

# SureCall™

## CM2000-WL 60dB

### Dual Band SOHO Amplifier

## User Manual



**Model: CM2000-WL 60 dB**  
 FCC ID: RSNDUAL-62UNDER  
 Canada IC: 7784A-D62UNDER



### CONTENTS OF THE PACKAGE



1. 60dB amplifier
2. 5" patch Antenna with FME female connector
3. 110V AC Power Adaptor
4. User Manual (this document)
5. Velcro and Screw Mounting Kits

### WHOLE PACKAGE OPTION:

Outdoor and indoor antenna as well as two pieces of CM240 cable are required for full operation. See picture below. Please consult the Cellphone-Mate website ([www.Cellphone-Mate.com](http://www.Cellphone-Mate.com)) or call toll free at 888-365-MATE.



1. CM2000-WL 60dB: 60dB Amplifier with Power Supply
2. CM004-20-FN: 20ft CM240 Cable
3. CM004-40-FN: 40ft CM240 Cable
4. CM222: Indoor Antenna
5. CM100-S: Outdoor Antenna

### SAFETY NOTES

The Federal Communications Commission (FCC) who found it to comply with their RF Exposure Requirements, Pursuant to FCC Part 22 and 24, has tested this product. In order to comply with the FCC RF exposure requirements, **the human user's body should always be separated from the indoor antenna of the Amplifier by at least 25cm (10").**

Don't expose this product to extreme high or low temperature. For

example, putting the Amplifier under direct sunshine for too long may cause it to overheat, thereby damaging the electronic components inside.

There are no consumer serviceable or modifiable parts inside this Amplifier product. Alteration or abuse of the Amplifier or other components will void this product's warranty, and could be dangerous to the user.

### CONNECTING THE AMPLIFIER

The signal is received by the outside antenna from the cell tower, then AMPLIFIED and transmitted to your phone through the inside antenna. When the phone transmits, the signal is received by the inside antenna, then AMPLIFIED and transmitted to the cell tower through the outside antenna.

**Connect the Inside Antenna:** indoor dome antenna is always recommended over the patch antenna. First, please mount dome antenna on top of ceiling, and then please use the CM240 cable connect dome antenna to the side of amplifier that marked "INDOOR", and make sure to tighten it.

**If patch antenna is selected over dome antenna:** The patch antenna is intended for indoors use only. Do not mount on a surface within 4 inches of metal. Screw the patch antenna to the amplifier connector that marked "INDOOR" and make sure to tighten it.

**Connect the Outside Antenna:** The CM100-S fiber glass antenna is for outdoor use only. Select an outside mounting location. For best performance, try to keep the antenna on top of the house. The outside antenna should be located in an area with at least a 12" radius clear of obstructions, and other radiating elements. Use the CM240 cable, connect the outside antenna in to the "OUTDOOR" connector of the amplifier and make sure to tighten it.

**NOTE:** Keep the separation distance between the inside and outside antennas at least 60 feet apart if possible.

**WARNING:** The outside antenna must not be co-located or operating in conjunction with any other antenna or amplifier.

**Connect the Power Cord:** To prevent damage to the Amplifier, before plugging in the Amplifier to an AC power outlet, make sure the Amplifier's power switch is in the OFF position. Then connect the power cords to the Amplifier first, and then connect the plug to 110V AC power outlet. Make sure that all of the connections to the Amplifier are tight and secure, and then turn on the Amplifier's power switch. The LED light will glow, indicating that the Amplifier is ready to use.

**Warning light: in the case that the red light turns on, it means that the indoor and outdoor antennas**

**are too close together. Please turn off the amplifier immediately, move the two antennas further apart, before turn the power on again.**

**Warning:** please never operate the amplifier with red light on.

**Safety Warning:** *The input voltage for the Amplifier is 6V. DO NOT use this Amplifier with a higher voltage power supply, which could damage the amplifier and the user may also be injured.*

## USING THE AMPLIFIER

Now you are ready to make and receive cellphone calls with powerful signal amplification! Note that It is normal for the Amplifier's case to be warm during operation.

