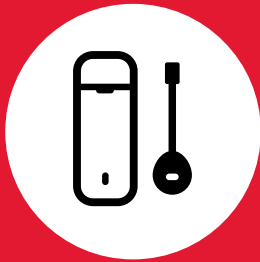


4G Start-up Service installation guide

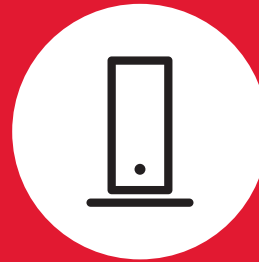
1 Set up the 4G USB Stick



 5 mins



2 Install the Hitron



 15 mins

This guide contains step-by-step instructions on how to:

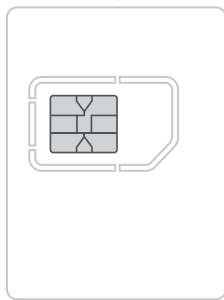
1 Set up the 4G USB Stick

We'll get the **4G USB Stick** ready to connect to the 4G network.

4G USB Stick



SIM card



! Warning

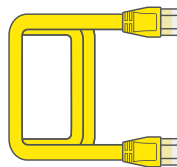
Only use this SIM with the 4G USB Stick and the Hitron router. It will not work in any other device, and if attempted, data access will be blocked.

2 Install the Hitron

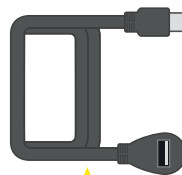
Then, follow the step-by-step instructions to install the **Hitron router**.

! Warning

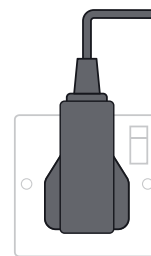
Use as much length of the USB extension cable that is feasible (using a minimum of 20cm) to keep the 4G USB dongle away from the Hitron Router. This will avoid any issues relating to interference that could impact the performance of the Hitron Router.



Ethernet cable

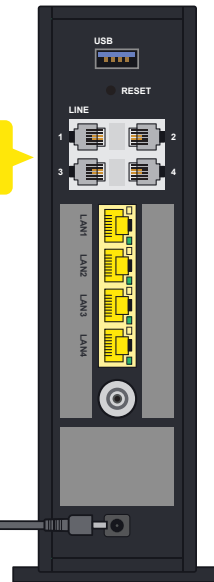


USB extension cable



Power supply

Hitron modem



Hitron stand



Getting the most from the kit

Once the install is complete this section will show you how to get the most from the new kit.

For more information or help please visit: virginmediabusiness.co.uk/4gconnectivity

4G signal strength

Place the **Hitron** with the **4G USB Stick** somewhere where there would 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.

4G network

Please remember the 4G USB Stick uses a 4G network, the same as a mobile phone. As this is an interim connection until your broadband is installed, we recommend using it for professional purposes only, and avoid streaming videos and downloading large files.

Tip

For more guidance about data use, please have a look at the Getting the most from the kit section at the end of this guide.

Tip

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

Lets get
you started



1



Set up the 4G USB Stick

It's important to do this step first. If the Hitron is switched on before the 4G USB Stick is connected, it may not work properly.

What you'll need:



4G USB Stick



SIM Card



USB extension
cable



Hitron



Hitron stand

This section will take about  5 mins



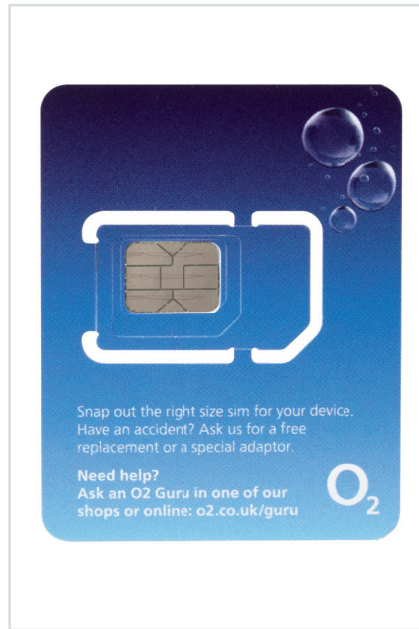
1.1 Take the top cover off

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



1.2 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**.

