



AIRGAINCONNECT® MEGAPORTAL

User Guide



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Revision History

Rev	Iteration	Description	Date
1	1	Initial Release	2/2/2024
1	2	With firmware version release 2.4.95 and above, and the subsequent release of version 2.5.0, this manual includes improvements to GPS, Mapping, and the new Remote Management VPN feature	8/6/2024
1	3	MegaPortal release 4.5.0 relocates the Device Actions buttons to a drop-down menu labeled Options and other improvements	1/23/2025
1	4	MegaPortal release 4.5.6	6/22/2026
1	5	Updated MegaFi 2 to AC-MegaFi 2	6/25/2026

1 Introduction

This manual will show the user how to set up, manage, monitor, and maintain their Airgain High Power User Equipment (HPUE) device on Airgain's cloud portal also known as MegaPortal.

1.1 Prerequisites

Before using this manual, please make sure you have setup, installed, and pre-configured your HPUE device per the appropriate user manual and/or quick start manual. For more information on your particular HPUE device, please see Airgain's Products <https://airgain.com/products/> or Support page: <https://airgain.com/support/>.

1.2 Related Documents

AC-MegaFi 2:

The most current documentation is available under the Resources section of the [AC-MegaFi 2](#) product page.

- The AC-MegaFi 2 User Manual: <https://airgain.com/wp-content/uploads/2026/03/MegaFi-2-User-Guide.pdf>
- The AC-MegaFi 2 Software Manual: <https://airgain.com/wp-content/uploads/2026/03/MegaFi-2-Software-Manual-v3.7.x.pdf>

1.3 Support

Airgain's support desk is always ready to help you with any support issues or requests. If you encounter any problems, need clarification, or have feedback, recommendations, or suggestions then feel free to contact us at connectivity.support@airgain.com.

1.4 Release Notes

A link to find the MegaPortal Release Notes can be found in the Devices page when a user logs in. The link directs you to Airgain's AC-MegaFi 2 webpage. Scroll down the page and find AC-MegaFi 2 resources and select the Specs and Resources tab to find device documentation and release notes.



Figure 1 – Release Notes link



2 Cloud Access via the Airgain MegaPortal and User Management

Once the HPUE device has been setup, installed, and pre-configured to minimum requirements, it is time to register, create user accounts, and connect the device to Airgain's Cloud Portal also known as MegaPortal.

2.1 Create Account and Sign In

1. To enable cloud management, open your computer browser window and enter <https://megaportal.airgain.net>.
2. The MegaPortal sign-in dialog box will appear.

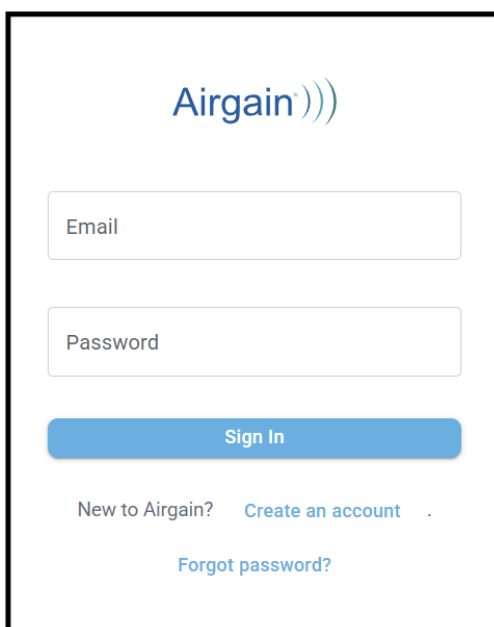
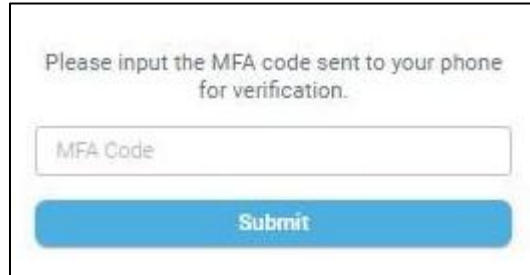
The image shows a login dialog box for the Airgain MegaPortal. At the top is the Airgain logo. Below it are two input fields: 'Email' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom, there is a link 'New to Airgain? Create an account' and a link 'Forgot password?'.

Figure 2 – MegaPortal login screen dialog box

- a. If your organization already has an account, contact your organization's administrator to create a user account.
- b. If your organization does not yet have an account, contact connectivity.support@airgain.com to create an administrative account for your organization. Click on **Create an account**.
- c. To create the first administrative account for your organization, you'll need to provide the following information:
 - Organization Name
 - Your Name
 - Mobile Phone Number (Enter a mobile number to receive texts if you enable MFA)
 - Email

- d. If you already have an account, enter the email and the password for your account and click **Sign In**. If MFA has been enabled on your account, enter the MFA code sent to you and click on **Submit** to complete the log in process.



Please input the MFA code sent to your phone for verification.

MFA Code

Submit

Figure 3 – MFA Code verification screen

- e. If you have forgotten your password, please contact your organizations' administrator for assistance or click on **Forgot password?**, enter your email address, and click on **Send Email** to reset your password.



Password Reset

Please enter the email address associated with your account to reset your password.

Email Address

Send Email

Figure 4 – Password Reset page

Note: Once a user account is created, the administrator can only update a user's role or mobile phone number.

2.2 Creating User Accounts

After the administrative account has been created, the administrator can then create user accounts.

To create users:

1. After login, you are in the **Devices** page by default. Click on **Users** on the left menu. If there are users already created, they will be listed as shown below, otherwise it will be empty.

Note: **Web User** and **Read Only** will not have access to this page as they do not have rights to manage users.

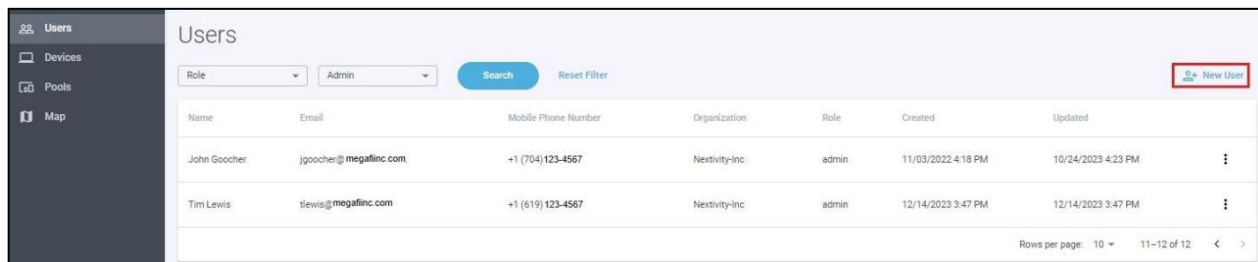


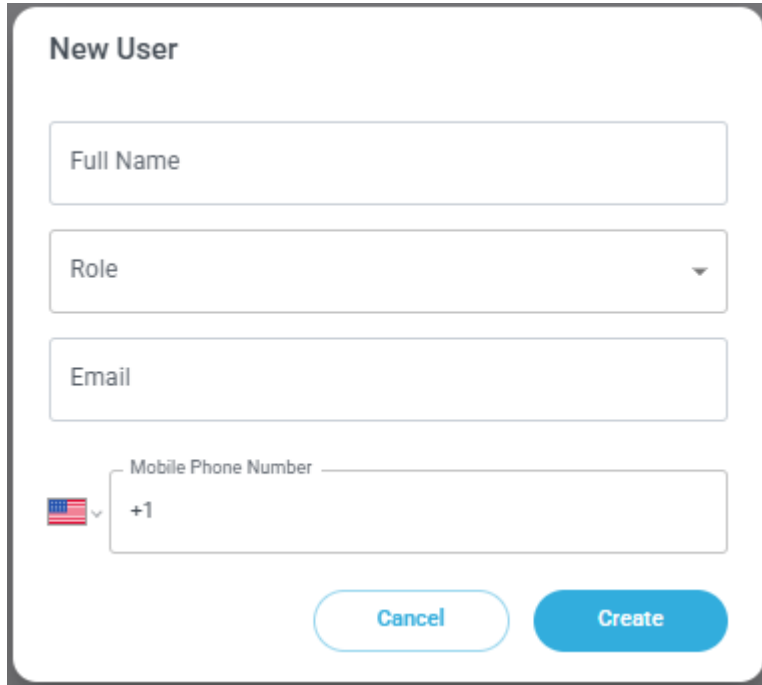
Figure 5 – Users page – New User button

- On the top right-hand side of the screen, click on the New User icon to add a new user.



Figure 6 – Users page – New User button closeup

- Enter the following information for the new user:
 - Full Name**
 - Choose **Web User**, **Admin**, or **Read Only** from the drop-down menu for this user's role.
 - Web User** – this user will have restrictive rights which includes the ability to create devices, manage their own devices, create their own pools.
 - Admin** – will have all Web User privileges including the ability to administer users and will have access to all devices in the organization.
 - 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 the MegaPortal.
 - Email**
 - Mobile Phone Number** field – if MFA is enabled, enter a valid mobile phone number to receive texts for authentication codes.
 - Choose the appropriate country from the flag drop-down menu.
- Click **Create** – to create the new user



The 'New User' screen is a form for creating a new user. It features a title 'New User' at the top. Below the title are four input fields: 'Full Name', 'Role' (a dropdown menu), 'Email', and 'Mobile Phone Number'. The 'Mobile Phone Number' field includes a country code dropdown menu showing the United States flag and '+1'. At the bottom of the form are two buttons: 'Cancel' and 'Create'.

Figure 7 – New User screen

5. The newly added user will receive an email with a temporary password and a link to login and change their password.

Note: If you do not receive the invitation email, please check your Spam folder or contact your IT department to have them validate and make sure that emails coming from no-reply@airgain.com are not being blocked by their servers.

- Retrieve the temporary password from your email and follow the instructions
- Follow the link provided in the email
- Enter the temporary password to sign in
- The user will be prompted to enter a new password and confirm

Note: Password length must be at least 8, it must include at least one uppercase, at least one lowercase, and at least one special character.

6. Click on **Submit** to confirm and proceed to login.

2.3 Deleting Users

The administrator can delete user accounts from the Users page as follows.

To delete a user:

1. Click on the 3 dots to the right of the user to be deleted. A drop-down menu will appear.

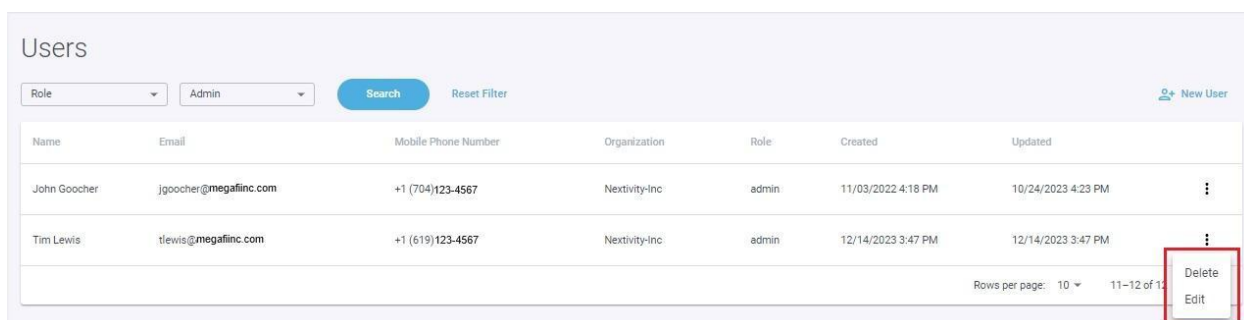


Figure 8 – Users page – Options menu for selected user

2. Select **Delete**.

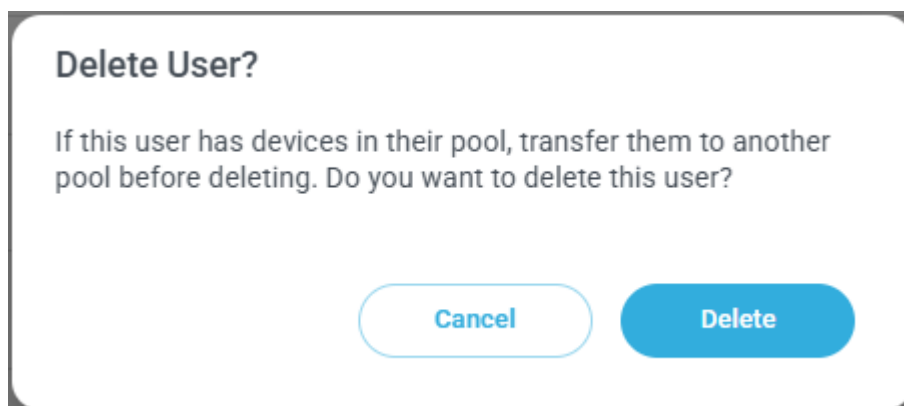


Figure 9 – Delete User confirmation message

3. Click on **Delete** to apply the action.

Note: Before a user account can be deleted, any devices under their account have to be transferred to another user's account. Once all devices under the user to be deleted have been transferred, the user can now be deleted. See Section 4.4 Transfer a Device to Another Pool for more details.

2.4 Editing Users

The administrator can edit user accounts from the Users page as follows.

To edit a user:

1. Click on the 3 dots to the right of the user to be edited. A drop-down menu will appear.

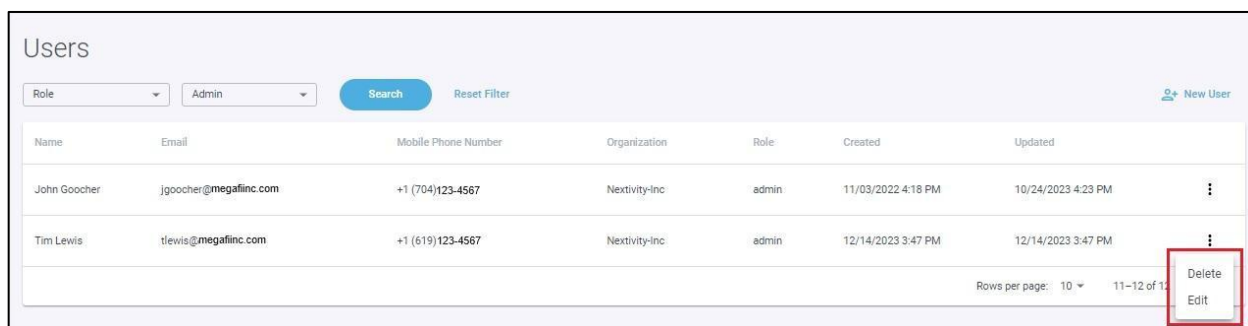
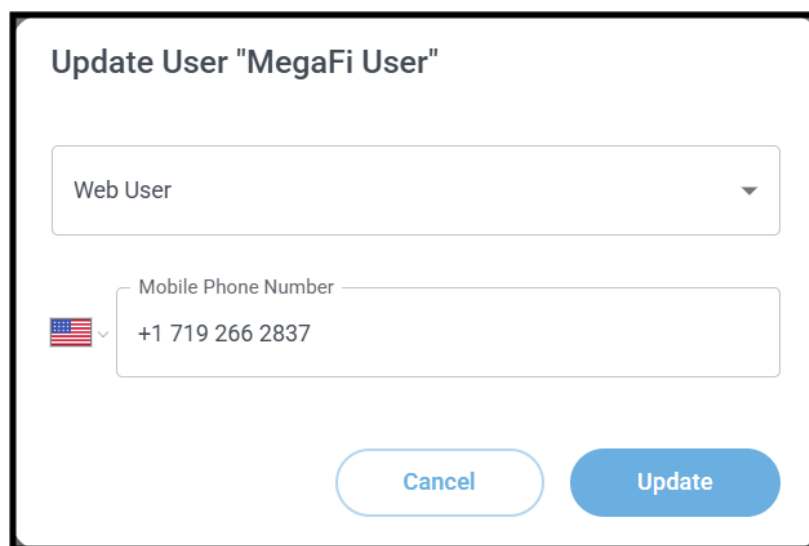


Figure 10 – Users page – Options menu for selected user

2. Select **Edit**.
3. There are only two fields that can be edited. The users' role/privilege (**Web User**, **Admin** or **Read Only**) and the users' mobile phone number. Edit as needed.



The screenshot shows the 'Update User "MegaFi User"' form. It has a dropdown menu for 'Role' currently set to 'Web User'. Below it is a 'Mobile Phone Number' field with a country code dropdown (set to US) and the number '+1 719 266 2837'. At the bottom, there are 'Cancel' and 'Update' buttons.

Figure 11 – Update User screen – Update User's role and phone number

4. Click on Update after completing edits.

2.5 Users Filter and Search Fields

The administrator can search for users with the filter and search fields as follows.

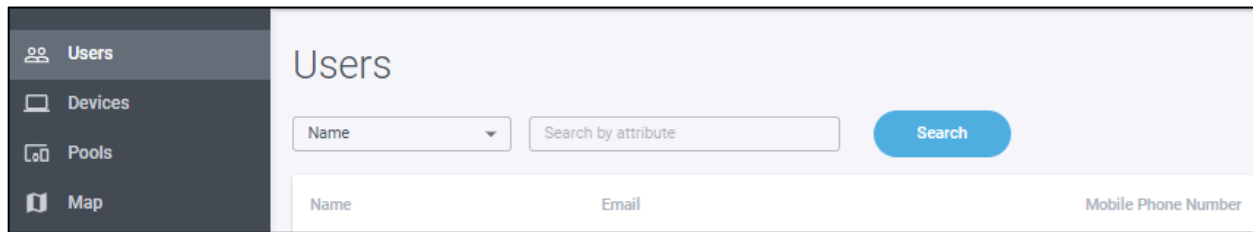


Figure 12 – Users page – filter and search options

To search by user attribute:

1. Pull down the drop-down menu on the left to reveal the filters to search users by. Then choose a filter. The search options are:

- **Name**
- **Email**
- **Mobile Phone Number**
- **Organization**
- **Role**
- **Created**
- **Updated**

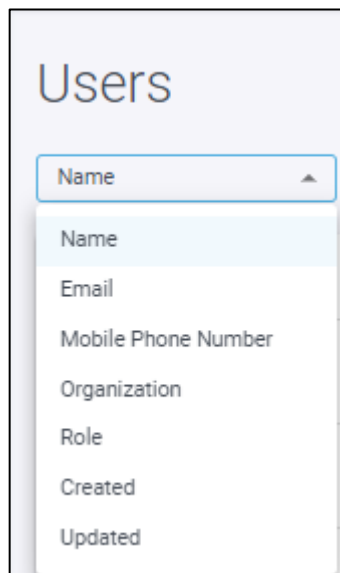
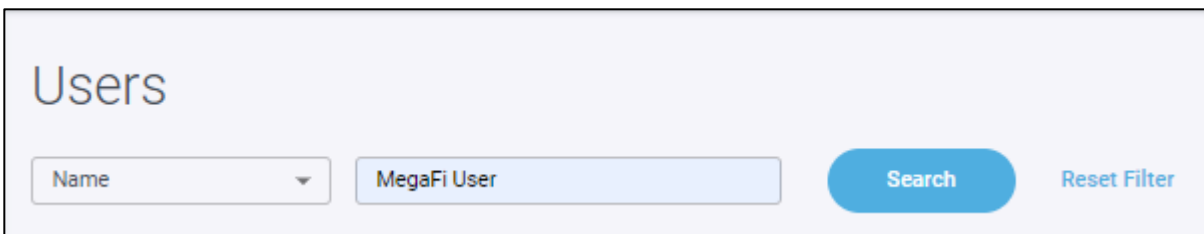


Figure 13 – Users page – filtering options

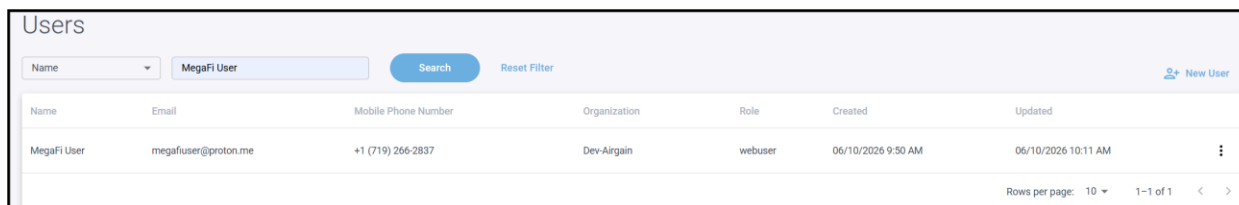
- In this example we chose **Name**, then entered a known users' name: MegaFi User.



The screenshot shows the 'Users' page header. Below the header, there is a filter dropdown menu currently set to 'Name'. To the right of the dropdown is a text input field containing 'MegaFi User'. Further right are two buttons: a blue 'Search' button and a 'Reset Filter' link.

Figure 14 – Users page – filter users by name

- Click on **Search** – in this example it will list the only user by that name typed in the search field.



The screenshot shows the 'Users' page with search results. The filter dropdown is still set to 'Name' and the search field contains 'MegaFi User'. The 'Search' button is highlighted. Below the search bar is a table with the following data:

Name	Email	Mobile Phone Number	Organization	Role	Created	Updated
MegaFi User	megafuser@proton.me	+1 (719) 266-2837	Dev-Airgain	webuser	06/10/2026 9:50 AM	06/10/2026 10:11 AM

At the bottom right of the table, there is a pagination control showing 'Rows per page: 10' and '1-1 of 1'.

Figure 15 – Users page – Search results from the filter users by name option

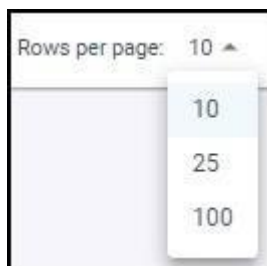
- Click on **Reset Filter** to reset back to the default view of all users.



The screenshot shows the 'Users' page with the filter dropdown set to 'Name' and the search field containing 'MegaFi User'. The 'Reset Filter' link is highlighted with a red rectangle.

Figure 16 – Users page – Reset Filter button

- To view more than 10 users per page (default), this can be changed at the bottom-right corner of the Users view page. Use the drop-down menu next to **Rows per page** to adjust between 10, 25, or 100 users per page.



The screenshot shows a close-up of the 'Rows per page' dropdown menu. The menu is open, showing three options: 10, 25, and 100. The current selection is 10.

Figure 17 – Rows per page options

- If you have more users than can be shown in one page, there are left and right arrows to move between pages to view your users. These are located at the bottom right corner of the **Users** page next to **Rows per page**.



Figure 18 – Number of users to display per page options

2.6 User Multi-Factor Authentication (MFA)

Any user can enable or disable MFA as follows.

To modify a user's MFA:

- Click on the users' profile drop-down menu and select User Profile.

