

# Signal Booster Installation Guide

## DB Pro™ Adjustable Gain

In-Building Wireless  
800/1900 MHz  
Smart Technology II™  
Signal Booster



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Appearance of device and accessories may vary.

**Note:** This manual contains important safety and operating information. Please read and follow the instructions in this manual. Failure to do so could be hazardous and result in damage to your Signal Booster.

# Installation Instructions for the Following Wilson Electronics Signal Booster:

**DB Pro™ Adjustable Gain In-Building Wireless  
800/1900 MHz Smart Technology II™ Signal Booster**  
Model # 271265  
FCC ID: PWO271265 IC: 4726A-271265

The term "IC" before the radio certification number only signifies that Industry Canada technical specifications were met.

## How it Works

Wilson Electronics Signal Boosters are bi-directional devices that deliver service levels consistent with what would be expected in areas of high cell network coverage. The Outside Antenna will collect the cell tower signal and send it through the cable to the Signal Booster. The signal is then boosted and sent to the Inside Antenna. Your cell phone or data card then communicates with the improved signal. When the cellular device transmits, the signal goes through the Inside Antenna, is boosted by the Signal Booster and transmitted to the cell tower through the Outside Antenna.

## Inside this Package



AC/DC Power Supply



DB Pro™  
Signal Booster

## Accessories & Antenna Options (may be included in some kits)

1. 1900 MHz Yagi PCS Antenna (301124)\*
2. 800 MHz Yagi Cellular Antenna (301129)\*
3. 800/1900 MHz Omni-Directional Antenna 75 Ohm (301201)
4. 700-2700 MHz Wide Band Directional Antenna (304475)
5. 700-2700 MHz Wide Band Panel Antenna (301155)
6. Lightning Surge Protector 75 Ohm (859988)  
Splitters options on page 8



Appearance of device and accessories may vary.

\*Requires N-Male to F-Female adapter/converter (971128)

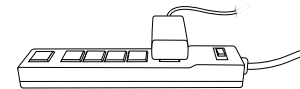
To purchase call Wilson Electronics Sales Department at: 800-204-4104

## Quick Install Overview

See Installation Diagram on pages 3 & 4. Contact Wilson Electronics Technical Support Team with any questions at 866-294-1660.

