



RV WI-FI +

Installation Guide
and User Manual

2019 Australian



Welcome

Congratulations on your purchase of an RV Wi-Fi Router.

This purchase will give you greater freedom to enjoy your travelling without sacrificing the lifestyle that the internet provides.

The great features that are included in this unit are:

- Wi-Fi for your RV;
- Specially designed software for Recreational Vehicles;
- 12 volt power connection;
- Enhanced reception with our optional external antenna;
- Easy installation;
- Industrial Grade 3G/4G capability;
- Optimised for Telstra but will also work with most Australian Data providers.
- A built in media centre, allowing you to insert a hard drive (tested to 1Tb), or USB and share movies, images or music over multiple devices, Data free;
- Works on Mobile, Pre-Paid Plans and Data Share SIMS;
- Lets you set your own Wi-Fi password;
- Improved Wi-Fi performance with two Wi-Fi antenna's;
- 3G and 4G antennas for greater mobile coverage;
- Wi-Fi access for the family whilst towing your caravan;
- A 'Hot Spot' that stays with the caravan when your phone moves away;
- Access the internet from multiple devices.
- 3G Antenna - 4dB
- 4G Antenna - 4dB
- Draws 1A

The following steps are designed to get you started and on the road with ease.

What makes up your RV Wi-Fi+?

1. RV Wi-Fi+ Router



There are five components:

2. Internal Antennas (4 included)



3. Power Adapter



4. Telstra Starter SIM



5. External Antenna (optional)



Installing your RV Wi-Fi+

In most cases, your manufacturer will install your RV Wi-Fi for you. But if you are looking at installing yourself, please follow the steps below.

There are two methods available:

- An external antenna fitted to the outside of the RV. Sold separately.
- No external antenna.

Installing your RV Wi-Fi+ using the external antenna

Set up for use with external antenna

1

Choose a position for RV Wi-Fi+ Router adjacent to a 12v power point, remembering to leave access for the SIM insertion;

2

Pre wire external antenna and mount on roof using bracket provided;

3

Screw into place on router: 4G antenna cable into '4G/External' point;

4

Screw into place on router: 3G antenna cable into '3G/External' point;

5

Screw into place on router: Wi-Fi antenna cable into 'Wi-Fi/External' point;

6

Attach single antenna to router into 'Wi-Fi' point - the remaining black antenna are now spares;

7

Plug the power adapter into the power jack of the RV Wi-Fi+ Router;

8

Place the power cord into the 12v power point and turn on;

9

Ensure the 'Power' light is on.



Internal antenna

To external antenna



Installing your RV Wi-Fi+ without the external antenna

| Set up for use with NO external antenna | |
|---|---|
| 1 | Choose a position for RV WI-FI+ Router adjacent to a 12v power point; |
| 2 | Screw the four black antenna into the four points - Wi-Fi/ 4G/ 3G/ Wi-Fi. Look for male/female connection points. |
| 3 | Plug the power adapter into the power jack of the RV WI-FI+ Router; |
| 4 | Place the power cord into the 12v power point and turn on; |
| 5 | Ensure the 'Power' light is on. |



Turning on your RV Wi-Fi+ Router

| | |
|---|---|
| 1 | Place the end of the power adapter into the 'Power' slot. |
|---|---|



Connection to the RV Wi-Fi+ Router

- 1 Turn on the device/s that you wish to connect to the Internet
- 2 Click on the 'Settings' or equivalent page on your device (phone/tablet/laptop).
- 3 Click on the 'Wi-Fi' heading and choose the wifi to work RV WIFI abc123
NOTE: "abc123" varies on each unique router.
- 4 Click the 'Connect Automatically' Box
- 5 Click 'Connect',
- 6 When prompted enter the Wi-Fi password/network security key : rvwifi1234



Setting your Wi-Fi+ Password.



