



# Fusion2Go® Ultra

High Performance 5G/LTE Cell Phone Signal Booster  
for Car, Truck and SUV

## User Manual



# SureCall Fusion2Go Ultra

Thank you for purchasing SureCall's Fusion2Go Ultra cell phone signal booster kit. Fusion2Go Ultra provides seamless 5G/4G LTE connectivity for any vehicle.

If you have any questions during setup, please reach out to our US-based experienced support technicians:

- Call: 1-888-365-6283
- Email: [support@surecall.com](mailto:support@surecall.com)



Quickly optimize your antenna separation with the 'SureCall' mobile app that is available in the Google Play or Apple's App Store

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## OVERVIEW

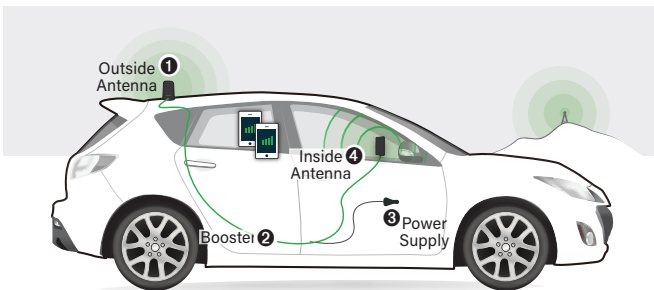
### How It Works

The SureCall Fusion2Go Ultra is a high-performing bidirectional booster that enhances cellular signals for vehicles.

The Fusion2Go Ultra 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 cell 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.



### Package Contents

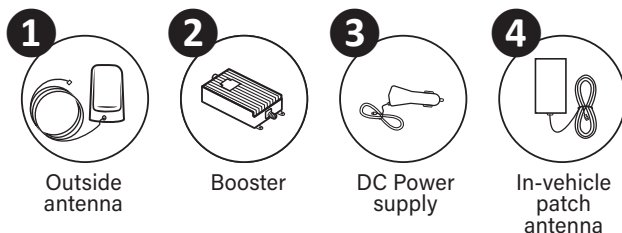
- Unpack all package contents. For missing or damaged items, contact your reseller.
- Turn over the signal booster and record the model and serial number for reference:

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

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

Keep the carton and packing material to store the product in case you need to return it.

Your Fusion2Go Ultra signal booster package includes the following items:



## INSTALLATION

### Step 1: Install the Outside Antenna

Place the magnetic-mount antenna on the top of your vehicle, preferably toward the back, maximizing the distance from planned location of the inside patch antenna. Ensure that the antenna has at least a 12-inch radius clear of obstructions and other radiating elements, such as a radio antenna.

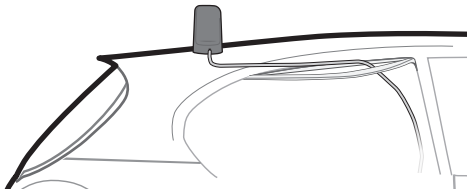
Note, For applications that require a more secure mount or where mounting surface is not metal, an optional adhesive mount has also been included with your kit. Follow these guidelines for use of adhesive mount:

- Always clean the surface properly. Apply the tape as soon as possible after cleaning to avoid contaminants
- Ensure that all materials meet the required minimum tape application temperature of 15°C
- Roll down tape firmly both after tape application and then again after parts are bonded together



#### Route cable

Next, run the cable from the outside antenna across the car's roof and into the car. To hide and protect the antenna cable, carefully pull down the headliner, run cable underneath it and push the seal back into place. Run the cable to the inside of the vehicle near the planned location of the booster (under the seat of the vehicle, or in the front or middle console).



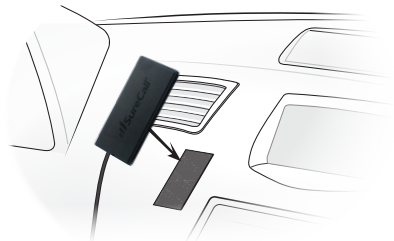
Note: The outside antenna must not be collocated or operating with any other antenna or booster.

### Step 2: Install the Inside Patch Antenna

Identify a location for the inside antenna on or near your front dashboard that is

1. Within 2-3 feet of the typical cell phone location
2. At least 8 inches (20cm) from cellular devices and
3. At least 4 inches (10cm) from metal

Next, peel Velcro backing and apply to a clean dry surface in your chosen location.

