



Remote Telematics Unit Hardware Versions v3.0/3.5 Installation Guide

Airmax Remote

February 23

Ver. 3.0/3.5





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▶ 1.0 Contact Information

Initial communications or technical support should be made to:

Customer Support
Airmax Remote Limited
Unit 1, Avenue Terrace
Avenue Road
Aston
Birmingham, B6 4DY

Tel: 0333 358 3489

Email: support@airmaxremote.com

For online queries and FAQ's, please visit:

Support: support.airmaxremote.com

▶ 2.0 Version Control

Issue	Date	Description
V1.0	2005	Draft release of 1 st Gen
V2.0	2007	Inclusion of Crank detect cable
V2.3	2010	Changes to LED sequence with RTU
V3.0	01/06/2015	New RTU design and enclosure
V3.5	01/03/2020	Inc additional safety information and certification
V3.6	23/05/2022	Airmax Remote office address update/commission URL
V4.0	16/02/2022	Online commission edition



3.0 Preface

Failure to comply with the following warnings, approvals and safety information may invalidate warranty, certification or type approval of this product.

The following information within this installation guide and its instructions are to assist you with installing this product correctly, failure to do so may result in invalidated warranty and recharges to rectify.

- 1 Any attempt to make modifications not expressly approved by Airmax Remote may invalidate the warranty and the user's authority to use/install the equipment
- 2 Unauthorised modifications to this or equipment or associated accessories is forbidden without the express permission and agreement from the product manufacturer
- 3 The equipment should not be operated in hazardous environments i.e. areas that contain explosive materials or flammable vapours
- 4 Internal components containing beryllium oxide may be used in this equipment. Dust from this material is a health hazard if inhaled or allowed to come into contact with the skin. Great care must be taken when handling any raw material inside this product.
- 5 The equipment not fitted with a backup battery and is restricted to temperature ranges depending on the build of the hardware:
 - -40C to +85C, storage,
 - -25C to +70C, operatingThe unit will still operate outside of these limits, but reduced performance may appear.

3.1 Safety Information

Please adhere to the following safety and installation information at all times.

RTU Supply Voltage +6V to +16V Maximum neg ground.
(Overvoltage and transient protection.)

RTU Power Consumption Operating current <100mA (2.0 Amp peak)
Sleep current < 5mA, "Sleep" < 5mA

Note:

- The Airmax RTU is internally fused
- The currents indicated above are worst case scenario when the device is transmitting at peak power (2.0 Amp peak) and typically a lot lower than illustrated

Important – the device's power supply for the vehicle installation MUST utilise a permanent power feed provided by the vehicle OBD connector, that is NOT subject to a battery isolation 'kill switch' technology. If the vehicle is fitted with a battery isolation 'kill switch' then the permanent power feed must be taken directly from the vehicle battery terminals whereby you may wish to use additional fuses.



3.2 Product Certification

RED Directive

Airmax Remote Limited hereby declares that the **Remote Telematics Unit** are in compliance with the essential requirements and other relevant provisions of RED directive (formally R&TTE Directive)

The declaration of conformity (DOC) can be supplied on application by contacting Airmax Remote Limited



The Airmax RTU product contain a u-blox SARA-G450 radio module whose associated Notified Body. The product contains the following marking:



The Airmax RTU complies with part b of the FCC Rules and contains the following markings.

Operation of the product is subject to the following conditions:

1. This device may not cause harmful interference
2. This device must accept any interference received, including interference that may cause undesirable operation.