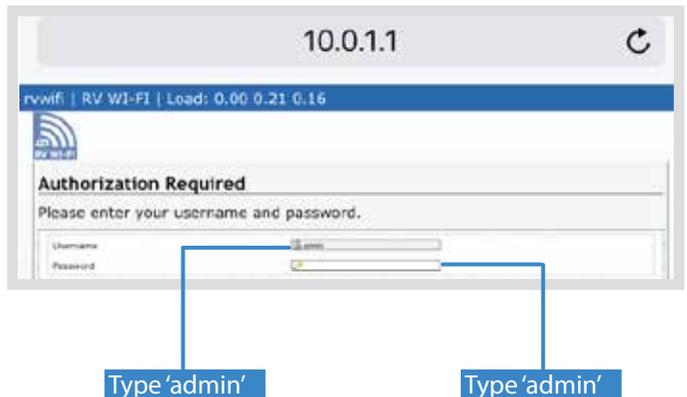
One of the great features of RV Wi-Fi is the security it provides whilst using the internet. This next section provides step by step instructions on setting your password.

1. Open the web/internet browser on your device and enter the address `http://10.0.1.1` into the 'search' bar.



`http://10.0.1.1`

2. The RV WI-FI home page will appear.



3. You are about to enter the username and password.
You **MUST** enter the username "admin" and the password "admin". Failure to do so will result in the router requiring resetting. The 'admin' password **CANNOT** be changed.

