QUICK INSTALLATION AND SETUP GUIDE

UHURA™ 4-port 5G FWA Antenna System

Omnidirectional coverage
Wideband performance

Antenna system PN: OF14A4XF4WM02UH-3MW1000AP4
Product PN: FOW4H01-3MW1000AP-SPY5A-C01

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support@hypersignal.us
Monday–Friday, 9 AM–11 PM EST

**Planning your install?
Talk to us first — we are glad to help.**

A few minutes with our team before you start is the quickest route to a great result: the best position, the right jumpers, and the settings to switch on.

BEFORE YOU START

1. **Check the box against Section 01.**
Your kit contains the antenna, a support frame with its wall and pole fixings, two tools, and the DIY Kits — 150 mm jumper cables and rigid adapters. Find the four that match your gateway's ports before you start.
2. **Read this guide.**
It covers the three things that decide how well your system performs: where the antenna goes, how it is connected, and how you verify it.

IN THIS GUIDE

UHURA™ is a 4-port wideband omnidirectional antenna system for indoor and outdoor Fixed Wireless Access, supporting LTE and 5G from 617 MHz to 5925 MHz. It is designed, measured and supported by HyperSignal.

Full specification: **hypersignal.us/product/uhura-4-port-broadband-omnidirectional-5g-fwa-antenna-system**

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01 What's in the box

Lay everything out and check it off before you begin.

SUPPLIED IN THE BOX

Antenna system

- ☐ **UHURA™ antenna** — 270 × 270 × 22 mm, 885 g, white PC+ABS
- ☐ **4 × feeding cables** — ALSR200 white, 1000 mm, SMA plug, fitted at the factory
- ☐ **Product label** — on the rear cover, with the part and serial number

Mounting accessories

- ☐ **Support frame** × 1 — 146 × 75 × 47 mm, for wall and pole mounting
- ☐ **M4 × 8 self-tapping screws** × 4 — frame to antenna
- ☐ **M6 × 50 expansion screws** × 2 — wall fixing
- ☐ **U-bolt** × 1 — poles up to 50 mm diameter
- ☐ **U-shaped limiter** × 1 and **M6 nuts** × 2 — pole fixing
- ☐ **M3 × 8 screws** × 2 — frame adjustment

Tools included

- ☐ **8–10 mm wrench** — U-bolt nuts and SMA connectors
- ☐ **Detachable cross/straight screwdriver**

> **Something missing or damaged?** Do not improvise a substitute for the U-bolt or the expansion screws — they are sized for the frame. Email support@hypersignal.us or call +1 877 761 5161 with your order number.

SUPPLIED IN THE BOX, CONTINUED

DIY Kits

Two kinds of part connect the antenna to your gateway: **jumper cables** (150 mm assemblies) and **adapters** (rigid, no cable). Use four of one type, chosen by your gateway's ports.

Jumper cables, 150 mm	Qty	Fits
SMA-J → TS9 RG174, white	4	Most gateways and hotspots
SMA-J → right-angle TS9 RG174, white	4	Recessed or tight TS9 ports
SMA-J → U.FL low-loss coax	4	Internal / module ports

Adapters, no cable	Qty	Fits
SMA-J → RP-SMA-P	4	RP-SMA gateway ports
Right-angle SMA-J → SMA-P	4	SMA ports with little clearance

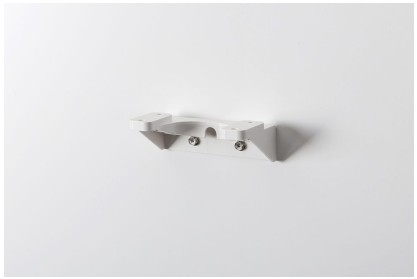
Adapters screw straight onto the antenna cable and into the gateway, so nothing is added to the run. Where the gateway is awkward to reach, the 150 mm jumper cables give you a little slack.

NOT SUPPLIED — SOURCE THESE YOURSELF

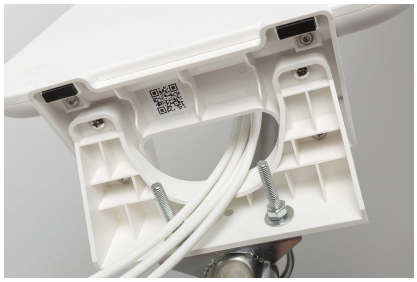
- Drill and 8 mm masonry bit, plus a pencil — wall mounting only
- Outdoors: UV-stable cable ties and self-amalgamating tape
- Outdoors on a mast or roof: coaxial surge protectors and an earth connection (Section 10)

KNOW YOUR PARTS

Pole mounting parts. U-bolt, limiter, two M6 nuts.



