

# FLARE<sup>™</sup>

*Cellular signal booster kit with combined  
booster and indoor antenna*

## User Guide



Thank you for purchasing SureCall's Flare cellular signal booster kit. SureCall's Flare 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](mailto:support@surecall.com)

Or, visit: [www.surecall.com/support](http://www.surecall.com/support)



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



@SureCall



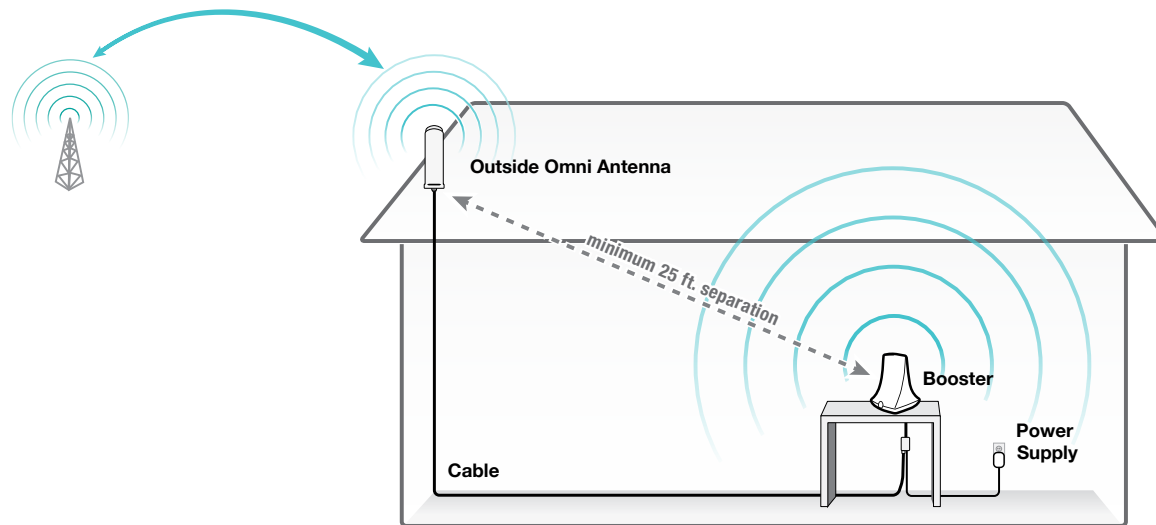
Stay up to date with all things SureCall

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## 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 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:

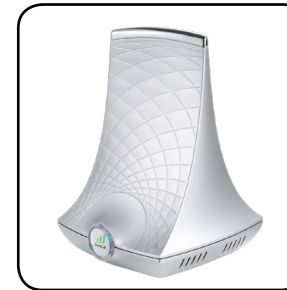
Serial #: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Keep the carton and packing material to store the product in case you need to return. Your Flare signal booster package includes the following items:

1. SureCall Flare signal booster
2. Power supply
3. Cable for connecting the outside antenna to the booster
4. Outside omni antenna

1. Flare Cellular Booster



2. Power Supply



3. Indoor Cable (50 ft.)



4. Outside Omni 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.

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. Your planned location for the booster (central to where signal is needed) should be near an existing electrical outlet.
- 3. Ensure adequate separation between the planned locations of the booster and outside antenna (at least 25 ft.).
- 4. 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 on a table or desktop, center of the area where signal is needed.
- Step 4. Connect the booster to an AC power source.

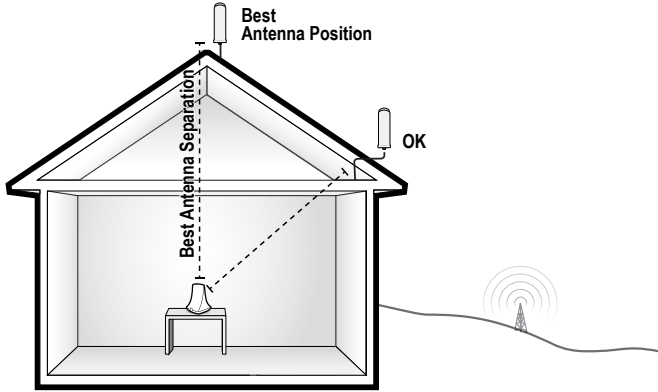
INSTALLATION

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.

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**, as seen in the table below, 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, however, indicate what level of decibels (dB) your phone is currently receiving.