4. Select/click on the following tab:
 1. Network.



5. Select/click on the dropdown box:
 1. WiFi/Wireless

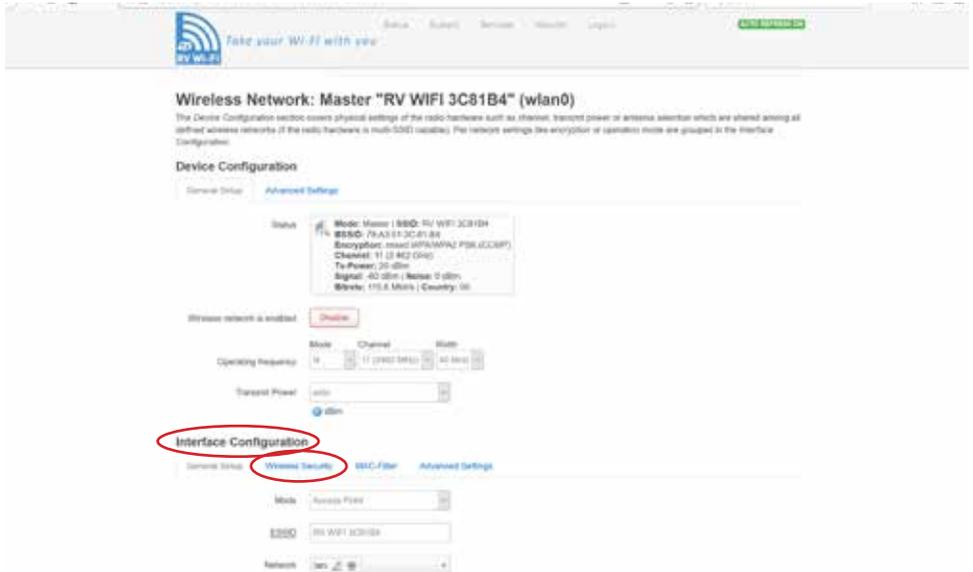
6. Select/Click on the 'Edit' box



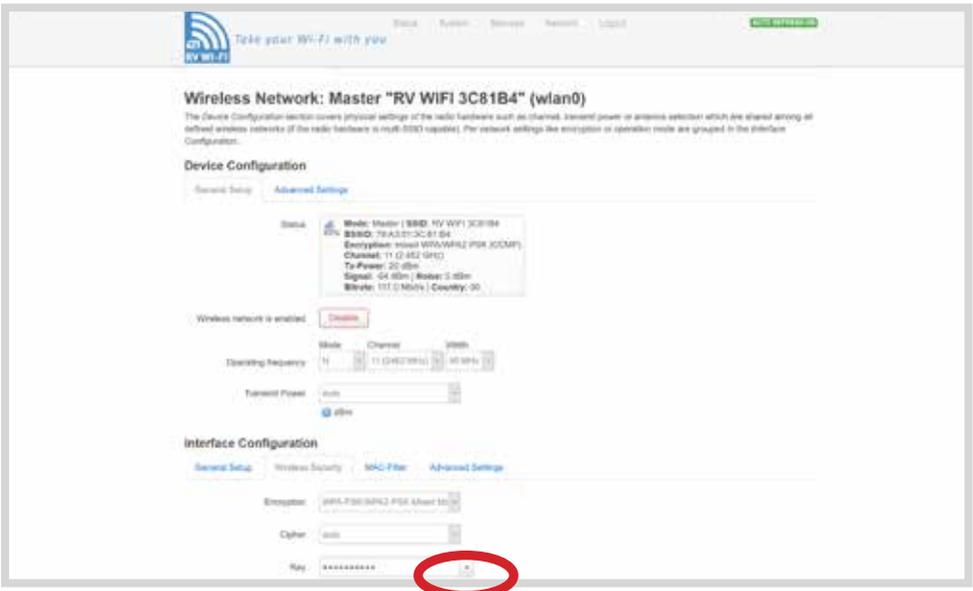
Setting your Wi-Fi+ Password.

7. Go to the 'Interface Configuration' Section.

- Click on the 'Wireless Security' tab.



8. Next to the 'Key' drop down box, click on the astrix. This shows what the current WiFi password is set to.



- Delete the password, by backspacing or use the delete button.
- In the Key box , type your new Wifi password - your choice!
(Your password must be a minimum of 8 characters, and it is case sensitive).

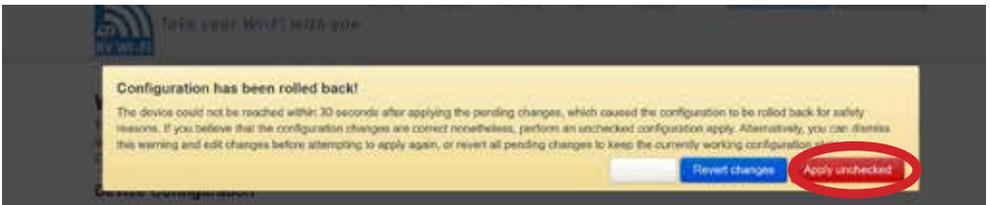
9. Click on the 'Save and Apply' button. The screen will indicate that it is 'waiting for configuration to apply'.



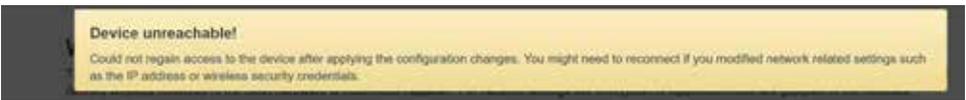
- Wait for this to apply. Do not turn off your device during this time.

10. The next screen will give you two options. Click on 'Apply unchecked'

NB: if this screen does not appear, check to see if your WIFI is still connected to RV WIFI by going to 'setting/wifi' on your device. If not, click on the RVWIFI option in WIFI



11. You will now receive the ' Device Unreachable', message. This has appeared as you have changed your WIFI password.



12. On your device (laptop/ipad/phone).

1. Go to: Settings,
2. Click on: Wifi,
3. Wait for RV WIFI to come up on the list. Click on this,
4. Your device will now tell you that your WiFi password is incorrect (that is because you have just changed it),
5. Type in the 'new' WIFI/Security Key' password that you just set,
6. Wait for your device to let you know that you are connected,
7. You are now ready to access the internet your RV WIFI

How to Activate the Telstra Pre Paid SIM

The Telstra satchel contains your Sim Card. You need to activate this and add credit to it to finish the set up stage of your RV Wi-Fi unit.

We strongly advise to do this instore to make sure the activation has been confirmed.

