

EZ 4G[™]

Home Signal Booster Kit

User Guide



Thank you for your purchase of the EZ 4G. With this easy set-up guide, this booster can be installed in as little as 10 minutes, so you can enjoy a reliable consistent cellular connection.

SureCall's EZ 4G was specifically designed to eliminate frustrations over dropped calls, limited range and slow data rates by amplifying incoming and outgoing cellular signals in homes and offices.

EZ 4G is a 5-band cellular booster that enhances 2G, 3G and 4G voice and data.

If you need any assistance while installing this product please contact tech support at 1-888-365-6283 or email us at: support@surecall.com.

Important:

Before installing your booster you need to register it with your carrier. You can do so online 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://www.signalboosterregistration.com/>

Sprint: https://www.sprint.com/legal/fcc_boosters.html

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

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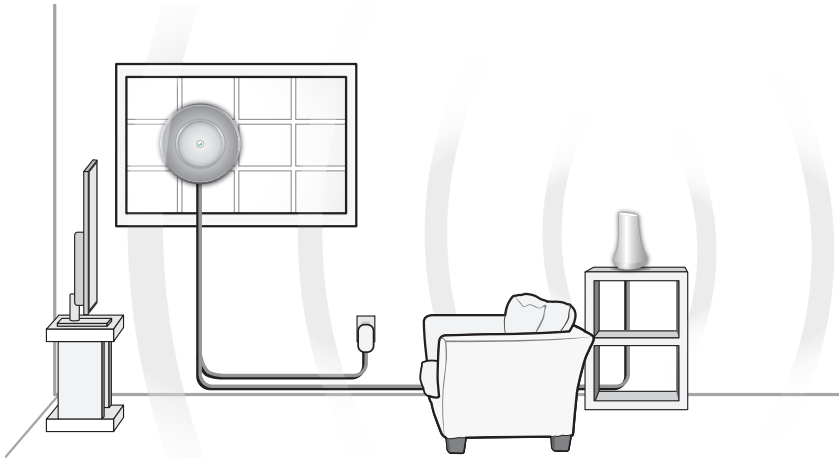
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How It Works

SureCall's EZ 4G is a high-quality bidirectional signal booster that enhances cellular signals to areas that are prone to weak cellular coverage.

How it works:

- An antenna built into the back of the booster communicates with the cell tower while it sits in your window.
- An inside desktop antenna or optional panel antenna that communicates with your cell phone.
- Signals sent from a cell tower are received by EZ 4G, amplified and then broadcast to your phone via the inside antenna. When your phone transmits, the signal is sent to the inside antenna, amplified and then sent to the cell tower via the EZ 4G.



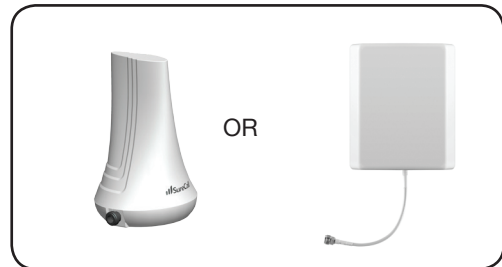
PACKAGE CONTENTS

1. Unpack all package contents. For missing or damaged items, contact your reseller.
2. Turn over the signal booster and record the model and serial number for reference:
Serial #: _____
Purchase Date: _____
3. Keep the carton and packing material to store the product in case you need to return. Your EZ 4G signal booster package includes the following items:
 - One SureCall EZ 4G signal booster
 - One power supply
 - One inside antenna
 - Cable for connecting the outside antenna to the signal booster

EZ 4G with built-in antenna
and removable stand



SC-302W Desktop Antenna
OR Optional SC-248W Panel Antenna



Power Supply



Indoor Cable SC-240-50NN (White)



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. Make sure you have positioned the booster close enough to an existing electrical outlet.
2. Ensure adequate separation between the planned locations of the booster and inside antenna (see page 8).
3. Make sure you have sufficient cable length between the inside antenna location and booster location.

Installation Overview

Step 1. Find the window that has the strongest signal. Note that the EZ 4G and the desktop antenna should have a separating wall.