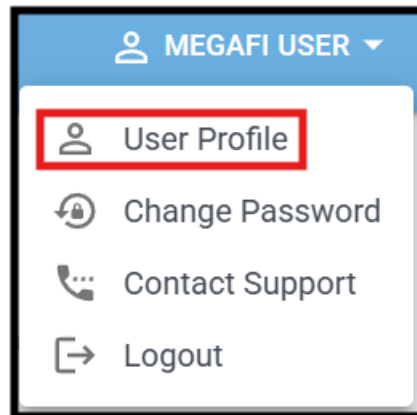
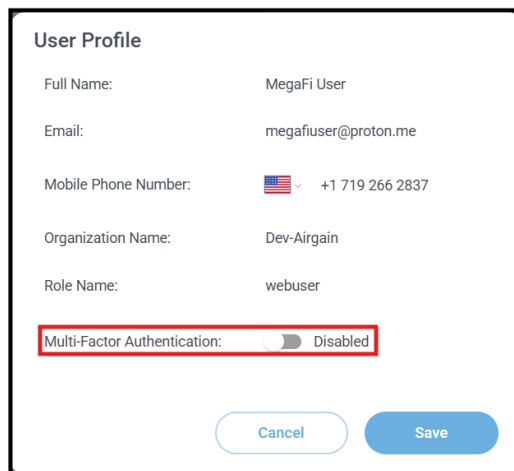


Figure 19 – User options menu – User Profile option

- Toggle the MFA button to **Enabled** or **Disabled**.

Note: If enabling MFA, a valid mobile number needs to be associated with this profile otherwise you can be locked out of this account. An administrator can modify the user's mobile phone number if this occurs.



User Profile

Full Name: MegaFi User

Email: megafiuser@proton.me

Mobile Phone Number:  +1 719 266 2837

Organization Name: Dev-Airgain

Role Name: webuser

Multi-Factor Authentication: ☐ Disabled

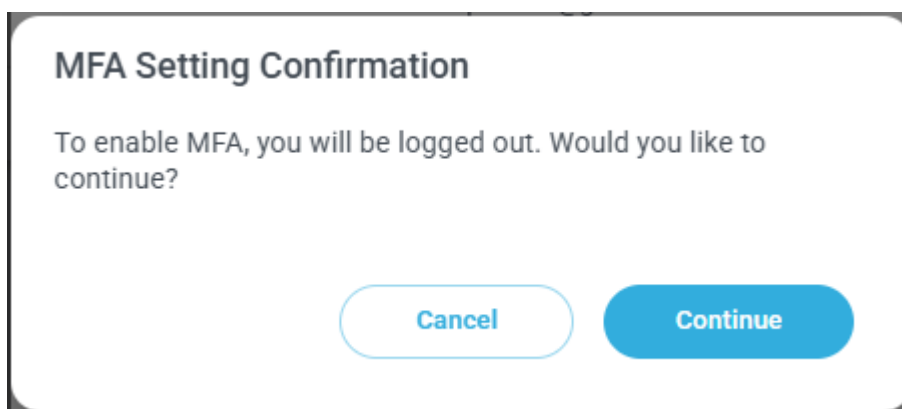
[Cancel](#) [Save](#)

Figure 20 – User Profile – enable/disable MFA

3. Click on **Save** to apply MFA setting.

Note: A user's mobile number can also be modified in this area.

4. You will be asked for confirmation. You will be immediately logged off upon clicking on Continue. Only continue if the mobile number is correct and that it can accept text messages.



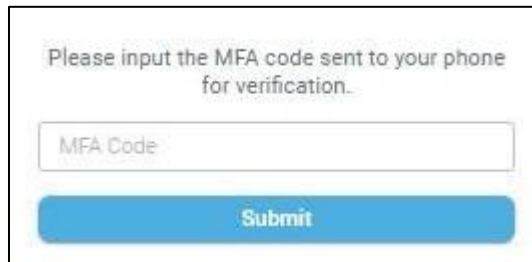
MFA Setting Confirmation

To enable MFA, you will be logged out. Would you like to continue?

[Cancel](#) [Continue](#)

Figure 21 – Enable MFA confirmation message

5. If MFA was enabled, and upon relogging back in (entering your credentials), a text message will be sent to your mobile phone. Enter the MFA authentication code into the field and click on **Submit** to log back in. Authentication will be required at every log in unless this feature is disabled.



Please input the MFA code sent to your phone for verification.

MFA Code

Submit

Figure 22 – MFA Code verification screen

6. MFA can be disabled by following the steps above and toggling the setting to Disabled and clicking on **Continue**.

2.7 Change Password

Any user can change their password as follows.

To change the password:

1. Click on the users' profile drop-down menu and select **Change Password**.

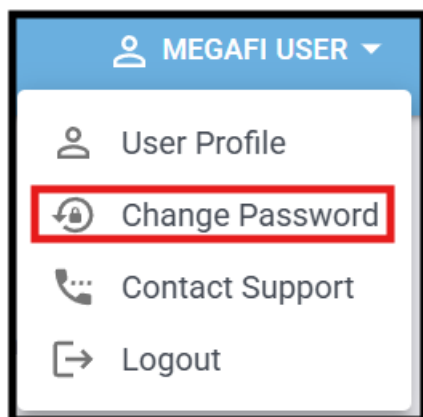
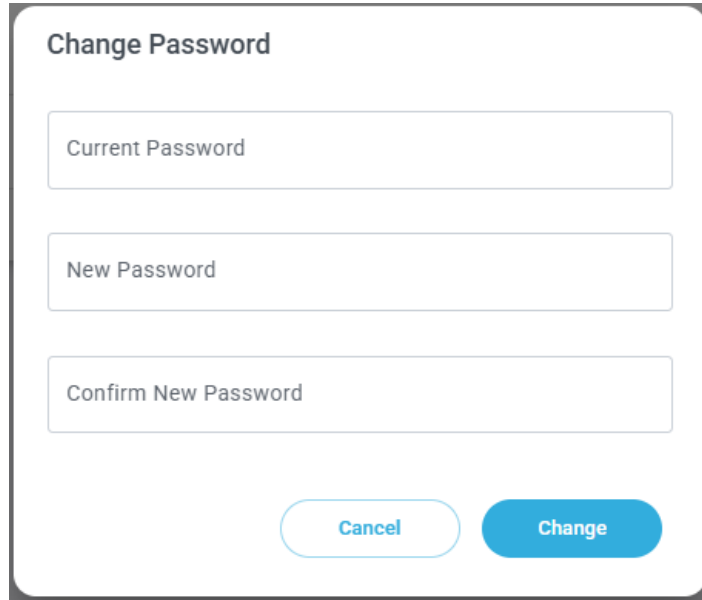


Figure 23 – User options menu – Change Password

2. Enter the current password, the new password and confirm the new password into the provided fields.

Note: Password length must be at least 8, it must include at least one uppercase, at least one lowercase, and at least one special character.



The image shows a 'Change Password' screen. It has a title 'Change Password' at the top. Below the title are three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom right, there are two buttons: 'Cancel' (light blue) and 'Change' (dark blue).

Figure 24 – Change Password screen

3. Click on **Change** when completed.
4. The new password will take effect next time you log in.

2.8 Logout

Any user can logout as follows.

To log out:

1. Click on the users' profile drop-down menu and select **Logout**.

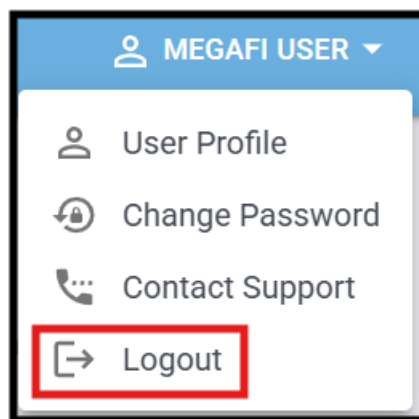


Figure 25 – User options menu – Logout option

2. The user will be logged out and returned to the **Sign In** screen.

3 Devices

This section describes how to add and remove devices, view device details and statistics, edit devices, perform software update to devices, perform actions on devices such as Refresh Values, Reboot, enable/disable Location Tracking, Remote VPN management, and the device search functions. An organization is currently limited to 500 devices.

3.1 Add Devices

From the Devices menu, you can add a device as shown below.

Note: A user cannot add a device that is already claimed by another user. If a user wants to claim and gain access to a device that is already claimed by another user, that device will have to be unclaimed/deleted from the other user's Devices list. The administrator of an organization will have access to all devices from all its users and will see the devices under their Devices list.

Note: For new accounts, skip to Section 4.1 Add a Pool, to create a device pool(s) then proceed with this section and steps below to add devices. Devices cannot be added until a Pool exists in the account.

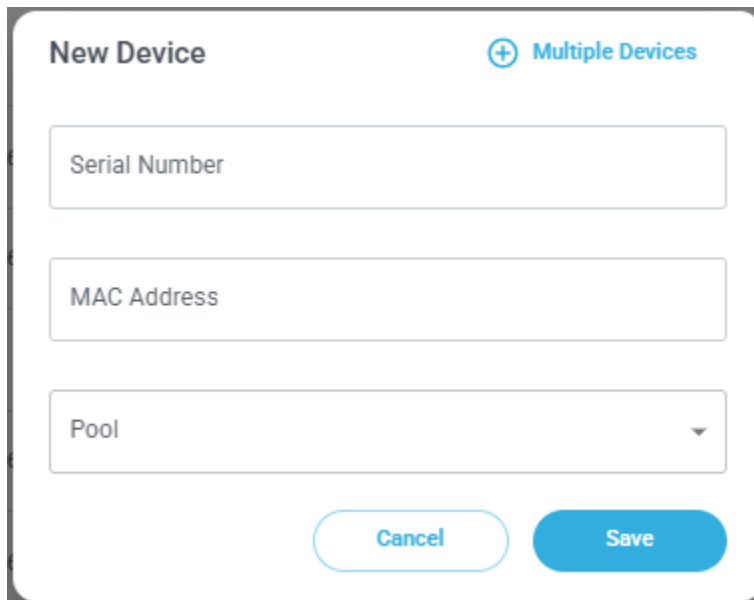
To add a device to your account:

1. On the upper right-hand side of the screen of the **Devices** menu, click **New Device**.



Figure 26 – Devices page – New Device button

2. In the **New Device** dialog box, enter the following information for the new device.
 - **Serial Number** - from the label on the bottom of the HPUE device or label included in the box packaging
 - **MAC address** - (no special characters required) from the label on the bottom of the HPUE device or label included in the box packaging
 - **Pool** – Choose the desired pool from the drop-down menu. Devices can be transferred to another pool as shown later in this document
 - **Save** – to save the new device to the selected pool. Refresh the web browser to see the changes.



The 'New Device' screen features a title bar with 'New Device' and a '+ Multiple Devices' link. Below the title bar are three input fields: 'Serial Number', 'MAC Address', and 'Pool' (a dropdown menu). At the bottom are two buttons: 'Cancel' and 'Save'.

Figure 27 – New Device screen

3. After adding a new device, the following device information is available in Devices view.

- **Status** – Green dot if device is online. No dot if the device is offline
- **Serial No.** – Serial number of the device
- **Version** – Current software version of the device
- **Update Available** – Whether there is a device update available to load
- **IMEI** – unique IMEI number of the device
- **User Name** – the user associated with the device
- **SIM Phone No.** – the SIM phone number associated to the device
- **Alias** – the alias given to the device
- **Location Tracking** – States if this feature is enabled or disabled
- **Received MB** – Received data in megabytes
- **Transmitted MB** – Transmitted data in megabytes
- **Last Check In** – Last date and time the device reported to the portal
- **Device Pool** – The pool the device belongs to

Note: As devices under your management grow, you may sort the devices by clicking on any of these fields.



The 'Devices' page header includes a 'Status' dropdown, an 'Online' dropdown, and a 'Search' button. Below the header is a table with the following columns: Status, Serial No, Version, Update Available, IMEI, User Name, SIM Phone No., Alias, Location Tracking, Received MB, Transmitted MB, Last Check In, and Device Pool. The first row of the table is highlighted with a red border.

Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool

Figure 28 – Devices page – sorting options

3.1.1 Adding Multiple Devices

The user has the ability to add up 100 devices to their account at once using a csv file. These devices can only go into one Pool when using this feature.

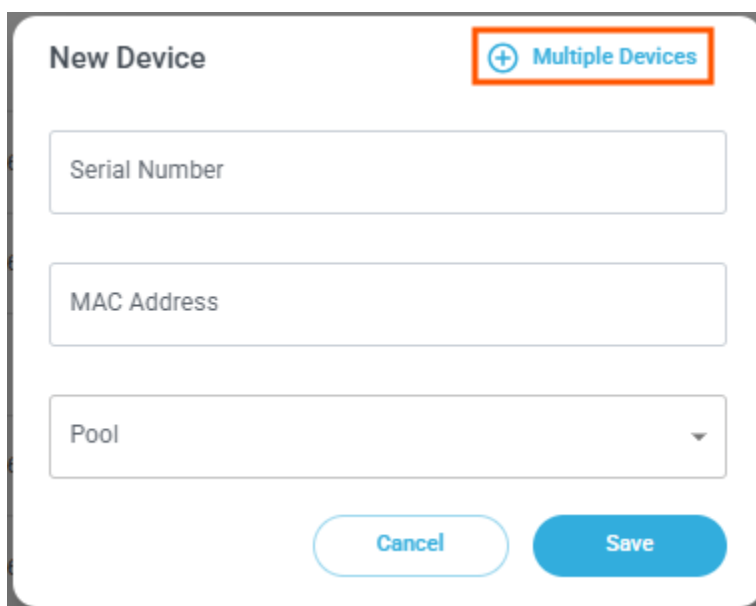
To add multiple devices to your account:

1. On the upper right-hand side of the screen of the **Devices** menu, click **New Device**.



Figure 29 – Devices page – New Device button

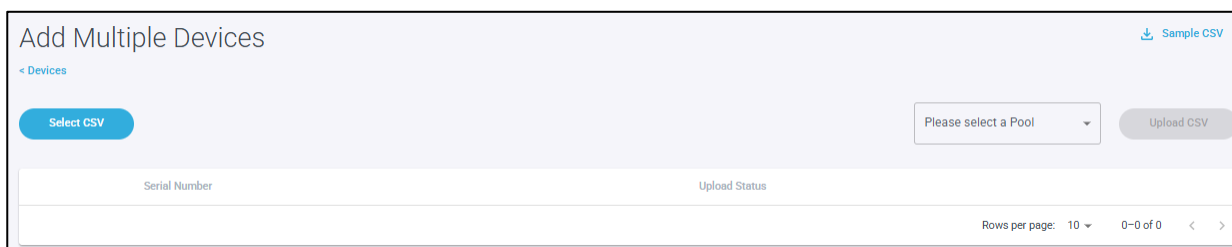
2. In the **New Device** dialog box, click on the **Multiple Devices** link at the top right corner.



The 'New Device' dialog box is shown. It has input fields for 'Serial Number', 'MAC Address', and a 'Pool' dropdown. At the bottom are 'Cancel' and 'Save' buttons. A link with a plus icon and the text 'Multiple Devices' is highlighted with a red box in the top right corner.

Figure 30 – New Device button – Add Multiple Devices link

3. The user will be taken to a new **Add Multiple Devices** page.



The 'Add Multiple Devices' page is shown. It features a 'Select CSV' button, a 'Please select a Pool' dropdown, and an 'Upload CSV' button. Below these is a table with columns 'Serial Number' and 'Upload Status'. At the bottom right, it shows 'Rows per page: 10' and '0-0 of 0'.

Figure 31 – Add Multiple Devices page

- Download the **Sample CSV** file from the top right corner and open the csv spreadsheet file.

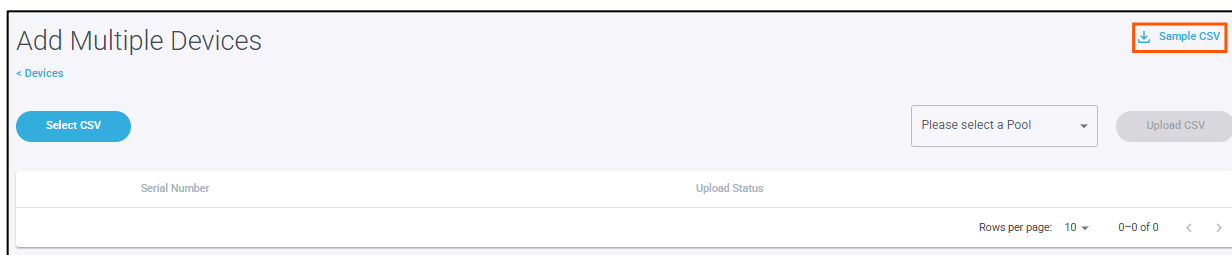


Figure 32 – Download Sample CSV file

- Add the device serial numbers and MAC addresses one per line and up to 100. Save and close the csv file when done.

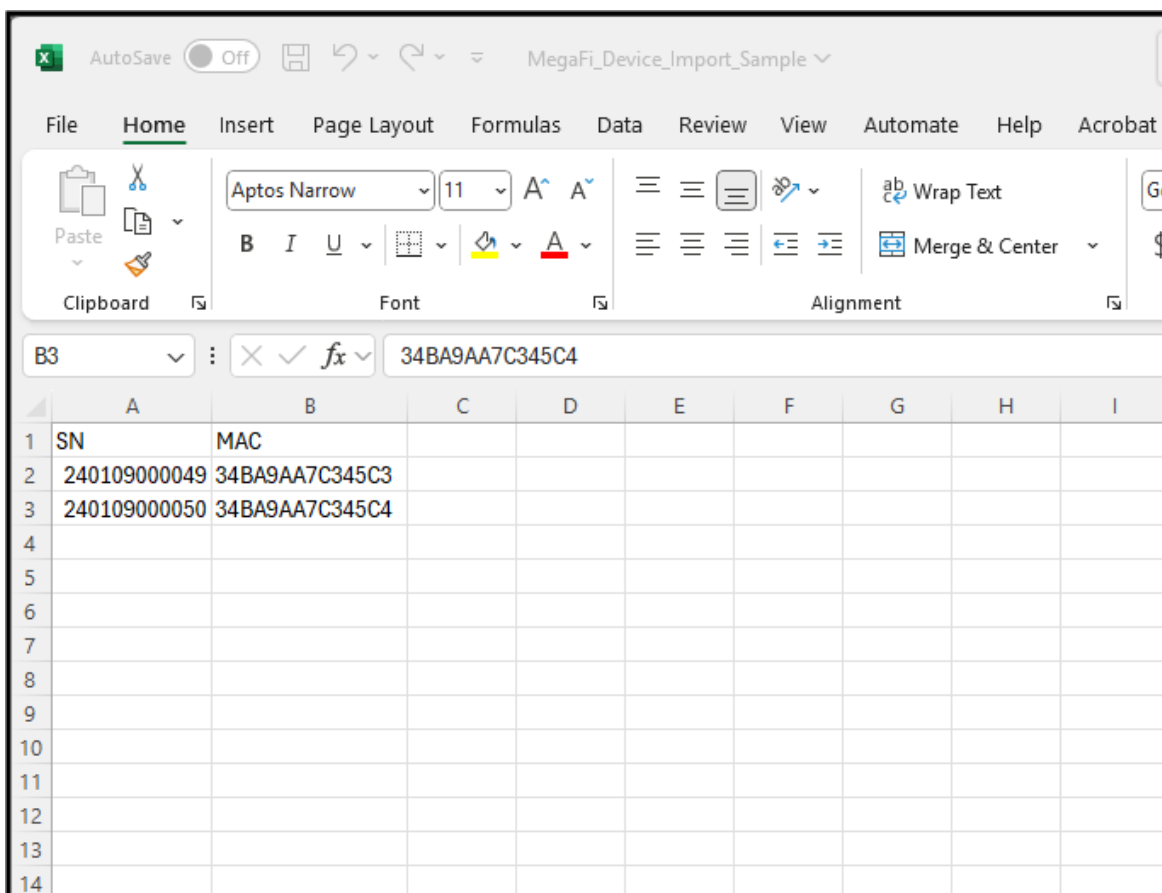


Figure 33 – Sample CSV file

- Click on the **Select CSV** button on the top left and locate the modified CSV file, then select **Open**.

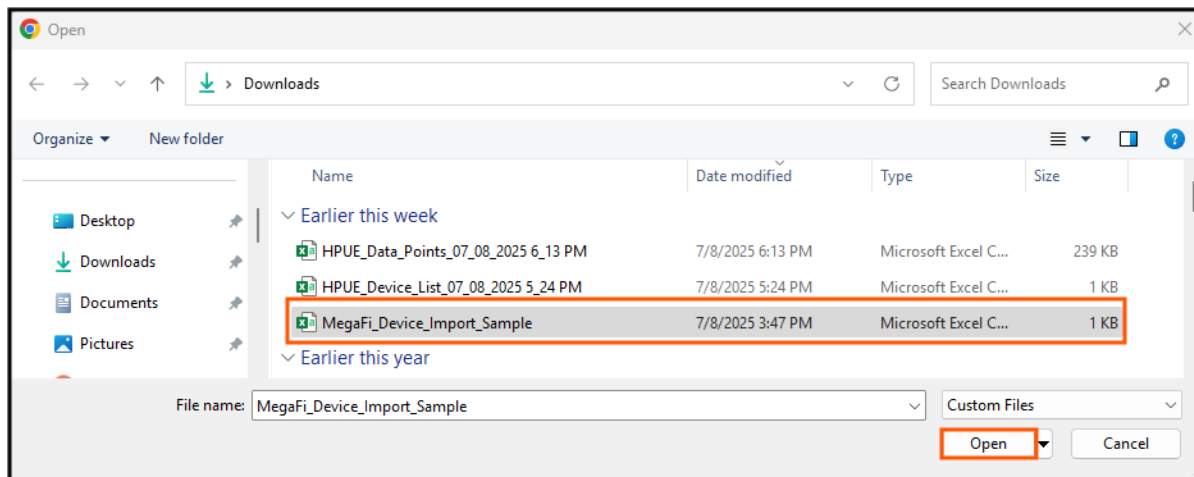


Figure 34 – Locate CSV file and Open

- If the device data is correctly formatted, the **Upload Status** will indicate **Valid**. Otherwise, it will say **Rejected, Invalid Data**, in which the data or formatting needs to be corrected or **Serial Number is already claimed**.

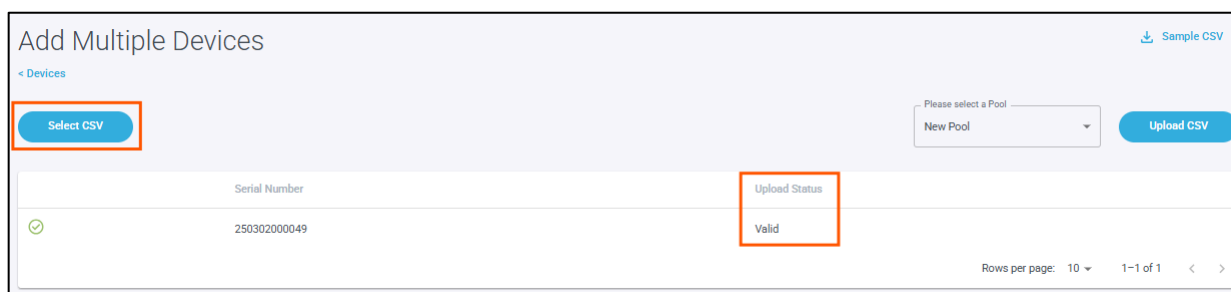


Figure 35 – Select CSV file and Upload Status

- If the device data is valid, select the Pool from the drop-down menu where the devices will be placed in to and select **Upload CSV**.

