



SureCall EZ 4G™ Signal Booster



ENGLISH

ESPAÑOL

FRANÇAIS

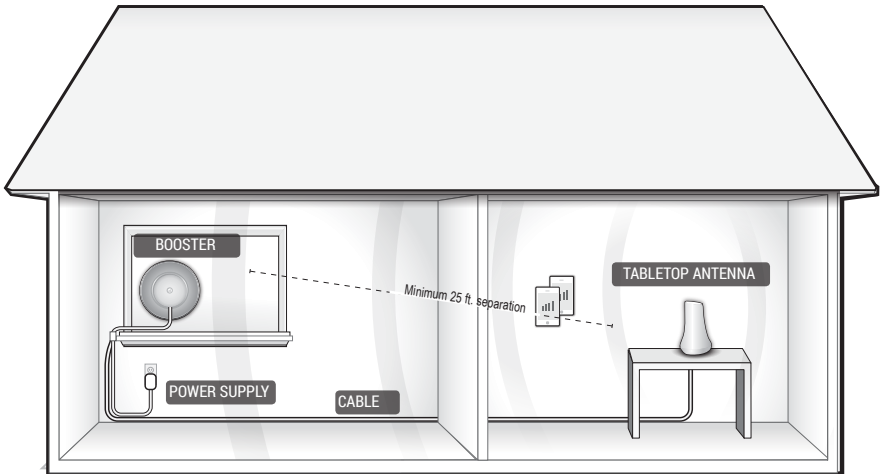
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HOW IT WORKS

The SureCall EZ 4GV is a cell phone signal booster that extends the Verizon Wireless 4G LTE cellular network. EZ 4GV strengthens weak cell service inside small homes and offices to improve call, text, and cellular data streaming for multiple devices.

1. The Signal Booster receives and transmits 4G LTE cell signals to communicate with the nearest cell tower.
2. The Signal Booster strengthens the cell signals for the first time immediately after receiving them from the cell tower.
3. The Tabletop Antenna distributes and receives cell signals inside of the building to connect all of your cellular devices to the strengthened signals.
4. After receiving the cell signals from the Tabletop Antenna, the Signal Booster strengthens the signal a second time to maximize the signal's ability to return to the cell tower.



PACKAGE CONTENTS

1. SureCall EZ 4GV signal booster (Signal booster stand and Adhesive Mount)
2. Power supply
3. Inside tabletop antenna
4. RG6 Cable (and cable fasteners)

1.



2.



3.



4.



Warning: Unauthorized antennas, cables, and/or coupling devices are prohibited by the FCC.
Changes or modifications not expressly approved by SureCall could void the user's authority to operate the equipment.

EZ 4GV INSTALLATION

Pre-Installation: Tips for Best Performance

- Expect to achieve 25-feet or more of separation between the Signal Booster and Tabletop Antenna. Less separation can suffice if the components are isolated by a wall or other signal-blocking objects.
- The Signal Booster component has a built in Verizon signal meter. Simply plug that component into power and wait 20-seconds to test the signal strength in that location.

Step 1: Connect to Power

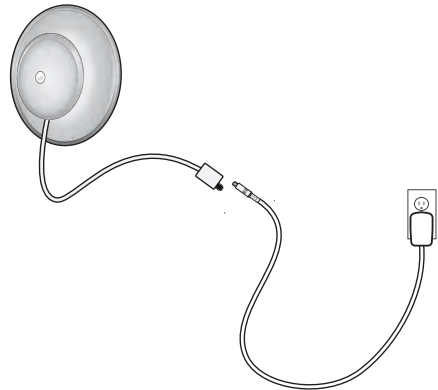
To connect the booster to power, simply plug the Power Supply into the wall and insert the Male plug into the Female outlet at the end of the Signal Booster cord.

Step 2: Install Signal Booster

To get the biggest signal boost, place the Signal Booster in the location with the best Verizon cell service.

