

User Guide

EZ Connect

Rev 2.5

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CHAPTER 1: INTRODUCTION

1.1 In the box

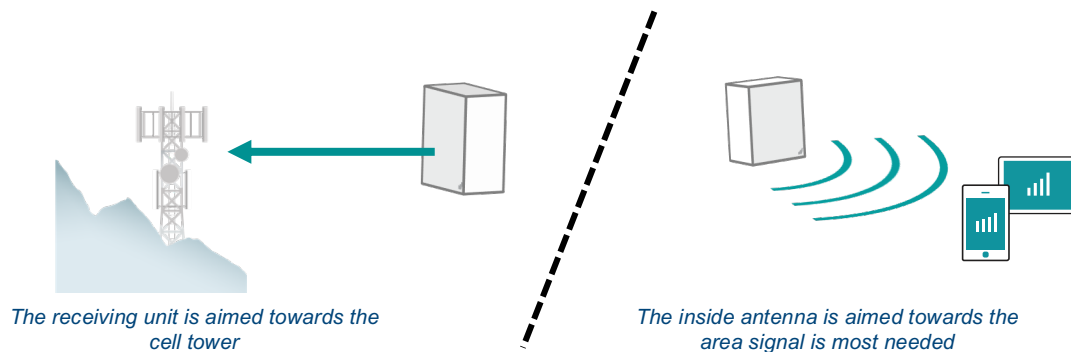
Remove Contents from packaging

- Receiving Unit and Cable RG-174 (30 ft)
- Inside Antenna
- Window entry cable protector
- Inside Cable RG-174 Cable (10 ft)
- Power Injector
- Power Supply

1.2 Product features

- Band 13
- Max EIRP: DL +11.5 dBm / UL +30dBm
- IP66 Weatherproof booster can be mounted inside or outside, multiple mounting options
- EZ-Connect app features signal meter to aid installation
- Features Extended Range Technology (ERT) to maximize performance

1.3 How it works



1.4 EZ Connect app



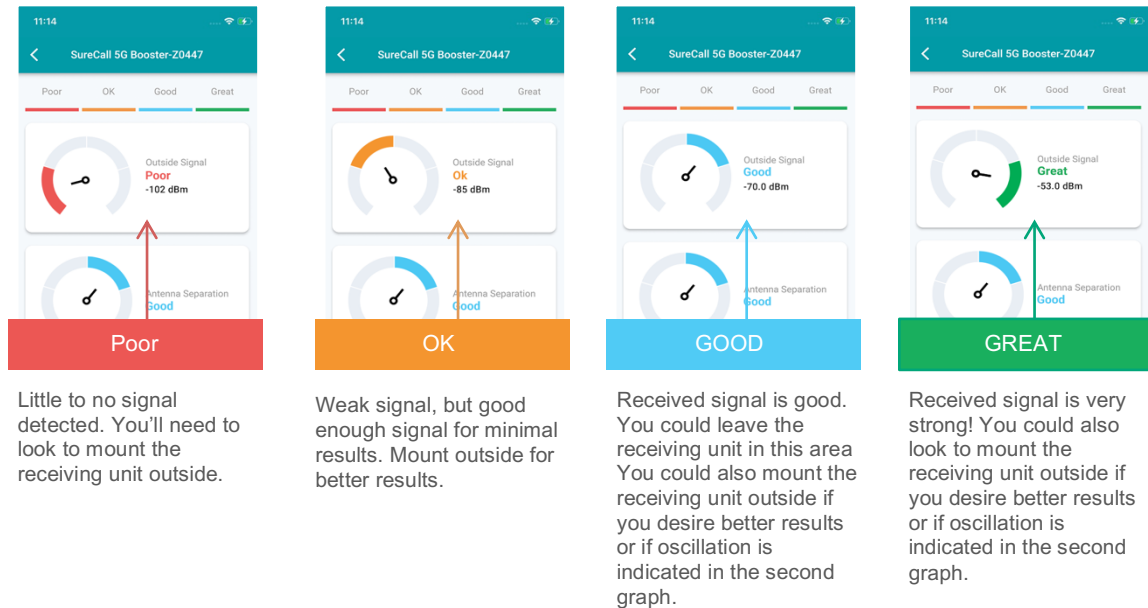
Available on the Google Play and Apple app store. Search SC-EZConnect and download SureCall's EZ Connect app for easy installation.

