FLARE™ 3.0
Cellular signal booster kit with combined booster and indoor antenna

User Guide
Thank you for purchasing SureCall’s Flare 3.0 cellular signal booster kit. SureCall’s Flare 3.0 was specifically designed to eliminate frustrations over dropped calls and limited range by amplifying incoming and outgoing cellular signals in homes and offices.

If you have any questions during setup, please reach out to our US-based experienced support technicians:
Call: 1-888-365-6283
Email: support@surecall.com
Or, visit: www.surecall.com/support

Watch installation, optimization and troubleshooting techniques on our SureCall YouTube channel.

Stay up to date with all things SureCall.

Introduction

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How It Works

How it works
1. An outside antenna collects signal from the cell tower.
2. The outside antenna sends the signal to the booster through coax cable.
3. The booster amplifies the cell signal and rebroadcasts the signal indoors to all mobile devices within range.
4. The booster amplifies outgoing cell signal back to the tower.

How the SureCall Flare 3.0 Booster Works

PACKAGE CONTENTS

Unpack all package contents. For missing or damaged items, contact your reseller. Turn over the signal booster and record the model and serial number for reference:

- Serial #: ________________________________________________________________
- Purchase Date: __________________________________________________________

Keep the carton and packing material to store the product in case you need to return. Your Flare 3.0 signal booster package includes the following items:
1. SureCall Flare 3.0 signal booster
2. Power supply
3. Cable for connecting the outside antenna to the signal booster
4. Outside Yagi antenna

Warning: Unauthorized antennas, cables, and/or coupling devices are prohibited by FCC new rules. Please contact FCC for details: 1-888-CALL-FCC.

Changes or modifications not expressly approved by SureCall could void the user’s authority to operate the equipment.

1. Flare 3.0 Cellular Booster
2. Power Supply
3. Indoor Cable (50 ft.)
4. Outside Yagi Antenna
BEFORE INSTALLATION

1. Prior to securing the location of any booster parts, a “soft install” is recommended as adjustments may be needed to optimize performance.

2. Note that the outside antenna can be mounted to an exterior surface or a 1-2” diameter pole. A mounting pole is available separately (SC-J-Mount). PVC piping from your local hardware can also be used.

3. Your planned location for the booster (central to where signal is needed) should be near an existing electrical outlet.

4. Ensure adequate separation between the planned locations of the booster and outside antenna (at least 25 ft.).

5. Ensure sufficient cable length between the outside antenna location and booster location. The length of the provided cable is 50 ft.

Installation Overview

Step 1. Find the outside area with the strongest signal.
Step 2. Install the outside antenna
Step 3. Place the Flare 3.0 on a table or desktop, center of the area where signal is needed.
Step 4. Connect the booster to an AC power source.

INSTALLATION

Step 1. Find the Area With the Strongest Signal

Using your phone, identify the outside location with the strongest signal for placement of your outside antenna. Generally, this is found above the roofline on the side facing your nearest cell tower and as high as possible – where the antenna can ‘see’ your cell tower. To find the location of your carrier’s closest cell tower, go to www.antennasearch.com.

The coverage area that the booster provides is directly related to the strength of incoming signal received by the outdoor antenna. Mounting the outside antenna where the signal is the strongest will provide the best results. Please note, if signal is extremely weak where the outside antenna is installed, indoor coverage will be limited.

Note that Bars are not always a reliable measure of signal. The best way to confirm signal coverage is the ability to place and hold a call.

Putting your phone in Field Test mode will also indicate what level of decibels (dB) your phone is currently receiving. Decibels are measured in the negatives, and a score closer to zero indicates you have a better signal. A signal of -120 dB indicates you have no service, while a score of about -50 dB means you have excellent signal strength.

For specific dB signal measurements, use the methods below.

- Apple iPhones: Dial *3001#12345# and press Call. In the top-left corner, a dB number appears instead of bars.
- Android devices: download the app “Network Signal Info” in the Google Play store.

Step 2. Install the Outside Antenna

After identifying the area of strongest signal, choose the surface where you will mount the outside antenna. Using the provided hardware, mount the outside antenna at the highest possible elevation, allowing a minimum separation of 25 feet from the planned location of the booster.

Once the outside antenna is secured, connect one end of the provided cable to the outside antenna and tighten the connection.

Do not collocate antennas or operate the outdoor antenna with any other antenna or signal booster.

