Sentry™
Remote Monitoring and Control System
User Guide
Thank you for purchasing SureCall’s Sentry remote monitoring system. The Sentry provides seamless installation, optimization and ongoing management of SureCall’s line of boosters. If you need any assistance during installation please contact our tech support department at: 1-888-365-6283.

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Package Contents

Your Sentry hardware kit includes the following:

- Sentry Product
- Ribbon Cable
- USB Cable
- AC Adapter
**Sentry Hardware Installation**

**Step 1:** Connect the ribbon cable (provided) from the Sentry’s 14-Pin RF port to the booster’s 14-Pin RF port.

**Step 2:** Connect the USB cable (provided) to the Sentry’s USB port then connect the other end of the USB cable to the USB port on your computer.

**Step 3:** Connect a LAN cable to the Sentry’s LAN port and connect the other end to your router.

**Step 4:** Connect the AC adapter cord to the Sentry’s Power port with the other end plugged into an electrical outlet.
**Sentry Software Installation**

Step 1: Go to http://www.surecall.com/product/Sentry.html

Step 2: Download and save the setup application to your desktop

Step 3: Run setup file to install software

**Sentry Operation**

**User Registration:**

Click on the Register Button
Step 1: Download the software at www.surecall.com/product/Sentry.html

Step 2: Install the software on the computer that will be on the same network you will be using for remote monitoring.

Step 3: You will need to enter your Server IP in the Registration Window or you may use SureCall’s server by entering 99.55.251.45 If you want to use a private server see page 18.

Step 4: Fill in the User Registration form and choose a user name, password, email and user phone. Once completed, click the Register button.

Step 5: Login to Sentry
Select Com Port and Open
Click on the dropdown boxes to select the server IP address and part numbers.
Click “Refresh” to automatically assign the IP address to the Sentry.
Server IP Address will automatically enter 99.55.251.45 Click on “Apply”
Enter a Booster Name and Location Address and click on the “Add” button to add a booster
Adding a Booster

When a booster is connected to Sentry it will automatically identify the model of the booster and show the corresponding interface.

See example next page
This tool will identify the optimum location for the outdoor antenna. The “Position” fields will automatically populate with the dB measurement from various locations by clicking on the measure button at each possible location. You can test up to 5 positions. Once you have entered all locations click on the “Compare” button to find the best location. Keep in mind that a signal of less than -65dB can over-power the booster. Aim for a range of -70 to -95dB. The signal strength can be adjusted to a weaker signal by:

- Moving the outside antenna to a different location
- Adding an inline attenuator to the cable connecting to the booster
- Lowering the dB gain with the dip switches on the booster or through the Attenuation column in the Sentry software
Configure Gain Settings

**Attenuation:**
If the “Over Power” alert is red, the signal coming into the booster from the cellular tower is too strong which will shut down the affected band. There are three possible solutions:
1. Add an inline attenuator to the cable coming into the booster
2. Relocate the outdoor antenna to a location where the signal is weaker
3. Lower the dB gain in 5dB increments on the Sentry booster dashboard under the Attenuation column until the Over Power alert is no longer red.
Configure Gain Settings

From the dashboard above you can manually adjust the attenuation dB to resolve problems with oscillation and overpowering. You can also turn off individual bands.

**Column Definitions:**

**Attenuation:** Adjusts the amount of gain reduction.

**Manual Attenuation:** Indicates the reduced gain through the booster’s dip switches.

**Automatic Gain Control:** Indicates when the booster is automatically reducing the gain due to a strong outdoor signal or close indoor/outdoor antenna proximity.

**Gain:** Indicates the current gain on the amplifier.

**Output Power:** Indicates the power output level of the booster in dBm.

**Uplink/Downlink Status:** Indicates whether a band is asleep, turned on or turned off.

Over Power, Oscillation and Over Attenuation indicate with color alerts their current status. Refer to page 11 for color definitions.