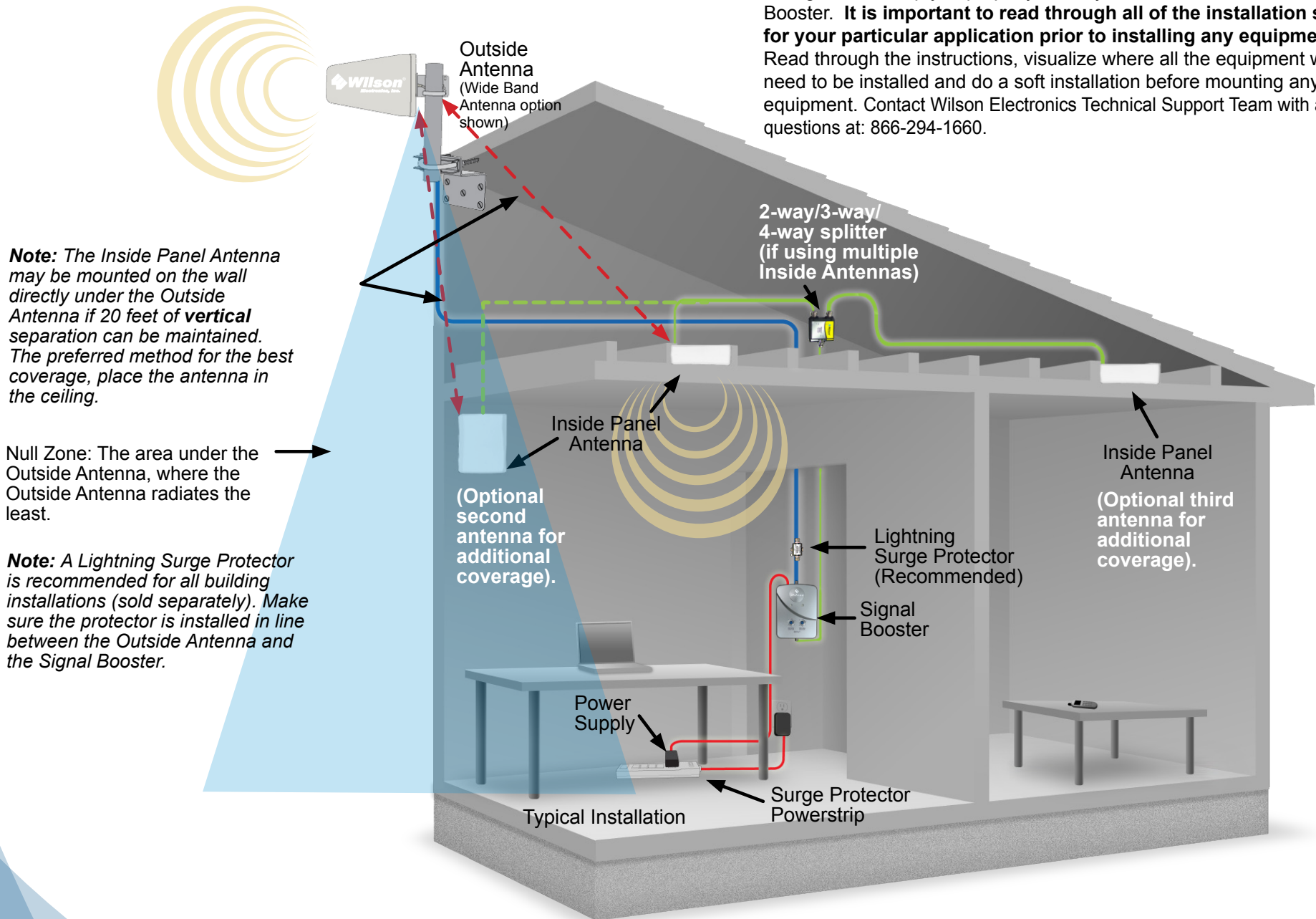
1. Select a location to install the Signal Booster that is away from excessive heat, direct sunlight, moisture and has proper ventilation. Do not place the Signal Booster in an air-tight enclosure.
2. Select a location on the roof of the building to install the Outside Antenna. Use a cell phone in test mode to find the strongest signal from the cell tower. Visit [www.WilsonElectronics.com](http://www.WilsonElectronics.com) to find test mode function for your particular cell phone or see page 7.
3. Run the Outside Antenna cable to the Signal Booster and attach it to the connector labeled "Outside Antenna" on the Signal Booster. Run the Inside Antenna cable to the Signal Booster and attach it to the connector labeled "Inside Antenna" on the Signal Booster (see page 7 for more information on running cable). Lightning Surge Protection is recommended for all in-building installations (see page 6).
4. Select a location for the Inside Antenna, preferably in the center of where the signal needs to be amplified (see page 8). A minimum separation distance of 20 **vertical** feet is necessary for operation. If the inside coverage is not sufficient you may need as much as 75 feet of **horizontal** separation. See installation diagram on pages 3 & 4.
5. Before powering up the Signal Booster, verify that both the Outside Antenna and the Inside Antenna are connected and check that all connections are tight (see page 9). **Note: Be careful when plugging the connectors in so as not to bend the center pins on the connectors.**
6. The Signal Booster has been packaged with the gain control knobs adjusted to the highest gain position. If one or both of the lights are not green please refer to pages 10 & 11.

**Warning:** Connecting the Signal Booster directly to a cell phone with use of an adapter will damage the cell phone and/or the Signal Booster.



Wilson® Electronics recommends that all AC power supplies for home electronics be plugged into a **Surge Protector Power Strip.**

## AG DB Pro Installation Diagram



## Before Getting Started

This guide will help you properly install your Wilson Electronics Signal Booster. **It is important to read through all of the installation steps for your particular application prior to installing any equipment.** Read through the instructions, visualize where all the equipment will need to be installed and do a soft installation before mounting any equipment. Contact Wilson Electronics Technical Support Team with any questions at: 866-294-1660.