Press any cell phone key to refresh its communication with the base station. If your signal is weak, having this Amplifier installed and operating properly will give you a large increase in the signal strength and quality. The change in the signal strength can be seen on the visual display of your cellphone, and heard on your receiver or headset. To see the difference, try operating your phone in an area that is known to have weak cellphone signals. You will be amazed at the dramatic difference the Cellphone-Mate Signal Amplifier provides!

**(Optional) Mounting the Amplifier:** you can leave the Amplifier on top of a flat surface or use the enclosed mounting screws or Velcro straps to mount the Amplifier. There are two 6cm x 2.5cm Velcro strips (hook-and-loop pairs) in the box for mounting the amplifier.

Determine the location where your Amplifier will be placed. Clean the intended surface and allow it to dry. Peel the protective paper from the back of the hook sides of the Velcro. Press the adhesive side of the Velcro strips into place on the bottom of the Amplifier, one strip on each end. Wait 5 minutes for the adhesive to set before attaching the loop side of the Velcro to the hook side. The adhesive bond will reach its maximum strength after 24 hours.

With both of the Velcro loop and hook pieces attached to the back of the Amplifier, peel the protective paper off of the back of the loop strips. Press the entire Amplifier into its mounting place. Wait 5 minutes for the adhesive to set. Make sure the Amplifier is firmly seated. To remove the Amplifier, rotate it across the Velcro – do not pull the Amplifier or cables.

## TROUBLESHOOTING GUIDE

During operation, if the Amplifier interferes with your radio or other electronic receivers, move the Amplifier further away from those devices.

For a list of Frequently Asked Questions and a complete and up-to-date Troubleshooting Guide, please visit our website at:

[www.Cellphone-Mate.com/FAQ.htm](http://www.Cellphone-Mate.com/FAQ.htm)

You can also consult a Cellphone-Mate technical specialist directly by sending an e-mail to us at:

[info@Cellphone-Mate.com](mailto:info@Cellphone-Mate.com)

Or write to:

Cellphone-Mate, Inc.  
48820 Kato Rd. Suite 300B  
Fremont, CA, 94538 U.S.A.

## WARRANTY

1. Cellphone-Mate, Inc. 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 Cellphone-Mate, Inc.'s option, to repair or replace any product or part thereof which shall within ONE YEAR of purchase as determined by examination by Cellphone-Mate, Inc., prove defective in material and/or workmanship. Warranty returns must first be authorized in writing by Cellphone-Mate, Inc. Disassembly of any Cellphone-Mate, Inc. product by anyone other than an authorized representative of Cellphone-Mate, Inc. voids this warranty in its entirety. Cellphone-Mate, Inc. reserves the right to make changes in any of its products without incurring any obligation to make the same changes on previously delivered products.
2. As a condition to the warranties provided for herein, the Buyer will prepay the shipping charges for all products returned to Cellphone-Mate, Inc. for repair and Cellphone-Mate, Inc. will pay the return shipping with the exception of product returned from outside the United States in which case the Buyer will pay the shipping charges.
3. 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.
4. Products sold by Cellphone-Mate, Inc. shall not be considered defective or non-conforming to the Buyers' order if they

satisfactorily fulfill the performance requirements that were published in the product specification literature, or in accordance with samples provided by Cellphone-Mate, Inc.. This warranty shall not apply to any products or parts thereof which have been subject to accident, negligence, alteration, abuse, or misuse. Cellphone-Mate, Inc. makes no warranty whatsoever in respect to accessories or parts not supplied by it.

5. 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.**

**CELLPHONE-MATE, INC.'S 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 CELLPHONE-MATE, INC. BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES, HOWSOEVER CAUSED.**

6. 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.
7. 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.