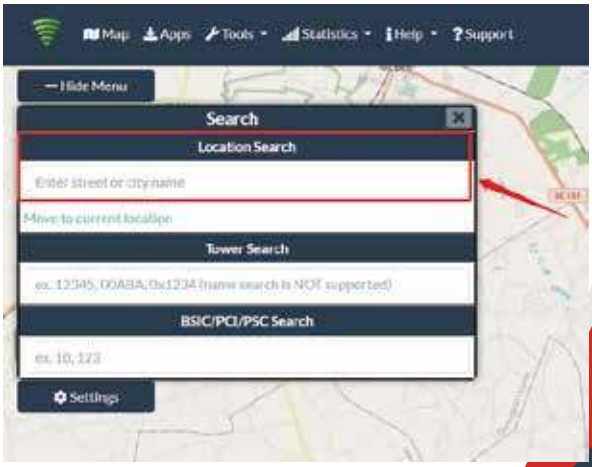


(3) Then enter the coordinate of where you are trying to install the signal booster, and press Enter k

(In fact when you open Cellmapper, the map on the right will automatically locate your area if you'
the site permission to access your location.

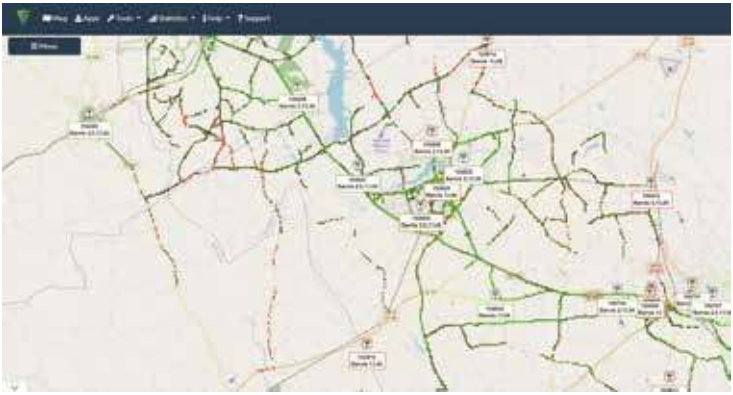
If you found tower sites not even displayed on the map, it might because the app intercepts the lo
for security reasons.)





(4) After the map jumps to the location, you can scroll the mouse pulley and zoom it out, then y
will see the tower near the location.
It would be better to take a screenshot of this page to guide the following installing steps.
Should you have any questions, please contact our tech support.

Note: If you need help finding the tower, please contact our tech support and provide your carr
band and screenshots taken in the last steps.

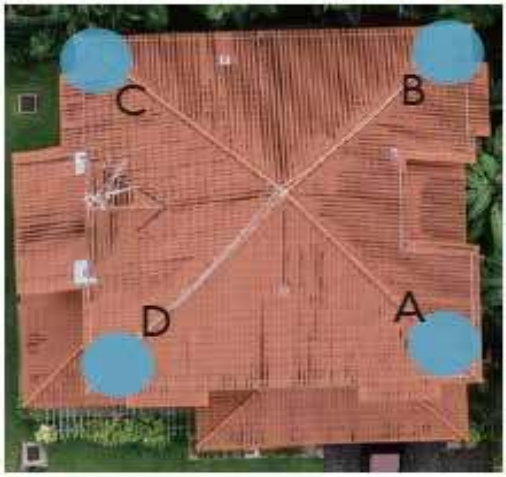


2.3 Determine the outdoor antenna's position

The outdoor antenna is usually placed at one of the 4 ends of the roof.

Please choose the position according to the tower's location.

Make sure there are no barriers between the antenna and the tower.



Step 3: Install the outdoor antenna

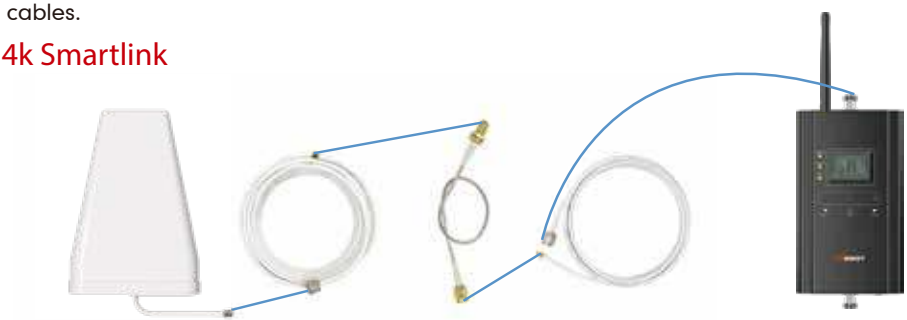
3.1. Connect the outdoor antenna with the booster

(1) Put the booster near to the location you would like to install in the future, or a place with power outlet temporarily.