Estimated coverage:

Outdoor signal strength (dB)	1-2 Bars (-85 to -95)	3-4 Bars (-75 to -84)	5 Bars (-65 to -74)
Flare with Omni antenna estimated coverage (sq. ft.)	1000	2,000	4,000

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

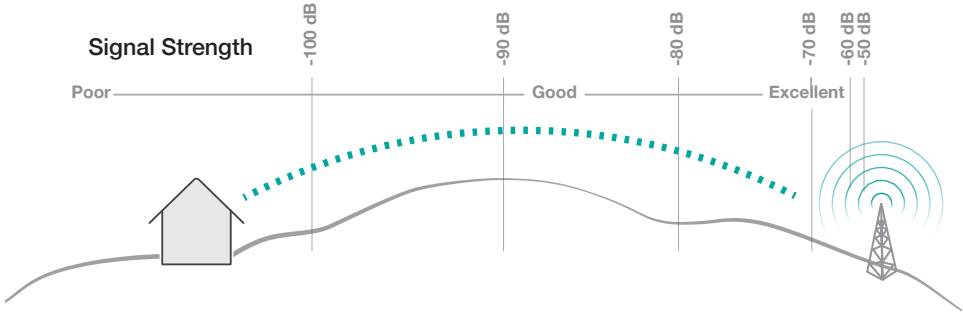
Websites like Cell Reception and Antenna Search or applications like OpenSignal (Android | iPhone) and Network Signal Info (Android) are easy ways to find towers and get a general reading of your cell phone signal. The approach we suggest is field test mode.

How to Enter Field Test Mode for iPhones:

- 1. Check your iOS
- 2. For iOS 11 and later go to Settings / Cellular / Cellular Data Options / Enable LTE / Turn Off LTE
  - If not running iOS 11 Go into your Settings / WiFi / Turn Off WiFi
  - For iOS 9.3 and later go to Settings > Cellular > Cellular Data Options > Enable LTE > Turn Off LTE
  - For iOS 9.2 and earlier Settings > Cellular > Enable LTE > Turn Off LTE
- 3. Make a phone call to \*3001#12345#\* and press call
- 4. Select Serving Cell Measurements and refer to the top item named Measured RSSI

How to Enter Field Test Mode for Android

- 1. Settings > More Options or More Settings
- 2. Tap on About Phone > Mobile Networks > Signal Strength
- 3. Under Signal Strength you will see your dB reading. If you do not see it there you will see it under Network Type or SIM Status.



## 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.

The omni antenna is omni-directional, which receives and sends signals in a 360° radius. The provided hardware allow for either a surface mount or pole-mount.

Mount antenna to a vertical surface:

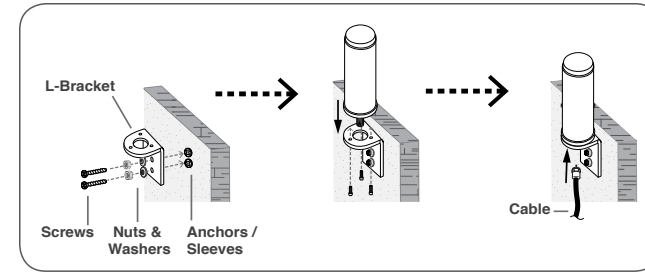
1. Using vertical plate of bracket, mark position of desired placement. The omni antenna should be mounted in an upright position (See "Omni Outside Antenna Install Illustration" on page 9)
2. Unscrew nut from end of stucco screw and remove it along with lock washer and regular washer.
3. Place vertical plate into desired location and tap the screws, head first, along with sleeve, into stucco 1/2 to 5/8 inches deep into place.
4. In this order, place washer, lock washer and nut on each screw and tighten until secure. When tightening screw, sleeve will expand to secure plate.
5. Remove screws from antenna base and use to secure antenna onto horizontal plate.
6. 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.



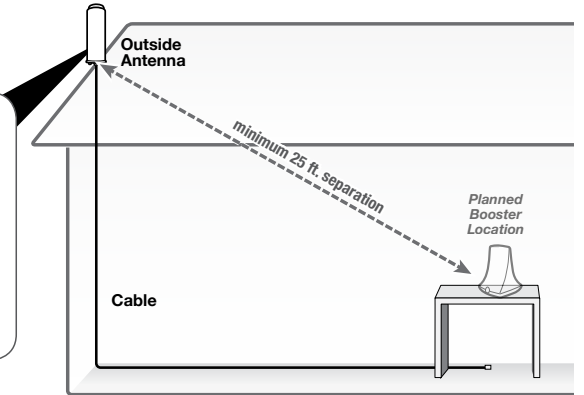
Omni antenna with surface mount hardware



Pole-mount hardware



Omni Outside Antenna Install Illustration

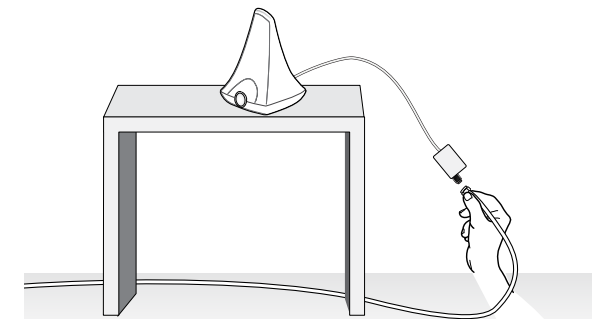


## Step 3. Place the Booster

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).



