



AIRGAINCONNECT® FLEET™ 5G VEHICLE GATEWAY

Quick Start Guide





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1 Introduction

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. Please ensure the device is only installed by a professional following Airgain’s installation instructions.

Local configuration of AC-Fleet is done using the device Graphical User Interface (GUI) with a Local Area Network (LAN) or Wireless LAN (WLAN) connection, while remote configuration and management is available from AC-Cloud. Please note that eSIM profiles must first be configured in AC-Cloud in order to be activated on a device.

2 Device Information

Important device information is provided on the following labels and in a separate csv file.

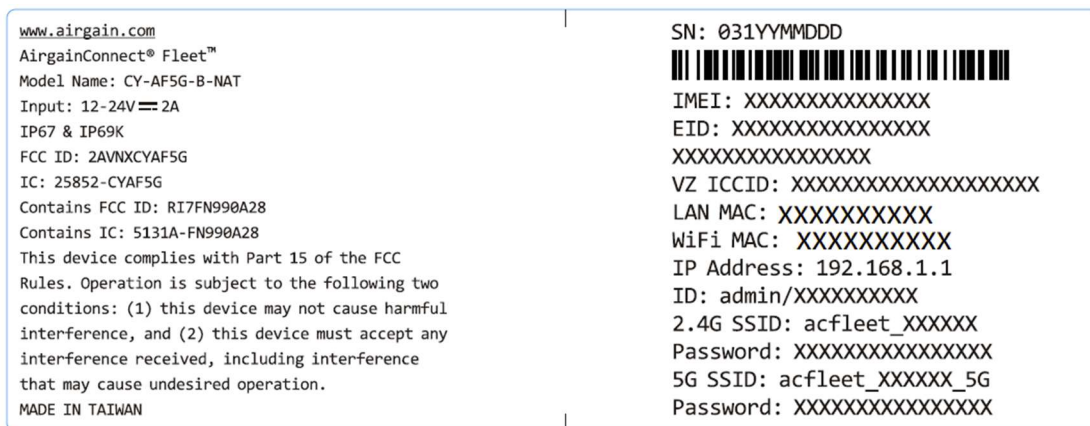


Figure 1 -Product Label (attached to the Ethernet cable)



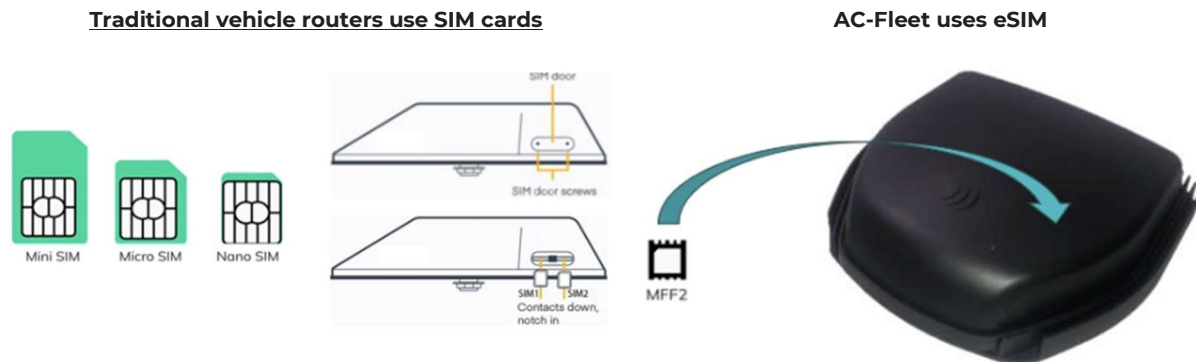
Figure 2 – Device Package Label



1. Device serial number (SN).
 - a. Unique identification number for each device.
 - b. Will also be included on purchase invoice for warranty and adding devices to AC-Cloud.
2. International Mobile Equipment Identify (IMEI)
 - a. Unique identification number for the cellular module inside each device.
 - b. Needed to activate service with your chosen carrier.
3. Embedded Identity Document (EID)
 - a. Unique identification number for the eSIM chip inside each device.
 - b. Needed to activate service with your chosen carrier.
4. Verizon (VZ) Integrated Circuit Card Identification (ICCID)
 - a. Unique identification number for the preloaded Verizon eSIM profile.
 - b. Needed to activate service with Verizon.
5. IP Address
 - a. Web address for accessing local device GUI after connecting to AC-Fleet.
6. ID
 - a. Credentials for logging in to the local device GUI.
7. 2.4G SSID and Password
 - a. Credentials for connecting to the device 2.4 GHz Wi-Fi Access Point.
8. 5G SSID and Password
 - a. Credentials for connecting to the device 5 GHz Wi-Fi Access Point.

3 Mobile Network Operator (MNO) Activation

AC-Fleet uses eSIM technology with the following benefits vs traditional routers and SIM cards.



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.

Figure 3 – Benefits of eSIM Versus SIM Cards.

3.1 Verizon Activation

1. AC-Fleet includes a preloaded Verizon eSIM profile that is already downloaded and ready for activation.
2. Contact your account representative at Verizon to ask about available data plans.
3. You will need to provide the IMEI and VZ ICCID for each device to be activated.
4. A default APN of **v5ga01internet** is typically used, but please confirm with Verizon.

3.2 T-Mobile Activation

1. Contact your account representative at T-Mobile to ask about available data plans.
2. You will need to provide the IMEI and EID for each device to be activated.
3. Please confirm with T-Mobile which APN to connect with:
 - a. If the data plan connects with APN **fast.t-mobile.com** then the universal Activation Code for downloading T-Mobile eSIM profiles is **LPA:\$T-MOBILE.GDSB.NET\$**



- b. If the data plan connects with APN `iot.t-mobile.com` then the universal Activation Code for downloading T-Mobile eSIM profiles is **LPA:1\$T-MOBILE.IDEMIA.IO\$**

3.3 AT&T and FirstNet Activation

1. Contact your account representative at AT&T/FirstNet to ask about available data plans.
2. You will need to provide the IMEI and EID for each device to be activated.
3. A physical card with QR code will be shipped to you for each eSIM profile.
 - a. The QR code contains a unique Activation Code assigned to a specific ICCID.
 - b. Please request that this ICCID match the ICCID assigned to each IMEI/EID pair.
 - i. **WARNING: If the ICCIDs do not match, then the eSIM profile will not work.**
 - ii. We recommend asking that they provide the last 4 digits of the corresponding IMEI with each physical card to avoid ICCID mismatching.
 - c. The Activation Code cannot be extracted using a smart phone camera, must use a web QR reader tool such as <https://webqr.com/>.
4. A default APN of **broadband** is typically used for AT&T and **firstnetbroadband** for FirstNet, but please confirm.



4 Configuration on AC-Cloud

4.1 Logging In

A screenshot of the AC-Cloud login interface. At the top left is the Airgain logo. Below it is the heading 'Log In'. There are two input fields: 'Email' and 'Password'. The 'Password' field has a small eye icon to its right. Below the password field is a link that says 'Forgot password?'. At the bottom of the form is a blue button with the text 'Log In'.

Figure 4 – AC-Cloud Login Screen.

1. Navigate to <https://ac-cloud.airgain.com/> in an internet browser.
2. Enter the email and password from your AC-Cloud activation email and click Log In.
 - a. If your organization does not already have an AC-Cloud account, please contact support@airgain.com to request one be created and provide the following:
 - i. Organization name
 - ii. Organization address
 - iii. Admin name
 - iv. Admin email address
 - v. Admin phone number
 - b. If your organization already has an AC-Cloud account, please request that your admin grant you access.
3. Password can be changed by clicking on Forgot password?