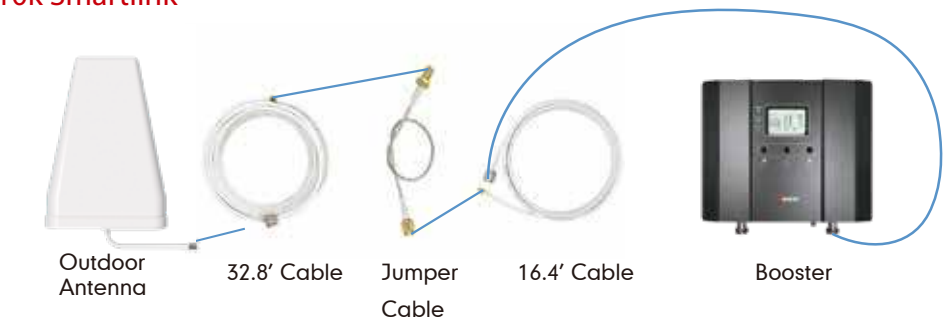
(2) Power on the booster and make sure the signal supervisor app links with it smoothly.

(3) Follow the below patterns and connect the booster and the outdoor antenna with outdoor cables.

4k Smartlink



10k Smartlink



15k Smartlink



Notes:

*Please do NOT to connect indoor antenna at this moment as it will influence the outside signal finding.

*Please place the booster within 30ft to the possible insatllation location of outdoor antenna if Bluetooth connection is applied. This is to ensure the App can connect to the booster.

3.2. Adjust the Outdoor Antenna

Now pick up the outdoor antenna and point to above cell tower and adjust its position precisely, ask your partner to watch the LCD signal gauge to get a strongest possible output signal.
Ask your partner to look at the signal meter value, 10dBm is the best.
Notes: The output power level in the signal meter is the level for the indoor antenna.

Notes:

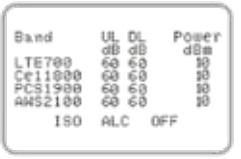
(1) The output power should be the higher the better.

(2) The full output power for 4k Smartlink is 10dBm. And the full gain is 60dB.
The full output power for 10k Smartlink is 12dBm. And the full gain is 65dB.
The full output power for 15k Smartlink is 12dBm. And the full gain is 72dB.

Fix the outdoor antenna direction when you get the best output power



LCD signal meter tells how strong the signal is

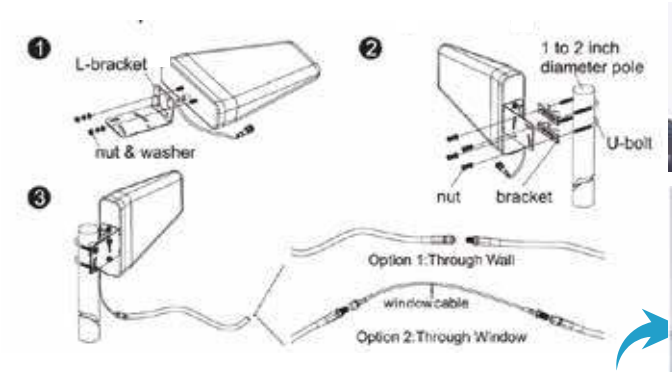


Professional Tips

- Keep in mind that it is normal for the output values may vary dynamically between 1-3 dB
- To optimize the signal for one carrier, point the outdoor antenna towards the closest cell phone tower designated to that carrier
- To optimize the signal for more than one carrier, point the outdoor antenna between multiple towers
- Make sure to slowly turn the antenna while taking the readings so the booster has time to adjust the reading
- Test and install the antenna at the same height where power outputs and gain values reach the booster's maximum capacity
- **If you can't get a good output power, for instance, the value is below POOR level, it is highly likely that the installation will fail. Please either find a new place with better signal or drop the installation.**

3.3 Fix outdoor antenna

Now install the outdoor antenna firmly







The connector of the cable connection part is glued with black waterproof tape to prevent long-term signal drop and reduce signal loss!