Outside Yagi Antenna Installation

Before installing a Yagi, or directional antenna, note that the antenna should be mounted on a pole or pipe (not provided), at the highest possible location and mounted horizontally, aimed in the direction of your nearest cell tower. To find the location of your carrier’s closest cell tower, go to www.antennasearch.com.
**Installation**

Ensure that the mounting area has at least a 12-inch radius clear of obstructions and other radiating elements and orient the antenna with the drip hole at the bottom.

Once you have identified your install location, assemble the u-bolt, bracket, nuts and washers onto a pole or pipe (not provided) as shown in the illustration. Keep the connections loose enough to allow the antenna to rotate until the optimum direction is found.

Once the outside antenna is secured to a pipe or pole, connect antenna to one end of the provided RG6 cable and tighten the connection. Run the cable along route to planned location of your booster.

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**Step 3. Place the Booster**

Place the booster in a central location where signal is needed and at least 25 ft. from the outdoor antenna location. When placing the booster, note that further separation between the booster and outside antenna will increase booster performance. Connect the open end of the RG6 cable from the outside antenna to the booster and tighten connection.

Please note that the performance and range of your booster depends on three factors:

1. Signal strength at the location of the outside antenna.
2. Interior building materials between the booster and your mobile device.
3. Distance between the outside antenna and booster (while at least 25 ft. separation is recommended, further separation will increase performance).

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**Step 4. Connect to Power**

Once the booster and outside antenna are connected and in place, connect the power cord to the signal booster and plug into a power outlet.

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**Enjoy Boosted Signal**

Place a call in the room where the booster is located to confirm that your phone is receiving a boosted signal. Remember: Bars are not always a reliable measure of signal. The best way to confirm signal coverage is the ability to place and hold a call.

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**Note:** This booster is rated for 5-15V input voltage. DO NOT use the booster with a higher voltage power supply. This can damage the booster, cause personal injury, and void your warranty.

This booster should not be used near open fire or flame. Storage and transportation: Store and place in non-extreme room-temperature and dry environment.

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**FCC 27.5 (d)(4):** Fixed, mobile, and portable (hand-held) stations operating in the 1710-1755 MHz band as well as mobile and portable stations operating in the 1695-1710 MHz and 1755-1780 MHz bands are limited to 1 watt EIRP. Fixed stations operating in the 1710-1755 MHz band are limited to a maximum antenna height of 10 meters above ground.
IF YOU WANT TO IMPROVE PERFORMANCE

- Identify a location outside that receives a stronger signal and move the outside antenna to that location (higher is usually better).
- Increase the distance between the booster and outside antenna.
- See more tips and tricks or contact us at www.SureCall.com/support

LED Indicators

<table>
<thead>
<tr>
<th>LED Position</th>
<th>Condition</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left/Right</td>
<td>OFF, OR - Solid Yellow</td>
<td>Normal active operation.</td>
</tr>
<tr>
<td>Left</td>
<td>Yellow Flashing</td>
<td>Normal operation. Automatic Gain Control (AGC) is self-adjusting.</td>
</tr>
<tr>
<td>Left</td>
<td>Red Flashing</td>
<td>The booster is receiving too strong of a signal which could cause the booster to automatically shut down. If this happens, relocate the outside antenna to a location where the signal is weaker or rotate antenna in small increments away from cell tower until Red flashing stops.</td>
</tr>
<tr>
<td>Right</td>
<td>Yellow Flashing</td>
<td>Automatic Gain Control (AGC) is preventing oscillation. Increased separation between outside antenna and booster is recommended to optimize performance.</td>
</tr>
<tr>
<td>Right</td>
<td>Red/Yellow Alternately Flashing</td>
<td>Booster has shut down to prevent oscillation. Increased separation between the outside antenna and booster is required to continue operation.</td>
</tr>
</tbody>
</table>

Troubleshooting

If you have any questions during setup, please reach out to our US-based experienced support technicians:
Call: 1-888-365-6283, Email: support@surecall.com, or Visit: www.surecall.com/support

<table>
<thead>
<tr>
<th>Problem</th>
<th>Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signal booster has no power</td>
<td>Connect the power supply to an alternate power source. Be sure the power source is not controlled by a switch that can remove power from the outlet. Check the POWER LED (①) on the signal booster. If it is OFF, contact tech support at: 1-888-365-6283 or <a href="mailto:support@surecall.com">support@surecall.com</a>, or go to <a href="http://www.surecall.com/support">www.surecall.com/support</a></td>
</tr>
<tr>
<td>After installing your signal booster system, you have no signal or reception</td>
<td>Verify that cable connections are tightly fitted to the booster and antenna. Try further separating the booster and antenna. Verify that there is usable signal where the antenna is placed. Remember: Bars are not always a reliable measure of signal. The best way to confirm signal coverage is the ability to place and hold a call.</td>
</tr>
</tbody>
</table>
### Specifications