You **MUST** use a FULL/STANDARD SIZED SIM in your RV WI-FI+

| Activate your Telstra Sim Card | |
|--------------------------------|--|
| 1 | Have your driver's licence handy |
| 2 | Use the Service Number located on the rear bottom space of the Telstra Satchel. |
| 3 | Open your browser and go to www.telstra.com/activate |
| 4 | Follow the Telstra prompts for activation. |
| 5 | Once complete, turn off your router and then turn it on again to reboot the system. |

For providers other than Telstra please look on their packaging for instructions to activate.

Below are links to Optus, Vodafone and Virgin.

Optus can be activated by going to www.optus.com.au/customercentre/activateprepaid

Vodafone can be activated by going to www.vodafone.com.au/activate

Virgin can be activated by going to www.virginmobile.com.au/activate

For other providers, please see your Sim card documentation.

Warranty Registration

Please complete your Warranty Registration by going to:

www.rvwifi.com.au/warranty-registration.

Your serial number for your RV Wi-Fi unit is located on the outside of the box, and on the rear of your RV Wi-Fi unit.

Need help?

For help with your RV Wi-Fi unit please go to:
info@rvwifi.com.au and a service agent will be in touch.

Factory Reset

WARNING: This procedure will reset all of the settings applied to this router, back to original factory settings, and your passwords will be forgotten. Use this procedure if errors are occurring that may be related to unknown settings.

Once you have followed the steps below, please follow the User Manual to set up a new password. A downloadable version of this can be found on our website: www.rvwifi.com.au.

Please note, this does not impact any data usage or activation.

Steps

Follow these steps below to return your RV Wi-Fi router to the factory settings.

1. Locate on the side of our router, the 'Reset' button.
2. Using a pointed instrument - like a pen, depress and hold the button until the Wi-Fi button on the front of the router begins to 'flash' quickly.
3. Release the 'Reset' button.
4. The lights on the front of the router will all light up and after 2 minutes the unit will have 'reset' to factory settings.
5. Turn the router off and on.

How to connect to RV Wi-Fi+ Media using VLC

This guide is to help you watch your stored images and movies from your USB or portable hard drive and share amongst your digital devices.

Go to the app store on your device and search for 'VLC'

The icon looks like this



VLC is a free multimedia player that plays most multimedia files. It's Simple, fast and powerful. Once installed on your device, follow these simple steps to access your stored files.

1. Connect to RV Wi-Fi (if you aren't already)

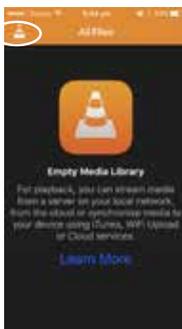
- Go to 'settings';
- Click on 'Wi-Fi';
- Locate and click on 'RV WiFi1234 (yours will show a different series of numbers - each unit is unique);
- Wait for the tick to appear next to RV WiFi1234 - as shown in your user guide'

2. Open VLC

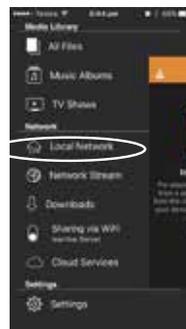
- Click on the icon, you should see the first page that is titled 'All Files'.

3. 'All Files'

- Click on the VLC icon in the top left corner



4. Click on 'Local Network'



5. Wait for the 'Penguin' image to appear'

- Select/Click



6. Choose from your files.



Frequently asked questions

SIM CARDS

What size SIM card should I use?

Always use a FULL sized SIM card.

What if I insert the wrong sized SIM card?

You will know that the wrong sized SIM card has been inserted, if once it is inserted it can no longer be seen. If inserted correctly, approximately 3mm should be visible out of the end of your RV WIFI router.

To retrieve, use a small paper clip unfolded and insert it in the SIM card slot. Work from one side of the SIM slot until you feel the SIM card. Gently edge it out of the slot.

Once out, it needs to be placed inside the Full-sized SIM card casing. It fits together like a jigsaw puzzle. It must be completely flat to work. Once full sized, it can be put back into the SIM card slot. You will feel a 'click' when it is in correctly.

Do I need a SIM card to operate the WIFI?

If you are using the Media centre to stream from an inserted USB or External hard Drive, then you do not need to have a SIM card inserted.

