# In-Vehicle Cellular Signal Enhancer

# Installation & Operation Manual

800 and 1900 MHz Models





B800-1900-1P For portable/transferable installations



B800-1900-1F
For fixed installations



B800-1900-WU

For direct connection to existing hands-free cradle kits

Designed and Manufactured in the U.S.A.



# In-Vehicle Cellular Signal Enhancer Installation & Operation Manual

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LaFox, Illinois, 60147. The specifications of this guide are subject to change without notice. Richardson Electronics, Ltd. assumes no liability for the use of the information contained herein, nor does Richardson Electronics, Ltd. assume any liability arising out of the application or use of any product.

### **IMPORTANT!**

#### Read instructions completely before attempting installation

#### 1. Package Contents

B800-1900-1F - Fixed Version

| Part Number  | Description                  |
|--------------|------------------------------|
| B800-1900-1  | In-Vehicle Amplifier Unit    |
| VCSE-RERAD   | Small (patch/re-rad) Antenna |
| VCSE-DONOR   | Rear (wing/donor) Antenna    |
| VCSE-15CABLE | DC Power Cable               |
| VCSE-SPLICE  | Terminal Splice (Otv.2)      |

#### B800-1900-1P - Portable Version

| Part Number   | Description                      |
|---------------|----------------------------------|
| B800-1900-1   | In-Vehicle Amplifier Unit        |
| VCSE-RERAD    | Small (patch/re-rad) Antenna     |
| VCSE-MAGANT   | Exterior Magnetic Mount Antenna  |
|               | with Cable                       |
| VCSE-12VADAPT | 12V DC Cigarette Lighter Adapter |

#### B800-1900-WU - Direct Connect Version

| Part Number                                     | Description   |
|---|---|
| B800-1900-1W                                    | In-Line Amplifier Unit  |
| VCSE-CBL00045                                   | 6 ft. Mini-UHF to Mini-UHF (male) Cable   |
| VCSE-CBL00049                                   | DC Power JAE Cable Assembly with  |
|   | 2 Amp Fuse  |
| VCSE-CON00082                                   | Adapter Mini-UHF male to FME Male   |
| VCSE-CON00083                                   | Adapter FME Female to Mini-UHF Female   |
| VCSE-CBL00045<br>VCSE-CBL00049<br>VCSE-CON00082 | 6 ft. Mini-UHF to Mini-UHF (male) Cable DC Power JAE Cable Assembly with 2 Amp Fuse Adapter Mini-UHF male to FME Male |

Record the serial number found at the bottom of your Call Capture cellular signal enhancer amplifier unit for future reference:

| Serial | #  |  |
|--------|----|--|
| Scriai | 11 |  |

#### 2. Important Safety Information

The B800-1900-1F, B800-1900-1P and B800-1900-WU Call Capture Products comply with FCC regulations. Follow all guidelines in the installation and instruction manual and read this information completely before beginning the installation procedure. Never operate the system in an unintended application.

**NOTE:** Installer should have cell phone turned off while doing the installation. Only after unit is installed should the cellular phone be turned on and tested with the system. Turn off all cellular phones within 50 feet of the installation area.

#### A. LIMITED WARRANTY -

**LIMITED WARRANTY** - The Call Capture System by Richardson Electronics, Ltd. warrants to the purchaser for a period of one (1) year from the date of purchase, but in no event longer than two (2) years from the date of manufacture, that its Products identified above under Package Contents and sold hereunder will at the time of shipment be free from defects in material and workmanship and will conform to Richardson Electronics specifications stated in this Manual. If Products sold hereunder are not as warranted, Richardson Electronics shall, at its option, repair or replace the Product; provided that: 1) proof of purchase (a copy of a valid receipt or invoice) and written notice of the alleged defect are received by Richardson Electronics within the warranty period stated above; 2) customer obtains a written Return Authorization from Richardson Electronics for the Product; 3) the Product is returned in a protected shipping container at customer's expense; and 4) Richardson Electronics determines that the Product does not meet the warranty stated herein. If Richardson Electronics determines that the Product does not meet the warranty, Richardson Electronics will pay for transporting the repaired or exchanged Product to the customer. This warranty shall not apply to any Products Richardson Electronics determines to have been, by customer or otherwise, subject to mishandling, misuse, neglect, improper testing, repair, alteration, damage, assembly or processing that alters physical or electrical properties. As the above Products depend on the existence of a sufficient signal to enhance, Richardson Electronics cannot and does not warrant that the Products will work in all locations. In addition, Richardson Electronics does not warrant that interference will not occur in a particular installation.

