

## WAAV AirBox™ Frequently Asked Questions (FAQ)

### **Q. How easy is it to setup once I receive the AirBox?**

A. The AirBox comes ready to run right out of the box. Attach the cellular antenna and plug in the power, and you are up and running. If you purchased a portable version (with a cigarette lighter DC power adapter and a suction-cup antenna), just put the suction cup antenna on your windshield, plug the box into the cigarette lighter, and you are ready to surf the Internet. For use at home, use a 110V AC power adapter instead. If you want to do a permanent installation in your vehicle, you will need to permanently mount the unit (with the included 4 mounting brackets), the permanent antenna, the power, and the GPS option. See the next question for permanent installation.

### **Q. Can I get this professionally mounted in my vehicle? Where?**

A. Yes. If you would like permanent mounting in your vehicle, WAAV sells an NMO-mount antenna. This requires a 3/8" hole to be drilled in the roof (or trunk) of your vehicle. Furthermore, the WAAV AirBox requires 12 Volts to operate. This should be run from the fuse-box to where the box is located. While many people choose to do this themselves, most high-end car stereo or cellular automobile aftermarket installers can help with this type of installation. We also have certified installers in certain large urban areas. Please call us for more information.

### **Q. What types of vehicles could I use this for?**

A. The AirBox is made for all types of vehicles – from cars, SUVs, limousines, taxis, RVs, trucks, and buses ambulances, police cars, and delivery vans. There are packages for boats and ferries as well. If you have a unique vehicle using an AirBox, please feel free to let us know!

### **Q. What type of antenna do I need?**

A. If you are looking for a simple installation, a portable suction-cup antenna allows you to stick the antenna to the inside of your windshield and offers the easiest and quickest installation. It also makes it easy to take the AirBox from vehicle to vehicle, or it can be used on the inside of a window in a home. Similarly, the magnetic-mount antenna also offers easy installation and portability, but the wire runs outside the trunk or window to mount outside the vehicle. If you are looking to permanently mount an AirBox, we recommend the NMO-mount fixed antenna. This will give the best performance and is the most-used antenna for fleets. The glass-mount vehicle antenna gives a semi-permanent mount; it is mounted inside the vehicle, usually on the rear window, and uses a double-sided adhesive tape. For trucks, RVs, and buses, and delivery vans, we still recommend the standard NMO-mounted fixed antenna above. However, if you have a fiberglass roof or want to mount the antenna even higher (for slightly better range), then the additional cost of the Truck/RV roof-mount antenna may be worth it. Note that for tractor-trailer rigs with a metal mirror (not the new all-in-one plastic mirrors), the truck mirror mount antenna is probably the easiest option. Lastly, there is a marine antenna which should be used by anyone using an AirBox on a boat.

### **Q. How many users can use the AirBox at the same time?**

A. Although it is not recommended, the AirBox CM3 can have up to 50 devices connected to it at one time. This includes both Ethernet and wireless (Wi-Fi) devices. For best Internet performance you will not want more than a few users online at the same time. For buses or vehicles with more than a few active users we recommend the AirBox X2, which can have multiple cellular connections and can handle more users at the same time. For even more users, WAAV has a patent-pending stackable technology where multiple AirBox X2 routers can be stacked together for even greater bandwidth.

**Q. What additional options are available for the AirBox?**

A. The AirBox CM3 is made for the majority of users who want an economical fully-integrated cellular router. There are further tools and options available for the CM3 for business and enterprise fleets. These include GPS options for remote tracking, additional security options (IPSec from the box), and remote enterprise management services. These options are also available on the AirBox X2 product. WAAV also carries Signal Boosters for coverage in remote areas and boats and a variety of antennas.

**Q. Does the AirBox work in countries outside the United States?**

A. Yes. Since WAAV is a U.S.-based company, our initial target has been here in the United States. However, there are options for unlimited roaming in all of North America, including Canada and Mexico. There will be more announcements coming soon. As for countries outside of North America, WAAV has worked with the carriers of several countries. Please contact us for more details.

**Q. Why am I not getting an Internet signal?**

A.

- Verify that you have paid your wireless data plan bill. Call your wireless carrier.
- Visit the website of your carrier to ensure that you are located in an area that receives an adequate cellular signal. To find your coverage area, look for the term "Coverage Map" on your carrier website. You will be prompted to enter your zip code then a map will be displayed for you.
- Make sure that your router is plugged in and the power light is on.
- Make sure that your Wi-Fi antenna is securely connected to your AirBox.

**Q. What is a Signal Booster?**

A. A signal booster is an amplifier for cellular signals. It allows an AirBox to be even further from a cellular tower for use in remote areas. Most people in large cities with good carrier signal coverage should not require a signal booster. Those who live in remote areas with spotty coverage or who live on the edge of high-speed coverage areas should think about buying a signal booster.