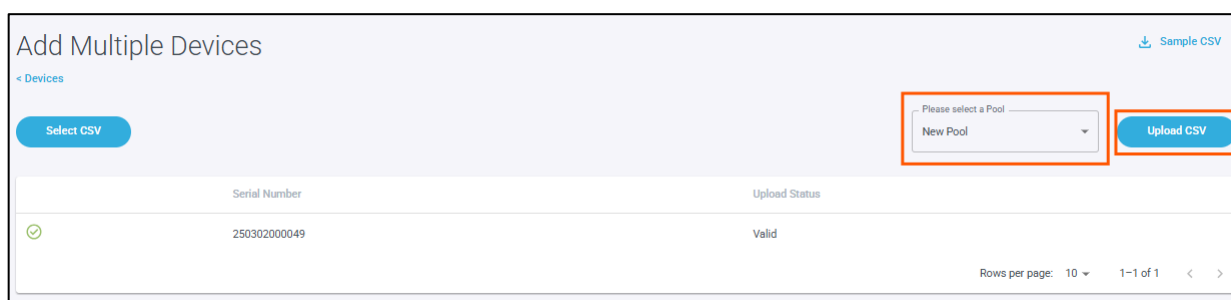


Figure 36 – Select Pool and Upload CSV file

- Upon successful uploading the **Upload Status** will indicate **Device added**.

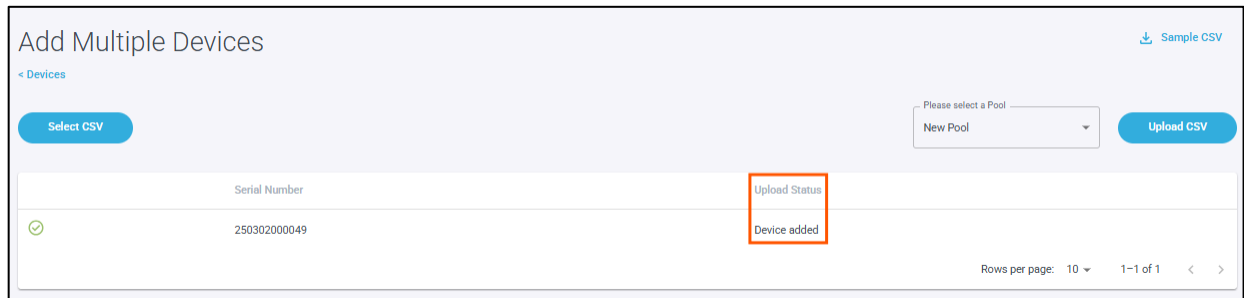


Figure 37 – Device(s) added successfully

10. Click on either of the **Devices** link at the top left to go back to the Devices page.

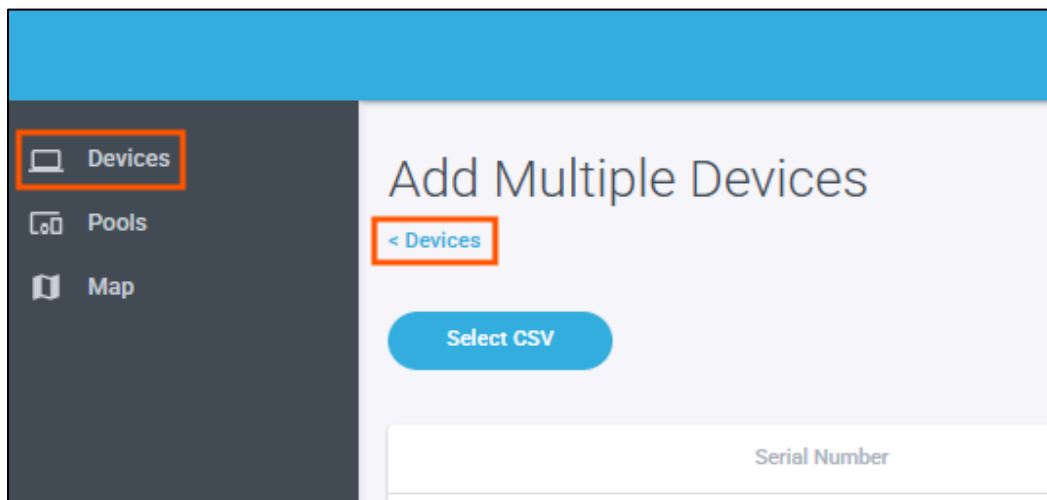


Figure 38 – Go back to Devices links

3.2 Remove Devices

From the Devices menu, you can remove a device as shown below.

To remove a device from your account:

1. Click on the **Devices** menu.
2. Check the box to the device you would like to remove from device management. Only one device at a time can be deleted.
3. The upper right-hand side of the screen will then make **Remove Device** clickable. Click on **Remove Device** to remove the device from your list of managed devices.

Note: A device can be removed if it is online, denoted by a green dot, or removed if it is offline, denoted by no dot in this view.

Devices

User Name: MegaFi User Search Reset Filter New Device Export Csv Remove Device Options

Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☒	250302000025	MegaFi-2-v3.3.0	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	14.444676	6.973752	10/20/2025 4:15 PM	New Pool
☐	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool
☐	233001000264	MegaFi-2.4.994	No	015681000033852	MegaFi User		MegaFi - F - CEC - 2	Disabled	487.584096	23.968570	10/18/2025 5:13 PM	New Pool
☐	233001000987	MegaFi-2.4.991	No	015681000035832	MegaFi User	8583106951	MegaFi - M - CEC - 1	Enabled	0.145440	0.175301	05/08/2025 9:54 AM	New Pool
☐	250302000049	MegaFi-2-v3.4.1	No	359172391104472	MegaFi User	8583106948	CEC MegaFi 2	Disabled	8455.075913	302.387177	10/20/2025 3:24 PM	New Pool

Rows per page: 25 1-5 of 5

Figure 39 – Devices page – Remove Device link

- Click on **Delete** to confirm deletion.

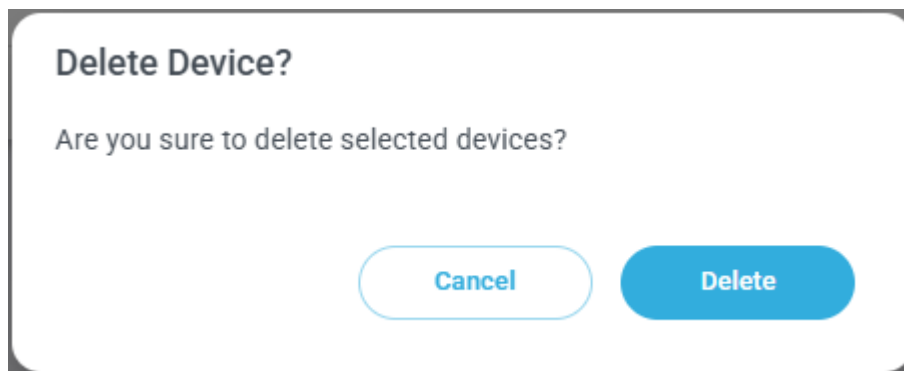


Figure 40 – Delete Device confirmation message

3.3 Options

From the Devices menu, you can apply options to a device(s). These options include **Disable Location Tracking**, **Enable Location Tracking**, **Refresh Values**, **Reboot Device**, and **Update Device Software**.

To apply an Option to a device(s):

- Click on the **Devices** menu.
- Check the box to the device(s) you would like to apply an action to.
- Click on **Options** located on the top right-hand side of the screen.

Devices

User Name: MegaFi User Search Reset Filter New Device Export Csv Remove Device Options

Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☒	250302000025	MegaFi-v3.3.0	No	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	14.444676	6.973752	10/20/2025 4:15 PM	New Pool
☐	232401002399	MegaFi-2.5.4	No	015681000023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool
☐	233001000264	MegaFi-2.4.994	No	015681000033852	MegaFi User		MegaFi - F - CEC - 2	Disabled	487.584096	23.968570	10/18/2025 5:13 PM	New Pool
☐	233001000987	MegaFi-2.4.991	No	015681000035832	MegaFi User	8583106951	MegaFi - M - CEC - 1	Enabled	0.145440	0.175301	05/08/2025 9:54 AM	New Pool
☐	250302000049	MegaFi-2-v3.4.1	No	359172391104472	MegaFi User	8583106948	CEC MegaFi 2	Disabled	8455.075913	302.387177	10/20/2025 3:24 PM	New Pool

Rows per page: 25 1-5 of 5

Figure 41 – Devices page - Options button

- A menu will pop-up over the **Options** button with the available options. Choose one of the available **Options: Disable Location Tracking, Enable Location Tracking, Refresh Values, Reboot Device, and Update Device Software.**

Note: Some of these and other Options are available for a selected device and further discussed in Section 3.7 - Device Options.

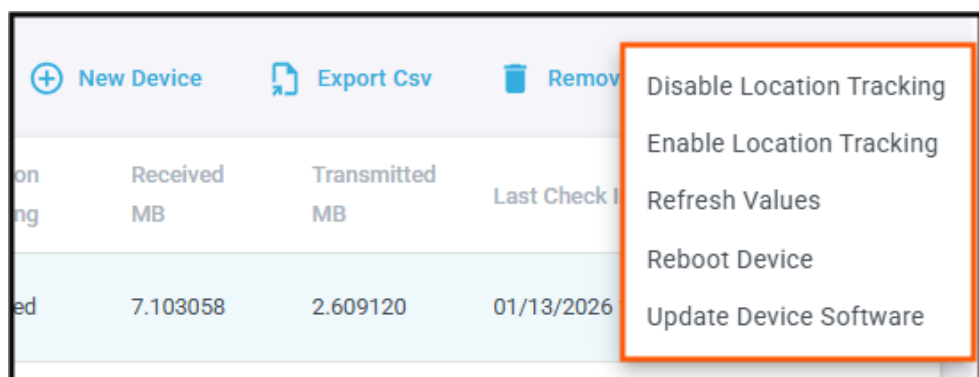


Figure 42 – Devices page - Options menu

- For **Disable Location Tracking, Enable Location Tracking, Refresh Values, or Reboot Device**, click on the corresponding confirmation button to confirm the action selected or click on **Cancel** to abort the action.

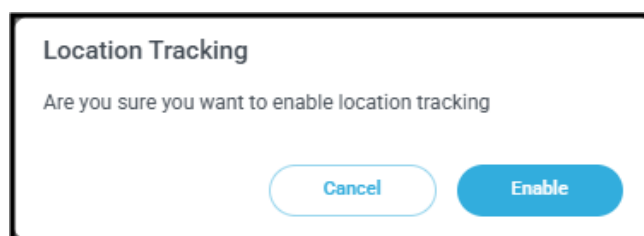


Figure 43 – Options confirmation message

3.3.1 Updating Multiple Devices using Update Device Software

In **Devices**, users can now update one or multiple devices at once using the **Update Device Software** in **Options**. An update needs to be available for the device(s) to select this option. If a device is not currently online, it will update as soon as it comes online.

☐	Status	Serial No	Version ↓	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	●	250601000629	MegaFL2-v3.4.1.99	Yes	359172391092602	John Doe	8589147941		Disabled	46.547308	9.078510	01/13/2026 1:51 PM	My New Pool
☐	●	250302000049	MegaFL2-v3.4.1.99	Yes	359172391104472	John Doe	8589148261		Disabled	2.190134	2.128234	01/13/2026 1:50 PM	My New Pool
☐		243902000070	MegaFL2-v1.1.1.46	Yes	359172391104720	John Doe	8584329374	MegaFL 2	Disabled	72.745536	11.528899	02/19/2025 6:54 PM	My New Pool

Figure 44 – Device Update Available

1. From **Devices**, check the box for the devices you want to update.

☐	Status	Serial No	Version ↓	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☒	●	250302000049	MegaFL2-v3.4.1.99	Yes	359172391104472	John Doe	8589148261		Disabled	2.720870	2.378962	01/13/2026 2:04 PM	My New Pool
☒	●	250601000629	MegaFL2-v3.4.1.99	Yes	359172391092602	John Doe	8589147941		Disabled	78.502684	11.176701	01/13/2026 2:04 PM	My New Pool
☒		243902000070	MegaFL2-v1.1.1.46	Yes	359172391104720	John Doe	8584329374	MegaFL 2	Disabled	72.745536	11.528899	02/19/2025 6:54 PM	My New Pool

Figure 45 – Select Devices to Update

2. Click on Options and select Update Device Software.

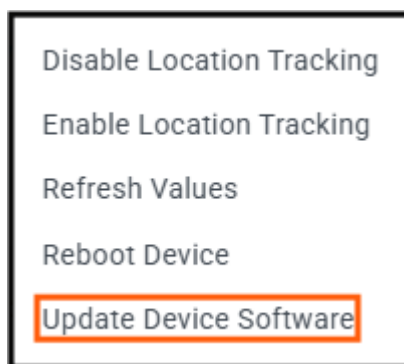
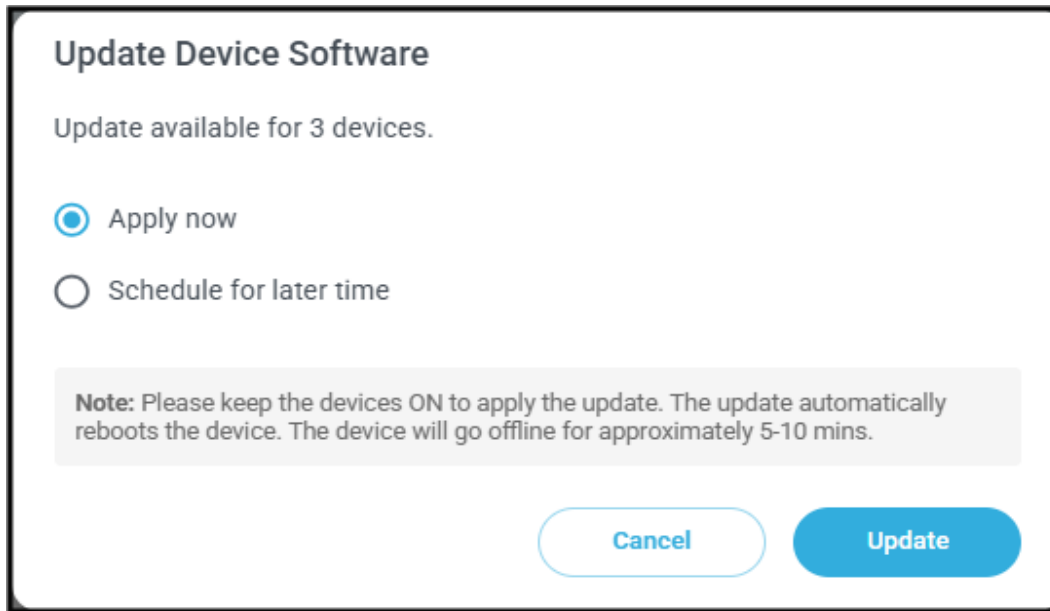


Figure 46 – Update Device Software from Options

3. On the **Update Device Software** dialog box, select from **Apply now** or **Schedule for a later time** options.



Update Device Software

Update available for 3 devices.

☒ Apply now

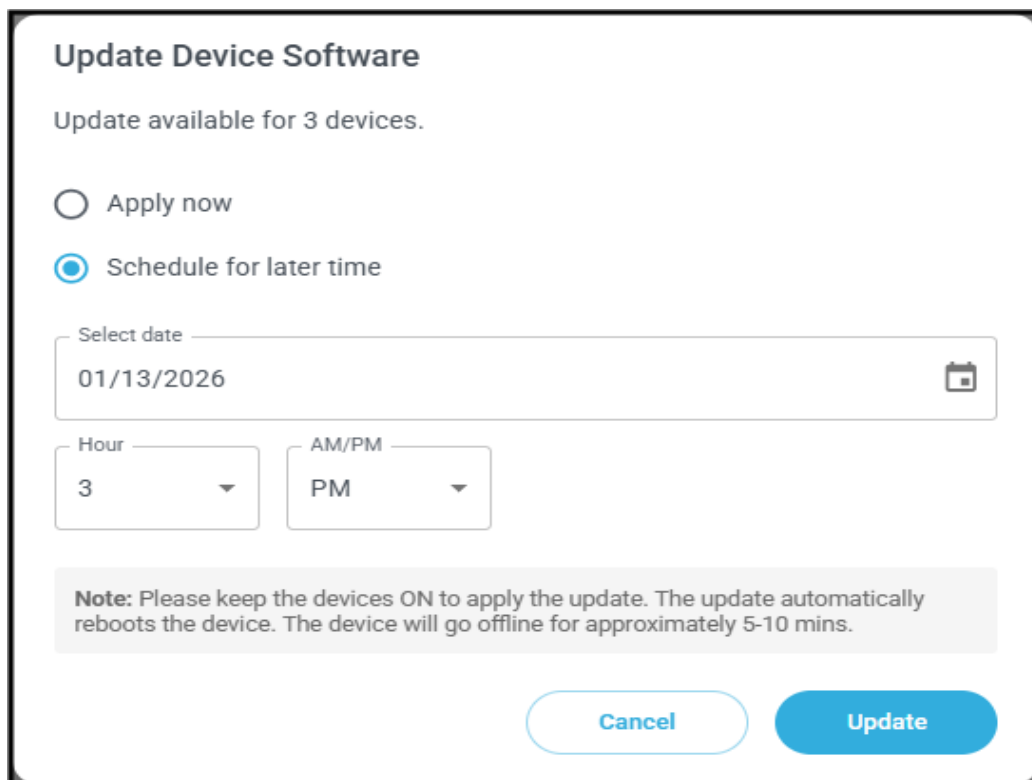
☐ Schedule for later time

Note: Please keep the devices ON to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

Cancel Update

Figure 47 – Update Device Software Apply now selection

4. If you choose to **Schedule for a later time**, you may select from today's date or from the next 7 days along with the hour of the day or night you wish for the update to begin.



Update Device Software

Update available for 3 devices.

☐ Apply now

☒ Schedule for later time

Select date 01/13/2026

Hour 3 AM/PM PM

Note: Please keep the devices ON to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

Cancel Update

Figure 48 – Update Device Software Schedule for a later time selection

Note: Please keep the devices powered **ON** to apply the update. The update automatically reboots the device. The device will go offline for approximately 5 -10 mins.

- Click on the **Update** button to begin the update to the selected device(s). A message at the top right corner will indicate that the software update initiated.

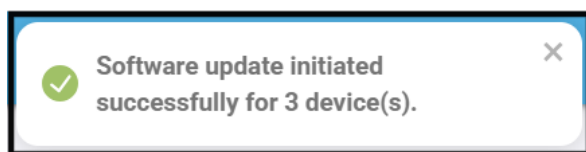


Figure 49 – Software update initiated

- The **Update Available** column will indicate the status as either **In Progress** or **Pending** and will indicate **No** when completed.

Update Available
No
Yes In Progress
Yes In Progress
Yes Pending

Figure 50 – Update Available status

3.4 Device Details

After your device is added to the portal, it will appear listed on the **Devices** menu screen.

To view the device details:

1. Click anywhere on the line for your device as shown below.

Devices

User Name

MegaFI User

Search

Reset Filter

New Device

Export Csv

Remove Device

Options

Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	250302000025	MegaFI_2-v3.3.0	No	359172391104787	MegaFI User	8583107166	MegaFI 2 - 025	Enabled	14.747995	7.343188	10/20/2025 4:18 PM	New Pool
☐	232401002399	MegaFI-2.5.4	No	015681000023929	MegaFI User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 51 – Devices page displaying details of device

2. A new page opens up where the top area shows the following **Device Details**:

- **Serial No.** - Serial number of the device
- **IMEI** – unique IMEI number of the device
- **Device Alias** – the alias given to the device
- **Device Description** – description of the device
- **Device Pool** – The pool the device belongs to
- **Network Mode** – Either NAT or Passthrough mode
- **Current Status** – Either ONLINE with a green dot, or OFFLINE with a red dot
- **Last Checkin** – Last date and time the device reported to the portal
- **Uptime** – current uptime of the device. This field will be blank if the device is offline
- **SIM Phone Number** – phone number associated with the SIM card
- **Software Version** – Current software version of the device
- **APN** – The APN (Access Point Name) of the SIM card
- **LAN IP Address** – The LAN IP address assigned to the device
- **WWAN IP Address** – The WWAN IP Address assigned to the device by the carrier. Either a private IP address or public IP address will be shown
- **TX Power** – current transmit power of the device in dBm
- **RX Power** – current receive power (RSRP - Reference Signal Received Power) in dBm

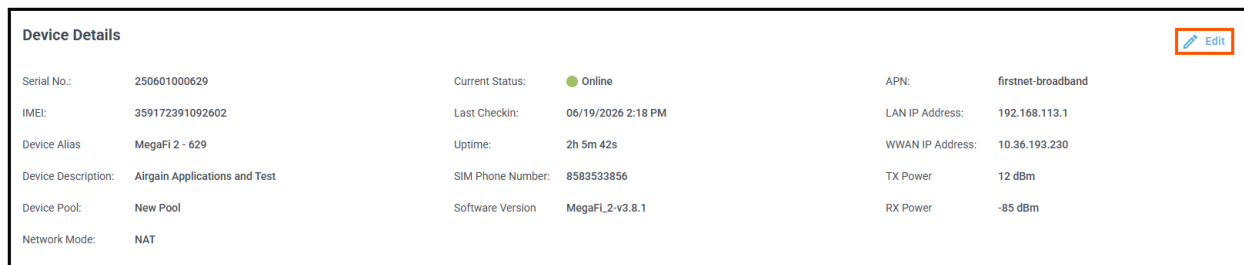
Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFI 2 - 629	Uptime:	2h 5m 42s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Test	SIM Phone Number:	8583533856	TX Power:	12 dBm
Device Pool:	New Pool	Software Version:	MegaFI-2-v3.8.1	RX Power:	-85 dBm
Network Mode:	NAT				

Figure 52 – Device Details area

3.5 Edit Device Details

To edit Device Details:

1. From the **Devices** menu, select a device by clicking on it.
2. Click the pencil icon on the top right corner of **Device Details**.

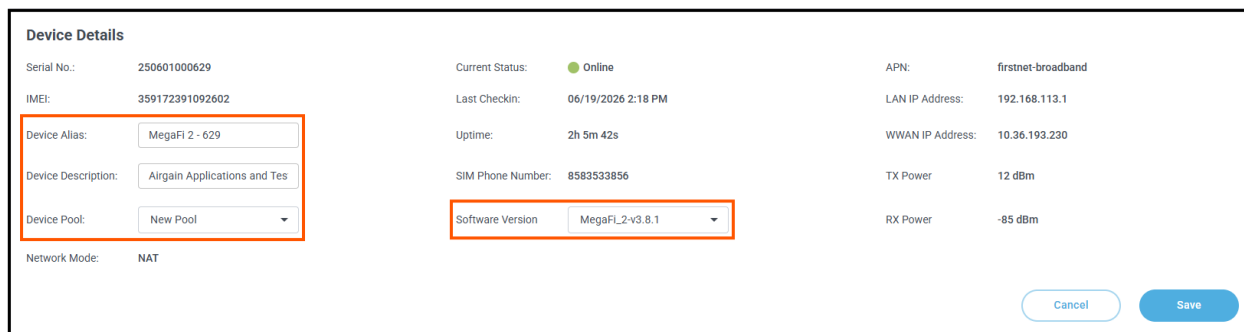


Device Details Edit

Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFL 2 - 629	Uptime:	2h 5m 42s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Test	SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFL_2-v3.8.1	RX Power	-85 dBm
Network Mode:	NAT				

Figure 53 – Device Details – Edit icon

3. Editable fields are:
 - **Device Alias** – add a device alias. See Section 3.5.1 for more details.
 - **Device Description** – add a device description. See Section 3.5.1 for more details.
 - **Device Pool** – select a pool to assign a device to or transfer the device to another pool. See Section 4 for more details about Pools.
 - **Software Version** – upgrade device if a new version is available from the drop-down menu. See Section 3.5.2 for more details.
4. **Cancel** or **Save** – cancel or save to apply changes to any of these settings.