Getting to know the EZ Connect app

Using the app to wirelessly connect to your booster provides you with real-time feedback while positioning both components of your booster system.

Once you've creating a 'soft install' (see page 4), use feedback shown on the app to find the best placement for your receiving unit and inside antenna.

Then get real-time feedback on your placement. Use the app to verify there's enough separation between the components.



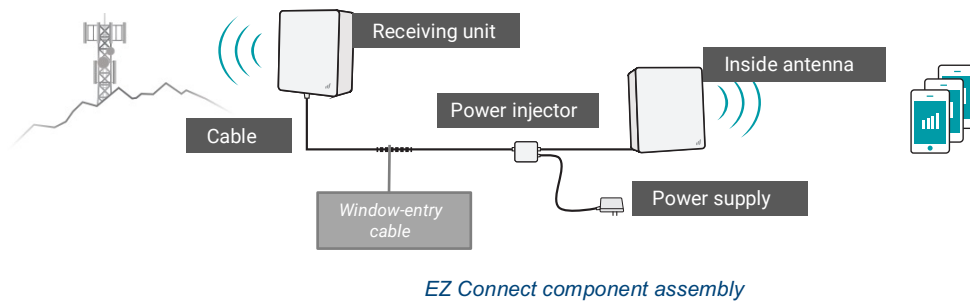
CHAPTER 2: BEFORE INSTALLATION

2.1 Create a soft install

Begin by assessing your interior space.

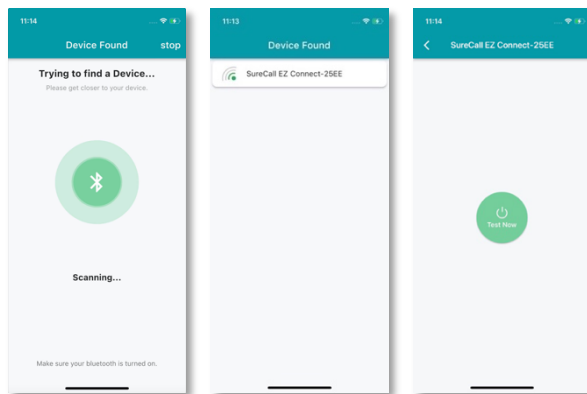
- Where is your strongest signal found inside? Place the receiving unit in that general location
 - Note that if your signal is extremely low inside, your antenna will need to be mounted outside, where it can 'see' your cell tower.
 - Maintain a distance of at least 20 feet if the receiving unit is placed outside or at least 30 ft if your receiving unit is placed inside.
- Where do you need signal the most? The inside antenna will be located here.
 - Note that it needs to point away from the receiving unit and towards the area you need signal with minimal obstructions between it and your devices

After placing the components in their approximate locations— with the receiving unit in the location with best signal and indoor antenna facing the area signal is needed -- connect the cables between the components and add power.



If placing the receiving unit outside, run the cable through the nearest window, slide the cable protector up the line to the window opening.

2.2 Use the app to pair with your EZ Connect



2.3 Next steps

1. Next you will be fine tuning the exact location and position of the components using some general guidelines provided below and by reading the feedback you see on the SureCall app on your phone.
2. Once you've confirmed optimum placement for both components, choose the install method that suits the locations you identified.
3. Finally, instructions for each install method are listed in Chapter 3. Follow the instructions for your chosen method and secure the components in place.

2.4 Important

Note the most important factors which determine your system performance.

FIRST: Capture the best possible signal with the receiving unit

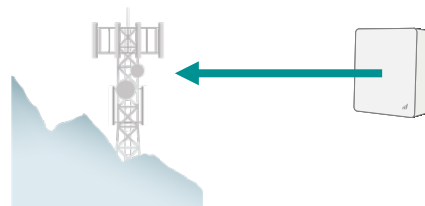
Your EZ Connect performance is largely determined by the signal received by the receiving unit. Make sure that you receive reliable signal where your receiving unit is placed (indicated in your SureCall app).

