

# max aware

## USER GUIDE



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## Welcome to max aware

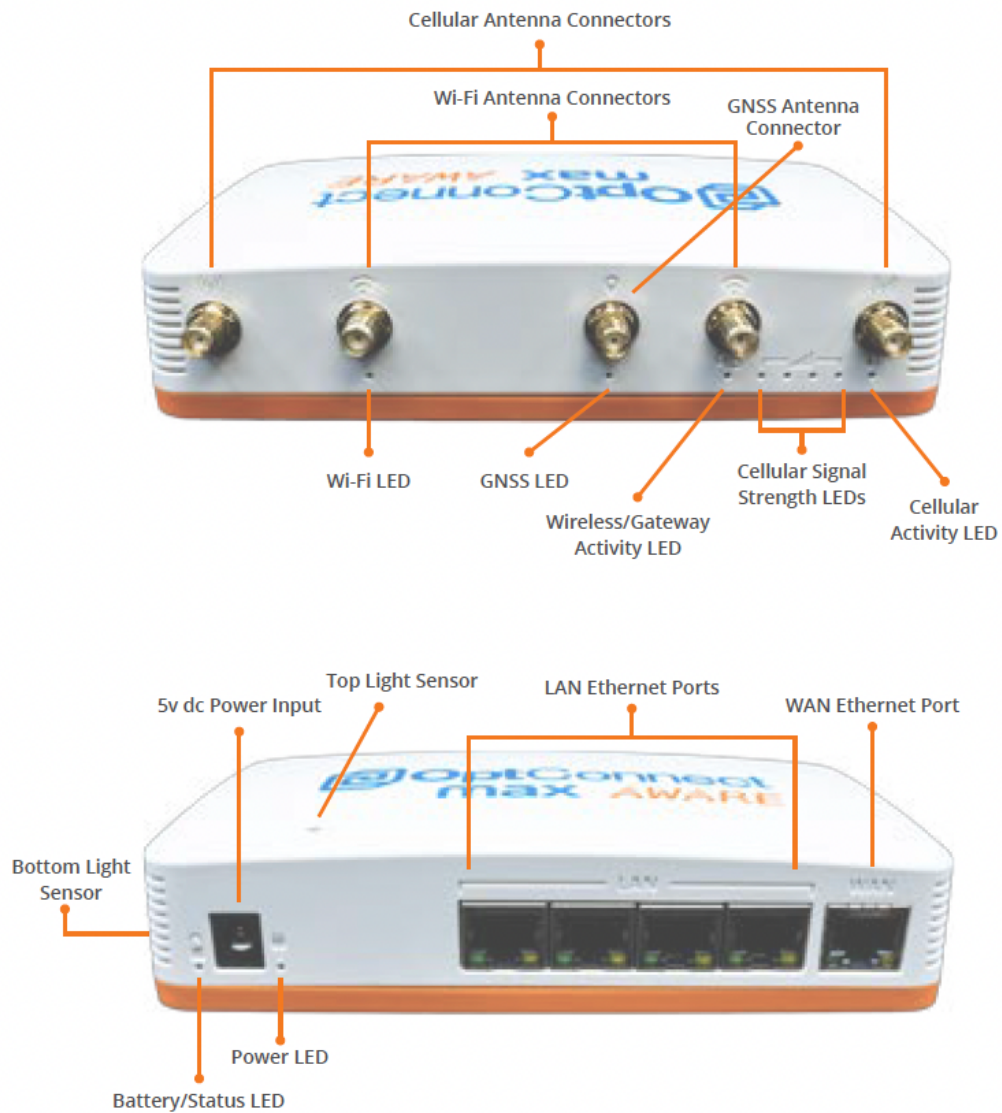
The max aware is an LTE Category 4 + Wi-Fi dual-carrier cellular router perfectly suited for applications that require high-speed connectivity, including parking and mobility, digital signs, water management, EV, and automated retail applications like kiosks and micro markets.

With its 4 LAN ports and 1 WAN port, the max aware can easily connect multiple pieces of equipment. Each router comes pre-configured with default Wi-Fi settings, for usability at the click of a button. For added value, the WAN failover feature ensures uninterrupted Internet connectivity by seamlessly switching from Ethernet to Wi-Fi when the primary connection fails. With its built-in 'aware' functionality, the max aware sends automated alerts in the event of a power outage and reverts briefly to a backup battery to preserve connectivity. Additional 'awareness' features are coming soon.

OptConnect managed wireless services are included with every max aware, along with a license to the Summit platform and its API — the management system designed for your phone, tablet, or computer.

