User Manual
HiBoost SLW
Pro25-5S-BTW
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## Package Content

<table>
<thead>
<tr>
<th><strong>Product Image</strong></th>
<th><img src="image" alt="HiBoost SLW" /></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Name</strong></td>
<td>HiBoost SLW</td>
</tr>
<tr>
<td><strong>Model</strong></td>
<td>Pro25-5S-BTW</td>
</tr>
<tr>
<td><strong>Power Supply</strong></td>
<td>Input AC 100<del>240V, 50</del>60Hz, Output DC 12V/3A</td>
</tr>
</tbody>
</table>

**NOTE:** Available accessories can be purchased through your Dealer. For a list of available accessories please visit [www.hiboost.com](http://www.hiboost.com).
Introduction

Thank you for purchasing HiBoost’s SLW Cell Phone Signal Booster. The SLW is a precision engineered product that improve cell reception inside medium to large sized businesses by amplifying incoming and outgoing cell phone signals. The booster features Smart Link technology that allows you to monitor the status of your SLW from your mobile device and desktop using our cloud-based Signal Supervisor platform.

If you have any issues installing your SLW product, please contact HiBoost.

info@hiboostusa.com
972-870-5666
www.hiboost.com

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

How the SLW Booster Works
Pre-Installation Instruction

HiBoost’s SLW booster unit(s) and antennas must be strategically placed in order to provide maximum coverage.

A “soft installation” is recommended before you permanently mount any equipment for your purchased booster system. This technique will simplify the installation process by allowing you to identify any possible installation issues beforehand.

Initially, you will need to connect all the provided components together in each location where the equipment will be installed. The booster system can then be turned on and tested.

**NOTE: DO NOT** permanently install any equipment or cabling yet.

Professional Installation Tips:

- Completely read the installation manual beforehand.
- Gather all necessary tools, materials, and accessories.
- Perform a “soft installation.”
SLW Installation (LCD Display Manual Method)

This is a backup method that can be used when the Wi-Fi and Bluetooth is unavailable. Before you use this method to install your booster, please take a moment to familiarize yourself with the LCD Display, LED Status Indicators and Control Buttons on the unit.

Front LCD Display and LED Lights

Bottom Ports and LED Lights
How to Set-Up Booster Manually
In order to do this efficiently, you can need to have a second person helping you.

**Step 1**: Connect the outdoor antenna to the booster’s outdoor port.
**Step 2**: Fix the outdoor antenna on the roof of the building and point it to the nearest cell tower.
**Step 3**: Look at the gain and output power value displayed on the booster’s LCD. The outdoor antenna receives the strongest signal when the booster’s downlink output power reaches its highest level in each band.

**NOTE**: If the LCD display shows maximum gain and power, and there are not any alarms (no ISO, ALC, OFF legend flashing and no quick flashing green or red in LEDs), it means the present location is the best for ensuring that the booster has maximized performance.

![Diagram showing signal strength and settings on the booster's LCD.](image)

**NOTE**: The maximum downlink power/downlink gain for SLW is 15 dBm/72 dB

**NOTE**: These showed values may vary dynamically at times between 1-3 dB which is normal due to outdoor signal conditions.

The booster has self-adaptive smart Automatic Level Control (ALC) and Isolation Gain Processing (ISO). These controls are sufficient to keep the booster working properly. When the ALC or ISO is adjusting the gain at a very high rate and either ALC or ISO LED is flashing more than once, a manual adjustment might be required to maintain proper coverage from the booster. Please refer to our troubleshooting section and contact our customer support.
Quick Troubleshooting Guide

Eliminate Flashing ISO LCD Display Indicator and Quick Flashing Green, Quick Flashing Red ISO LED Indicator problems:

1. Adjust the outdoor antenna direction, keeping it away from the indoor antenna. Restart the booster.
2. Increase the vertical or horizontal distance between the outdoor antenna and the indoor antenna. Restart booster.
3. Use barriers such as walls to increase the isolation between antennas. Restart booster.
4. Change the indoor antenna type to an antenna with a more directional antenna pattern. Orient the indoor antenna and the outdoor antenna so they are not pointing at each other.
5. Reduce the booster’s downlink gain using the manual gain controls. Keep the uplink gain value and downlink gain value the same. Restart booster.

NOTE: Uplink gain must be equal to or not less than 5dB below the downlink gain to avoid interference with the local carrier’s cell site network.

Target: The ISO issues are solved when the ISO LED is “Green” or “Slow Flashing Green” or no flashing ISO legend.

