



Let's get started

A quick user guide for your 4G Smart Hub



Get connected in three simple steps

1 Network

Insert your SIM into the slot located on the left side of the Hub.

Match the six antennas to the corresponding connectors on the Hub and screw into place.

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 power, SYS, and 3G/4G indicators will become solid.

Connecting your devices

You will find your WiFi 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 WiFi
2. Select your WiFi 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 Smart Hub.

What's in the box

The items below are included in the box.



4G Smart Hub

Antennas



A B C

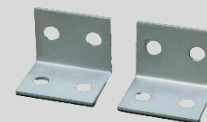
Power Supply



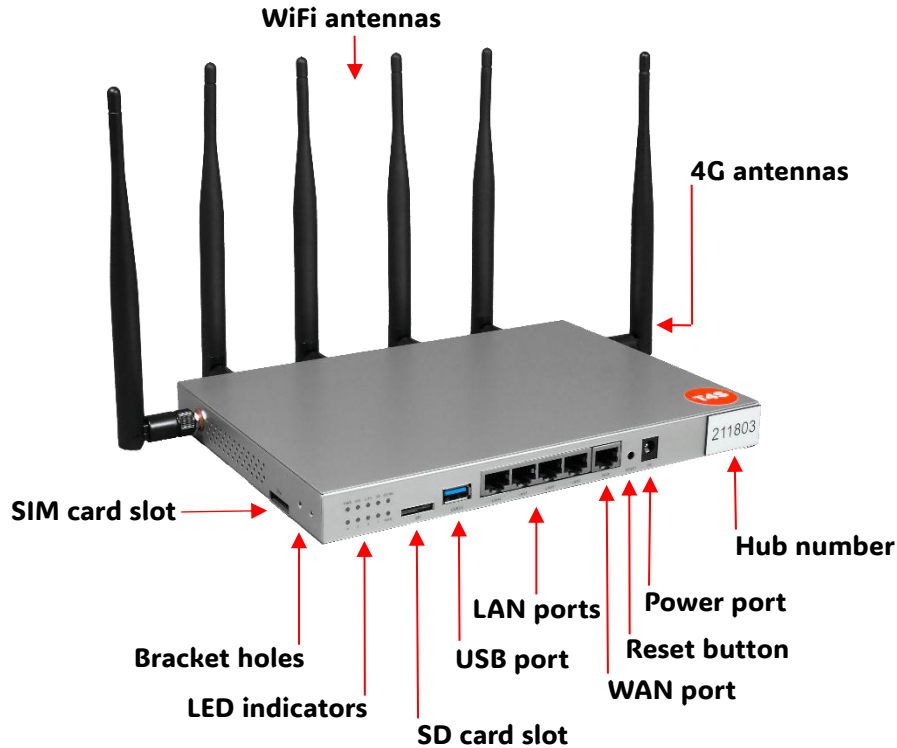
X8 Bracket Screws



Wall Bracket



Get to know your 4G Smart 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 the slot correctly (chip side upwards, cut edge first), you will hear a 'click' when inserted correctly
- The Smart 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 strength.

Keep anyway 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.

