



SureCall Cloud™

SureCall's cloud management system for MAX booster systems

User Guide



IMPORTANT. BEFORE YOU BEGIN.

SureCall CLOUD ACCESS — 5X Max includes access to SureCall's cloud management platform — allowing offsite, real-time performance management.

ONE-TIME NEW ACCOUNT SETUP **CONTACT SURECALL: 888-365-6283**

An account is required to access the SureCall Cloud platform. Access for the first year is free of charge followed by an annual \$150 fee.

You will need:

- Credit card information (no charge will be made for the first year of service)
- Email address

SureCall will provide:

- Your initial login information to access the SureCall Cloud platform website available at <https://SureCall-cloud.azurewebsites.net>

PLEASE NOTE: ACTIVATION IS REQUIRED FOR EACH BOOSTER **CONTACT SURECALL: 888-365-6283**

Each booster must be activated individually by contacting SureCall. Activation of the booster's SIM card is necessary before it may be added to your SureCall Cloud account.

To activate, you will need:

- Booster serial number (found on the booster)

SureCall will provide:

- The unique authentication code required for adding your booster to the SureCall Cloud platform

SURECALL CLOUD ACCESS

Once your booster’s SIM card has been activated, access must be set up through the SureCall Cloud website available at the following link.

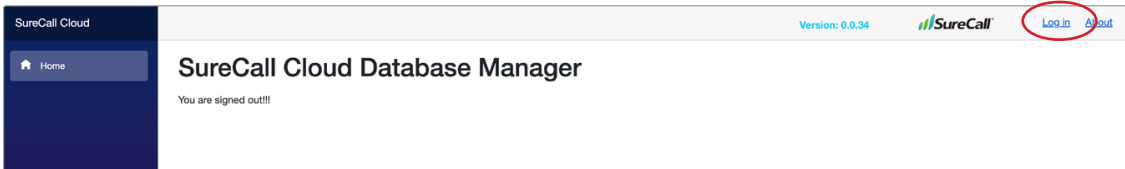
<https://SureCall-cloud.azurewebsites.net/>

Your initial login information is provided during your account setup.

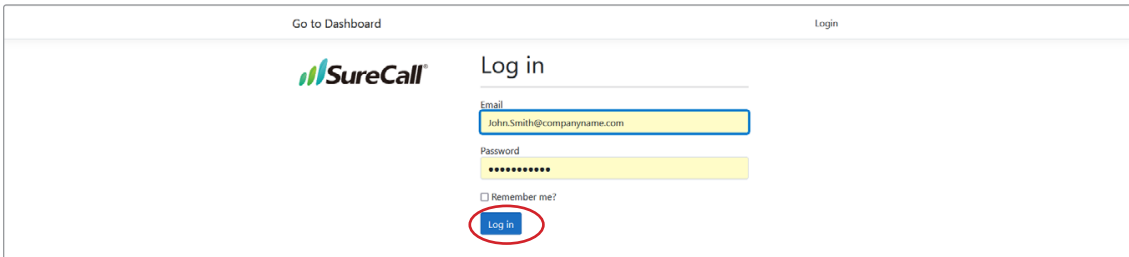
ACCOUNT MANAGEMENT

Log in

From here, click the ‘Log in’ link in the upper right.



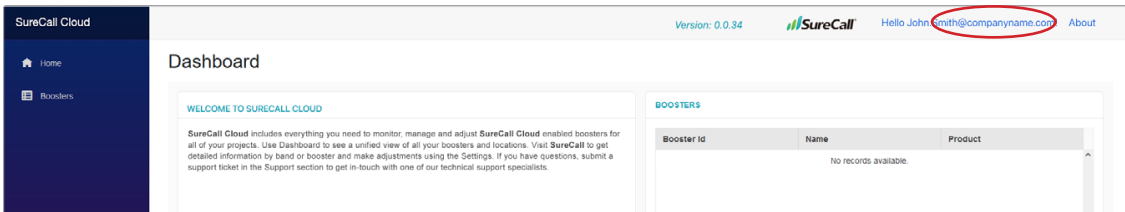
Enter your login information provided by SureCall customer support and click the ‘Log in’ button.



This will bring you to your dashboard screen.

From the dashboard screen, you can manage your access and devices.

Click on your username to manage your account.



From any screen, clicking on your username on the top right brings you to your account management page.

