FREQUENTLY ASKED QUESTIONS FOR AC-MegaFi 2

GENERAL SUPPORT

Where can I find AC-MegaFi 2 documentation like a Datasheet, Quick Start Guide, or Installation instructions?

All details and documentation for AC-MegaFi 2 can be found via the following link:

AC-MegaFi 2 Product Page

What does HPUE mean?

HPUE stands for High Power User Equipment. It is a cellular technology standard that allows mobile devices (such as specialized modems, routers, or emergency response gear) to transmit a much stronger radio signal back to a cell tower than standard phones and devices.

Read more about HPUE technology here.

What is the duration of the AC-MegaFi 2 device warranty?

The standard AC-MegaFi 2 warranty is two years. For additional details regarding the warranty status for a specific device, please contact Airgain Support at support@airgain.com.

How do I physically install my AC-MegaFi 2 device?

Specific installation instructions for AC-MegaFi 2 can be found via the following link – scroll down to **AC-MegaFi 2 resources** and click on the **Installation Support** tab.

AC-MegaFi 2 Product Page

Can I power my AC-MegaFi 2 device with a power supply that I already have or one from a different device or modem/router?

Each AC-MegaFi 2 device includes the correct power supply when shipped. If your device is no longer powering on and you have access to another functioning AC-MegaFi 2 device, you can use the known-working power supply to help troubleshoot the issue.

- If the device powers on with the alternate AC-MegaFi 2 power supply, the original power supply is likely defective and should be replaced.
- If the device still does not power on after swapping power supplies, the issue may be with the device itself.

In this case, please contact Airgain Support at **support@airgain.com** to discuss available options, including obtaining a Return Merchandise Authorization (RMA) for a replacement device.

We recommend using only the power supply and cables provided with, or approved for, the AC-MegaFi 2. Using a power cable or power supply from another device may cause improper operation, degrade performance, or damage the device.

Please note that any damage or malfunction resulting from the use of unauthorized power accessories may void the product warranty. To ensure safe and reliable operation, always use an approved AC-MegaFi 2 power supply and cables.

Replacement power supplies are available for purchase from the Reseller where the device was purchased.

How can I access my device(s)?

AC-MegaFi 2 devices can be accessed by:

- Setting up a MegaPortal cloud account for general device information:
  - Contact Airgain Support via support@airgain.com to set up your account
- Accessing **Mission Control** (AC-MegaFi 2 device UI) in one of two ways:
  - Via MegaPortal for remote access
  - Via the device UI for direct access locally

Specific steps to launch Mission Control can be found in the AC-MegaFi 2 User Guide

AirgainConnect® MegaPortal is included with the AC-MegaFi 2 and enables users to remotely manage and track all their devices. This is helpful for those managing multiple HPUE-equipped vehicles or facilities. Once you have contacted Airgain Support to set up your account, you can access the portal here.

Additional information about MegaPortal can be found in the MegaPortal Manual.

What is Mission Control?

On the device, Mission Control software provides a Graphical User Interface (GUI) for device management and situational awareness. It features:

- An easy-to-use, menu driven system
- Access to all key modem parameters such as band information and TX power

With Mission Control, you can update Custom APN, advanced firewall rules, and other modem and router parameters for a more custom configuration to suit the needs of your organization and users.

Additional information about Mission Control can be found in the AC-MegaFi 2 Software Manual.

How do I add AC-MegaFi 2 devices to my MegaPortal account?

Steps to add devices to your MegaPortal account can be found in the MegaPortal Manual.

When adding devices, please remember the **MAC Address is Case Sensitive**. Make sure there are no extra characters and/or spaces before or after the MAC address and is entered with **ALL CAPS**.

You can find the MAC address for your AC-MegaFi 2 in three different locations:

- *On the Device Label:* Underneath the device, there is a label that displays the MAC address along with the Model, IMEI, Serial Number, and default login credentials.
- *On the LCD Display (Page 1):* Once the device has booted up, the LCD screen will rotate through three pages. Page 1 displays the MAC address, Serial Number, IMEI, and the IP address for Mission Control.
- *In Mission Control:* If you are logged into the web interface, the MAC address is visible within the software.

To access the LCD display information, press the DISPLAY button located between the SIM card tray and the Ethernet ports if the screen has timed out. If you have any additional questions, please let us know.

