



RV WI-FI UserGuide

WIFI 6

- RV WIFI5G WIFI 6
 - RV WIFI4G WIFI 6
 - DISHYDOCK ROUTER WIFI 6
- 2024V1



What makes up your RV Wi-Fi

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

There are three models in the WIFI6 range. RV WIFI 5G, RV WIFI4G and DishyDock. The 5G and 4G models work with the cell tower networks.

RV WIFI 5G, RV WIFI4G and DishyDock work with the 12V Starlink Integration System DishyDock. All are designed so that you can enjoy your travelling without sacrificing the lifestyle that the internet provides.

RV WIFI 5G Router



4G/5G Stick Antenna's



Wi-Fi Stick Antenna's



Mounting Bracket



RV WIFI 4G Router



4G/5G Stick Antenna's



Wi-Fi Stick Antenna's



Mounting Bracket



DishyDock Router



Wi-Fi Stick Antenna's



Mounting Bracket



12V Power Cable



<p>There are three models in the WIFI6 range. RV WIFI 5G, RV WIFI4G and DishyDock. The 5G and 4G models work with the celtower networks.</p> <p>RV WIFI 5G, RV WIFI4G and DishyDock work with the 12V Starlink Integration System DishyDock.</p> <p>All are designed so that you can enjoy your travelling without sacrificing the lifestyle that the internet provides.</p>		
12V Power Cable	SIM card	External 4 in 1 Antenna and Bracket
		 
12V Power Cable	SIM card	External 4 in 1 Antenna and Bracket
		 

How to Activate the Telstra Pre Paid SIM (for RV WIFI4G and 5G models)

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 Nano SIM card in the router.

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.

Inserting your SIM card into the RV WIFI 4G and RV WIFI 5G

- | | |
|---|---|
| 1 | In your pack you will have received a SIM card. You can use this one or your own.
It must be a Nano sized SIM |
| 2 | Insert the SIM into the SIM card slot marked: SIM 2
The metal face of the SIM must face up. |
| 3 | Use the SIM pin supplied with your SIM to insert fully - see QR code below.
IMPORTANT: Store this SIM pin for removal use. |
| 4 | Turn on the power and wait 3 minutes for the router to boot up. |

Removing your SIM card from the RV WIFI 4G and RV WIFI 5G

- | | |
|---|---|
| 1 | Using your SIM pin from your SIM card pack, push the edge of the SIM in and release |
| 2 | The SIM will pop out slightly. |
| 3 | Remove the SIM |



SIM INSERT INSTRUCTIONS

- Default: SIM 2 SLOT
- Metal fac of SIM faces up towards top/front face of router with cut out on the right top corner



How to insert and remove your sim card video.

Scan to watch

Installing your RV Wi-Fi WIFI6

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.

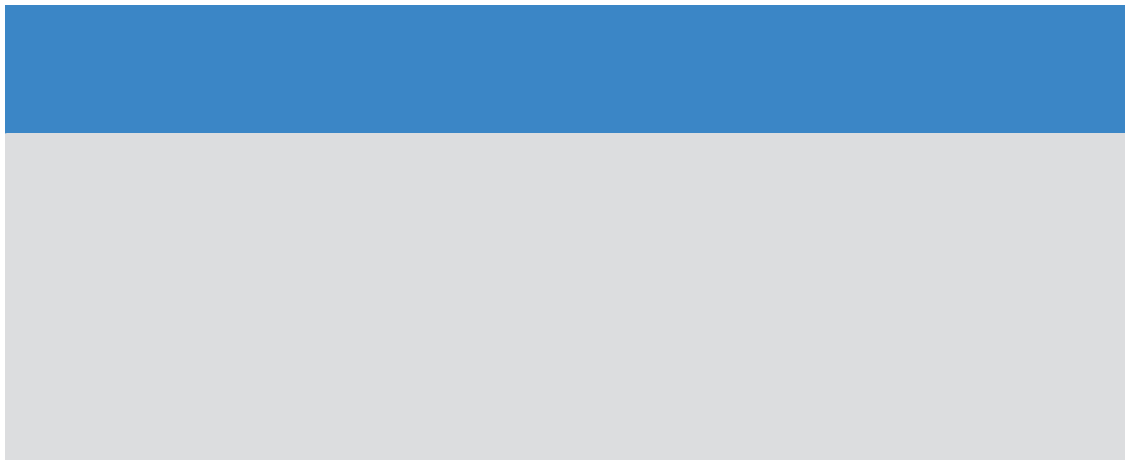
There are two methods available:

- With an external antenna fitted to the outside of the RV (available with RV WIFI 4G and 5G models)
- No external antenna.

