



# User Manual

C27G-5S-BTW

C27G-5S-RV

C27G-5S-TRUCK



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## Package Content

Product Image			
Model Number	C27G-5S-BTW	C27G-5S-RV	C27G-5S-TRUCK
Power Supply			
Indoor Antenna			
Outdoor Antenna			

**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 a HiBoost Booster. Our new and improved travel signal boosters are precision-engineered products that improve cellular reception inside of vehicles.

HiBoost’s exclusive cloud-based Signal Supervisor mobile application allows 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:** (972) 870-5666 (M-F from 9 am – 5 pm)

**Email:** support@hiboostusa.com

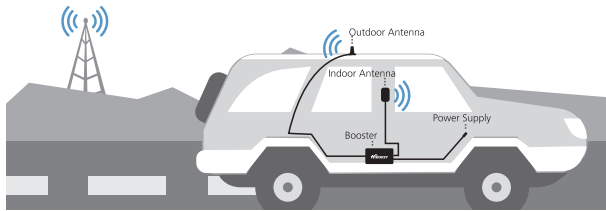
**Website:** www.hiboost.com



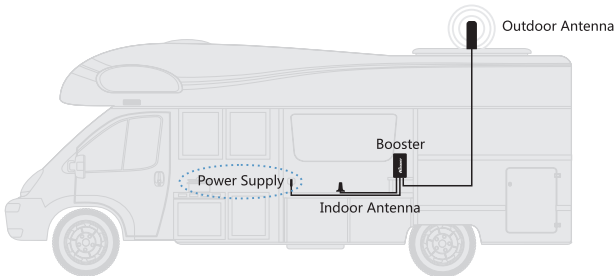
## How Signal Boosters Work

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 3G and 4G LTE signal for all US and Canadian carrier networks.

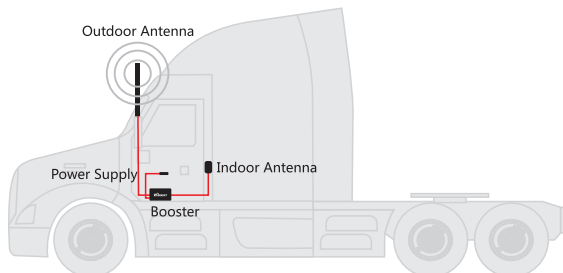
For C27G-5S-BTW



For C27G-5S-RV



For C27G-5S-TRUCK



## Pre-Installation Instructions

HiBoost's booster units and antennas must be strategically placed in order to perform and provide maximum coverage.

The HiBoost Signal Supervisor app will allow users to communicate to the booster via Bluetooth. It will also allow users to communicate with the booster locally via Bluetooth 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.
- Completely read the user manual and gather all necessary tools, materials 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, 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 also access the guide by following:

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



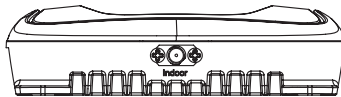
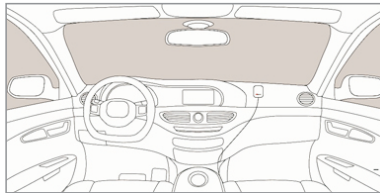
**Note:** Bluetooth connections are limited to a range of only 30 feet. If there are any issues installing the booster, please contact our technical support team via the Online Support Chat.

## 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.

### For C27G-5S-BTW

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.

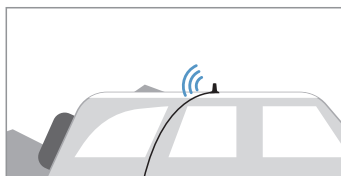


**Note:** Ensure that the front of the patch is facing in the direction where you would want signal to be distributed.

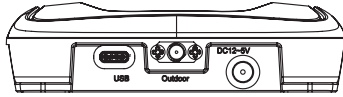
**WARNING: DO NOT MOUNT THE INDOOR ANTENNA ON WHERE AIRBAGS WILL DEPLOY**

2. Mount the outdoor antenna on the top of the vehicle at the location which has been found in the Pre-Installation Instructions called "Location Out", and connect it to the booster.

Keep the outdoor antenna 30cm away from windows(including the sunroofs)



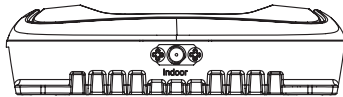
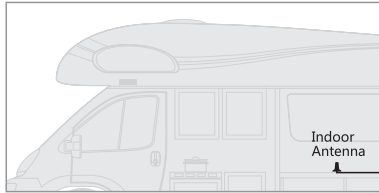
3. Plug-in the DC power supply and power on the booster



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

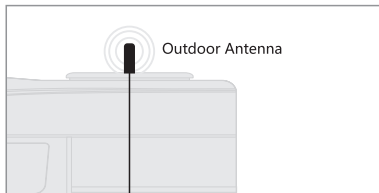
**For C27G-55-RV**

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.

