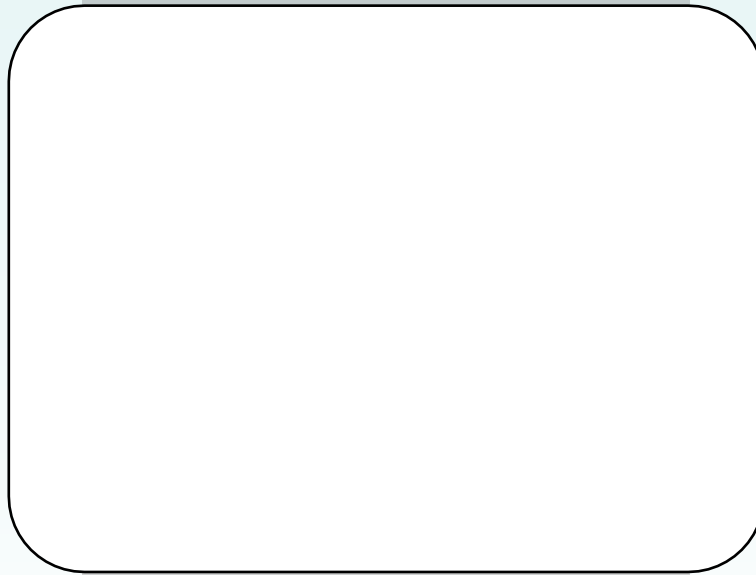


AirgainConnect® Fleet™
5G Vehicle Gateway
Installation Instructions

Airgain, Inc

Updated: June 2024



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- SEVERE DAMAGE WARNING. The AirgainConnect Fleet (AC-Fleet) 5G Vehicle Gateway must be powered by an approved Airgain 12V adapter, AC/DC adapter, or 12 to 24V vehicle power supply.
- SEVERE DAMAGE WARNING. AC-Fleet is designed to meet IP67 and IP69K water and dust ingress when properly mounted on a vehicle roof. AC-Fleet's bolt mount is normally inside of a vehicle, hence, the bolt mount is NOT water tight. Care must be taken during temporary installations where the bottom of AC-Fleet is exposed to the elements. It is the CUSTOMER'S RESPONSIBILITY to ensure that the bottom of AC-Fleet does not contact water, or moisture.
- HOT. Do not touch the AC-Fleet 5G Vehicle Gateway while operating. Power it off and allow it to cool down for 30 minutes to a safe temperature after use before touching it.
- MAINTAIN A SAFE DISTANCE. Stay 53 cm (21 inches) or more away from the AC-Fleet 5G Vehicle Gateway during normal operation.
- AC-Fleet has an environmental rating of IP67 and IP69K for water and dust ingress when properly installed on a vehicle.
 - **Note: The bottom threaded bolt is NOT water tight. It is the customer's responsibility to ensure that AC-Fleet is installed such that the threaded bolt on the bottom of the unit is never exposed to water or moisture.
- AC-Fleet can operate within a temperature range of -30°C to 70°C (-22°F to 158°F). Note, in temperature extremes above 70°C, AC-Fleet may operate at reduced performance.

Any damage, loss, or cost of repair associated with installation other than as provided in this installation guide would not be covered by the limited warranty for this product.

FCC RF Radiation Exposure Statement

To comply with the FCC RF exposure compliance requirements, this device must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 53 cm (21 inches) between the device and the nearest person during normal use.

For more information on consumer issues, visit the FCC's Consumer Help Center at www.fcc.gov/consumers.

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1. Overview

The AC-Fleet 5G Vehicle Gateway is an integrated 5G modem, Wi-Fi 6 router, Gigabit Ethernet, and high-performance antenna solution designed for mounting to the roof of any vehicle.

This installation guide provides an overview of AC-Fleet and provides basic setup and installation instructions.

