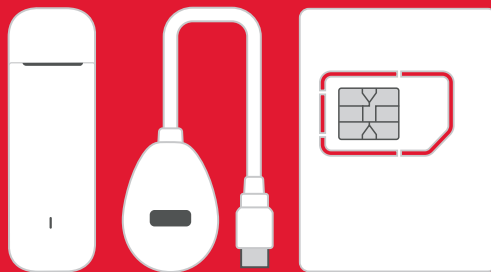




Business Broadband

# 4G Back-up Service installation guide

You will need



4G USB Stick, USB extension cable  
and SIM card

**! Warning**

Do NOT plug the 4G USB Stick directly into the Hitron. Use the USB extension cable and keep at least 20cm away.

**!** To use the 4G Back-up Service, you must have a Hitron router and an existing Virgin Media Business broadband service



## 1 Take the cap and cover off

Remove the cap, then slide the top cover off to reveal the card slots.



## 2 Push out the SIM card

Be careful, the SIM card can be broken down in size to fit different devices and can be a bit fiddly! We'll be using the full size SIM card in the **4G USB Stick**.

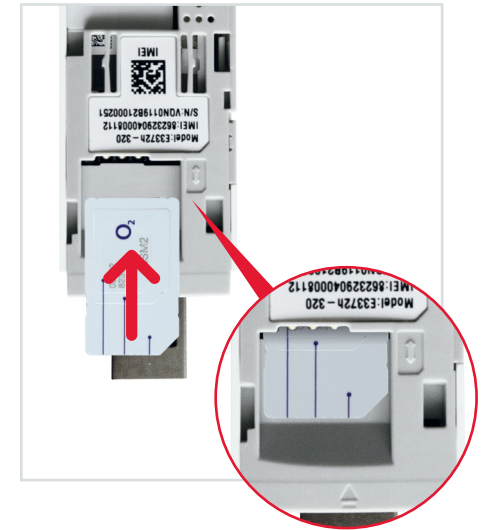


## 3 Insert SIM card

Slide the **SIM card** into the slot as shown, making sure it's in securely.

### i Tip

There are two areas in the 4G USB Stick for cards. The SIM card needs to go in the front slot, nearest the USB connection.





#### 4 Put the top cover on

Now the SIM card is in the **4G USB Stick**, put the cover back on.



#### 5 Turn off the Hitron

Switch the **Hitron** off at the plug.



#### 6 Connect the USB extension cable

Attach the **USB extension cable** to the USB port on the **Hitron**. Ensure it has clicked into place.





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## Plug in the 4G USB Stick

Plug the **4G USB Stick** into the **USB extension cable** port.



8

## Keep at a distance of at least 20cm

Now place the **4G USB Stick** and **USB extension cable** at least 20cm away from the Hitron on a flat surface.



Place at least 20cm away

### ! Warning

Use as much length of the USB extension cable that is feasible (using a minimum of 20cm) to keep the 4G USB Stick away from the Hitron Router. This will avoid any issues relating to interference that could impact the performance of the Hitron Router.





## 10 Turn on the Hitron

Now the **4G USB Stick** is plugged in, switch the **Hitron** back on at the plug. It will go through its boot sequence and the lights will flash. This might take a few minutes.



## 11 Check the 4G USB Stick light

When the **4G USB Stick** is plugged in and working, the lights on the **Hitron** router will look the same as normal.

The light on the **4G USB Stick** will flash when registering with the mobile network, and remain solid once it's connected and ready to be used as a back-up connection, which will automatically start should your fixed broadband disconnect.

### i Tip

See the LED table at the end of the guide for further detail on the LED light sequence.

## 11 4G signal strength

Place the **Hitron** with the **4G USB Stick** somewhere there will be as little obstruction to the mobile signal as possible. It is best to avoid putting them in a cupboard or a basement where the signal strength would be severely reduced.

For reference, if the light on the **4G USB Stick** is light blue, then it's connected to the 4G network; if it's blue, then it's on the 3G network.



### **Trouble connecting:**

The Hitron will normally have a connection to Virgin Media's network. If the connection cannot be made, it will use the 4G USB Stick to connect to the 4G network as a back-up. When using this back-up network, the lights on the front of the Hitron will flash to show it is continually trying to establish a connection with the Virgin Media network.

### **Back-up network:**

If the back-up network is being used, please allow 8 hours for us to fix the issue before contacting us. Our Faults team will be alerted to the fact that you are using your back-up network and will be proactively looking into it. You may receive SMS updates as well. During this time, the Hitron will continually be checking the Virgin Media network status, and will reconnect when service has been restored.

### **Dip in network speed:**

You'll probably notice a dip in the speed of your network connection when the Hitron is using the 4G back-up network. As such, we recommend using it for professional purposes only, and avoid streaming videos and downloading large files.



### **i** 4G Back-up Service:

On the (hopefully) rare occasion when you lose full connectivity on your fixed broadband, you will have peace of mind that you have a back-up connection that'll keep you online. You don't even need to call us to tell us there's a problem; we'll already know. While we're fixing your broadband, you'll have 4G connectivity to keep your business working.

But one thing to keep in mind is that mobile speeds are slower than fixed broadband. With this in mind, certain tasks are more suited to a mobile connection. Keep this in mind when using the mobile connection; especially if you have multiple users.

## LED sequence

Activity	LED light
Not registered to network	<b>Fast blinking green LED</b> Searching for 4G connection
Register to 2G	<b>Slow blinking green LED</b> Registered to Network
Data Service on 2G	<b>Solid green light</b> Connection ok
Registering to 3G	<b>Slow blinking blue LED</b> Establishing 3G connection
Data service on 3G	<b>Solid Blue LED</b> 3G service active/ready state
Registering to 4G	<b>Slow blinking light-blue LED</b> Establishing 4G connection
Data service on 4G	<b>Solid light-blue LED</b> 4G service active/ready state
Power on	<b>Green light</b> turns on immediately after power-on, and stays on until one of the patterns listed above takes over.



For more information or help go to: [virginmediabusiness.co.uk/4gconnectivity](https://virginmediabusiness.co.uk/4gconnectivity)