4.2 Overview

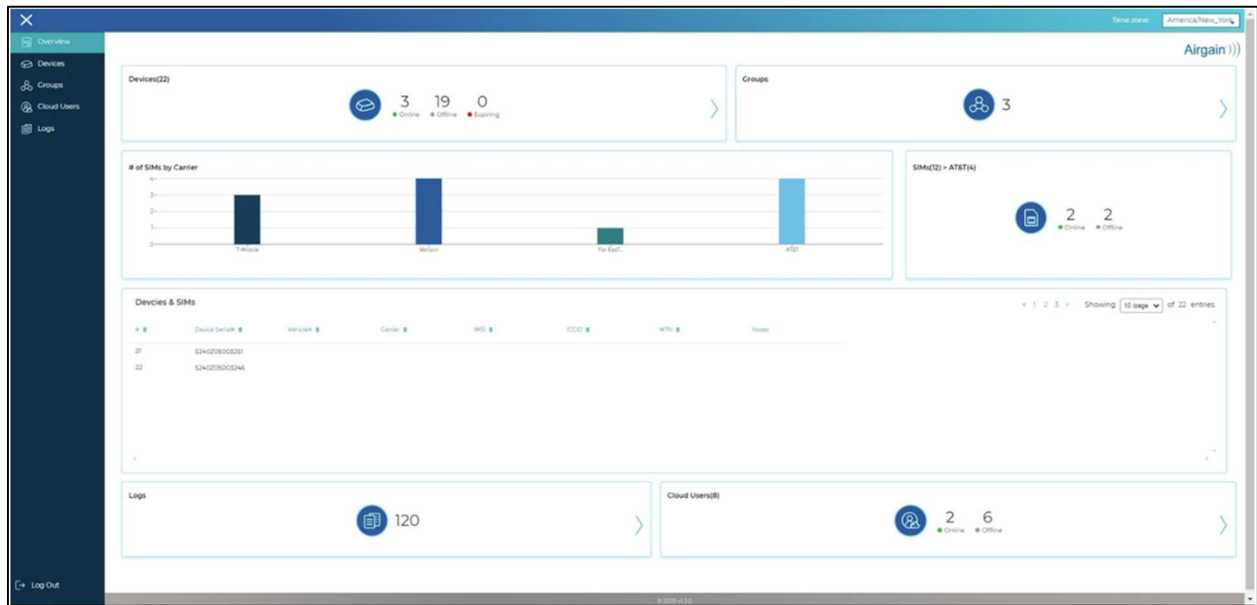


Figure 5 – Dashboard with summary of and access to the various AC-Cloud features.

4.3 Devices

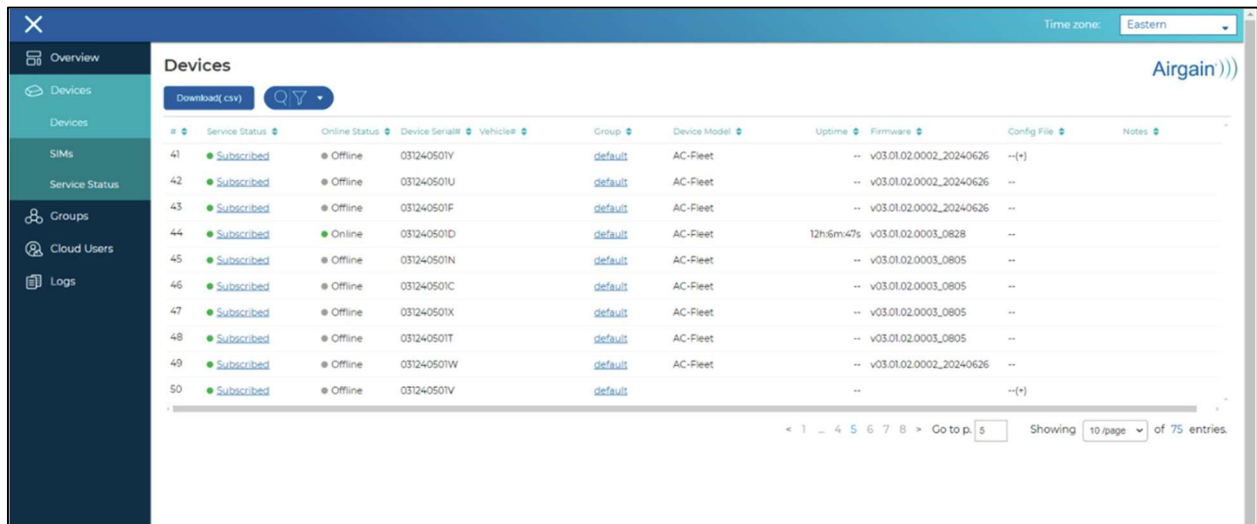


Figure 6 – Device Management Screen.

1. Ensure all AC-Fleet devices are registered to the organization's AC-Cloud account.
 - a. If you need to have new devices added to your account, please contact support@airgain.com with organization name, copy of the invoice and corresponding csv file with unique product info.
 - b. Service Status

- i. **Subscribed** indicates the device has an active AC-Cloud subscription.
 - ii. **Expiring** indicates the AC-Cloud subscription for this device will expire within 30 days, please contact support@airgain.com to renew.
 - iii. **Not Subscribed** indicates the AC-Cloud subscription has expired for this device and cannot be managed remotely, please contact support@airgain.com to renew.
- c. Online Status
- i. **Online** indicates the device is connected to AC-Cloud.
 - ii. **Offline** indicates the device is not connected to AC-Cloud.
- d. **Uptime** shows how long the device has been Online.

4.4 SIMs

Device Serial #	eSIM Status	eSIM Name	Carrier	ICCID	APN1	APN2
031240500A	Activated	preloaded_eSIM	Verizon	Hidden	V5GA01INTERNET	
031240500A	Activated	ATT_provided_by_AG	AT&T	Hidden	broadband	
031240501C	In Use	FirstNet	FirstNet	Hidden	firstnet-broadband	
031240501D	In Use	FirstNet	FirstNet	Hidden	firstnet-broadband	
031240501E	Activated	FirstNet	FirstNet	Hidden	firstnet-broadband	
031240501E	In Use	preloaded_eSIM	Verizon	Hidden	v5ga01internet	
031240501E	Downloading...	T-Mobile		Hidden	iot-t-mobile.com	
031240501F	In Use	FirstNet	FirstNet	Hidden	firstnet-broadband	
031240501G	In Use	FirstNet	FirstNet	Hidden	firstnet-broadband	
031240501L	In Use	FirstNet	FirstNet	Hidden	firstnet-broadband	

Figure 7 – SIM Management Screen.

1. Browse eSIM profiles that have been activated for each device.
 - a. eSIM Status
 - i. **In Use** indicates the device is currently connected with this profile.
 1. AC-Cloud will retain the last value reported by the device, so some profiles will show as In Use even when the device is offline.
 - ii. **Activated** indicates this profile is available for cellular connection.
 1. This does NOT mean the profile has been activated with an MNO which is required for connectivity, see Section 3.
 - iii. **Assigning** indicates this profile has been submitted and is pending device reboot for download/activation.

- iv. **Downloading** indicates the download/activation process has started for this profile.
 1. The entire process of downloading and activating might take around 3 minutes.
 - v. **Retry Downloading** indicates the previous download attempt failed and requires device reboot to try again.
 - vi. **Fail To Download** indicates this profile has reached its limit of 3 failed download attempts and would need to be resubmitted for download/activation.
 - vii. **Activating** is specific to the preloaded Verizon profile since downloading is not relevant and indicates the activation process has started.
 - viii. **Fail To Activate** indicates the preloaded Verizon profile activation failed and would need to be resubmitted.
 - ix. **Updating** indicates configuration changes have been made to this profile which require device reboot for implementation.
 - x. **Deleting** indicates this profile will be deleted from AC-Fleet upon next reboot.
2. Click on **Add** to configure a new device eSIM.
 3. Click on a device SN for eSIM configuration options.
 - a. Additional eSIM profiles can be added manually.