THIS LIMITED WARRANTY IS EXPRESSLY IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS AND/OR IMPLIED INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, AND OF FITNESS FOR A PARTICULAR PURPOSE, USE OR APPLICATION AND FOR ALL OTHER OBLIGATIONS OR LIABILITIES ON THE PART OF THE SELLER, UNLESS SUCH OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES ARE EXPRESSLY AGREED TO IN WRITING BY RICHARDSON ELECTRONICS.

#### **B. LIMITATION ON LIABILITY –**

IN NO EVENT SHALL RICHARDSON ELECTRONICS, LTD. BE LIABLE TO THE CUSTOMER, OR ANY OTHER PERSON OR ENTITY, FOR ANY DIRECT, INDIRECT, SPECIAL, PUNITIVE, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER, EVEN IF RICHARDSON ELECTRONICS, LTD. HAS BEEN PREVIOUSLY ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, WHETHER IN ACTION UNDER CONTRACT, NEGLIGENCE, OR ANY OTHER THEORY, ARISING OUT OF OR IN CONNECTION WITH THE USE, INABILITY TO USE, OR PERFORMANCE OF THE INFORMATION, SERVICES, PRODUCTS, AND MATERIALS AVAILABLE FROM THIS MANUAL. THESE LIMITATIONS SHALL APPLY NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY LIMITED REMEDY. BECAUSE SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

#### C. FCC REGULATIONS -

#### FCC ID: OEUB8001900-1C

The Call Capture cellular signal enhancer has been tested and found to comply with the limits of FCC rules part 22 for mobile service and part 24 for PCS. These limits are designed to provide reasonable protection against harmful interference. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with this instruction manual, 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 other electronic reception, which can be determined by turning the equipment off and on, the user is encouraged 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 to isolated power with a ground cable going directly to the battery, DC source or house ground
- Repositioning of the coaxial cable may also eliminate interference
- Consult the dealer or an experienced electronics technician for help
- NOTE: For further information on product trouble shooting see pages 18 19

WARNING: Changes or modifications not expressly approved by Richardson Electronics could void the user's authority to operate the equipment.

#### 3. Electronic Specifications

## Wireless In-Vehicle Call Capture System – B800-1900-1F & B800-1900-1P

• Frequency:

TX: 824-849 MHz/1850-1910 MHz

RX: 869-894 MHz/1930-1990 MHz

- Gain: Up to 50 dB (Dual Band, Bi-Directional)
- Output Power: TX: Up to 27 dBm (Single Channel)
- Type of Modulation: CDMA, GSM (Class V), TDMA and AMPS
- Stability: Unconditionally Stable
- DC Supply Voltage: 9 to 16.5V
- Current Draw: 1.5A max.
- Battery Power: Switch on/off via ignition switch (B800-1900-1F) or 12V adapter (B800-1900-1P)
- Operating Temperature: -30 to 60° C
- Dimensions: 5.20 x 4.5 x 1.6 in.
- Weight: 21 oz.
- FCC ID: OEU8001900-1C under rules par 22 and 24.

### Direct Connect Call Capture System – B800-1900-WU

• Frequency:

TX: 824-849 MHz/1850-1910 MHz

RX: 869-894 MHz/1930-1990 MHz

- Gain: 10 dB @ 800 MHz/15 dB @ 1900 MHz
- Output Power:

TX: 27 dBm for CDMA/30 dBm for GSM, AMPS, CDMA

RX: 7 dBm output at 1 dB compression

- Type of Modulation: CDMA, GSM (Class V), TDMA and AMPS
- Stability: Unconditionally Stable
- DC Supply Voltage: 9 to 16.5V
- Current Draw: 1.5A max
- Battery Power: Switch on/off via ignition switch
- Operating Temperature: -30 to 60° C
- Dimensions: 5.30 x 4.56 x 1.32 in.
- Weight: 21 oz.
- FCC Part 15: Type Accepted

# 4. Portable Installation Step-by-Step Guide Model Number: B800-1900-1P

Note: Before installing the Call Capture<sup>TM</sup> cellular signal enhancer, please read the entire contents of this Installation Guide.