NOTE: The weaker your received signal, the more limited performance will be indoors.

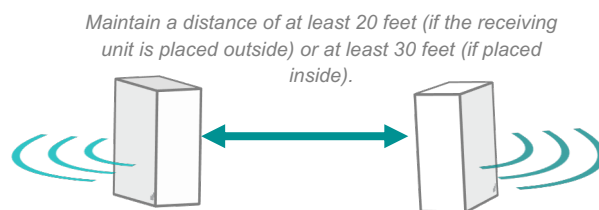
SECOND: Ensure adequate separation of the receiving unit and the inside antenna

Better separation means better performance. Maintain a distance of at least 20 feet (if the receiving unit is placed outside) or at least 30 feet (if placed inside.)

Also, ensure the components are aimed away from one another.



The receiving unit is aimed towards the cell tower

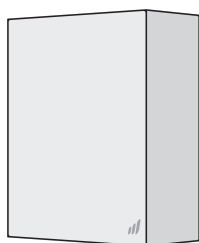


Maintain a distance of at least 20 feet (if the receiving unit is placed outside) or at least 30 feet (if placed inside).

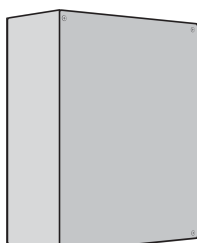
Ensure proper separation between components

2.5 Positioning your receiving unit

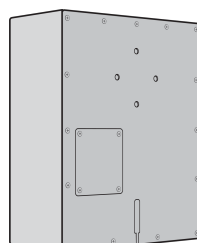
The receiving unit is placed in the area you find the strongest signal with the logo side aiming toward the Verizon tower.



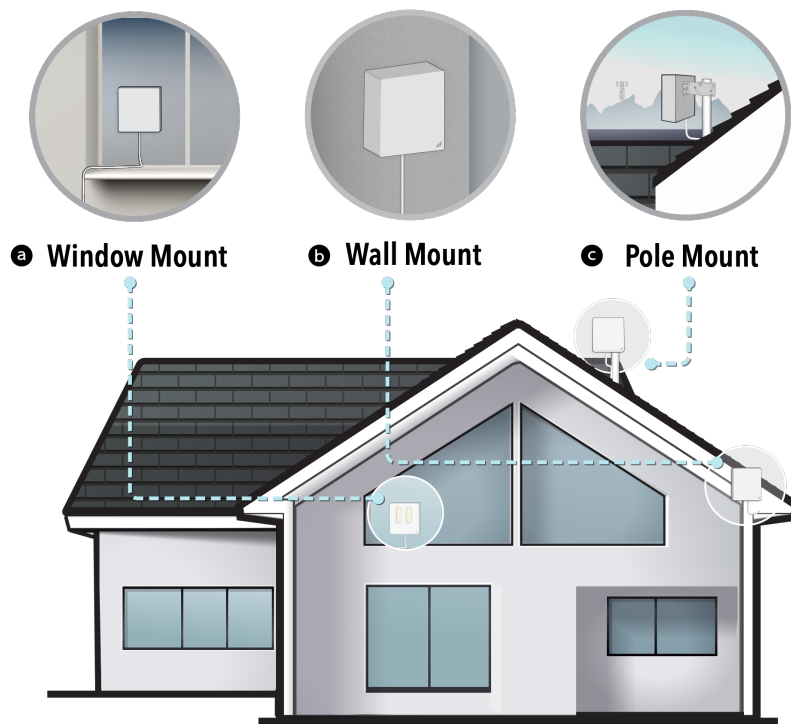
Receiving unit - Front View



Receiving unit - Back View



Receiving unit - Back view with cover plate removed



Multiple mounting options are provided:

- a. Inside window mount
- b. Outside wall mount
- c. Outside pole mount (recommended)

Roof mounting your receiving unit is recommended as it will provide the best performance. However, wall mounting and inside window mounting are alternative options that may provide acceptable performance if adequate signal is captured by the receiving unit and maximum separation is achieved between the components.