Device Details

Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFL 2 - 629	Uptime:	2h 5m 42s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Tes	SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFL_2-v3.8.1	RX Power	-85 dBm
Network Mode:	NAT				

Cancel Save

Figure 54 – Device Details – Device Alias, Device Description, Device Pool, Software Version

3.5.1 Edit Device Alias and Device Description

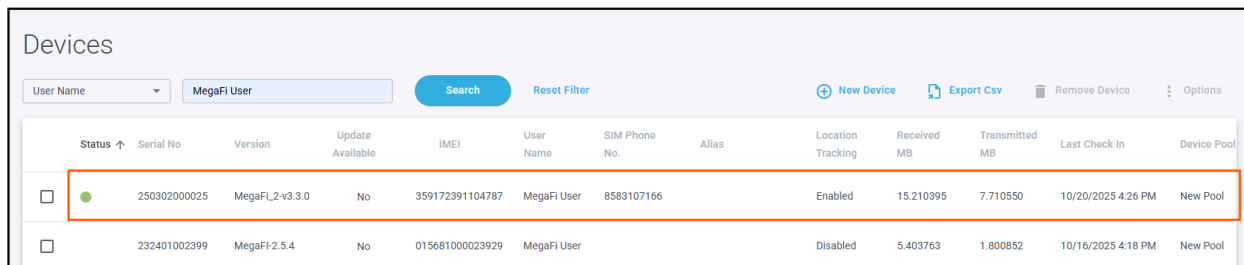
It is highly recommended to assign a **Device Alias** and a **Device Description** to devices to help keep track of them. By default, these fields are blank.



Note: Both **Device Alias** and **Device Description** will have to be defined at the same time for this field to be saved and only use alphanumeric characters, spaces, underscores, and hyphens for both fields.

To edit the Device Alias and Device Description:

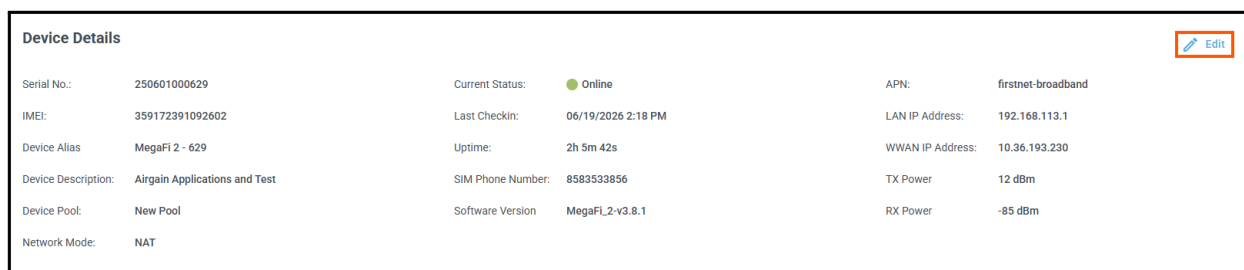
1. From the **Devices** menu, select the device to edit its' alias and description.



Devices												
User Name		MegaFI User										
		Search Reset Filter										
		New Device Export Csv Remove Device Options										
Status	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	250302000025	MegaFL2-v3.3.0	No	359172391104787	MegaFI User	8583107166		Enabled	15.210395	7.710550	10/20/2025 4:26 PM	New Pool
☐	232401002399	MegaFI-2.5.4	No	01568100023929	MegaFI User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 55 – Devices page – Select device to edit

2. In **Device Details**, select the pencil icon to edit the device.

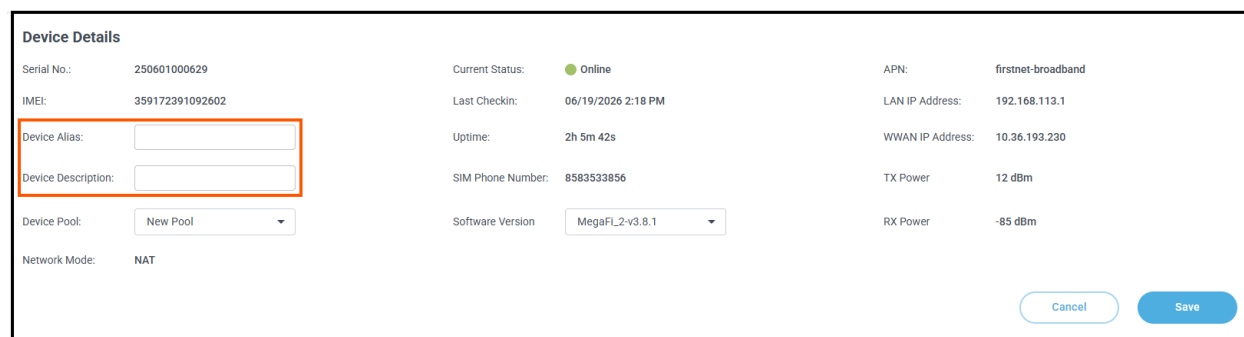


Device Details Edit

Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFI 2 - 629	Uptime:	2h 5m 42s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Test	SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFL2-v3.8.1	RX Power	-85 dBm
Network Mode:	NAT				

Figure 56 – Device Details – Edit icon

3. Enter a **Device Alias** and a **Device Description** in the designated fields.



Device Details

Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM	LAN IP Address:	192.168.113.1
Device Alias:		Uptime:	2h 5m 42s	WWAN IP Address:	10.36.193.230
Device Description:		SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFL2-v3.8.1	RX Power	-85 dBm
Network Mode:	NAT				

Cancel Save

Figure 57 – Device Details – Device Alias and Device Description fields

4. Click on **Save** to commit the edits. Refresh the web browser to see the changes.

Device Details Edit			
Serial No.:	250601000629	Current Status:	Online
IMEI:	359172391092602	Last Checkin:	06/19/2026 2:18 PM
Device Alias:	MegaFi 2 - 629	Uptime:	2h 5m 42s
Device Description:	Airgain Applications and Test	SIM Phone Number:	8583533856
Device Pool:	New Pool	Software Version:	MegaFL2-v3.8.1
Network Mode:	NAT	APN:	firstnet-broadband
		LAN IP Address:	192.168.113.1
		WWAN IP Address:	10.36.193.230
		TX Power:	12 dBm
		RX Power:	-85 dBm

Figure 58 – Device Details showing updated properties

3.5.2 Update Device Software

The software of the device can be updated through the portal and is the recommended method to update your device. When available, new software versions contain fixes to known bugs and introduce new features to the device. If there is a new software version available (indicated under the **Update Available** column), please follow these steps to update your device.

Note: If the device is in Passthrough mode, it is recommended that it is temporarily changed to NAT mode before updating the software. Refer to the AC-MegaFi 2 Software Manual to change the mode. After a successful update, the mode can be changed back to Passthrough mode.

To update your device software version:

1. From the **Devices** menu, select the device you wish to update its software version by clicking anywhere in the area as shown below.

Devices												
User Name		MegaFi User		Search		Reset Filter		New Device		Export CSV		Remove Device
Status	Serial No.	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	250302000025	MegaFL2-v3.1.6	Yes	359172391104787	MegaFi User	8583107166	MegaFi 2 - 025	Enabled	1.429035	0.743039	10/20/2025 4:36 PM	New Pool
☐	232401002399	MegaFi-2.5.4	No	01568100023929	MegaFi User			Disabled	5.403763	1.800852	10/16/2025 4:18 PM	New Pool

Figure 59 – Devices page – Selection of device to update software

2. In **Device Details**, select the pencil icon to update this device's software version. Notice that this device is currently on software version 3.1.6 and there is an indication that there is an update available.

Device Details				Edit	
Serial No.:	250302000025	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/20/2025 4:41 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 025	Uptime:	7m 25s	WWAN IP Address:	10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power	15 dBm
Device Pool:	New Pool	Software Version:	MegaFL2-v3.1.6 Update Available	RX Power	-89 dBm

Figure 60 – Device Details – Software Version

3. Via the **Software Version** drop-down menu, select the desired software version. In this example, we will choose software version 3.4.1.

Device Details				Cancel	Save
Serial No.:	250302000025	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391104787	Last Checkin:	10/21/2025 10:50 AM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 025	Uptime:	17h 45m 2s	WWAN IP Address:	10.26.164.114
Device Description:	MegaFi 2 - Mobile Device	SIM Phone Number:	8583107166	TX Power	15 dBm
Device Pool:	New Pool	Software Version:	MegaFL2-v3.1.6 MegaFL2-v3.4.1 MegaFL2-v3.3.0 MegaFL2-v3.1.6 MegaFL2-v3.1.3.5	RX Power	-87 dBm

El Interfaces

Figure 61 – Device Details – Software Version menu options

4. A warning message will pop-up, asking the user to change the mode of the device to NAT mode from Passthrough mode before proceeding with the update. If the device is in Passthrough mode, skip to the next step. Otherwise, refer to the AC-MegaFi 2 Software Manual for instructions on checking and changing the device mode.



Figure 62 – Passthrough mode Warning message

5. Once you have selected the correct software version, click on **Save**. A window pops up at the top right corner letting you know that the software update is in progress.

Note: The update process takes between 5 -15 minutes to complete.

WARNING: Do not power off your device while the device is updating its software. Doing so may damage the device.

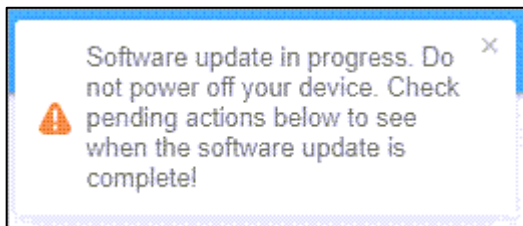


Figure 63 – Software update progress notification

6. Check **Device Event Log** below to see if the software update has completed. Also see Section **Error! Reference source not found.** for more details about **Device Event Log**.

Pending Updates				
Serial No.	Completed	Attempts	Max Attempts	Pending Action
232401002594	Yes	1	3	software.update
232401002594	No	1	3	software.update

Figure 64 – Pending Updates showing updated software for device

7. Once the update is complete, confirm the software version in **Device Details**.

Device Details

Serial No.:

250302000025

IMEI:

359172391104787

Device Alias

MegaFi 2 - 025

Device Description:

MegaFi 2 - Mobile Device

Device Pool:

New Pool

Current Status:

Online

Last Checkin:

10/20/2025 5:06 PM

Uptime:

1m 12s

SIM Phone Number:

8583107166

Software Version

MegaFL2-v3.4.1

APN:

firstnet-broadband

LAN IP Address:

192.168.113.1

WWAN IP Address:

10.26.164.114

TX Power

16 dBm

RX Power

-88 dBm

Edit

Figure 65 – Device Details showing updated software version for device

3.6 Device Interfaces

The **Device Interfaces** area displays statistics for the WAN and LAN interfaces.

To view Device Interfaces:

From the **Devices** menu, choose a device.

Device Interfaces will be displayed in the middle of the page. The following informational fields for the WAN and LAN interfaces are shown:

- **Type** – WAN or LAN interface
- **Port** – 0 for WAN, 1 for LAN
- **Received MB**
- **Transmitted MB**
- **Enabled** - port status where a checkmark will appear if the port is enabled

Device Interfaces				
Type	Port	Received MB	Transmitted MB	Enabled
WAN	0	19.844188	10.334366	✓
LAN	1	2.428881	6.415210	✓

Figure 66 – Device Interfaces

3.7 Device Options

The user can select options on a specific device from the Device Details. The options are similar to the options described earlier in Section 3.3, with the addition of **Launch Mission Control**.

Note: Beginning with firmware version release 2.4.95, a new feature will become available that will allow a user to gain remote access to the device with a click of a button to **Launch Mission Control** from here.

To select an option:

1. From the **Devices** menu, choose a device.
2. Above **Device Details**, click on **Options** located on the top right-hand side of the screen.

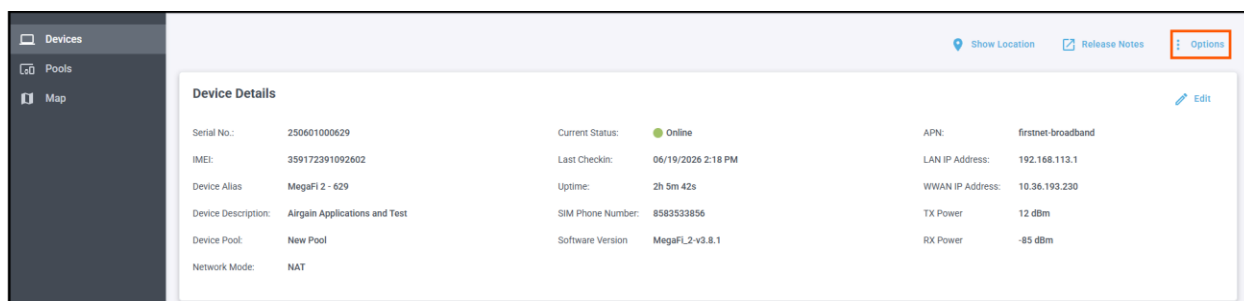


Figure 67 – Device Options

3. There are four options a user can select on a device.

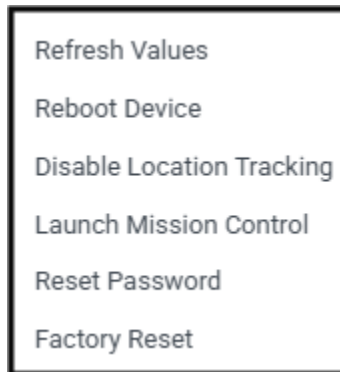


Figure 68 – Device Options drop-down menu

- **Refresh Values** – This feature is used to kick-off retrieval processes for **TX** and **RX Power** values if they are not initially shown in the **Device Details** area. After which it is not needed. To refresh **TX** and **RX Power** values, click on this button and select **Refresh** to confirm.

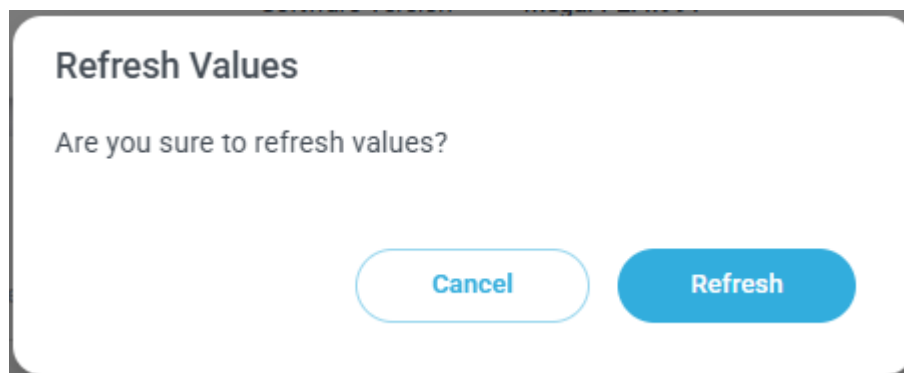


Figure 69 – Refresh Values confirmation message

- **Reboot Device** – To reboot a device, click on this button and select **Reboot** to confirm. The device will reboot almost immediately after taking this action.

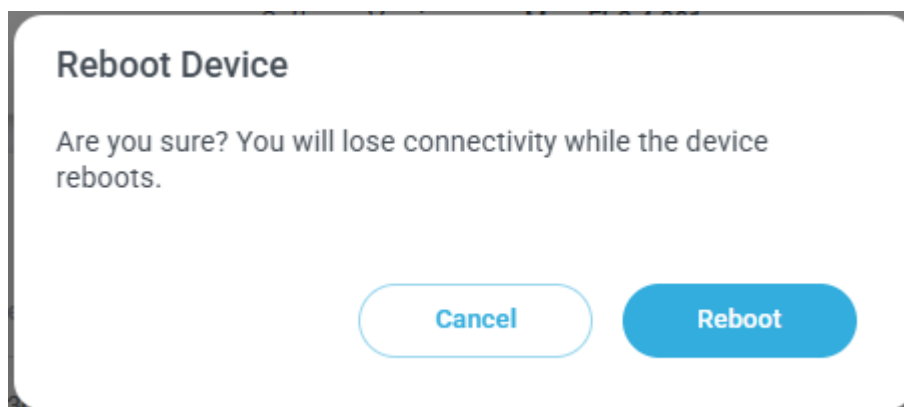


Figure 70 – Reboot Device confirmation message

- **Enable Location Tracking** – For mobile devices, and when enabled, this feature will track where the device has been, denoted by colored dots on the map.
 - To enable this feature on a device, click on this button and select **Enable** to confirm. To disable this feature, click the **Disable Location Tracking** button and then select **Disable** to confirm. This feature can be enabled/disabled for online or offline devices. See Section 4.3 for more details on Location Tracking.

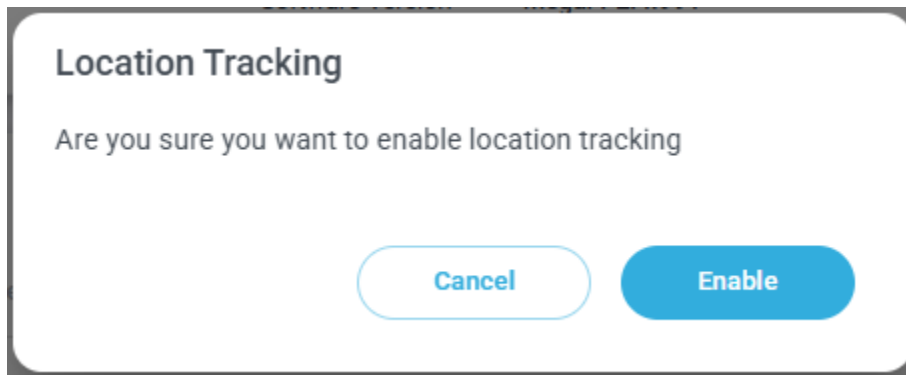


Figure 71 – Location Tracking confirmation message

- **Launch Mission Control** – Click on this button to start a remote VPN connection to a device. Once you gain access to the device via Mission Control, the user will have the same local management privileges for configuration and monitoring of the device. Please allow a minute or more for the connection to be fully established.

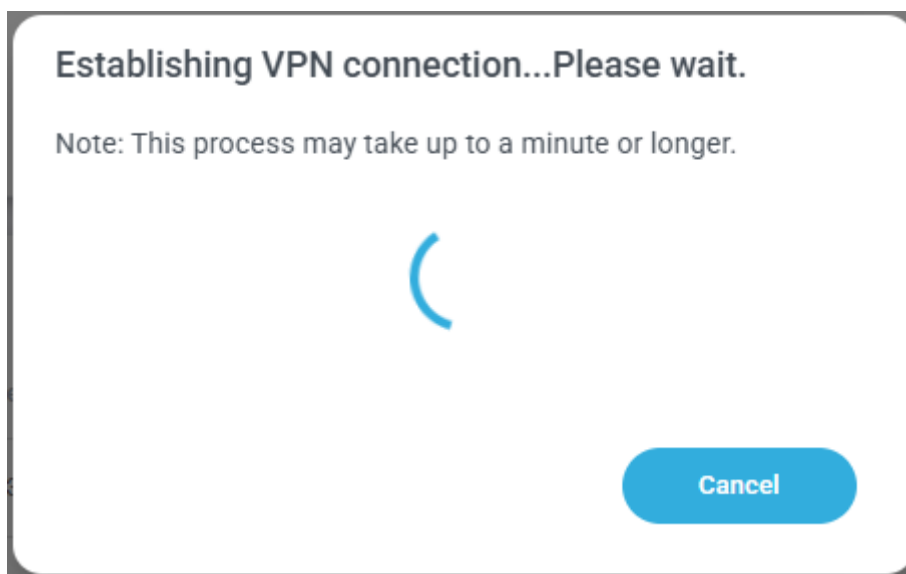


Figure 72 – Launch Mission Control – Establishing VPN connection...Please wait

The user will then be presented with the Mission Control log-in screen within the Portal. Enter the device admin password to proceed.

The screenshot shows the 'Mission Control' interface. At the top, there's a 'Current Status' section with a table of device metrics:

Connected	Signal Strength	Band	Access Point Name	WAN IP Address	Local IP Address
FirstNet 	 (Excellent)	14	 firstnet-broadband	10.61.18.107	192.168.113.1

Below the status section is a 'Log In' section with the prompt 'Please enter your username and password.' It contains two input fields: 'Username' (with 'admin' entered) and 'Password'. At the bottom right of the login section are 'Login' and 'Reset' buttons.

Figure 73 – Launch Mission Control – Log-in screen

If Launch Mission Control fails or is disconnected, a **Re-Connect** button will appear at the bottom right corner of the screen. Click on the button to retry the connection.



Figure 74 – Launch Mission Control – Re-Connect button

- **Reset Password** – In case the device password has been forgotten, this will effectively reset the current admin password of the device. It will then be set to the default password. Select the **Reset** button to confirm this action.

The screenshot shows a 'Reset Password' confirmation dialog. It has the title 'Reset Password' and the question 'Are you sure you want to reset the device password?'. At the bottom, there are two buttons: 'Cancel' (outlined) and 'Reset' (solid blue).

Figure 75 – Reset Password confirmation message

- **Factory Reset** – This action will reset the device to factory default settings. The current configuration will be lost, and the device password will be set to the default password. Select the **Reset** button to confirm this action.

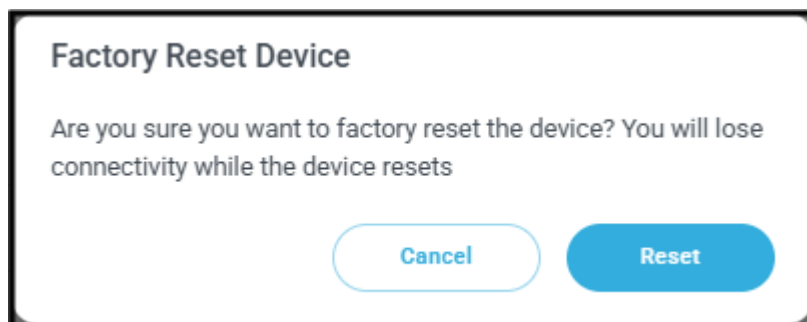


Figure 76 – Factory Reset confirmation message

3.8 Device Event Log

This is where you can monitor the status of actions taken on a device such as software updates, reboots, and modem status. It will show if an action has been completed or not, and how many attempts out of 3 it has tried.