#### Parts List Model Number: B800-1900-1P







Item 2 Part Number VCSE-RERAD

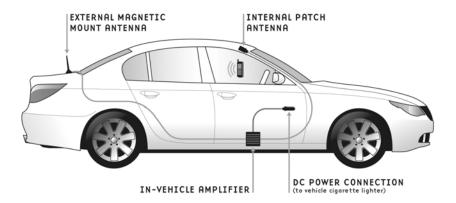


Item 3 Part Number VCSE-MAGANT



Item 4 Part Number VCSE-12VADAPT

| Item | Description                              | Quantity |
|------|--|----------|
| 1.   | Bi-Directional In-Vehicle Amplifier Unit | 1        |
| 2.   | Interior Small (patch/rerad) Antenna     | 1        |
| 3.   | Exterior Magnetic Mount Antenna          | 1        |
| 4.   | 12V DC Cigarette Lighter Adapter         | 1        |



The above diagram is one example of a recommended installation. Other variations are possible. Consult your local mobile electronics installer.

#### **WARNINGS**

- The B800-1900-1P complies with FCC regulations. Follow all guidelines and read this information completely before beginning the installation procedure. Never operate the system in an unintended application.
- All cellular phones in the vicinity of the amplifier should be turned off during
  installation. Only after unit is installed should cellular phones be turned on
  and tested with the system.
- Make sure to connect to a 12-Volt source that is not providing power when vehicle is turned off or unplug 12V adapter. Otherwise battery will drain.
- Unit must first be turned on without antennas connected for system calibration. Ensure that the LED light on the Amplifier Unit is Green before connecting antennas. Amplifier Unit must remain on while connecting antennas.
- Only the provided power cable is to be used with the Call Capture systems. Using any other power cable will harm the system. The Call Capture's warranty will be voided if any other power cable is used.
- Only the antennas provided with the Call Capture system may be used. Use of any other antenna could adversely impact the performance of the system, cause damage to the unit and would void the warranty.
- Changes or modifications not expressly approved by Richardson Electronics will void the user's authority to operate the equipment.

# Installation Instructions Model Number: B800-1900-1P

We recommend that individuals not accustomed to the installation of mobile electronics seek the services of a professional installer

**Step 1. Position Amplifier Unit -** Position Amplifier Unit within interior of vehicle and within a 3-4 ft. reach of cigarette lighter. Choose a location where it rests flat and is not a hazard to driver (i.e. under seat).

**Step 2. Attach DC Power Cable** - Attach one end of the adapter to the cigarette lighter plug within vehicle. Attach remaining end of DC power cord to Amplifier Unit.

NOTE: To avoid draining battery, check that amplifier is not receiving power with vehicle turned off.

**Step 3. Examine LED light on Amplifier -** The LED light on the Amplifier Unit indicates the level of signal enhancement. Attempt to achieve the optimal signal enhancement when positioning Antennas before making the Antenna placement permanent. Before any Antenna is connected to the Amplifier Unit, the Amplifier Unit must be powered on. The LED should be Green. Be sure that all cell phones in the vicinity of the amplifier are turned off during installation. Attach both Antennas and position them to achieve a Green LED.

Green LED – Optimal signal enhancement Yellow LED – Good signal enhancement Red LED – Poor signal enhancement

If you are receiving a Red LED even after trying different Antenna positions, try unplugging both Antennas and turn the power off and on again before plugging in the Antennas. If the Antennas are connected and too close to each other when the Amplifier Unit is turned on, it will be impossible to achieve a Green LED until you do the preceding.

IMPORTANT: Unit must first be turned on without Antennas connected for system calibration. Ensure that the LED light on the Amplifier Unit is Green before connecting Antennas. Amplifier Unit must remain on while connecting Antennas.

**Step 4. Position Exterior Magnetic Mount Antenna -** Position Exterior Magnetic Mount Antenna between trunk and rear window, or as far back as possible, making sure magnet is secured to metal surface. Connect Exterior Magnetic Mount Antenna to Amplifier Unit.

NOTE: Cord will run from exterior to interior of vehicle. Cord is designed to withstand pressure when closed in a door. Connections to Amplifier Unit are specific to the Antennas.

**Step 5. Position Interior Antenna** - Position the Small (patch) Antenna as close to, and with the best unobstructed view to, where the cell phone would normally be used. Avoid placing this Antenna behind any metallic objects (ie. mirror in sun visor). Do not make contact with any metal surface. Connect Small Antenna to the Amplifier Unit.

IMPORTANT: There is only one location where Small Antenna can be connected to Amplifier Unit. For optimal performance, do not affix Small Antenna to the front windshield.