- a) If installing in a two story home or office place the EZ 4G upstairs and install the inside antenna downstairs.

Step 2. Mount the signal booster, connect the inside antenna cable to the signal booster, and connect the booster to an AC power source.

- a) For optimum performance, place the EZ in a corner of the window.

Step 3. Install the inside antenna.

EZ 4G INSTALLATION

Step 1. Find the area with the Strongest Signal

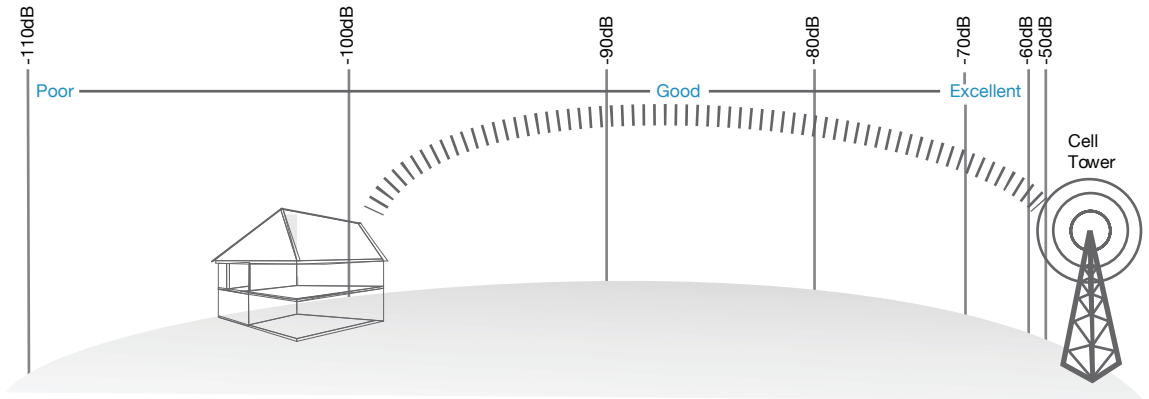
The signal booster requires a minimum cellular signal of low -100 dBm to high -90 dBm.

Signal readings usually appear as a negative number (for example, -85). The stronger the EZ signal, the closer it gets to zero. Aim for a signal between -65 and -85 dB. Signals stronger than -50 dB may cause the booster to shut down. Find the area with the strongest cellular signal source from your service provider by following the directions below. You can also go to www.antennasearch.com to find the general location of your carrier's towers.

Select a window sill location away from buildings, walls, trees, hills, and other terrain features that can block or reflect wireless signals with the strongest signal.

Measure the strength of the existing cellular signal in various locations

- Apple iPhones: Dial*3001# 12345#* and press Call. In the top-left corner, a number appears instead of bars.
- Android devices: download apps such as "Network Signal Info" in the Google Play store to measure signal strength. Search check real signal strength to find other cell signal measurement apps.
- Internet: go to www.speedtest.net



Step 2. Install the Signal Booster

1. Select a location close to a working AC outlet, noting that the back of the booster should be pointed in the direction of the nearest cell tower (Go to www.antennasearch.com for information.). Do not expose the signal booster to excessive heat, direct sunlight, moisture, and airtight enclosures.
2. Choose the appropriate installation method for your application (either the supplied window sill stand or mounting tape if no window sill is present).
3. Connect the inside antenna cable to the signal booster. Hand-tighten the connection.
4. Connect the AC power cord to the signal booster.
5. Connect the plug on the other end of the 110V AC power outlet.

Note: Where you install your booster in relation to the carrier's cell phone tower also determines signal strength. Although cell phone carriers try to place towers for maximum coverage, local ordinances and terrain features can restrict tower locations, which can limit signal strength at your location.

6. The signal booster turns on automatically.
 - The Power LED lights up green to show that the signal booster is ready for use.
 - The Alert LEDs flash 5 times on each band to show the band is activated.

Note: If the Power LED does not turn ON or the Alert LEDs continue to flash, see "Troubleshooting" on page 12.

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.

Step 3. Install the Inside Antenna

For areas of 1,000 square feet and below allow 30-35 feet of separation between the booster and the desktop antenna (minimum separation is 20 feet).