VCA Approval

E-Marking

The Airmax RTU and associated products have been approved and cleared for conformity of product schedule 1 of the revision 3 of the E/ECE/TRANS/505. The RTU is also approved by VCA directive for automotive use and contains the following marking:

Airmax RTU

Approval No: E11*10R05/01*10848*00

Airmax VIM

Approval No: e11*72/245*2009/19*5653*00

Airmax Card Reader

Approval No: e11*72/245*2009/19*5654*00



3.3 Important Notes

- Whereby the OBD cable is not connected as instructed below it could create missing data resulting a poor performance, for further instructions refer to page 8
- In order for the GPS to function correctly, the RTU antenna must have clear view of the sky in order to complete its start up sequences for further instructions refer to page 11.
- We should inform you that charges may apply to rectify or remedy installations that either do not conform to the below installation instructions or whereby the above inform as not be adhered to.
- Where a cable tie isn't installed - A faulty or loose connection will result in unit malfunction and will be regarded as an incorrect installation, charges may apply to rectify
- Ensure the vehicles electrical cables, hydraulics lines, fuel lines, and safety equipment are not damaged during the installation
- Ensure that normal control and operation of the vehicle is not impaired by the installation, particularly the brakes and steering. Ensure that the airbag operation is not obstructed

3.4 Quick Guide

The following installation sequence is recommended. Please refer to the detailed instructions elsewhere in this document for further information.

1. Plan the whole installation and determine suitable locations, mounting arrangement and cable routes for all hardware
2. Remove the vehicle OBD connector **(Refer to Section 5.2)**
3. Connect the Airmax OBD Connector to the Vehicle connector by plugging in **(Refer to Section 5.3)**
4. Locate a suitable location for the GSM/GPS antenna, facing the sky and not mounted to a metal surface **(Refer to Section 7.0)**
5. Connect the FAKRA Connectors from the antenna to the RTU
6. Turn on vehicle to start power up and booting sequence **(Refer to Section 6.0)**

NOTE: the RTU will only power on once vehicle is running and detect vehicle comms ONLY once the unit has detected power.

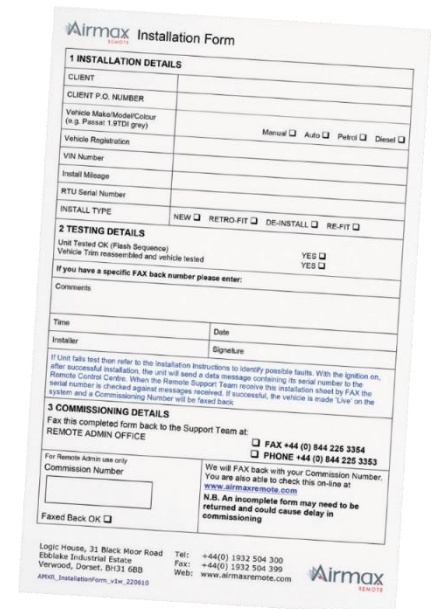
7. Permanently mount the RTU and other hardware in a safe, secure location **(Refer to Section 8.0)**
8. Commission and test system **(Refer to Section 8.1)**

▶ 4.0 Installation Instructions

1. Check the label on kit bag for recommended vehicle manufacturer types (or specific vehicle order) to confirm suitability for installation.
2. Check the contents of the pack (**Fig1**), it should include (8) items:
 - a. Remote Telematics Unit (RTU);
 - b. GSM/GPS Antenna;
 - c. Vehicle Cable (which matches vehicle OBD);
 - d. Installation accessories including:
 - i. Cable Ties
 - ii. Mounting Pads
 - iii. Adhesive Pads
 - iv. Cleaning Wipe

NOTE:

- There maybe additional specific order items subject to customer requirements
- Make a note of the unit's serial number prior to the installation as this is essential when completing the commission process



Airmax REMOTE Installation Form

1 INSTALLATION DETAILS

CLIENT

CLIENT P.O. NUMBER

Vehicle Make/Model/Colour (e.g. Passat 1.9TDI grey) Manual Auto Petrol Diesel

Vehicle Registration

VIN Number

Install Mileage

RTU Serial Number

INSTALL TYPE NEW RETRO-FIT DE-INSTALL RE-FIT

2 TESTING DETAILS

Unit Tested Ok (Flash Sequence) YES

Vehicle Trim reassembled and vehicle tested YES

If you have a specific FAX back number please enter:

Comments

Time

Installer

Date

Signature

If Unit fails test then refer to the Installation Instructions to identify possible faults. With the ignition on, after successful installation, the unit will send a data message containing its serial number to the Remote Control Centre. When the Remote Support Team receive the installation data by FAX the serial number is checked against messages received. If successful, the vehicle is made 'Live' on the system and a Commissioning Number will be faxed back.