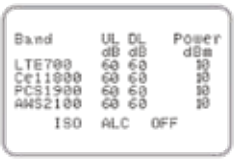


3.4 Reconfirm that the signal on LCD signal meter is the best!

And take photo of LCD signal meter for future comparison during indoor antenna install. What you are going to be paying attention to here, is the gain values. If you have interference between your indoor and outdoor antennas, then the booster will lower the gain and these values will decrease.



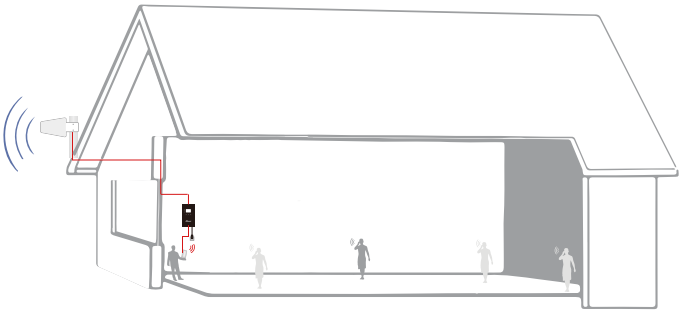
LCD signal meter tells how strong the signal is



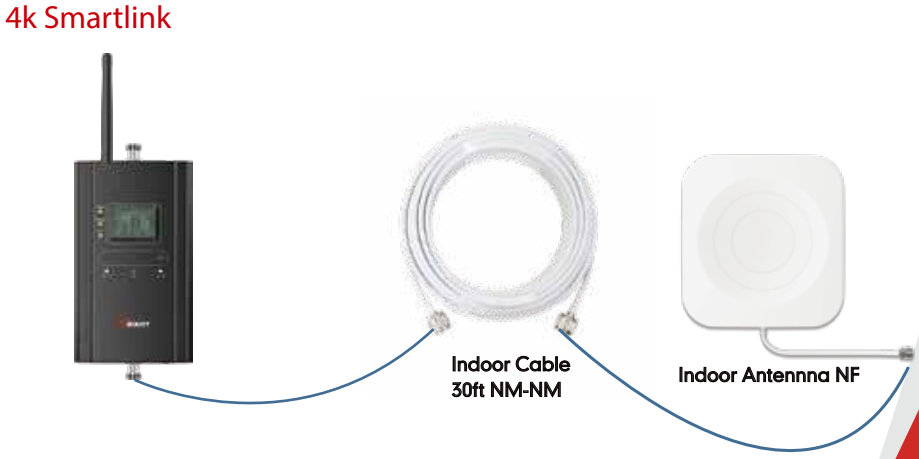
Step 4: Install the indoor antenna

4.1 Now it's turn to install the indoor antenna.

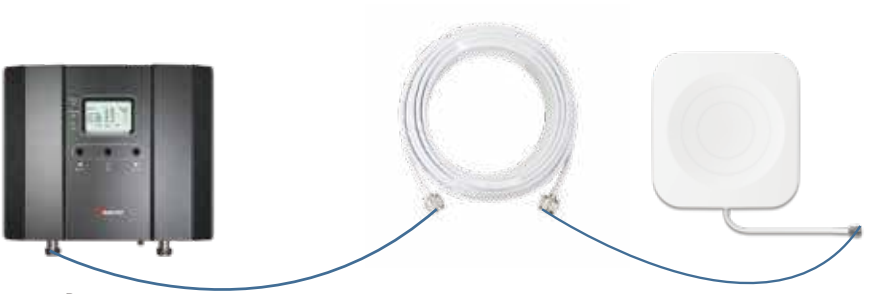
Note: It is better to have two people at this stage. One can go around to find the best place for indoor antenna. While the other can walk around to make tests all over to make sure every spot is covered with stable and high quality signal.