Follow these basic guidelines to identify the best placement.

- Use the SureCall App to help you find the best location.
- At least 30 ft of separation is needed when placing the receiving unit inside.
- Your receiving unit will need to be installed outside if –
 - Your best inside signal measurement is less than 'Good'
 - 30 ft of separation cannot be achieved between the two units

Caution: Do not permanently affix any components until your EZ Connect installation has been tested.

2.6 Placing your inside antenna

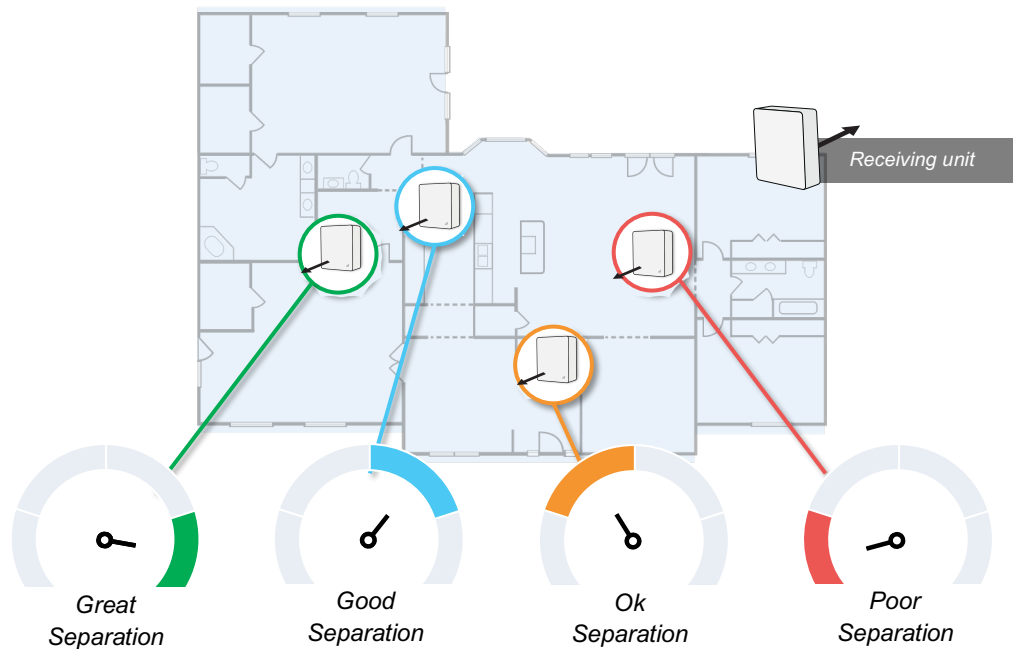
The inside antenna is placed where signal is needed and adequately distanced from your receiving unit.

Once the best location is identified, choose your preferred surface: wall mount or desktop placement.

- Desktop – set inside antenna on chosen surface
- Wall-mount – The hardware for wall mounting is provided. See installation chapter for instructions.

Follow these basic guidelines to identify the best placement.

- At least 30 ft of separation is needed when placing the receiving unit inside.
- Use the SureCall App to help you find the best location. The app will indicate if enough separation has been achieved between the components. It is important to identify a place with adequate separation to achieve optimal system performance.
- Caution: Do not affix any components until your EZ Connect installation has been tested.

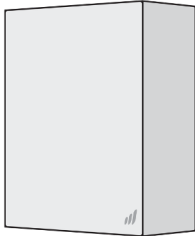


Using the SureCall app to place your inside antenna

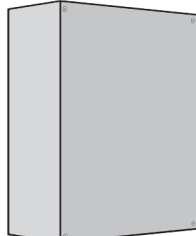
CHAPTER 3: INSTALLATION

3.1 Receiving unit installation

Multiple mounting options are provided: Roof mount (recommended), wall mount and window mount



Receiving unit - Front View



Receiving unit - Back View



Roof Pole mount hardware



Wall mount hardware



Window mount adhesive

Multiple mounting options are provided:

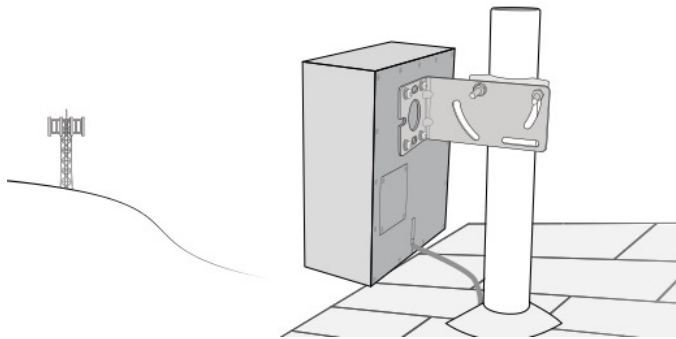
- a. Roof mount (recommended)
- b. Wall mount
- c. Inside window mount

Option 1: Roof Mount

If you do not receive good enough signal at an inside window or wall as when tested with your SureCall app then the receiving unit should be placed outside with line-of-sight to the tower.



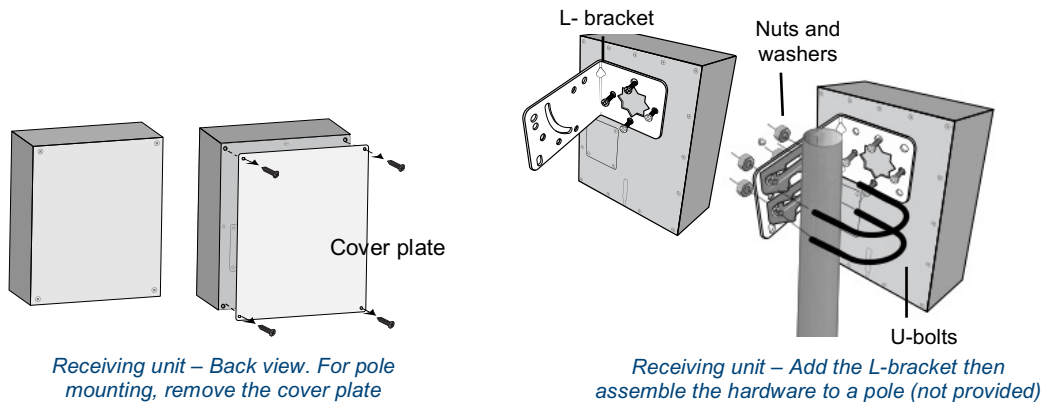
Roof pole mount hardware



Roof mounting your receiving unit

To roof mount your receiving unit, ensure that the mounting area has at least a 12-inch radius clear of obstructions and other radiating elements and orient the unit with the cable at the bottom and SureCall logo aiming towards your nearest tower.

Remove the cover plate from the receiving unit then assemble the L-bracket to the back of the receiving unit as shown.



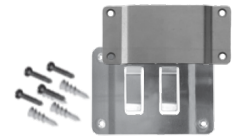
Assemble the u-bolt, nuts and washers onto a pole or pipe (not provided) as shown in the illustration. Keep the connections loose enough to allow the antenna to rotate until the optimum direction is found. Assemble the u-bolt, nuts and washers onto a pole or pipe (not provided) If needed you can order a pole mount online, Part #SC-Mount-JBar.

Option 2: Wall mount

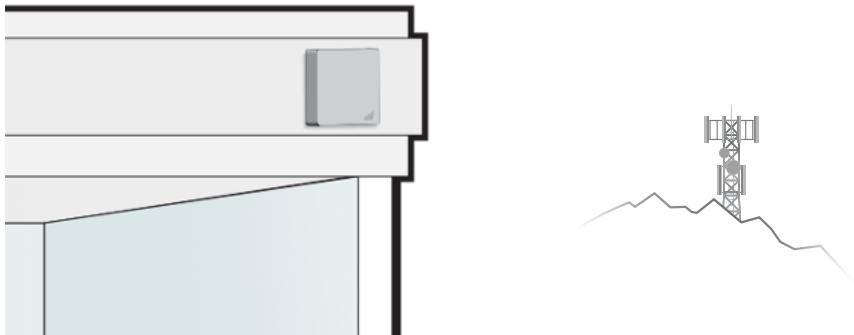
To wall mount your receiving unit, ensure that the vertical mounting area has at least a 12-inch radius clear of obstructions and other radiating elements with the cable at the bottom and SureCall logo aiming towards your nearest tower and away from your inside antenna.