2. Intended Audience

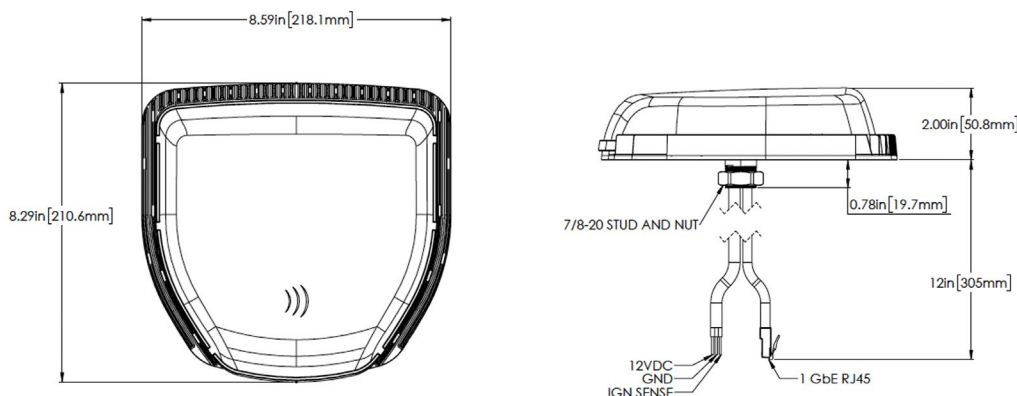
This document is intended for professional vehicle networking equipment installers.

Airgain is committed to the best customer experience with its products. As such, end-customers must use a professional installer due to:

- **Water ingress.**
 - o A hole will be drilled in the vehicle's roof for a permanent installation. This presents the potential for water ingress into the vehicle. Care must be taken during installation to ensure the water-tightness of AC-Fleet to the vehicle.
- **Passenger safety.**
 - o With newer vehicles, safety airbags are commonly installed in the second row and rear of the vehicle. Proper care must be taken to ensure there is no impact to the airbag system operation due to wiring or installation of AC-Fleet.
- **Proper AC-Fleet operation.**
 - o AC-Fleet requires a proper fused power connection to the vehicle's battery and ignition line. AC-Fleet also requires a secure ground mount for proper electrical operation.
- **eSIM activation.**
 - o Although eSIMs are not new in the consumer electronics industry, eSIM is new in connected vehicle routers. AC-Fleet needs to be activated by trained fleet managers or installers to ensure proper operation.

3. Initial Installation Considerations

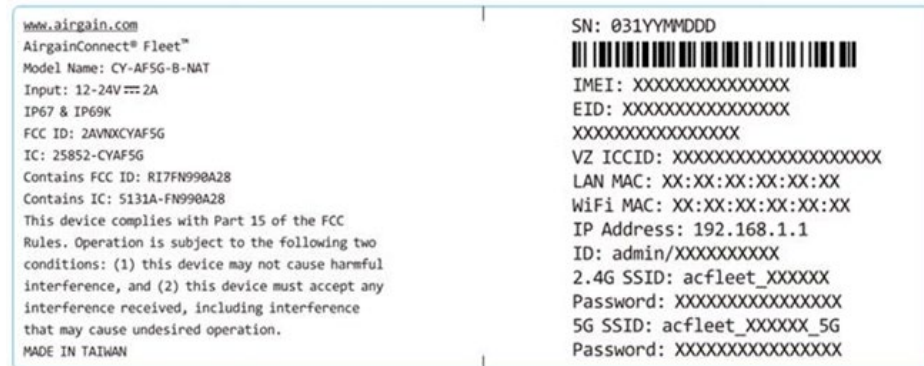
a. AC-Fleet Hardware



i. Mounting Foam:

- a. AC-Fleet is shipped with mounting foam installed on the bottom of the device.
 - b. The outer mounting foam is porous and moldable to fit ribbed or sloped rooflines.
 - c. The inner mounting foam is dense and includes adhesive on both sides. The foam (with adhesive) is designed to seal out water from the bolt hole.
- ii. **LEDs:**
- a. **There are no LEDs on AC-Fleet.** This is by design. Any device installed on the outside of a vehicle may be subject to vandalism or theft. As such, AC-Fleet was designed based on customer feedback that no LEDs shall be on the unit that could draw unwanted attention.
- iii. **No extension cables are included:**
- a. The cables that are pre-attached to AC-Fleet are approximately 12 inches in length. There are no included extension wires or cables included. This is by design to keep the device's cost low – and due to the varying needs of different installations. Installers will need to provide their own **xx gauge** power (red), ground (black), and ignition sense (white) wires and splicing materials (soldering and heat-shrink are strongly recommended). Installers will also need to source a shielded CAT6 ethernet cable to match the application's length requirements. A female-to-female ethernet coupler is included in the package to assist with adding an ethernet extension cable.
- iv. **There is no SIM card door:**
- a. There are no SIM card doors on AC-Fleet. This is by design. AC-Fleet was designed to be a completely sealed IP67 and IP69k rated unit when installed properly on a vehicle. eSIM(s) must be activated for the unit to be operational.
- v. **Device activation and login information is included on the inner carton, and on a label attached to the Ethernet cable:**