**Complete the following steps to successfully install max aware.**

## Identify max aware and Accessories



Cellular & GPS Antenna



Wi-Fi Antenna



Ethernet Cable



Power Cable

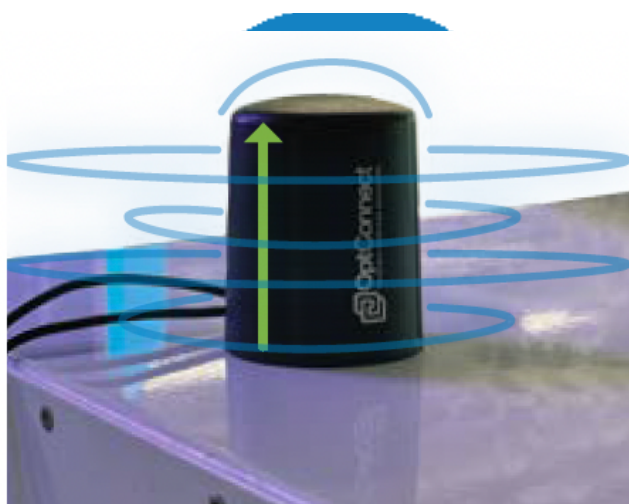
## max aware LED Indicator Chart

LED INDICATOR	PATTERN AND COLOR	DESCRIPTION
Power LED	On (green)	Line Power Good
	On (red)	Line Power Bad
	Off	Line Power Missing
Battery / Status LED	Fast Blink (blue)	Device Turning On
	Off	Charging Disabled
	Slow Blink (amber)	Charging
	On (green)	Battery Full Region
	On (amber)	Battery Mid Region
	On (red)	Battery Low Region
	Fast Blink for 2 Seconds (red)	Device Turning Off
	Rapid Blink (blue)	Device Updating Firmware
Cellular Activity LED	Rapid Blink (amber)	Cellular Activity
Cellular Signal Quality LED	1 LED On (green)	Poor Signal Quality
	2 LEDs On (green)	OK Signal Quality
	3 LEDs On (green)	Good Signal Quality
	4 LEDs On (green)	Excellent Signal Quality
Wireless/Gateway Activity LED	Rapid Blink (blue)	BLE Gateway Activity
	Rapid Blink (purple)	Wi-Fi Gateway Activity
GNSS LED	Slow Blink (green)	Searching for GPS Signal
	On (green)	GPS Signal Found (Locked)
Wi-Fi LAN Activity LED	Rapid Blink (green)	Wi-Fi LAN Activity
Ethernet LAN Left LED	On (green)	100-Mbps Link Established
	Off	100-Mbps Link Established
Ethernet LAN Right LED	Rapid Blink (amber)	Ethernet LAN Activity
Ethernet WAN Left LED	On (amber)	1000-Mbps Link Established
	On (green)	100-Mbps Link Established
	Off	10-Mbps Link Established
Ethernet WAN Right LED	Rapid Blink (amber)	Ethernet WAN Activity

# Physically Install max aware

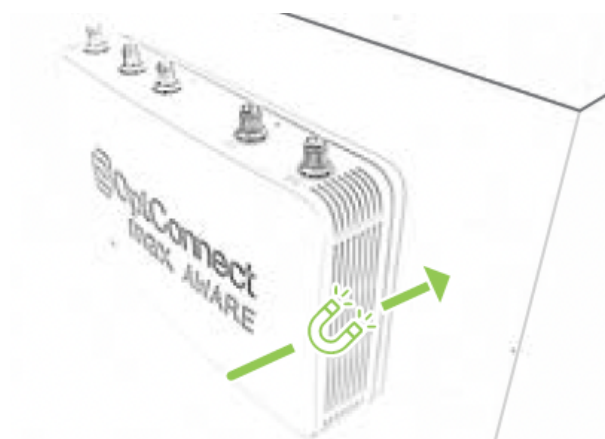
## Position the cellular/GNSS and Wi-Fi antennas

- Avoid placing the antennas inside equipment constructed of metal or other material that may block RF signals.
- Position the antennas' magnetic bases on a metal surface 3-5 inches from any edge. Usage on a metal surface can improve signal strength. Orient the antennas:
  - Pointed vertically upward (best)
  - Pointed vertically downward, routing antenna cable away from antenna shaft (next best)
  - Pointed horizontally (least preferred)



## Place max aware device at desired install location

- The bottom of the max aware device features magnets for secure positioning when placed against metal equipment.
  - **Note:** the max aware device case includes light sensors on both the top and bottom for future applications. The bottom light sensor will typically be blocked to detect device removal attempts.



