

# Dual-Band Wireless Adjustable Cellular Booster / Kit



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3G Vehicle Cell Booster & Kit  
FLEX 2GO (CM-FLEX2GO)

## User Guide

## **Congratulations on purchasing the SureCall Flex 2Go kit, the finest cellular amplifier available for your vehicle!**

SureCall adjustable cellular boosters and kits remove the frustration over dropped calls, limited range, and slow data rates by amplifying incoming and outgoing cellular signals in vehicles. The Flex 2Go is designed with leading-edge technologies to detect and amplify weak incoming signals your cellular device would otherwise miss and to broadcast a significantly stronger signal back to the cell tower.

This guide contains all the information you need to get your SureCall Flex 2Go booster system up and running.

### **Principles of Operation**

The SureCall Flex 2Go is a high-quality bidirectional amplifier that boosts cellular signals for cars, motorhomes, and other vehicles.

The Flex 2Go works with two antennas:

- An inside antenna that communicates with your cell phone.
- An outside antenna that communicates with the cell tower.

Signals sent from a cell tower are received by the outside antenna, amplified by the booster and then sent to your phone via the inside antenna.

When your phone transmits, the signal is sent to the inside antenna, and then sent to the cell tower via the outside antenna.

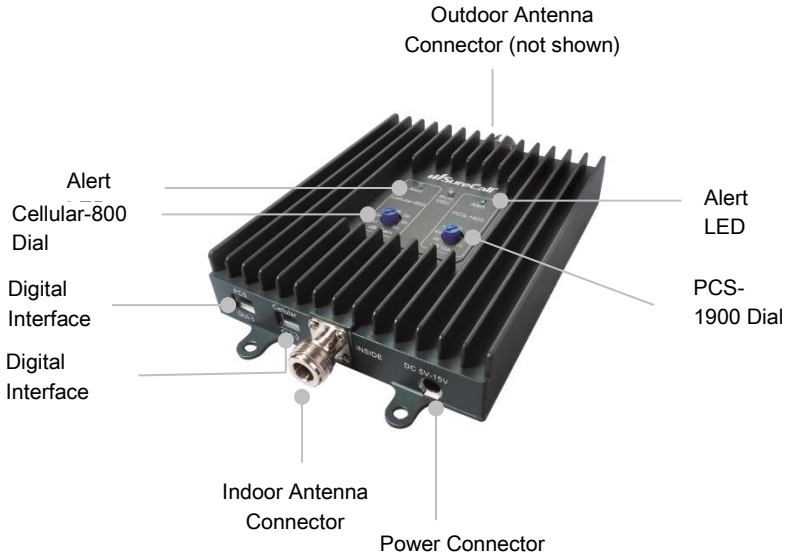
Some cell signal is required for the Flex 2Go to enhance cellular signal coverage. The weakest cell signal for the Flex 2Go to work is low -100dBm to high -90dBm. dBm is an abbreviation for the power ratio in decibels of the radio power per one milliwatt and indicates cell signal strength.

**SureCall Flex 2Go Packages**

Package	Package Contents
CM-FLEX2GO	50dB booster with auto shutdown
	Magnetic mount antenna – CM200
	Patch antenna with 12' cord – CM110W
	DC car charger (18'cord) – for vehicle use
	Velcro® and screw-mounting kit

### Flex 2Go Booster Hardware

The following figure shows the key hardware components on the Model CM-FLEX2GO cellular booster. Refer to this figure as you install your SureCall Flex 2Go.



Unpack all package contents, compare them against the package contents list, and check for damage. For missing or damaged items, contact your reseller. Keep the carton and packing material to store the product or if you need to return it.

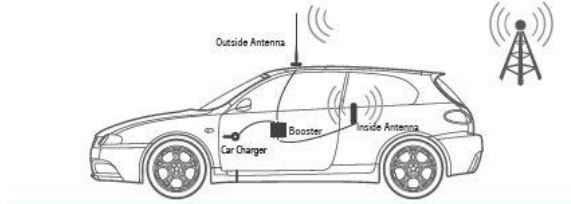
### Site Selection

For optimum performance, select a location for your booster that:

- Is under the seat of the vehicle, for example.
- Is away from excessive heat, direct sunlight, or moisture.
- Has proper ventilation.