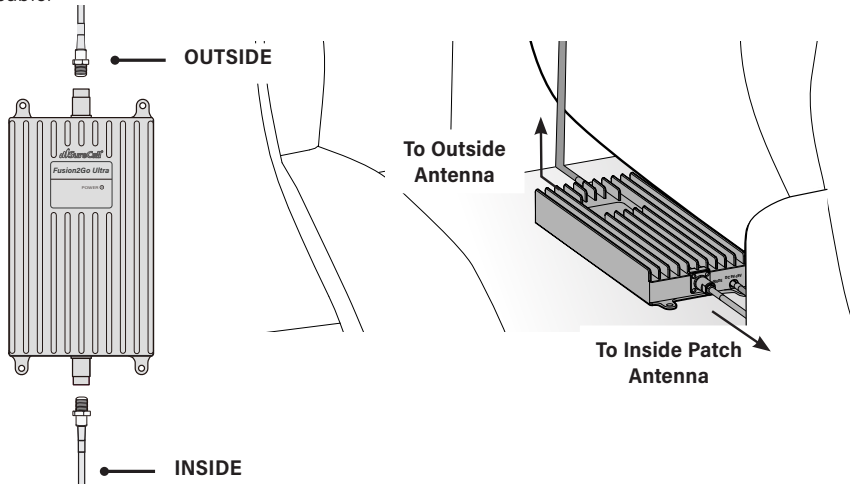


One free magnetic vent clip is included for your convenient use

### Step 3: Place Booster and Connect Cables

Select a well-ventilated location for the booster that is away from excessive heat, direct sunlight, and moisture. We often suggest installing beneath a seat or within the front console.

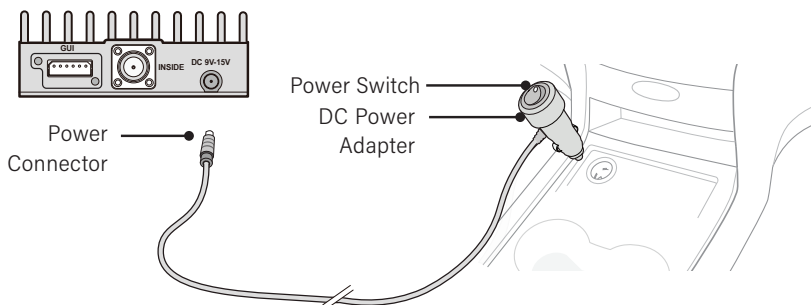
Connect the cable from the outside antenna to the connection marked OUTSIDE and connect the cable from inside patch antenna to the connection marked INSIDE. Tighten the connections and wrap up any loose cable.



### Step 4: Connect Power

Once antenna connections are complete, connect the DC power cord connector to the signal booster. The POWER LED will briefly flash YELLOW/RED during initialization to indicate that the signal booster is ready for use.

Fusion2Go 5G is also compatible with SureCall's AC adapter power cable (5.9V/2.8A) for added versatility. Part # SC-AC-59V28A-B.



## Verify Your System is Working

Place a call in a location where you previously experienced poor cell service and confirm that your phone is receiving a boosted signal.

To improve performance, antenna adjustments may be needed. Review the following potential causes:

- Verify the two antennas have sufficient separation/isolation from the other another.
- Verify the outside antenna has sufficient clearance above any metal objects and has at least 12 inch radius from other radiating elements, such as a radio antenna.

Note that the booster case may become warm during operation. This is normal.

## 'POWER' LED

During initialization, the LED will briefly flash YELLOW/RED. This is part of normal operation.

LED State	Status	Indication
Solid GREEN	Normal	Normal
Solid RED	Alert – Oscillation detected	Indicates that oscillation has caused the booster to shut off. Antenna repositioning is needed. Verify that there is sufficient separation between the outside and inside antennas, as well as any potentially interfering objects or antennas.