4.2 Connect the indoor antenna with the booster by indoor cable, and switch on the booster.



10k Smartlink



Booster

30’ Cable

Indoor
Antenn-

15k Smartlink



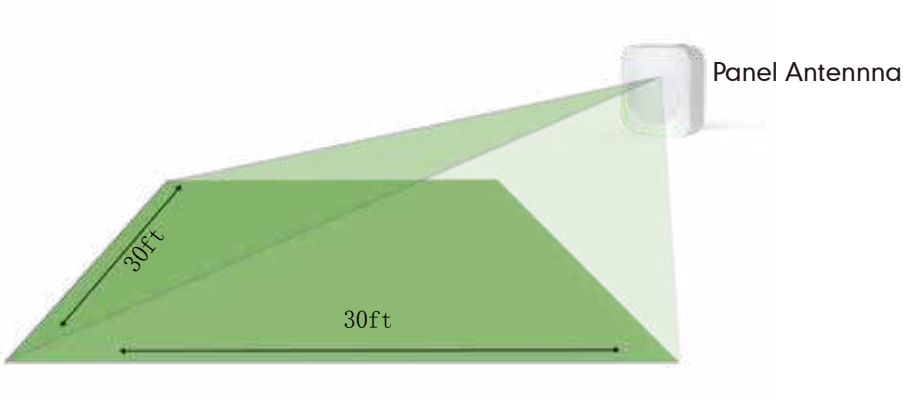
Booster

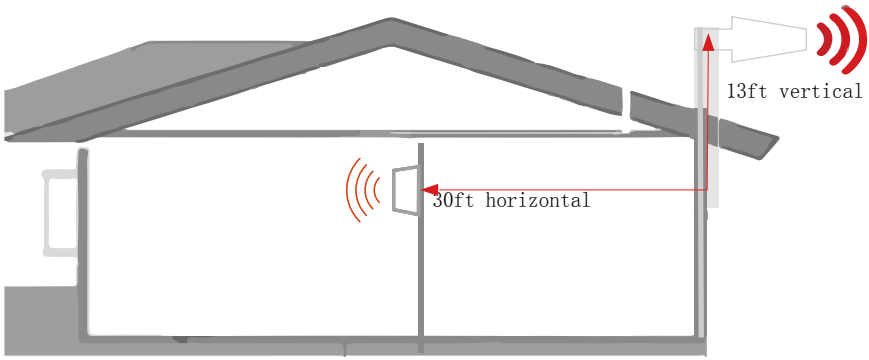
50’ Cable

Indoor
Antenn-

4.3 Find the proper location for indoor antenna

1) Determine the location according to the antenna's radiation pattern. The radiation pattern is 80° horizontal and 70° vertical. So try to make sure the space will fall into its radiation pattern.





2) After finding the location, hold it there, and ask the other person to compare the gain and power on LCD signal meter, they shall keep the same or very nearby with the photo taken during outdoor antenna install. This is to avoid the loop back between outdoor and indoor antennas, please move the indoor antenna till you get unchanged or slightly changed gain and power. This step is quite crucial for the booster's best performance.





Two requests of indoor antenna installation

A. Radiation shall be good enough to cover whole space

B. Loop back shall be avoided

Again the tips to avoid the loop back

1. Increase the distance between the outdoor and indoor antennas
2. The outdoor and indoor antennas shall be back to back
3. Use barriers between the indoor and outdoor antennas

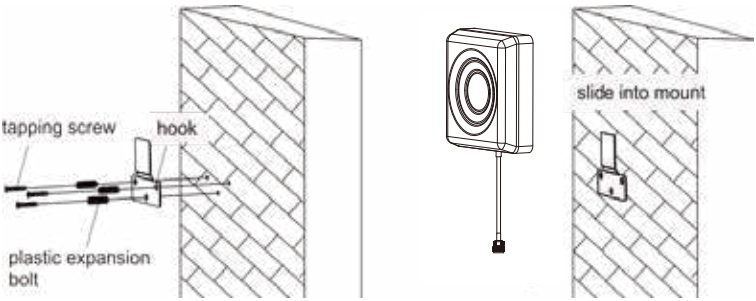
4.4 Signal quality test

After finding such a location, hold the indoor antenna there and ask the other person to walk back and forth, and use the 3rd party app to test the signal strength, voice, and data.
We recommend you to test the signal strength, the voice quality and data speed.