Support frame. For wall and pole mounting.



Frame to antenna. Four M4 × 8 screws; cables exit the centre.

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02 Specification

Antenna system PN: OF14A4XF4WM02UH-3MW1000AP4
Product PN: FOW4H01-3MW1000AP-SPY5A-C01

RF performance	
Frequency range	617–960 MHz / 1427–2700 MHz / 3300–5000 MHz / 5150–5925 MHz
Bandwidth	343 MHz / 1273 MHz / 1700 MHz / 775 MHz
Realized efficiency	80 % / 74 % / 71 % / 68 %
Peak realized gain	3.2 dBi / 5.7 dBi / 4.4 dBi / 7 dBi
VSWR	≤ 2 / ≤ 2.5 / ≤ 1.8 / ≤ 1.7
Isolation	$>$ 13 dB / $>$ 22 dB / $>$ 28 dB / $>$ 28 dB
Horizontal coverage	360°, omnidirectional
Polarization	4× linear
Maximum input power	10 W per port
Input impedance	50 Ω, each port

Mechanical and environmental	
Connector type	4 × SMA plug
Feeding cables	4 × ALSR200 white, 1000 mm
Enclosure	PC+ABS, UV stabilised, white
Dimensions	270 × 270 × 22 mm (W × H × D)
Weight	885 g
Mounting	Desk, wall, pole
IP rating	IP56
Operating temperature	−40 °C to +85 °C
Compliance	RoHS, REACH, halogen free

Measured, not modelled

Every figure above comes from measurement in our own laboratory, across all four ports and the full frequency range — not from simulation.

Full data online

Return loss, isolation, efficiency, realized gain and radiation patterns in every principal plane are published in the UHURA™ datasheet:

hypersignal.us/product/uhura-4-port-broadband-omnidirectional-5g-fwa-antenna-system

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03 Before you start

What UHURA™ does, what it works with, and what to expect from it.

Four ports, four independent paths

Your gateway already has internal antennas. UHURA™ replaces them with four larger, better-placed radiators in a single enclosure. The four ports have low pattern overlap, which is what lets your gateway run 4×4 MIMO properly: four separate data streams instead of one. In practice that shows up as higher throughput and a steadier connection, not as extra bars on a signal meter.

Bands covered

Frequency range	617–960 MHz	1427–2700 MHz	3300–5000 MHz	5150–5925 MHz
Typical use	LTE / 5G low band	LTE / 5G mid band	5G n77/n78, CBRS	Wi-Fi 5/6E, n96
Realized efficiency	80 %	74 %	71 %	68 %
Peak realized gain	3.2 dBi	5.7 dBi	4.4 dBi	7 dBi
Port-to-port isolation	> 13 dB	> 22 dB	> 28 dB	> 28 dB

Averaged across ports and bands. Full measured curves and radiation patterns are in the UHURA™ datasheet at www.hypersignal.us.

Will it work with my gateway?

Almost certainly. UHURA™ works with any LTE or 5G gateway, router or hotspot that has external antenna ports, and the DIY Kits in the box carry the connectors those devices actually use — TS9, right-angle TS9, U.FL, RP-SMA and SMA — so there is nothing else to buy. Many gateways, including the T-Mobile G4AR and G4SE, take the UHURA™ cables directly. Four ports is the ideal case; two-port and three-port devices work too.

- **4-port gateway:** connect all four. Leaving a port unconnected costs you a MIMO stream.
- **2-port gateway:** use **ANT 1 and ANT 3**, or **ANT 1 and ANT 4** — whichever pairing works better for you in practice.
- **Unused ports:** leave the cable coiled loosely and keep the connector clean and dry. Nothing needs to be terminated.

Step-by-step guides for specific gateways: **hypersignal.us/installation-guide**

What improvement should you expect?

It depends entirely on your location and the kind of network coverage you have. This external antenna provides a stable connection through well-separated ports, but it cannot create coverage that isn't available.