Placing Booster and connecting cable

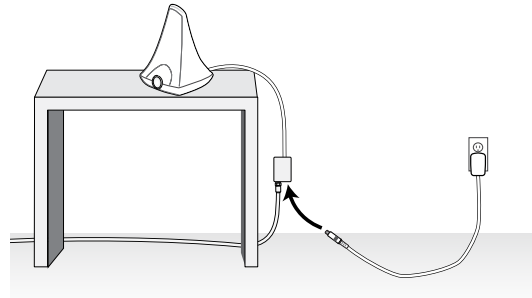
Note: Alternate screws may be required for differing surfaces such as wood or concrete.

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

Note: 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.

## 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.



Connecting the Power Supply

## 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.

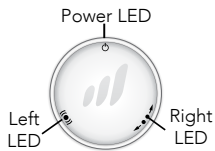
## IF YOU WANT TO IMPROVE PERFORMANCE

- 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.
- Consider upgrading your outside antenna to directional outside antenna that can be aimed to your nearest cell tower.
- See more tips and tricks or contact us at [www.SureCall.com/support](http://www.SureCall.com/support)

## LED INDICATORS

LED Position	Condition	Indication
Left or Right	OFF -OR - Solid Yellow	Normal active operation.
Left	Yellow Flashing	Normal operation. Automatic Gain Control (AGC) is self-adjusting.
Left	Red Flashing	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. Move in small increments away from cell tower until Red flashing stops.
Right	Yellow Flashing	Automatic Gain Control (AGC) is preventing oscillation. Increased separation between outside antenna and booster is recommended to optimize performance.
Right	Red/Yellow Alternately Flashing	Booster has shut down to prevent oscillation. Increased separation between the outside antenna and booster is required to continue operation.

Booster Diagram



## 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](mailto:support@surecall.com), or Visit: [www.surecall.com/support](http://www.surecall.com/support)

Problem	Resolution
Signal booster has no power	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 (⏻) on the signal booster. If it is OFF, contact tech support at: <a href="tel:1-888-365-6283">1-888-365-6283</a> 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>

After installing your signal booster system, you have no signal or reception

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.

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.

IMPORTANT: 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.

## SPECIFICATIONS

Flare 3.0 (U.S.) ; Flare 3.0 CA (Canada)

Uplink Frequency Range (MHz):	698–716 / 776–787 / 824–849 / 1850–1915 / 1710–1755
Downlink Frequency Range (MHz):	728–746 / 746–757 / 869–894 / 1930–1995 / 2110–2155
Donor/Server Port Impedance:	75 ohm / 50 ohm
Maximum Gain:	72 dB
Noise Figure:	7 dB
VSWR:	≤2.0
Supported Standards:	CDMA, WCDMA, GSM, EDGE, HSPA+, EVDO 4G and all cellular standards
AC Input:	Input: AC 110 – 240 V, 60 Hz ; Output: DC 5V / 3A
Maximum Output Power:	1 Watt EIRP
Cable:	RG6 (50 ft.)
RF Connectors:	Donor port: F Female, Server port: Integral
Power Consumption:	<12W
Weight:	1. 8125 lb.
Dimensions:	5.125 × 7.25 × 5.625 inches
Certifications:	FCC ID: RSNFLARE-3 ; IC : 7784A-FLARE3

Note: The term “IC” before the radio certification number only signifies that Industry Canada technical specifications were met.

## Kitting Information

Component	Product number	Gain/Loss					Note
		LTE-A 707 MHz	LTE-V 731 MHz	Cellular 800 MHz	PCS 1900 MHz	AWS 1700 / 2100 MHz	
Outdoor Antenna*	SC-289W	3 dBi	3 dBi	3 dBi	4 dBi	4 dBi / 4 dBi	
	SC-231W	8 dBi	8 dBi	8 dBi	10 dBi	10 dBi / 10 dBi	
Outdoor Cable*	SC-RG6-50	3.32 dB	3.32 dB	3.95 dB	6.42 dB	6.22 dB / 6.68 dB	50 Feet or longer
Indoor Antenna	SC-322W	2.5 dBi	2.5 dBi	3 dBi	5 dBi	4 dBi / 5 dBi	
	SC-302W	2.5 dBi	2.5 dBi	3 dBi	5 dBi	4 dBi / 5 dBi	

\*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.

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.

## CONSUMER GUIDELINES

This is a CONSUMER device

**BEFORE USE**, you **MUST REGISTER THIS DEVICE** with your wireless provider and have your provider's consent. Most wireless providers consent to the use of signal boosters. Some providers 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 ISED [CPC-2-1-05<sup>1</sup>](#)

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 (i.e. **MUST NOT** be installed within 20 cm 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:** E911 location information may not be provided or may be inaccurate for calls served by using this device.