*Notes Again: Just remember that strength and quality are two separate issues. A poor quality "strong" signal can be next to useless, but a clean signal of two bars might be all your device needs.

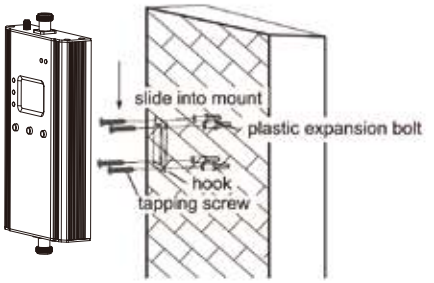


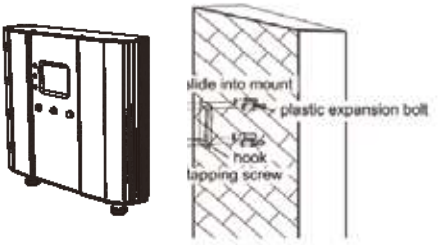
If the test is good, then congratulations, the indoor antenna position has been successfully found. Please install the indoor antenna.



Step 5: Install the booster and the cables

Mount the signal booster in a dry and cool area, and it shall be easily accessible for maintenance.
And run the cables neatly, please do use the **water-proof tape** to protect all outside



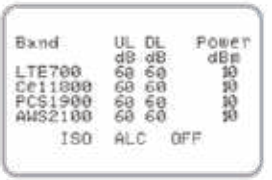


Test again the performance after installation is done

a. First make sure the LCD gauge value is unchanged from the outdoor antenna install.
b. Test by a third-party app, calls and network data are smooth in most indoor signal coverage areas.

a. Now everything is completed and please start to enjoy the mobile services.
b. If the result is not satisfactory or you want to be better, you may repeat the whole or part of the process to improve.
c. Please contact us: Signal Supervisor app online support, Phone and Email in case you have any problems.







4k Smartlink

OVERLOAD					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	>=8dBm	Alarm light quick blinking green or red	Outdoor signal is too strong	Have your outdoor antenna pointed slightly away from the cell tower
CELL800	<60dB	>=8dBm			
PCS1900	<60dB	>=8dBm			
AWS2100	<60dB	>=8dBm			

LOOP BACK					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	<8dBm	ISO light blinking green or red	Inadequate separation of the indoor and outdoor antennas	1、Increase vertical and horizontal distance. 2、Make the indoor and outdoor antennas face opposite directions. 3、Add barriers(e.g. walls) Please try these solutions until the gain reaches or is over 60dB.
CELL800	<60dB	<8dBm			
PCS1900	<60dB	<8dBm			
AWS2100	<60dB	<8dBm			

POOR SIGNAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	--/NEGATIVE	Alarm light and ISO light solid green	Input signal is too weak	1、Try adjusting the outdoor antenna to the best direction 2、Try adjusting the outdoor antenna to another cell tower 3、Try increasing the height of the outdoor antenna and make sure there are no barriers between the tower and the outdoor antenna Please try these solutions until the output power reaches or is over -5dBm.
CELL800	>=60dB	--/NEGATIVE			
PCS1900	>=60dB	--/NEGATIVE			
AWS2100	>=60dB	--/NEGATIVE			

Normal but No Boosted Signal					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green	1、The band is not supported 2、The Signal is from Other Carriers	Check the band you are using again. If it stays at band66,get into the 'Detail'/ 'Setting' of gagues on Signal Supervisor and switch off RF switch of AWS2100, then adjust the outdoor antenna again. It would be better if there are two persons and one can stay near the indoor antenna to check if the signal is boosted.
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

NORMAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green		
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

10k Smartlink

OVERLOAD					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	>=10dBm	Alarm light quick blinking green or red	Outdoor signal is too strong	Have your outdoor antenna pointed slightly away from the cell tower
CELL800	<60dB	>=10dBm			
PCS1900	<60dB	>=10dBm			
AWS2100	<60dB	>=10dBm			

LOOP BACK					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	<10dBm	ISO light blinking green or red	Inadequate separation of the indoor and outdoor antennas	1、Increase vertical and horizontal distance. 2、Make the indoor and outdoor antennas face opposite directions. 3、Add barriers(e.g. walls) Please try these solutions until the gain reaches or is over 60dB.
CELL800	<60dB	<10dBm			
PCS1900	<60dB	<10dBm			
AWS2100	<60dB	<10dBm			