Please note: The range of the antenna is dependent on three factors:

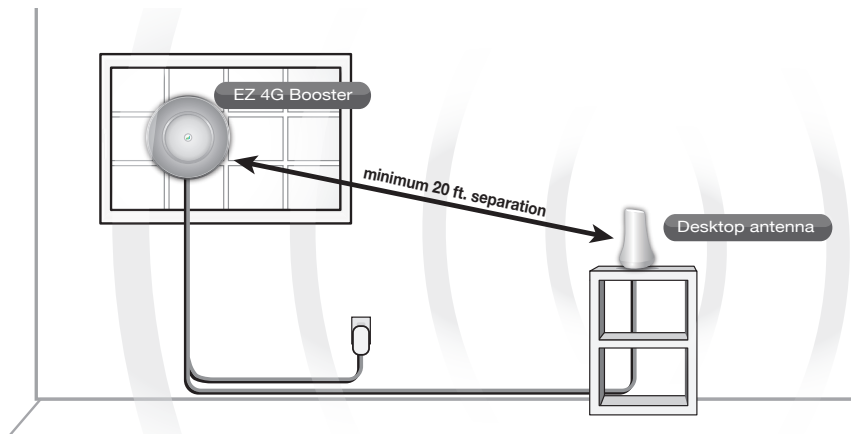
1. Physical obstructions,
2. Power generated by booster
3. Reception from outside signal received and distributed by EZ 4G

Option A: Inside desktop antenna

Place the inside antenna in a central location where signal is needed.

Important:

- Window films that are used to block UV rays also block cellular signals. When using a booster with a home comprised of film-coated windows, a booster that comes with an outdoor antenna must be used.
- This antenna should not be used near open fire or flame.
- Storage and transportation: Store and place in non-extreme room-temperature and dry environment

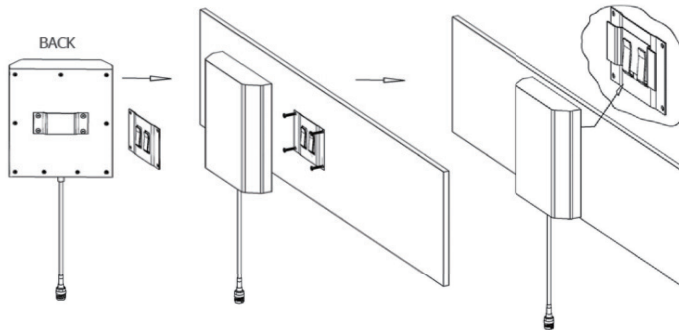


Option B: Inside Panel Antenna

Choose a location for mounting the antenna on vertical surface. Ideal height off the ground or floor should be the approximate height of your cell phone when in use.

1. Using plate, mark position of desired screw placement with pencil or marker.
2. Screw mounting plate into place with the slide panel protruding towards you.
3. Slide antenna securely onto mounting plate.

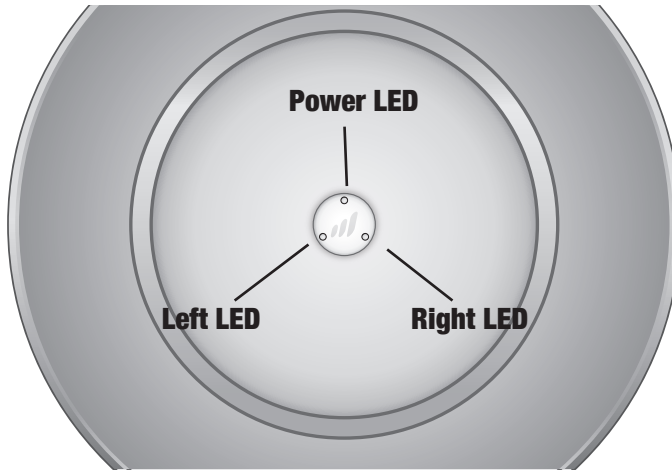
Note: Be sure to provide enough separation from outside antenna. Panel antenna should not face outside antenna.



FCC 27.5 (d)(4) Statement: 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. Mobile and portable stations operating in these bands must employ a means for limiting power to the minimum necessary for successful communications.