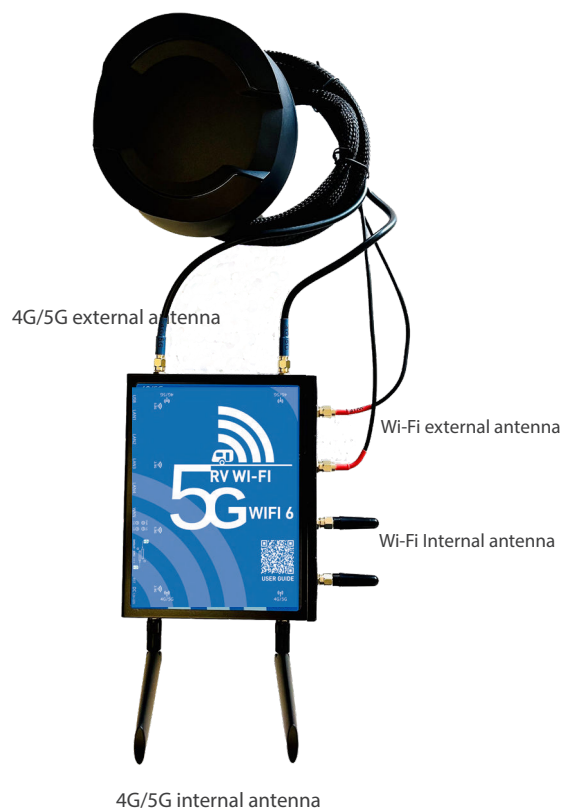
Installing your RV Wi-Fi using the external antenna - 5G and 4G models only

Set up for use with external antenna	
1	Choose a position for RV WiFi Router adjacent to a single 12v power point, or a double if setting up with Starlink. The control panel facing towards you.;The control panel facing you is important for SIM insertion and retrieval
2	Mount external antenna onto roof using bracket provided, keep away from overhanging items and waterproof as required;
3	Screw into place on router: 2 x 4G/5G antenna cable into '4G/5G' ports on the top of the router;
4	Screw into place on router: 2 x Wi-Fi antenna cables into the top '5.8 and 2.4' ports in the side control panel;
5	Attach 2 x Wifi stick antenna's to the bottom '5.8 and 2.4' ports on the side control panel;
6	Attach 2 x 4G/5G stick antenna's into the 4G/5G ports on the base of the router; (5G model only);
7	Insert a Nano SIM into the SIM slot '2' Push in completely using the SIM pin that is included in the SIM pack. (4G and 5G models only) See QR code on previous page for video instructions;
8	Plug the power adapter into the power jack of the RV Wi-Fi Router.;
9	Ensure the 'Power' light is on.





RV WIFI 5G WIFI 6



RV WIFI 4G WIFI 6



Installing your RV Wi-Fi WIFI 6 without the external antenna

Set up for use with NO external antenna.
Used for RV WIFI5G/RV WIFI4G/ DishyDock Routers

1

Choose a position for RV Wi-Fi router adjacent to a single 12v power point; or a double when setting up with Starlink
The control panel facing towards you.; The control panel facing you is important for SIM insertion and retrieval)

2

Screw the 4 Wi-Fi antenna's into the Wi-Fi ports on the control Panel.
5G model, screw the 4 x 4G/5G antenna's into the 4G/5G ports (top and bottom)
4G model, screw 2 x 4G/5G antenna's into top 4G/5G Ports

3

insert a Nano SIM into the SIM slot '2' Push in completely using the SIM pin that is included in the SIM pack. (4G and 5G models only)

4

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

5

Power on the router.

6

Place the power cord into the single 12v power point and turn on. The SIM must be inserted prior to power turning on. See note on previous page re: hard wiring.