POOR SIGNAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	--/NEGATIVE	Alarm light and ISO light solid green	Input signal is too weak	1、Try adjusting the outdoor antenna to the best direction 2、Try adjusting the outdoor antenna to another cell tower 3、Try increasing the height of the outdoor antenna and make sure there are no barriers between the tower and the outdoor antenna Please try these solutions until the output power reaches or is over -5dBm.
CELL800	>=60dB	--/NEGATIVE			
PCS1900	>=60dB	--/NEGATIVE			
AWS2100	>=60dB	--/NEGATIVE			

Normal but No Boosted Signal					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green	1、The band is not supported 2、The Signal is from Other Carriers	Check the band you are using again. If it stays at band66,get into the 'Detail'/ 'Setting' of gagues on Signal Supervisor and switch off RF switch of AWS2100, then adjust the outdoor antenna again. It would be better if there are two persons and one can stay near the indoor antenna to check if the signal is boosted.
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

NORMAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green		
CELL800	>=60dB	>=-5dBm			
PCS1900	>=60dB	>=-5dBm			
AWS2100	>=60dB	>=-5dBm			

15k Smartlink

OVERLOAD					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	>=10dBm	Alarm light quick blinking green or red	Outdoor signal is too strong	Have your outdoor antenna pointed slightly away from the cell tower
CELL800	<60dB	>=10dBm			
PCS1900	<65dB	>=10dBm			
AWS2100	<65dB	>=10dBm			

LOOP BACK					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	<60dB	<10dBm	ISO light blinking green or red	Inadequate separation of the indoor and outdoor antennas	1、Increase vertical and horizontal distance. 2、Make the indoor and outdoor antennas face opposite directions. 3、Add barriers(e.g. walls) Please try these solutions until the gain reaches or is over 60dB.
CELL800	<60dB	<10dBm			
PCS1900	<65dB	<10dBm			
AWS2100	<65dB	<10dBm			

POOR SIGNAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	--/NEGATIVE	Alarm light and ISO light solid green	Input signal is too weak	1、Try adjusting the outdoor antenna to the best direction 2、Try adjusting the outdoor antenna to another cell tower 3、Try increasing the height of the outdoor antenna and make sure there are no barriers between the tower and the outdoor antenna Please try these solutions until the output power reaches or is over -5dBm.
CELL800	>=60dB	--/NEGATIVE			
PCS1900	>=65dB	--/NEGATIVE			
AWS2100	>=65dB	--/NEGATIVE			

Normal but No Boosted Signal					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green	1、The band is not supported 2、The Signal is from Other Carriers	Check the band you are using again. If it stays at band66,get into the 'Detail'/ 'Setting' of gagues on Signal Supervisor and switch off RF switch of AWS2100, then adjust the outdoor antenna again. It would be better if there are two persons and one can stay near the indoor antenna to check if the signal is boosted.
CELL800	>=60dB	>=-5dBm			
PCS1900	>=65dB	>=-5dBm			
AWS2100	>=65dB	>=-5dBm			

NORMAL					
	DL GAIN	OUTPUT POWER	LED LIGHT PATTERN	REASON	SOLUTION
LTE700	>=60dB	>=-5dBm	Alarm light and ISO light solid green		
CELL800	>=60dB	>=-5dBm			
PCS1900	>=65dB	>=-5dBm			
AWS2100	>=65dB	>=-5dBm			

Technical Specifications

Model No.	4K Smart Link	10K Smart Link	15K Smart Link
Working Bands	Band 12/17/Band 13/Band 5/Band 25/2/Band 4		
UL Frequency Range	698-716 / 776-787 / 824-849 / 1850-1915 / 1710-1755		
DL Frequency Range	728-746 / 746-757 / 869-894 / 1930-1995 / 2110-2155		
Maximum Gain	60 dB	65 dB	70dB
Maximum Output Power	UL 24 dBm, DL 10 dBm	UL 24 dBm, DL 12 dBm	
I/O Port	N-Female & SMA-Female		
Weight	> 4.0 lb / 1.8 kg	> 5.0 lb / 2.2 kg	
Dimensions	4.7in x 7.8in x1.4in / 120mm x 198mm x 34mm	8.6in x 6.5in x 2in / 218mm x 165mm x 50mm	
MGC(Step Attenuation)	>25 dB /1 dB Step		
Impedance	50 ohm		
Environment Condition	IP40		
Power Supply	Input AC 100~240V, 50/60Hz, Output DC 12 V/3 A		

Notes: Support 5G only that's been or will be deployed in current 4G by DSS (Dynamic Spectrum Sharing) by carriers.