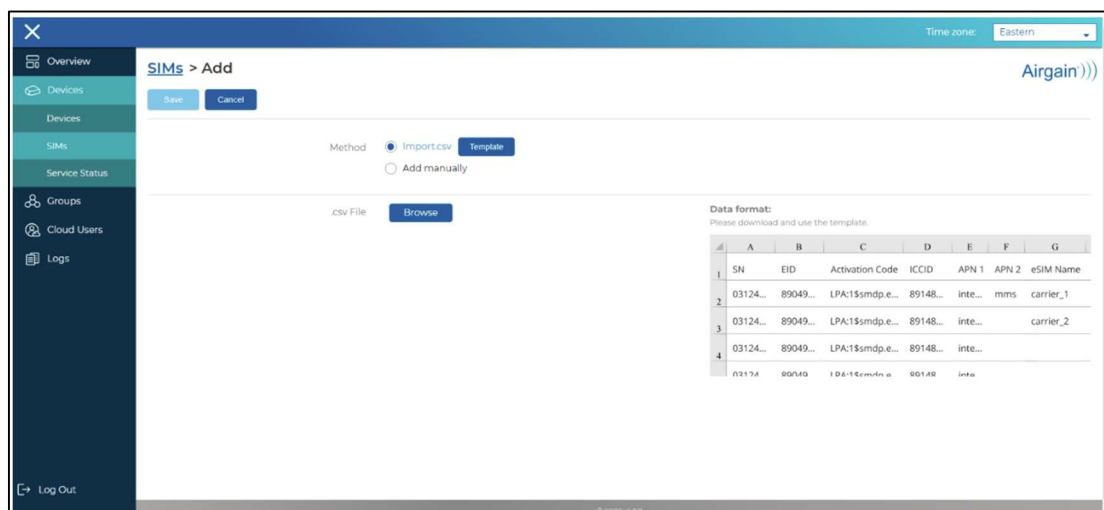


Figure 8 – Adding a single eSIM profile, or multiple via bulk upload.

4. If clicking on Add, there is an option for bulk upload using csv template.
 - a. Click on **Template** to download the Import.csv template and then **Browse** to upload.
 - b. Bulk upload is only for adding new eSIM profiles, not for editing existing profiles.
 - c. Activating preloaded Verizon profile requires entering serial number (SN), EID, “preload” for Activation Code, ICCID and APN 1.

- i. For bulk uploads it is recommended to copy the SN, EID and Verizon (VZ) ICCID info from the device csv file that will be provided with your purchase.
 - ii. Ensure the VZ ICCID has an active data plan with Verizon beforehand.
 - iii. A default APN of **v5ga01internet** is typically used, but please confirm with Verizon.
 - d. Downloading and activating all other profiles requires entering SN, EID, Activation Code and APN 1.
 - i. For bulk uploads it is recommended to copy the SN and EID info from the device csv file that will be provided with your purchase.
 - ii. Please ensure an eSIM profile with active data plan has been assigned to the EID and confirm with T-Mobile which APN to connect with:
 - 1. If connecting with APN **fast.t-mobile.com** the Activation Code for downloading eSIM profiles is **LPA:1\$T-MOBILE.GDSB.NET\$**
 - 2. If connecting with APN **iot.t-mobile.com** the Activation Code for downloading eSIM profiles is **LPA:1\$T-MOBILE.IDEMIA.IO\$**
 - iii. AT&T and FirstNet will send a physical QR card for extracting the Activation Code.
 - 1. Cannot extract using smart phone camera, must use web QR reader tool such as <https://webqr.com/>.
 - 2. A default APN of **broadband** is typically used for AT&T and **firstnet-broadband** for FirstNet, but please confirm.
 - iv. ICCID is optional as it will be pulled from the activated profile.
 - e. APN 2 would only be entered for split/dual APN scenarios which are not yet supported.
 - f. eSIM Name is to help with identification of the profile if desired.
- 5. Manually adding new eSIMs will require first entering SN and EID, followed by the remaining required information which is the same as above for bulk upload.
 - a. The SN, EID and VZ ICCID are also located on product label and device package label

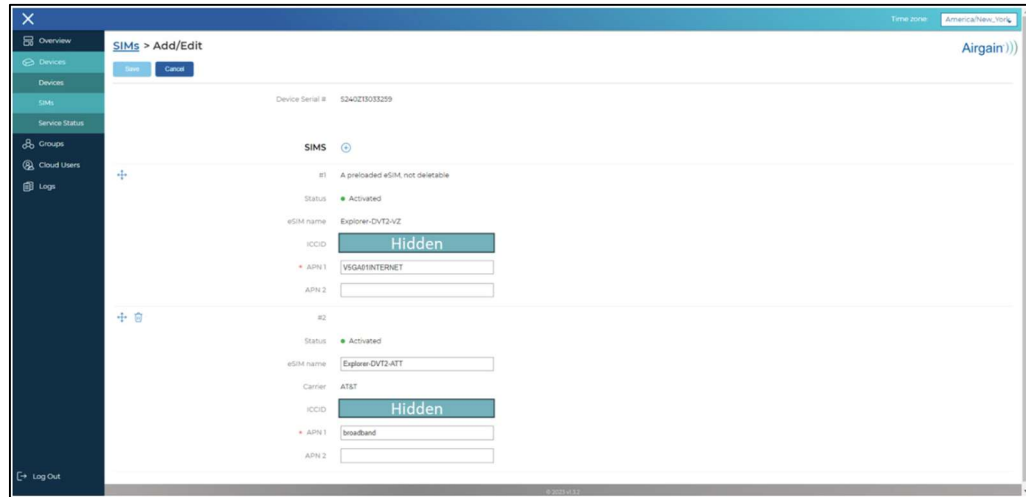


Figure 9 – Managing eSIM profiles.

6. Click on the + button to manually add additional eSIM profiles with required information.
 - a. Only 4 eSIM profiles are allowed at a time, including the preloaded Verizon profile.
7. If a profile fails download/activation it can then be updated and resubmitted.
8. Delete eSIM profiles if no longer needed to make space for other eSIM profiles.
 - a. Preloaded Verizon profile cannot be deleted.
 - b. Also not available during Assigning, Downloading or Retry Downloading.
9. Activated eSIM profiles allow for configuring APN(s) and desired eSIM name.
10. Prioritize eSIM profile connectivity by dragging to desired position.
11. Remember to click Save and then reboot the device for any changes to take full effect.
 - a. AC-Fleet will require rebooting twice for eSIM profile priority changes.