## Installation Instructions

The Flex 2Go booster kit is suited for installation in a vehicle or motor home. Refer to the figure below when performing the following procedures.



### Step 1: Connect the Outside Antenna

1. Mount the magnetic antenna in a location that:
  - Is on top of the vehicle.
  - Has at least a 12-inch radius clear of obstructions and other radiating elements, such as a radio antenna.
  - Is at least 4 - 6 feet from the inside antenna.
2. Using the supplied cable, connect the outside antenna to the booster connector marked **OUTSIDE**.
3. Run the outside antenna cord under front door insulation lining to hide and protect antenna cable. Wrap up any loose cable.
4. Hand tighten the connection.

**Note:** The outside antenna must not be co-located or operating with any other antenna or booster.

### Step 2: Connect the Inside Antenna

1. Mount the inside antenna so it is:
  - Within 2-3 feet of the cell phone for best results.
  - Mounted on a surface that is at least 4" (10 cm) away from metal.

2. Using the supplied cable, connect the antenna to the booster connector marked **INSIDE** (see page 4).
3. Hand tighten the connection.

**Step 3: Mount the Booster**

1. Select a location for your booster, such as under the driver's seat.

**Step 4: Connect to DC Power**

1. **Connect the Power Cord.** Connect the DC power cord to the booster before plugging it into the cigarette lighter adapter. Verify that all connections to the booster are tight and secure.
2. Turn the power switch on the lighter adapter to the ON position.
  - The LED light glows, indicating that the booster is ready to use. The booster turns on automatically.
  - The **Power** LED goes ON to show that the booster is ready for use (see page 4).
  - If the **Power** LED does not go ON, be sure the DC outlet and adapter are working.

If the red LED goes ON, it is the result of one of two factors.

1. More antenna separation is needed. Most likely, the easiest way to achieve this is to move the magnetic mount antenna farther to the back of vehicle away from the inside patch antenna.
2. Your vehicle is too close to a cell tower

If unable to provide more antenna separation and the **Alert** LEDs flash after the initial activation period, lower the dial above the blinking LED by 5dB (for example, from 50 to 40) and monitor the bars on your cell phone to see whether reception has improved.

The booster case may become warm during operation. This is normal.

Press any key on your cell phone to refresh communication with the base station.

**WARNING. The booster is rated for 5-15V input voltage. DO NOT use the booster with a higher voltage power supply. This can damage the booster and/or cause personal injury.**



## Flex2go - Other Kitting Options

### Vehicle Kit

Component	Prod No.	Description	Gain/Loss Notes
Outdoor Antenna	CM200		5dBi
Coax cable, CM174	10'		2.8dB/4.9 dB at Cellular/PCS band
Indoor Patch Antenna	CM110W		3dBi
Coax cable CM174	10'		2.8dB/4.9 dB at Cellular/PCS band

### Marine Kit

Component	Prod No.	Description	Gain/Loss Notes
Outdoor Antenna	CM288W	Galaxy 5412-P	3dBi 3dBi
CM240 Cable	CM004-40FN	40Feet	-3.9dB at 800MHz -6.0dB at 1900MHz
Indoor Panel Antenna	CM248W		7dB at 800MHz 10dB at 1900MHz
CM240 Cable	CM004-20FN	20Feet	-1.95dB at 800MHz -3.0dB at 1900MHz

### Desk top/RV Kit

Component	Prod No.	Description	Gain/Loss Notes
Outdoor Antenna	CM288W		3dBi
CM240 Cable, outdoor side.	CM004-40FN	40Feet	-3.9dB at cellular band -6.0dB at PCS band
Right Angle Antenna	CM120		3dBi

In the unlikely event you encounter a problem, use the following steps to identify and resolve the issue.