**WARNING:** Attenuation through the booster's dip switches can be lowered to a maximum of 31 dB . Through the Sentry software the maximum attenuation is 25 dB.
Changing Booster Information

### LED Color

<table>
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<tr>
<th>LED Color</th>
<th>Appearance</th>
<th>Indication</th>
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<tbody>
<tr>
<td>Red</td>
<td>Solid</td>
<td>Band is off</td>
</tr>
<tr>
<td>Red</td>
<td>Flasing</td>
<td>Signal coming into booster from cellular tower is too strong causing the booster to shut down. There are two possible solutions: 1) Add an inline attenuator to the cable coming into the booster, 2) relocate the outdoor antenna to a location where the signal is weaker</td>
</tr>
<tr>
<td>Yellow</td>
<td>Flasing</td>
<td>Automatic Gain Control (AGC) is adjusting, part of normal operation.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Solid</td>
<td>Indicates an inactive band. Light is off while band is active.</td>
</tr>
<tr>
<td>Yellow/Red</td>
<td>Alternately Flasing</td>
<td>Oscillation is detected. First try increasing the separation between the indoor and outdoor antennas. If this doesn't eliminate oscillation, lower the dB gain in 5dB increments</td>
</tr>
<tr>
<td>Green</td>
<td>Solid</td>
<td>Normal Operation</td>
</tr>
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### Email Alerts

Email alerts will be sent in the event of booster overpowering or if oscillation is detected.

### Changing your Booster Information

If you wish to change your Booster information, click on Edit Booster Info within the left hand navigation.
Delete Booster

If you wish to delete a booster in order to add a new one, right click on the specific booster in the left hand navigational field first, then click on “Delete Booster” within the navigation window, click on and confirm the deletion. See below.

![Delete Booster Window]

![Confirm Window]
Forget your Password?
On the login page type in the email address that you entered when you first registered and click on “Forgot your Password” your password will be emailed to you.

![Password reminder](image)

Modifying your password:
To change your password choose Tools in the top navigation and select the Accounts menu and select Modify Password/E-mail from the drop-down menu.

![Password modification menu](image)

Enter the Old Password, choose a new password, confirm the new password and click on modify.
On the main interface screen, select the booster located in the left column and click the Refresh button. This will automatically populate the fields with the booster’s parameters.

**Antenna Placement Tool**

This tool aids the installer in locating the best location for an outside antenna. To test for the best location, make sure the outside antenna cable is connected to the booster and outdoor antenna. Place the antenna in a position you’d like to test and click on the measure button.
Archiving Booster Information

To temporarily change boosters, choose Tool in the top navigation and select “Booster Recycle Bin”, information for this booster will be saved. Should you like to switch back to this booster or delete it, go back to “Booster Recycle Bin” where you will be given the option to restore or delete the booster.
If you’d like to install Sentry on a private server you will need to work with an IT/Network Professional. The following should be noted:

Know your public/private IP address.
Enable DHCP.
Choose a DHCP Range.
Reserve static IPs for the gateway and public/private IP address for the server.
Disable NAT if using a public IP address.
Expose server IP if using a public IP address.
Verify gateway IP, be sure not to conflict with another IP and reserve as a static IP.

**Configure Server**

Configure either LAN or WLAN.
Enter in reserved IP for the server.
This IP address should be exposed for the client to connect with the server.
Enter in gateway IP.
Enter in DNS if applicable.
<table>
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<th>Sentry</th>
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| **Uplink Frequency Range (MHz):** | 698/716 / 776-787 / 824-849  
1850-1915 / 1710-1755 G Block Included |
| **Downlink Frequency Range (MHz):** | 728-746 / 746-757 / 869 - 894  
1930-1995 / 2110-2155 G Block Included |
| **AC Power Transmitter:** | Input AC 110 V, 60 Hz / Output DC 6V |
| **Dimensions:** | 10-1/4" X 4-1/4" X 1-5/8" |
| **Weight:** | 3.8 LB |