



User Manual

Sidekick

Quick Troubleshooting Guide

FOR HOME, OFFICE.....

Boost Your Bars and Keep You Connected to the World

Quick Troubleshooting Guide

Problem	Solution
Signal booster won't power on	1. Connect the power supply to an alternate power source. 2. Verify that the power source is not controlled by a switch that has removed power from the outlet.
After finishing installation, indoor signal has not been improved at all	1. Verify that the outdoor antenna is pointed towards a tower belonging to your specific cellular carrier, and that the tower is at least pointed in your direction. If the tower is nearby, but facing away from your location it is better to point towards a tower that is farther away, but facing you. 2. Verify that there are usable signals where the outside antenna is placed, it's best to have the ability to place and hold a call. 3. The indoor and outdoor antenna shall be separated by a minimum of 13 feet, vertically, OR a minimum of 30 feet horizontally. The indoor antenna MUST face 180 degrees opposite the direction your outdoor antenna is pointing. They must also not overlap. (This means that IF they were at the same elevation, they would be oriented with the mounting brackets facing each other.) 4. Verify that the frequency band of your cell phone is same as that of the signal booster. 5. Verify that cable connections are tightly fitted to the booster and antenna. NOTE: The bars on your phone are not always a reliable measure of signal. Different phone manufacturers use different algorithms to display these bars. You can put your phone in field test mode to determine the RSSI, or you can test the phone using real-world applications. Try making a phone call with the booster on and then off, try streaming a video, etc.

After finishing installation, indoor signal has improved, voice quality or data speed is poor	1. Change the installation position and direction of outdoor antenna. 2. Change the direction of the signal transmission line from the outdoor antenna to the amplifier (take the closest line, don't turn too much, don't turn 90° angle). 3. Verify the distance between the indoor and outdoor antenna, Increase the separation to test the solution, more height for the outdoor antenna rarely hurts your signal, but can greatly improve the indoor quality.
After finishing installation, indoor signal coverage is very small	1. Verify the signal strength where the outdoor antenna placed (Higher is usually better). 2. The first thing that happens when there is slight loop back, but not enough for the Alarm light to be solid Red, is a reduced range for the indoor antenna. Make sure the antennas are pointed in exactly opposite directions, arranging them at a 90 angle is not enough. 3. With every foot of cable, the signal gains attenuation (signal loss). Make sure if you are running longer cables than provided that you have increased the gauge of that cable to compensate. If you are getting very little signal through, and you have a custom setup, make sure that the impedance on every component is 50Ω.
The signal is not stable	1. Verify that the pins inside each connector are not loose or wobbly. Make sure the connectors on each end of each cable are firmly attached. 2. Improper antenna Isolation can cause waves of poor signal. Please make sure the antennas are facing opposite directions, that they are not on the same horizontal plane, and that they are not pointed in the same direction or at each other. A common mistake is to point your outdoor antenna at a cell tower that is located on the opposite side of the house. If you point your antenna across or over your roof, there is no location inside the house that will be free of interference. (Any indoor install location will be either facing the outdoor antenna, or facing the same direction as the outdoor antenna. This will not work.)
The mobile phone show full bars, but cannot make call	1. Increase the distance between the outdoor and indoor antenna (30 feet horizontal or 13 feet vertical). 2. The indoor and outdoor antenna should face the opposite direction (180°). 3. Raise the outdoor antenna, or lower the indoor antenna. It is OK to install the indoor antenna closer to the floor.