



## **User Manual**

HiWay-5S ( C27G-5S-EU )










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### SAFETY WARNINGS

Users must follow the principles stated below:

-  Booster should follow system requirements of mobile signal enhancement equipment, assure good grounding and lightning protection.
-  Booster's power supply voltage should meet the standards of security requirements; any operation should be carried out only after cutting off power in advance. Only professionals are authorized for the operation.
-  Do not dismantle the booster, maintain or displace accessories by yourself. In this way the equipment can be damaged and you can even get an electric shock.
-  Do not open the booster, touch the module of booster, or open the cover of module to touch the electronic component. The components will be damaged due to electrostatic.
-  Keep away from heating equipment, because the booster will dissipate heat during working. Do not cover the booster with anything that influences heat-dissipation.
-  The device has a plug connection, the socket must be close to the device and accessible.
-  During the transportation and storage the device should be protected against humidity, violent impact and strong vibration.

## Package Content

HiWay-5S ( 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 HiWay-5S (C27-5S-EU)! 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 5808

+44 20 3239 5802

+44 20 8144 7969

**Email:** sales@huaptec.eu

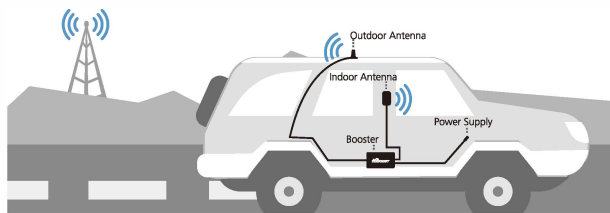
sales1@huaptec.eu

sales2@huaptec.eu

**Website:** www.hiboost.com/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

HiWay-5S (C27-5S-EU) vehicle booster units and antennas must be strategically placed in order to perform and provide maximum coverage.

The HiBoost Signal Supervisor app allows users to communicate to HiWay-5S (C27-5S-EU) 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.
- The Quick Install Guide in the Signal Supervisor App provides detailed instructions for placement of both the outside and inside antennas (referred to hereafter as "Location Out", and "Location In"), to help you achieve the maximum gain.

## Installation – Signal Supervisor App

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

**Note:** Enable the Bluetooth and Location services on your smart phone 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, 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 also access the guide by following:

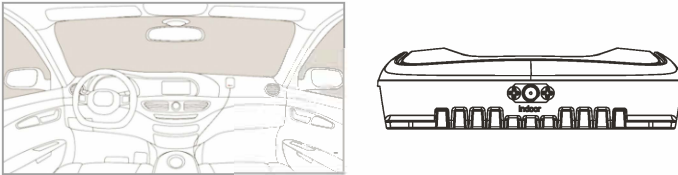
**Go to My Devices > Select the Booster > Device Details > Quick Install Guide**

**Note:** Bluetooth connections are limited to a range of only 30ft/9m. 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.

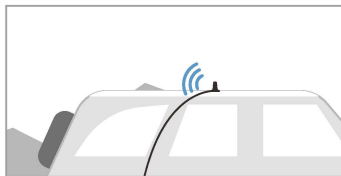
1. Mount or place the indoor antenna at the location which has been found in the Pre-Installation Instructions called "Location In", and connect it to the booster.



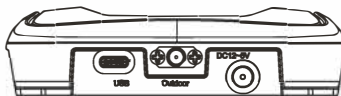
**Note:** Ensure that the front of the patch is facing in the direction where you would want signal to be distributed.

**WARNING: DO NOT MOUNT THE INDOOR ANTENNA ON WHERE AIRBAGS WILL DEPLOY**

2. Mount the outdoor antenna on the top of the vehicle at the location which has been found in Pre-Installation Instruction called "Location Out", and connect it to the booster. Keep the outdoor antenna 30cm away from windows (including the sunroofs).



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 INDICATIONS

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

### Common Issues

The vehicle booster is installed but there's still no signal

The signal is not stable after turning on the booster power

The Alarm LEDs are quick flashing blue or red or off

There is No Power

### Troubleshooting Instructions

Check to see if the vehicle is started  
Double check connections to make sure none are loose

Check that the outdoor signal is stable by referring to your mobile device and checking your coverage

Check to make sure vehicle is not parked too close to a cell tower

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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sales1@huaptec.eu  
sales2@huaptec.eu

**Website:** [www.hiboost.com/eu/](http://www.hiboost.com/eu/)

## Technical Specifications

RF Parameter	Uplink	Downlink	
Frequency Range	800 MHz	832~862 MHz	791~821 MHz
	900 MHz	880~915 MHz	925~960 MHz
	1800 MHz	1710~1785 MHz	1805~1880 MHz
	2100 MHz	1920~1980 MHz	2110~2170 MHz
	2600 MHz	2500~2570 MHz	2620~2690 MHz
Max. Gain	45dB	50dB	
Max. Power	16 dBm	8 dBm	
Electrical Parameter			
Power Adapter	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.