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

Online Support: Create a ticket or chat via Signal Supervisor app

(972) 870-5666 (M-F from 9 am – 5 pm CST)

service@hiboost.com

www.hiboost.com

Authorized Accessories List

Outdoor Antenna & Cable Kit Options

Kit 9-5050
Yagi 9dbi Antenna & 50' 5D Cable
Kit 11-100400
Yagi 11dbi Antenna & 100' 400 Cable
Kit 11-7550
Yagi 11dbi Antenna & 75' 5D Cable
Kit 11-100500
Yagi 11dbi Antenna & 100' 5D Cable
Kit 10-3050
Panel 10dbi Antenna & 30' 5D Cable
Kit 10-50400
Panel 10dbi Antenna & 50' 400 Cable
Kit 10-5050
Panel 10dbi Antenna & 50' 5D Cable
Kit 10-75400
Panel 10dbi Antenna & 75' 400 Cable
Kit 10-100400
Panel 10dbi Antenna & 100' 400 Cable
Kit 10-7550
Panel 10dbi Antenna & 75' 5D Cable
Kit 10-10050
Panel 10dbi Antenna & 100' 5D Cable

Kit 9-50400
Yagi 9dbi Antenna & 50' 400 Cable
Kit 9-75400
Yagi 9dbi Antenna & 75' 400 Cable
Kit 9-100400
Yagi 9dbi Antenna & 100' 400 Cable
Kit 9-7550
Yagi 9dbi Antenna & 75' 5D Cable
Kit 9-10050
Yagi 9dbi Antenna & 100' 5D Cable
Kit 7-3050
Panel 7dbi Antenna & 30' 5D Cable
Kit 7-50400
Panel 7dbi Antenna & 50' 400 Cable
Kit 7-5050
Panel 7dbi Antenna & 50' 5D Cable
Kit 7-75400
Panel 7dbi Antenna & 75' 400 Cable
Kit 7-100400
Panel 7dbi Antenna & 100' 400 Cable

Kit 7-7550
Panel 7dbi Antenna & 75' 5D Cable
Kit 7-10050
Panel 7dbi Antenna & 100' 5D Cable
Kit 5-30400
Omni 5dbi Antenna & 30' 400 Cable
Kit 5-3050
Omni 5dbi Antenna & 30' 5D Cable
Kit 5-50400
Omni 5dbi Antenna & 50' 400 Cable
Kit 5-5050
Omni 5dbi Antenna & 50' 5D Cable
Kit 5-75400
Omni 5dbi Antenna & 75' 400 Cable
Kit 5-10400
Omni 5dbi Antenna & 100' 400 Cable
Kit 5-7550
Omni 5dbi Antenna & 75' 5D Cable
Kit 5-10050
Omni 5dbi Antenna & 100' 5D Cable

Indoor Antenna & Cable Kit Options

Kit 72-5050-50
2 Panel 7dbi Antenna with50' 5D N male & 2-Way Splitter
Kit 52-5050-50
2 Whip 5dbi Antenna &50' 5D Cable & 2-Way Splitter
Kit 102-5050-50
2 Panel 10dbi Antenna with50'5D N male & 2-Way Splitter
Kit 103-7550-50
3 Panel 10dbi Antenna & 75' 5D Cable & 3-Way Splitter
kit 104-7550-50
4 Panel 10dbi Antenna & 75' 5D Cable & 3 2-Way Splitter

Kit 73-7550-50
3 Panel 7dbi Antenna & 75' 5D Cable & 3-Way Splitter
kit 74-7550-50
4 Panel 7dbi Antenna & 75' 5D Cable & 3 2-Way Splitter
Kit 3-30400
Omni 3dBi Antenna with 30' 400 Cable
Kit 3-5050
Omni 3dBi Antenna & 50' 5D Cable
Kit 3-7550
Omni 3dBi Antenna & 75' 5D Cable
Kit 3-10050
Omni 3dBi Antenna & 100' 5D Cable