A good rule of thumb. If a phone standing where you plan to mount the antenna can hold a usable data connection, UHURA™ can make a difference for you. If there is no usable signal at that spot, even outdoors, no antenna will fix it; you need a different location.

Most installs land somewhere between a modest lift and a transformation. The single biggest variable is position, which is why Section 05 asks you to test before you drill.

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04 The install, end to end

Six steps. Steps 3 and 4 are the ones that decide your data rate.

1. **Check the contents**
   Section 01. Identify the four jumpers that match your gateway's ports.
2. **Choose a candidate position**
   Section 05. Higher, more open, closer to an outside wall. Remember the standard cables are 1 m long — the gateway has to reach.
3. **Connect the antenna to your gateway**
   Section 06. All four ports, finger tight plus a nip with the wrench. Enable the external antenna setting if your gateway has one.
4. **Test before you drill**
   Hold or prop the antenna in position and read RSRP and SINR from your gateway's admin page. Write them in the table on the next page, then try another position. Twenty minutes here is worth more than any other part of the install.
5. **Mount it permanently**
   Pole (Section 07), wall (Section 08), or desk (Section 09).
6. **Weatherproof and tidy up**
   Section 10, for any antenna mounted outdoors. Seal the connectors, add a drip loop, and fit surge protection where the run enters the building.

ROUGHLY HOW LONG

Installation	Typical time	Tools beyond the box
Desk or shelf	10 min	None
Wall, indoors	30 min	Drill
Wall or pole, outdoors	45–60 min	Drill, tape, ties

Add 15–20 minutes for position testing, and another 15 for sealing and surge protection on an outdoor run. None of it is wasted.

Pole mount. The support frame holds the antenna clear of the mast on poles up to 50 mm in diameter — the usual choice for outdoor and roof installations.

Wall mount. Two expansion screws and the same support frame — indoors or out, on any wall that will take the fixings.

> **Work at height safely.** Never install near overhead power lines, and stop work in wet or windy conditions. If the antenna needs to go on a roof or a mast above single-storey height, use an installer.

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05 Finding the best position

Omnidirectional means no aiming. It does not mean position stops mattering.

What the antenna actually changes. Its job is a stronger, cleaner path to the cell — better signal quality, more stable streams, fewer stalls when the network is busy. Peak speed on an uncongested cell is set by the operator, not by us. Stability is what you will notice.

What helps

- **Height.** Every metre up clears more clutter. A gable end or roofline beats a ground-floor wall.
- **An outside wall.** The fewer walls and floors between the antenna and the cell, the better. An outdoor mount removes the building from the path altogether.
- **Clear space.** Keep at least 200 mm between the antenna and metal — gutters, flues, foil-backed insulation, ductwork, another antenna.
- **Upright orientation.** Mount the antenna in the portrait position shown throughout this guide — that is the orientation it was designed and measured in.

What hurts

- Lofts with foil-backed membrane; metal-clad or reinforced walls
- The antenna laid flat on a metal cabinet or radiator
- Long, thin, lossy coax added between antenna and gateway

The 1 m rule. The standard cables are 1000 mm of ALSR200. The gateway must sit within that distance of the antenna.

Test, then decide

With the antenna connected and the gateway powered, try three or four candidate positions before you fix anything. At each one, open the gateway's admin page and read the radio metrics it reports — RSRP, RSSI, RSRQ and SINR. Give the gateway a minute to settle after every move, then write the figures down.

Position tried	RSRP	RSRQ	RSSI	SINR

RSRP is how strong the serving cell is, in dBm — less negative is better. SINR is how clean it is, in dB — higher is better. RSRQ and RSSI fill in the picture. A position that improves RSRP and SINR together is the one to fix.

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06 Connecting to your gateway

Four ports, four cables, four connections. Do this before you mount anything.