## Reasons for Weak Cellular Signals

Anyone who uses a cell phone or cellular data card knows the frustration of not being able to connect to or maintain a strong cellular signal. When this occurs, it is generally due to one of two reasons:

1. Location of the Nearest Cell Tower – Cell towers are situated to provide broad coverage; however, there are many areas in which signal strength may be reduced by topographic features or by local government restrictions on the height or placement of the towers themselves. Rural areas generally have fewer cell towers than urban regions.
2. Natural and Man-Made Obstructions – Signal strength can also be negatively affected by trees, hills, weather, buildings, and other obstructions. You may be relatively close to a cell tower but still unable to make a call. This often occurs in homes, offices and other buildings in which stucco, concrete or metal walls may block the signal.

The Signal Booster works with two antennas. The Inside Antenna communicates with your cellular device and the Outside Antenna communicates with the cell tower. The Outside Antenna receives the cell tower signal and sends it through the cable to the Signal Booster, where it is amplified and re-transmitted much stronger through the Inside Antenna into the room. When the Inside Antenna picks up a signal from your cellular device, the Signal Booster amplifies that signal and transmits it through the cable to the Outside Antenna and back to the cell tower. **(Note: The Signal Booster will only operate if there is an adequate signal to amplify.)**

## Outside Antenna Installation (Included in some kits)



**Note:** Use the directions included with your choice of antenna, the instructions here are meant for the Wide Band Antenna option shown above. The antenna should be mounted as shown in the illustration above. The included mounting bracket is adjustable and will accommodate pipe diameters from 1.25" to 2" (pipe sold separately part# 901117). Mount the antenna so that there is at least 3 feet of clearance in all directions around it. Position the antenna so that it has

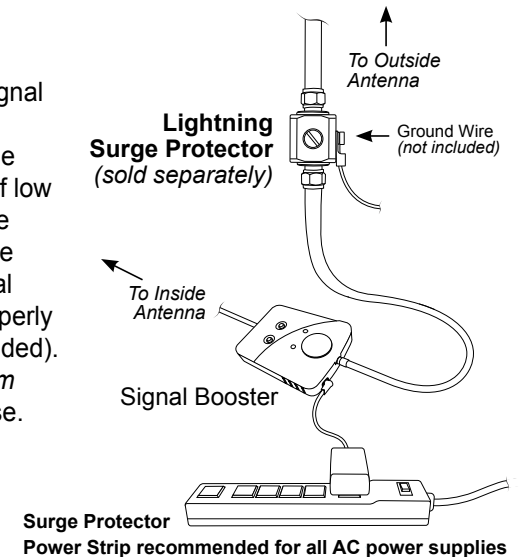
an unobstructed line of sight to the cell tower's strongest signal. Make sure the antenna is not pointing across your own roof or at the Inside Antenna as this will cause the oscillation (feedback) protection circuitry to shut down the Signal Booster (see page 10).

**⚠ Warning:** Lightning protection is recommended for all installations (sold separately part# 859988). Take extreme care to ensure that neither you nor the antenna comes near any electric power lines.

## Installing Lightning Protection

(sold separately)

Install the **Lightning Surge Protector (LSP)** close to the Signal Booster. Attach the cable from the Outside Antenna to the surge protector, using a short length of low loss cable; attach one end to the LSP and the other to the Outside Antenna connector on the Signal Booster. Ensure the LSP is properly grounded (ground wire not included). Visit [www.WilsonElectronics.com](http://www.WilsonElectronics.com) or call 800-204-4104 to purchase.



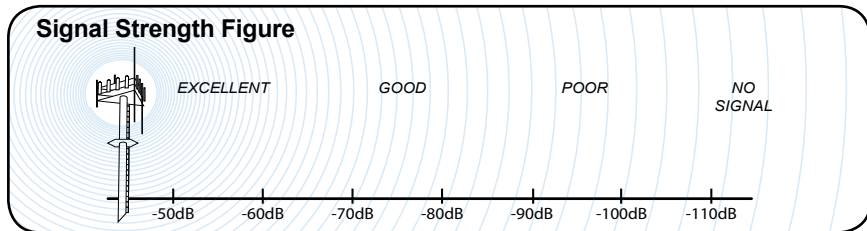
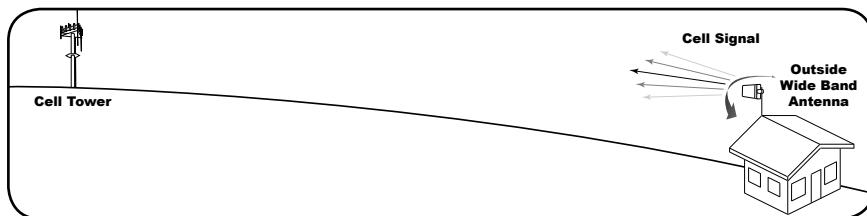
## Selecting a Direction for the Outside Antenna