To view Device Event Log:

1. From the **Devices** menu, choose a device.
2. **Device Event Log** will be displayed at the bottom of this page displaying the following information for a device:
 - **Event** – displays only the serial number of the device. For AC-MegaFi 2, the serial number will be coupled with an event message (Device connected; refresh values; software update, vpn connection status, etc.)
 - **Completed** – Yes or No will be displayed
 - **Attempts** – the number of attempts (0-3) taken on an action will be displayed here
 - **Max Attempts** – every action has 3 max attempts
 - **Time** – displays an event message (vpn_enable, get_modem_status, software_update). For AC-MegaFi 2, this column will display the date and time stamp of the event

Device Event Log				
Event	Completed	Attempts	Max Attempts	Time
250601000629 Message: Device connected	Yes	1	1	01/14/2026 10:16 AM
250601000629 Message: Device software update from v3.5.0.99 to v3.4.1.99 completed	Yes	1	1	01/14/2026 10:16 AM
250601000629 Message: Bulk device software update(download/install/reboot) started	Yes	1	1	01/14/2026 10:30 AM
250601000629 Message: Device connected	Yes	1	1	01/14/2026 10:31 AM
250601000629 Message: Device software update from v3.4.1.99 to v3.6.0.1 completed	Yes	1	1	01/14/2026 3:05 PM
250601000629 Message: Device software update from v3.6.0.1 to v3.6.0.2 completed	Yes	1	1	01/15/2026 10:23 AM
250601000629 Message: Device software update from v3.6.0.2 to v3.7.0 completed	Yes	1	1	06/10/2026 10:56 AM
250601000629 Message: Device software update from v3.7.0 to v3.7.0.23 completed	Yes	1	1	06/10/2026 11:04 AM
250601000629 Message: Device software update from v3.7.0.23 to v3.7.0 completed	Yes	1	1	06/10/2026 4:35 PM
250601000629 Message: Device software update from v3.7.0 to v3.8.1 completed	Yes	1	1	06/19/2026 12:14 PM

Figure 77 – Device Event Log

3.9 Devices Filter and Search Fields

Within the Devices page, there is a field to filter and search for devices by attribute.

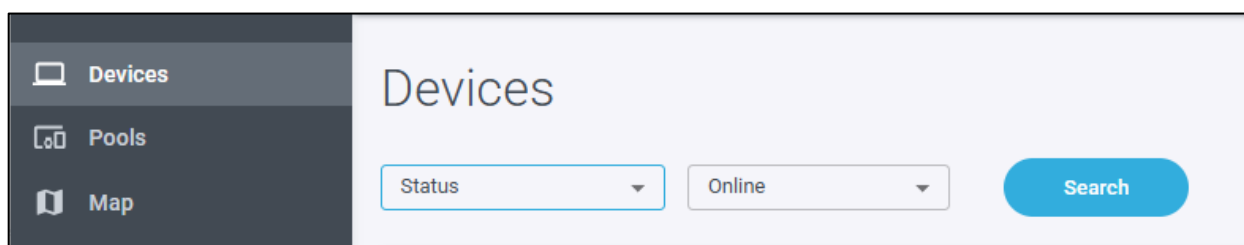


Figure 78 – Devices page – filter and search options

To search a device by attribute:

1. Pull down the drop-down menu on the left to reveal the filters to search device by. Then choose a filter. The search options are:

- **Status**
- **Serial No**
- **Version**
- **Update Available**
- **IMEI**
- **User Name**
- **SIM Phone No.**
- **Alias**
- **Location Tracking**
- **Received MB**
- **Transmitted MB**
- **Last Check In**

- **Device Pool**

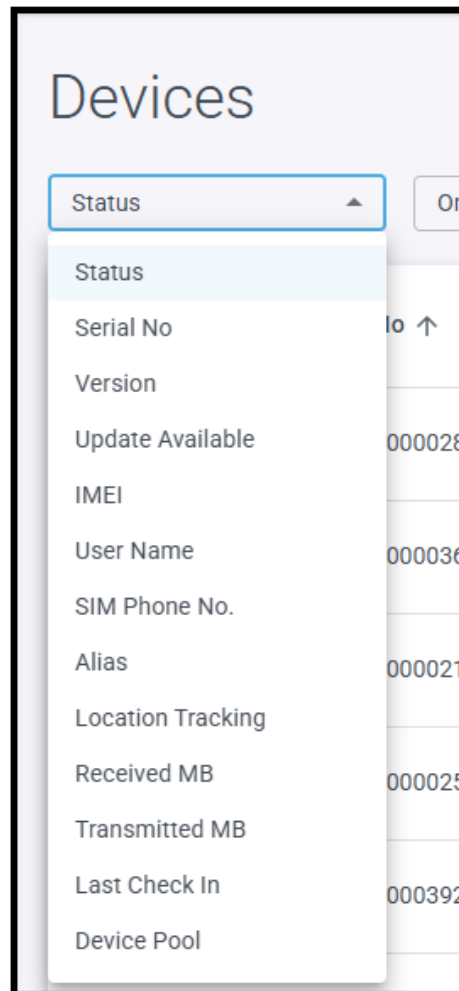


Figure 79 – Devices page – filtering options

2. In this example, we chose **Version**, then we entered a known version number such as 3.6.1 in the attribute field.

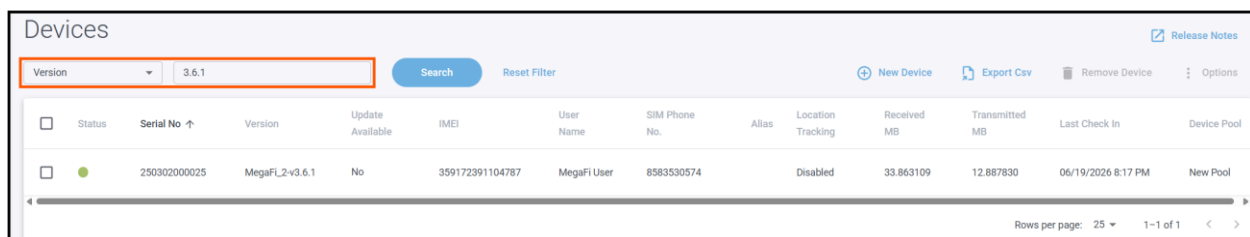


Figure 80 – Devices page - filter devices by version and attribute

3. Click on **Search** – in this example it listed one device as shown above.
4. Click on **Reset Filter** to reset back to the default view of all devices.



Figure 81 – Devices page – Reset Filter button

5. To view more than 25 devices per page (default), this can be changed at the bottom-right corner of the **Devices** view page. Use the drop-down menu next to **Rows per page** to adjust between 25, 50, or 100 devices per page.

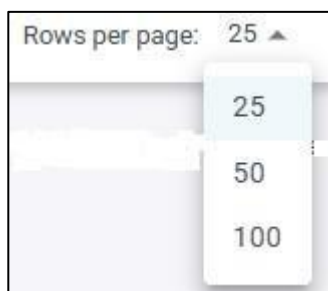


Figure 82 – Devices page - Rows per page options

6. If you have more devices than can be shown in one page, there are left and right arrows to move between pages to view your devices. This is located at the bottom right corner of the **Devices** page next to **Rows per page**.

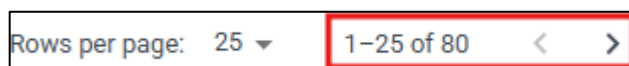


Figure 83 – Devices page – change between pages to view more devices

3.10 Show Location

Assuming a device has a GPS antenna attached to it and it is receiving GPS data, this feature will show the device's current location.

To view device location:

1. From the **Devices** menu, choose a device.
2. Click on **Show Location** on top right as shown below.

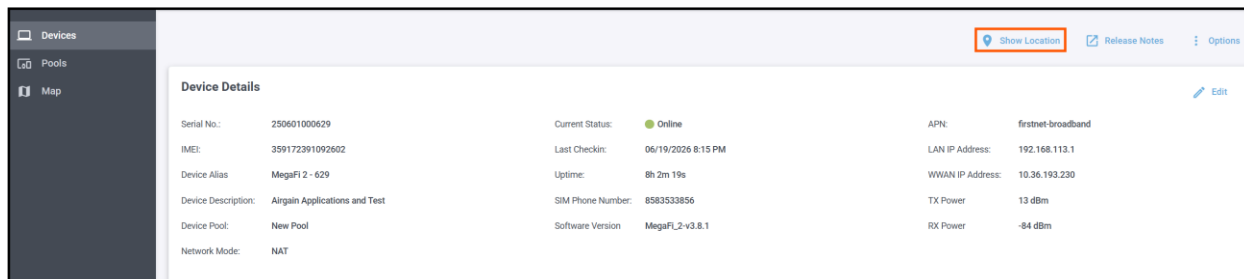


Figure 84 – Devices page – Show Location button

- You will be directed to the **Map** page where you can view the current geo location of your device or a trail of where it has traveled indicated by colored dots.

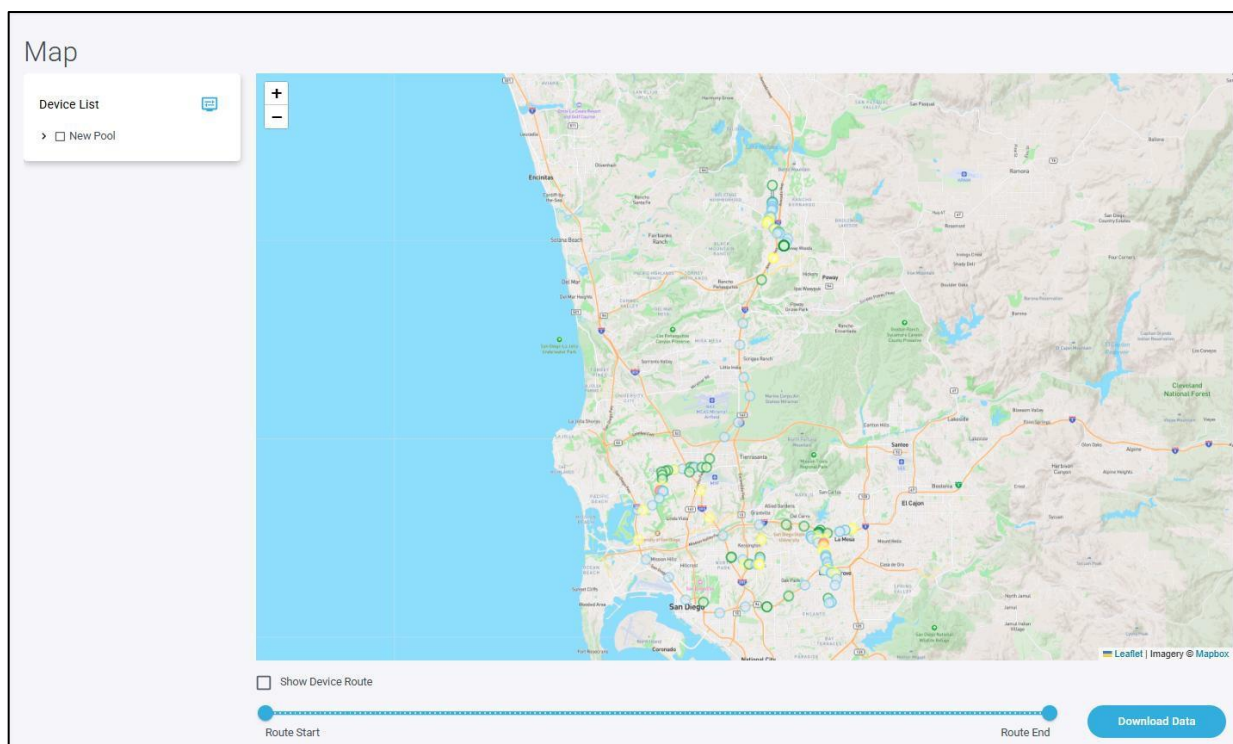


Figure 85 – Map page – device location or trail

Note: See Section 5 for more details about the Map.

3.11 Export List of Devices

Users can export the list of their devices into a csv file as follows.

To export the list of devices:

- From the **Devices** menu, click on **Export CSV** on top as shown below.

Devices

Status ▼ Online ▼ Search New Device Export Csv Remove Device Options Release Notes

☐	Status ↑	Serial No	Version	Update Available	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	Received MB	Transmitted MB	Last Check In	Device Pool
☐	●	250601000681	MegaFL2-v3.8.1	No	359172391092933	Christina Weng			Disabled	659.796082	112.026690	06/19/2026 8:30 PM	Test1
☐	●	243902000028	MegaFL2-v3.8.1	No	016624000044080	Minh Trieu	8583539328		Enabled	18.958377	9.898154	06/19/2026 8:30 PM	TonyMegaFis
☐	●	250601000640	MegaFL2-v3.8.1	No	016624000041714	Tony	8582611719	Alias - testing	Disabled	18.647307	9.906900	06/19/2026 8:30 PM	TonyMegaFis

Figure 86 – Export CSV – export list of devices

2. A spreadsheet is generated and saved to your local computer.
3. Click on the file named **HPUE_Device_List_date_time** to view the contents.

Note: If the Serial Number or IMEI fields are expressed in scientific format, right-click on those columns, select **Format Cells**, and change the **Number** tab **Category** to **Number** and set the **Decimal places** to **0**. Save the file.

4 Pools

This section describes how to create/add pools, add devices to pools, view devices in pools, move devices between pools, delete pools, and how to use the pool search function.

4.1 Add a Pool

The user can create pools to group devices for ease of management as the number of devices in your organization or account grows.

To add a pool:

1. Click on the **Pools** menu.
2. Select **New Pool** at the top right area of the **Pools** page.

Note: Before a user can add devices, a pool has to be created first.

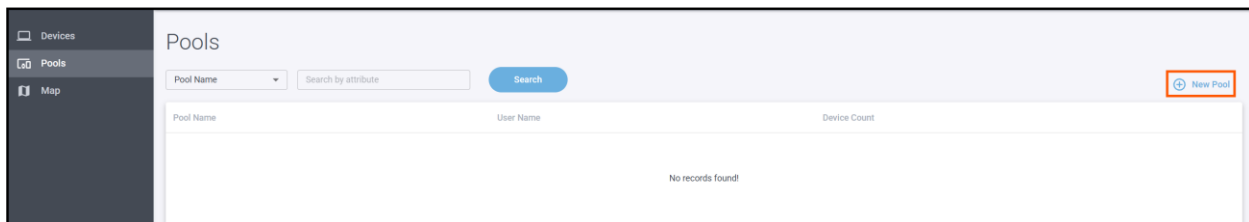


Figure 87 – Pools page – New Pool button

3. Enter the **New Pool** label you would like to use.

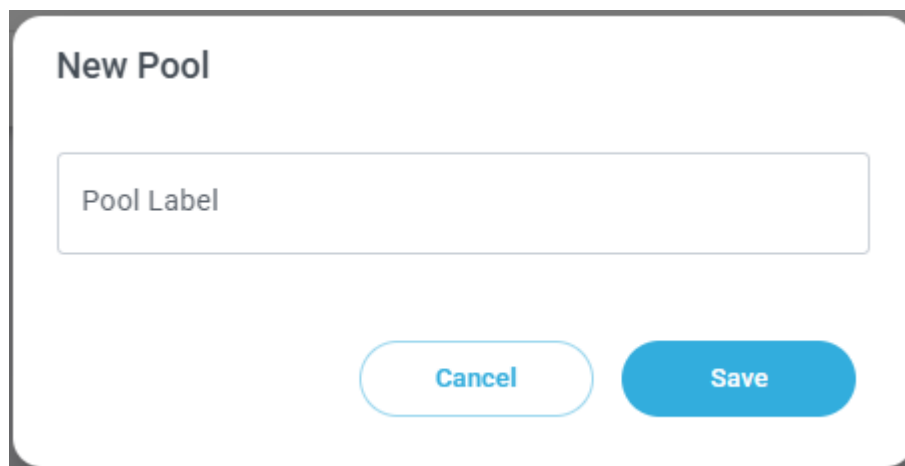


Figure 88 – New Pool screen

4. Click on **Save**. You will now see your new pool listed as shown below. **Device Count** will be 0 until devices are added.

Pools			
Pool Name	Search by attribute	Search	+ New Pool
Pool Name	User Name	Device Count	
Different Pool	John Doe	1	
My New Pool	John Doe	0	

Figure 89 – Pools page - showing newly added pool

4.2 Add a Device to a Pool

There are three ways to add a device to a pool. The first way is when a user first adds a device as shown in Section 3.1 Add Devices. The second method is to move or transfer a device from one pool to another as shown in Section 3.5 Edit Device Details or in the example shown below. The third method is to transfer a device from one pool to another as shown in Section 4.4 Transfer a Device to Another Pool.

To **add/transfer** a device to a pool:

1. Select the **Devices** menu, then select the device that needs to be added/transferred to a pool by clicking anywhere in the area as shown below.

Devices											
Status	Online	Search	+ New Device	Remove Device	Options						
Status	Serial No	Version	IMEI	User Name	SIM Phone No.	Alias	Location Tracking	RX Bytes	TX Bytes	Last Check In	Device Pool
☐	232401002594	MegaFI-2.4.44	015681000026633	MegaFI User		MegaFI C	Enabled	1333604	1364144	01/14/2025 1:03 PM	D-b6505bae-4040
☐	232401002229	MegaFI-2.4.991	015681000023747	MegaFI User	9803097361	MegaFI A	Enabled	840927	630304	01/14/2025 1:14 PM	D-b6505bae-4040

Figure 90 – Devices page – selecting device to add/transfer to pool

2. In **Device Details**, click on the pencil icon to edit the device.

Device Details

Serial No.:

250601000629

IMEI:

359172391092602

Device Alias

MegaFi 2 - 629

Device Description:

Airgain Applications and Test

Device Pool:

New Pool

Network Mode:

NAT

Current Status:

Online

Last Checkin:

06/19/2026 2:18 PM

Uptime:

2h 5m 42s

SIM Phone Number:

8583533856

Software Version

MegaFiL2-v3.8.1

APN:

firstnet-broadband

LAN IP Address:

192.168.113.1

WWAN IP Address:

10.36.193.230

TX Power

12 dBm

RX Power

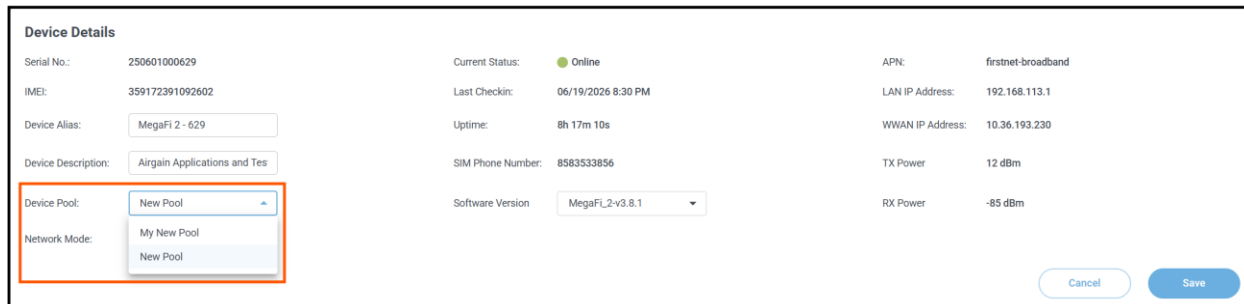
-85 dBm

Edit

Figure 91 – Device Details – Edit icon

3. In the **Device Pool** drop-down menu, choose the pool to place the device in.

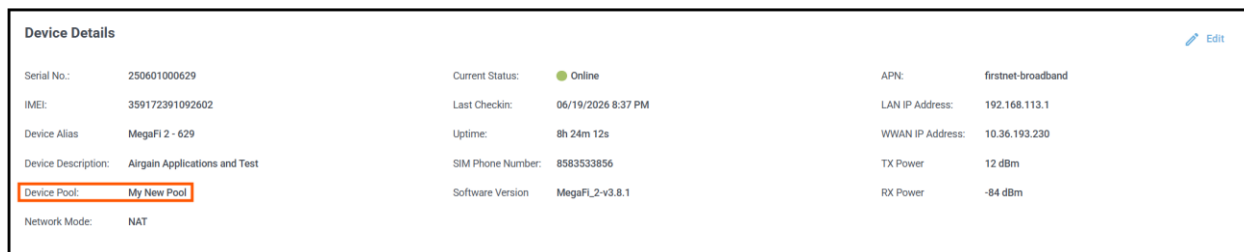
Note: If the Device Description and Device Alias have not been created, it will be required to do so at this step. All three actions can be done in one step.



Device Details					
Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 8:30 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 629	Uptime:	8h 17m 10s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Tes	SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	New Pool	Software Version	MegaFL_2-v3.8.1	RX Power	-85 dBm
Network Mode:	My New Pool				
	New Pool				
Cancel Save					

Figure 92 – Device Details – Device Pool options

4. Click on **Save**. In this example, the device was transferred from **New Pool** to **My New Pool**. Refresh the web browser to see the changes.



Device Details			Edit		
Serial No.:	250601000629	Current Status:	Online	APN:	firstnet-broadband
IMEI:	359172391092602	Last Checkin:	06/19/2026 8:37 PM	LAN IP Address:	192.168.113.1
Device Alias:	MegaFi 2 - 629	Uptime:	8h 24m 12s	WWAN IP Address:	10.36.193.230
Device Description:	Airgain Applications and Test	SIM Phone Number:	8583533856	TX Power	12 dBm
Device Pool:	My New Pool	Software Version	MegaFL_2-v3.8.1	RX Power	-84 dBm
Network Mode:	NAT				

Figure 93 – Device Details - device added/transferred to a new pool

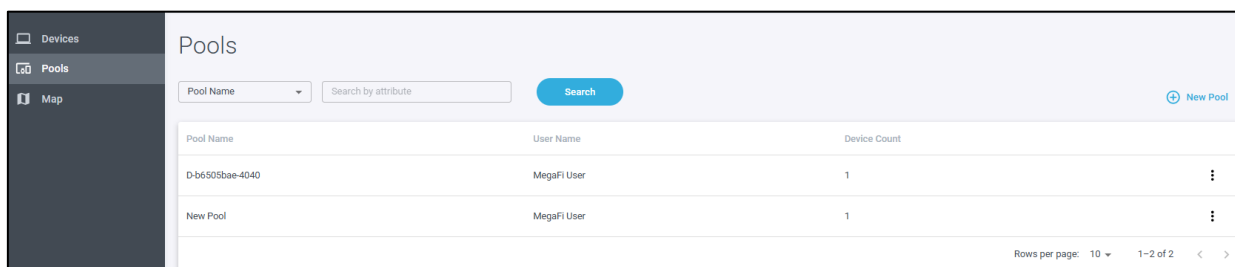
Note: This action is essentially the same as transferring a device from one pool to another.

4.3 View Devices in a Pool

To view devices in a pool:

1. Select the **Pools** menu.
2. Select the pool to view devices inside that pool by clicking anywhere in the area as shown below.

Note: There is now one device associated with **New Pool** and one in the other pool.