Reset Password

Here, you can reset your password and view your profile

[Go to Dashboard](#) Hello John.Smith@companyname.com! [Logout](#)

Manage your account

Change your account settings

[Profile](#)

Password

Change password

Current password

New password

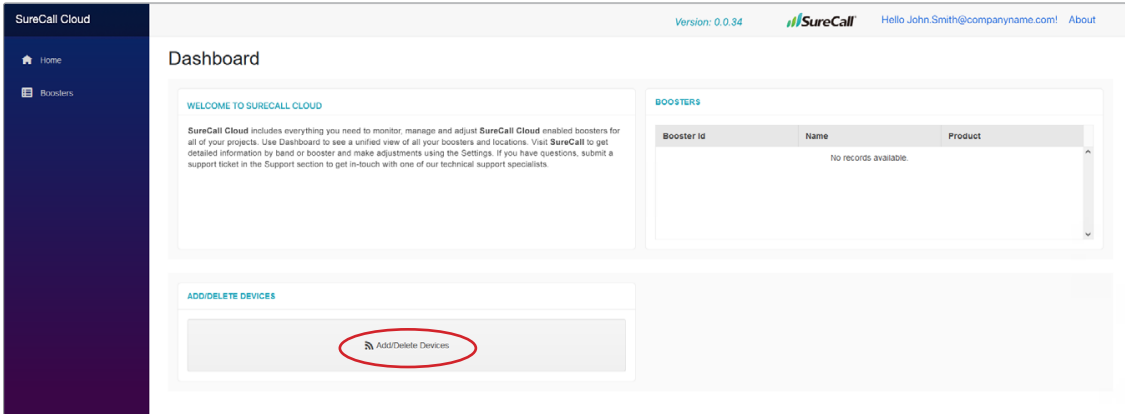
Confirm new password

[Update password](#)

DEVICE MANAGEMENT

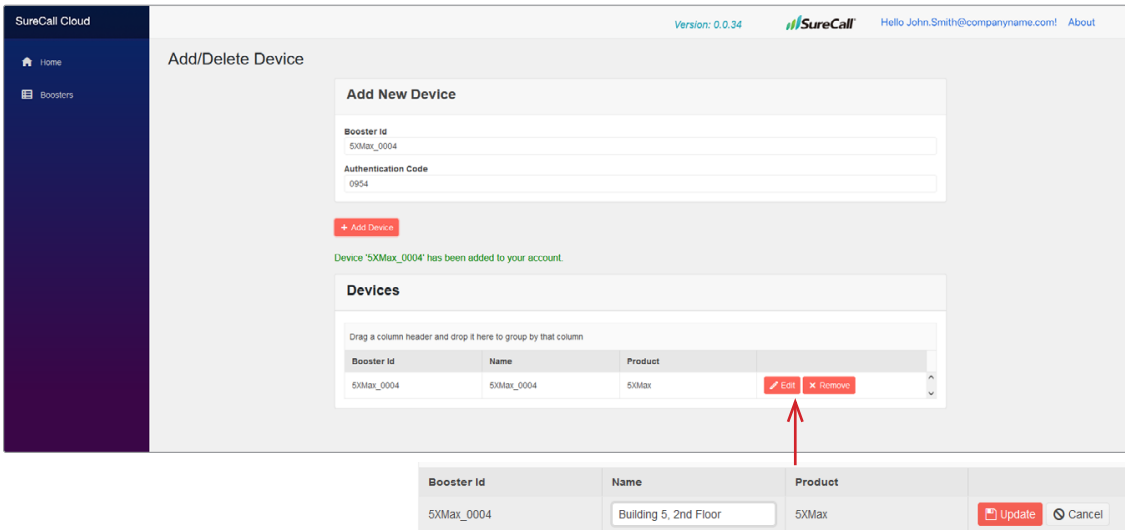
Add New Device

To manage devices, click the 'Add/Delete Devices' button from your dashboard to open up the booster management screen.



To add a booster to your account, you will need the serial number (booster ID) and the authentication code provided by customer support. Click 'Add Device.'

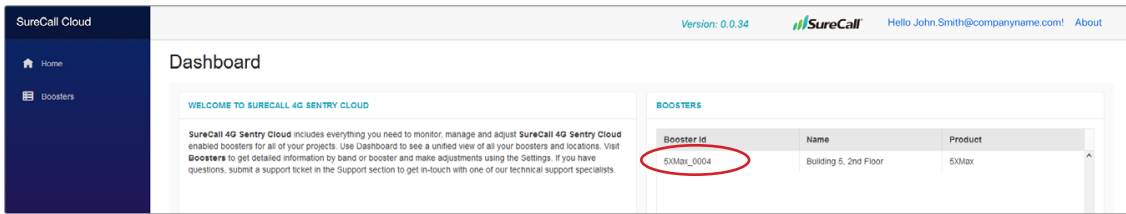
The window will look like below when this is successfully done.



Edit Device Name

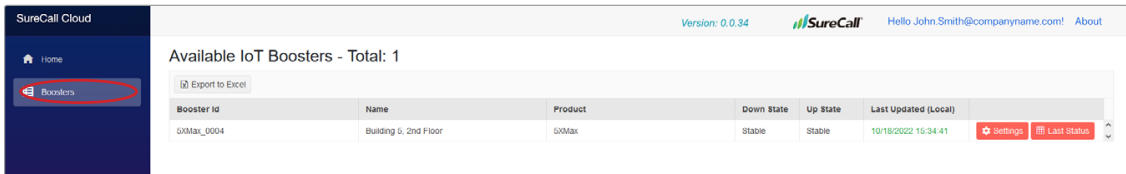
From this same window, the booster can be named so that it can be identified easier. Simply click the 'Edit' button next to the booster then enter the new name in the edit box as shown below. Then click the 'Update' button to set this change.