The receiving unit should be placed outside with line of sight to the tower

Please note: Be sure to provide enough separation from inside antenna - at least 25 ft.



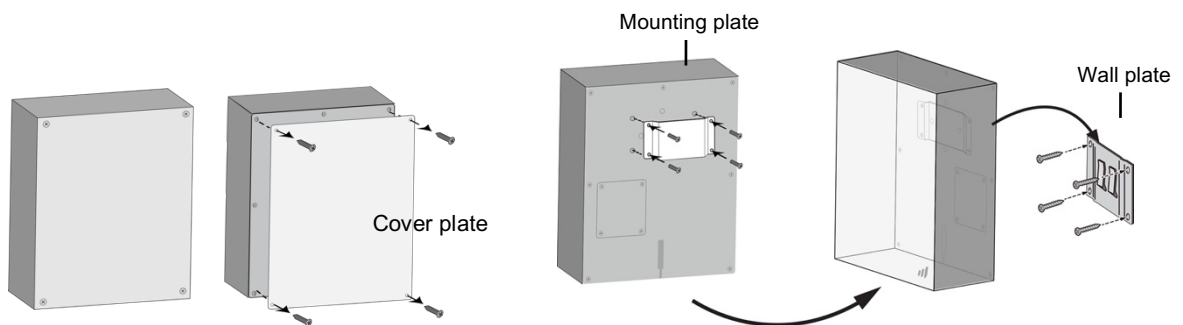
Wall mount hardware



Wall-mounting your receiving unit

Using the plate, mark position of desired screw placement and screw wall plate into place with the slide panel protruding towards you (see illustration).

Slide receiving unit securely onto wall plate.



*Receiving unit - Back view with cover plate shown.
For wall mounting, first remove the cover plate*

*Receiving unit - Back view with cover plate removed and
wall mount hardware added*

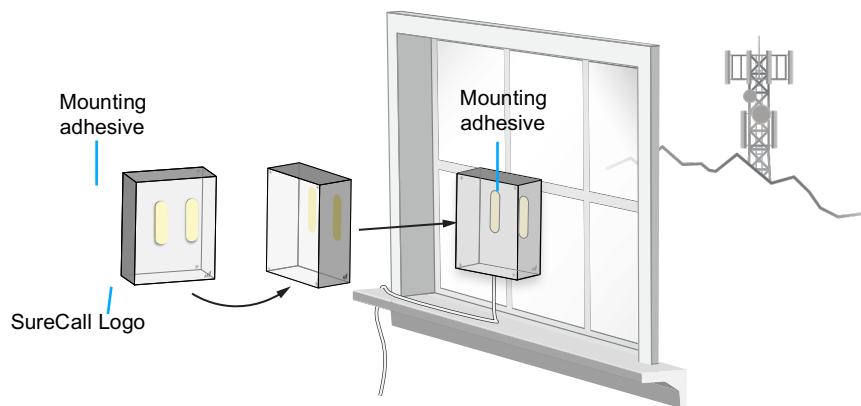
Option 3: Window mount

Once you have determined that an inside window location receives good signal strength, place the receiving unit in that location, with the logo side of the unit aimed outside toward the signal tower.

To window mount your receiving unit, first ensure that the mounting area has at least a 12-inch radius clear of obstructions. Note the cable should be oriented as shown with the cable at the bottom hanging down and the side with SureCall logo aiming outside towards your nearest tower. Also note, it should aim away from your inside antenna.



Adhesive for window mount option



Window mounting your receiving unit

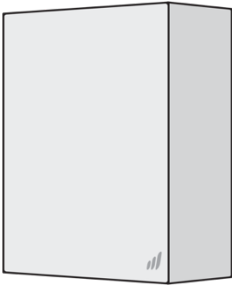
Adhesive tape is provided for mounting on window surface. Note, before final placement, consider that the adhesive will create a secure bond to the surface. To remove the antenna from the window surface, see, "Removing Antenna from Window" on page 15.

