

Call Capture™ Frequently Asked Questions

Will the Call Capture Wireless Mobile CSE work with any type of cell phone?

It will work with any handheld cell phone that uses 800 MHz or 1900 MHz cellular bands and operates in the AMPS, CDMA, TDMA or GSM formats. It is, therefore, compatible with all cellular service providers.

Will Call Capture work worldwide?

The current version of our cellular amplifiers (B800-1900 or B851) will work with 800 MHz and 1900 MHz or 851 MHz/iDEN frequencies. This will work within North America and most of South America. A GSM version for Europe and Asia is in development and will be available shortly.

Will Call Capture work with “wired” hands-free kits connected to an external antenna?

We have a unit (B800-1900-WU) that is designed to work with existing hands-free kits. The wireless CSE is best suited for users who do not use a hands-free kit, or who use a “wireless” hands-free kit such as Bluetooth®. More information on our B800-1900-WU in-line unit is available at <http://www.cellcaptureusa.com>, our web site featuring our complete line of cellular signal enhancer products.

Does Call Capture have to be professionally installed?

No, but we recommend it for the permanent version (B800-1900-1F). There are individuals who are capable of installing a car stereo, for instance, that will have no trouble installing our unit on his or her own. But, again, our recommendation is that a professional install it.

What about the user that does not want to have this permanently mounted in his or her vehicle?

There are two kits available. One is the fixed version (B800-1900-1F). The other is a portable version (B800-1900-1P). The portable version (B800-1900-1P) includes a cigarette lighter/12V adapter and external magnetic mount antenna. This will enable a person to install the unit themselves and use it in more than one vehicle. Even though this won't look as nice, it affords people the option of getting it in the vehicle without paying for an install and he/she can swap it from their work vehicle to another vehicle as required.

Does it matter where the antennas are installed?

Yes, the two antennas connected to the amplifier need to be a certain distance apart in order to achieve the best isolation. If they are too close, the amplifier will automatically reduce the gain to prevent signal oscillation (similar to microphone feedback). The LED on the amplifier would be yellow or red if the antennas are not properly isolated. Ideally, the donor antenna (wing-shaped or magnetic mount antenna) should be mounted at the bottom of the rear window or, in the case of the magnetic mount, as far away from the internal patch (re-rad) antenna as possible. The re-rad should be mounted as close as possible to where the cell phone will be used. The farther the cell phone is away from the re-rad antenna, the lower the amplification benefit. Ideally, this distance should not exceed 2-3 feet.

Does the user need a cellular signal for the unit to operate?

Yes, there must be a cellular signal present. This product will not generate a signal that isn't there.

How can the Call Capture CSE help?

It will reduce the number of dropped calls as you are transferred between cell towers and provide additional range in fringe coverage areas.

What is the warranty?

One year.

The Call Capture unit is just a "compensator", not a "booster" like other competitive units, right?

The wireless unit is a signal booster or, as we prefer to call it, a signal "enhancer." It has 50 dB gain and will increase the signal level in your car with no wires connected to your phone. Since you have no connection to your phone, you have a variable amount of free space loss between your phone and the pick up antenna, so depending on where you are relative to the pick up antenna you would not be anywhere near 2 or 3 watts output with the signal strength unit. Our unit will bring the power level up to 0.6 watts output but at the outside of the car, this overcomes the losses due to being inside the car.

Are other brands that have 2 - 3 Watts better than the Call Capture's 0.6 watt operation?

Since you very seldom would be able to drive your unit to 2 or 3 watts, it is not improving the range due to power. The way to improve the range is through gain and our unit has 50 dB gain. This will improve your range under all conditions unlike your 2 -3W unit.

I'm told by manufacturers of 2-3W brands that the range is linear with respect to transmit output power, and therefore extends my range up to 50 miles! Is this true?

This is not true for the following reasons:

- . Your phone will not be driving your amp to 2 or 3 watts in most cases.
- . Unless you are in the desert, all of the building and trees etc., around you greatly limit the range you can obtain.
- . Unless you are in a boat going out to sea, the power will not help you. What you need is a unit which gives you enough signal boost in gain to allow you to go from cell site to cell site without dropping a call. Our Call Capture unit does this with no wires.

What radiation levels are emitted from this device?

Our unit does not give off any significant radiation inside of the vehicle and in fact helps to reduce the radiation that is given off by your phone.

Your cellular handset will vary its own power depending on the signal level it perceives. If it is receiving a weak signal, it will put out its maximum power. In most cases, this translates to a radiation level that is near the federally mandated maximum for specific radiation absorption levels.

With our signal amplifier installed, the phone will see a stronger cell signal and will lower its own power, thus reducing the amount of radiation that is giving off. A side benefit of this is that your cell phone's battery will last up to 5 times longer due to the fact that it is operating at lower power levels.

The antenna inside the car which is sending the boosted signal to your phone needs only minimal power to reach your cell phone and therefore does not add any appreciable radiation inside of the car. All the power and radiation is from the external or rear antenna and is directed towards the cell tower.

Is the Call Capture CSE approved by the cellular service providers?

Our unit is compatible with all carriers and cell phone manufacturers with no attachment to the phone. It also is FCC approved and therefore can be used on any carrier system.

Will the Call Capture CSE cause interference with the network CDMA protocol?

Call Capture CSE's will not cause any issues with the system because it is designed to the power level of 0.6 watts, which is what the system wants to see. The 2 or 3 watt units can cause system issues and dropped calls due to system confusion due to the higher power levels. The higher power level causes handoff problems between cell sites, where our unit will not cause this issue.

Do you have a unit for the home office?

Yes, we have two units which will cover about 500 sq ft. & 2500 sq ft. and can be configured up to 5000 sq ft. They are ideal for office, home office, college dorms or apartments.

What's the direct price of your Call Capture CSE and where can I purchase one?

You may call 877-822-7887.

How long does it take to install the Call Capture units?

About 15 minutes for portable version, 30 minutes for fixed version.

How do I install it? And what if I have problems getting it to work?

We can provide you with an installation manual or visit our self-help resource here. Users can also contact a technical support call center at 877-822-7887.

Can I purchase extra antennas for my other cars?

Yes, each of the accessories provided with the system are available for individual purchase.

I've heard that Call Capture makes these for luxury cars – is this true?

We have been building a wired version of this product and selling it to a major handset manufacturer for installation in several luxury car platforms. There are presently 400,000 amplifiers now in operation in North America.

Can the wireless cellular signal enhancer be used in my home or RV?

Call Capture has a family of cellular amplifiers that can be used in the home or at the office. They are ideal for coverage in the home, office, college dorms or apartments.