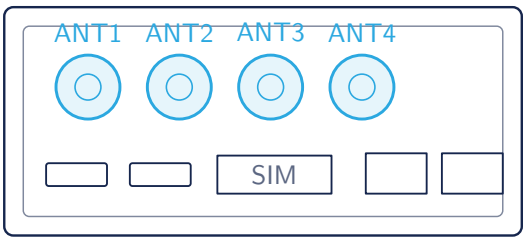
1. **Find the antenna ports**
   Usually behind a rubber flap or a clip-off cover on the back or base, marked for the cellular radio — not the Wi-Fi ports.
2. **Fit the matching jumpers**
   Choose one jumper type from the kit and use four of them. Screw each SMA jumper onto one of the antenna's SMA plugs first, then plug the far end into the gateway.
3. **Tighten properly, but only just**
   Finger tight, then an eighth of a turn with the 8–10 mm wrench. Turn the nut, never the cable — over-tightening damages an SMA connector.
4. **Connect all four**
   Any antenna cable can go to any gateway port; there is no required order. What matters is that all four are connected — an unconnected port costs you a stream.
5. **Switch to the external antenna**
   Many gateways need this enabling in the admin page, and some need a reboot. Skip it and nothing you do to the antenna will change your speed.
6. **Confirm it worked**
   Reboot, wait for the gateway to reattach, then read RSRP, RSRQ, RSSI and SINR from its admin page. That is your baseline for Section 05.

Two-port gateway? Use **ANT 1** and **ANT 3**, or **ANT 1** and **ANT 4** — whichever works better in practice. Coil the two spare cables loosely, keep the connectors capped or taped, and never coil a cable tightly — keep any loop at least 100 mm across.

Nothing changed after connecting? That is check 1 in Section 12, and it is by far the most common cause: the gateway is still using its internal antennas because the external antenna setting was never switched on.

Maximum 10 W per port. UHURA™ is rated for 10 W per port into 50 Ω. It is intended for consumer and enterprise gateways. Do not connect it to a booster, repeater or amplifier output above that level.

WORKED EXAMPLE — T-MOBILE 5G GATEWAY G4AR / G4SE



Base of the gateway, cover removed: four SMA connectors, ANT1–ANT4

1. **Open the base**
   Lift off the bottom cover to expose the four ANT1–ANT4 connectors.
2. **Connect all four**
   The connectors are SMA: the UHURA™ cables mate directly, in any order, with no adapter needed. The right-angle adapters are optional, for a tight space.
3. **Enable it**
   Turn on the external antenna setting in the T-Mobile Internet app, then reboot and re-test.

T-Mobile tutorial: t-mobile.com/support → G4AR & G4SE.

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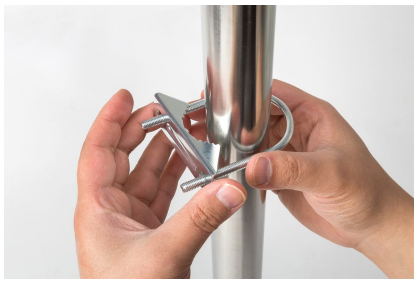
07 Pole mounting

For poles and masts up to 50 mm in diameter. Tools: the supplied 8–10 mm wrench.

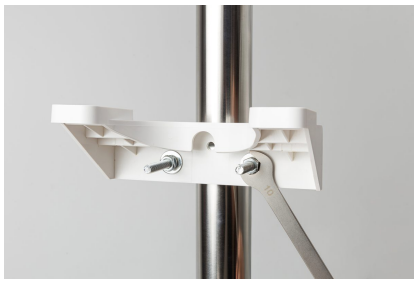
1 — Pass the U-bolt around the pole with the threads facing you. Hold the U-shaped limiter ready.



2 — Slide the limiter onto the two threads so its curved face seats against the pole. This is what stops the mount rotating.

3 — Fit the support frame over the threads, with the shelf facing the direction the antenna will sit.

4 — Start both M6 nuts by hand and take up the slack evenly, a few turns on each side at a time, so the frame stays square to the pole.



5 — Tighten with the 8–10 mm wrench until the frame will not twist by hand. Firm is enough — you are clamping a plastic frame.

6 — Check the result: level, solid, and no movement when you push on the shelf.

7 — Seat the antenna on the frame and drive the four M4 × 8 screws. Snug them in a diagonal pattern; stop as soon as they bite.

8 — Dress the four cables downwards through the frame opening and secure them to the pole with UV-stable ties.

9 — Finished. The antenna face is upright and clear of the pole on all sides.

Mounted outdoors? Go to Section 10 before you leave the ladder — connector sealing, the drip loop and surge protection all belong to this install, not to a later visit.