Once the best mounting location has been identified, prepare the area by cleaning it first (rubbing alcohol, window cleaner and similar solutions work well). Once the area has thoroughly dried, mount the antenna by removing the paper backing from the adhesive padding and firmly pressing it against the cleaned area.

Note: ensure the antenna is mounted vertically with the cable pointing down for the best performance.

3.2 Inside antenna installation

Choose to set on a desktop or mount to a wall. Ensure the antenna is placed vertically with the cable pointing down for the best performance.



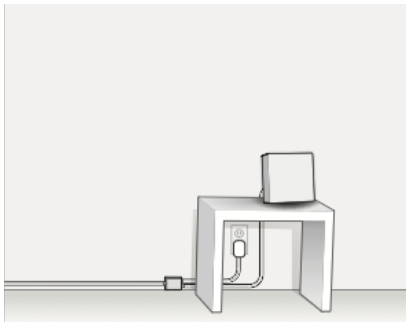
Inside antenna -- front side



Inside antenna -- back side

Option 1: Set inside antenna on a desktop

Place inside antenna on a desktop surface. Ensure the antenna is placed vertically with the cable pointing down for the best performance.



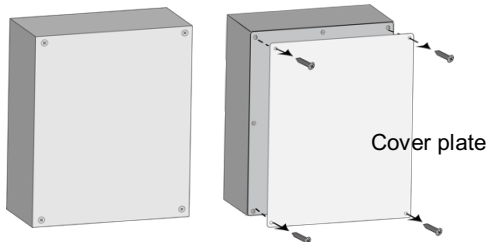
Inside antenna placed on desktop

Option 2: Mount inside antenna to a wall

To wall mount your receiving unit, ensure that the vertical mounting area has at least a 12-inch radius clear of obstructions and other radiating elements with the cable at the bottom and SureCall logo aiming towards the area you need signal.

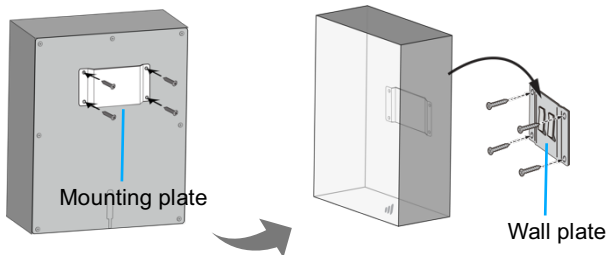


Wall mount hardware



Inside antenna - Back view. First remove the cover plate.

First, remove the cover plate from the back of the antenna. Once the back plate has been removed, identify the 4 pre-drilled holes provided and install the mounting bracket on the antenna using the 4 screws that were used for the back plate.



*Inside antenna - Back view.
Next, use cover plate
screws to attach mounting
plate*

*Inside antenna - Front view.
Mark position of wall plate and
screw into place*

Next, using the wall plate, mark position of desired screw placement and screw wall plate into place with the slide panel protruding towards you (see illustration). Slide antenna securely onto wall plate.

CHAPTER 4: SYSTEM CONFIGURATION

4.1 Recommendations for improving install

- The inside antenna should be 30 ft. away from receiving unit if installed inside and 25 ft. away if installed outside.
- Confirm the inside antenna is pointing away from the receiving unit
- If the receiving unit is installed inside, the antenna should be installed in another room to allow for proper isolation. Refer to your app for proper isolation.

CHAPTER 5: TROUBLESHOOTING

The EZ Connect is designed to provide a simple installation process and will indicate it's working properly by a green light found on the power injector. If the booster isn't receiving enough power or isn't working properly, the LED light on the power supply will be red instead of green. If this is the case, please contact Verizon's support team.

For help during installation, contact SureCall Support – email: support@surecall.com or call: 888-365-6283 (Available Monday – Friday, 7am – 5pm Pacific Time).