**Step 6.** Achieve Optimal Enhancement - Once your LED is Green, you may permanently affix both the Magnetic Mount and Small Antenna. If LED is Yellow, adjust the position of the Magnetic Mount Antenna until the LED is Green.

Green LED – Optimal signal enhancement Yellow LED – Good signal enhancement Red LED – Poor signal enhancement

**Step 7. Quick System Check** - Put your cell phone antenna directly next to the Small Antenna. See how many signal strength bars you have. Next, turn the system off (either turn vehicle off or unplug unit). You should notice a decrease in signal bar strength. The exception is if you are in an area where, with the system off, your phone is at full signal strength. Please note when you turn the system on, if your phone is receiving maximum signal strength you will not see a difference. In order for this quick test to work, you will need to test unit in a less than maximum signal strength area.

# 5. Fixed Installation Step-by-Step guide Model Number: B800-1900-1F

Note: Before installing the Call Capture<sup>TM</sup> cellular signal enhancer, please read the entire contents of this Installation Guide.

#### **Parts List**

**Model Number: B800-1900-1F** 



Item 1 Part Number B800-1900-1



Item 2 Part Number VCSE-RERAD



Item 3 Part Number VCSE-DONOR



Item 4 Part Number VCSE-15CABLE

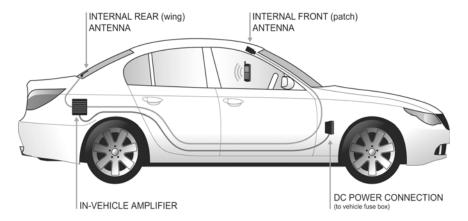


Item 5 Part Number VCSE-SPLICE

| Item | Description                                | Quantity |
|------|--|----------|
| 1.   | Bi-Directional In-Vehicle Amplifier Unit   | 1        |
| 2.   | Interior Small (patch/rerad) Antenna       | 1        |
| 3.   | Interior Large (wing-shaped/donor) Antenna | 1        |
| 4.   | DC Power Cable (15-ft.)                    | 1        |
| 5.   | Terminal Splice                            | 2        |

Required Tools and Materials (Not included)

- 1. Electric Drill (for Amplifier Unit mounting holes)
- 2. Screwdriver
- 3. 4 screws for mounting Amplifier Unit



The above diagram is one example of a recommended installation. Other variations are possible. Consult your local mobile electronics installer.

#### WARNINGS

- The B800-1900-1F complies with FCC regulations. Follow all guidelines and read this information completely before beginning the installation procedure. Never operate the system in an unintended application.
- All cellular phones in the vicinity of the amplifier should be turned off during installation. Only after unit is installed should cellular phones be turned on and tested with the system.
- Make sure to connect to a 12-Volt source that is not providing power when vehicle is turned off. Otherwise battery will drain.
- Unit must first be turned on without antennas connected for system calibration. Ensure that the LED light on the Amplifier Unit is Green before connecting antennas. Amplifier Unit must remain on while connecting antennas.
- Only the provided power cable is to be used with the Call Capture systems.
   Using any other power cable will harm the system. The Call Capture's warranty will be voided if any other power cable is used.
- Only the antennas provided with the Call Capture system may be used. Use of any other antenna could adversely impact the performance of the system, cause damage to the unit and would void the warranty.
- Changes or modifications not expressly approved by Richardson Electronics will void the user's authority to operate the equipment.

# Installation Instructions Model Number: B800-1900-1F

We recommend that individuals not accustomed to the installation of mobile electronics seek the services of a professional installer.

- **Step 1. Install Amplifier Unit** Install Amplifier Unit within trunk or within the interior of vehicle where the unit rests flat and is not a hazard to the driver.
- **Step 2. Install DC Power Cable -** Attach one end of DC Power Cable to a switched DC power source (using terminal splices provided) that turns on and off with the vehicle's ignition switch (i.e. radio power). Attach Red wire to a switched 12V source. Attach Black wire to ground. Attach remaining end of DC Power Cord to Amplifier Unit.
- Step 3. Examine LED light on Amplifier Unit The LED light on the Amplifier Unit indicates the level of signal enhancement. Attempt to achieve the optimal signal enhancement when positioning antennas before making the Antenna placement permanent. Before any antenna is connected to the Amplifier, the unit must be powered on. The LED should be Green. Be sure that all cell phones in the vicinity of the amplifier are turned off during installation. Attach both Antennas and position them to achieve a Green LED.