Can I add other users to my MegaPortal account?

MegaPortal can support up to 128 users at one time, making sure every person on your team and every device has the connectivity they depend on. Additional users can be added and assigned one of the following three roles:

- **Admin** – will have all Web User privileges including the ability to administer users and will have access to all devices in the organization.
- **Web User** – this user will have restrictive rights which includes the ability to create devices, manage their own devices, create their own pools.

- **Read Only** - Organizational members with this role will have the ability to view all organizational devices via the Devices menu. Members with this role will not have the ability to change device settings from MegaPortal.

To add a new user to your organization in MegaPortal, follow these steps:

1. **Administrative Requirement**: Only an administrator can add users. If you are not an administrator, you must contact your organization's Admin to be added. Individual users cannot create their own accounts.
2. **Required Information**: The administrator will need the following details for each new user:
    - Full name
    - Email address
    - Mobile Phone Number (required for Multi-factor Authentication/MFA)
    - Role (Web user, Admin, or Read Only)
3. **Process**:
    - The administrator enters the user's information into the portal.
    - The new user will receive an email containing a temporary password and a link to log in.
    - Upon first login, the user will be prompted to change their password.

Additional information regarding adding users to your MegaPortal account can be found in the MegaPortal Manual.

How do I update firmware on my device(s)? Can I update all my devices at one time?

Firmware updates for AC-MegaFi 2 must occur within MegaPortal. By default, the device is set to automatically acknowledge new firmware versions available in the cloud. However, user intervention is required to carry out the update within the portal. Once logged into your MegaPortal account, to update the software for your device, follow the steps below. Please note that this process typically takes between 5 and 15 minutes. **DO NOT power off your device while the software is updating.**

1. Log in to your MegaPortal account at **https://megaportal.airgain.net/**.
2. From the **Devices** menu, select the specific device you want to update.
3. Navigate to **Device Details** and select the **pencil icon**.
4. Navigate to the **Software Version** menu and select the desired software version from the drop-down list.
5. Click **Save**.
6. A window will pop up indicating that the software update is in progress.
7. Check **Pending Actions** to ensure the update is completed and no other actions are running.

More explicit steps to update the firmware on one device or on multiple devices at one time can be found in the MegaPortal Manual.

How to turn on Location Tracking / GPS

The Location Tracking feature will show "breadcrumbs" of a mobile device. This feature is disabled by default. **Note:** The portal collects data every minute and stores 2 weeks' worth of data.

To enable location tracking for your mobile HPUE device within MegaPortal, follow these steps:

1. Log in to your MegaPortal account at **https://megaportal.airgain.net/**.
2. From the **Devices** menu, select the device you want to track.
3. Navigate to **Options**.
4. Select **Enable Location Tracking**.

Once enabled, the device's location history is saved and can be accessed using the **Map** feature in the MegaPortal.

Additional information regarding Location tracking / GPS can be found in the MegaPortal Manual.

Is my SSID Password the same as my router password?

Upon initial setup, your router and network will share the same default password. However, after you customize your network name/password (SSID), they will have separate passwords: one for router access and another for your Wi-Fi network.

Where do I change my SSID password?

To change your Wi-Fi password (SSID), navigate to Expert Configurations > Network > Wireless, where you'll find the wireless settings.

SPECIFIC TROUBLESHOOTING

My device shows that there is no Wi-Fi.

The AC-MegaFi 2 can be set to either **NAT Mode** (default) or **Passthrough Mode**. In Passthrough Mode, the device's routing capabilities are disabled, and it acts only as a modem, passing the carrier-assigned IP address directly to a downstream device (like a firewall or router) connected to **LAN port 1**.

Critical Information Before Enabling Passthrough:

- **Disabled Features:** Enabling Passthrough Mode will **disable Wi-Fi** and the **WAN/LAN2 port**.
- **Port Restriction:** Only **LAN port 1** is usable in Passthrough Mode.
- **Preparation:** If you use a custom APN, you must configure it (Overview > System Settings) before switching to Passthrough Mode.

If you need to return to NAT mode and cannot access the UI, hold the physical **Reset button** on the device for **30 seconds** to restore default settings.

Additional information about Wireless Settings and NAT vs. Passthrough Mode can be found in the AC-MegaFi 2 Software Manual. If you require additional technical assistance please contact Airgain Support to submit a ticket via support@airgain.com.