Problem	Resolution
Booster has no power	<ol style="list-style-type: none"><li data-bbox="402 315 975 379">1. Verify that the switch on the power supply is turned on and red LED is ON.</li><li data-bbox="402 394 975 458">2. Connect the power supply to an alternate power source.</li><li data-bbox="402 472 975 544">3. Be sure the power source is not controlled by a switch that can remove power from the outlet.</li><li data-bbox="402 558 975 795">4. Check the green POWER LED on the booster. If it is OFF, return the power supply to SureCall. Contact tech support at 1-888-365-6283 to receive a Return Merchandise Authorization (RMA), email <a href="mailto:support@surecall.com">support@surecall.com</a>, or go to <a href="http://surecall.com">surecall.com</a> and log on via online support</li></ol>

Problem	Resolution
<p>After installing the booster system, you have no signal or reception where your car is parked.</p>	<ol style="list-style-type: none"> <li>1. Check the outside signal closest as you can to the outside antenna. To measure your existing cell signal:            Apple iPhoneD: dial *3001#12345#* and press Call. In the top-left corner, a number replaces the bars.            Android devices: download apps to measure exact signal strength, such as Network Signal Info in Google Play store. Search "check real signal strength" to find other cell signal measurement apps.</li> <li>2. Double-check cable connections to both antennas and booster.</li> <li>3. Be sure your booster's dB gain is turned up to at least 40dB - 45dB on each dial.</li> </ol>
<p>One of the red lights next to the dials on your booster is flashing.</p>	<ol style="list-style-type: none"> <li>1. Turn down the dB gain on the dial until the light goes OFF or turns yellow.</li> <li>2. Be sure the inside panel antenna is facing away from the outside antenna.</li> <li>3. Use the recommended 6-10 ft. of antenna separation:           <ul style="list-style-type: none"> <li>• 50dB — 30-40 ft. separation</li> <li>• 45dB — 20-30 ft. separation</li> <li>• 40dB — 10-20 ft. separation</li> <li>• 35dB — 10 ft. separation</li> </ul> </li> </ol>

Problem	Resolution
Your booster restarted and shut down for 15 minutes, and is now shut down permanently.	Each SureCall booster is equipped with Auto Shutdown if there's danger of cell tower interference. The location where your car is parked may be too close to a cell tower. Drive to a location that provides sufficient distance from the cell tower to prevent the booster from automatically shutting down. Once away from the original location, use the power supply switch to restart the booster manually.

Record the model and serial number for your products:

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

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

If the booster interferes with your radio or other electronic receivers, move the booster further away from those devices.

For a list of Frequently Asked Questions and a comprehensive, up-to-date Troubleshooting Guide, please visit our website at: [www.surecall.com](http://www.surecall.com).

You can also consult a SureCall technical specialist directly by emailing us at [support@surecall.com](mailto:support@surecall.com) or call us at 1-888365-6283.

Specification	Flex 2Go Kit (CM-FLEX2GO )
Uplink Frequency Range (MHz):	824-849 1850-1910
Downlink Frequency Range (MHz):	869-894 1930-1990
Supported Standards:	GSM,CDMA,EDGE,HSPA,EVDO,LTE
Input/Output Impedance:	50Ω
Average Gain:	50dB
Noise Figure:	5dB
VSWR:	≤2.0
DC Car Charger:	12 V
Maximum Output Power:	1W EIRP
Cable:	RG58
RF Connectors:	FME Male (both ends) or N
Power Consumption:	<10W
Dimensions:	7" x5" x 1"
Weight:	1 lb 11 oz
FCC ID (USA):	RSNFLEX2GO

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.**

1. SureCall, 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 SureCall, Inc.'s option, to repair or replace any product or part thereof which shall within TWO YEARS of purchase as determined by examination by SureCall, Inc., prove defective in material and/or workmanship. Warranty returns must first be authorized in writing by SureCall, Inc. Disassembly of any SureCall, Inc. product by anyone other than an authorized representative of SureCall, Inc. voids this warranty in its entirety. SureCall, 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 SureCall, Inc. for repair and SureCall, 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.



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