Note: Take a picture of this label and store it in a secure manner for later reference.



- a. On the ethernet cable there is a label (shown above) with important information including:
 - i. The device serial number.
 1. This is required for Airgain's AC-Cloud registration and warranty.
 - ii. IMEI number (International Mobile Equipment Identity).
 1. You will need this to activate service with your chosen carrier.
 2. This number uniquely identifies your device to the carrier.
 - iii. EID number (Embedded Identify Document).
 1. You will need this to activate eSIMs with your chosen carrier.
 2. This number uniquely identifies the eSIM chip inside the device to the carrier.
 - iv. VZ ICCID number (Verizon Integrated Circuit Card Identification).
 1. You will need this to activate service if you choose Verizon Wireless.
 2. This number identifies the pre-loaded eSIM profile for Verizon.

- v. IP address
 - 1. You will need this address to log into the local GUI webpage for device management.
 - 2. i.e. after connecting to AC-Fleet with your computer or laptop, navigate your web browser to <http://192.168.1.1>.
- vi. ID
 - 1. This is the factory default local GUI login username and password.
 - 2. Per the above image:
 - a. Username = admin
 - b. Password = XXXXXXXXXX
 - 3. Do not enter the “/” when logging in to the device’s local GUI.
- vii. 2.4G SSID
 - 1. This is the factory default 2.4GHz Wi-Fi access point (AP) name.
- viii. Password (directly underneath 2.4G SSID):
 - 1. This is the password for connecting to the 2.4GHz Wi-Fi AP.
- ix. 5G SSID
 - 1. This is the factory default 5GHz Wi-Fi access point (AP) name.
- x. Password (directly underneath 5G SSID):
 - 1. This is the password for connecting to the 5GHz Wi-Fi AP.
- vi. **Factory Reset:**
 - a. A factory reset to default settings can only be performed through the local GUI, or the remote AC-Cloud interface to the device. There is no button or physical reset method on the device itself.

b. Installation Location

- i. Ensure AC-Fleet is positioned to receive optimal signal.
 - a. Located at least 46cm (18 inches) away from vehicle windows (or sun/moon-roof panels), other antennas, or obstacles protruding from the roof.
- ii. AC-Fleet must be mounted horizontally – parallel to the ground – for proper operation.
- iii. AC-Fleet must be mounted to a clean and dry surface. Avoid drilling the mounting hole near panel seams and/or rivets so the adhesive gasket can seal properly.
- iv. If installing on a ribbed roof line – it is recommended to drill the hole **in the center on the top of the rib** (as shown below).
 - a. This is to ensure that the inner high-density foam and adhesive ring on AC-Fleet will make sufficient adhesion to the roof to seal out water.



- v. Ensure that the nut/bolt mount can be properly torqued to ensure adhesion of the inner adhesive mounting foam ring to seal out water.

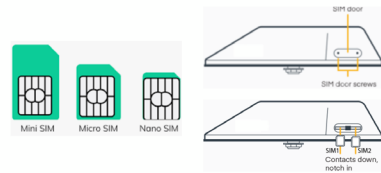
- a. Above the headliner, ensure there is no metal cross-bar(s) that could block the installation of the nut to secure the device to the roof.
 - b. The installer may encounter various obstacles with individual vehicle designs that may require different placement, routing of cables or drill-hole location.
- vi. Avoid installing the device in enclosed spaces.
- vii. Follow all necessary precautions such that the installation of AC-Fleet does not affect passenger safety.
- viii. When routing cables, do not pull on AC-Fleet's cables. Pulling directly on the cable pigtail may cause internal damage to AC-Fleet.
- ix. Make sure the surface temperature where AC-Fleet is to be mounted is between 85°F to 100°F (30°C to 38°C). Cooler surface temperatures will cause improper adhesion of the inner foam ring to the surface of the vehicle.
- x. Extra pieces of heat shrink are included for covering the Ethernet connectors (if desired). It is recommended that heat shrink is "shrunk" only after all tests have been completed.
- c. **A wireless broadband data plan is required for AC-Fleet.**
 - i. Mobile network providers must provision or activate at least one eSIM inside of AC-Fleet to provide connectivity.
 - ii. Contact your mobile network provider to activate.