Kit 3-30400
Omni 3dBi Antenna with 30' 400 Cable
Kit 3-50400
Omni 3dBi Antenna & 50' 400 Cable
Kit 32-50400-50
2Omni 3dBi Antenna & 50' 400 Cable & 2-Way Splitter
Kit 33-50400-50
3 Omni 3dBi Antenna & 50' 400 Cable & 3-Way Splitter
Kit 34-50400-50
4 Omni 3dBi Antenna &50' 400 Cable &3 2-Way Splitter

FCC and IC Statements

FCC RF EXPOSURE STATEMENT

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instruction for satisfying RF exposure compliance. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitte.

IC RF EXPOSURE STATEMENT

The devices is compliance with RF exposure limits. The minimum distance from body to use the device is 20 CM.

Le présent appareil est conforme aux conformité ou aux limites d'intensité de champ RF. La distance minimale du corps à utiliser le dispositif est de 20 CM.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Re-orient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Changes or modifications not expressly approved by HiBoost could void the user's authority to operate the equipment. For a complete list of antennas and cables approved for use with these boosters see Authorized Kitting Options

FCC 27.50(d)(4) Statement: Fixed, mobile, and portable (handheld) stations operating in the 1710-1755 MHz band are limited to 1-watt EIRP. Fixed stations operating in the 1710-1755 MHz band are limited to a maximum antenna height of 10 meters above ground.

FURTHER INFORMATION ON SIGNAL BOOSTER END-USE REGISTRATION

The following links are the currently active contacts for booster registration with U.S. wireless providers:
https://www.uscellular.com/uscellular/support/fcc-booster-registration.jsp
https://www.sprint.com/legal/fcc_boosters.html
https://www.verizonwireless.com/solutions-and-services/accessories/register-signal-booster/ https://support.t-mobile.com/docs/DOC-9827
https://securec45.securewebsession.com/attsignalbooster.com/

IC Statement: This device complies with Innovation, Science and Economic Development Canada ICES-003 Compliance Label: CAN ICES-3 (B)/NMB-3(B). Le présent appareil est conforme Innovation, science et développement économique Canada ICES-003 Étiquette de conformité: CAN ICES-3 (B) / NMB-3 (B).
Please follow the link to access the CPC-2-1-05:

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers may not consent to the use of this device on their network. If you are unsure, contact your provider.

In Canada, BEFORE USE, you must meet all requirements set out in ISED CPC-2-1-05.

You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed least 20 cm(8 inches)from(i. e..MUST NOT be installed within 20 cm of)any person.

You MUST cease operating this device immediately if requested by the FCC(or ISED in Canada)or a licensed wireless service provider.

WARNING. E911 location information may not be provided or may be inaccurate for calls served by using this device.

This device may be operated ONLY in a fixed location(i.e., may operate in a fixed location

Return and Warranty Policies

30-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 30-days with proof of purchase. Please contact the customer support team.

3-Year Warranty: Signal boosters and kits are warranted for 3 years. We will repair or replace the unit and will cover the cost of delivery back to consumers located within the continental US and Canada. We will only cover shipping to our office if the booster was delivered to you recently, and was delivered defective.

Customers can choose to return the signal boosters and kits directly to the manufacturer at the purchaser's expense with a dated proof of purchase and a Returned Material Authorization (RMA) number supplied by us. RMA numbers may be obtained by contacting customer support at 972-870- 5666 or support @hiboost.com

This warranty does not apply to any signal boosters or kits determined by us to have been subjected to tampering, misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties.

We are not liable for any Signal Supervisor application network connectivity issues. The cell phone signal booster relies on a strong, continuous and reliable connection to the internet in order to communicate with the cell phone application. For all Signal Supervisor Application related issues, please check your network strength and call our technical support.

Failure to use a surge-protected AC power strip with at least a 1000 Joule rating will void your warranty. Damage caused by lightning is not covered by this warranty.

All of the products that are packaged with other accessory products are intended for resale and used as a single integrated system. Such product kits are required to be sold to the end-users or subsequent reseller as packaged.

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