5.1 Removing antenna from window

Before final placement, please consider that the adhesive will create a secure bond to the surface. Should you need to remove the antenna, see the steps below:

1. **Remove the antenna from the window.** Disconnect or unplug the receiving unit system before proceeding. Use a plastic putty knife or similar tool to gently remove it from the window. **This may take some time, but never push/pull too hard or use any metal objects like a screwdriver, because it could result in breaking the glass and possible injury.**
2. **Remove the adhesive from the window.** To loosen the adhesive prior to removal, use a heat source like a hair dryer. Apply rubbing alcohol, WD-40 or a similar solvent using a cloth or a pre-saturated wipe to the residue and surrounding area. Use a stainless-steel blade approved for use on glass to firmly scrape any remaining adhesive pad from the window surface. Apply additional solvent as needed. Once complete, use window cleaner to clean the area and check for remaining residue.
3. **Remove remaining adhesive from the unit.** Use fingers to remove remaining residue from the unit.

CHAPTER 6: PRODUCT SPECIFICATIONS

Name EZ Connect

Model: SC-EZ-Connect

Certifications: RSN-EZCONNECT FCC (North America)

| | |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Type | Single band |
| Bands supported | 13 |
| UPLINK (776-787 MHz) | |
| System gain (dB) | 64 |
| Active gain (dB) | 64 |
| 10 ft cable signal loss (dB) | 2.5 |
| 30 ft cable signal loss (dB) | 7 |
| Receiving unit gain (including 30 ft cable) (dB) | 57 |
| Max output power (dBm) | 25 |
| Receiving unit antenna gain (dBi) | 5 |
| EIRP (dBm) | 30 |
| Noise Figure (dB) | 5 |
| DOWNLINK (746-757 MHz) | |
| System gain | 71 |
| Active gain (dB) | 71 |
| 10 ft cable signal loss (dB) | 2.5 |
| 30 ft cable signal loss (dB) | 7 |
| Receiving unit gain (including 30 ft cable) (dB) | 64 |
| Max output power (dBm) | 16 |
| Receiving unit antenna gain (dBi) | 5 |
| EIRP (dBm) | 11.5 |
| Noise figure (dB) | 6 |
| GENERAL | |
| Monitoring function | BLE |
| Power supply | Input:100-120 VAC; Output: DC12V/1A |
| Power supply cable length | 6 ft |
| Power consumption | <9W |
| Operating temperature | 14°F to 131°F |
| Receiving unit size | 8.5" x 7.0" x 3.3" |
| Receiving unit installation | Pole, Wall, Windowsill |
| Coax cable (integrated) | 30' RG-174 with SMA Connector |
| Waterproof level of receiving unit | IP65 |
| POWER BOX | |
| RF connector | SMA |
| Coax cable (power injector to inside antenna) | 10' RG-174 with SMA Connector |
| Power port | DC 2.1 |
| Insertion loss (dB) | 0.5 |
| LED | Red/green bi-color LED: red light (device not properly connected). Green light (working fine). |

| INDOOR ANTENNA | |
|-----------------------------|--------------------|
| Indoor antenna size | 8.5" x 7.2" x 2.5" |
| Indoor antenna installation | Desktop, Wall |
| Connector | SMA |
| Antenna gain (dBi) | 5 |

6.1 Regulatory 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.

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

CLASS B EQUIPMENT: This equipment has been tested to and found to be within the acceptable 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 when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are 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 the 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/television technician for help.

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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

RF Exposure: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 32 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

6.2 Trademarks

SureCall is a registered trademark of SureCall Inc. All other trademarks and product names mentioned herein are the property of their respective owners. The information contained herein is subject to change without notice.

Copyright Notice

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CHAPTER 7: WARRANTY

Activate your product warranty at www.surecall.com/ACTIVATE

For questions regarding your warranty, contact a SureCall representative at 1-888-365-6283 or email support@surecall.com.

SureCall products are covered under a three-year product warranty from the date of purchase. This protects the customer from any defects or problems the product may have that are solely the fault of SureCall. Incorrect installation or misuse will void this warranty. Upon the return of a defective product, SureCall will issue the customer a working replacement. All returned packages should contain all products distributed.

7.1 Three-Year Product Warranty

SureCall warrants its products for years it commits and starts from the date of purchase against defects in workmanship and/or materials. 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. 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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