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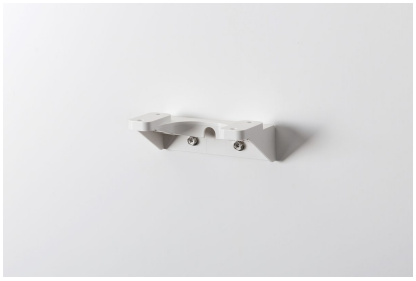
08 Wall mounting

Two fixings, indoors or out. Tools: drill with an 8 mm bit, pencil, supplied screwdriver.

1 — Hold the frame against the wall, check it is level, and mark through the two fixing holes.

2 — Drill both holes and insert the plugs of the M6 × 50 expansion screws until they are flush with the surface.

3 — Drive both screws through the frame. Alternate between them so the frame pulls up flat against the wall.



4 — The frame should be immovable before the antenna goes on. If it flexes, the fixing is wrong for the wall.

5 — From the side, the shelf stands proud of the wall — that gap is where the four cables run.

6 — Fit the antenna with the four M4 × 8 screws and bring the cables out through the centre of the frame.

7 — Finished, indoors. Upright, flat to the wall, cables dropping straight down.

8 — From the side: the antenna stands clear of the wall on the support frame, with the cables dropping behind it.

Plasterboard, render and cladding. The supplied expansion screws are for solid masonry. On plasterboard use proper cavity anchors rated well above 1 kg; on external insulation or cladding, fix through to the structure behind. Never rely on the render coat alone.

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09 Desk mounting and cable management

The quickest install, and the details that keep any install working.

Desk and shelf

Nothing needs fitting for a desk installation. The antenna stands upright on its own feet — the support frame and its screws are for wall and pole mounting only, and stay in the box. Stand the antenna on a desk or shelf, connect the gateway, and you are done. Nothing is drilled, so this is also the right way to trial positions before committing to a wall or a pole.

- Keep the face clear of monitors, metal shelving and the gateway itself
- Stand it on the widest, most stable surface you can, clear of the edge
- Do not lay the antenna flat — it is designed to stand upright

Cable management

- **No sharp bends.** Keep every loop at least 100 mm across. A kinked coax is a damaged coax.
- **Never coil the excess tightly.** Lay spare cable in a loose figure of eight rather than a neat tight ring.
- **Support the weight.** Tie the cables to the pole or wall within 200 mm of the antenna so no load reaches the connectors.
- **Use UV-stable ties outdoors.** Standard nylon ties fail in about a season of sunlight.
- **Leave a service loop.** A spare 150 mm at the gateway end lets you move it later without redoing the whole run.

Rear detail. Four M4 × 8 screws hold the frame to the antenna, and the cables pass through the central opening. Snug the screws in a diagonal pattern and stop when they bite.

Use the supplied screwdriver. A power driver will strip the plastic bosses. Hand tools only on this joint.

> **Moving the antenna later.** The frame stays where it is — undo the four M4 screws and the antenna comes away in seconds. You do not need to re-drill to try a new spot on the same wall.

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10 Outdoor installation

Weatherproofing, surge protection and earthing. Read this before you leave the ladder.

The antenna is built for outdoors

UHURA™ is rated IP56 in a UV-stabilised PC+ABS enclosure and operates from $-40\,^{\circ}\mathrm{C}$ to $+85\,^{\circ}\mathrm{C}$. The enclosure looks after itself. The two things that fail on outdoor installs are the connections and the earthing, and both are your responsibility as installer.

Seal every connection

- Make the connection dry and clean, tighten it, then wrap it
- Wrap with self-amalgamating tape, half-overlapped, from below the joint upwards so water sheds off the laps rather than into them
- Finish with a layer of UV-resistant electrical tape over the self-amalgamating tape
- Do not use silicone sealant on RF connectors and do not paint them

Always fit a drip loop

Let the cables hang below the entry point and rise again into it, so water runs off the lowest point instead of tracking along the jacket into the building or the connector.

Cable entry

- Drill the entry hole with a slight downward slope towards the outside
- Seal around the cables with an exterior-grade sealant once everything is tested
- Never drill or cut into the antenna enclosure — it voids the IP rating and the warranty

Surge protection and earthing. Any antenna mounted outside — especially on a mast, a chimney or a roof — should have the mast bonded to earth and a coaxial surge protector fitted in each of the four lines, close to where they enter the building, with the protectors bonded to the same earth. National wiring regulations apply, and in many places this work must be done or certified by a qualified electrician.

