



ROCKET MOBILE ROUTER GENERAL FAQ'S

DOES THE ROCKET INCLUDE THE CELLULAR CARRIER FEE?

The carrier fee is not included. However, only one cellular plan is needed to connect many devices.

DOES THE ROCKET NEED TO BE MOUNTED IN ANY PARTICULAR PLACE?

The Rocket comes with 25' of cable and a Locker for easy mounting. The Rocket has been mounted in various locations in many different vehicles. There is even an "L" bracket for mounting in the tightest places.

DOES THE ROCKET COME WITH AN ANTENNA?

The Rocket comes equipped with a Quad Band Antenna that connects dual Wi-Fi, cellular and GPS.

WHAT IS THE DISTANCE OF THE WI-FI BUBBLE AROUND A VEHICLE?

The Wi-Fi bubble can be accessed 500' in all directions around the vehicle.

HOW ACCURATE IS THE GPS IN THE ROCKET?

The GPS is a SiRFstarIV™ rated GPS that hits 18 different satellites at any given moment. It is accurate up to 3 meters away.

DOES YOUR PRODUCT SUPPORT MULTIPLE CARRIERS?

Yes, The Rocket has the ability to support two USB modems from separate carriers and leverage them so that if one cellular network is unavailable, you have automatic failover to the other modem, keeping your data communications operational. The remote connection manager also leverages the best signal strength of either carrier so you can get the best coverage while driving in different areas.

CAN WE TALK TO YOUR DEVICES AND OTHER IT ASSETS IN THE VEHICLE REMOTELY?

Yes, RCM – Rocket Configuration Manager allows you to have remote access via the static IP address of the USB modem located inside The Rocket. You can have further access to the devices assigned in the wLAN (vehicle area network) for troubleshooting the devices or pushing out patches and updates. RCM has many more management properties that make it simple for a network or systems analyst to control and manage these devices, regardless of how many or where they are deployed.

DO YOU HAVE GOVERNMENT CONTRACTS FOR PROCUREMENT?

The Rocket is made in the U.S.A., and we offer a GSA schedule for procurements. We can also leverage state and local contracts and cooperative purchasing agreements, depending on your state. Contact your Utility sales manager for further information.

WHERE CAN I GO TO DOWNLOAD SOFTWARE AND/OR FIND THE LATEST SOFTWARE RELEASES?

All of the software applications, including RCM and AVaiL Web, can be located at the following address:
<http://173.165.176.117/downloads>.

I CAN'T LOG IN TO THE DOWNLOAD WEBSITE. WHERE DO I GET A USERNAME?

A username and password are normally provided to the point-of-contact that we have on file. You may also contact Utility's support team by emailing us at support@utility.com or calling 678-892-8382.

I HAVE NFS INSTALLED, AND I'M CONNECTED TO THE ROCKET, BUT I DON'T SEEM TO BE RECEIVING ANY INFORMATION. WHERE DO I LOOK NEXT?

NFS requires a license.xml file that you may obtain by contacting Utility's support team. In addition, make sure that all firewalls and VPN clients are off/bypassed during initial setup; exceptions might need to be made in the firewall rules.

WHERE CAN I FIND HARDWARE INSTALLATION AND TROUBLESHOOTING GUIDES?

Hardware installation and troubleshooting guides can be found at www.utility.com using your username and password to access the customer portal.

WHERE CAN I FIND A LIST OF SUPPORTED USB AIRCARDS AND CELL CARRIERS?

The Utility Support team can provide a complete updated list of supported carriers and their respective USB aircard models. Inquiries can be emailed to support@utility.com.

WHAT IS RCM?

RCM stands for Rocket Configuration Manager, which is our thin client "Over the Air" management for your entire fleet. With 500 configurable parameters, customizable icons, and the ability to organize a fleet in groups and subgroups, maintain GPS parameters and modify security, passwords and encryptions, RCM makes it easy for organizations to manage their whole fleet of Rockets. RCM also includes a one-year warranty on hardware, 2% hot spares and unlimited tech support.

WHAT IS AVAIL?

AVaiL Web is Utility's web-based, real-time mapping application. AVaiL Web includes GPS positioning of vehicles, assets and personnel; historical and real-time tracking; Geofence alerts and reporting; turn-by-turn directions; and much more.

HOW MANY ROCKETS DO I GET IN MY SPARE POOL?

With RCM, you get 2% in your spare pool. For example, if you have 100 Rockets, you would have two extra to use as replacements.

WHAT WI-FI BANDS/FREQUENCIES DOES THE ROCKET OPERATE ON?

2.4GHz G – for local host connectivity.

2.4GHz G/5GHz A or N = for offload.

HOW MUCH POWER DOES THE ROCKET USE?

Less than 1 Amp.

WHAT IS THE DEFAULT TIME ON THE POWER TIMER IN THE ROCKET LOCKER AND HOW DO YOU CHANGE THE SETTINGS?

The default delay set on the timer is two hours. To change the settings, locate the timer within the locker and switch the (1/2/3) positions to the desired combination.

HOW DO YOU ACCESS THE ROCKET'S LOCAL PAGE?

By default, The Rocket may be accessed by opening a web browser and typing (<https://192.168.2.1:3002>). If you are not able to access it, contact your local network administrator.

WHY DOES THE ROCKET REBOOT EVERY FIVE MINUTES?

The Rocket will reboot every five minutes, as a self-troubleshooting mechanism, if it cannot communicate with Utility's NOC. Steps to take: Verify the aircard dials out in a laptop using the carrier's connection manager. If the client aircard is part of a private (ATT-APN/Verizon – MPLS/Sprint – Datalink) network, the carrier will need to allow specific IP/port configurations for The Rocket to communicate successfully. If issue is not resolved, contact Utility support at (404) 816-0300.

HOW MANY DEVICES CAN BE CONNECTED TO THE ROCKET AT ANY ONE TIME?

We recommend having a maximum of 25 devices connected.

HOW DO I REBOOT THE ROCKET?

To do a soft reboot of The Rocket, you will need to go to The Rocket's homepage under the admin section. Under the actions area you will see an option to reboot.

OUR AGENCY USES NETMOTION; IS THAT AN ISSUE?

No. We will work with you in order to make The Rocket work with NetMotion. We have several rules built and will help you get those rules imported in order to facilitate that.

WHERE ARE UTILITY'S PRODUCTS MANUFACTURED?

We are proud to say that all of Utility's products are engineered, manufactured and supported in the U.S.A.