4. Minimum Required Tools for Installation

- a. Safety glasses.
- b. Tape measure.
- c. Blue tape.
- d. A drill with 1 inch hole saw bit.
- e. An adjustable wrench.
- f. A CAT6 shielded Ethernet cable extension cable.
- g. xx gauge stranded wire to connect power, ground, and ignition sense to the vehicle.
- h. Wire connectors (or solder and soldering iron).
- i. Heat shrink.

5. Prior to Installation

- a. **Verify the box contents**
 - i. AC-Fleet
 - ii. Hex nut (included with AC-Fleet)
 - iii. Lock washer (included with AC-Fleet)
 - iv. 1x 4:1 heat shrink, 1" diameter, 5" long (included with AC-Fleet)
 - v. 2x 4:1 adhesive heat shrink, 3/4" diameter, 1.5" long (included with AC-Fleet)
 - vi. A quick-start card with a QR code – this is your link to all AC-Fleet documentation on the web.
- b. **Activate one or more eSIMs**
 - i. AC-Fleet uses eSIM. See below comparison graphic of AC-Fleet's eSIM vs. traditional routers using SIM card(s).

**Problems in fleets:**

- A physical SIM must be installed in EVERY vehicle.
- Switching carriers requires EVERY vehicle to be touched.
- SIM cards can fail due to vibration or heat.
- SIM card “doors” on externally mounted routers can leak.

Benefits for fleets:

- Cellular eSIM download. No physical installation.
- Up to 4 MNO eSIM profiles installed simultaneously.
- No vibration/heat failures.
- Completely sealed unit. No doors. Tested to IP67 & IP69K.

ii. AC-Fleet’s connectivity options:

a. **For Verizon:**

- AC-Fleet includes a pre-loaded Verizon eSIM profile. This profile is already downloaded and ready for activation. You will need to provide the IMEI and ICCID to Verizon to activate.

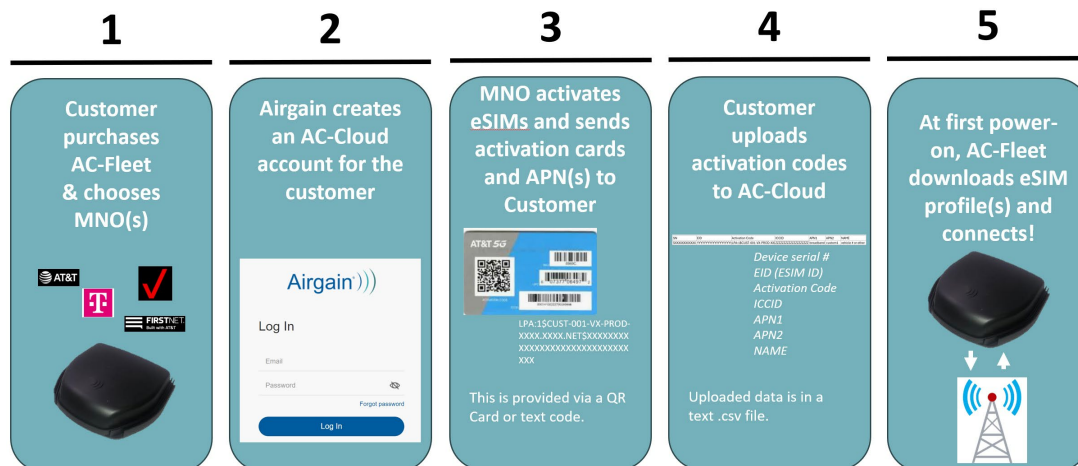
b. **For all other Mobile Network Providers:**

- eSIM activation and download is required.
- See eSIM activation process below.