## Route antenna leads and power connector to max aware device

- Connect antenna leads to max aware and fully tighten.
- Route power adapter's cord from power source to max aware.
- Connect power cord to max aware and ensure power LED glows green.
- **Important:** upon first connection, the max aware device may automatically download a software/configuration update - typically indicated by the battery LED flashing blue.

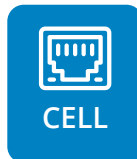
## Maximize signal strength and quality

- Adjust the antenna placement to maximize the number of green signal strength indicator LEDs. Optionally, signal strength and quality can be viewed in the OptConnect Summit web portal.



## Physically connect your equipment

- **Ethernet** - if using Ethernet to connect your equipment, route Ethernet cord(s) from your desired equipment to one of the LAN ports on the max aware device.
- **Ethernet WAN** - if using Ethernet WAN to connect to an on-site router/Internet Service Provider (ISP), route the Ethernet cord from ISP router to WAN Ethernet port on max aware device.
- **Wi-Fi** - To connect your equipment to the max aware device via Wi-Fi, you may need to verify/set up Wi-Fi settings in the Summit web portal. See "Wi-Fi Connectivity" section on page 7 for further information.



# Ensure connectivity and configuration for max aware

After physical installation, the next steps are to ensure your equipment has connectivity and is configured to work with the max aware device.

## Check max aware local network connectivity

By default, the max aware device will have a LAN subnet of 192.168.1.90/24. This may be different if your company has established a custom configuration running a different subnet.

## Check DHCP configuration

The max aware device runs a DHCP server by default, and connecting any equipment configured for DHCP should automatically pull a DHCP lease with the proper IP address, gateway, subnet mask, and DNS settings necessary for connectivity. The default range for DHCP leases the max aware device offers is 192.168.1.100 through 192.168.1.250.

## Check static IP address configuration

To statically configure your equipment, your settings should match the max aware and its local subnet. For example:

- IP Address: 192.168.1.11
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.1.90
- DNS: 192.168.1.90

## Wi-Fi Connectivity

If using Wi-Fi, note that your company may have already established default settings unique for your use cases; these are displayed and can be adjusted in the Summit web portal under the Wi-Fi settings section. Settings include:



- Enable/Disable - Turns Wi-Fi on and off.
- SSID: Service Set Identifier - name for the max aware Wi-Fi network.
- Broadcast - Enables or disables broadcasting the SSID.
- Password - Wi-Fi passphrase used to authenticate on the max aware's Wi-Fi network.
  - **IMPORTANT: OptConnect strongly recommends changing password during first log in to device.**
- Encryption - Selects encryption method used for max aware Wi-Fi
- MAC List - Allows for filtering/limiting devices connecting to the max aware Wi-Fi by MAC address. Options include:
  - Disable: Turns off all MAC filtering.
  - Allow: Allows only provided MAC addresses to connect to the max aware Wi-Fi network.
  - Deny: Prevents provided MAC addresses from connecting to the max aware Wi-Fi network.

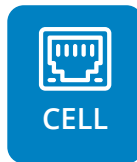
To create a universal configuration for all your devices with the same Wi-Fi settings, please reach out to OptConnect Technical Support.

## Ensure a WAN network connection to the Internet

The OptConnect max aware offers two routes for connecting to the Internet: Ethernet WAN and cellular WAN. The max aware device also features automatic failover from Ethernet to cellular WAN if Ethernet WAN goes down.

The OptConnect Summit web portal will display the current primary connectivity method - either wired WAN or cellular - and device status.

**Cellular WAN** functionality is always on and features dual-carrier connectivity. Summit will display the carrier IP addresses along with which address is currently in use. Additionally, Summit will display various cellular metrics, such as signal strength, signal quality, carrier sessions and cellular data usage.



Via cellular connections, if the max aware device detects a loss of connectivity on its primary carrier, the device will automatically fail over to its secondary carrier.

**Ethernet WAN** allows for connectivity via Ethernet through another Internet service provider. The max aware device will pull a DHCP lease from equipment connected to the WAN port on the device. To enable a WAN static IP configuration, please contact OptConnect Tech Support.



## Ensure remote access to your equipment

OptConnect makes it easy to remotely access your equipment and applications via port forwards. To establish a configuration containing specific-use-case port forwards, please contact OptConnect Tech Support.