3 COMMISSIONING DETAILS

Fax this completed form back to the Support Team at: REMOTE ADMIN OFFICE

FAX +44 (0) 844 225 3354

PHONE +44 (0) 844 225 3353

For Remote Admin use only

Commission Number

We will FAX back with your Commission Number. You are also able to check this on-line at www.airmaxremote.com

N.B. An incomplete form may need to be returned and could cause delay in commissioning

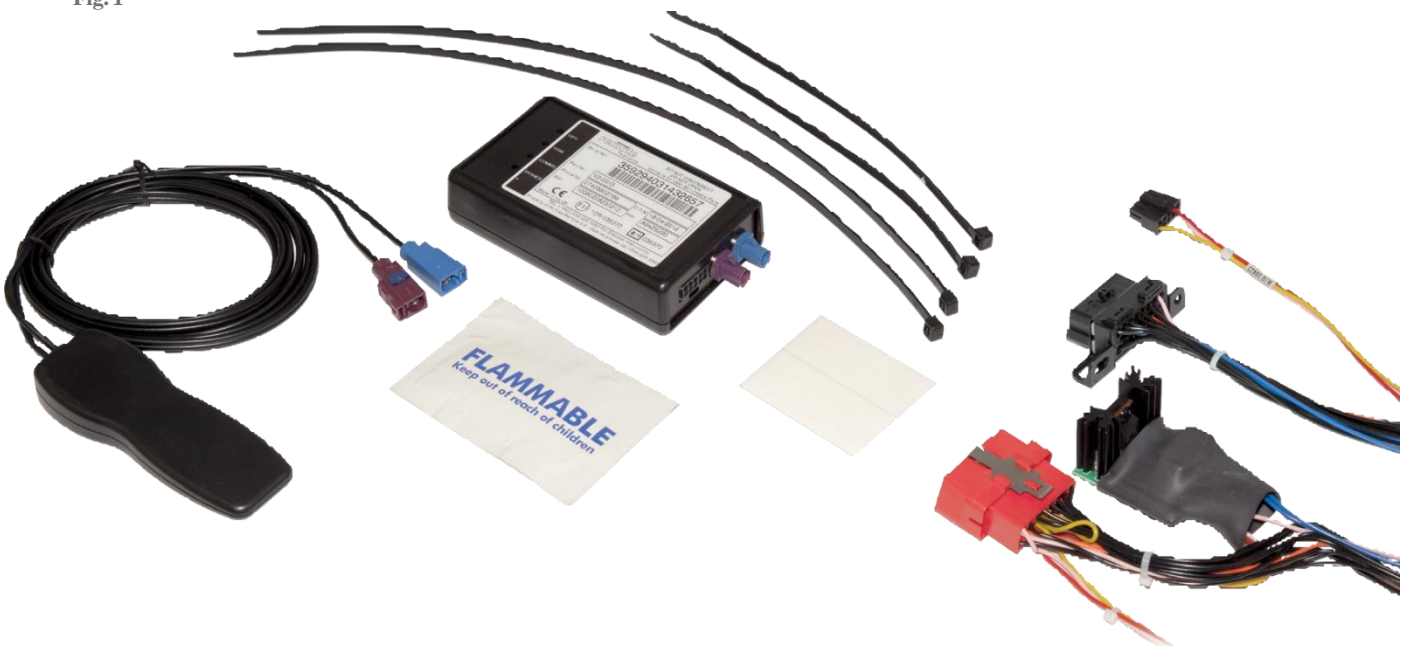
Faxed Back OK

Logic House, 31 Black Moor Road
Ebbw Vale Industrial Estate
Newwood, Darnley, BH31 6BB
AM01_InstallationForm_v1w_220610

Tel: +44(0) 1932 504 300
Fax: +44(0) 1932 504 399
Web: www.airmaxremote.com

Airmax REMOTE

Fig. 1



► 5.0 Preparation and Connection

1. Ensure ignition is **switched OFF** prior to starting installation.
2. Locate the onboard diagnostics connector (OBD) on the vehicle which will look similar to the example shown (**Fig 3**).