4.5 Bulk Update Device Firmware with Groups

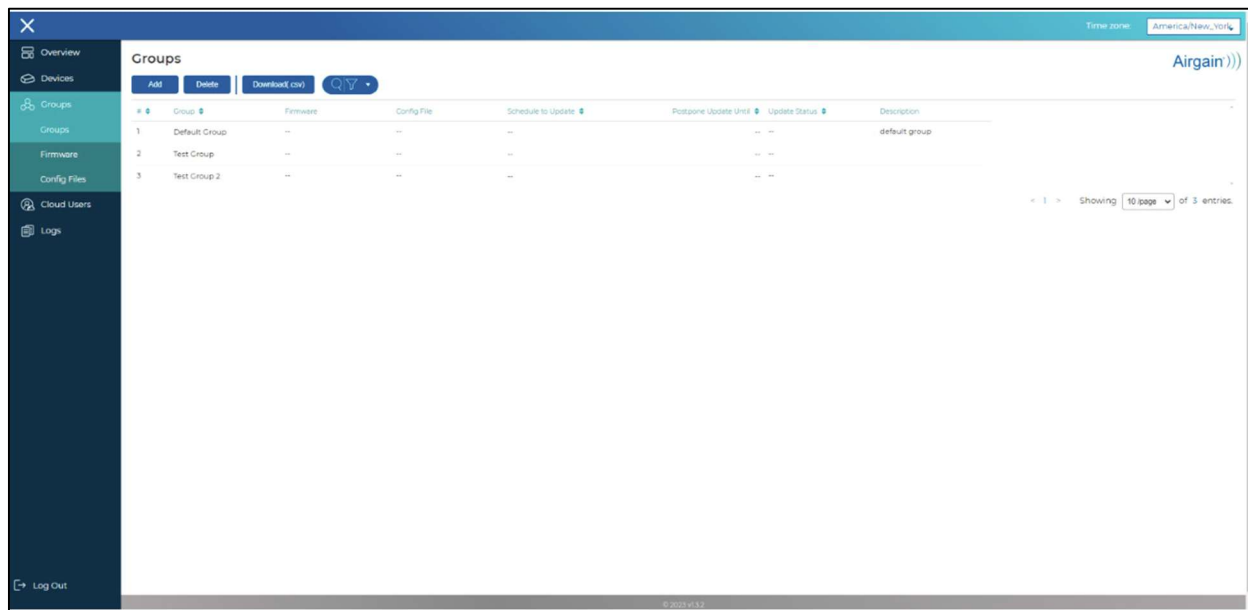


Figure 10 – Group Management Screen.

1. Once each device has an Activated eSIM profile, it is recommended to confirm the firmware is up to date by performing a bulk Group update.
2. All devices will initially belong to the Default Group.
 - a. Click **Add** to create a new Group.

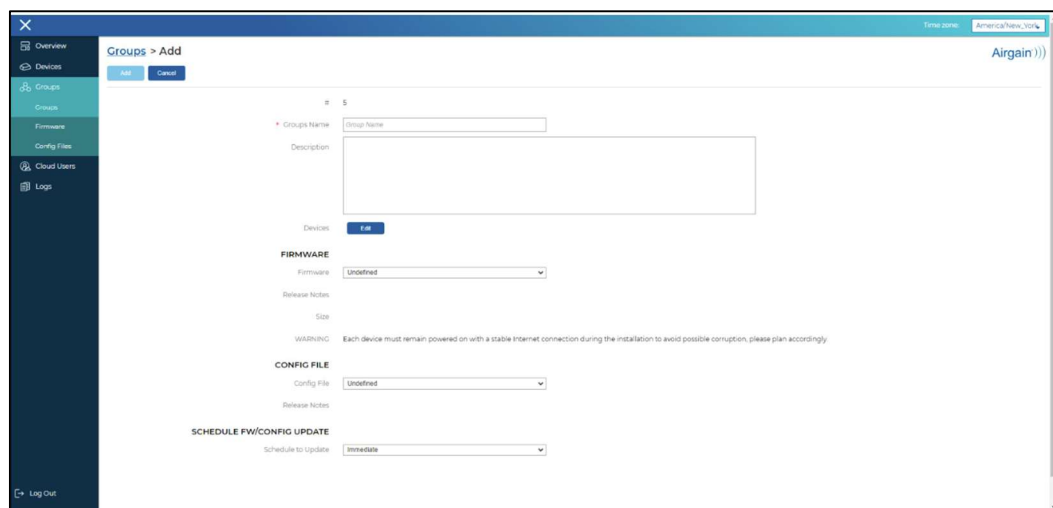


Figure 11 – Adding a new Group.

3. Modify Group Name and Description.
4. Click **Edit** to transfer devices from the Default Group.
5. Select the last available firmware from drop down and schedule for update.
6. After clicking **Save** all devices in the Group will be updated as scheduled.

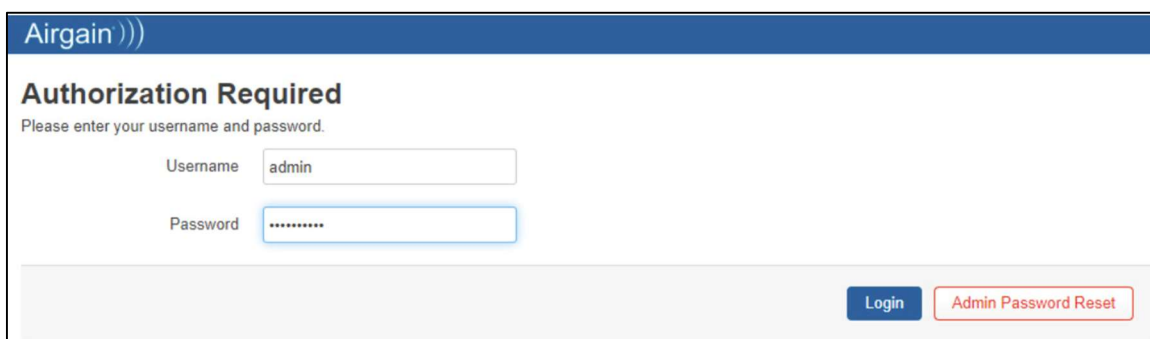


- a. A similar process can also be used to bulk configure devices with Config Files.

5 Confirm Device Settings in Local GUI

5.1 Logging In

1. Refer to the product label attached to the ethernet cable or device package label for relevant information.
 - a. IP address for accessing local GUI is **192.168.1.1**
 - b. Username is admin.
 - c. Default admin password is listed after admin/ (fmbct7tkf7 in example device package label).
 - d. SSID and corresponding password for 2.4G and 5G Wi-Fi are on consecutive lines.
2. Establish a LAN or WLAN connection after booting up the device.
 - a. LAN connection is available through ethernet cable exiting the device.
 - b. WLAN connection is available over 2.4G or 5G Wi-Fi.



A screenshot of the Airgain Local Device GUI Login Screen. The interface features a blue header with the Airgain logo. Below the header, the text "Authorization Required" is displayed in bold, followed by the instruction "Please enter your username and password." There are two input fields: "Username" with the value "admin" and "Password" with a masked password "*****". At the bottom right, there are two buttons: "Login" and "Admin Password Reset".

Figure 12 – Local Device GUI Login Screen.

3. Enter the IP address into an internet browser to access the local GUI and log in.
 - a. Username is set to admin by default.
 - b. Enter the default admin password and press Login.
 - c. Admin Password Reset is for resetting to default admin password.

5.2 Syncing with AC-Cloud

1. AC-Fleet will automatically sync with AC-Cloud after booting up as long as the device is added to the customer organization account and has an active subscription.
 - a. If booting up for the first time, AC-Fleet will need to download/activate an eSIM profile using the preloaded bootstrap profile or by connecting to Wi-Fi through Depot Mode.
 - i. Depot Mode can only be enabled if the bootstrap profile fails to establish a connection as indicated by below pop-up notification.

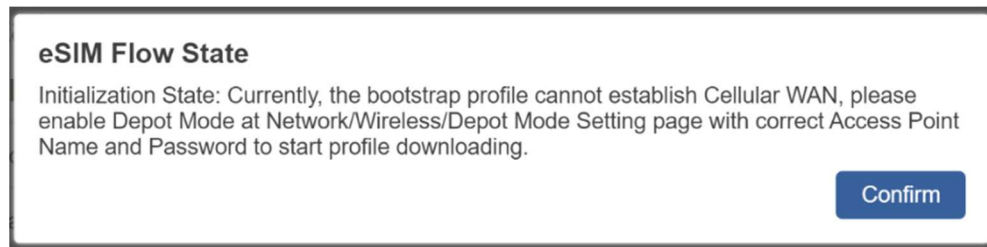


Figure 13 – Message shown when the bootstrap profile cannot connect.