Eliminate poor coverage problems when Power “—” legend on LCD and Alarm LED is Green

1. If the signal has not been improved, please check below:
   • The weak downlink signal leads to the low output signal level. Change the direction or position of the outdoor antenna. You may also try replacing the outdoor antenna with a higher gain antenna to increase the incoming signal
   • Check to see if it is necessary to add more indoor antennas. Barriers such as walls can block the signal indoors. You should also check the booster to make sure the power is maximized. Try installing more indoor antennas or replace the booster with a higher powered one
2. If the signal in a small section of the building hasn’t been improved, try the following:
   • Check to see if the indoor antenna is installed correctly. Try moving the antenna to improve coverage
   • Try adjusting the direction the indoor antenna is pointing
Other Troubleshooting Issues

You may reference the chart below to identify the current status of your booster. If you are having issues with any of the following LED status indicators, please contact our technical support at info@hiboostusa.com or give us a call at 972-870-5666.

<table>
<thead>
<tr>
<th>LED STATUS INDICATORS</th>
<th>LED</th>
<th>STATUS</th>
<th>INDICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alarm LED</td>
<td></td>
<td>GREEN</td>
<td>Below full output power</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SLOW FLASHING GREEN</td>
<td>Full output power</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QUICK FLASHING GREEN</td>
<td>Output power is too high</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QUICK FLASHING RED</td>
<td>Booster will automatically shut off due to excessive DL signal from tower</td>
</tr>
<tr>
<td>Power LED</td>
<td></td>
<td>GREEN</td>
<td>Normal</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OFF</td>
<td>DC Power Problem</td>
</tr>
<tr>
<td>ISO LED</td>
<td></td>
<td>GREEN</td>
<td>Indicates oscillation status</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SLOW FLASHING GREEN</td>
<td>Slight loop back or self-oscillation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QUICK FLASHING GREEN</td>
<td>Deep loop back or self-oscillation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>QUICK FLASHING RED</td>
<td>Booster is automatically shutting off</td>
</tr>
</tbody>
</table>
Authorized Indoor Accessories List

These accessories are approved by the FCC to be used with all boosters:

Outdoor Antenna & Cable Kit Options

Kit numbers: 11-100400
Wide Band Directional Antenna with 100’ 400 N male
Kit numbers: 11-75400
Wide Band Directional Antenna with 75’ 400 N male
Kit numbers: 11-50400
Wide Band Directional Antenna with 50’ 400 N male
Kit numbers: 11-30400
Wide Band Directional Antenna with 30’ 400 N male
Kit numbers: 11-100300
Wide Band Directional Antenna with 100’ 300 N male
Kit numbers: 11-75300
Wide Band Directional Antenna with 75’ 300 N male
Kit numbers: 11-50300
Wide Band Directional Antenna with 50’ 300 N male
Kit numbers: 11-30300
Wide Band Directional Antenna with 30’ 300 N male
Kit numbers: 10-100400
Panel Antenna with 100’ 400 N male
Kit numbers: 10-75400
Panel Antenna with 75’ 400 N male
Kit numbers: 10-50400
Panel Antenna with 50’ 400 N male
Kit numbers: 10-30400
Panel 10dbi Antenna with 30’ 400 N male
Kit numbers: 10-100300
Panel Antenna with 100’ 300 N male
Kit numbers: 10-75300
Panel Antenna with 75’ 300 N male
Kit numbers: 10-50300
Panel Antenna with 50’ 300 N male
Kit numbers: 10-30300
Panel Antenna with 30’ 300 N male