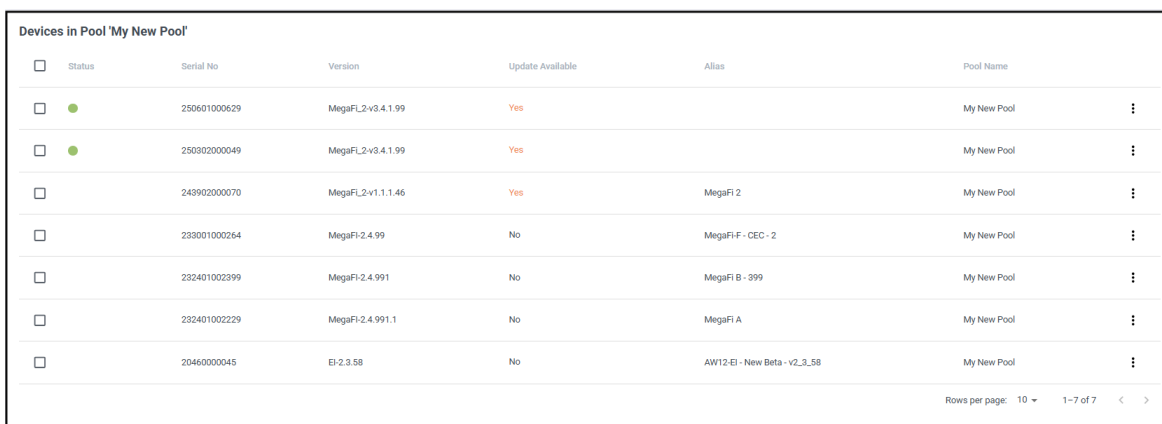


Pool Name	User Name	Device Count	
D-b6505bae-4040	MegaFi User	1	⋮
New Pool	MegaFi User	1	⋮

Figure 94 – Pools page - showing devices added to selected pool

3. Display of devices inside a **Pool**:

- **Status**
- **Serial No**
- **Version**
- **Update Available**
- **Alias**
- **Pool Name**
- **Transfer** to another pool and **Update Device Software** options (three dots link)



Status	Serial No	Version	Update Available	Alias	Pool Name	
☐ ●	250601000629	MegaFL2-v3.4.1.99	Yes		My New Pool	⋮
☐ ●	250302000049	MegaFL2-v3.4.1.99	Yes		My New Pool	⋮
☐	243902000070	MegaFL2-v1.1.1.46	Yes	MegaFi 2	My New Pool	⋮
☐	233001000264	MegaFi-2.4.99	No	MegaFi F - CEC - 2	My New Pool	⋮
☐	232401002399	MegaFi-2.4.991	No	MegaFi B - 399	My New Pool	⋮
☐	232401002229	MegaFi-2.4.991.1	No	MegaFi A	My New Pool	⋮
☐	204600000045	EI-2.3.58	No	AW12-EI - New Beta - V2_3_58	My New Pool	⋮

Figure 95 – Devices in selected pool

4.4 Transfer a Device to Another Pool

To transfer a device to another Pool:

1. Select the **Pools** menu.
2. Select the pool where the device is located, and you would like to transfer out of.

☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☐	●	250601000629	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - 629	My New Pool
☐	●	250302000049	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool

Figure 96 – Devices in Pool page – selecting device to transfer

3. Click on the 3-dots drop-down menu to the right of the device and select **Transfer**.

☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☐	●	250601000629	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - 629	My New Pool
☐	●	250302000049	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool

Figure 97 – Transfer to another pool option

4. From the **Transfer Device** drop-down menu, choose from the available pools to transfer this device into.

Note: You cannot transfer back into the same pool.

Transfer Device

Please select a pool to transfer device '250601000629'.

Different Pool

Cancel
Save

Figure 98 – Transfer Device screen – selecting pool to transfer device to

- Click on **Save**. The device no longer belongs to the previous pool in this example. If it was the only device in the pool, '**No Records found!**' message appears.

Devices in Pool 'D-b6505bae-4040'		
Alias	Pool Name	Serial No
No records found!		

Figure 99 – No records found after transferring last device in pool

Note: If the device was transferred to a pool that belongs to someone else, that account owner will have essentially inherited the device by this action.

- Select the **Pools** menu again. You may now notice by device count that the device transferred is now associated to the transferred pool.

Pools			
Pool Name	Search by attribute	Search	New Pool
Pool Name	User Name	Device Count	
My New Pool	John Doe	6	
Different Pool	John Doe	1	

Figure 100 – Pools page - showing number of devices inside pools

- Click anywhere in the **Different Pool** area as shown above. The device just transferred is now associated with **Different Pool** as shown below.

Devices in Pool 'Different Pool'						
☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☐	●	250601000629	MegaFL2-v3.4.1.99	Yes		Different Pool

Figure 101 – Pools page - showing transferred device to Different Pool

4.5 Update Device Software within a Pool

In **Pools**, users can now update one or multiple devices at once using the **Update Device Software** option. An update needs to be available for the device(s) to select this option. If a device is not currently online, it will update as soon as it comes online.

Devices in Pool 'My New Pool'						
☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☐	●	250601000629	MegaFL2-v3.4.1.99	Yes		My New Pool
☐	●	250302000049	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool
☐		243902000070	MegaFL2-v1.1.1.46	Yes	MegaFI 2	My New Pool

Figure 102 – Devices in Pool page – Update Available

To update device(s) in a pool:

1. Select the **Pools** menu.
2. Select the **Pool** where the device(s) you wish to update is/are located in.

Pools		
Pool Name	Search by attribute	Search
Pool Name	User Name	Device Count
My New Pool	John Doe	7
Different Pool	John Doe	0

Figure 103 – Pools page – Pool to select device(s) to update

3. Click on the checkbox(es) for the device(s) to be updated, then click on any of the 3-dot menu and select **Update Device Software**.

Devices in Pool 'My New Pool'						
☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☒	●	250601000629	MegaFL2-v3.4.1.99	Yes		My New Pool
☒	●	250302000049	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool
☒		243902000070	MegaFL2-v1.1.1.46	Yes	MegaFI 2	My New Pool

Figure 104 – Pool page – 3-dot menu - Update Device Software

Alternatively, after selecting the device(s) by clicking on the checkboxes, Options will appear on the top right corner, then select **Update Device Software**.

Devices in Pool 'My New Pool'						
☐	Status	Serial No	Version	Update Available	Alias	Pool Name
☒	●	250601000629	MegaFL2-v3.4.1.99	Yes		My New Pool
☒	●	250302000049	MegaFL2-v3.4.1.99	Yes	MegaFI 2 - CEC	My New Pool
☒		243902000070	MegaFL2-v1.1.1.46	Yes	MegaFI 2	My New Pool

Figure 105 – Pool page – Options - Update Device Software

4. On the **Update Device Software** dialog box, select from **Apply now** or **Schedule for a later time** options.

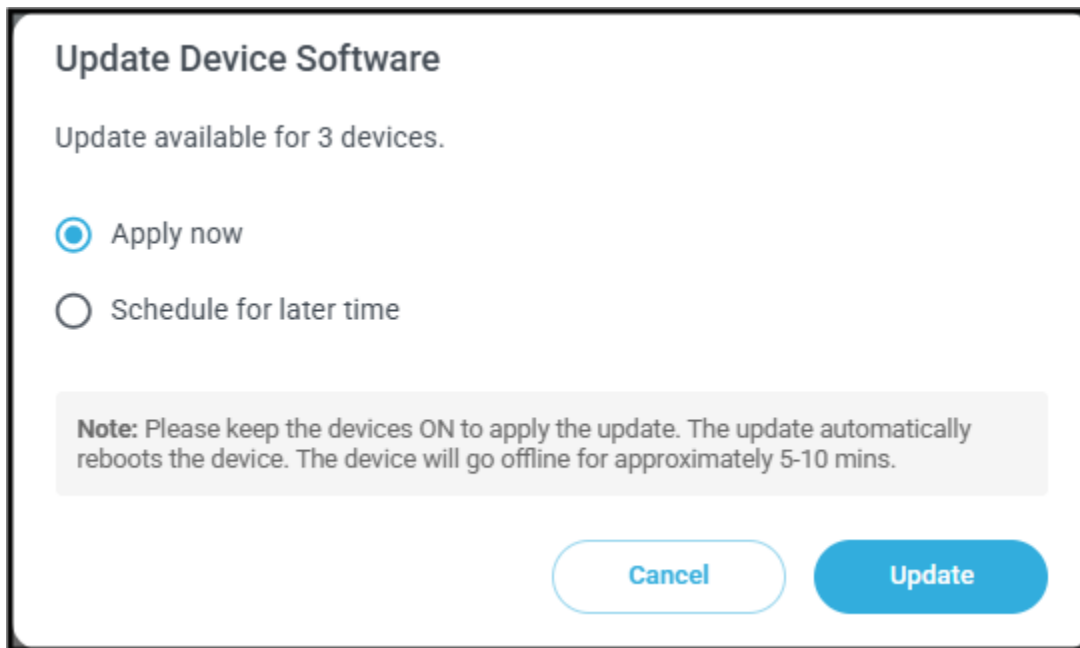


Figure 106 – Update Device Software Apply now selection

If you choose to **Schedule for a later time**, you may select from today's date or from the next 7 days along with the hour of the day or night you wish for the update to begin.

Update Device Software

Update available for 3 devices.

☐ Apply now

☒ Schedule for later time

Select date 01/13/2026

Hour 3 AM/PM PM

Note: Please keep the devices ON to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

Cancel Update

Figure 107 – Update Device Software Schedule for a later time selection

Note: Please keep the devices **ON** to apply the update. The update automatically reboots the device. The device will go offline for approximately 5-10 mins.

- Click on the **Update** button to begin the update to the selected device(s). A message at the top right corner will indicate that the software update initiated.

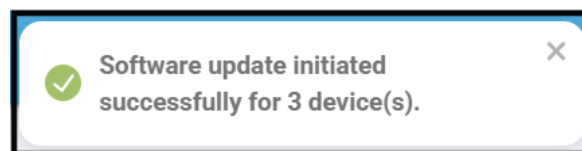


Figure 108 – Software update initiated

- The **Update Available** column will indicate the status as either **In Progress** or **Pending** and will indicate **No** when completed.

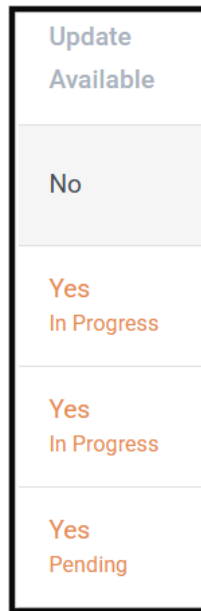


Figure 109 – Update Available status

4.6 Delete A Pool

To delete a pool:

1. Select the **Pools** menu.
2. To delete a pool, click on the 3-dots drop-down menu to the right of the pool to delete and select **Delete**.

Note: A pool can only be deleted when there are no devices associated with it (**Device Count** = 0). Remove/transfer all devices from the pool to delete first before deleting the pool.

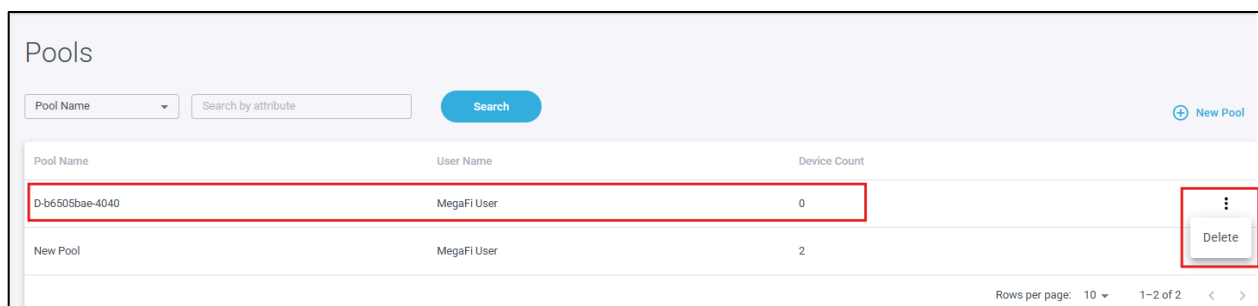


Figure 110 – Pools page – pool selected to delete

3. Select **Delete** to confirm **Delete Pool** action.

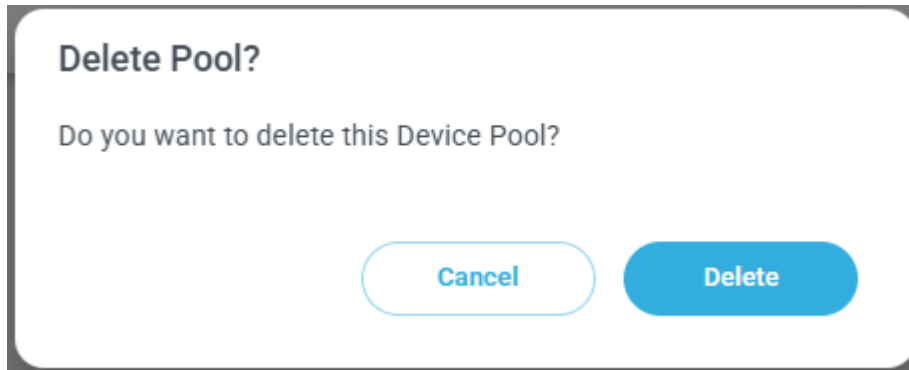


Figure 111 – Delete Pool confirmation message

4.7 Pools Filter and Search Fields

Within the Pools page, there is a field to filter and search for pools.

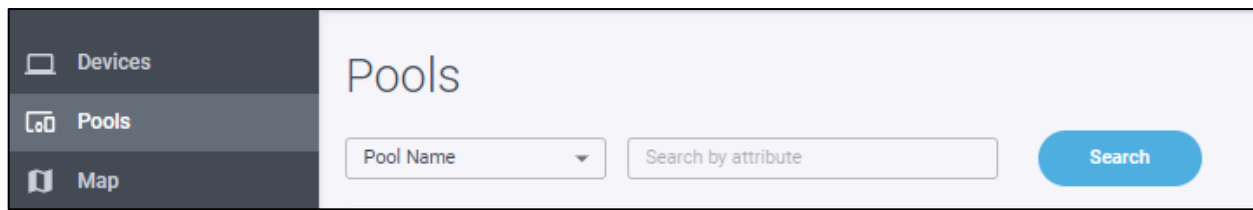


Figure 112 – Pools page – search and filter options

To search by pool attribute:

1. Pull down the drop-down menu on the left to reveal the search filters. Then choose a filter. The search options are:
 - **Pool Name**
 - **User Name**
 - **Device Count**

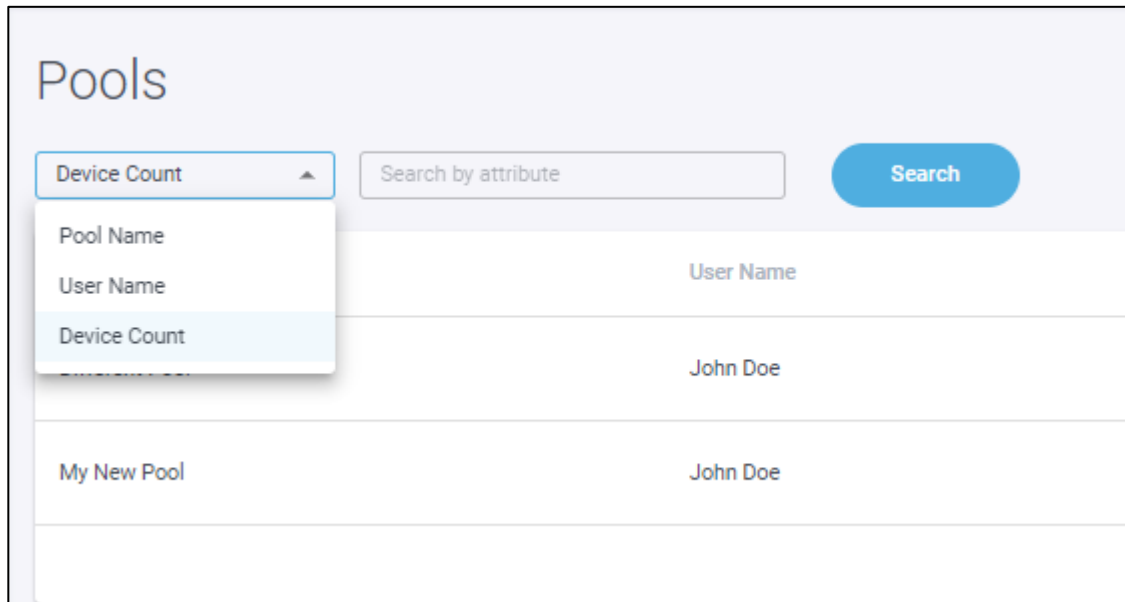


Figure 113 – Pool page – Search filter options

- In this example, we choose to search for pools by **Device Count**, and then we entered 2 in the attribute field.

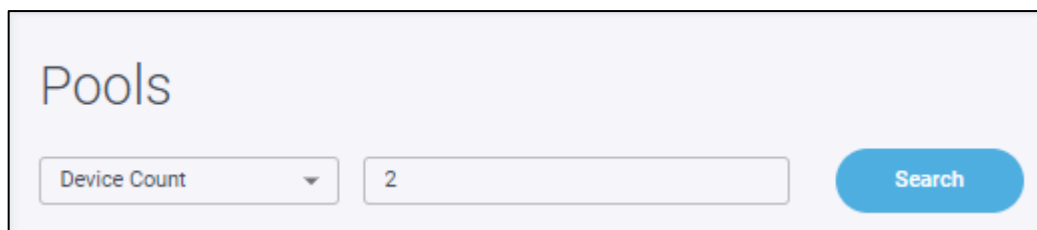


Figure 114 – Pools page – filter by Device Count

- Click on **Search** – in this example it will list any pools with Device Count of 2.

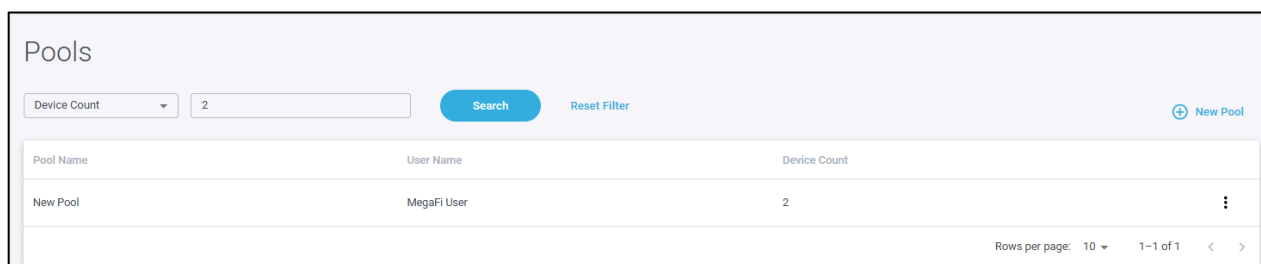


Figure 115 – Pools page showing results of applying filter Device Count

- Click on **Reset Filter** to reset back to the default view of all pools.

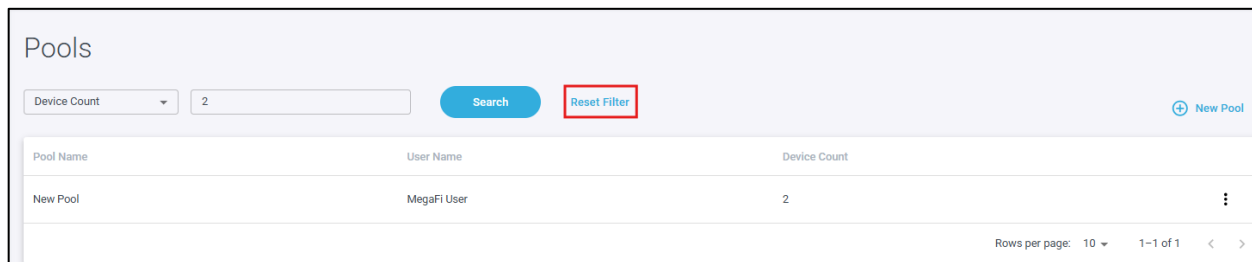


Figure 116 – Pools page – Reset Filter button

- To view more than 10 pools per page (default), this can be changed at the bottom-right corner of the **Pools** view page. Use the drop-down menu next to **Rows per page** to adjust between 10, 25, or 100 pools per page.

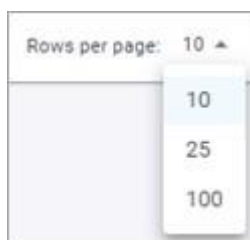


Figure 117 – Rows per page options

- If you have more pools that cannot be shown in one page, there are left and right arrows to move between pages to view your pools. These are located at the bottom right corner of the **Pools** page next to **Rows per page**.



Figure 118 – Pools page - change between pages to view more pools

5 Map

This section describes how to view devices on the **Map**, where you can readily view where devices are physically located, track device location, as well as get some device details.

Note: A GPS antenna needs to be attached to the device and must have a clear view of the sky to receive GPS location data. The data will then be sent to the portal's Map.

5.1 View Devices on the Map

To view devices on the Map:

1. Click on **Map** in the menu. Your pools will be listed under the Device List and if the pools are expanded, your devices will be listed by Serial Number (default).

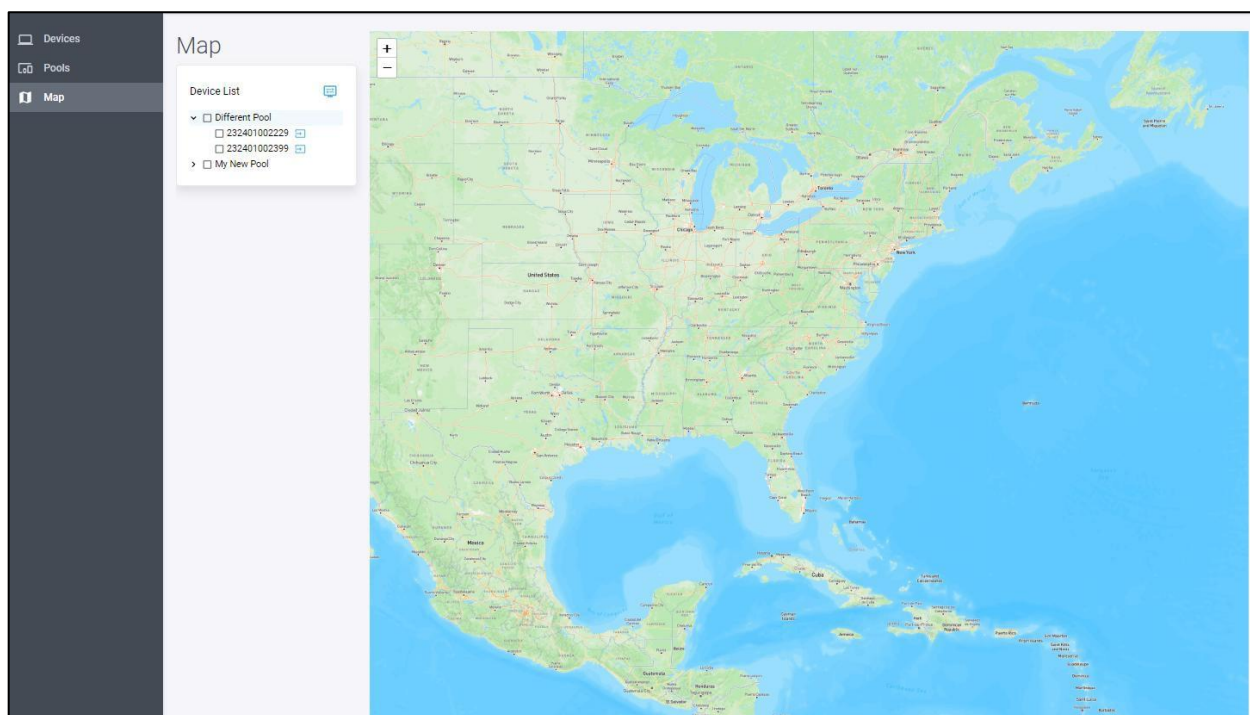


Figure 118 – Map page

Note: You can choose within the **Display Value** icon  to display devices by either Serial Number, SIM Phone No (Phone number associated to the SIM card), or Device Alias by pulling the drop-down menu and choosing one of value options.