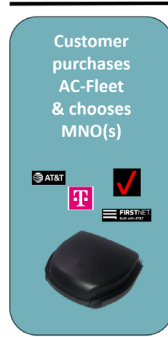
c. **Note: AC-Fleet is “Quad-SIM Standby.”**

- Up to four MNO eSIMs can be installed on AC-Fleet.
- But only one eSIM can be used at one time.

iii. eSIM activation process



1

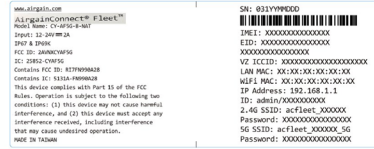


- Contact your Mobile Network Operator(s) and ask for available rate plans.
- When ready to activate, provide the AC-Fleet IMEI(s) and EID(s) or ICCID:
 - **If activating non-Verizon:** provide the EID and IMEI.
 - **If activating the Verizon pre-loaded profile:** provide the ICCID and IMEI.
 - These numbers can be found on AC-Fleet shipping documents, the box label, and the label on AC-Fleet's cables.

Inner Box Label



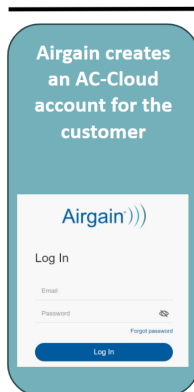
Device Label (on Ethernet Cable)



Setup Your AC-Fleet Cloud Account

Airgain)))

2



- Contact Airgain Customer Service and provide:
 - A copy of your ordering invoice (with purchased AC-Fleet serial numbers on it).
 - The purchasing Organization name.
 - The fleet administrator email address.
- Airgain will:
 - Create an "Organization Cloud Account" (if one has not already been created) and send the login credentials to you.
 - Bind the purchased AC-Fleet devices to your Organization Cloud Account.



3

MNO activates eSIMs and sends activation cards and APN(s) to Customer



This is provided via a QR Card or text code.

- For Verizon, you will receive applicable APNs (Access Point Name).
 - The APN must be uploaded to the cloud for each device.
- For all other MNOs:
 - Upon activation of service, the MNO(s) will provide activation code(s) and APNs.
 - These are provided either electronically or via a mailed QR Card.
 - The activation code(s) and APNs must be uploaded to the cloud for each device.



Upload Activation Code(s) and APN(s) to AC-Cloud

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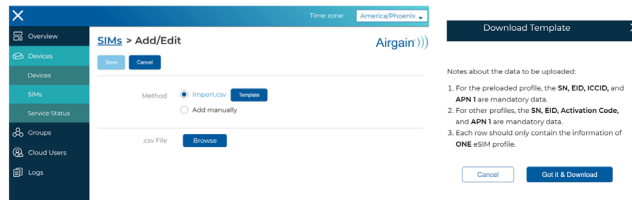
4

Customer uploads activation codes to AC-Cloud

Device serial #
EID (ESIM ID)
Activation Code
ICCID
APN1
APN2
NAME

Uploaded data is in a text .csv file.

- When logged into AC-Cloud, download the eSIM upload template: (Click on "Template")



- A .csv template sheet will be downloaded as shown here:

SN	EID	Activation Code	ICCID	APN1	APN2	NAME

- Fill in the template with the AC-Fleet Serial Number, EID, etc. with information received from the MNO.
- Once the information is filled out, upload to AC-Cloud.
 - Click on "Browse" to upload.