Green LED – Optimal signal enhancement Yellow LED – Good signal enhancement Red LED – Poor signal enhancement

If you are receiving a Red LED even after trying different Antenna positions, try unplugging both Antennas and turn the power off and on again before plugging the Antennas in. If the Antennas are connected and too close to each other when the Amplifier Unit is turned on, it will be impossible to achieve a Green LED until you do the preceding.

IMPORTANT: Unit must first be turned on without Antennas connected for system calibration. Ensure that the LED light on the Amplifier Unit is Green before connecting Antennas. Amplifier Unit must remain on while connecting antennas.

**Step 4. Position Rear Antenna (wing-shaped) -** Position Rear Antenna (wing-shaped) within interior of vehicle on rear window on passenger side. Avoid contact with any metallic materials including window heating coils. **Do not use adhesive backing to permanently affix antenna until Step 6.** Use household tape to temporarily hold antenna in place while finding the optimum position. Connect Rear Antenna (wing-shaped) to Amplifier Unit.

IMPORTANT: For optimal performance, Rear Antenna should be mounted vertically. Connections to Amplifier Unit are specific to the Antennas.

**Step 5. Position Small (Patch) Antenna -** Position the Small (patch) Antenna as close to, and with the best unobstructed view to, where the cell phone would normally be used. Avoid placing this Antenna behind any metallic objects (ie. mirror in sun visor). Do not make contact with any metal surface. Connect Small Antenna to Amplifier Unit.

IMPORTANT: Connections to Amplifier Unit are specific to the Antennas. For optimal performance, do not affix Small Antenna to the front windshield.

**Step 6.** Achieve Optimal Enhancement - Once your LED is Green, you may permanently affix both the Rear and Small Antenna. If LED is Yellow, adjust the position of the Rear Window Antenna until the LED is Green.

Green LED – Optimal signal enhancement Yellow LED – Good signal enhancement Red LED – Poor signal enhancement

**Step 7. Quick System Check -** Put your cell phone antenna directly next to the Small Antenna. See how many signal strength bars you have. Next, turn the system off (either turn vehicle off or unplug Unit). You should notice a decrease in signal bar strength. The exception is if you are in an area where, with the system off, your phone is at full signal strength. Please note when you turn the system on, if your phone is receiving maximum signal strength, you will not see a difference. In order for this quick test to work, you will need to test unit in a less than maximum signal strength area.

# 6. Direct Connect Installation Step-by-Step guide Model Number B800-1900-WU

Note: Before installing the Call Capture<sup>TM</sup> cellular signal enhancer, please read the entire contents of this Installation Guide.

#### Parts List Model Number B800-1900-WU



Item 1 Part Number B800-1900-1W



Item 2 Part Number VCSE-CBL00045



Item 3 Part Number VCSE-CBL00049



Item 4 Part Number VCSE-CON00082 VCSE-CON00083

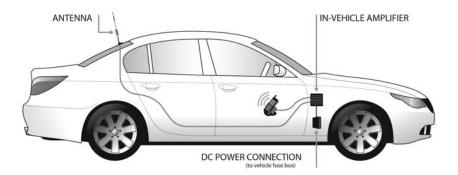


Item 5 Part Number VCSE-SPLICE

| Item | Description                              | Quantity |
|------|--|----------|
| 1.   | Bi-Directional In-Vehicle Amplifier Unit | 1        |
| 2.   | RF cable (6-ft.)                         | 1        |
| 3.   | DC Power Cable (15-ft.) with 3A fuse     | 1        |
| 4.   | RF Adapters                              | 2        |
| 5.   | Terminal Splice                          | 2        |

Required Tools and Materials (Not included)

- 1. Electric Drill (for Amplifier Unit mounting holes)
- 2. Screwdriver
- 3. 4 screws for mounting Amplifier Unit



The above diagram is one example of a recommended installation. Other variations are possible. Consult your local mobile electronics installer.

#### WARNINGS

- The B800-1900-WU complies with FCC regulations. Follow all guidelines and read this information completely before beginning the installation procedure. Never operate the system in an unintended application.
- All cellular phones in the vicinity of the amplifier should be turned off during installation. Only after unit is installed should cellular phones be turned on and tested with the system.
- Make sure to connect to a 12-Volt source that is not providing power when vehicle is turned off or battery will drain.
- Only the provided power cable is to be used with the Call Capture systems. Using any other power cable will harm the system. The Call Capture's warranty will be voided if any other power cable is used.
- Changes or modifications not expressly approved by Richardson Electronics could void the user's authority to operate the equipment.