If you are sending information to a WIFI device, like a printer, then you do not need to have a SIM card inserted.

Always turn your router off and on again after doing any adjustments to the SIM card.

The router needs to re-read the SIM card once it has been inserted, so turning it off and on again will enable it to do this.

RESETTING

If you are having issues with your router, please turn off and on.

Reset your device by turning it off and on again. Resetting re-establishes the connection and can help correct issues. To know the reset has been completed, the following lights will appear: one

solid blue light, one solid red light, one flashing blue light.

Factory reset

The factory reset will put the router software back to the configuration it left the factory in.

- 1) Depress and hold the small black recessed button on the left side of the router (just above the power cord). A pen, toothpick, small screw driver is easily inserted into the hole.
- 2) Hold this recessed button for 10 seconds
- 3) You will notice the lights begin to flicker
- 4) Release the button
- 5) All lights on the router will illuminate
- 6) Wait for the standard lighting set to resume: one blue solid light, one red solid light, one flashing blue light.

OPERATIONAL ISSUES

Why can't I get onto the internet?

There are a couple of reasons this could occur.

- 1) The wrong size SIM card has been inserted. Check that the SIM card is visible in the SIM card slot. If not follow the steps on how to retrieve it. (Sim card section).
- 2) The SIM card has not been activated. Best way to check if the SIM card has been activated by the provider is to try it in another device. Push out the Nano SIM and place it in another device, for example a phone. If it works, then the SIM is working and is not the issue, if the SIM card does not work, then have the customer contact their data provider for assistance.
- 3) The SIM card has run out of data. To check data credit, contact the service provider.
- 4) The SIM card has expired. To check expiry, contact the service provider.

5) There is a fault with the modem.

To establish if it is a SIM card issue or a router issue, follow these steps

- 1) Turn on their RV WIFI router
- 2) On the device (phone/laptop/tablet), go to: settings
- 3) Go to: Wi-Fi
- 4) Wait for RVWIFI123abc (each router will have its own unique series of numbers and letters following RV WIFI), to come up on the list of possible WIFI options.
- 5) Click on: RV WIFI123abc
- 6) If the device has already been connected to the RV WIFI router, it will recognise it and connect automatically. However, if this is the first time it is connecting to it, it will ask for the WIFI password.
- 7) Type in the factory set WIFI password: rvwifi1234 (all lower case)
- 8) Wait for the device to indicate that it is connected.

If at this point you cannot connect, then perform a factory reset and then start the process again.

- 9) Open up a new web page on the device that is now connected via WIFI
- 10) Type in: <http://10.0.1.1> (where you would normally type in www.google.com.au)
- 11) This is a website on the actual router NOT on the web.
- 12) Type in: admin for both the username and the password
- 13) Click on: login
- 14) This is now the home page. Check to see what the software version is. The current version 2016-2018 is

15) 2/3rds of the way down the page is a heading IPV4. To the right of this will have information that either says it is '3G connected' or 'not connected'. If the IPV4 indicates that it is not connected, then ask the customer to test their SIM card in another device. If once this has occurred and the SIM card works in another device, then there is a fault with the router and it needs to be returned to head office.

What do I do if I can't connect to the Wi-Fi?

There are a couple of causes that may have made this happen.

- 1) The Wi-Fi may have been accidentally deleted during the set-up phase. You will need to do a factory reset. See factory reset section.
- 2) You have entered your own password into 'setting the Wi-Fi password' point 2, instead of entering 'admin' in both boxes. You will need to do a factory reset. See factory reset section.

Can I change the ADMIN password?

This setting cannot be changed.

If you are concerned with security be assured that as the website: <http://10.0.1.1> is located on the router, it can only be accessed by knowing the WIFI password which is set by you.

We recommend that you set your WIFI password upon receiving your router and keep the password information secure.

My WIFI password is not being accepted

- 1) You will need to do a factory reset.
- 2) Your Wi-Fi password is case sensitive and must be a minimum of 8 characters.
- 3) When setting your WIFI password, the rout-

er will automatically capitalize your first letter. Check that this is what you want.