Select a location on the roof of the building to install the Outside Antenna. Use a cell phone in test mode to find the strongest signal from the cell tower. To get the strongest signal possible, it is very important to set up your Outside Antenna properly. The Inside and the Outside Antennas must be mounted in such a way that they are able to pick up the best possible cellular signal on the outside of the building and provide the best possible signal on the inside of the building. Mount the Outside Antenna as high as possible facing the cell tower in an area with the best possible signal coverage.

**Note:** Never point the front of a directional antenna toward the Inside Antenna. See Figure 1 & 2 on page 10.

## Finding the Strongest Signal

When installing your Signal Booster's Outside Antenna, aiming it towards the best signal source from your service provider is important. The best way of getting the strongest signal is to have one person on the roof to rotate the Outside Antenna, which is connected to the Signal Booster. Turning the Outside Antenna about 45 degrees at a time, while the second person is watching the signal strength on the phone inside the building. This allows you to read the signal strength from the cell tower. It is preferable to have the phone in the test mode so the actual signal strength can be read, as bars are not the most accurate. Go to [www.WilsonElectronics.com](http://www.WilsonElectronics.com) for help in finding the test mode for your phone. Always make sure the person inside the building gives the signal time to arrive and register on the phone. (Between 10-30 seconds for phone to reset the signal reading).



Signal readings usually appear as a negative number (for example, -86). The closer you get to zero the stronger the signal. (See graph above).

## Mounting Tips for Running Outside Antenna Cable

If you are mounting the Outside Antenna on the roof of your building, we have found that it is easiest to run your cable underneath the down side of your roof's flashing. If you have satellite TV service installed at your home or office, you may be able to follow the same route as the satellite TV cables that are already running from the outside of your building to the inside. After routing the cable, we recommend sealing any areas where the cable passes into the building with silicone, cable bushings or other waterproof sealant to

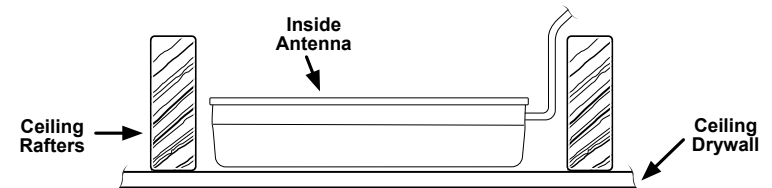
keep your installation from leaking. If you are mounting the Outside Antenna to the outside wall of your home or building, the simplest way is to run the cable on the outside of the wall and attach it to the exterior of your home or office. Then drill a hole through the wall where you want the cable to appear on the inside of the building. Before drilling, make sure that there are no electrical outlets, sewer or water pipes, or electrical wiring in the wall that you are about to drill through as this could potentially harm you or damage the building.

After drilling the required hole, run the cable through and seal it with silicone, cable bushings or other waterproof sealant to enclose the hole that you have created. In some instances, it may be possible to run the cable up into the fascia of the attic overhang. In this circumstance, the cable will be accessible in the attic for further routing.

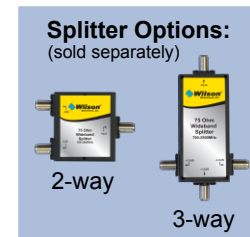
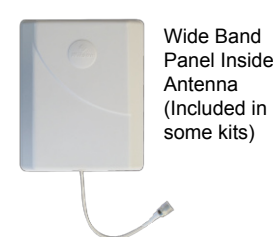
## Installing the Inside Antenna

(Included in some kits)

Select a location for the Inside Antenna, preferably in the center of where the signal needs to be amplified. A minimum separation distance of 20 **vertical** feet is necessary for operation. If the inside coverage is not sufficient you may need as much as 75 feet of **horizontal** separation. See installation diagram on pages 3 & 4.



In some cases, multiple Inside Antennas may be required if you have multiple rooms with poor signal. A signal may be split by using a splitter (sold separately). If using more than one Inside Antenna, a separation up to 75 **horizontal** feet may be necessary between Inside Antennas. See configuration on pages 3 & 4.



