AIRGAINCONNECT® FLEET™ 5G VEHICLE GATEWAY

Quick Activation Guide

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1   Introduction

This Quick Activation Guide describes how to connect your AirgainConnect Fleet (AC-Fleet) to a cellular network, at which point the device would be considered activated and ready for use. The process really involves a series of activations:

1. **Cellular Data Plan Activation:** data plan for an eSIM profile is purchased from a cellular carrier
2. **eSIM Profile Activation:** eSIM profile is loaded on AC-Fleet and ready for cellular connection
3. **AC-Fleet Activation:** device has an activated eSIM profile with active data plan for connecting to a cellular network

For more in-depth configuration guidance and troubleshooting help, see the full AC-Fleet Quick Start Guide or contact Customer Support.

2   Identify Device Information

Before continuing, identify the following device information on the product label and/or the device package label:

Note: This information is also available from [Customer Support](#).

- **SN:** Device Serial Number
- **IMEI:** International Mobile Equipment Identify
- **EID:** Embedded Identity Document
- **VZ ICCID:** Verizon Integrated Circuit Card Identification (required only for Verizon activations)
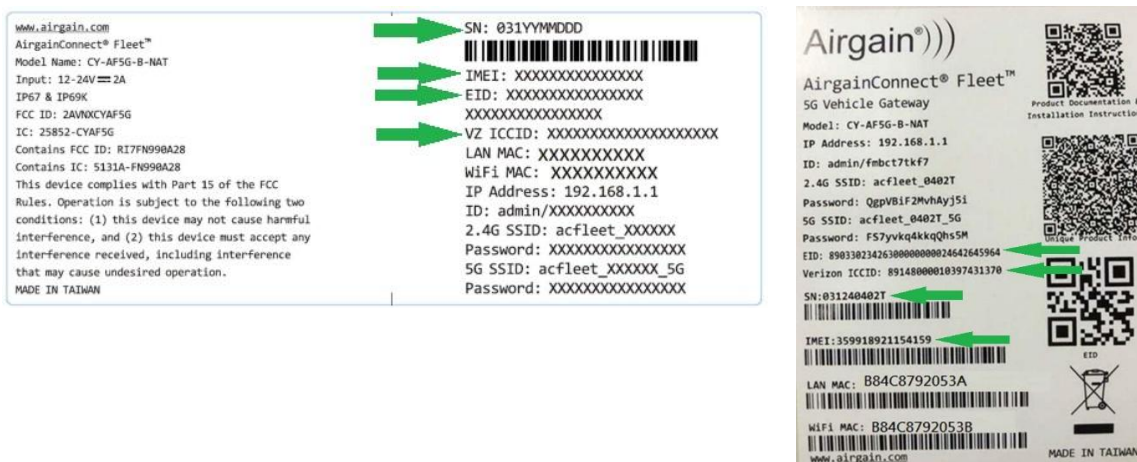

Figure 1 – Example of Product Label (Left) / Device Package Label (Right)

3   AC-Fleet Activation

Follow the steps below to activate eSIM profiles on the device:

1. Acquire an eSIM profile data plan from your carrier:

    a. Contact the provider:

       • **Verizon:** AC-Fleet includes a preloaded Verizon eSIM profile that is already downloaded and ready for activation, so no activation code is necessary. You must provide Verizon with the IMEI and VZ ICCID for each device being activated.

          Note: Ensure the VZ ICCID has an active data plan.

       • **T-Mobile:** Request an eSIM profile (with the activation code usually sent via e-mail) and provide T-Mobile with the IMEI and EID for each device being activated.

          Note: Ensure an eSIM profile with an active data plan has been assigned to the EID.

       • **AT&T/FirstNet:** Request the provider ship a physical card to you for each eSIM profile with the activation code embedded in a QR code. The IMEI and EID must be provided to AT&T/FirstNet for each device being activated. Please request that the ICCID associated with the activation code match the ICCID assigned to the IMEI/EID pair.