**Q. What's the difference between a cellular router and the cellular PC card that goes in the side of my laptop?**

A. Simply put, the AirBox is designed for moving vehicles and fleets while a cellular PC card was designed for people with a laptop who fly around the country. Cellular PC cards provide a broadband connection to a single laptop, which requires software to be installed on the laptop to speak with the card. The cellular PC cards do not have rugged external antenna connectors, so they normally only use the internal antenna of the card. Because the AirBox has an external cellular antenna, it has much better signal strength and range than the PC cards, so you can connect more reliably in more areas with better bandwidth. The mobile router also maintains connections better in moving vehicles. The AirBox is tested and works flawlessly at over 100mph. The mobile router makes connecting easy since there is no software to install. The AirBox provides a Wi-Fi hotspot to all users around it, so multiple devices and people can connect at the same time. Also, PC cards only work in laptops with PC card slots. Any Ethernet or Wi-Fi device can connect to the AirBox cellular router.

**Q. I thought that cellular routers required a cellular PC card to work?**

A. With WAAV's AirBox™, there is no need for an AirCard™ or any other type of cellular PC card. With AirBox, everything is in the box! There are some competitors who have cellular routers that require an external PCMCIA card to slide into the box to work. This type of a solution does not work well in a moving vehicle, since there are no ruggedized external antenna connectors from

the cellular PC card. The WAAV AirBox is a fully-integrated, all-in-one package that is made for vehicle applications.

**Q. Is there a monthly cost for this?**

A. Yes. WAAV signs users up for a cellular data plan from a national carrier. The cost is usually \$59.99 to \$79.99 per month for an unlimited data plan. Use it as much as you want, and only pay a single fixed fee.

**Q. What's the difference in the \$59.99 and the \$79.99 monthly fee?**

A. Carriers prefer to have you use their network for regular cell phone service. So they give you a discounted price on the cellular data plan used by the AirBox if you also are using them for regular cell phone service.

**Q. Do I need a cellphone for this to work?**

A. No. There is no need to have a cellphone. The AirBox has everything required to connect to the Internet built inside of it. There is no need for anything outside of the box – except for whatever you want to connect to the Internet!

**Q. If I choose the same carrier as my cellphone, can everything be on one bill?**

A. Yes. When you sign up for the WAAV AirBox service, just tell us your current carrier account number, and we'll add the cost of the data service for the AirBox to your current monthly bill.

**Q. How does the AirBox work?**

A. The AirBox gets an Internet connection from 3G (3rd Generation) cellular technology designed for video phones. The Ethernet and wireless clients do not need to have any special configurations or run special software. They connect just like any other wireless router.

**Q. Is this the same as a home wireless broadband router from Linksys or Netgear?**

A. The AirBox is similar to Wi-Fi routers from Linksys or Netgear, however those routers use a fixed Internet connection like cable or DSL. The AirBox uses a broadband cellular connection which allows you to use it anywhere with cell coverage, including moving vehicles. The AirBox only requires a cellular antenna to get its remote Internet connection. Regular Wi-Fi routers need to be plugged into your cable-modem or DSL box.

**Q. What's the difference between WAAV's GPS option and a TomTom or Garmin?**

A. The optional GPS receiver for the AirBox is made to allow remote tracking of vehicles for fleet operators. The AirBox gets the coordinates from the GPS receiver and sends them to a remote server. The AirBox does not have its own display, so a separate laptop screen would need to be used to view the remote tracking locally inside the vehicle. WAAV uses Google Maps™ to display the location of the vehicle.

**Q. What is the difference between the AirBox CM3 and the AirBox X2?**

A. The AirBox CM3 is made for the majority of consumers and business fleets and can have a single cellular connection. The AirBox X2 is made for mass transit vehicles, high-end fleets, and government vehicles that require broader bandwidths or greater coverage areas and redundancy backup connections. The AirBox X2 can have two simultaneous cellular connections – either on the same carrier (for broader bandwidths) or on different carriers (for greater coverage areas and redundant connections). The AirBox X2 can also have one backend cellular connection and the second connection can be a 4.9GHz Public Safety network. Lastly, multiple AirBox X2 cellular routers can be stacked together to form one Wi-Fi network with even greater bandwidth from even more cellular or WWAN (Wireless WAN) connections.

**Q. Is the monthly service fee more for the AirBox X2?**

A. Yes. If you are connecting to two cellular connections, then you will need to pay for two unlimited cellular data plans. There are options where the second data plan is not an “unlimited” data plan and is only used in case of an emergency as a backup solution; these plans are less expensive and only available for larger fleet orders. There are also other options for police and emergency vehicles so they can use a special safety network, but these networks are put up by individual cities. In this case, users can normally use the city's network and the AirBox will

automatically route through the cellular backend whenever the city's network is not available or out of range.

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