**Warning:** An Inside Antenna must have a separation distance from all persons that is at least 15 inches for the panel antenna.

## Installing a Wilson Electronics Signal Booster

Select a location to install the Signal Booster that is away from excessive heat, direct sunlight, moisture and that has proper ventilation. Do not place the Signal Booster in an air-tight enclosure. Recommended installation locations for in-building Signal Boosters are near a power outlet and in a closet or on a shelf.

**Note:** It is important to have adequate air ventilation. Maintain at least 6 inches of clearance from surrounding objects.

**Note:** Be careful when plugging the connector in to avoid bending the center pins on the connectors.

Run the Outside Antenna cable to the Signal Booster and attach it to the connector labeled "Outside Antenna" on the Signal Booster. Run the Inside Antenna cable to the Signal Booster and attach it to the connector labeled "Inside Antenna" on the Signal Booster.

## Powering up a Wilson Electronics Signal Booster

1. Never point the front of a directional Outside Antenna toward the Inside Antenna. See Figure 2 on page 10.
2. Ensure that both the Outside Antenna cable and the Inside Antenna cable are connected to the Signal Booster **and the connections are tight** before powering up the Signal Booster.
3. Plug the power supply into the Signal Booster input marked "POWER" (carefully, to avoid damaging the center pin) and then into a **Surge Protector Power Strip**.
4. If the Signal Booster does not have a green light, please see pages 10 & 11.
5. If you know that only one frequency band (800 or 1900) is available in your coverage area (or going to be used), reduce the gain control on the frequency band that is NOT in use to the lowest setting. This will reduce the power consumption of the Signal Booster.
6. Using multiple Signal Boosters in one installation may cause interference to the cell tower (except for In-Line Signal Booster part# 806215).
7. Contact Wilson Electronics Technical Support Team with any questions at 866-294-1660 or email [tech@wilsonelectronics.com](mailto:tech@wilsonelectronics.com). Technical Support hours are 7 am to 6 pm MST.

Figure 1

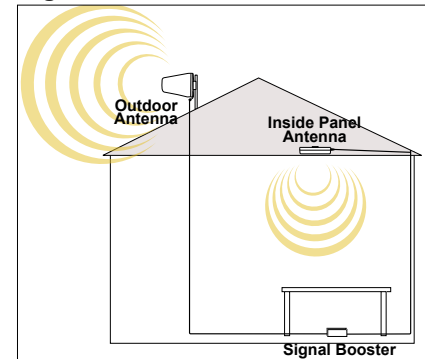
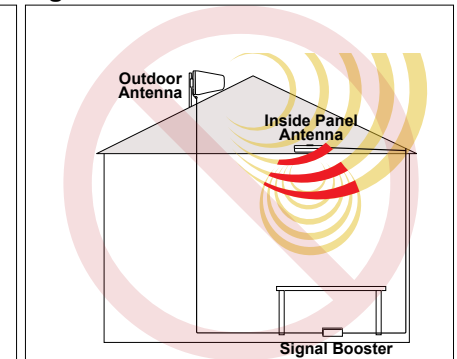
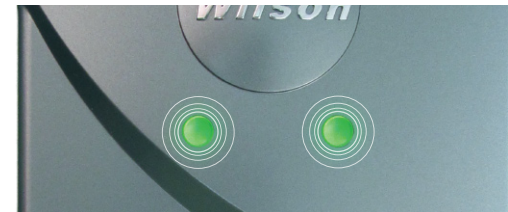


Figure 2



## Understanding the Signal Booster Lights and Troubleshooting

During installation mode the Signal Booster is resetting itself very quickly to aid the installer. The Signal Booster is equipped with two indicator lights, one for the 800 MHz band and the other for the 1900 MHz band. For the first 15 minutes that the Signal Booster is plugged in, it is programmed for a test and alignment period. During this time, both lights will do one of the following 4 things:



**Note:** If after the initial 15 minutes you are not done with the installation, the Signal Booster can be reset and enter installation mode again by disconnecting and reconnecting the power supply from the Signal Booster.

### 1. BLINKING GREEN

If the Signal Booster is blinking green, the Signal Booster is operating properly. If you are happy with the coverage area in your building, then you are done. Blinking will stop after the 15 minute installation period.