<table>
<thead>
<tr>
<th>Frequency (MHz)</th>
<th>Input (dBm)</th>
<th>Output (dBm)</th>
<th>Gain (dB)</th>
<th>Input (dBm)</th>
<th>Output (dBm)</th>
<th>Gain (dB)</th>
</tr>
</thead>
<tbody>
<tr>
<td>PreAGC</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pulse GSM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1 MHz AWGN</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Uplink: 1710-1755</td>
<td>-49.5</td>
<td>20.0</td>
<td>69.5</td>
<td>-49.0</td>
<td>19.4</td>
<td>68.4</td>
</tr>
<tr>
<td>Uplink: 1890-1915</td>
<td>-49.5</td>
<td>22.1</td>
<td>71.6</td>
<td>-45.8</td>
<td>21.6</td>
<td>67.4</td>
</tr>
<tr>
<td>Uplink: 824-849</td>
<td>-39.3</td>
<td>25.3</td>
<td>64.5</td>
<td>-36.6</td>
<td>26.0</td>
<td>62.6</td>
</tr>
<tr>
<td>Uplink: 698-716</td>
<td>-36.8</td>
<td>25.0</td>
<td>61.8</td>
<td>-37.1</td>
<td>25.2</td>
<td>62.3</td>
</tr>
<tr>
<td>Uplink: 777-787</td>
<td>-38.6</td>
<td>22.1</td>
<td>60.7</td>
<td>-38.4</td>
<td>20.5</td>
<td>59.9</td>
</tr>
<tr>
<td>Downlink: 2110-2155</td>
<td>-55.2</td>
<td>12.5</td>
<td>67.7</td>
<td>-57.0</td>
<td>10.4</td>
<td>67.4</td>
</tr>
<tr>
<td>Downlink: 1930-1995</td>
<td>-57.2</td>
<td>11.2</td>
<td>68.4</td>
<td>-60.4</td>
<td>8.2</td>
<td>68.6</td>
</tr>
<tr>
<td>Downlink: 869-894</td>
<td>-51.2</td>
<td>11.8</td>
<td>63.0</td>
<td>-50.8</td>
<td>10.9</td>
<td>61.7</td>
</tr>
<tr>
<td>Downlink: 728-746</td>
<td>-47.5</td>
<td>14.5</td>
<td>62.0</td>
<td>-50.7</td>
<td>10.7</td>
<td>61.4</td>
</tr>
<tr>
<td>Downlink: 746-757</td>
<td>-45.8</td>
<td>11.8</td>
<td>57.6</td>
<td>-49.4</td>
<td>8.5</td>
<td>57.9</td>
</tr>
</tbody>
</table>

**Warning:** Any product modifications that use unauthorized antennas, cables, and/or coupling devices are prohibited by the FCC. Contact FCC for details: 1-888-CALL-FCC. Changes or modifications not expressly approved by SureCall could void the user's authority to operate the equipment.

### Kitting Information

<table>
<thead>
<tr>
<th>Component</th>
<th>Product Number</th>
<th>Gain/Loss</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTE-A 707 MHz</td>
<td>SC-289W</td>
<td>3 dBi</td>
<td>3 dBi</td>
</tr>
<tr>
<td>LTE-V 731 MHz</td>
<td>SC-231W</td>
<td>3 dBi</td>
<td>3 dBi</td>
</tr>
<tr>
<td>Cellular 800 MHz</td>
<td>SC-289W</td>
<td>4 dBi</td>
<td>4 dBi</td>
</tr>
<tr>
<td>PCS 1900 MHz</td>
<td>SC-231W</td>
<td>10 dBi</td>
<td>10 dBi</td>
</tr>
<tr>
<td>AWS 1700 / 2100 MHz</td>
<td>SC-289W</td>
<td>3 dBi</td>
<td>3 dBi</td>
</tr>
<tr>
<td>50 Feet or longer</td>
<td>SC-231W</td>
<td>6 dBi</td>
<td>6 dBi</td>
</tr>
</tbody>
</table>

*Note: The Flare 3.0 booster is suitable for use with all equivalent and lower gain antennas, as well as, equivalent or greater lengths of cable.
Consumer Guidelines

CONSUMER GUIDELINES

This is a CONSUMER device.

BEFORE USE, you MUST REGISTER THIS DEVICE with your wireless provider and have their provider's consent. Most wireless providers consent to the use of signal boosters. Some may not consent to the use of this device on their network. If you are unsure, contact your provider.