Indoor Antenna & Cable Kit Options

Kit numbers: 102-100400-50
Panel Antenna with 100’ 400 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 102-75400-50
Panel Antenna with 75’ 400 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 73-75400-50
Panel Antenna with 75’ 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 73-50400-50
Panel Antenna with 50’ 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 33-100400-50
Dome Antenna with 100’ 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 33-75400-50
Dome Antenna with 75’ 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-100400-50
Panel Antenna with 100' 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-75400-50
Panel Antenna with 75' 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-50400-50
Panel Antenna with 50' 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-30400-50
Panel Antenna with 30' 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 104-100400-50
Panel Antenna with 100' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 104-75400-50
Panel Antenna with 75' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 104-50400-50
Panel Antenna with 50' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 104-30400-50
Panel Antenna with 30' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 102-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 102-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 103-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 103-50300-50
Panel Antenna with 50' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 104-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 104-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 104-50300-50
Panel Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 72-100400-50
Panel Antenna with 100' 400 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 72-75400-50
Panel Antenna with 75' 400 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 73-30400-50
Panel Antenna with 30' 400 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 74-100400-50
Panel Antenna with 100' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-75400-50
Panel Antenna with 75' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-50400-50
Panel Antenna with 50' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-30400-50
Panel Antenna with 30' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 72-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 72-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 2-Way Splitter
Kit numbers: 73-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 73-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 73-50300-50
Panel Antenna with 50' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 73-30300-50
Panel Antenna with 30' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 74-100300-50
Panel Antenna with 100' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-75300-50
Panel Antenna with 75' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-50300-50
Panel Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 74-30300-50
Panel Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-100400-50
Dome Antenna with 100' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75400-50
Dome Antenna with 75' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50400-50
Dome Antenna with 50' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30400-50
Dome Antenna with 30' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-3-50400-50
Dome Antenna with 100' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 3-75400-50
Dome Antenna with 75' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 3-Way Splitter
Kit numbers: 3-3-100400-50
Dome Antenna with 100' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75400-50
Dome Antenna with 75' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50400-50
Dome Antenna with 50' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30400-50
Dome Antenna with 30' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-3-75400-50
Dome Antenna with 100' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-3-75300-50
Dome Antenna with 100' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75400-50
Dome Antenna with 75' 400 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50400-50
Dome Antenna with 50' 400 N male & a 50 Ohm 4-Way Splitter
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Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75300-50
Dome Antenna with 75' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75300-50
Dome Antenna with 75' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-75300-50
Dome Antenna with 75' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-50300-50
Dome Antenna with 50' 300 N male & a 50 Ohm 4-Way Splitter
Kit numbers: 3-30300-50
Dome Antenna with 30' 300 N male & a 50 Ohm 4-Way Splitter
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 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.

Note: 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://support.t-mobile.com/docs/DOC-9827
https://secure45.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).

Link to CPC-2-1-05
# Technical Specifications

<table>
<thead>
<tr>
<th>RF Parameter</th>
<th>Uplink</th>
<th>Downlink</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequency Range</td>
<td></td>
<td></td>
</tr>
<tr>
<td>700MHz Band 12/17</td>
<td>698~716 MHz</td>
<td>728~746 MHz</td>
</tr>
<tr>
<td>700MHz Band 13</td>
<td>776~787 MHz</td>
<td>746~757 MHz</td>
</tr>
<tr>
<td>800MHz Band 5</td>
<td>824~849 MHz</td>
<td>869~894 MHz</td>
</tr>
<tr>
<td>PCS1900 Band 25/2</td>
<td>1850~1915 MHz</td>
<td>1930~1995 MHz</td>
</tr>
<tr>
<td>AWS2100 Band 4</td>
<td>1710~1755 MHz</td>
<td>2110~2155 MHz</td>
</tr>
<tr>
<td>Band width</td>
<td></td>
<td></td>
</tr>
<tr>
<td>700MHz Band 12/17</td>
<td>18 MHz</td>
<td></td>
</tr>
<tr>
<td>700MHz Band 13</td>
<td>11 MHz</td>
<td></td>
</tr>
<tr>
<td>800MHz Band 5</td>
<td>25 MHz</td>
<td></td>
</tr>
<tr>
<td>PCS1900 Band 25/2</td>
<td>65 MHz</td>
<td></td>
</tr>
<tr>
<td>AWS2100 Band 4</td>
<td>45 MHz</td>
<td></td>
</tr>
<tr>
<td>Max. Gain</td>
<td>72 dB</td>
<td></td>
</tr>
<tr>
<td>Max. output power</td>
<td>17~24 dBm</td>
<td>15 dBm</td>
</tr>
<tr>
<td>MGC (Step Attenuation)</td>
<td>$\geq 25$ dB / 1 dB step</td>
<td></td>
</tr>
</tbody>
</table>

**Electrical Parameter**

- Power Supply: Input AC 100~240 V, 50~60 Hz, Output DC 12 V / 3 A
- Input & Output Impedance: 50 ohm

**Mechanical Parameter**

- I/O Port: N-Female
- Dimensions: 11*7.3*2.2 inch / 280*185*55 mm
- Weight: $< 11$ lbs / 5 kg
Returns and Warranty Policies

**30-Day Money-Back:** All HiBoost products are protected by a 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 with a dated proof of purchase.

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

This warranty does not apply to any signal boosters or kits determined by HiBoost to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties. We do not recover any Signal Supervisor application network connectivity issues. The cell phone 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 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. RMA numbers may be obtained by contacting Technical Support at 972-870-5666.