### 2. BLINKING ORANGE

The Signal Booster is experiencing receiver overload. The Signal Booster has protection shutoff circuits to prevent the disruption of

cell towers. If one or both lights are blinking orange, this indicates that the Signal Booster has shut down due to close proximity to a cell tower. **First, turn down the gain control on the band that is blinking until you get a blinking green light. The Signal Booster is now working with reduced gain.** If the gain is not adequate for good coverage, **you will need to turn the gain to maximum and then turn the Outside Antenna away from the cell tower until the light turns to blinking green.** If the Signal Booster will not respond, turn the gain down 5 dB and move the Outside Antenna. Continue to adjust the gain and the Outside Antenna position until the light turns blinking green. Contact Wilson Electronics Technical Support Team for assistance:  
866-294-1660.

### 3. SOLID RED

If either of the two lights on the Signal Booster are solid red, this indicates that the Signal Booster has shut down on that frequency to prevent an oscillation (feedback). First, make sure that all the connections are tight. **Then reduce the gain of the Signal Booster in small increments by rotating the gain control, counter-clockwise, waiting 5 seconds between each adjustment for the Signal Booster to reset. Continue this adjustment until the light turns blinking or solid green.** When you are turning down the gain, you are reducing the inside coverage area. If the amount of coverage area is sufficient for your needs and the light is green the installation is complete. **If the coverage area is not large enough, it is necessary to increase the separation distance of the antennas by moving them horizontally or vertically farther apart, or both. Then increase the gain until the red light comes on, and then slightly keep decreasing the gain until the green or blinking green light appears.** If after separating the antennas your coverage area is still too small, contact Wilson Electronics Technical Support Team for assistance:  
866-294-1660.






If your installation takes longer than 15 minutes, it is possible to re-enter the installation mode by disconnecting and reconnecting the power supply from the Signal Booster.

### 4. SOLID GREEN

The indicator lights on the Signal Booster will be a solid green after the first 15 minute installation period and the unit is powered up and working properly.



## Warnings & Recommendations

-  Warning: The directional antenna must always be located so the back or side points to the Inside Antenna. Never point the front of the Outside Antenna toward the Inside Antenna – this is to prevent oscillation.
-  Warning: Connecting the Signal Booster directly to the cell phone with use of an adapter may damage the cell phone.
-  Warning: Use only the power supply provided in this package. Use of a non-Wilson Electronics product may damage your equipment.
-  Warning: **RF Safety:** FCC regulations require that any fixed Outside Antenna used with this Signal Booster may not have gain (less cable loss) that exceeds 15 dBi and must be located at least 30 inches from all people. Inside Antennas must not exceed 7 dBi gain (less cable loss) in the 800 MHz band or 10 dBi gain (less cable loss) in the 1900 MHz band and must be located at least 8 inches from all people.
-  Warning: Verify that both the Outside Antenna and the Inside Antenna are connected to the Signal Booster before powering up the Signal Booster.

Recommendation: Lightning Surge Protection is recommended for all in-building installations.



## About Wilson Electronics

Wilson Electronics, Inc. has been a leader in the wireless communications industry for over 40 years. The company designs and manufactures Signal Boosters, antennas and related components that significantly improve cellular telephone signal reception and transmission in a wide variety of applications, both mobile and in-building. With extensive experience in antenna and Signal Booster research and design, the company's engineering team uses a state of the art testing laboratory, including an anechoic chamber and network analyzers, to fine-tune antenna designs and performance. For its Signal Boosters, Wilson Electronics uses a double electrically insulated RF enclosure and cell tower simulators for compliance testing.

Wilson Electronics Signal Boosters feature patented Smart Technology II™ that enables them to automatically adjust their power based on cell tower requirements. By detecting and preventing oscillation (feedback), signal overload and interference with other users, these Smart Technology II™ Signal Boosters improve network cell phone areas without compromising carrier systems. All products are engineered and assembled in the company's 55,000-square-foot headquarters in St. George, Utah. Wilson Electronics has product dealers in all 50 states as well as in countries around the world.

### 30-Day Money-Back Guarantee

All Wilson Electronics products are protected by Wilson Electronics 30-day money-back guarantee. If for any reason the performance of any product is not acceptable, simply return the product directly to the reseller with a dated proof of purchase.