7

Ensure the Power Lights are on

RV WIFI 5G



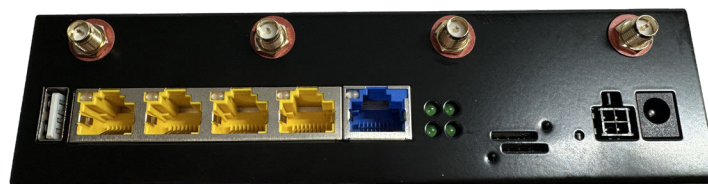
RV WIFI 4G



DISHYDOCK



CONTROL PANEL



USB LAN LAN LAN LAN WAN PWR 5G SIM 1
2.4 5.8 SIM 2

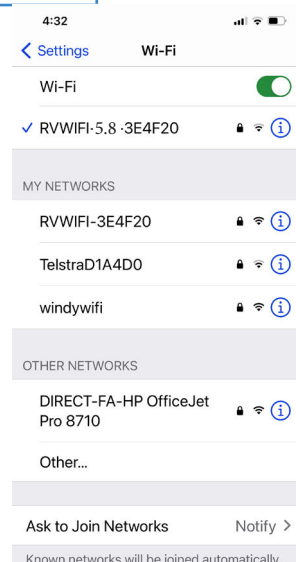
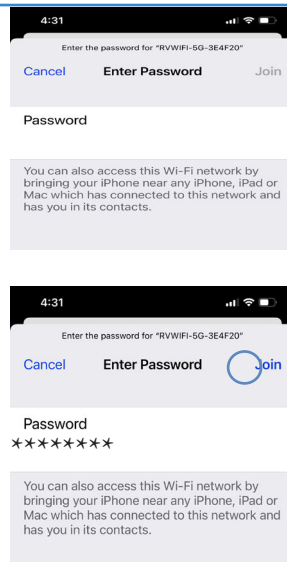
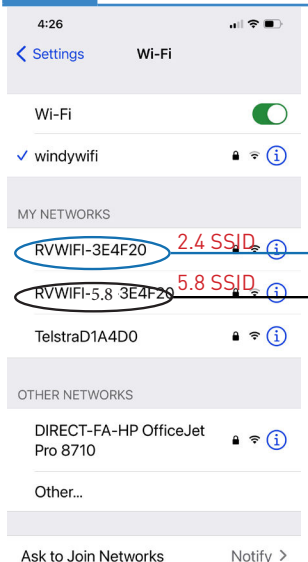
PWR

Connecting your device via Wi-Fi to your RV Wi-Fi WIFI 6

- 1 Turn on the device/s (phone/laptop etc.), that you wish to connect to the internet.
- 2 Click on: 'Settings' or equivalent page on your device
- 3 Click on: 'Wi-Fi' and choose the RV Wi-Fi network: On some devices you will notice that RV Wi-Fi comes up twice with the same series of letters and numbers, but 5G is included. This is because newer devices recognise the faster 5G Wi-Fi as well as the standard 2.4.
Click on the 5G option if available.
You will need to set passwords for both versions if available. This is simply completing the process for one, then repeating it again for the other.
- 4 You will be asked for the Wi-Fi password or Security Key.
- 5 Type in: rvwifi1234 (all lower case, no gaps)
- 6 Click the: 'Connect Automatically' Box
- 7 Click: 'Connect',



Scan to watch:
How to connect your
smart device to
RV Wi-Fi



Setting your Wi-Fi Password.



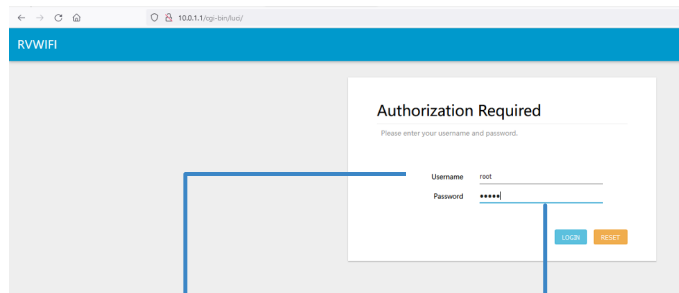
One of the great features of RV Wi-Fi is the security it provides whilst using the internet. This next section provides step by step instructions on setting your Wi-Fi password.

1. Once you are connected to the router via WIFI, 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.

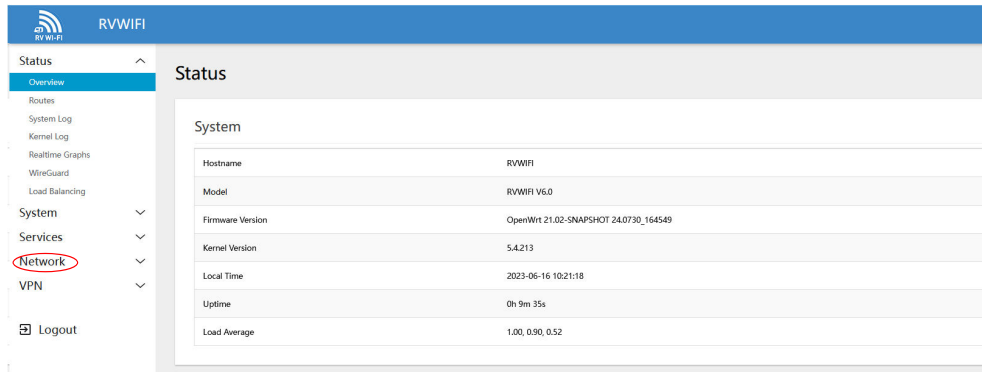


Username is prepopulated with 'root'