#### IMPORTANT:

The Call Capture B800-1900-WU Direct Connect Cellular Signal Enhancer is for users that have a hands-free kit already installed in their vehicle. Please read the entire contents of this installation guide before installing the unit.

# Installation Instructions Model Number B800-1900-WU

We recommend that individuals not accustomed to the installation of mobile electronics seek the services of a professional installer.

#### Step 1. Attach RF cables

Attach the Unit in line with the hands free car kit between the cradle and the outside Antenna. Attach the portable side RF connector to the cradle using the 6 foot RF cable supplied and adapters if needed. Attach the Antenna side RF connector to outside Antenna with supplied adapters if needed.

#### **Step 2. Install DC Power Cable**

Attach one end of DC Power Cable to a DC power source (using terminal splices provided) that turns on and off with the vehicle's ignition switch. Attach remaining end of DC Power cord to Amplifier Unit. Attach red wire and blue wire to a switched 12V source. Attach black wire to ground.

IMPORTANT: DC cable fuse MUST be used to provide adequate unit protection. Make sure to connect to a 12-Volt source that is not providing power when vehicle is turned off — or battery will drain.

#### TECHNICAL SUPPORT

Locate the Call Capture serial number on the bottom of the Amplifier Unit before calling. The serial number must be available to authorize technical support and/or establish a return authorization. For installation technical support, contact your dealer. For system warranty issues, contact Richardson Electronics Support between the hours of 8:00 AM and 5:00 PM CST at 800-471-2012 or visit our technical support website at http://support.rell.com. The Call Capture cellular signal enhancer system must be used with Richardson Electronics authorized equipment. The technical support team will only support Richardson Electronics authorized equipment. Contact your dealer for questions.

#### TROUBLESHOOTING

#### I get a Red LED on the amplifier -

If you are receiving a Red LED even after trying different Antenna positions, try unplugging both Antennas and turn the power off and on again before plugging the Antennas in. If the Antennas are connected and too close to each other when the amplifier is turned on, it will be impossible to achieve a Green LED until you do the preceding.

#### LED remains Yellow -

First, follow the instructions outlined above if you are getting a Red LED. If this doesn't work, reposition the Rear Window Antenna or Magnetic Mount Antenna.

For the B800-1900-1F, try moving the Rear Window Antenna more toward the driver's side of the rear window. As a final measure, try repositioning the Small (patch) Antenna.

#### If the LED is not lighting (any color) -

Make sure there is power being supplied to the Unit

- i. If this is a Portable install (B800-1900-1P) check and see that the Red LED on the plug is ON. If not, there is no power at the plug.
- ii. If this is a Permanent install (B800-1900-1F), verify that you have power at the fuse panel and at the terminal to which the line is connected.
- iii. Disconnect the power at the Unit and reapply.
- iv. Make sure the connector mates easily.

#### I still can't make or receive a call on my cell phone.

#### I don't show that I am receiving a signal -

A cellular signal is still required for the Amplifier Unit to work. This cannot generate a cellular signal when none exists. This can only amplify an existing signal.

#### I dropped a call -

If the cellular signal becomes so weak that it cannot be amplified, the call will be dropped. Without the Amplifier Unit, the call would have been dropped much sooner.

#### The LED stays on even after I turn the car off -

The DC power must be connected to a switchable source that will turn the Amplifier Unit off when the car is turned off. If using the cigarette lighter plug, in some cars, this still provides power with the car off. In this case, the plug must be taken out of the cigarette lighter to prevent the car battery from being drained.

#### I get a Green LED, but the signal on my cell phone does not increase -

First, waiting 10-20 seconds is required before some phones show an increase in the signal strength. Second, make sure the Internal Small Antenna is pointed in the direction of the user and is within 2-3 feet. Make sure the Antennas are plugged in.

#### I need to return the unit -

Call **800-471-2012** to request a return authorization number. A customer service representative will provide you with return shipment instructions.

#### I need a technical support specialist -

Call **800-471-2012** to reach one of our highly trained, technical experts.



Distributed by: Richardson Electronics 40W267 Keslinger Road PO Box 393 LaFox, IL 60147-0393 USA

877-U-CAPTURE: (877-822-7887):

www.CellCapture.com

CallCapture@rell.com