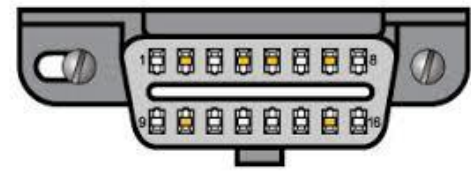


Fig. 3

*The vehicle trim will need to be removed as required to locate the vehicle's OBD connector demonstrated (**Fig. 4**).*

3. Check that the cable connector supplied is compatible to the vehicle's connector it will replace.
4. Remove the vehicle's OBD connector from its socket. Then fit the OBD connector supplied in its place.
5. As per **sections 3.3 adhere to safety information** and Identify a suitable location for the RTU.

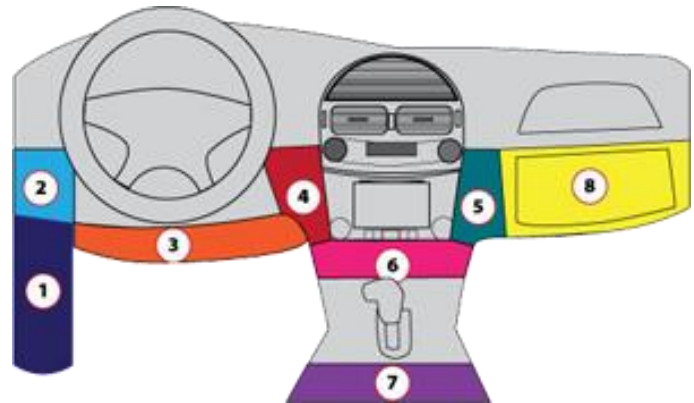


Fig. 4

6. Plug-in the female OBD connector supplied to the vehicle OBD connector and secure with a small cable tie (**Fig 5**).
7. Identify a suitable location for the antenna. It should be sited on the underside of the dashboard whilst ensuring that it, or the cable, is not fastened to removable panels or trim.

Antenna misplacement will result in unit malfunction and will be regarded as an incorrect installation Refer to sections 7 for further instructions.

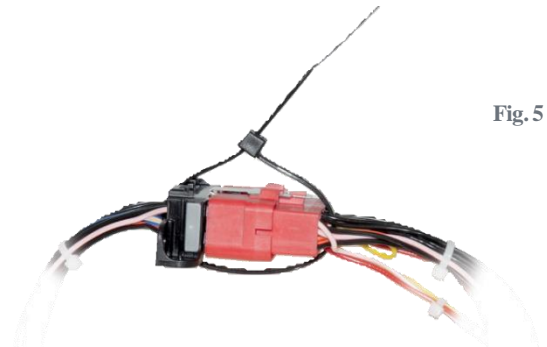


Fig. 5

8. Mount the antenna onto a position on the underside of the dash.
 - All mounting areas must be cleaned with the pad/wipe provided and not connected to metal surface.
 - Push the connectors of the antenna into their respective color matching components on the RTU (**Fig 6**).
 - Please ensure wires are clicked in place to ensure a secure connection.

9. Plug the remaining cable connector (Molex) into the RTU (**Fig.6**).
10. **Now turn the ignition on and start the vehicle.**