I am having difficulty setting a custom APN (Access Point Name) for my device.

To manually change the Physical SIM custom APN in Mission Control for your AC-MegaFi 2, follow these steps:

1. Login to Mission Control for your device.
2. Navigate to **Overview > System Settings** under **Admin Tools**.
3. Click the drop-down menu next to **Physical SIM APN selection** and select **Custom**.
4. Click the **Save & Apply** button at the bottom to confirm the change.
5. Click the drop-down menu next to **Physical SIM custom APN** and click inside the custom field.
6. Correctly type in the APN name associated with your SIM card and hit **Enter**. ***(If you do not hit Enter, it will revert to the default setting).***
7. Click the **Save & Apply** button at the bottom again to confirm.
8. Give the device a few minutes to regain network connectivity.
9. After the device becomes available, issue a **Reboot** so the device receives the correct IP address and provisioned settings.
10. To validate the change, navigate to **Overview > Networking** and verify the **WWAN IPv4 address** under Interfaces.

Additional information about Changing APN can be found in the AC-MegaFi 2 Software Manual. If you require additional technical assistance please contact Airgain Support to submit a ticket via support@airgain.com.

My AC-MegaFi device has no power / keeps losing power once connected.

If your AC-MegaFi 2 is not powering on or keeps losing power, please follow these troubleshooting steps:

1. Verify the Power Source

- **For Fixed Installations:** Ensure the power outlet is functional. Use only the AC power adapter supplied with your MegaFi 2, as other adapters may not provide enough current.
- **For Vehicle Installations:** Confirm the wiring is correct. The red wire should go to +12V (Positive), the black wire to ground (Negative), and the orange wire to ignition sense. The recommended fuse for the positive wire is 3A or more.
- **PoE+ Option:** The device can also be powered via PoE+ (802.3at) through the **WAN/LAN2** port.

2. Inspect Hardware and Connectors

- Check the power cord for any visible damage.
- Ensure the power cable is securely fastened to the **PWR** port on the device.
- Check for loose or broken connectors and listen for any rattling sounds inside the device, which could indicate internal damage.

3. Check for Status Indicators

- After connecting to power, it takes about 10 seconds for the LCD display to show the Nextivity startup logo.
- If the device flickers or shuts down immediately, or if the screen remains blank with no LEDs, it may have a hardware failure.

4. Perform a Factory Reset - You can perform a factory reset on the AC-MegaFi 2 using three different methods:

- *Using Mission Control (Web Interface)*
    - Navigate to Overview > System Settings under Admin Tools.
    - Click the Factory Defaults button.
    - A confirmation window will pop up; click OK.
    - Allow 3–5 minutes for the operation to complete.
    - Once recovered, you will be prompted to log in, accept the EULA, and change the default password.
- *Using the Physical DISPLAY Button*
    - If you have forgotten your password or cannot access the web interface:
    - Locate the DISPLAY button on the device.
    - Press and hold the button for 20 seconds, then release.
    - The device will take a few minutes to recover, and all settings will be restored to factory defaults.
- *Using MegaPortal (Remote)*
    - If the device is connected to the cloud:
    - Log in to the MegaPortal at https://megaportal.airgain.net/.
    - Go to the Device Details page for the specific device.
    - Under the Options menu, select the trigger for a factory value reset.

Note: A factory reset restores the original default password, which is found on the printed label or the LCD display. After a reset, the device's UUID may need to be reassigned for cloud support.

If you require additional technical assistance regarding this power issue, please submit a ticket via support@airgain.com to contact Airgain Support.

My device is not performing as expected and I think it needs to be replaced. How do I request an RMA (Return Merchandise Authorization)?

To request repair or replacement for your AC-MegaFi 2 device, submit a ticket to Airgain Support via support@airgain.com. Please also provide the following information:

- Device serial number(s):
- Device firmware version:
- Whether device is mobile or fixed:
- Whether device is in NAT or Passthrough Mode:
- Detailed description of the question / issue:
- Steps to reproduce the issue (if known):
- Additional device configuration details (how the device is connected):

Airgain Support will determine warranty status and review these details to troubleshoot the issue prior to requesting RMA approval. If the issue is not resolved, Airgain Support will confirm RMA details with you and request RMA approval.