Figure 2 – Examples of AT&T and FirstNet eSIM cards

Notes:

- The activation code cannot be extracted from the QR code with a smart phone camera app. It requires a dedicated QR code scanner app or web tool.
- Airgain recommends asking AT&T/FirstNet to provide the last four digits of the corresponding IMEI with each physical card to avoid ICCID mismatching.
- **If the ICCIDs do not match, then the eSIM profile won't work and you will need to request the ICCID be corrected.**

b. Confirm the APN based on your carrier:

- **Verizon:** Default APN is: `v5ga01internet`, but confirm with Verizon.
- **T-Mobile**: Confirm with T-Mobile which APN to use.

  - If the data plan connects with the APN, `fast.t-mobile.com`, then the Universal Activation Code for downloading T-Mobile eSIM profiles is `LPA:1$T-MOBILE.GDSB.NET$`
  - If the data plan connects with the APN, `iot.t-mobile.com`, then the Universal Activation Code for downloading T-Mobile eSIM profiles is `LPA:1$T-MOBILE.IDEMIA.IO$`

- **AT&T/FirstNet:**

  - Default AT&T APN: `broadband`
  - Default FirstNet APN: `firstnet-broadband`

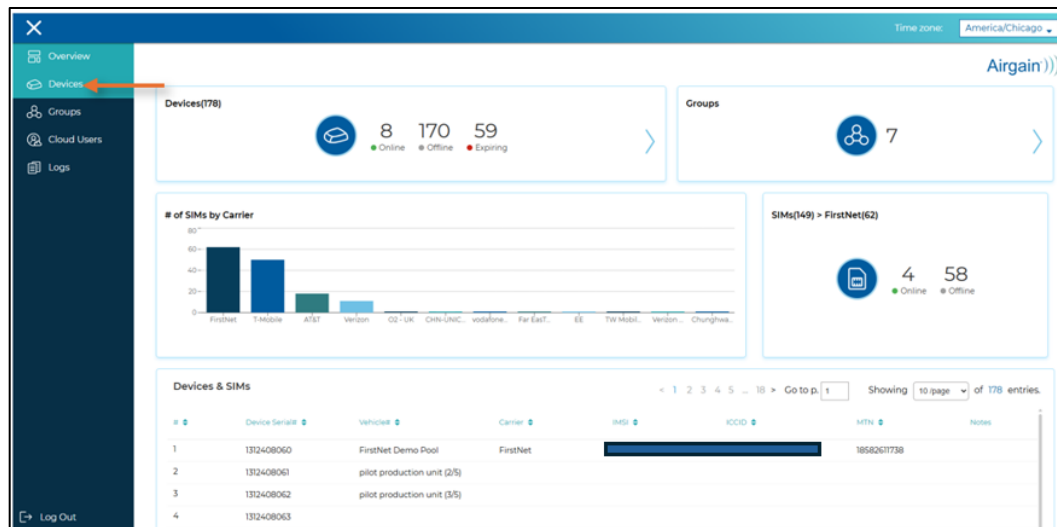   Airgain recommends verifying these with the carrier before moving forward.

2. Log in to AC-Cloud and add devices:

   a. Navigate to https://ac-cloud.airgain.com/ in an internet browser.
   b. Enter your login credentials and click **Login**. If you do not have credentials, see below:

      i. If your organization has an existing AC-Cloud account, contact your organization's account admin to grant you access.
      ii. If your organization does not already have an AC-Cloud account, contact Customer Support to request one be created and provide the following:
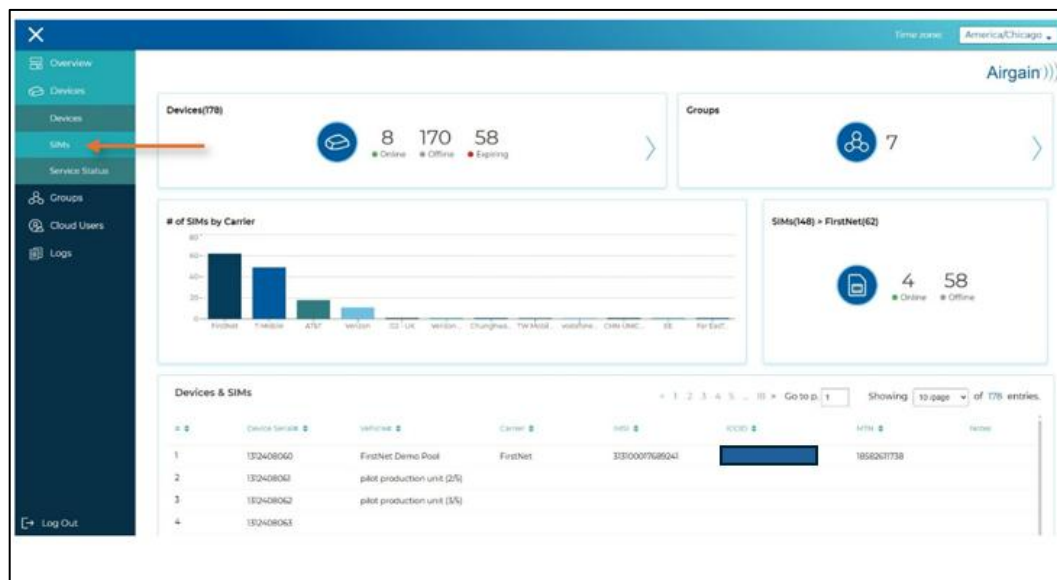
- Organization name and address
- The name, e-mail and phone number of your organization's AC-Cloud admin
- Copy of your AC-Fleet invoice and the corresponding .csv file containing device serial numbers
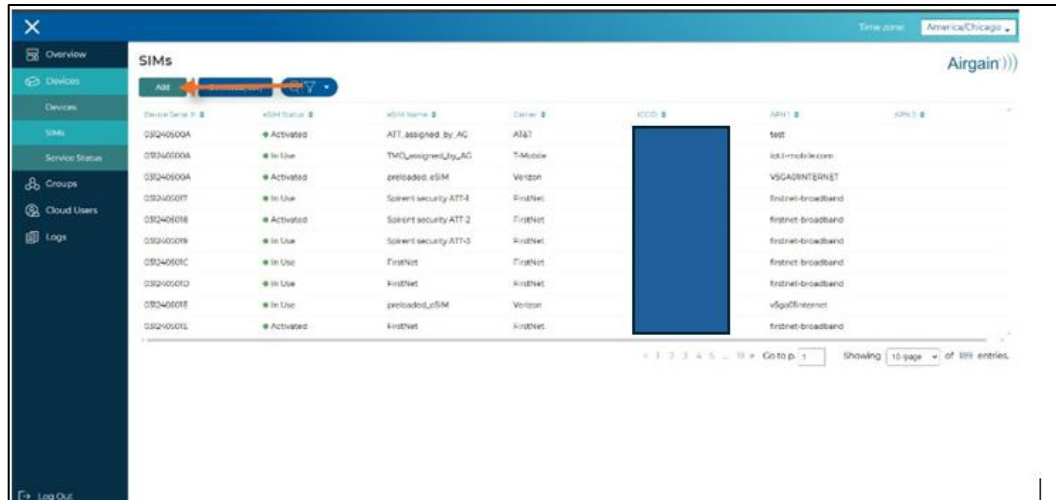
3. Perform eSIM profile activation:

   a. On the left-hand navigation pane, click **Devices**:

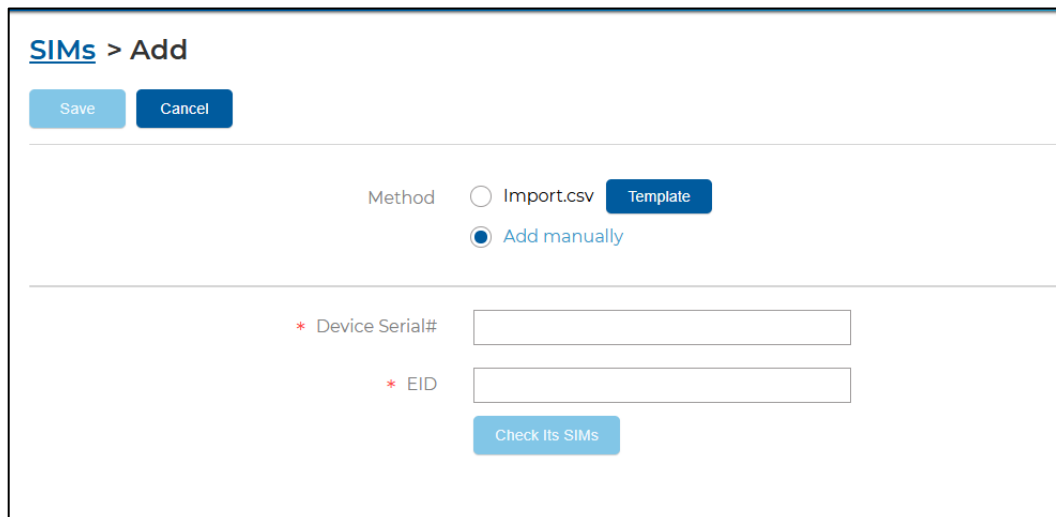   b. Then in the drop-down menu, click **SIMs**:

c. Once on the main SIMs page, click **Add**:

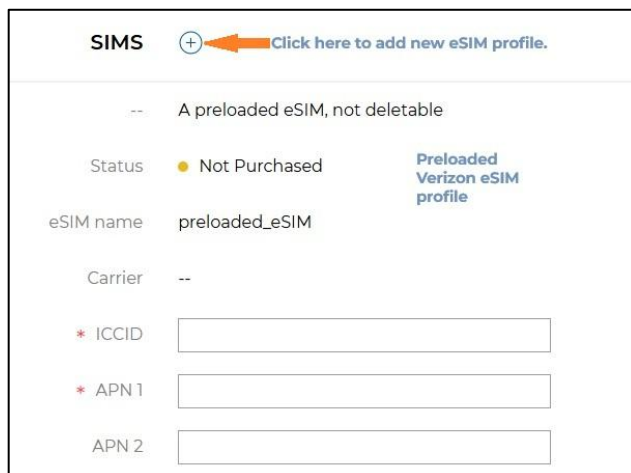d. Select the **Add manually** option, populate the **Device Serial#** and **EID**, and click **Check Its SIMs**:
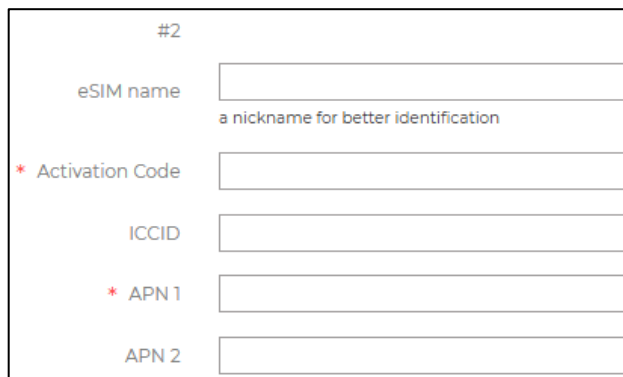

Note: If you are bulk importing with a .csv file, click the **Template** button, download the .csv template, follow the instructions in the pop-up window, and click **Browse** to upload.

e. This displays the available eSIM profiles on your device. The first slot is reserved for the preloaded Verizon profile and cannot be deleted. Enter the mandatory fields (**ICCID** and **APN 1**) indicated by the red asterisks (*) to activate.

f. To download eSIM profiles for other carriers, click the **+** icon next to SIMS and enter the mandatory fields (**Activation Code** and **APN 1**), indicated by the red asterisks (*):

g. Once the mandatory information is added for each eSIM profile, click **SAVE** on the top left of the screen, and reboot the device to start the activation process.

h. If multiple eSIM profiles are activated, you can drag them to a desired priority position. Two device reboots are required for priority changes to take full effect.

4   Confirm AC-Fleet Activation

Follow the steps below to verify activation on AC-Cloud:

1. On the main SIMs page, find the **eSIM Status** amongst the columns.

   a. As each eSIM profile goes through the activation process, the status will update several times.

      Note: The process and time needed can vary by carrier.

2. Once the eSIM status shows as **Activated** or **In Use**, the AC-Fleet unit is ready for use.

5   Customer Support

For any questions, please contact Airgain Support:
connectivity.support@airgain.com