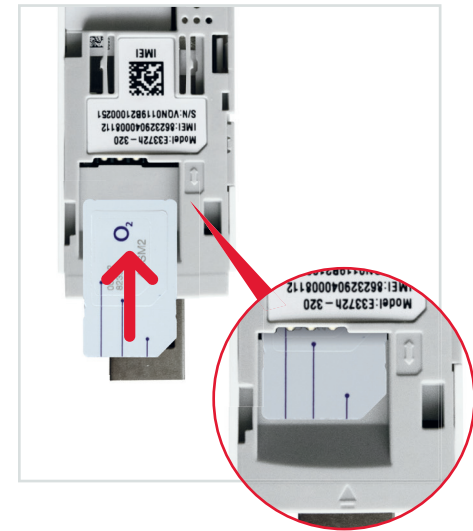


1.3 Insert SIM card

Slide the **SIM card** in to 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.



1.4 Put the top cover on

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



1.5 Attach the base to the Hitron

Attach the base to the **Hitron**. Ensure it has clicked into place.



Set up the 4G USB Stick



1

1.6 Connect the USB extension cable

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





1.7

Plug in the 4G USB Stick

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



1.8

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.



! 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.





Warning

The Hitron has been pre-configured to be able to use the 4G USB Stick. Under no circumstances should you use the factory reset button as it will clear the settings and the modem will no longer work.

If you are having any difficulties with the Hitron, please check the Get more from the kit section at the back of this guide.

2



Install the Hitron

In this section we'll be setting up the Hitron router.

What you'll need:



Hitron router
with 4G USB
Stick attached



Hitron power supply



Ethernet cable

This section will take about  15 mins

2.1 Power supply

Plug the **power supply** into a mains socket.



2.2 Connect power supply

Connect the **power supply** to the **Hitron**, switch on at the mains socket and then switch on the **Hitron**.

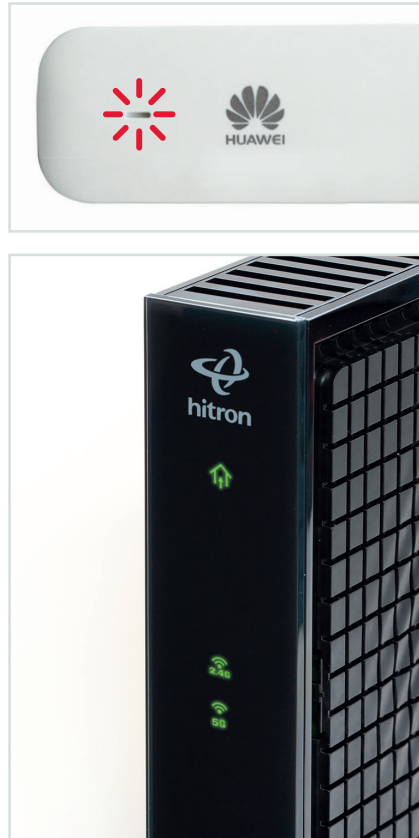


2.3 Getting you connected

The **Hitron** will now go through its boot up sequence. During this time the lights will flash on and off. This can take up to 5 minutes.

After this, 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 for internet access.

When the top house-shaped light on the router is flashing green and the 2.4 and 5G WiFi lights are solid you are ready to move on.



2.4 WiFi settings & connection details

The new WiFi network will be called something like VM123456.

The connection details are on the back of the Hitron.

The Hitron operates on two networks, 2.4 and 5GHz - each have their own SSID (Service Set Identifier).

We recommend you change your passphrase for your own security.

If you're familiar with connecting to WiFi networks you can use these details to connect now.

i Example only

Please check the details on the **Hitron** – the details shown here are just an example.



i Remember

If you are replacing an old router, please remember to re-enter the WiFi settings on all of your previously connected devices.

2.5 Connect tablet or mobile

Tablet or mobile

Connecting to WiFi is very similar on Android or on iOS. On your tablet or mobile go to the settings area. Select WiFi from the list of options. Make sure it is on.

Your device will list all nearby WiFi networks. The one that you are looking for will be called something like **VM123456**.

Click on that network and you will be asked to enter your passphrase.