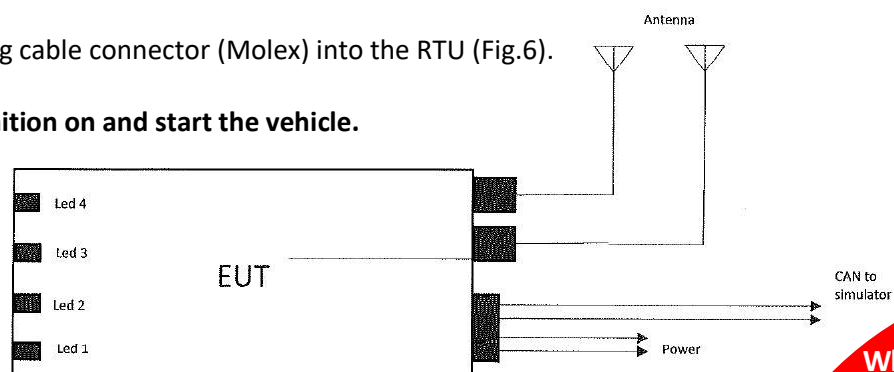


Fig. 6

▶ 6.0 Installation and Registration

The status and correct operation of the unit, both during and after registration, can be determined from the four LEDs on the unit as shown in (Fig7).

Refer to Sections 9 for further instructions.

The correct start up sequence is as follows -

1. Each LED will flash in sequence upon (Red, Yellow, Orange, Green and then all illuminate). Fig 7



Fig. 7

2. The Yellow (vehicle Comms), Orange (GSM) and Green (GPS) LEDs will flash steadily, (Fig. 8) and then remain 'on' when successful in setup

When these 3 LEDs are all on the unit will transmit data to our systems.

3. If successful, the Red LED will illuminate also (and will blink every 4 seconds).

4. All four LEDs should now be on solid to demonstrate this stage is complete. (Fig. 10, overleaf) Switch off the vehicle's ignition – after a short period all LEDs should be OFF.

(Red LED will blink on every 5 seconds).

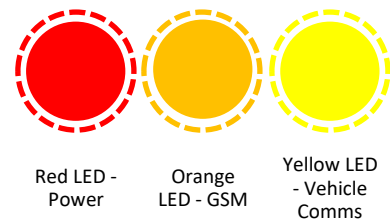


Fig. 8

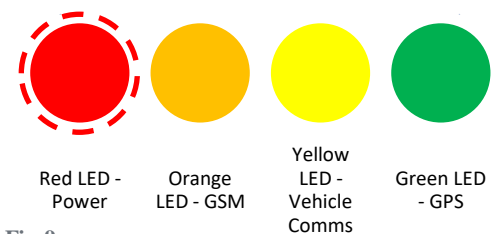
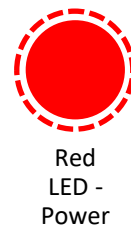


Fig. 9

In the event that the LED sequences above are not completed, or you are experiencing any issues, please refer to Sections 7 for help and troubleshooting guidance



Installation of the unit is not complete until it has been registered with the Airmax Remote servers.

This start up sequence process is automatic and begins as soon as the vehicle's engine is started and the RTU has power, GSM/GPS and vehicle connection, the LED Sequence will indicate its completed steps.

Registration requires the unit to send and receive messages over GPRS using GSM network and should only take approximately 5 minutes. However, in areas of poor network coverage, or in metal skin buildings, registration may be slow, or not possible. Also, the unit will not complete registration until it has obtained a valid GPS fix/position which may be difficult in metal skinned buildings therefore it may be necessary to drive the vehicle to a location with good GPS coverage to complete the process.

► **Installation and Registration continued.**

If registration does not complete within a few minutes, or the unit does not show this sequence of flashing LED then there may be an issue with the installation or hardware placement, please re-check; or use a voltage meter to check power as the vehicle may have its fuse removed, or still in transport mode.

Please refer to the Help / Problems section below.

If you need to contact the Airmax Remote help desk for advice, we may ask you to describe how the LEDs are flashing

NOTE: If the engine is switched off before registration is complete, the unit will attempt to complete the whole sequence again once the engine has been restarted.

This is because the unit will assume it has not been correctly installed until it has received a message from the Airmax Remote host.

It is important to ensure the unit is working correctly before progressing to 'Completing Installation' i.e. finish securing the unit and re-fitting trim etc.

Do not disconnect any cables once registration is complete as the installation will be considered failed and charges may apply to rectify.