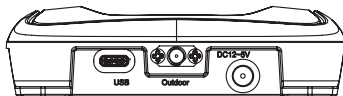


**Note:** Ensure that the front of the patch is facing in the direction where you would want signal to be distributed.

2. Mount the outdoor Omni-directional antenna to the roof of the vehicle using the provided mounting equipment, at the location found in the Pre-Installation Instructions called "Location Out ", and connect it to the booster.Keep the outdoor antenna 15inches away from windows(including the sunroofs)



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

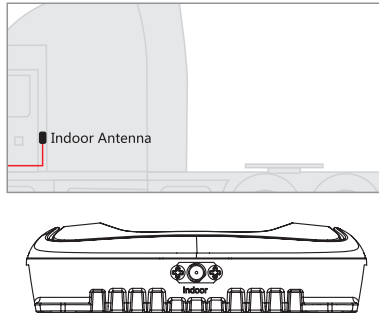


**Note:** The booster will flash blue lights that will last for about 20 seconds while it is adjusting to the current network environment. If the roof of the rv is mostly non-metallic, try to place the outdoor antenna on top of the metal part of the roof (such as the air conditioner) and keep the outdoor antenna away from the indoor antenna as far as it can be.



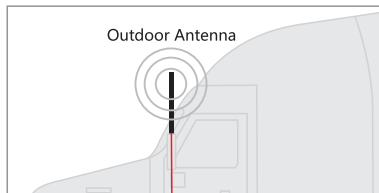
### For C27G-5S-Truck

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

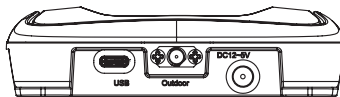


**Note:** Ensure that the front of the patch is facing in the direction where you want the signal to be distributed.

2. Mount the outdoor Omni-directional antenna to the location found in the Pre-Installation Instructions called "Location Out", 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:** (972) 870-5666 (Mon-Fri, 9 am – 5 pm CST)

**Email:** [support@hiboostusa.com](mailto:support@hiboostusa.com)

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



## 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 co-located or operating in conjunction with any other antenna or transmitter.

### IC RF EXPOSURE STATEMENT

The device 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 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 only) for in-building use.

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 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 H iBoost 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.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:

<http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>



## Technical Specifications

RF Parameter		Uplink	Downlink
Frequency Range	LTE (A+B)	698-716MHz	728-746MHz
	LTE (C)	776-787MHz	746-757MHz
	CDMA	824-849MHz	869-894MHz
	PCS	1850-1915MHz	1930-1995MHz
	AWS	1710-1755MHz	2110-2155MHz
Max. Gain		50dB	
Max. Power		UL 22 dBm	DL 6 dBm
Electrical Parameter			
Power Supply		Input DC12-24V, Output DC5V/3A	
Power Adapter		Input AC 100-240V, Output DC 5V/3A(C27G-5S-RV)	
Input Impedance		50 ohms	
Mechanical Parameter			
I/O Port Type		SMA-Female	
Environment Parameter			
Operating Temperature		-49 to 131 °F	
Storage Temperature		-40 to 176 °F	
Environment Conditions		IP40	

## 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-day with proof of purchase. Please contact the HiBoost customer support.

**3-Year Warranty:** HiBoost signal boosters and kits are warranted for 3 years. HiBoost will repair or replace the unit and will cover the cost of delivery for consumers located within the continental U.S and Canada.

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 HiBoost. RMA numbers may be obtained by contacting customer support at 972-870- 5666 or support @hiboostusa.com

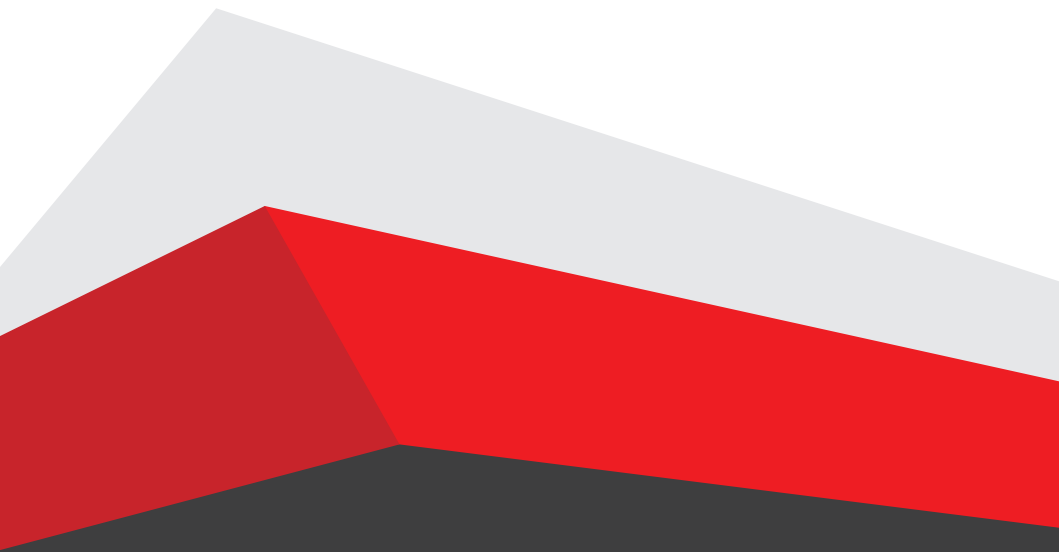
This warranty does not apply to any signal boosters or kits determined by HiBoost to have been subjected to tampering, misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties.

HiBoost is 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.

All HiBoost products that are packaged with other HiBoost 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.







**HiBoost**

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