5



- After installation and at first power-on, each AC-Fleet device:
 1. Connects to the internet with either the Cellular bootstrap or Wi-Fi.
 2. Fetches eSIM activation and/or APN information from AC-Cloud.
 3. Fetches the MNO connection priority.
 4. Downloads eSIM profiles (as applicable).
 5. Disconnects from the Cellular bootstrap or Wi-Fi.
 6. Connects to the internet with the chosen MNO profile.
- Each device is now operational!
- The status of each device is shown in the “Devices/SIMs” menu in AC-Cloud:

SIMs

Device Serial #	eSIM Status	eSIM Name	Carrier
S240213033269	Updating...	DevSD1-DVT2-Test	T-Mobile
S240213033289	Updating...	Explorer-DVT2-VZ	Verizon
S240213033259	Updating...	Explorer-DVT2-ATT	AT&T
S240213033260	Activated	DevA21-DVT2-ATT	AT&T
S240213033271	Assigning...	DevA22-DVT2-ATT	AT&T
S240213033267	Activated	DevS52-DVT2-ATT	AT&T
S240213033269	Activated	DevS51-DVT2-ATT	AT&T
S240213033267	Activated	preloader-eSIM	Verizon
S240213033260	Retry Downloading...	DevA21-DVT2-FN	

c. Perform a bench power-up

- It is MUCH easier to troubleshoot on a bench prior to installation.
- It is HIGHLY RECOMMENDED to connect AC-Fleet to the exact type of devices it may be deployed with and verify the configuration on a benchtop BEFORE final installation.
- Connect a laptop to the Ethernet cable of AC-Fleet.
- Set a benchtop power supply's output to between 12V and 24V DC.
 - It is recommended to set the power supply voltage to the same voltage as the vehicle AC-Fleet will be installed on.
- Connect the ground line to a benchtop power supply ground.
- Connect the power and ignition sense line together, and then connect to the power line of a benchtop power supply. Tying the power and ignition lines together will signal that the “vehicle” is powered on for benchtop testing.
- Turn on the benchtop power supply to power-up AC-Fleet.
- Wait for approximately 1 minute for AC-Fleet to boot up.
- Login to the local GUI at 192.168.1.1 and using the username and password as shown on the device's label.
- Verify that AC-Fleet connects to the network.
- If more than one eSIM has been activated on the device:
 - ####change from eSIM #x to eSIM #y and ensure connection.

6. Mount AC-Fleet to the Vehicle

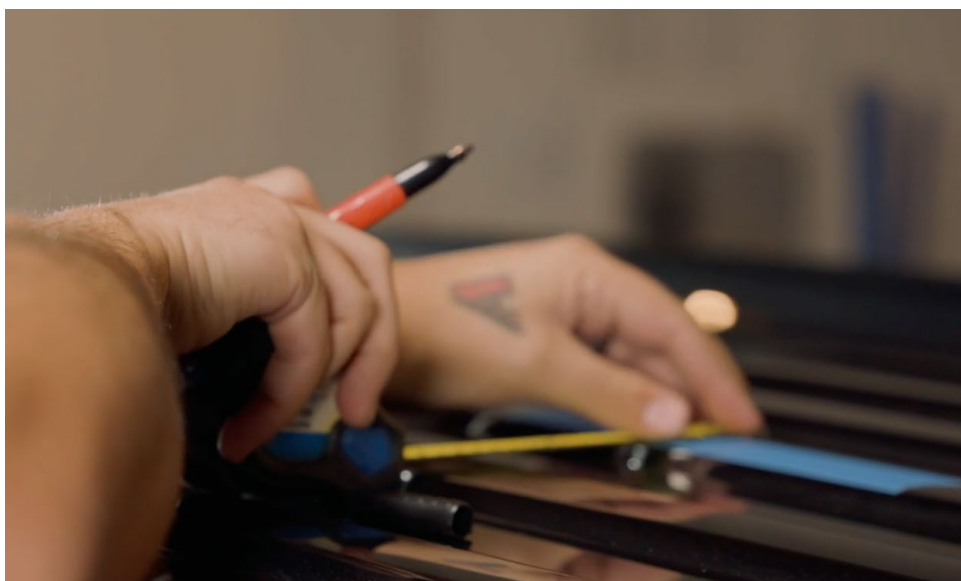
a. Drop the headliner inside the vehicle.

- Dropping the headliner must be completed before drilling the hole in the roof. This is important to do first so the installer doesn't drill through the headliner. It is also important to survey the inside of the roofline for cross-braces, airbags, etc. that may obstruct the drill-hole and/or nut from being adequately tightened.
- Measure and make a note of where the hole can be safely drilled.