Clicking 'Home' in the left menu returns you to the dashboard where the new booster is now shown.



Booster Status

To view the status of your boosters, click on 'Boosters' in the left menu. This shows the status for your booster and any booster added to your account. To view more specific detail for any booster, click the boosters status info, which will open up the status info for that booster.



Booster History

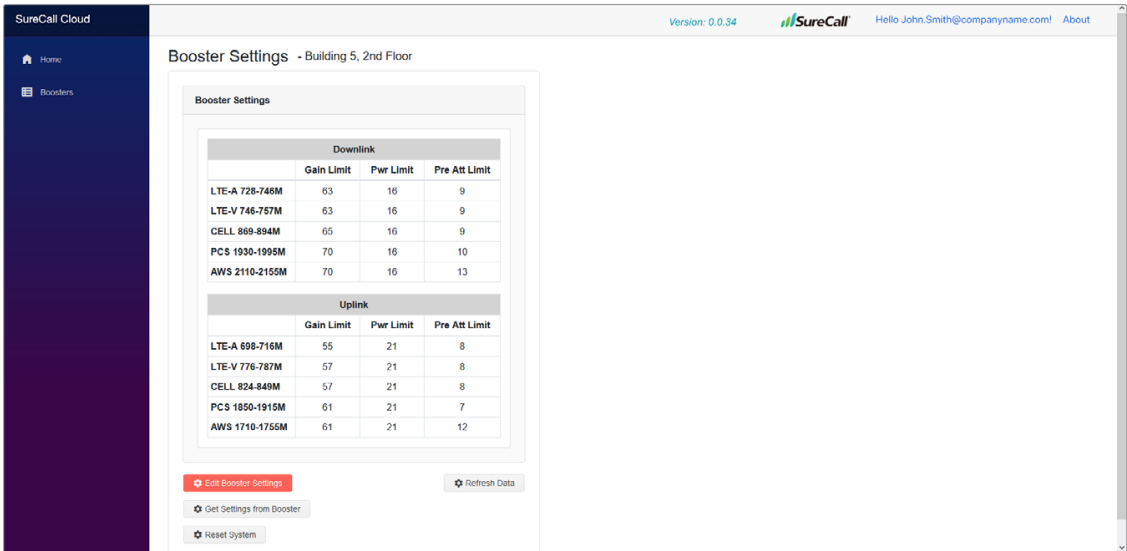
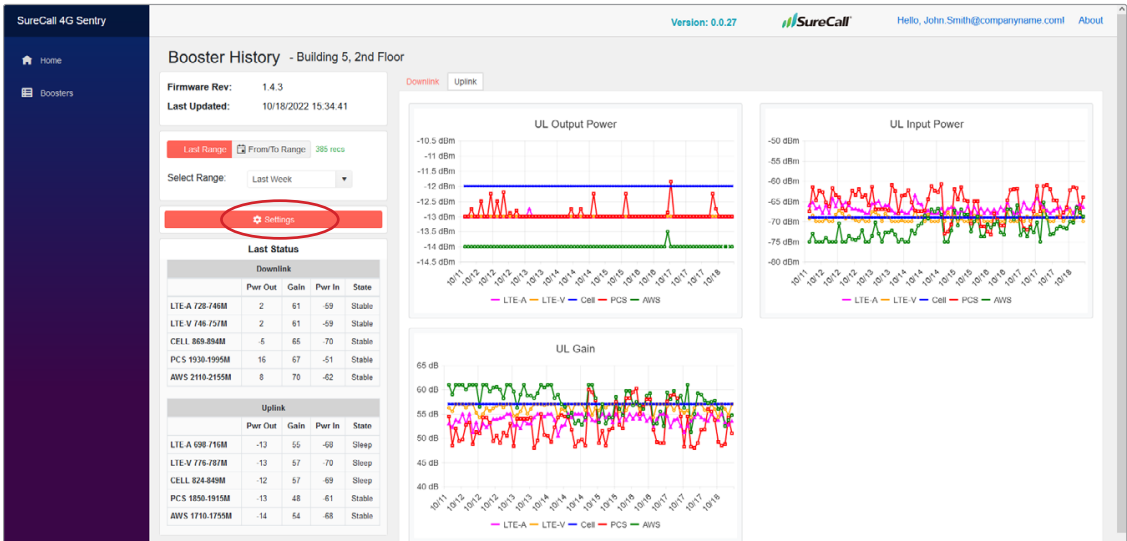
The below screen shows the status of the particular booster selected, which includes the history of the output power, input power, and gain. This data is preserved in the cloud for the last year's of data. The data shown is determined by the "Select Range" setting and can quickly be changed for the data that is desired, including specifying any specific dates.



The following shows that the uplink data can be viewed as well.

Settings

By clicking the 'Settings' button, the following screen shows what can be viewed and edited for the boosters settings.



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