

3-Year Warranty

Activate your three-year manufacturer warranty at www.surecall.com/activate.

For complete warranty text, including limitations and liability, see the Flare 3.0 full user manual, available online at surecall.com/support

Troubleshooting

Problem	Resolution
Signal booster has no power	Connect the power supply to an alternate power source. Verify that the power source is not controlled by a switch that has removed power from the outlet. If the Power LED (⏻) on the signal booster is still OFF, contact tech support at: 1-888-365-6283 or support@surecall.com

After completing installation, indoor signal coverage has not improved	<ol style="list-style-type: none">1. Verify that all cable connections are tightly fitted.2. Try further separating the booster and antenna.3. Verify that there is usable signal where the outside antenna is placed. Remember: Bars are not always a reliable measure of signal. The best way to confirm signal coverage is the ability to place and hold a call.
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✉ support@surecall.com ☎ 1-888-365-6283 🖱 surecall.com/support

Specifications

Uplink Frequency Range:	698-716 / 776-787 / 824-849 / 1850-1915 / 1710-1755 (MHz)
Downlink Frequency Range:	728-746 / 746-757 / 869-894 / 1930-1995 / 2110-2155 (MHz)
Supported Standards:	5G, 4G LTE and all cellular standards
Impedance:	75Ω / 50 Ω
AC Input:	Input: AC110 – 240 V, 60 Hz; Output: DC 5V / 3A
Cable:	RG6
RF Connectors:	Donor port: F Female, Server port: Integral
Power Consumption:	<12W
Certifications	FCC ID: RSNFLARE-3 BLE Module FCC ID: 2ATPO-PB03

Consumer Warning

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 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 operate in a fixed location only, for in-building use.

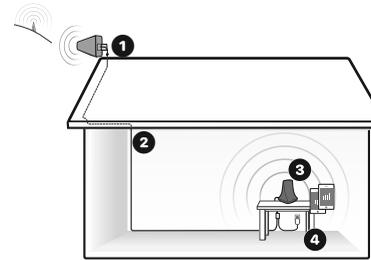
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

rev4 01.18.2024

EASY SETUP WITH THE SURECALL APP

Place the ❶ Yagi antenna outside on the roof, run the included ❷ coax cable (50 ft) into your home and place the ❸ Flare booster in a central location where signal is needed.

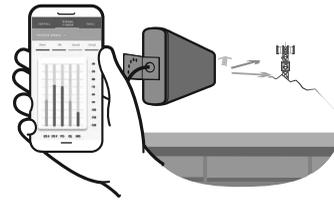
Once the ❹ power supply is connected and the booster is plugged in, use the app to identify the best location and angle for your outside antenna.



Download the SureCall App in the Google Play or Apple's App Store. Just search, "SureCall"



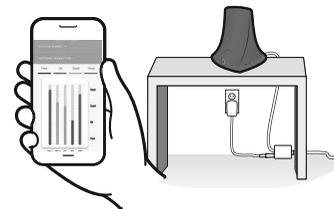
OUTSIDE SIGNAL



After connecting to the mobile app, check OUTSIDE SIGNAL to read signal strength in real time.

Identify the location/angle with the best signal for mounting your antenna, generally found above the roofline, as high as possible, and on the side of your home facing your carrier's tower.

ANTENNA SEPARATION



Place the booster where signal is needed and at least 25 vertical feet from the outside antenna, or up to 50 feet horizontally.

Check antenna SEPARATION on the app. The results reflect whether adequate separation between the booster and antenna has been achieved.



Quick Setup Guide

SureCall Flare 3.0 with Yagi Antenna



Download the SureCall app in the Google Play or Apple's App Store. Just search, "SureCall".

Questions?