1. Note there is a known bug where the bootstrap can sometimes get stuck in a "Loading" status. Typically a reboot or "Reset to default" settings will resolve the issue, or Depot Mode can be enabled instead.
 - ii. Please allow up to 10 minutes for this initial syncing process to complete.
 - iii. The bootstrap profile will go dormant once an eSIM profile is connected.
 - iv. Downloaded/activated eSIM profiles will be visible in Network > Cellular Settings.
2. If updates are made to a device's eSIM configuration in AC-Cloud, a reboot will be required for them to take effect.
 - a. The device will continue cycling through all available eSIM profiles in order of priority until cellular connectivity is confirmed.
3. Status
 - a. Overview

Airgain))) Status - System - Network - Logout	
Cellular Status	
Profile	eSIM Profile 2
Status	Active
IMSI	Hidden
ICCID	Hidden
EID	Hidden
IMEI	Hidden
Network Mode	AT&T
Country/Region	United States of America
Network	5G NSA
Band	LTE Band 14 (700/800 MHz) RSSI: -81 dBm SINR: 9 dB RSRP: -110 dBm RSRQ: -11 dB
Secondary Band(SCC1)	N/A
Secondary Band(SCC2)	N/A
System	
Hostname	ACfleet-S240Z13033268
Model	AC-Fleet
Firmware Version	v13.01.02.0005
Local Time	2024-09-23 20:42:05
GPS Log (Last 7 days)	Download
System Log (Last 7 days)	Download

Figure 14 – Status Overview Screen.

b. Cellular Status

- i. Profile will indicate the current eSIM profile, with more details in Cellular Settings.
- ii. Status will indicate current eSIM profile connectivity with corresponding details underneath.
 1. **Active** indicates the specified eSIM profile is in use.
 2. **Loading** indicates the device is in the process of switching to a new eSIM profile.
 3. **Inactive** indicates the device failed to establish a cellular connection.

c. System

- i. Relevant device information and options for downloading GPS and System Logs.

1. Confirm the Firmware Version matches last available from ACCloud.

Port status

eth0
1 GbE
▲ 94.5 MiB
▼ 58.8 MiB

Network

IPv4 Upstream	IPv6 Upstream
Address: 10.230.250.40/28 Gateway: 10.230.250.41 DNS 1: 172.26.38.1 DNS 2: 172.26.38.1 Connected: 0h 37m 5s WAN Device: Cellular	Prefix Delegated: 2600:380:9422:768c::/64 Address: 2600:380:9422:768c:8576:9d4f:d9e4cb8/128 Gateway: 2600:380:9422:768c:14b3:bff3:12f3:8b35 DNS 1: fc00:a:a::300 DNS 2: fc00:a:a::300 Connected: 0h 37m 5s WAN Device: Cellular

DHCP

DHCP Clients

Hostname	IPv4 address	MAC address	Lease time remaining
AG-US01-LT04	192.168.1.217	88:A4:C2:CC:FE:7B	10h 51m 30s

DHCPv6 Clients

Host	IPv6 address	DUID	Lease time remaining
AG-US01-LT04	2600:380:9422:768c::647/128 fd46:4cf9:613d::647/128	0001000129e10ec388a4c2ccfe7b	10h 51m 19s

Wireless

2.4GHz radio	5GHz radio
Status: Active SSID: acfleet_03247	Status: Active SSID: acfleet_03247_5G

Associated Stations

Network	MAC address	Host	Signal
---------	-------------	------	--------

Figure 15 – Status Overview Screen Continued.

- d. Port status
 - i. Relevant LAN information, hover mouse over bottom of box for additional data.
- e. Network
 - i. Internet Protocol (IP) address info for IPv4 and IPv6.
 - ii. WAN Device will indicate if connected over Cellular or WLAN if in Depot Mode.
- f. Dynamic Host Configuration Protocol (DHCP)
 - i. Relevant information for device clients.
- g. Wireless
 - i. Active status indicates AC-Fleet is broadcasting as an Access Point.



Figure 16 – Wireless Status when in Depot Mode.

- ii. Inactive status indicates AC-Fleet is behaving as a client in Depot Mode.
 - h. Associated Stations
 - i. Relevant information for active clients.
4. System
- a. System Properties

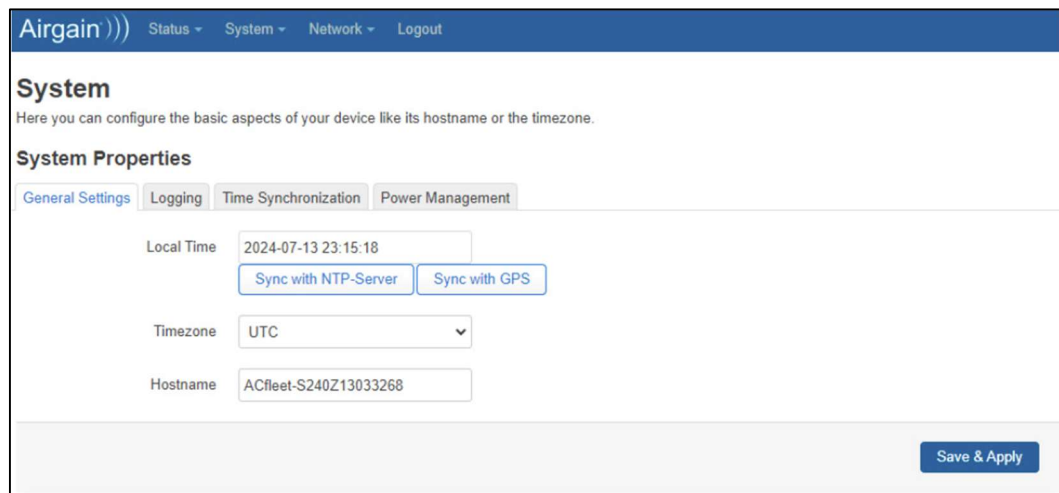


Figure 17 – System Properties Screen – General Settings.

- i. General Settings
 - 1. Select Timezone to configure Local Time.
 - a. Click Sync with NTP-Server or Sync with GPS to manually sync UTC time.
 - 2. Option for configuring Hostname.

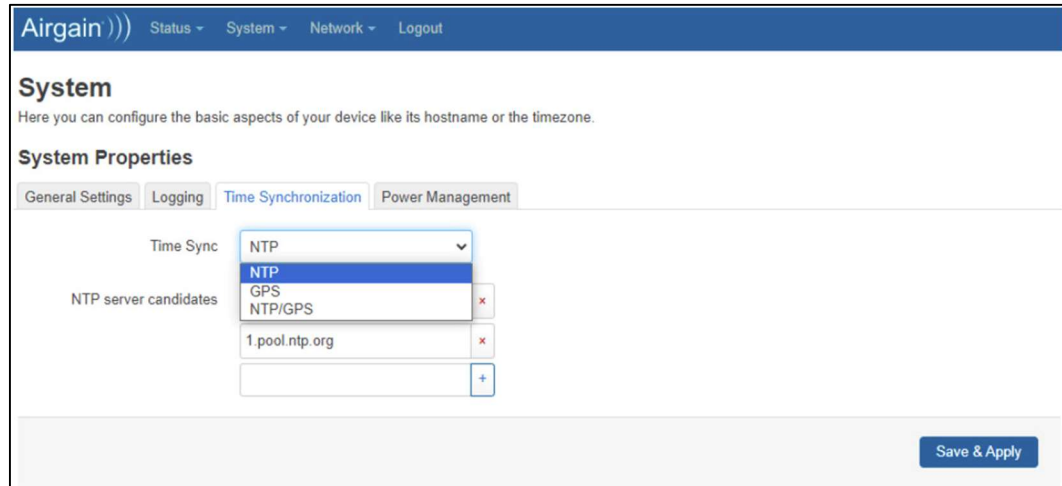


Figure 18 – System Properties Screen – Time Synchronization Settings.