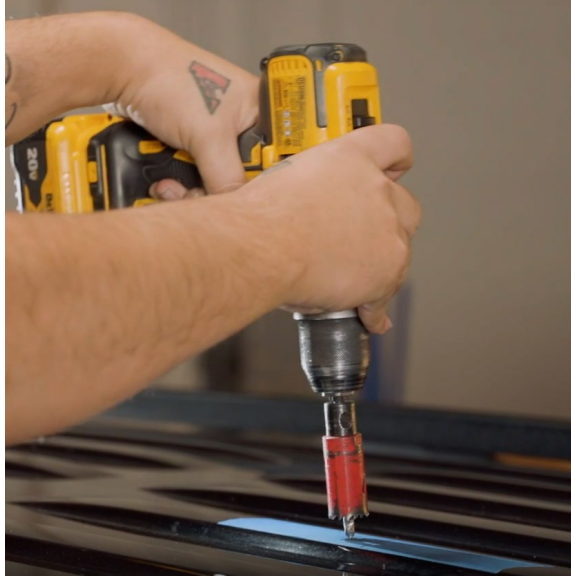


b. Mark the drill hole location on the top of the roof.

- a. Measure on top of the roof and locate the hole center point.
- b. Blue painter's tape may be used to mark the drill location.



c. Using a drill and 1 inch hole saw bit, drill the hole.



d. On the benchtop, attach all cable extensions to AC-Fleet.

- i. Connect power, ground, and ignition sense extension cables:
 1. Use the appropriate length and gauge of extension wires for the vehicle application.
 2. Note, it is recommended to use solder and heat-shrink for the individual wire splices – and wire-loom / Tesa tape to protect the harness.



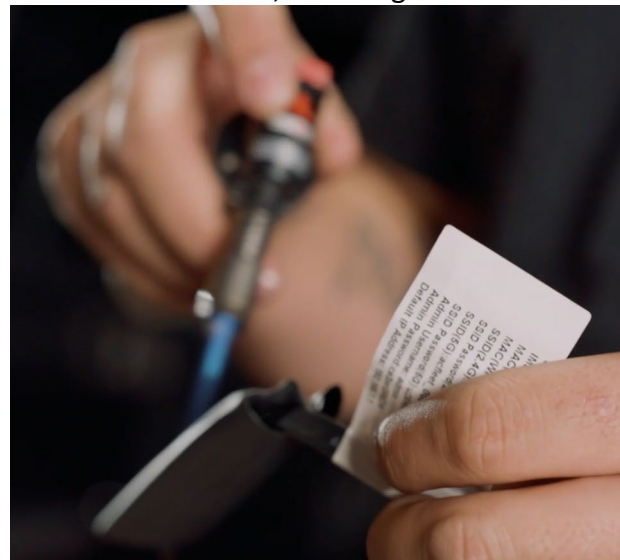
- ii. Connect the Ethernet coupler and extension cable:
 1. Connect the RJ45 female-to-female Ethernet coupler to AC-Fleet's Ethernet cable.
 2. Slide the included heat-shrink onto that cable assembly.



3. Connect the Cat6 shielded Ethernet extension cable to the other end of the RJ45 female coupler.



- iii. Using a heat-gun or torch, apply the heat shrink over the Ethernet coupler and connectors.
 1. It is highly recommended to use the included 1" diameter, 5" long heat shrink as it will ensure the Ethernet cables do not come detached from the coupler after installation.
 2. If AC-Fleet will be tested with temporary mounting equipment that might expose the cables to the environment, then it is recommended to cover the ends of above heat shrink with the included $\frac{3}{4}$ " diameter, 1.5" long adhesive heat shrink to seal out water.



- e. Lay the AC-Fleet device on the roof. Route the cables through the hole.



- f. Remove adhesive tape from the inner foam ring. This adhesive is what seals water out of the vehicle.
 - i. Note: For maximum adhesion, the bonding surfaces must be clean and dry, and free from debris that could prevent a seal.
 - ii. **SEVERE DAMAGE WARNING: If the adhesive tape is not removed from the foam pad, there will not be a water-tight seal for the vehicle roof.**
- g. While holding AC-Fleet, guide the wires into the hole and make sure AC-Fleet is properly aligned on the vehicle.