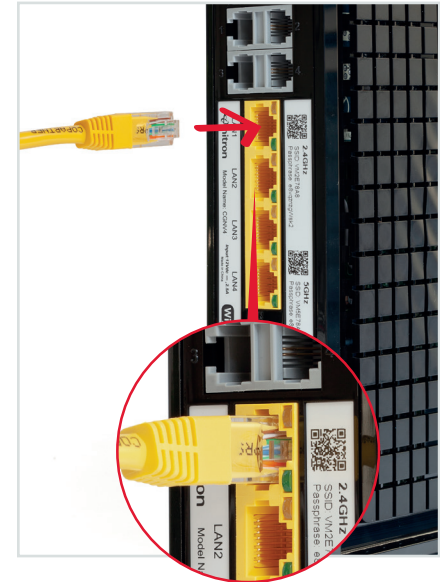
The information on network name and passphrase can be found on the back of the **Hitron**.

Connect with QR code

The **Hitron** has a QR code for each SSID that can be scanned on a mobile device to automatically connect to the network.

2.6 Connect Ethernet cable

If you wish to connect a device like a laptop or PC to the Hitron, connect one end of the **Ethernet cable** to one of the **Hitron's** Ethernet ports and push it firmly into place, then connect the other end to your device.





Windows computer

Finding your network is easy, it's a bit different depending on which version of Windows you have. For **Windows 10, 7** and **Vista** you're looking for a network icon in the bottom right of your screen. It might look like:



For **Windows 8**, the network icon can be found in the settings area, which is on the Home screen marked by a:



Your WiFi network name will be something like **VM123456**.

Connect manually

To connect manually with Windows find the network on your computer first, click the connect button and then enter the **WiFi passphrase**. Click to confirm.

! Hitron WPS button

The WPS button will not work as it has been deactivated.

Mac computer

On Mac OS a list of networks can be found under the WiFi icon at the top of your screen:



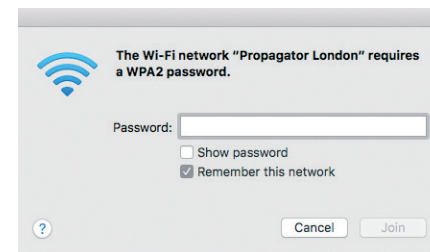
If this icon isn't there you'll need to go to System Preferences > Network > Wi-Fi.

Your network name will be something like **VM123456**.

! Get more from your WiFi

Check out our WiFi Wins in the Get more from the kit section.

To connect manually with Mac OS, first find the network on your computer. Click the network name then enter the **WiFi passphrase** and click **OK** to confirm.



i Trouble with WiFi?

If for any reason you're having trouble setting up WiFi, you can connect to the **Hitron** with an **Ethernet cable**. See 2.6 and use the internet to help you troubleshoot the issue.



Getting the most from the kit

Get more from your Virgin Media Business setup.

WiFi Wins

Need help?

Here are some simple WiFi Wins that may help...

WiFi Win #1: Find the Hitron's happy place

Keep the **Hitron** in the open – away from objects that can block and slow WiFi, and a metre clear of cordless gadgets with signals that can interfere.

WiFi Win #2: Reboot the Hitron for a boost

Hitrons talk to your gadgets on invisible links. We call these links 'channels'. Sometimes, other cordless devices use the same channels, causing interference which can slow your WiFi. Reboot the **Hitron**, and it'll automatically find the quietest channel.

WiFi Win #3: Get up to speed with your gadgets

Hitrons use two frequencies to talk to your gadgets. The 2.4GHz frequency has the longest range, covering longer distances. The 5GHz frequency covers short distances, faster, so it's best for gadgets near the **Hitron**.

Your gadgets can pick the best frequency as you move around the premises. If you're losing signal, turn your gadget's WiFi off and on.

WiFi Win #4: Use the best connection for the job

Needy gadgets can monopolise and slow your WiFi – so it's better to use a wired connection. As it's a dedicated connection between the Hitron router and your device, you'll get the fastest possible speed. Use the enclosed **Ethernet cable**.

Need help?

Most things are pretty easy to resolve – please call if you are having problems.

Call us on **0800 052 0800** and select option 1 (Open between 8am and 6pm).

For full terms and conditions please go to: virginmediabusiness.co.uk/4gconnectivity

LED sequence

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