ii. Time Synchronization

1. Configure automatic UTC time synchronization to NTP or GPS.

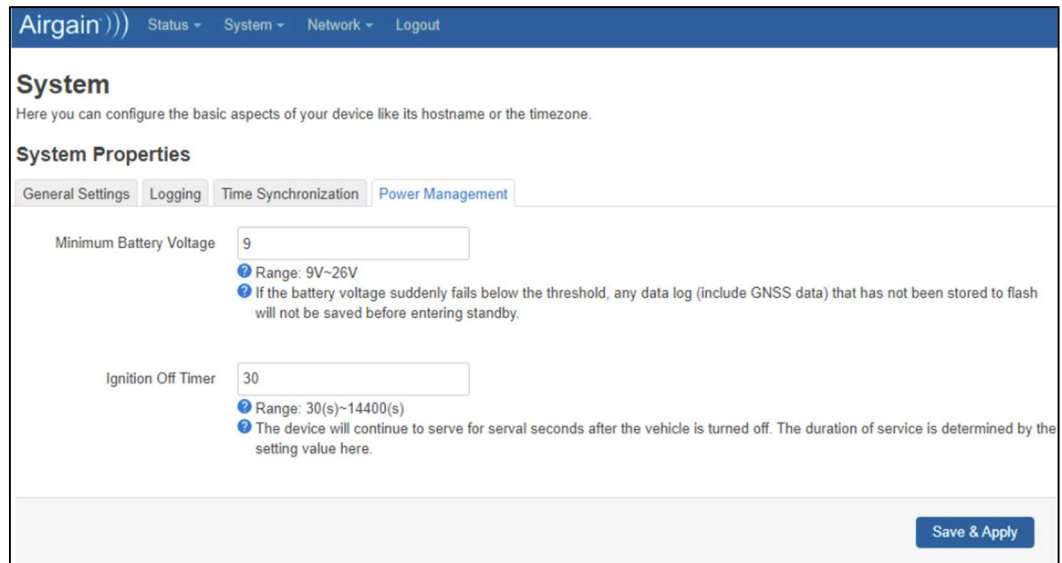


Figure 19 – System Properties Screen – Power Management Settings.

iii. Power Management

1. Define Minimum Battery Voltage before AC-Fleet enters standby mode to avoid draining low vehicle battery.
2. Configure Ignition Off Timer for how long after vehicle is turned off before AC-Fleet enters standby mode.

b. Administration

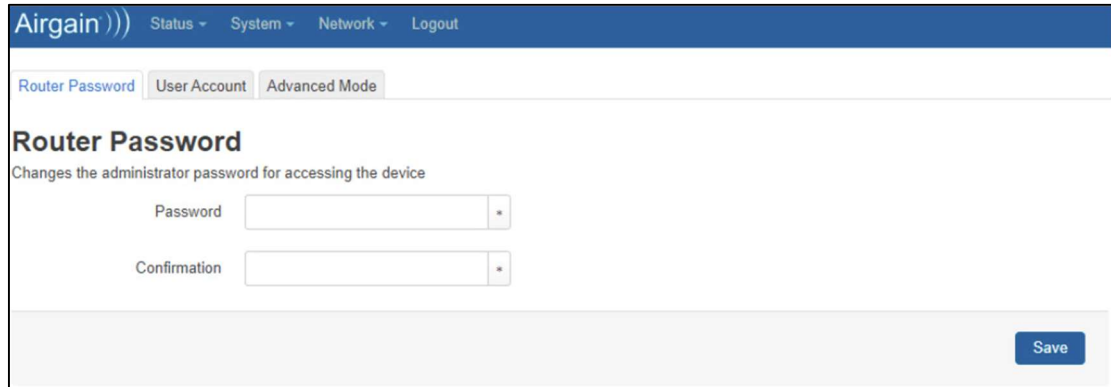


Figure 20 – Admin Password Configuration Screen.

- i. Router Password
 - 1. Customize the admin password for accessing local GUI.

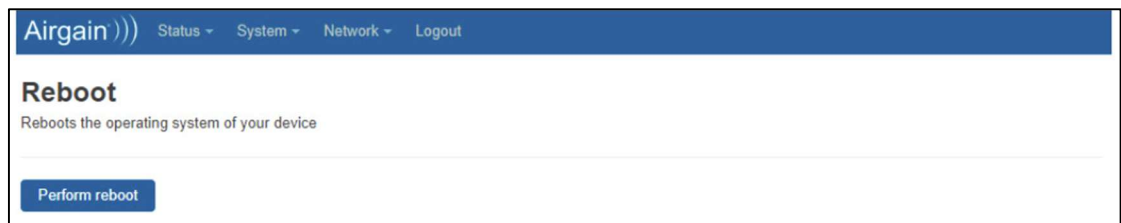


Figure 21 – Reboot Screen.

- c. Reboot
 - i. Reboot the device in order to sync with AC-Cloud.
5. Network
- a. Wireless

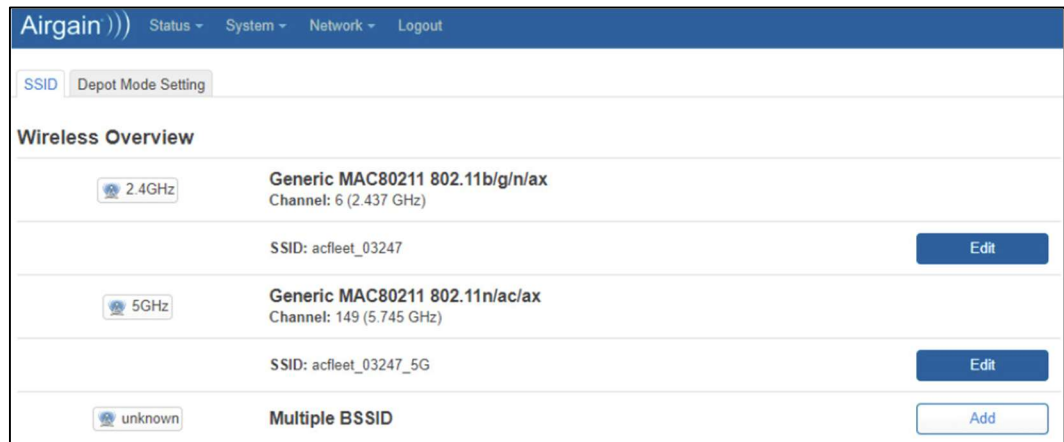


Figure 22 – Wireless Management Screen.

- i. SSID
 - 1. Click **Edit** to configure SSID settings.