- h. Press down firmly on AC-Fleet such that the thinner inner adhesive foam contacts the roof.
 - i. **SEVERE DAMAGE WARNING: If the inner adhesive foam does not make contact and seal with the roof, there will not be a water-tight seal.**
- i. Install the nut inside the vehicle.
 - i. Tighten the nut 1 ½ turns after the nut contacts the inside surface.



- ii. The inner adhesive foam ring must be fully engaged and compressed with the roof of the vehicle to prevent water ingress.



j. **Run the cables in the vehicle.**

- i. The power wire **MUST** be connected through a 3A fuse.
- ii. **SEVERE DAMAGE WARNING: DO NOT DIRECTLY CONNECT AC-FLEET'S POWER TO A VEHICLE BATTERY WITHOUT A FUSE.**
- iii. Connect the Ethernet cable as required.

7. Start the vehicle and test AC-Fleet

- a. AC-Fleet should be operational the next time the vehicle starts.

8. Troubleshooting

If AC-Fleet takes longer than 5 minutes for the Wi-Fi access points or Ethernet to be active, start the troubleshooting process.

You will need to be with the vehicle to troubleshoot.

Refer to [AC-Fleet Troubleshooting](#) for more details.

If your problems persist, please contact Airgain Support: support@airgain.com

9. Disclaimer and Limitation of Liability

- a. Disclaimer:
 - i. Airgain does not warrant that the hardware will work properly in all environments or applications, and makes no warranty or representation, either implied or expressed, with respect to the quality, performance, merchantability, or fitness for a particular purpose of AC-Fleet even when installed in accordance with this installation guide.
 - ii. This installation guide is provided "AS IS," without any warranty of any kind.
 - iii. Information in this guide or the AC-Fleet device is subject to change without notice.
 - iv. Airgain makes no commitment to update information in this installation guide.

- v. Airgain expressly disclaims all representations, warranties and conditions in this installation guide.
 - vi. Airgain has made every effort to ensure this installation guide is accurate. But, Airgain disclaims liability for any inaccuracies or omissions that may be in this installation guide – and shall not be liable for any adverse results caused, in whole or in part, by the installer’s reliance upon the instructions in this guide.
- b. Installer responsibility:
- i. Airgain disclaims any liability for failure of the installer to perform the installation of AC-Fleet properly and for any other acts or omissions of the installer.
 - ii. By using this guide, you agree to indemnify and hold Airgain harmless from and against any and all liabilities, losses, damages, costs, and expenses (including without limitation attorneys’ fees and costs) incurred by Airgain.
- c. Limitation of liability:
- i. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL AIRGAIN BE LIABLE TO ANYONE CLAIMING ANY LOST PROFITS, EQUIPMENT DOWNTIME, OR LOSS OF DATA OR BUSINESS OPPORTUNITY, OR FOR ANY INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, HOWEVER CAUSED AND UNDER ANY THEORY OF LIABILITY, ARISING IN ANY WAY IN CONNECTION WITH YOUR INSTALLATION ACTIVITIES, EVEN IF AIRGAIN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.
 - ii. SOME JURISDICTIONS (SUCH AS THE STATE OF NEW JERSEY) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.
 - iii. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF AIRGAIN AND/OR ITS AFFILIATES ARISING UNDER OR IN CONNECTION WITH THE PRODUCT, HOWEVER ARISING, REGARDLESS OF THE NUMBER OF EVENTS, OCCURRENCES, OR CLAIMS GIVING RISE TO LIABILITY, EXCEED THE PRICE PAID BY THE ORIGINAL PURCHASER OF THE PRODUCT. THE FOREGOING LIMITATIONS WILL APPLY EVEN IF THE ABOVE STATED REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

FCC:

Federal Communication Commission Interference 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 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.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 53 cm between the radiator & your body.

IC:

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.

Cet appareil contient des émetteurs / récepteurs exempts de licence qui sont conformes au (x) RSS (s) exemptés de licence d'Innovation, Sciences et Développement économique Canada. L'opération est soumise aux deux conditions suivantes:

- (1) Cet appareil ne doit pas provoquer d'interférences.
- (2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

IMPORTANT NOTE:**IC Radiation Exposure Statement:**

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 47 cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 47 cm de distance entre la source de rayonnement et votre corps.