Booster Hardware

The following image shows the key hardware components on the cellular booster. Refer to this image as you install your EZ booster components.



Booster Diagram

LED INDICATORS

LED Position	LED Color	LED Condition	Indication
Left	Red:	Flashing	The booster is receiving too strong of a signal which could cause the booster to automatically turn off When this happens: Relocate the EZ 4G to a window location where the signal is weaker.
Left OR Right	Red	Flashing	Automatic Gain Control (AGC) is self-adjusting. This is part of normal operation.
Left OR Right	Yellow	Solid	All bands are inactive. Light is off while band is active.
Right	Yellow/Red	Alternately Flashing	Oscillation is detected. When this happens: Increase the separation between the inside antenna and the EZ 4G.
Left AND Right	Yellow/Red	Alternately Flashing	The level of oscillation being received by the EZ requires the booster to be shut off until adequate separation between the booster and inside antenna is achieved.

IF YOU WANT TO IMPROVE COVERAGE

- Find a location that receives a stronger signal and relocate the outside antenna to that location.
- Increase the distance between the booster and inside antennas.
- If using the inside desktop antenna, try upgrading to the optional inside panel antenna.

TROUBLESHOOTING

In the event you encounter a problem, follow the suggestions below to resolve the issue.

To resolve issues indicated by the LEDs, refer to “LED Indicators” on page 11.

Problem	Resolution
Signal booster has no power	<p>Verify that the power switch on the booster is turned on.</p> <p>Verify that the power source is not controlled by a switch that can remove power from the outlet by connecting to an alternate power source.</p> <p>If available, use testing equipment like a multimeter to determine the voltage output of the power supply. It should match the stated output on the AC adapter.</p> <p>Check the green POWER LED on the signal booster. If it is OFF, return the power supply to SureCall. Contact tech support at to receive an RMA at: 1-888-365-6283 or support@surecall.com, or go to www.surecall.com during business hours to chat with a representative.</p>
After installing your signal booster system, you have no signal or reception	<p>Verify that all cable connections are tightly secured.</p> <p>On the booster, verify that there are no FLASHING or SOLID RED LEDs, or lights rapidly FLASHING between two colors.</p>

FCC, IC AND SAFETY INFORMATION

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.

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 any person. You **MUST** cease operating this device immediately if requested by the FCC 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.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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.

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.

PRODUCT SPECIFICATIONS

EZ 4G Specifications	
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:	50 ohm / 75 ohm
Maximum Gain:	Cellular: 65 dB / PCS: 72 dB / LTE(A): 63.5 dB / LTE(V): 64 dB / AWS: 71 dB
Noise Figure:	7 dB
VSWR:	≤2.0
Supported Standards:	CDMA, WCDMA, GSM, EDGE, HSPA+, EVDO, LTE and all cellular standards
AC Input:	110V
Maximum Output Power:	1 Watt EIRP
Cable:	RG6 (SC-240)
RF Connectors:	Donor port: Integral Server port: F Female
Power Consumption:	<10W
Weight:	3 lb. 2 oz.
Dimensions:	13 in. Diameter
FCC ID / IC:	RSNEZ4G
Coverage:	Up to 3,000 sq. ft.

Kitting Information

Component	Product number	Gain/Loss					Note
		LTE-A	LTE-V	800 MHz	1900 MHz	1700 / 2100 MHz	
Outdoor Antenna*	SC-500W	4 dBi	4 dBi	6 dBi	7 dBi	7 dBi / 8.5 dBi	
Inside Cable*	SC-RG6-50	3.32 dBi	3.32 dBi	3.75 dBi	6.42 dBi	6.22 dBi / 6.68 dBi	50 Feet or longer
Inside Antenna*	SC-249W	7 dBi	7 dBi	7 dBi	10 dBi	10 dBi / 10 dBi	
	SC312W	2.5 dBi	2.5 dBi	3 dBi	5 dBi	4 dBi / 5 dBi	

* All equivalent antennas and cables are suitable for use with the EZ i4G booster

WARRANTY

Three-Year Product Warranty

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.

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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.

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