

# Georgia Trauma Commission (GTC) AVL System

Deploying and Managing MG90 Systems in  
Partnership with Island Tech Services (ITS)

## So You Have Your New MG90 Gateway – Now What?

- Inventory Check - One Complete System Includes:
  - One MG90 with DC power cable in box
  - One bolt mount antenna with six 12inch wires and six cables to attach to each antenna wire, extending the cables' length
  - One paddle antennas (aka rubber duck for in-vehicle Wi-Fi broadcasting, rendering one roof mounted Wi-Fi wire unused/ coiled)
  - AC Power Cable provided as (1) per agency (contact ITS to purchase additional cables)
- Serial Number Confirmation
  - Document your new MG90 serial number and old OMG2000 serial numbers; provide to GTC via [tim@drtimboonellc.com](mailto:tim@drtimboonellc.com)
  - For AT&T FirstNet Users, reference the MG90 Serial Number to AT&T SIM Card Number table provided by ITS to ensure the right SIM card is used in the right MG90

**Do Not Install MG90 Until Gateway is Configured and Tested**

## MG90 Gateway Configuration & Support After-the-Fact

- Deployment – Imaging the MG90, Setting It Up
  - Register at <https://source.sierrawireless.com/> and opt in for MG90 updates
  - Call Sierra Support 877-687-7795, use GTC's unique PIN# 2299 & schedule a provisioning appointment
  - ITS is an escalation path during deployment
    - Contact ITS Help Desk, [modemsupport@itsg.us.com](mailto:modemsupport@itsg.us.com) or call 631-447-2442 for escalations during deployment
    - Emergencies contact is Luke Brown at 904-334-1842 or via [Lbrown@itsg.us.com](mailto:Lbrown@itsg.us.com)
  - Consulting Services for broader MG90 system use and/or dedicated Technical Support during deployment is available for purchase
- Support Post Deployment – Once Deployed & You Have Issues
  - ITS Helpdesk at 631-447-2442 or via [modemsupport@itsg.us.com](mailto:modemsupport@itsg.us.com)
  - Sierra Tech Support at 877-687-7795 with PIN# 2299 or via [Sierra Online Ticketing Portal](#)
    - ITS Helpdesk can assist in many support matters; ITS works with agency and Sierra Support for all RMA needs today along with any issues beyond our acumen.

# Click to Open Guides from Source.SierraWireless.com MG90 Software Configuration & Hardware User Guides

»» AirLink MG90  
Software Configuration Guide



»» AirLink MG90  
Hardware User Guide



## MG90 Installation

Review and provide to Installers the MG90 Hardware Guide

- Consider using Loctite or similar bonding for antennas' 12inch cable connecting to longer lead cables
  - Hand-tightened cable connections can wiggle free over time resulting in GPS location anomalies or lack of location reporting and loss of cellular service or service degradation
- Once antenna is roof mounted, connect antennas' leads to MG90's rear panel (installation guide, Pg18):
  - One GPS/ GNSS labeled antenna cable to MG90's GNSS port (far left)
  - Two cellular labeled antenna cables to MG90's Cellular A and Diversity A ports (adjacent to GNSS port, far left)
  - Two Wi-Fi wires from roof mounted antenna and one paddle antenna attach to MG90's three Wi-Fi B ports (far right)
  - For more detailed info on the antenna - <https://www.sierrawireless.com/products-and-solutions/routers-gateways/airlink-antennas/>

## MG90 Installation – cont.

Review and provide to Installers the MG90 Hardware Guide

- Consider MG90 physical location/ placement prior to installation
  - Optimal location for MG90 is in interior cabinets in patient compartment areas, assuming cabinets are not designed with thicker metal doors that prohibit Wi-Fi signal
  - Paddle antenna provides coverage near/ around MG90 (in –vehicle) when installed with zero or minimal metal enclosures which prohibit Wi-Fi Hotspot signal propagation.
- AT&T FirstNet (FN) SIM Users – please reference the MG90 Serial Number to AT&T FirstNet SIM card grid provided by Island Tech Services to ensure the correct FN SIM inserted in correct MG90

# Want Improved Return on IT Staff's Time?

## AMM's Applications

- Broaden the MG90 system use with Asset Tracking for ECGs, backboards, drug temp monitoring, ambient cab temperature, etc.
- Gain insight and proactively prevent costly repairs with vehicle engine monitoring and alerts (OBDII and/or JBUS connections)

## Consulting Services

- Not sure where to start?
- Struggling with an ongoing non-support related topics?
- Consulting Services are available for purchase; contact



**Cressia Callahan**

Island Tech Services  
Account Manager

(631) 447-2442,,250 Work

(631) 741-0822 Mobile

[ccallahan@itsg.us.com](mailto:ccallahan@itsg.us.com)

980 S 2nd Street

Ronkonkoma NY 11779

- or Dr. Tim Boone

## Not There Yet?

Contact GTC via Dr. Tim Boone at [tim@drtimboonellc.com](mailto:tim@drtimboonellc.com)

We're here to help you help your community through smart,  
automated technology