Fig. 10



▶ 7.0 Antenna Mounting & Positioning

7.1 Choosing the Mounting Location

- The antenna should be installed and located on the underside of the dashboard on a plastic panel, we recommend underneath the dashboard as high as possible pointing towards the “sky”, but non- visible to driver (concealed); and
- When selecting a location, ensure that both the antenna and its cables are **NOT**;
 - on any removable panel or trim;
 - on, inside or close to, any metal structure;
 - close to, speakers or speaker cables, airbags or airbag wiring, any ECU within the vehicle, general vehicle cable looms, any sources of electrical “noise” or other GSM / GPS antennas or equipment; or
 - in any location where the cables could be “pinched” by any trim, doors, etc.

Connector Colour	Description	Notes
Blue FAKRA	GPS	Connect to Blue RTU Connector
Purple FAKRA	GSM	Connect to Purple RTU Connector

7.2 Mounting the Antenna

- Note which side of the antenna has **letters GPS** as the antenna must be positioned with this side facing towards the “sky”
- Apply the adhesive pad to the antenna, ensuring it is on the opposite side to the letters GPS
- Then remove the backing from the other side of the adhesive pad, firmly press the antenna onto the selected surface;
- Secure any loose cable as required.

Notes:

- Full adhesion may take 24 hours
- Clean the chosen fixing surface and the antenna with its supplied surface cleaner and allow to dry completely, ensuring that the mounting surface and antenna are free of (a) moisture (especially in cold and wet conditions), (b) oil/grease, or other similar contaminants that might affect adhesion
- Antenna misplacement may result in the unit malfunctioning and will be regarded as an incorrect installation which will ensue a charge to remedy
- All waste accumulated following the completed install is to be disposed of in accordance with waste disposal regulations (WEEE)





▶ 8.0 Completing Installation

1. Secure the unit's cable connector (Molex) to the unit using a large cable tie. Please push molex connector until it clicks and is secure.
2. Tie the cable tie around the unit from top to bottom ensuring that the cable tie is inserted between the cables over the connector (**Fig 11**).
3. Secure the unit in a safe and suitable position using the adhesive pad and large cable tie. It is expected that the second cable tie is used to secure against a solid surface (**Fig 12**).
4. It is not sufficient to only use the sticky pads provided. In addition to using the sticky pads and cable ties provided, ensure the unit is adequately secured to a rigid structure within the vehicle and will not rattle, come loose, cause damage to the vehicle, or in any way affect the driver's use of the vehicle. Furthermore, ensure that it is not affixed to any removable panels, trim, metal structures, speakers or speaker cables, airbags or airbag wiring, general cable looms or any of the ECU's within the vehicle.
 - ▶ Unit misplacement will result in unit malfunction and will be regarded as an incorrect installation, charges may apply to rectify
5. Tidy any loose cables and fit as necessary.
6. Complete the Commissioning Installation Instructions and provide as instructed in **section 8.1**.



Fig. 11



Fig. 12



▶ 8.1 Commissioning Installation

Airmax provide an online platform available using your browser found at the following URL:

<https://install.airmaxremote.com/devices/install>

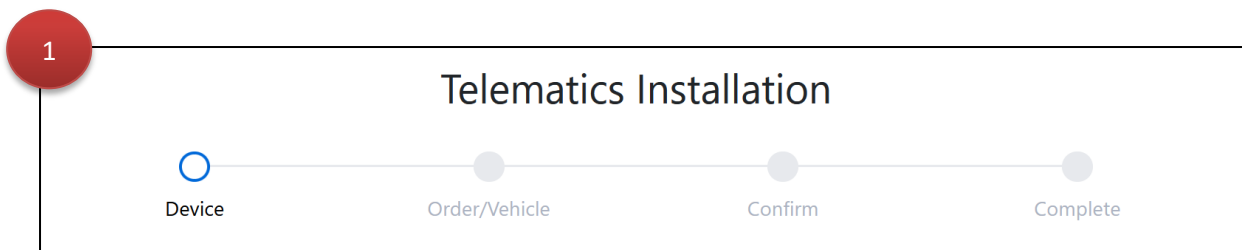
NOTE: if you are a Leasing company that uses Ebbon Dacs Leaselink for delivery methods, please refer to your specific leasing company instructions for commissioning. If you are unsure, please contact the Airmax Helpdesk.