## TROUBLESHOOTING

Problem	Resolution
Signal booster has no power	<p>Verify that the Power LED is ON.</p> <p>Connect the power supply to an alternate power source.</p> <p>Verify that the power source is operational and the fuse is intact.</p> <p>If it remains OFF, contact tech support at: 1-888-365-6283 or <a href="mailto:support@surecall.com">support@surecall.com</a></p>
After completing installation, signal has not Improved	<p>Verify that cable connections are tightly fitted to the booster.</p> <p>Try further separating the antennas.</p> <p>ⓘ Note: 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.</p>

## SureCall Fusion2Go Ultra

### Specifications

Product	Fusion2Go Ultra
Uplink Frequency Range (MHz):	698-716 / 776-787 / 824-849 / 1850-1915 / 1710-1755
Downlink Frequency Range (MHz):	728-746 / 746-757 / 869-894 / 1930-1995 / 2110-2155
Supported Standards:	5G / 4G / LTE cellular standards
Maximum Gain:	50 dB
Input / Output Impedance:	50 $\Omega$
Gain Adjustment:	20 dB (Automatic)
Maximum Uplink Power	30 dBm
DC Power	9-15V
Noise Figure:	$\leq 7$ dB
VWSR:	$\leq 2.0$
Maximum Output Power:	1 Watt EIRP
RF Connectors:	FME Male (both ends)
Power Consumption:	$\leq 15$ W
Operation Temperature:	-4° to +158° F
Dimensions:	8 x 4 x 1.4 inches
Weight:	2.25 lbs
Certification:	FCC ID: RSN-F2GULTRA Contains FCC ID: 2ATPO-PB03
	IC: 7784A-F2GULTRA Contains IC ID: 23236-PB03

**WARNING:** The booster is rated for 9-15V input voltage. DO NOT use the booster with a higher voltage power supply. This can damage the booster and/or cause personal injury.

## SureCall Fusion2Go Ultra

### Antenna Kitting Information

Component	Prod No. Description	Gain / Loss (dBi / dB)					
		LTE-A	LTE-V	800 MHz	1900 MHz	1700 MHz	2100 MHz
Vehicle (Integrated cable)							
Inside Antenna and Cable	SC-110W and SC-174 (10 ft)	-2.7	-2.7	-3.2	-5.8	-3.98	-5.96
	SC-111W and 302-3 (10 ft)	1.8	1.8	2	3.5	2.2	3
Outside Antenna and Cable	SC209W and LMR100 (12.5 ft)	1.58	1.58	2.58	2.48	2.30	2.20
	SC-550W and RG-58U (10 ft)	1.3	1.3	1	0.7	0.8	0.5
	SC-550W-1 and RG-58U (15 ft)	0.7	0.7	0.3	-0.5	-0.2	-0.9
	SC-200W and SC-174 (10 ft)	-2.3	-2.3	-2.3	-5.8	-3.98	-5.96
	SC-203WN and RG-58U (17 ft)	1.3	1.2	1	1.6	1.7	0.1
	SC-208W and 302-3 (12.5 ft)	-0.95	0	1	1.5	0.3	-0.3

\*All equivalent antennas and cables are suitable for use with the Fusion2Go Ultra

Component	Prod No. Description	Gain / Loss (dBi / dB)					
		LTE-A	LTE-V	800 MHz	1900 MHz	1700 MHz	2100 MHz
Marine (Non-integrated cable)							
Inside Antenna	SC548W	5	5	6	7	7	7
	SC302W	2.5	2.5	3	5	4	5
Inside Cable	SC240-20FN (20 ft)	2.06	2.06	2.29	3.56	3.36	3.76
Outside Antenna	Galaxy 5412-P	3	3	3	4	4	4
	SC588W	3	3	3	4	4	4
Outside Cable	SC240-40FN (40 ft)	3.52	3.52	3.98	6.52	6.12	6.92
	SC240-20FN (20 ft)	2.06	2.06	2.29	3.56	3.36	3.76
Desktop / RV (Non-integrated cable)							
Inside Antenna	SC120W	1.2	1.2	1.2	3	3	3
Inside Cable	SC240-40FN (40 ft)	3.52	3.52	3.98	6.52	6.12	6.92
Outside Antenna	SC588W	3	3	3	4	4	4
Outside Cable	SC240-40FN (40 ft)	3.52	3.52	3.98	6.52	6.12	6.92

\*All equivalent antennas and cables are suitable for use with the Fusion2Go Ultra



## CONSUMER GUIDELINES

**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.

In Canada, **BEFORE USE** you must meet all requirements set out in ISED CPC-2-1-051

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 (i.e. **MUST NOT** be installed within 20 cm of) any person.

You **MUST** cease operation of this device immediately if requested by the FCC (or ISED in Canada) 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.

Ce produit est un appareil de CONSOMMATION

**AVANT DE L'UTILISER**, vous **DEVEZ ENREGISTRER CE DISPOSITIF** auprès de votre fournisseur de services cellulaires et obtenir son consentement.