To locate the best Verizon cell service connect the Signal Booster to power and test the signal strength in different locations around the home. The more green lights to the left of the SureCall logo, the stronger the signal strength. Suggestion: Windows will often have the strongest signal.

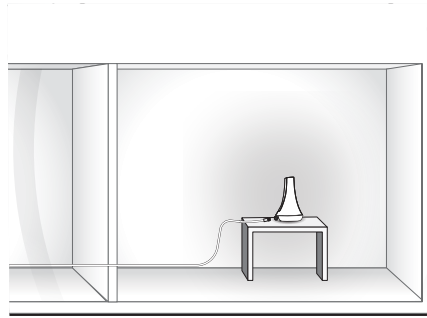
Once you have located the best Verizon signal, use either the Signal Booster Stand or Signal Booster Adhesive Mount to install the Signal Booster in that location.



Step 3: Install Tabletop Antenna

Locate the area where you need cellular connectivity most and place the Tabletop Antenna in that area.

If you have 25-feet of distance between the Signal Booster and Tabletop Antenna, you may place the unit in an unobstructed space. If you have less than 25-feet of distance, you will want to place this in a partially enclosed space, like an open cabinet, to create separation between the two antennas.

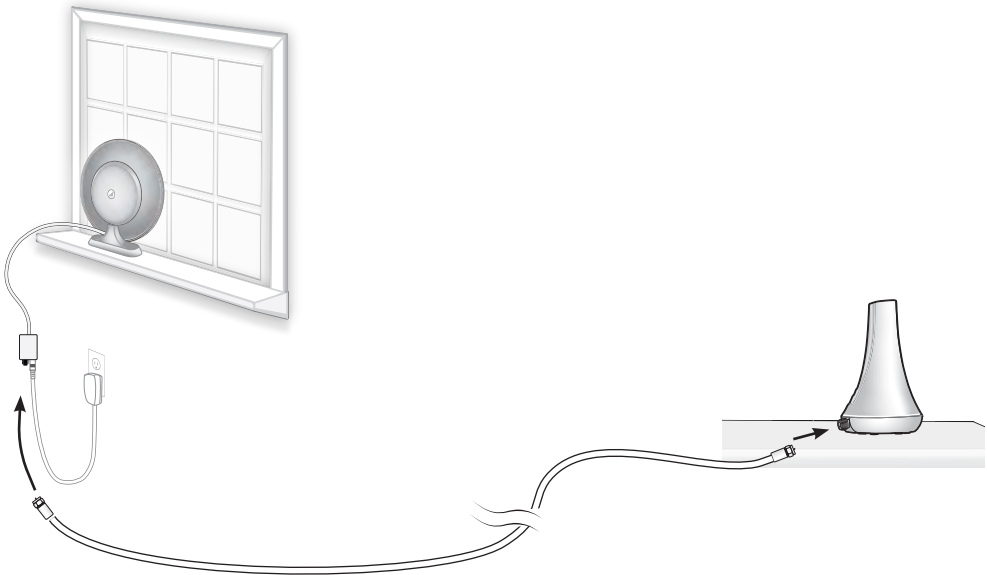


Step 4: Connect the Units

Temporarily unplug the Power Supply during this step. Hand-tighten one end of the RG6 Cable to the Male outlet at the end of the Signal Booster cord, then do the same to connect the other end to the Tabletop Antenna. Then reconnect the Power Supply.

Once connected, use the lights right of SureCall logo. These lights indicate the amount of separation between the Signal Booster and Tabletop Antenna. The more lights here, the bigger the signal boost (see LED Lights Explained).

Lastly, once connected, use the RG6 Cable Fasteners and Screws to run the cable seamlessly along the baseboards for a clean installation.



LED LIGHTS EXPLAINED

The LED lights are used to determine the level of performance you are receiving from your EZ 4GV. Ideally, all green LEDs should be on but signal conditions and antenna install location options may prevent this.