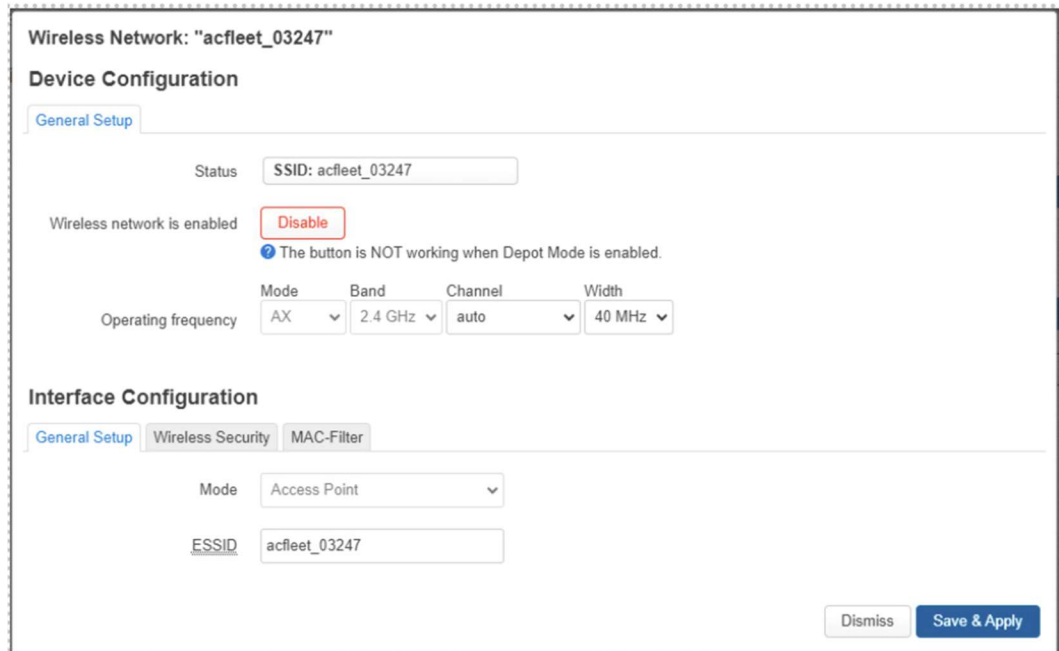


Figure 23 – Wireless Network Configuration Screen – General Settings.

2. General Setup
 - a. Customize SSID in the **ESSID** field.

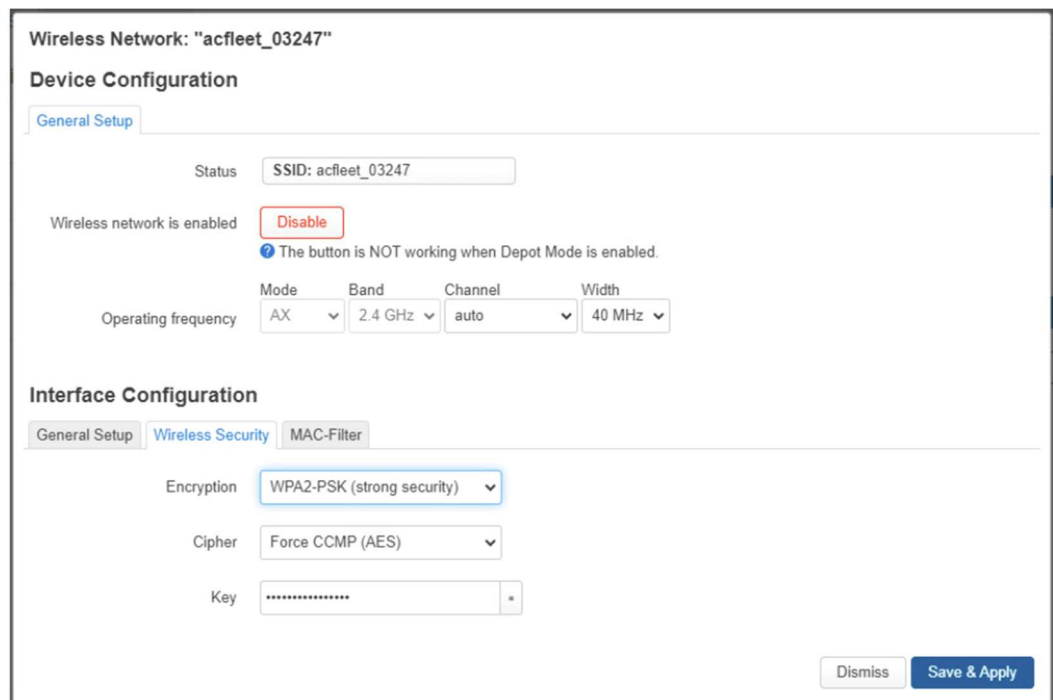


Figure 24 – Wireless Network Configuration Screen – Wireless Security Settings.

3. Wireless Security
 - a. Customize SSID password in the **Key** field.

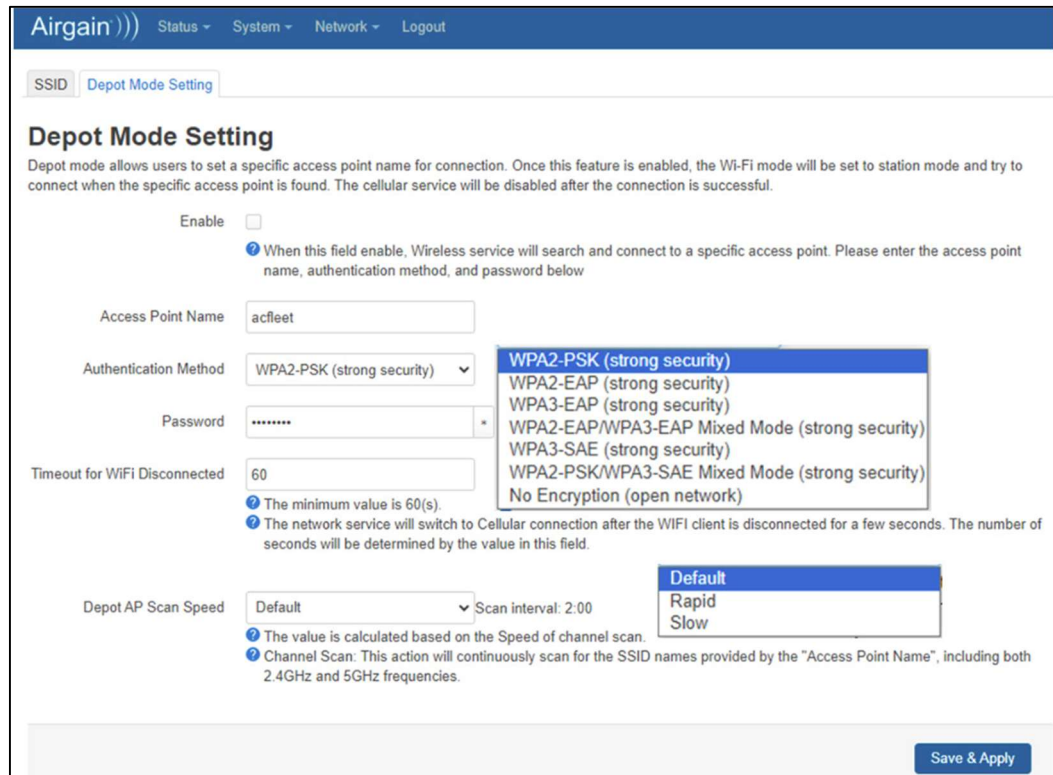


Figure 25 – Depot Mode Setting Screen.

ii. Depot Mode Setting

1. Enable Depot Mode for AC-Fleet to automatically connect to a desired Wi-Fi Access Point (AP) once in range and disconnect once out of range.
 - a. AC-Fleet will temporarily lose WAN connectivity as it switches between cellular and Depot Mode.
 - b. SSID from AC-Fleet will be disabled while in Depot Mode, except during initial syncing process.
 - i. Wi-Fi clients will need to switch to the Depot Mode AP.
 - c. Note that AC-Fleet cannot connect to a hidden AP.
2. Configure the amount of time after losing connection to Depot Mode AP before switching to cellular network.
3. Select how frequent AC-Fleet will scan for the Depot Mode AP.
 - a. Default interval is every 2 minutes.
 - b. Rapid interval is every 1 minute.
 - c. Slow interval is every 3 minutes.