Can I change my SSID?

Yes. The SSID is the routers 'name'. This can be changed by:

- 1) going to the home page of <http://10.0.1.1>.
- 2) Scrolling 2/3rds of the page until you see the heading SSID, it will be highlighted.
- 3) Click on it. Then type in what you would like to call your router.
- 4) Click on: save and apply
- 5) Turn the router off and on

ANTENNA

What is the maximum & average gain from the external antenna when in a fringe reception area?

The maximum gain is 5.4db. The average is 3.2 for B28 and is impedance matched to the RVWIFI router.

There are three antennas inside the external antenna. 1 x 3G, 1 x 4G, 1 x WIFI. Each of the 3G and 4G antennas have a gain of 4dB.

What is an 'omni-directional' antenna?

Our external antenna delivers coverage in a circular horizontal direction.

The WIFI antenna will give you a range of up to 40 metres from the RV.

External antenna dimensions

Height (including bracket): 50mm
Diameter:125mm

How long are the external antenna leads?

2 metres each in length.

Can these lengths be adjusted?

They can be adjusted by seeking assistance from an auto electrician.

Can I attach a different external antenna to the RV WIFI router?

Yes, the connector on the router is a SMA Female for 3G/4G connections. You will need to get an adapter that suits.

GENERAL INFORMATION

Why is the router only showing that I am connected to 3G when my phone is showing 4G?

This information shown is only a 'sticker'. The router will find the strongest signal and swap between 3G and 4G accordingly. The 'sticker' label showing '3G' will remain the same.

I seem to be using more data than expected. What might be the cause?

Data usage is very hard to comment on because everyone uses their data differently. The possibilities for unexpected high usage are;

1. Someone has gained access to your WIFI password. Change your WIFI password.
2. Software updates (windows or apple or android), turn off automatic updates, and select when you want to do them (i.e. when you're on a public Wi-Fi hotspot and not paying for data)
3. When not using, turn it off, devices might still be using data even when you have put them down, such as a VPN connection on a laptop has a thing called a heartbeat that slowly uses data to maintain the connection, this might slowly use data for many hours.
4. Video conferencing calls can be like steam-

ing video, 1GB per hour as a rule of thumb, even more for High Definition.

5. Consider changing your plan or data provider. There are always new and improved deals being announced.

What coverage can I expect to get?

As we access our data from a range of Data Providers - the coverage is where they are available. Search on the internet for coverage maps. These are normally located on your providers web site.

Will you be making updates to the software? If so, how can I update my router?

Yes, we are continually looking for new and exciting features and improvements. We will make these available for download on our website.

Follow our Facebook page for notifications and how to apply these updates www.facebook.com/rvwifi

Is there any device in my RV that I should not place the router or antenna near?

1. The external antenna is best placed clear of high objects that will restrict its capacity to receive and send.
2. The router needs to be placed away from the solar inverter.

How many concurrent Wi-Fi device connections can your product support?

The limit is up to 230 devices at once.

What size external hard drive can be connected?

RV WIFI has been tested up to 1TB.

How is RV WI-FI different to hot spotting my phone, or a 'pocket device'?

The RV WI-FI solution has been created with the specific needs of the RV community. The differences are as follows:

- Superior 3G/4G coverage driven through the antenna set up high on the vehicle.
- Wired in to the 12V supply of the van, so no chargers to look after or lose.
- Superior Wi-Fi coverage – typically 50 metres or more from the Caravan/ Motorhome.
- The RV WI-FI router Software has been developed with the travelling holiday in mind, there is no other product like it. No bill shock – no impact to your phone data plan.

SPECIFICATIONS

What is the size of the router?

Height: 32mm Width: 83mm Length: 130mm

How much power does the RV WIFI draw?

250milliamps (mA)

What is the length of the internal antenna's?

195mm

External antenna dimensions

Height (including bracket): 50mm
Diameter:125mm

How long are the external antenna leads?

2 metres each in length.