Figure 119 – Map Device List – Display Value menu

2. Click on any of your pool drop-down arrows to reveal the devices within that pool. In this example we chose the **Display Value: Device Alias**, which will list devices by their alias.

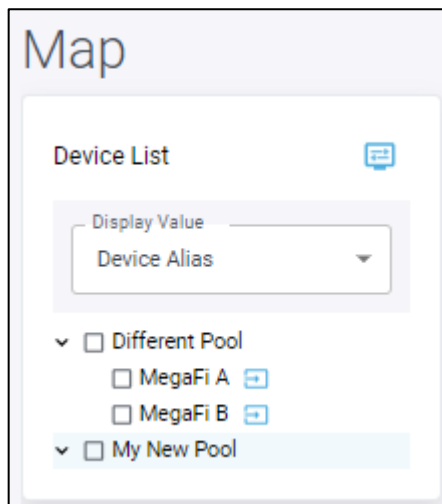


Figure 120 – Map Device List – Display Value menu with Device Alias selected

Note: If you have many pools, click on the **Load More...** button to display more pools.

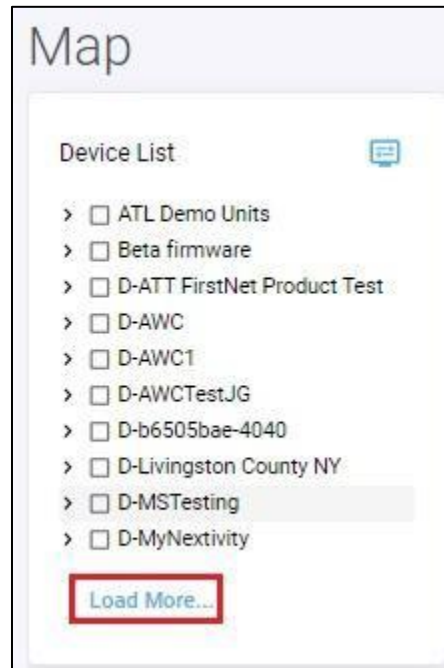


Figure 121 – Map Device List – Load More pools button

3. To view the last known or current location of your device, expand the pool the device is in, and check on the box next to the device.

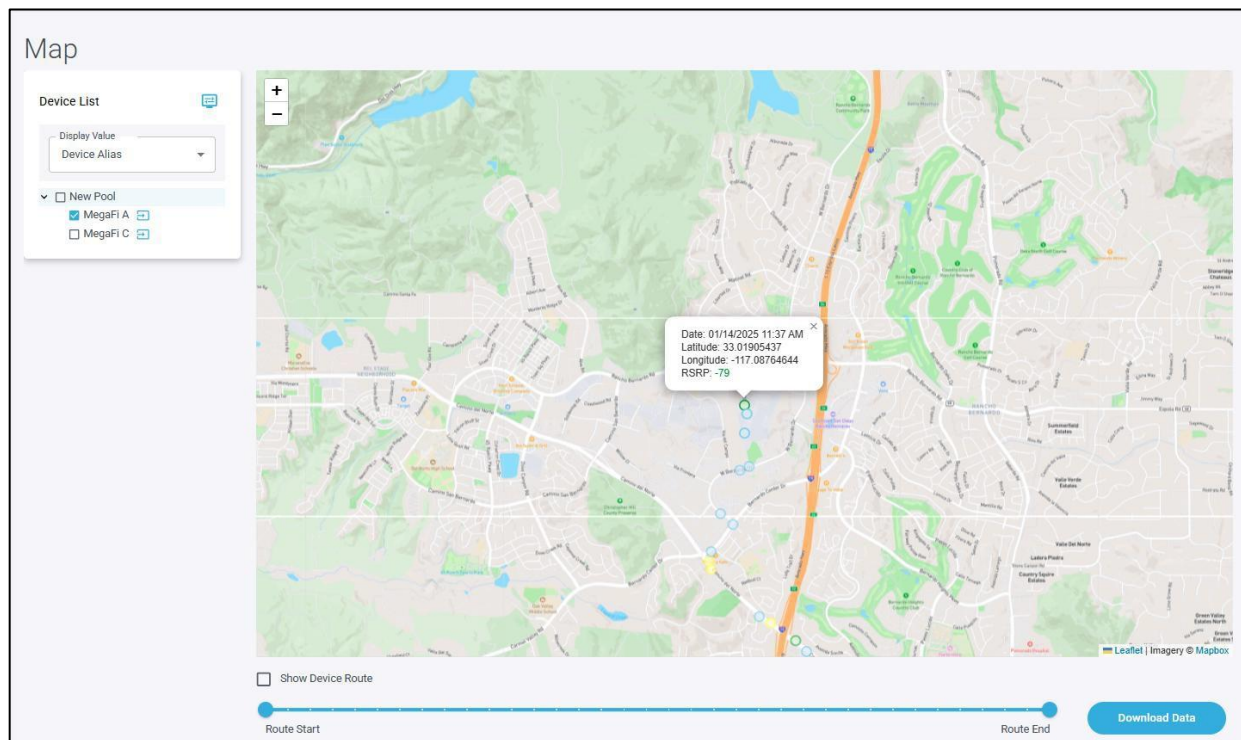


Figure 122 – Map page showing device location

4. To see multiple devices inside a particular pool, check the box next to the pool and it will automatically select all devices inside that pool and show their current or previous location.

Note: Route tools can only be displayed when a single device is selected and contains mapped location points.

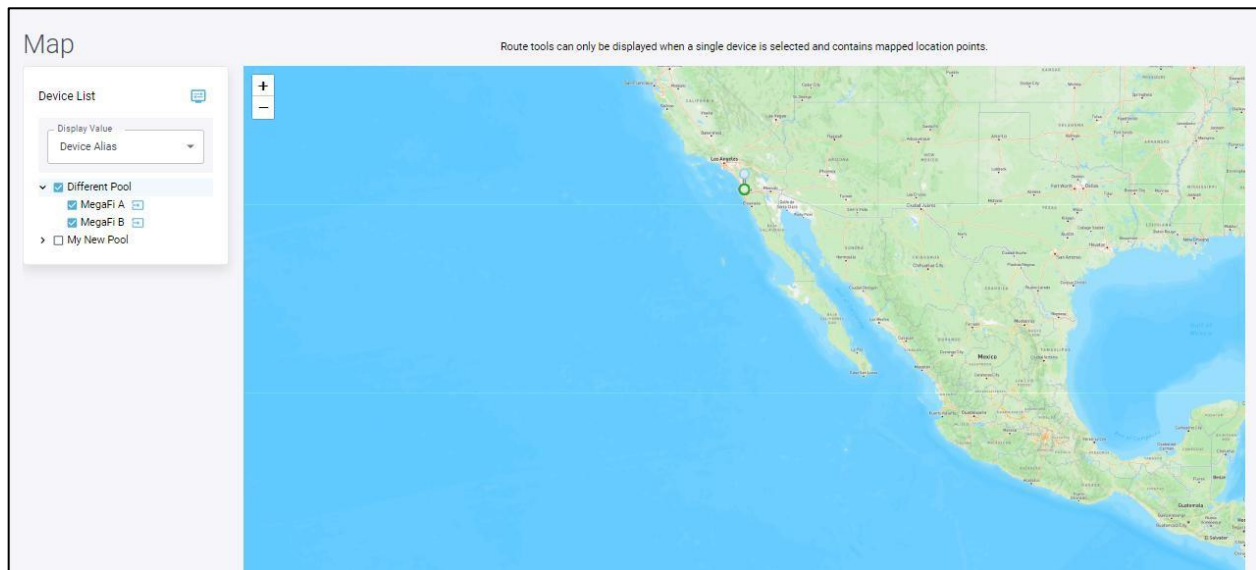


Figure 123 – Map page showing multiple device locations in a pool

5. The  icon link to the right of a device will redirect you to the details page of that device.

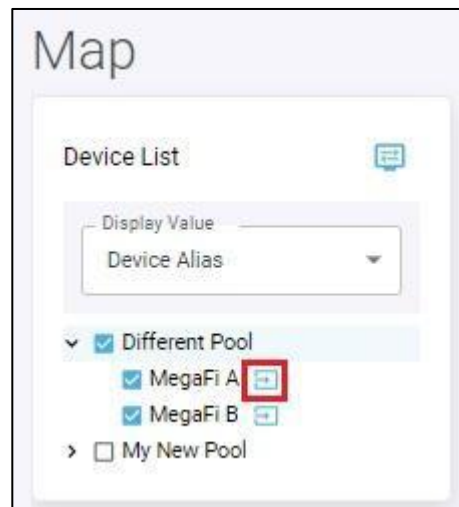


Figure 124 – Map device list – Device Details link

5.2 View Device Details on the Map

The user can view device details at a particular point in time with serial number, date and time, precise latitude and longitude coordinates, and RSRP signal strength.

To view Device Details on the Map:

1. Point and click on any of the available dots on the **Map** for a device. The device details will pop up in a small window.

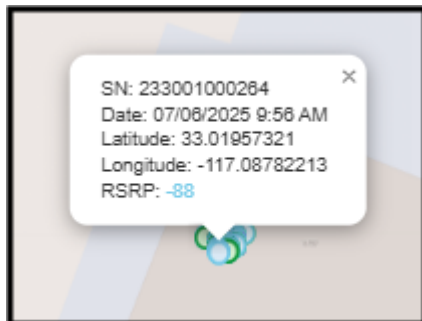


Figure 125 – Map – Viewing device details

2. Point and clicking on a different dot will give you information about the device in that moment in time and location.

Note: Up to 2000 map data points can be displayed per device.

5.3 Location Tracking

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:

1. From the Devices menu, select a device to enable the **Location Tracking** feature for and check its box as shown below.

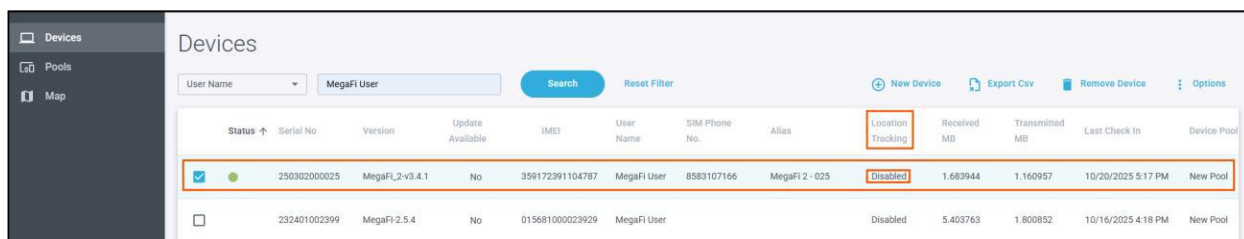


Figure 126 – Devices page – Selection of device to enable Location Tracking

- Click on the **Options** button at the top right and select **Enable Location Tracking**.

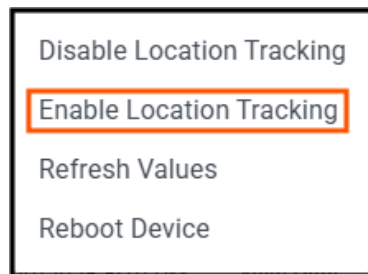


Figure 127 – Devices page – Enable Location Tracking button

- Click on **Enable** to confirm.

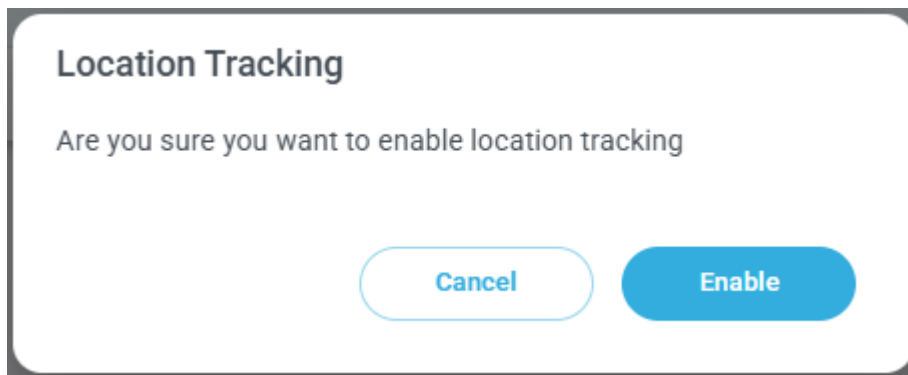


Figure 128 – Enable Location Tracking confirmation message

Note: This option is similar to what was described in Section 3.3 Options and Section 3.7 Device Options.

- Going back to the **Map** view of device, colored dots will appear on the map of where the device has been.

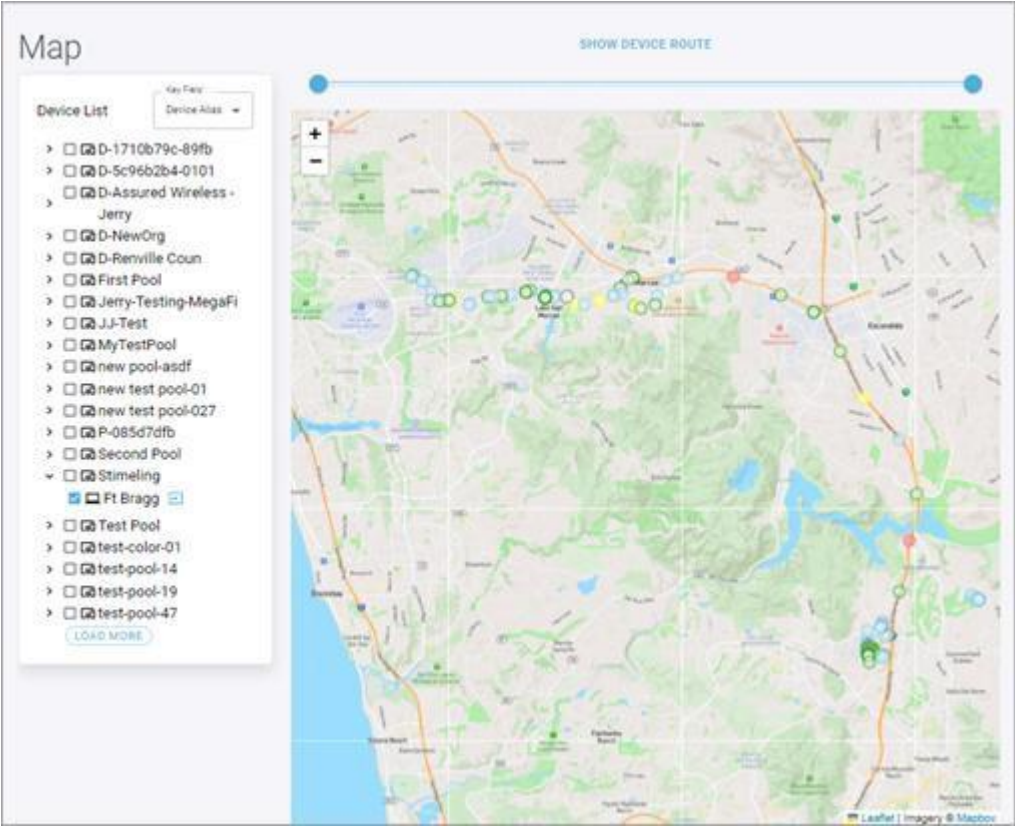


Figure 129 – Map showing colored dots depicting location tracking of device

Note: The color of the dots corresponds to RSRP power. Below is a color code chart of the ranges.

				Fill Color	Outside Line Color	Solid
RSRP	High	Low				
	= >	-84				
RSRP	-85	-100				
RSRP	-101	-114				
RSRP	-115	-140				
RSRP	Not Available or <= -140					

Figure 130 – Color code depicting RSRP power on map

5.4 Show Device Route

If the **Location Tracking** feature has been enabled for a mobile device, the user can enable this feature and view the route a device took.

To Show Device Route:

1. Within **Map**, select a device from any pool.
2. By default, **Device Route** is disabled. At the bottom of the screen, check the box for **Show Device Route** to enable the feature and view the route the device took in the map below. Essentially, this feature connects the dots that you see in **Location Tracking**.

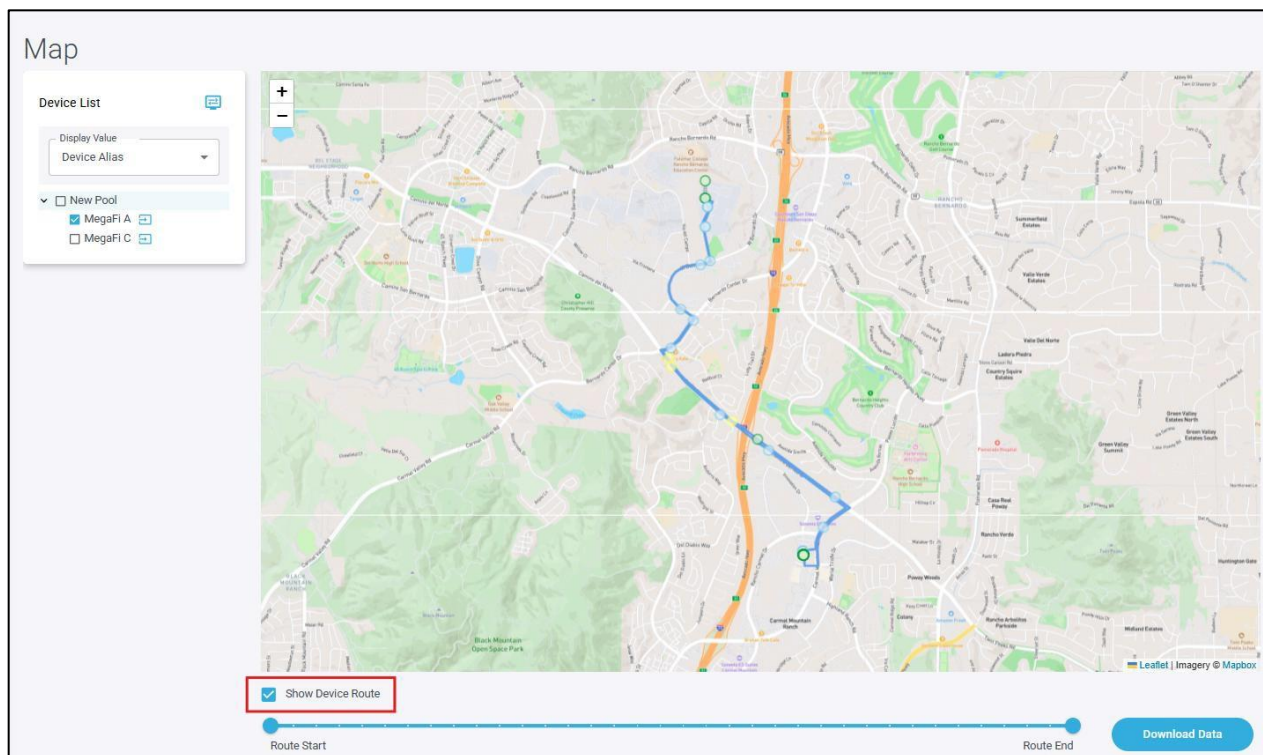


Figure 131 – Map – Show Device Route button

3. If the device was mobile, a route will be drawn out in the map.
4. To undo and hide the drawn route, uncheck **Show Device Route**.

5.5 Device Route or Location Slider Bar

The slider bar will narrow the view of a route or locations of a device during a certain timeframe. The slider bar is located at the bottom of the map with two sliding dots on either side of the bar.

To narrow the route a device took (If Location Tracking and Show Device Route are both enabled):

1. Within **Map**, select a device from any pool.
2. Click and drag either dot on either side of the bar (Route Start and Route End) to view the route of the device at a particular moment in the past, narrowing down the time-frame of travel.

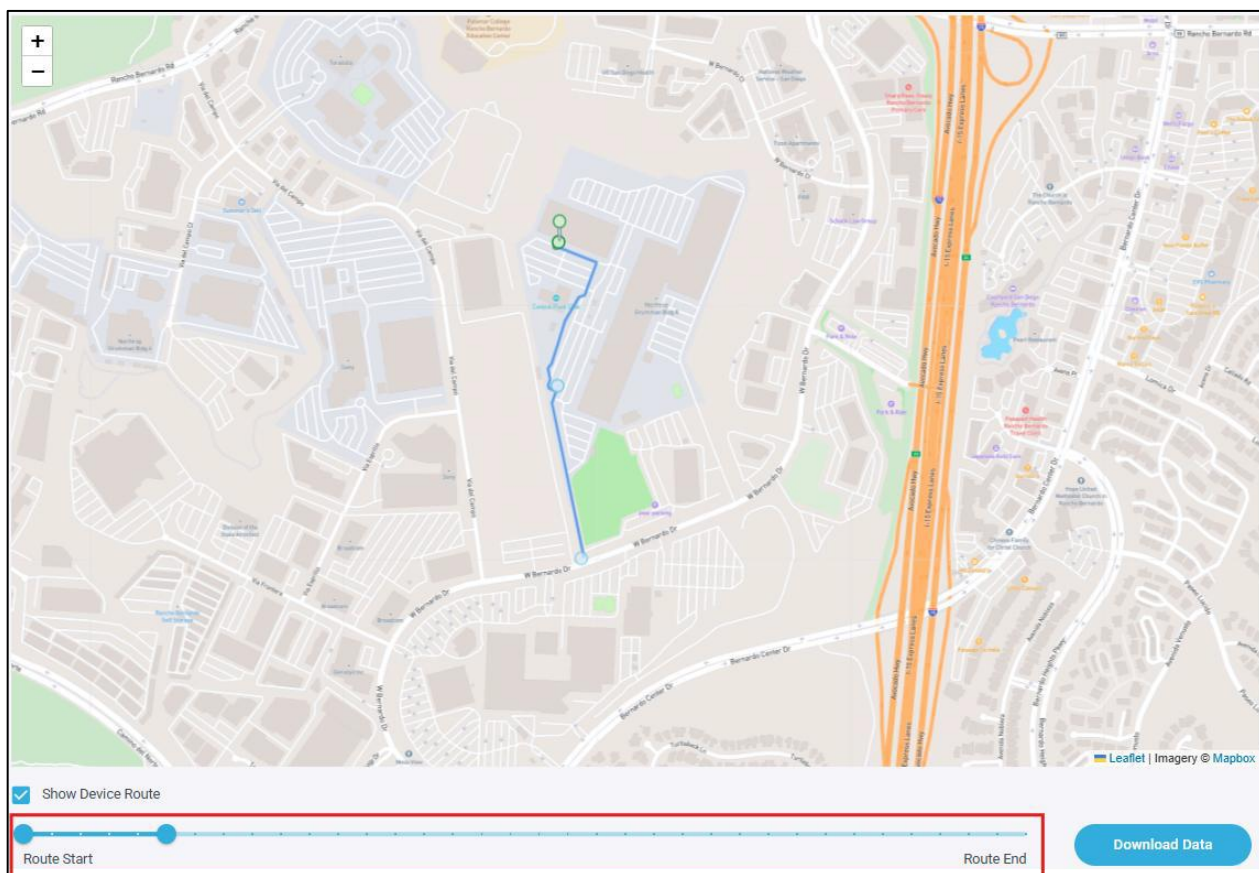


Figure 132 – Map page – Location slider bar

Note: You will notice a date and timestamp as well as the corresponding location of the device change on the map as you move the slider back and forth.