In CANADA, BEFORE USE, you must meet all requirements set out in RIC-2-1-05.

You MUST operate this device with approved antennas and cables as specified by the manufacturer. Antennas MUST be installed at least 20 cm (8 inches) from the floor. YOU MUST NOT operate this device within 20 cm (8 inches) of any person.

You MUST cease operation of this device immediately if requested by the FCC or ISED in Canada or a licensed wireless service provider.

WARNING: Excessive exposure to radio frequency radiation can cause burns. You should follow all instructions that accompany this device. This device may be operated ONLY in a fixed location, for in-building use.

Product is a consumer unit for indoor use only.

SureCall warrants its products for three years from the date of purchase against defects in workmanship and/or materials. Specifications are subject to change. The three-year warranty applies to products meeting the latest FCC Certification Guidelines stated on 2/20/2013 and going into effect April 30, 2013. A two-year warranty applies to any products manufactured before May 1, 2014.

Products returned by customers must be in their original, un-modified condition, shipped in the original or protective packaging with proof-of-purchase documentation enclosed, and a Return Material Authorization (RMA) number printed clearly on the outside of the shipping container. Buyers may obtain an RMA number for warranty returns by calling the SureCall Return Department toll-free at 1-888-365-6283. Any returns received by SureCall without an RMA number must be clearly printed on the outside of the shipping container will be returned to sender. In order to receive full credit for signal boosters, all accessories originally included in the signal booster box must be returned with the signal booster. (The Buyer does not need to include accessories sold in addition to the signal booster, such as antennas or cables.)

This warranty does not apply to any product determined by SureCall to have been subjected to misuse, abuse, neglect, or mishandling that alters or damages the product's physical or electronic properties.

SureCall warrants to the Buyer that each of its products, when shipped, will be free from defects in material and workmanship, and will perform in full accordance with applicable specifications. The limit of liability under this warranty is, at SureCall's option, to repair or replace any product or part thereof which was purchased up to THREE YEARS after May 1, 2014 or TWO YEARS for products purchased before May 1, 2014, as determined by examination by SureCall, prove defective in material and/or workmanship. Warranty returns must be authorized in writing by SureCall. Disassembly of any SureCall product by anyone other than an authorized representative of SureCall voids this warranty in its entirety. SureCall reserves the right to make changes in any of its products without incurring any obligation to make the same changes on previously delivered products.

As a condition to the warranties provided for herein, the Buyer will prepay the shipping charges for all products returned to SureCall for repair, and SureCall will pay the return shipping with the exception of products returned from outside the United States, in which case the Buyer will pay the shipping charges.

The Buyer will pay the cost of inspecting and testing any goods returned under the warranty or otherwise, which are found to meet the applicable specifications or which are not defective or not covered by this warranty. Products sold by SureCall shall not be considered defective or non-conforming to the Buyer’s order if they satisfactorily fulfill the performance requirements that were published in the product specification literature, or in accordance with samples provided by SureCall. This warranty shall not apply to any products or parts thereof which have been subject to accident, negligence, alteration, abuse, or misuse. SureCall makes no warranty whatsoever in respect to accessories or parts not supplied by it.

Limitations of Warranty, Damages, and Liability EXCEPT AS EXPRESSLY SET FORTH HEREIN, THERE ARE NO WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS, WHETHER EXPRESSED OR IMPLIED, IN LAW OR IN FACT, ORAL OR IN WRITING.

SURECALL AGGREGATE LIABILITY IN DAMAGES OR OTHERWISE SHALL NOT EXCEED THE PAYMENT, IF ANY, RECEIVED BY CELLPHONE-MATE, INC. FOR THE UNIT OF PRODUCT OR SERVICE FURNISHED OR TO BE FURNISHED, AS THE CASE MAY BE, WHICH IS THE SUBJECT OF CLAIM OR DISPUTE. IN NO EVENT SHALL SURECALL BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, HOWEVER CAUSED.

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Fremont, California 94538, USA
888.365.6283 | www.surecall.com

WARRANTY

Three-Year Product Warranty

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Limitations of Warranty, Damages, and Liability EXCEPT AS EXPRESSLY SET FORTH HEREIN, THERE ARE NO WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS AS TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ANY OTHER WARRANTIES, CONDITIONS, GUARANTEES, OR REPRESENTATIONS, WHETHER EXPRESSED OR IMPLIED, IN LAW OR IN FACT, ORAL OR IN WRITING.

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