Keep clear of power. Maintain a safe distance from overhead lines and service drops at all times, including while carrying the pole or mast. If the antenna could contact a line were the mount to fall, choose a different position.

Before you come down

- ☐ All four connectors tightened and sealed
- ☐ Drip loop formed below the entry point
- ☐ Cables tied off within 200 mm of the antenna
- ☐ Frame solid, antenna upright, nothing rubbing or resonating
- ☐ RSRP, RSRQ, RSSI and SINR read and logged from the final position

Check it once a year. Look at the tape, the ties and the mount fixings after the first winter. Five minutes then prevents the most common failure we see, which is water in a connector two years after a perfect install.

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11 Getting the most out of it

Optional. By this point you should already have a solid, working system.

Measure properly

- Read RSRP, RSRQ, RSSI and SINR from the gateway's admin page — they describe the radio link itself, not the traffic passing over it
- Take each reading twice, a minute apart, and let the gateway settle after every move
- Compare at the same time of day — cell load changes hourly, and so do the metrics
- Watch RSRP *and* SINR together. A stronger signal with worse SINR usually means more interference, not a better link

Small moves, real gains

Shifting the antenna one or two metres — around a corner, above a gutter line, to the other side of a gable — often moves RSRP and SINR more than anything else available to you. Multipath is local. If a position disappoints, move it before you conclude anything.

Band selection

Some gateways let you lock or prefer bands. The fastest band is not always the one your gateway picks: a mid-band cell with good SINR frequently beats a congested low-band cell with a stronger signal. If your gateway offers band locking, test one band at a time and keep whatever wins — then re-check after a few weeks, because networks change.

Troubleshooting

Symptom	Where to look first
No change after fitting the antenna	External antenna mode not enabled in the gateway, or the gateway needs a reboot. Check this before anything else.
Worse than the internal antennas	Indoor position with less sky view than the gateway had. Move outdoors or higher, and confirm all four ports are connected.
RSRP and RSSI good, RSRQ and SINR poor	A strong cell, but a noisy one — interference or congestion rather than a weak signal. Try another position, and compare at a different time of day before changing anything.
Speeds drop after a few weeks	Water in a connector, a tie that has failed, or the network re-planning its bands. Inspect the seals, then re-run the band test.
Connection drops intermittently	A loose SMA connector or a cable under strain at the gateway end. Re-seat all four.
Only two streams reported	A cable not fully seated, or a jumper of the wrong type on one port.

> **Still not happy?** Send us your gateway model, where the antenna is mounted, and the before-and-after numbers from the table in Section 05. With those three things we can usually tell you what to change in one reply. support@hypersignal.us

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12 Not seeing a difference yet?

Six checks that turn most disappointing installs around. Please work through them before you decide.

If the antenna has not impressed you yet, the cause is almost always one of six things — and five of them take less than five minutes to put right. Work down this list in order. If you reach the end and nothing has changed, we would genuinely like to hear from you: +1 877 761 5161 or support@hypersignal.us.

1. **Did you switch the gateway over?**
   "I plugged it in and my gateway didn't notice." Most gateways do not switch to the external antenna just because something is plugged in.

   Do this: open your gateway's admin settings — app, web browser, or the front display on some models — and find *External Antenna* or *Port Selection*. Turn it on, or select the ports you used, and reboot. Until that switch is flipped, your gateway is still using its own small internal antennas and nothing you do outside will matter.

2. **Is every connector actually snug?**
   "The connection feels loose." SMA connectors are fiddly, and a loose one loses signal quietly rather than failing outright.

   Do this: use the small wrench supplied in the box. Finger tight, then about an eighth of a turn. Check all four — one loose port costs you a whole MIMO stream. Turn the nut, not the cable, and do not force it.

3. **Is anything metal in the way?**
   "Can I put it behind the TV or in the cabinet?" Please don't. Metal blocks these frequencies more effectively than almost anything else in a house.

   Do this: move *both* the gateway and the antenna into open air. Keep them away from metal frames and screens, fridges, air-conditioning units and radiators — and never inside a metal cabinet, server rack or filing cabinet, however neatly it fits.

4. **Are you high enough?**
   "My gateway is in the basement. Is that a problem?" Yes. Below ground level you are asking the signal to pass through the earth as well as the building.

   Do this: move the gateway and the antenna to the highest floor you reasonably can, ideally on an outside wall facing the street, while remembering step 3 about metal. Height is the single most effective change available to most people.