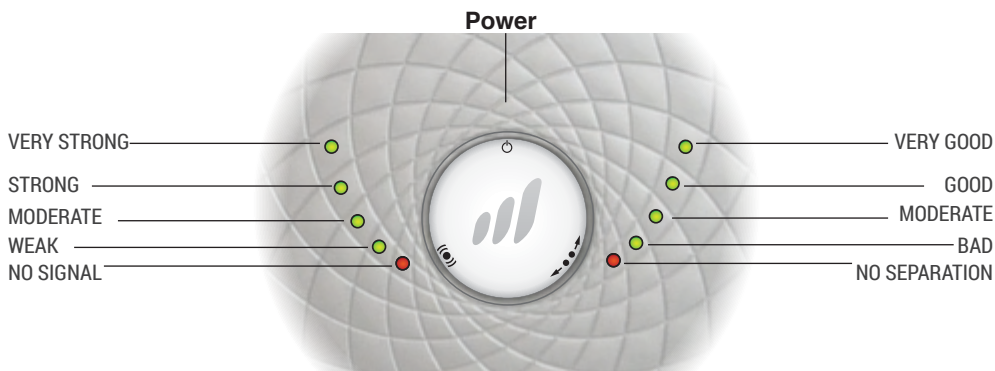
- **Light Above SureCall Logo** – This indicates power. When this is illuminated, the system is receiving power.
- **Lights Left of SureCall Logo** – These lights indicate the strength of the signal your EZ 4GV is receiving from the nearest Verizon cell tower. The more lights here, the bigger the signal boost.
- **Lights Right of SureCall Logo** – These lights indicate the amount of separation between the Signal Booster and Tabletop Antenna. The more green lights, the bigger the signal boost.

((●))

Outside Signal Strength



Antenna Separation



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 Lights Explained”.

Problem	Solution
My EZ 4GV will not Power On.	<p>Connect the power supply to an alternate power source.</p> <p>Verify that the power source is not controlled by a switch that has removed power from the outlet.</p> <p>If the Power LED on the signal booster is still Off, contact SureCall tech support.</p> <p>1-888-365-6283 or support@surecall.com</p>
After completing the installation, my indoor signal coverage has not improved.	<ol style="list-style-type: none">1. Verify that all cables components are connected.2. Read the Antenna Separation LED lights Antenna Separation and create as much distance as possible.3. Read the Verizon Signal Strength LED lights and relocate the Signal Booster to a location with a stronger Verizon signal.
Both of the red Antenna Separation and Verizon Signal Strength lights are blinking red.	<p>Create more distance between your Signal Booster and Internal Antenna.</p>

CONTACT SURECALL TECH SUPPORT

If you have any questions during your installation, get in touch with our team of Technical Support Experts. We are US-based and available 24-7.

Call: 1-888-365-6283

Email: support@surecall.com

SPECIFICATIONS

Frequency, Band 13 (MHz)	Uplink 776-787	Downlink 746-757
Donor/Server Port Impedance:	50 ohm / 75 ohm	
Maximum Gain (dB)	64	
Noise Figure (dB)	4	
Supported Standards	LTE	
Maximum Output Power	1 Watt EIRP	0.05 Watt EIRP
AC Input	110V	
Cable	RG6	
RF Connectors	Donor port: Integral Server port: F Female	
Power Consumption	<6W	
Dimensions	13 in. Diameter	
Coverage	Up to 3,000 sq. ft.	
Certifications: FCC ID:	RSNEZV	

Kitting Information

Component	Product number		Note
Outdoor Antenna*	SC-500W	4 dBi	
Inside Cable*	SC-RG6-50	3.32 dB	50 Feet or longer
Inside Antenna*	SC-312W	2.5 dBi	

* All equivalent antennas and cables are suitable for use with the EZ 4GV booster.

WARRANTY

Three-Year Product Warranty

Activate your three-year manufacturer warranty at 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.

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FCC AND SAFETY INFORMATION

Important

Before installing your booster, you need to register it with your carrier. You can do so online at the following url:

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

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.

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

WARNING: E911 location information may not be provided or may be inaccurate for calls served by using this device.

15.105 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.

15.19 This device complies with Part 15 of the 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.

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