For cellular connectivity, OptConnect devices are on private networks by default, which use private/shared address space WAN IPs. In order to remotely reach these IP addresses, OptConnect offers a VPN solution to our customers. Please contact OptConnect Tech Support to set up VPN access.

Once port forward rules have been established on your configuration, you can then access your equipment via either the connected cellular IP address or through your wired ISP's IP address. Keep in mind: you may need to open ports on the WAN router or through your ISP for this functionality.

# Manage your OptConnect devices

To manage your max aware via the Summit web portal, read the comprehensive guide below - giving you everything you need to know, from initial login to detailed device management, so you can effectively monitor and configure your device.



[Go to Summit](#)

## Logging in

As part of your max aware purchase, you receive a license to access the OptConnect Summit portal, your one stop for efficient device management.

For first time customers:

- Watch for an email that includes your credentials. Simply click the registration link in the email to access the Summit login page. Here, you will be directed to enter your username and password to access the system's main dashboard.
- Or contact our Customer Care Center at 877.678.3343.

For returning customers:

- Log in at [summit3.optconnect.com/login](https://summit3.optconnect.com/login) or contact our Customer Care Center at 877.678.3343.

## Identifying and Accessing Device Information

On the device list page, quickly identify devices using their ID, description, model or any other preferred data point. This page also displays crucial information at a glance, including connectivity status, for additional details and deeper insights into each device's performance and settings via quick links.

## Customizing the Device List View

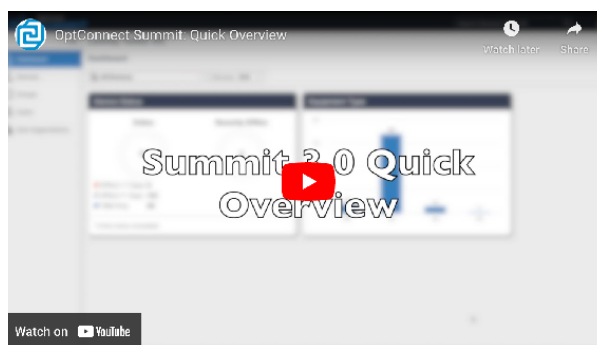
The device list page may be customized to suit your specific needs:

- **Configure columns** - Use the columns configuration dropdown to customize the information displayed. This allows you to select which data points are visible in the device list, ensuring you see only the most relevant information.
- **Column filter** - Apply specific filters to refine your view. For instance, select the appropriate model from the model filter to display only max aware devices.
- **Column sorting** - Sort the data in your device list either in ascending or descending order.
- **Export list** - Export the customized list to a CSV file to more easily share or analyze the data offline.

## Detailed Device Management

Summit makes it easy to view and manage detailed settings for a specific device via:

- Accessing device details - Click on the desired device in the list to access the device details page. At the top of the page, find essential information such as the device's identifiers, network and connectivity - plus information on data usage, signal, sessions, connected clients, and so on.
- Wi-Fi settings - Configure Wi-Fi settings directly from this page to adjust network preferences as needed. This self-service feature allows you to enable or disable Wi-Fi, broadcast the SSID, set or change the SSID and password, and manage MAC address permissions. This capability not only offers immediate control over your device settings but also allows for quick updates if your needs change post-deployment.
  - **Note:** For bulk or initial setups, you can request multi-device configuration profiles at the time of shipment, ensuring your devices are ready to use upon arrival.
- Location tracking - Gain precise insight into each device's location with Summit's location tracking feature. This tool provides a highly accurate approximate location and address, facilitating better asset management and security monitoring.



[Watch our Summit Playlist](#)

# Frequently Asked Questions

## How do I get support?

- Contact our Customer Care Center at 877.678.3343.

## How do I change the Wi-Fi name and password?

- The Wi-Fi name and password can be changed on max aware devices via Summit or by contacting OptConnect tech support.

## How do I know if my max aware device is online?

- The device will display cellular signal strength indicators, and the max aware cellular activity LED will flash or glow steadily when max aware is communicating with the cellular network. For more detailed performance and historical information see Summit at [summit.optconnect.com](http://summit.optconnect.com) or add Glimpse™ support to your equipment's software.

## How do I log in to the max aware device?

- There is no login for max aware devices. OptConnect manages most aspects of the max aware device as part of our Managed Wireless Services. Information about devices and some features such as Wi-Fi can be found via Summit.

## How do I change the max aware IP address, firewall settings, and other settings?

- Each max aware you receive is configured to your specifications before it arrives. Your max aware does not need to be configured on site unless your equipment/application requirements have changed. Contact our Customer Care Center at 877.678.3343 to adjust configuration for max aware.