Figure 133 – Map page – Location slider bar showing time/date history of device location

To narrow the locations of a device only (If **Location Tracking** is enabled and **Show Device Route** is disabled):

3. Within **Map**, select a device from any pool.
4. Make sure **Show Device Route** is disabled. If not, uncheck **Show Device Route**.

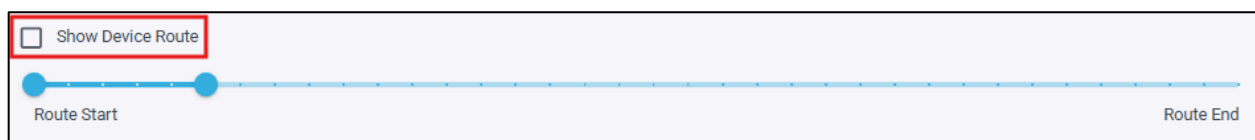


Figure 134 – Show Device Route checkbox

5. Click and drag either dot on either side of the bar to view the locations of the device at a particular moment in the past.

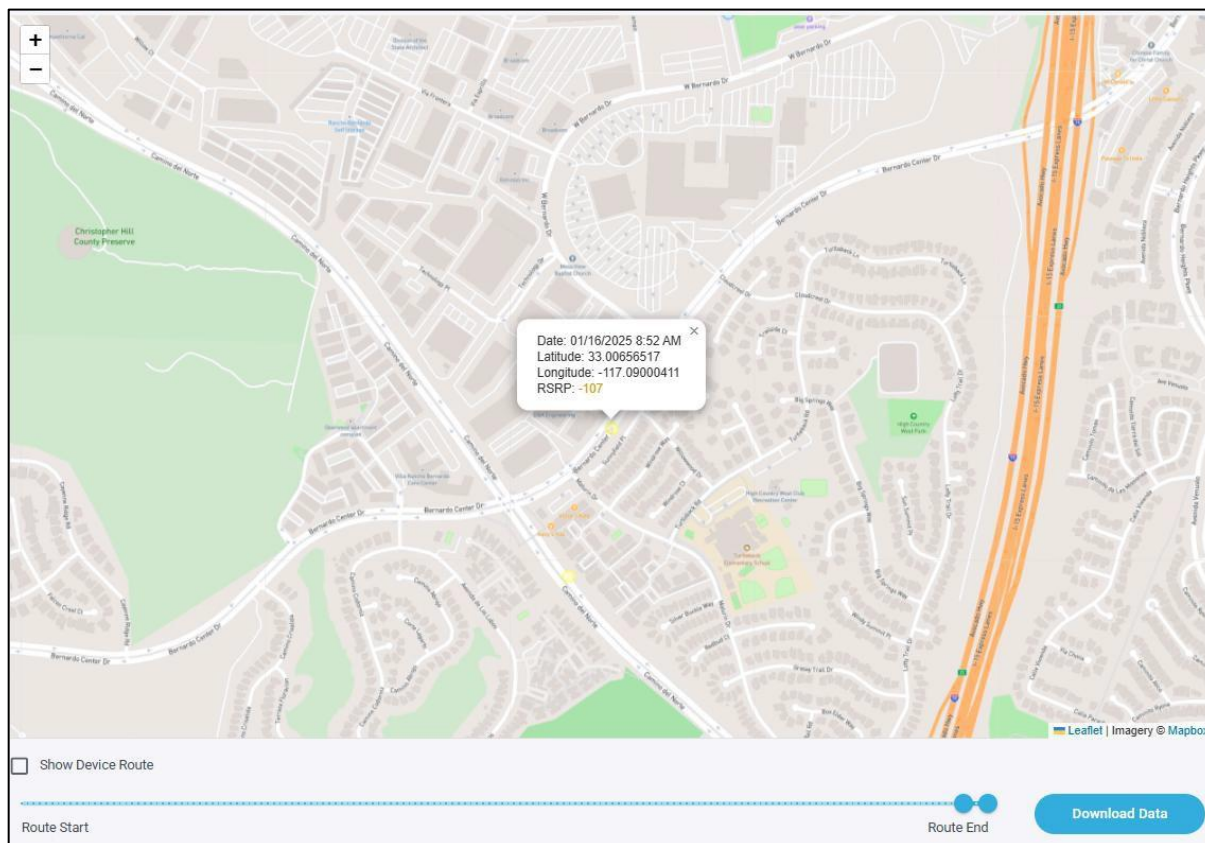


Figure 135 – Location slider bar showing specific date/time of device location(s)

5.6 Download Data

This feature will download the location tracking data of a device to a CSV file for future analysis.

To download the location tracking data:

1. Within **Map**, select a device from any pool.
2. Click on the **Download Data** button at the bottom right of the map.

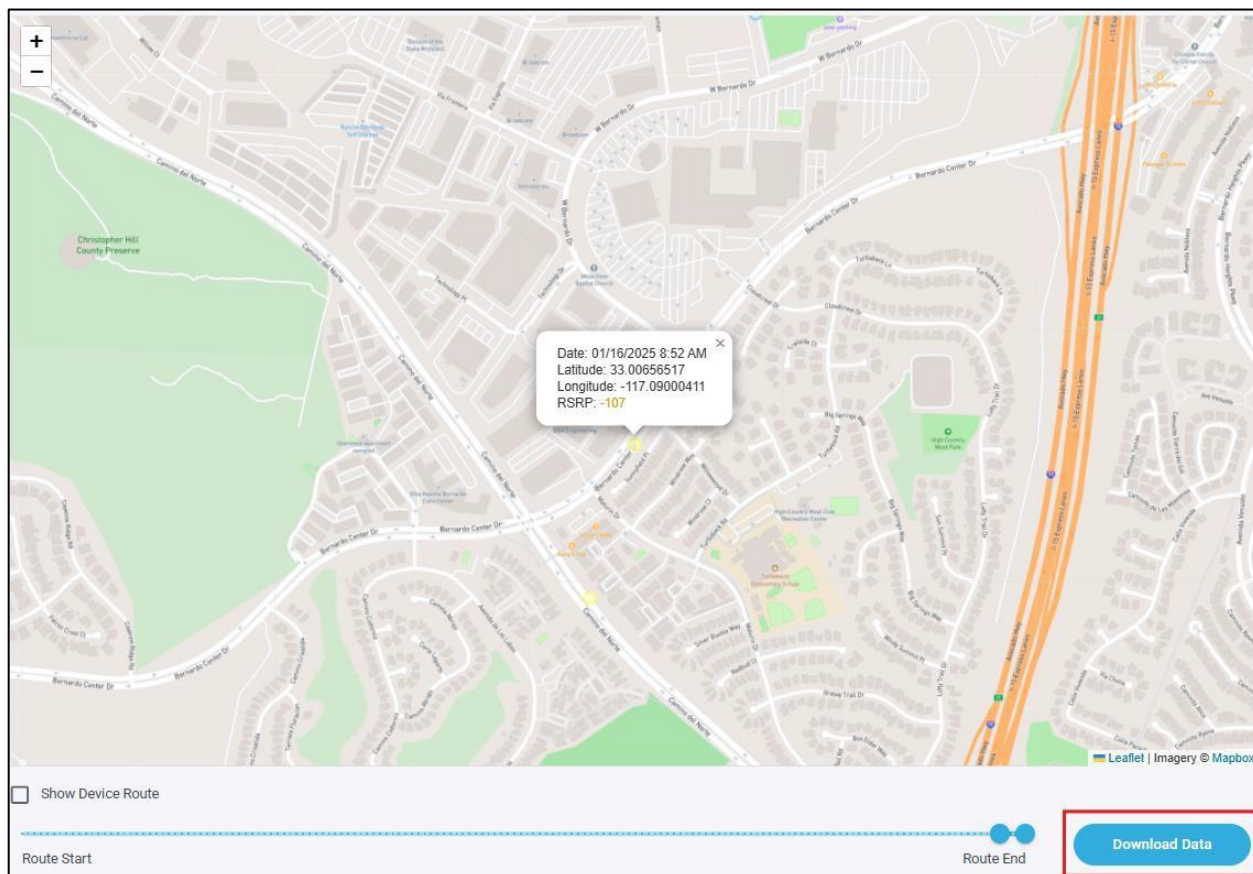


Figure 136 – Map page – Download Data button

3. A CSV file will be downloaded to your computer.

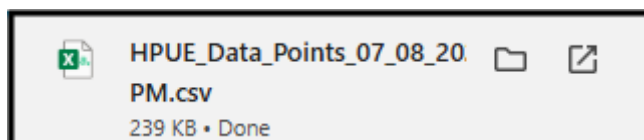


Figure 137 – Download Data Points - CSV file

4. The following information is captured in the CSV file: Type, Serial Number, IMEI, SIM Phone Number, Device Alias, Date Time GPS, RSSI, RSRP, LAT, and LONG.

	A	B	C	D	E	F	G	H	I	J
1	Type	Serial_Number	IMEI	Phone_Number	Device_Alias	DateTime_GPS	RSSI	RSRP	LAT	LONG
2	Map data points	232401002190	015681000024133	8589147861		45488.58391	-87	-123	33.0188636	-117.0880662
3	Map data points	232401002190	015681000024133	8589147861		45488.58456	-88	-124	33.0188636	-117.0880662
4	Map data points	232401002190	015681000024133	8589147861		45488.58456	-88	-124	33.0188636	-117.0880662
5	Map data points	232401002190	015681000024133	8589147861		45488.5851	-88	-125	33.0188636	-117.0880662
6	Map data points	232401002190	015681000024133	8589147861		45488.5851	-88	-125	33.0188636	-117.0880662
7	Map data points	232401002190	015681000024133	8589147861		45488.58622	-89	-127	33.0188636	-117.0880662
8	Map data points	232401002190	015681000024133	8589147861		45488.587	-89	-124	33.0188636	-117.0880662
9	Map data points	232401002190	015681000024133	8589147861		45488.588	-88	-124	33.0188636	-117.0880662
10	Map data points	232401002190	015681000024133	8589147861		45488.588	-88	-124	33.0188636	-117.0880662
11	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
12	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
13	Map data points	232401002190	015681000024133	8589147861		45488.58909	-87	-123	33.01885991	-117.0880662
14	Map data points	232401002190	015681000024133	8589147861		45488.59126	-88	-123	33.0188636	-117.0880662
15	Map data points	232401002190	015681000024133	8589147861		45488.59126	-88	-123	33.0188636	-117.0880662
16	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
17	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
18	Map data points	232401002190	015681000024133	8589147861		45488.59234	-89	-124	33.0188636	-117.0880662
19	Map data points	232401002190	015681000024133	8589147861		45488.59336	-87	-127	33.0188636	-117.0880662
20	Map data points	232401002190	015681000024133	8589147861		45488.59336	-87	-127	33.0188636	-117.0880662
21	Map data points	232401002190	015681000024133	8589147861		45488.59413	-89	-123	33.0188636	-117.0880662
22	Map data points	232401002190	015681000024133	8589147861		45488.59413	-89	-123	33.0188636	-117.0880662

Figure 138 – Contents of Data Points CSV file

Note: The DateTime_GPS values in column F are in Excel format. Therefore, to translate those values for humans, do the following:

- Open the downloaded CSV file with Excel.
- Excel will ask if you want to ‘Convert large numbers into scientific notation’ and ‘Remove leading zeros’. The other option is ‘Don’t Convert’. Choose **Convert**.

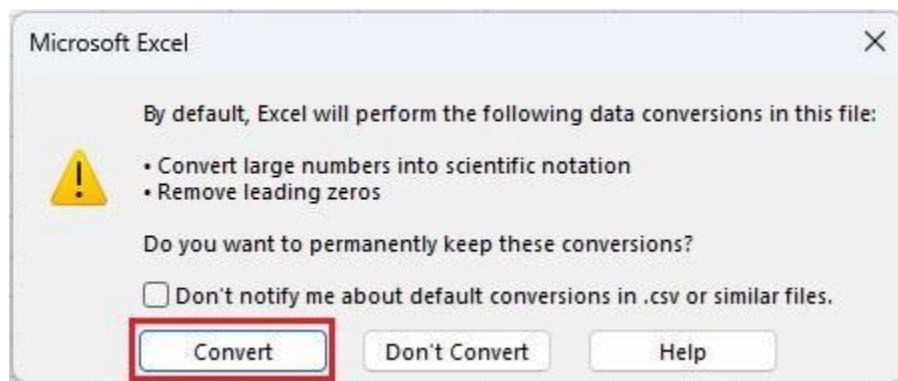


Figure 139 – Data Points CSV file - Convert

- Right-select column F and select Format Cells...

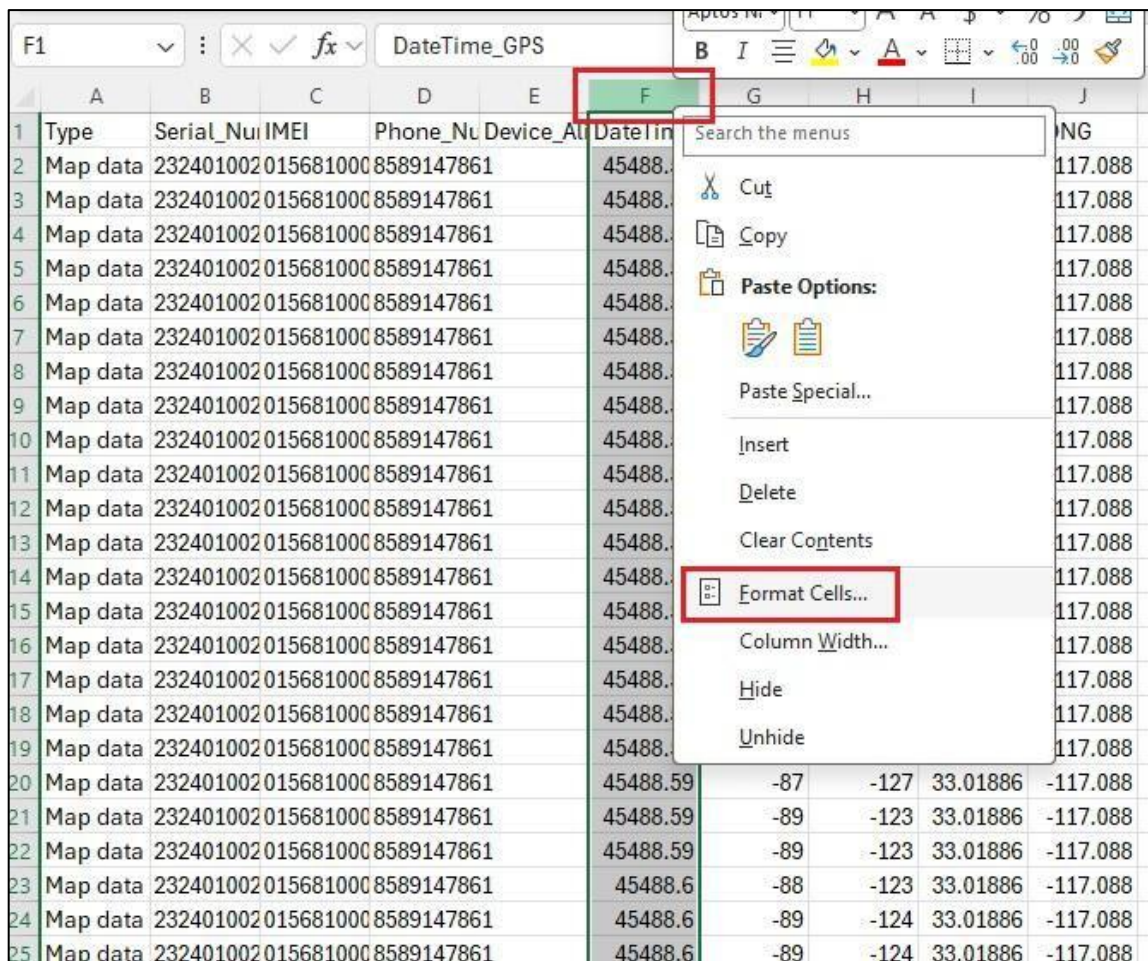


Figure 140 – Data Points CSV file – Format Cells on column F

- In **Format Cells** and under the **Number** tab, select **Date** for **Category**, then choose the preferred display of date and time in the **Type** area. We chose the following as shown below and confirmed changes by clicking **Ok** at the end.

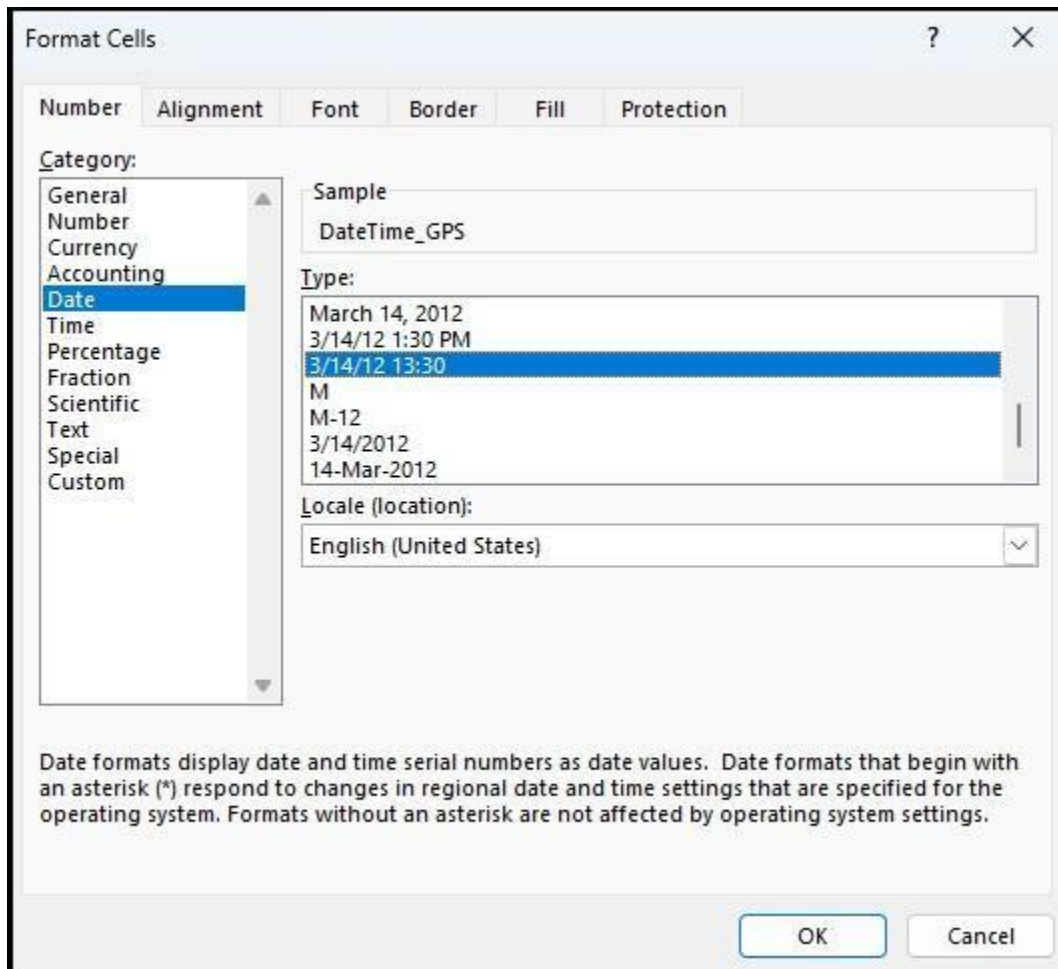


Figure 141 – Data Points CSV file – Format Cells – Number tab

- The **DateTime_GPS** column is now in the selected, human-readable format.

F
DateTime_GPS
7/15/24 14:00
7/15/24 14:01
7/15/24 14:01
7/15/24 14:02
7/15/24 14:02
7/15/24 14:04
7/15/24 14:05
7/15/24 14:06
7/15/24 14:06
7/15/24 14:08
7/15/24 14:08
7/15/24 14:08
7/15/24 14:11
7/15/24 14:11

Figure 142 – Data Points CSV file – DateTime_GPS column

Note: The values are in UTC.

Note: The CSV file can also be imported into Google Maps to create a custom map and add the CSV file as a layer. Please refer to Google Maps for more help on importing a CSV file.

6 Contact Support

If you have issues, questions or concerns related to MegaPortal, users can contact support directly from the portal.

To contact support:

1. Click on the users' profile drop-down menu and select **Contact Support**.

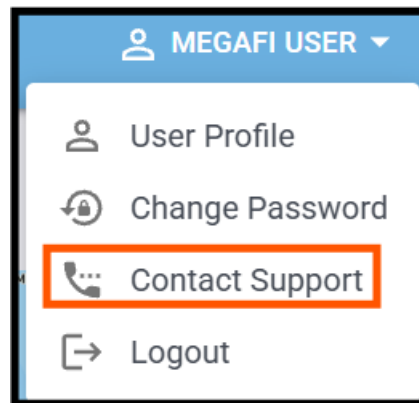


Figure 143 – User Profile menu – Contact Support option

2. Clicking on **Contact Support** will automatically pop up a menu to generate an automatic email to support, either by choosing your email preference or automatically opening up an email ready to enter your details to send.

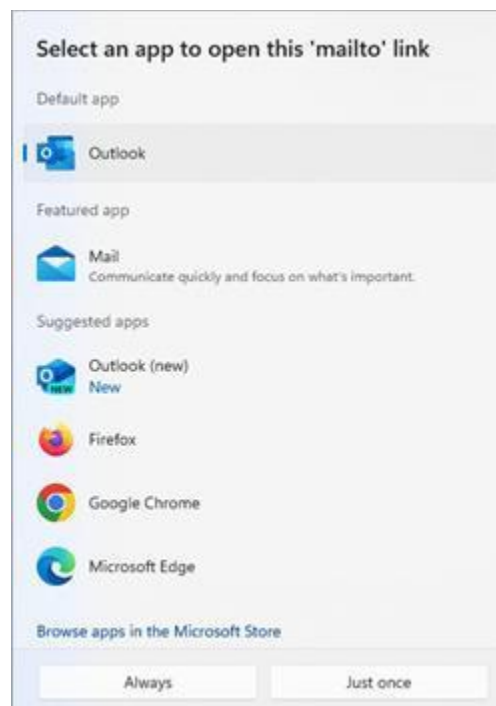


Figure 144 – Windows – select app to open email

3. Choose the appropriate method to contact support via email and click on Just once below or **Always** if you prefer.
4. Enter a Subject line and enter as many details as possible in the email body about the issue to report, including, **MegaPortal** version number (located at the bottom right of any page), device serial number, device version number, your contact information.

To

○ Airgain Connectivity Support X

Bcc

Cc

Trouble Launching Mission Control

Draft saved at 9:02 PM

MegaPortal version: 4.6.6

MegaFi serial number: 250302000025

MegaFi firmware version: 3.7.0

Organization: MegaFi Inc.

Contact information (name, email address): MegaFi User, megafiuser@proton.me

Description of issue: I get an error when trying to Launch Mission Control from the portal. Attaching a screenshot of the error message.



The webpage at <https://vpnalpha.nextivity.cloud:50438/cgi-bin/luci/> might be temporarily down or it may have moved permanently to a new web address.

Figure 145 – Outlook email – description of issue and details



7 Customer Support

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