



# Let's get started

**A quick user guide for your 5G Ultra Hub**



# Get connected in three simple steps

## 1 Network

Insert your SIM into SIM1 located on the right side of the Hub.

Screw the 'A' antennas to the rear connectors and the 'B' antennas to the side connectors on the Hub.

Ensure they are finger tight before proceeding.

## 2 Location

Keep your Hub flat, at height and the front facing into the room for the best signal.

Avoid putting the Hub behind obstacles which may affect it receiving its signal.

It's recommended to have near to a window.

## 3 Power

Insert the power cable into the power port on your Hub and plug into the wall socket. Switch on the power at the socket to turn your Hub on.

The LED indicators will flash. After a minute, the 5G/4G and power indicators will become solid.

# Connecting your devices

You will find your Wi-Fi network name (SSID) and password on a card inside your box. This can be changed via the T4S portal.

Connecting can vary by device, but you'll generally need to follow these steps:

1. Select settings and turn on Wi-Fi
2. Select your Wi-Fi network name
3. Enter the password
4. Click on 'join' or 'connect'

## Want to use a wired connection?

Plug an Ethernet cable into your computer or laptop. Then plug the other end into any of the LAN ports on the front of the Ultra Hub.

## What's in the box

The items below are included in the box.



5G Ultra Hub

Antennas



x8 Black Screws



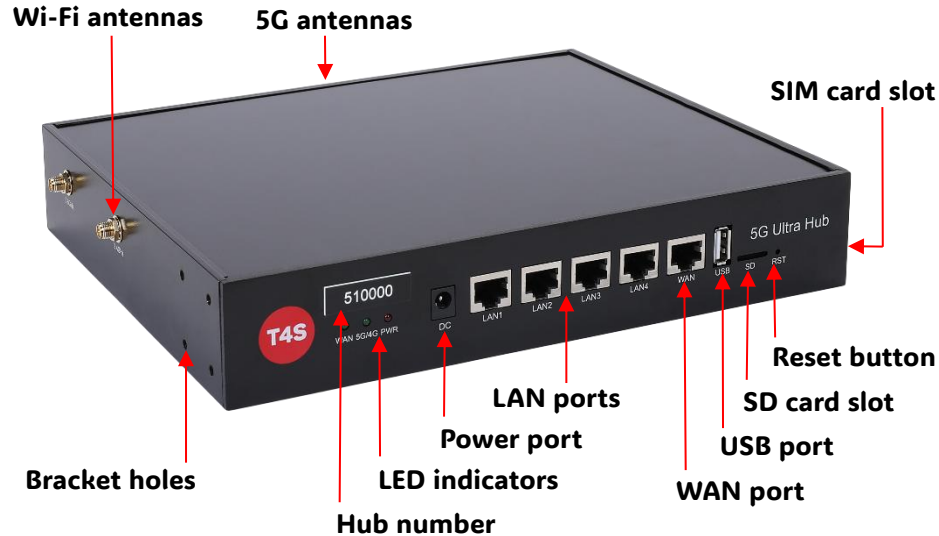
Power Supply



Wall and Rack Brackets



## Get to know your 5G Ultra Hub



## Need some more help?

- Check all the antennas are attached correctly and fastened tight
- The power is switched on and the LED indicators are lit
- There is an activated SIM card inserted into SIM1 correctly (chip side downwards, straight edge first), there is a 'click' when inserted correctly
- The Ultra Hub is free from signal-blocking obstacles
- Ensure you are typing the correct password that was provided
- If you are connected but your device is displaying 'connected without internet' this will be due to either a signal or SIM issue

## **Boost your chances**

To optimise your signal strength, a high-gain antenna can be attached in place of the standard antennas (sold separately).

The antenna can be used inside and out, mounting it with the bracket or suction cups provided.

Before permanently fixing the antenna in place, we recommend testing in various locations to achieve the best speeds and signal strength.

Keep away from obstacles that will interfere with the antenna.



## **Professional installation**

If you are still struggling with performance, you can achieve optimal connection with an installation service from our expert engineers.

With their experience and advanced tools, they can improve your current speeds.

Prior to attending, they will complete a desktop survey to identify the local network cells, the current signal in that area and develop a bespoke solution for your individual needs.