Please note: If we have implemented a customer URL with custom branding, please contact your administrator for provided URL.

During the device activation and commissioning process, there are 3 stages for a successful job completion as demonstrated in image 1.

1. Enter and check the device unique identifier (IMEI), to confirm the device is powered and communicating with our servers and is therefore registered (*Refer to image 2*)
2. Once successfully registered, you will be required to filled in 3 text entry boxes containing vehicle and/or order information.
 - a. **[NOTE: Is important to register correctly so the device is linked to correct vehicle]**
3. You will be prompted to confirm vehicle odometer, technician details and any other information before progressing to completion.

Once successful, completion will confirm vehicle is successfully commissioned and authorisation code provided, referred to as commissioning number.



2

Telematics Installation

○ Device — ● Order/Vehicle — ● Confirm — ● Complete

Step 1 - Device Installation

- Have you fitted an Airmax telematics unit before? Please refer to the [Installation Instructions](#) for guidance.
- Enter the IMEI number of the installed device to check the installation status.

Device IMEI #

IMEI

3

Device IMEI #

123456789101112

The second stage will prompt you to enter the **order number, vehicle registration, and VIN number**. Please refer to the individual bag label to make sure you are installing the correct kit type. *Note, we use these details to validate against our system records.* Once correct details entered, press check and the vehicle information will populate below these fields.

Telematics Installation

● Device — ○ Order/Vehicle — ● Confirm — ● Complete

Step 2 - Order/Vehicle Details

- Enter the order number and reference details of the installed vehicle to check for information.

Order #

991685

Vehicle Reg. VIN/Chassis #

OV72XCX

W1N9N0JB0PJ048541

Order/Vehicle Information

Order #	991685	Installed On	11/10/2022 15:47:15
Vehicle Reg.	OV72XCX	VIN/Chassis #	W1N9N0JB0PJ048541
Vehicle Desc.	Mercedes Eqa 300 Suv 228hp AMG Line Prem Auto 4MATIC (2022)		



Finally, to confirm the details entered are correct – please review all information and enter the current vehicle odometer reading in the relevant field.

You can also add your email address and any notes and a copy of the install details will be sent to the email address.

Once confident all information is correctly entered, tick the box to confirm install quality and information is correct.

5

Device Order/Vehicle **Confirm** Complete

Step 3 - Confirm Install Details

- Review and confirm the installation details, then submit the install odometer reading and installer information.

Installation Details			
Device IMEI #	356849087700928	Device Read VIN/Chassis #	W1N9N0JB0PJ048541
Order #	991685	Installed On	11/10/2022 15:47:15
Vehicle Reg.	OV72XCX	VIN/Chassis #	W1N9N0JB0PJ048541
Vehicle Desc.	Mercedes Eqa 300 Suv 228hp AMG Line Prem Auto 4MATIC (2022)		

Odometer Reading

32.2 miles

Installer Name

Installer Email

^ Optional - a copy of the installation details will be sent to this email address.

Install Notes

I confirm that the device has been installed according to the installation instructions standards, and the order/vehicle installation details are correct.



6

✓ Success - Device connected
The device has been correctly installed. Please continue to the next step.

Next

Once the device has been installed correctly, a 'success' message will appear and invite you to the next step of the process.

If this is not successful, please refer to troubleshooting. Alternatively, the contact details for the Support team for further assistance.

Your installation is now complete and can finish your post installation checks.



▶ 9.0 Engineering Mode

9.1 LED Sequence Explanations

The following table explains the LED flash sequences.

The unit will have been fully tested prior to delivery and there are no adjustable or serviceable parts. Should the unit not operate correctly please check all connections. If the unit is still not operational there may be a fault with the equipment.