### 1-Year Warranty

Wilson Electronics Signal Boosters are warranted for one (1) year against defects in workmanship and/or materials. Warranty cases may be resolved by returning the product directly to the reseller with a dated proof of purchase.

Signal Boosters may also be returned directly to the manufacturer at the consumer's expense, with a dated proof of purchase and a Returned Material Authorization (RMA) number supplied by Wilson Electronics. Wilson Electronics shall, at its option, either repair or replace the product. Wilson Electronics will pay for delivery of the repaired or replaced product back to the original consumer if located within the continental U.S.

This warranty does not apply to any Signal Booster determined by Wilson Electronics to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages physical or electronic properties.

RMA numbers may be obtained by phoning Technical Support at 866-294-1660.

This device complies with Part 15 of FCC rules. The transaction is subject to two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by Wilson Electronics could void the authority to operate this equipment.

**Disclaimer** : The information provided by Wilson Electronics, Inc. is believed to be complete and accurate. However, no responsibility is assumed by Wilson Electronics, Inc. for any business or personal losses arising from its use, or for any infringements of patents or other rights of third parties that may result from its use.

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One or more of the following U.S. Patent numbers may apply to the Signal Booster in this product – D596,614; D596,615; D563,381; 7,729,669; 7,486,929; 7,729,656; 7,409,186; 7,783,318; 7,684,838; 12,714,994.



## Signal Booster Specifications

IC: 4726A-271265 FCC ID: PWO271265		DB Pro Specifications	
<b>Model Number</b>		271265	
Antenna connectors		F-Female	
Antenna impedance		75 ohms	
Dimensions		6.5 x 4.5 x 1.75 inch (16.5 x 11.4 x 4.4 cm)	
Weight		0.47 lbs (0.213 kg)	
Frequency		824-894 MHz / 1850-1990 MHz	
<b>*Passband Gain (nominal)</b>			
800 MHz * 1900 MHz		62 / 65 dB	
<b>*20 dB Bandwidth (nominal)</b>		Downlink	
800 MHz		45 MHz	
1900 MHz		88 MHz	
<b>Power Output</b>		800 MHz	1900 MHz
Power output for single cell phone (uplink)		30.8 dBm	30.5 dBm
Power output for single received channel (downlink)		26.0 dBm	25.2 dBm
<b>*Power output for multiple transmitted channels (uplink)</b>		Maximum Power	
The maximum power is reduced by the number of channels:		Number of channels	
		800 MHz	1900 MHz
		2	24.0 dBm / 21.3 dBm
		3	20.5 dBm / 17.8 dBm
		4	18.0 dBm / 15.3 dBm
		5	16.0 dBm / 13.3 dBm
		6	14.5 dBm / 11.8 dBm
<b>*Power output for multiple received channels (downlink)</b>		Maximum Power	
The maximum power is reduced by the number of channels:		Number of channels	
		800 MHz	1900 MHz
		2	24.8 dBm / 23.7 dBm
		3	21.3 dBm / 20.2 dBm
		4	18.8 dBm / 17.7 dBm
		5	16.8 dBm / 15.7 dBm
		6	15.3 dBm / 14.2 dBm
Noise Figure (typical downlink/uplink)		3.5 dB nominal / 6 dB nominal	
Isolation		> 90 dB	
<b>Power Requirements</b>		110-240 V AC, 50-60 Hz, 8 W	

Notes:

- Nominal gain is the maximum gain at any frequency in the passband.
- Nominal bandwidth is the difference between two frequencies that are adjacent to the passband where the amplification is 20 dB lower than the passband amplification. One of the frequencies is lower than the passband and the other is higher.
- The Manufacturer's rated output power of this equipment is for single carrier operation. For situations when multiple carrier signals are present, the rating would have to be reduced by 3.5 dB, especially where the output signal is re-radiated and can cause interference to adjacent band users. This power reduction is to be by means of input power or gain reduction and not by an attenuator at the output of the device.
- The maximum power for 2 or more simultaneous signals will be reduced by 6 dB every time the number of signals is doubled.



3301 East Deseret Drive, St. George, UT 84790

For additional Technical Support visit [www.WilsonElectronics.com](http://www.WilsonElectronics.com)  
or email at: [tech@wilsonelectronics.com](mailto:tech@wilsonelectronics.com)

Phone: 866-294-1660 Local: 435-673-5021 Fax: 435-656-2432  
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