This device may be operated **ONLY** in a fixed location, for in-building use.

### Ce produit est un appareil de CONSOMMATION

**AVANT DE L'UTILISER**, vous **DEVEZ ENREGISTRER CE DISPOSITIF** auprès de votre fournisseur de services cellulaires et obtenir son consentement. La plupart des fournisseurs de services cellulaires autorisent l'utilisation d'amplificateurs de signal. Il se peut que certains fournisseurs n'autorisent pas l'utilisation de ce dispositif sur leur réseau. Si vous n'êtes pas sûr, contactez-le.

Au Canada, **AVANT DE L'UTILISER** vous devez répondre à toutes les exigences ISED [CPC-2-1-05<sup>2</sup>](#)

Vous **DEVEZ** utiliser ce dispositif avec les antennes et les câbles autorisés, tel que le spécifie le fabricant. Les antennes **DOIVENT** être installées à au moins 20 cm (8 po) (NE **DOIVENT PAS** être installées à moins de 20 cm) de toute personne avoisinante.

Vous **DEVEZ** arrêter cet appareil immédiatement à la demande de la FCC (ISED au Canada) ou de tout fournisseur de services cellulaires autorisé.

**AVERTISSEMENT:** Il se peut que les informations relatives à la localisation E911 ne soient pas disponibles ou soient inexactes pour les appels qui utilisent cet appareil.

Cet appareil peut fonctionner seulement à un emplacement fixe à l'intérieur d'un bâtiment;

Register your cellular booster with your wireless carrier at the following urls:

**Verizon:** <http://www.verizonwireless.com/wcms/consumer/register-signal-booster.html>

**AT&T:** <https://securec45.securewebsession.com/attsignalbooster.com/>

**T-Mobile:** <https://support.t-mobile.com/docs/DOC-9827>

**Sprint:** [https://www.sprint.com/legal/fcc\\_boosters.html](https://www.sprint.com/legal/fcc_boosters.html)

**U.S. Cellular:** <http://www.uscellular.com/uscellular/support/fcc-booster-registration.jsp>

This device complies with Part 15 of FCC Rules. Operation is subject to the following 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.

### CAN ICES-3 (B)/NMB-3(B) (Canada) :

This Class B digital apparatus meets all requirements of the Canadian Interference Causing Equipment Regulations. Operation is subject to the following 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

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.

Cet appareillage numérique de la classe B répond à toutes les exigences de l'interférence canadienne causant des règlements d'équipement. L'opération est sujette aux deux conditions suivantes: (1) ce dispositif peut ne pas causer l'interférence nocive, et (2) ce dispositif doit accepter n'importe quelle interférence reçue, y compris l'interférence qui peut causer l'opération peu désirée.

La puissance de sortie nominale indiquée par le fabricant pour cet appareil concerne son fonctionnement avec porteuse unique. Pour des appareils avec porteuses multiples, on doit réduire la valeur nominale de 3,5 dB, surtout si le signal de sortie est retransmis et qu'il peut causer du brouillage aux utilisateurs de bandes adjacentes. Une telle réduction doit porter sur la puissance d'entrée ou sur le gain, et ne doit pas se faire au moyen d'un atténuateur raccordé à la sortie du dispositif.

1 For details on the requirements specified in ISED CPC-2-1-05, visit: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

2 Pour plus de détails sur les exigences ISED CPC-2-1-05, reportez-vous au site: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

## WARRANTY

### Three-Year Product Warranty

Activate your three-year manufacturer's warranty at [www.SureCall.com/activate](http://www.SureCall.com/activate)

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 only applies to products meeting the latest FCC Certification Guidelines stated on 2/20/2013 and going into effect April 30, 2014. 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 Merchandise 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 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 first 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 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, HOWSOEVER CAUSED.

All matters regarding this warranty shall be interpreted in accordance with the laws of the State of California, and any controversy that cannot be settled directly shall be settled by arbitration in California in accordance with the rules then prevailing of the American Arbitration Association, and judgment upon the award rendered may be entered in any court having jurisdiction thereof. If one or more provisions provided herein are held to be invalid or unenforceable under applicable law, then such provision shall be ineffective and excluded to the extent of such invalidity or unenforceability without affecting in any way the remaining provisions hereof.

SureCall has made a good faith effort to ensure the accuracy of the information in this document and disclaims the implied warranties of merchantability and fitness for a particular purpose and makes no express warranties, except as may be stated in its written agreement with and for its customers. SureCall shall not be held liable to anyone for any indirect, special or consequential damages due to omissions or errors. The information and specifications in this document are subject to change without notice. © 2018. All Rights Reserved. All trademarks and registered trademarks are the property of their respective owners.

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