5. **Are you judging it on one reading?**
   "I looked once and nothing had changed." Cells get congested and operators shape traffic, so any single measurement taken at 18:00, when everyone is streaming, can look poor on an excellent installation.

   Do this: judge it on the radio metrics, not on one moment. Read RSRP, RSRQ, RSSI and SINR morning, afternoon and evening, twice each, and compare like with like — same gateway, same place, same time of day, before and after. Section 05 has a table to write them in.

> **What the antenna actually changes.** Its job is a stronger, cleaner path to the cell — better signal quality, more stable streams, fewer stalls when the network is busy. Peak speed on an uncongested cell is set by the operator, not by us. Stability is what you will notice.

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13 Give it three real weeks

The sixth check, and what to do if it still isn't right for you.

Stop watching the meter, start living with it

RSRP, RSRQ, RSSI and SINR tell you what the antenna has done to the radio link, and Section 05 is where you record them. What they cannot show is the part you feel over days: how often things stall when the network is busy. So once the readings are logged, use it normally for three weeks and watch these as well.

- ☐ **Streaming.** Is there less buffering between 19:00 and 22:00, when your local cell is busiest?
- ☐ **Video calls.** Are Teams or Zoom calls dropping and freezing less often?
- ☐ **Gaming.** Less lag, fewer rubber-band moments, steadier ping?
- ☐ **Working day.** Fewer moments where everything simply stops for a few seconds?

> **Keep an eye on your return window.** A three-week trial is genuinely the best way to judge the antenna, but it can run close to a retailer's return period — Amazon's is normally 30 days from delivery. Check your deadline before you start, and if the trial would take you past it, contact us early rather than late. We would rather help you in week one than lose you in week four.

Talk to us before you send it back

If you have worked through all six checks and daily life on your connection is no better, we want to know. Tell us these three things and we can usually say what to change in one reply:

- ☐ Your gateway's exact model, and whether the external antenna setting is on
- ☐ Where the antenna is mounted, and roughly how high
- ☐ Your before-and-after numbers from Section 05, and what time of day you took them

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Email	**support@hypersignal.us**
Hours	Monday–Friday, 9 AM–11 PM EST

And if it still isn't for you

That is completely fair. Return it through the retailer you bought it from — for Amazon orders, through your orders page — and you will get your money back. We would still appreciate a line telling us what happened, because installations that disappoint teach us more than the ones that work first time.

Thank you for giving the antenna a proper chance.

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14 Support and warranty

Lifetime technical support on every system we sell.

We would rather help than take it back

Fixed Wireless Access installations are rarely identical, and the difference between an adequate result and a very good one is usually one detail. If something is not behaving as you expect, contact us — we would rather spend ten minutes on your install than have you settle for less than the antenna can do.

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Product page and datasheet:
hypersignal.us/product/uhura-4-port-broadband-omnidirectional-5g-fwa-antenna-system

Gateway installation guides:
hypersignal.us/installation-guide

Tell us how it went

Send us your before-and-after RSRP, RSRQ, RSSI and SINR readings and a photo of the finished install. Real installs in real conditions are how we improve both the product and this guide — and we will send you the measurement data for your own unit if you would like it.

Warranty. Modifying the enclosure, drilling it, painting it or exceeding 10 W per port will void the warranty. Everything else in this guide is a normal installation.

Thinking of returning it?

Please read Section 12 first. Six checks, five of them under five minutes, and they resolve the large majority of installations that start out disappointing. If they don't, tell us what happened — and if you still want to send it back, your retailer's return process applies as normal and we will not make it difficult.

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15 Your installation record

Fill this in when you finish. It is the fastest way for support to help you later.

The install	
Date installed	
Installed by	
Gateway make and model	
Gateway firmware	
External antenna setting on?	
Jumper type used	
Ports connected	
Mounting (desk/wall/pole)	
Position and approximate height	
Cable length fitted	

> **Keep this page.** If you ever contact us, a photo of it answers most of what we would otherwise have to ask you.

Reading	Time	RSRP	SINR
Before, morning			
Before, evening			
After, morning			
After, evening			
Week 1			
Week 2			
Week 3			

Radio conditions	Before	After
RSRP		
RSRQ		
RSSI		
SINR		
Band(s) in use		

Notes

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