La plupart des fournisseurs de services cellulaires autorisent l'utilisation d'amplificateurs de signal. Il se peut que certains fournisseurs n'autorisent pas

l'utilisation de ce dispositif sur leur réseau. Si vous n'êtes pas sûr, contactez-le.

Au Canada, **AVANT DE L'UTILISER** vous devez répondre à toutes les exigences ISED CPC-2-1-052

Vous **DEVEZ** utiliser ce dispositif avec les antennes et les câbles autorisés, tel que le spécifie le fabricant. Les antennes **DOIVENT** être installées à au moins

20 cm (8 po) (**NE DOIVENT PAS** être installées à moins de 20 cm) de toute personne avoisinante.

Vous **DEVEZ** arrêter cet appareil immédiatement à la demande de la FCC (ISED au Canada) ou de tout fournisseur de services cellulaires autorisé.

**AVERTISSEMENT:** Il se peut que les informations relatives à la localisation E911 ne soient pas disponibles ou soient inexactes pour les appels qui utilisent cet appareil.

Register your cellular booster with your wireless carrier at the following urls:

Verizon: <http://www.verizonwireless.com/wcms/consumer/register-signal-booster.html>

AT&T: <https://securec45.securewebsession.com/attsigalbooster.com/>

T-Mobile: <https://support.t-mobile.com/docs/DOC-9827>

Sprint: [https://www.sprint.com/legal/fcc\\_boosters.html](https://www.sprint.com/legal/fcc_boosters.html)

U.S. Cellular: <http://www.uscellular.com/uscellular/support/fcc-booster-registration.jsp>

1 For details on the requirements specified in ISED CPC-2-1-05, visit: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

2 Pour plus de détails sur les exigences ISED CPC-2-1-05, reportez-vous au site: <http://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/sf08942.html>

## SureCall Fusion2Go Ultra

**FCC 15.105 Statement** This equipment has been tested and found to comply with the 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 in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, 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 television reception, which can be determined by turning the equipment off and on, the user is 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 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/TV technician for help.

**15.19** 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.

**Warning:** Unauthorized antennas cables and/or coupling devices are prohibited by FCC rules. Please contact FCC for details 1-888-CALL-FCC. The antenna, cables, and other accessories of the booster kits shall not be modified without the approval of the Cellphone-Mate Inc., otherwise it shall deemed invalid.

**FCC 27.50(d)(4) :** Fixed, mobile and portable (hand-held) stations operating in the 1720-1755 MHz band are limited 1 Watt EIRP. Fixed stations operating in this band are limited to a maximum antenna height of 10 meters above ground. Mobile and portable stations operating in this band must employ a means for limiting power to the minimum necessary for successful communications.

When used with any mobile device utilizing the 1710-1755 MHz band, the FCC limits booster equipment placement to a maximum of 10 meters above ground level. Installation of this equipment which does not comply with federal requirements may subject the owner to FCC enforcement action.

### IC Statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met. This product meets the applicable Industry Canada technical specifications.

Cet appareil contient des émetteurs/récepteurs exemptés de licence qui sont conformes aux RSS exemptés de licence d'innovation, sciences et développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:

(1) ce dispositif ne peut pas causer d'interférence.

(2) ce dispositif doit accepter toute interférence, y compris l'interférence qui peut causer un fonctionnement indésirable du dispositif.

# THREE-YEAR PRODUCT WARRANTY

## Register at [www.SureCall.com/Activate](http://www.SureCall.com/Activate)

SureCall warrants its products for three years from the date of purchase against defects in workmanship and/or materials. Specifications are subject to change. The three-year warranty only applies to products meeting the latest FCC Certification Guidelines stated on 2/20/2013 and going into effect April 30, 2014. A two-year warranty applies to any products manufactured before May 1, 2014.

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 after May 1, 2014 or TWO YEARS for products purchased before May 1, 2014, as determined by examination by SureCall, prove defective in material and/or workmanship. 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.

SureCall has made a good faith effort to ensure the accuracy of the information in this document and disclaims the implied warranties of merchantability and fitness for a particular purpose and makes no express warranties, except as may be stated in its written agreement with and for its customers. SureCall shall not be held liable to anyone for any indirect, special or consequential damages due to omissions or errors. The information and specifications in this document are subject to change without notice.

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48346 Milmont Drive  
Fremont, California 94538, USA  
888.365.6283  
[www.surecall.com](http://www.surecall.com)