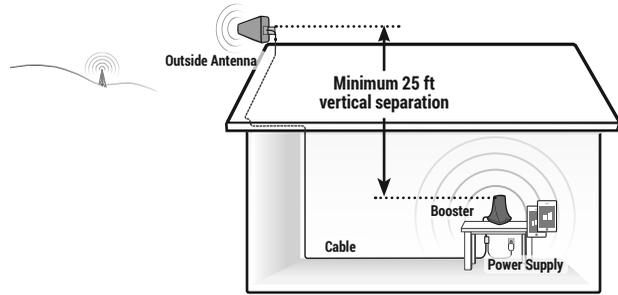
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SureCall Flare 3.0 with Yagi Antenna Quick Setup Guide



Before installation, ensure there will be adequate vertical separation between the planned locations of the outside antenna and booster (at least 25 ft.). Prior to securing the location of any booster parts, a "soft install" is recommended as adjustments may be needed to optimize performance.

1. FIND OUTSIDE LOCATION WITH STRONGEST SIGNAL

Identify the outside location with the strongest signal. This is generally found on the side facing your nearest cell tower and as high as possible.

Capturing the strongest possible signal with your outside antenna provides the best resulting coverage. The weaker your outside signal, the more limited your coverage will be indoors. Cell phone bars are not a reliable measure signal.

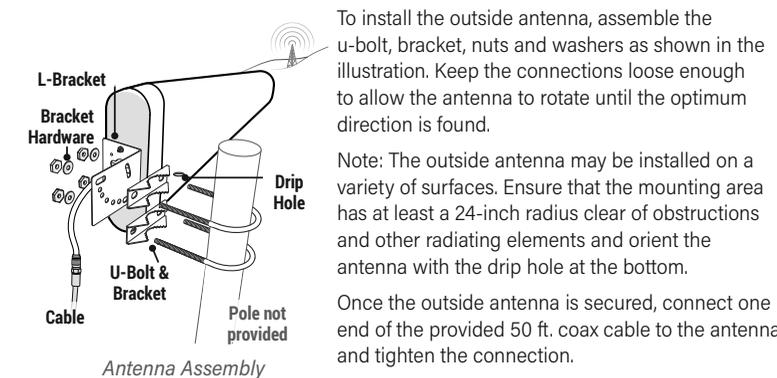
For additional instructions on taking measurements with your phone, visit surecall.com/support.

USE THE APP TO HELP!

Once you're familiar with the placement guidelines, identify the bands used by your carrier. Use the feedback on your app under OUTSIDE SIGNAL to pinpoint the best location and angle for your antenna.

2. INSTALL THE OUTSIDE ANTENNA

Once you've located the area of strongest signal, mount the antenna to a pole or pipe (not included) at the highest possible elevation. The directional Yagi antenna works best when facing the direction of your carrier's tower. If you're unsure of the location of your nearest tower, sites that use crowd-sourced data like www.cellmapper.net may be helpful.



To install the outside antenna, assemble the u-bolt, bracket, nuts and washers as shown in the illustration. Keep the connections loose enough to allow the antenna to rotate until the optimum direction is found.

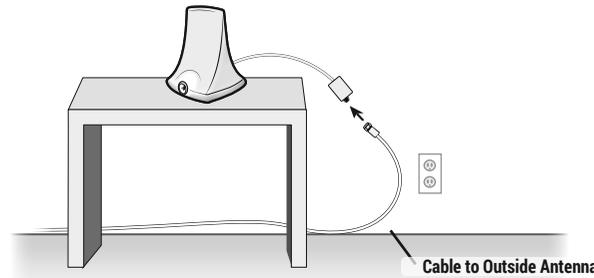
Note: The outside antenna may be installed on a variety of surfaces. Ensure that the mounting area has at least a 24-inch radius clear of obstructions and other radiating elements and orient the antenna with the drip hole at the bottom.

Once the outside antenna is secured, connect one end of the provided 50 ft. coax cable to the antenna and tighten the connection.

3. PLACE THE BOOSTER

Place the Flare signal booster in a central location where cellular reception is needed, at least 25 feet from the outside antenna and close to an AC outlet. When placing the booster, note that further separation between the booster and outside antenna will increase booster performance.