If a fault is encountered during installation, please contact the Airmax Remote Product & Support Team

LED	
Yellow, Amber and Green LEDs ON constantly and Red LED ON with a short blink OFF every 4 seconds	Unit powering-up and operating correctly
Yellow LED flashing steadily	Unit is trying to communicate with the Vehicle
Amber LED flashing steadily	Unit is trying to communicate with GSM Network
Green LED flashing steadily	Unit is trying to get a valid GPS Fix
Red LED OFF and flashing ON every 4 seconds	Unit not yet registered Yellow, Amber and Green LED show unit status
Yellow, Amber and Green LEDs OFF and Red LED blinking ON every 5 Second	Unit is in sleep mode and will start up again as soon as the vehicle is started (or on other timed events)
Red LED permanently OFF	Unit hardware Failure or cable/power problem
Red LED permanently ON - no occasional flash OFF (during normal power up the red LED will be constantly ON until unit starts talking to the vehicle)	Unit hardware failure
Red LED rapidly flashing	Unit System or configuration Failure
Yellow LED rapidly flashing	Unable to identify the vehicle bus or connect to the vehicle
Amber LED rapidly flashing	Unit GSM Hardware, Mobile network communication error or Antenna failure
Green LED rapidly flashing	Unit GPS hardware or Antenna failure



▶ 9.2 Troubleshooting

PROBLEM	POSSIBLE CAUSE	ACTION
NO LEDs come ON	EOBD cable fault or not properly connected	Check Connections and that connectors are fully mated at both ends of the cable
	No power to EOBD connector	Check power and fuses
	Unit has been damaged during transit or installation	Contact AMX support to arrange return of complete kit and try alternative kit
Yellow LED remains steadily Flashing	Unit does not support the vehicle diagnostics bus type used on the vehicle	Contact AMX support to check suitability of kit who may advise you arrange return of complete kit and or, where possible, ask you try an alternative kit
	EOBD cable fault or not properly connected	
Amber LED remains steadily Flashing	Poor antenna sitting	Check location and ensure antenna is not fixed to metal surface
	No GSM coverage	Move car to location with known better GSM coverage
	Antenna fault	Check Connections
	GSM network problem	Wait and try later
	AMX host network problem	Contact AMX support
Green LED remains steadily Flashing (may take up to 10 Mins to get first GPS Fix)	Bad GPS coverage	Move vehicle to more "open" location
	Poor antenna sitting	Check location and ensure antenna is located with the correct side pointing towards an open space and is not fixed to metal surface
With engine running Yellow, Amber and Green LEDs OFF and Red LED blinking ON every 5 seconds	Battery Voltage low. (less than 13.6volts)	Run engine until battery voltage rises
	Unit has been damaged during transit or installation	Contact AMX support to arrange return of complete kit and try



10.0 Glossary of Terms and Abbreviations

Card Reader	In Vehicle Driver ID Reader
Born	When the device send initial SMS to Airmax Servers for authentication
CAN	Controller Area Network
CID	Commissioning Identification Number
Commission	Activation of Airmax RTU
Connectivity	Telecommunications Network – GPS and GSM
ECU	Electronic Control Unit
Firmware	Software loaded to operate the RTU
IMEI	International Mobile Equipment Identity
GSM	Global Systems for Mobiles
GPS	Global Positioning Satellites
GPRS	General Packet Radio Service
OBD	Onboard diagnostic Port
ISO	International Organisation for Standards
LED	Light Emitting Diode
RTU	Airmax 'Remote Telematics Unit'
R&TTE	Radio Equipment and Telecommunications Terminal Equipment
SMS	Short Message Service - Text
Telematics	telecommunications & vehicular technology, recording vehicle and location data.
VIN	Chassis Number, or Vehicle Identification Number
VIM	Vehicle Interface Model to Emergency Service Ancillary Items i.e. Blue Lights
WEEE	Waste Electrical and Electronic Equipment Regulation
VCA	Vehicle Certification Agency