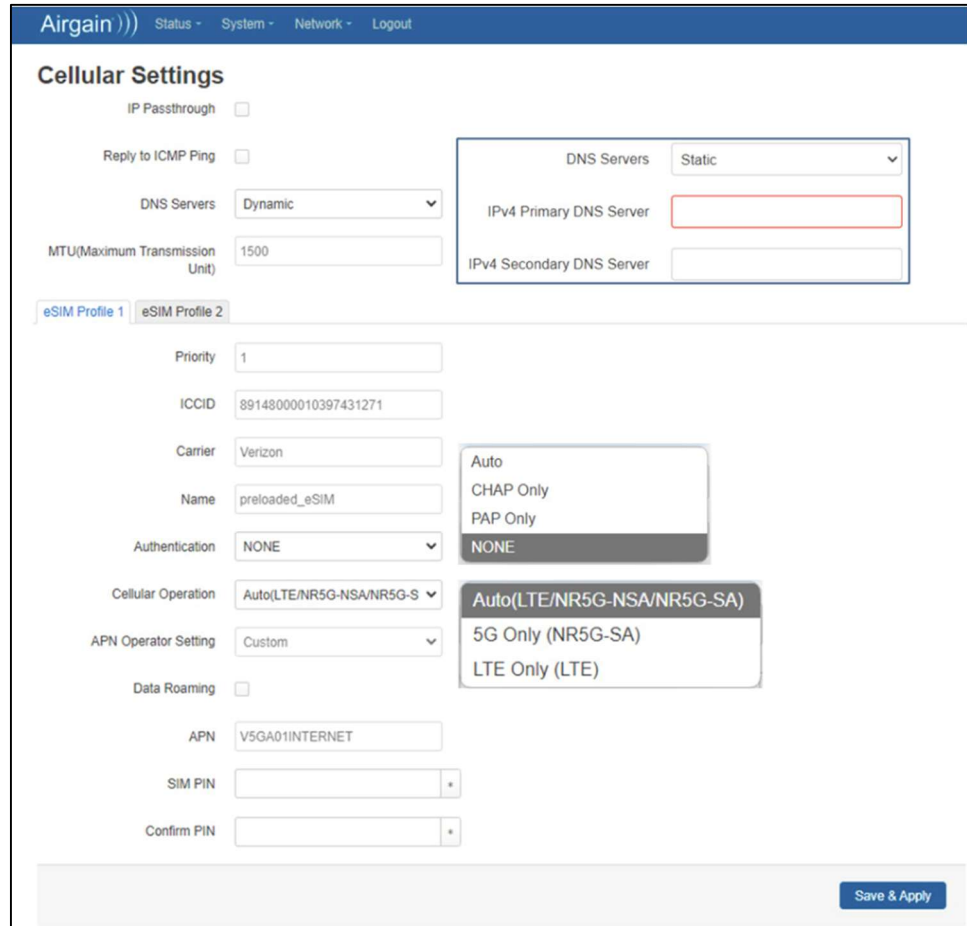


Figure 26 – Cellular Settings Screen.

- b. Cellular Settings
 - i. Certain settings are universal and will be applied for all cellular connectivity.
 1. **IP Passthrough** can be enabled for assigning to the first IP requesting host.
 2. **Reply to Internet Control Message Protocol (ICMP) Ping** can be enabled for reporting errors and performing network diagnostics.
 3. **Domain Name System (DNS) Servers** is set to Dynamic by default to keep the domain name associated with an ever-changing IP address.
 - a. Change to Static if using a static IP address and enter DNS server(s).
 4. **Maximum Transmission Unit (MTU)** size of WAN interface is fixed at 1500 bytes.
 - ii. Each downloaded/activated eSIM profile will have its own tab and settings.

1. **Priority, Name** and **APN** can only be updated from syncing with AC-Cloud.
 2. **CCID, Carrier** and **APN Operator Setting** are fixed.
 3. **Authentication** can be enabled for extra security.
 4. **Cellular Operation** is set to Auto by default with options for 5G only and LTE only.
 5. **Data Roaming** can be enabled for roaming to other network operators.
 6. **SIM PIN** can be entered if needed.
- iii. After rebooting the device, changes cannot be made to cellular settings until after the syncing process with AC-Cloud is completed.
1. If changes are needed in order to establish a cellular connection then try enabling Depot Mode to complete the syncing process.

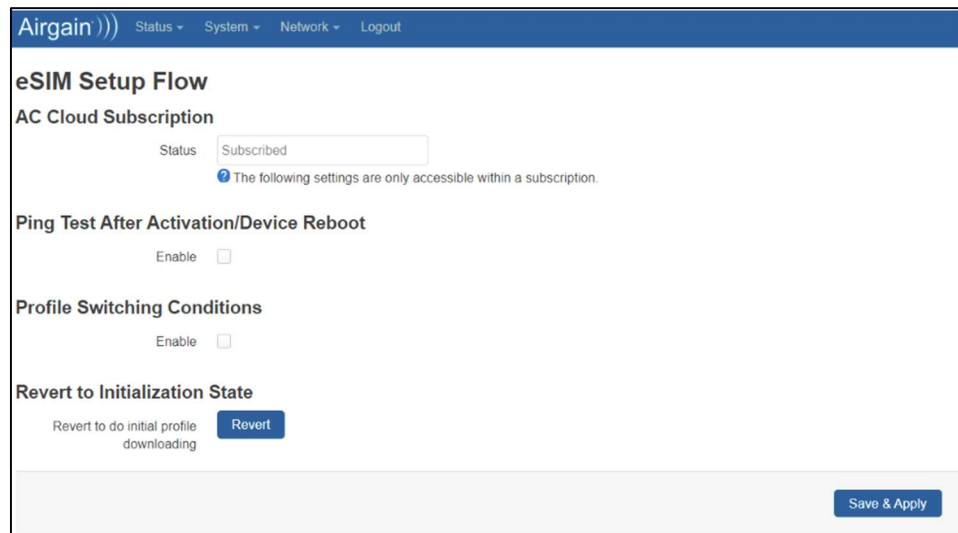


Figure 27 – eSIM Setup Flow Screen.

- c. eSIM Setup Flow
- i. AC-Cloud Subscription will indicate status of subscription.
 - ii. Enable Ping Test for additional confirmation the eSIM profile is connected to the cellular network.
 1. Device will always check for an IP address by default which is displayed under Network on the Overview page.
 - iii. Enable Profile Switching Conditions for configuring how long after the current eSIM profile loses connectivity before automatically switching to the next priority.
 - iv. The Revert button activates the bootstrap profile for syncing with AC-Cloud if a connection cannot be established with existing eSIM profiles or Depot Mode.

1. The bootstrap profile has limited data so should only be used if necessary.

Ping Test After Activation/Device Reboot

Enable

Test host option(s) +

🔗 A maximum of 3 hosts may be permitted.

Number of test packet(s)

🔗 The range from 1 to 5 packets. A response from any packet means success, otherwise it means failure.

Figure 28 – Enable Ping Test to confirm initial device connectivity.

- v. Enabling Ping Test After Activation/Device Reboot requires that an eSIM profile satisfy the ping test settings to confirm cellular connectivity after booting up.
 1. Test host options(s)
 - a. Will accept IPv4, IPv6 or a hostname such as google.com.
 2. Number of test packet(s)
 - a. Define number of ping test requests that must respond within 2 seconds.

Profile Switching Conditions

Enable

Lose connection for (seconds)

🔗 The range is from 5 to 120 seconds.

Ping test enable

Ping latency exceeds (ms)

🔗 The range is from 500 to 1500 milliseconds.

Ping test host

Figure 29 – Enable Profile Switching for automatic connection recovery.

- vi. Enabling Profile Switching Conditions will allow for the device to automatically switch to the next priority eSIM profile if cellular connectivity is lost.
 1. Lose connection for (seconds)



- a. Device will check for a loss of IP every 5 seconds and trigger a switch if the configured time limit is reached.
2. Ping test enable requires that an eSIM profile satisfy the ping test settings to confirm cellular connectivity.
 - a. Ping test host will accept IPv4, IPv6 or a hostname such as google.com.



6 Customer Support

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