Route the cable from the outside antenna, inside to the booster location and tighten the connection.



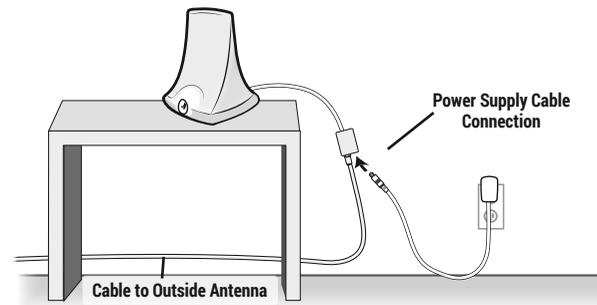
USE THE APP TO HELP!

Once you've read the placement guidelines, use the feedback on your app to help you identify the best location for your booster.

4. CONNECT TO POWER

Once the booster and the outside antenna are connected, connect the power cord to the Flare booster and plug into a 110V AC power outlet.

Next, test system performance. Take multiple readings several minutes apart in locations you have previously experienced poor signal. Also, verify you can place and hold a call.



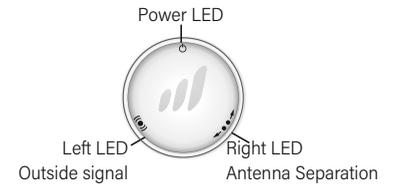
If You Want to Improve Performance

- Identify a location outside that receives a stronger signal and move the outside antenna to that location (higher is better).
- Check for sources of interference such as, cellular modems or hotspots near the booster. Ensure a 6 ft radius between the booster and other radiating devices.
- Avoid placing either component (booster or outside antenna) near windows as it increases the potential for oscillation.
- Optimize the angle of your outside antenna by testing at small incremental rotations.

LED Indicators

If an issue is indicated but your signal is improved, it's possible that the frequency band(s) impacted are not used by your carrier and thus, no action is needed.

Note that power cycling the booster after each adjustment may be necessary.



Left Indicator (Outside signal)

LED state	Status	Indication
During power up		
Flashing YELLOW/RED	Normal	System test during power on
After power-up		
Solid GREEN	Normal	Normal
Solid RED	Alert - Over signal	Outside signal too strong

Right Indicator (Antenna Isolation)

LED state	Status	Indication
During power up		
Flashing YELLOW/RED	Normal	System test during power on
After power-up		
Solid GREEN	Normal	Normal
Solid YELLOW	Reduced gain	Attenuation is more than 8dB. Antenna separation is needed
Solid RED	Alert - Oscillation	Oscillation detected

Over Signal Alert - The booster is receiving too strong of a signal which may cause one or more of the supported frequency bands to shut off. Unaffected frequency bands will not be impacted, however, and continue to receive enhanced signal.

If this happens but your signal is improved, it's possible that the impacted frequency bands are not used by your carrier and thus, no action is needed.

If this happens and your signal has not improved, consider the following options:

- Relocate the outside antenna where the signal is weaker.
- Adjust the antenna angle by rotating it in small increments away from the cell tower until the LED turns solid GREEN.

Reduced Gain - Indicates an adaptive reduction of greater than 8 dB for one or more frequency bands.

If this happens and service quality has not improved, follow suggestions in "Antenna optimization" found online or in the product manual to improve antenna isolation.

Oscillation Alert - One or more of the supported frequency bands have shut off. Unaffected frequency bands will not be impacted, however, and continue to receive enhanced signal.

If this happens and service quality has not improved, follow suggestions to improve antenna isolation.

Power cycling the booster after each adjustment may be necessary.

Popular Add-Ons

Looking to upgrade your SureCall booster? Boost your signal even further with these best-selling accessories:

- SC-RG11-50:** RG-11 (50 ft) low loss cable maximizes signal transmission
- SC-MOUNT-JBAR:** Adjustable 20-inch mounting pole for outdoor antenna
- SC-LP-75:** Lightning arrestor prevents damage from electrical surges