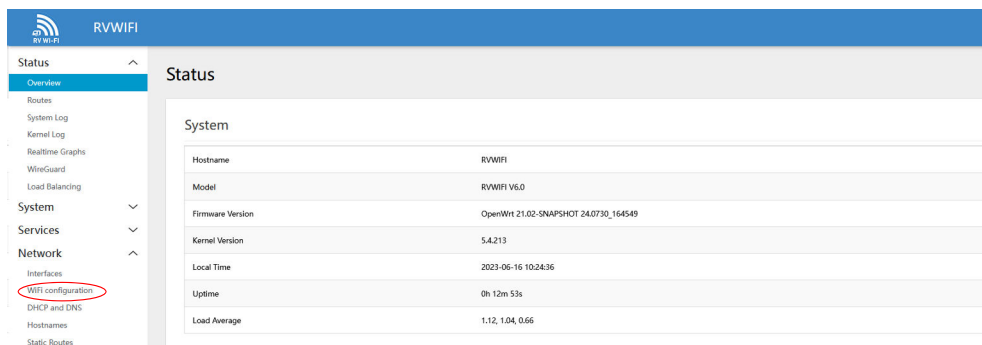
Type 'admin' for password

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

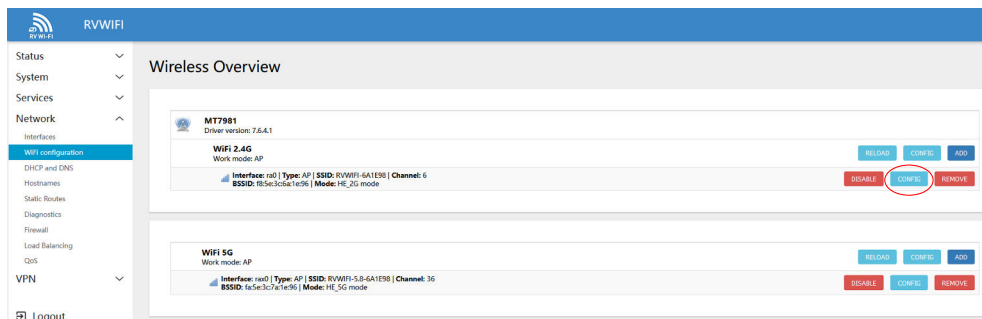
4. Select/click on the following tab:
1. Network.



5. Select/click on the dropdown box:
1. From the drop down menu, click on: WIFI CONFIGURATION



6. You will see two options here and will need to complete both. Choose the WIFI 2.4 option first as shown below.
- Select/Click on the 'CONFIG' box as indicated



Setting your Wi-Fi 5G Password.

7. Find the 'Key' heading. You will see that the password is set to: rvwifi1234. This is the factory set password.

Delete this and type in your own WIFI password. It has to be at least 8 characters and it is case sensitive.

The screenshot shows the 'Basic' configuration page for the RVWiFi interface. The 'Key' field, which represents the Wi-Fi password, is highlighted with a red circle and contains the text 'rvwifi1234'. Other visible settings include SSID (RVWiFi-6ALE98), Auth Mode (WPA2PSK(255)), Encryption (AES), and Mode (802.11AX).

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

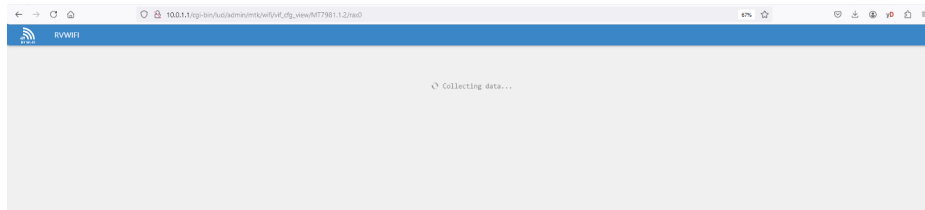
This screenshot shows the same 'Basic' configuration page as before, but with the 'Save and Apply' button at the bottom right highlighted with a red circle. The 'Key' field still shows 'rvwifi1234'.

10. A pop up box will show you that it is applying the changes you have just made. Wait 4 minutes

The screenshot shows a 'Applying Settings' pop-up box. It contains a message: 'Please wait while the settings are being applied.' and a progress bar. The background of the configuration page is dimmed.

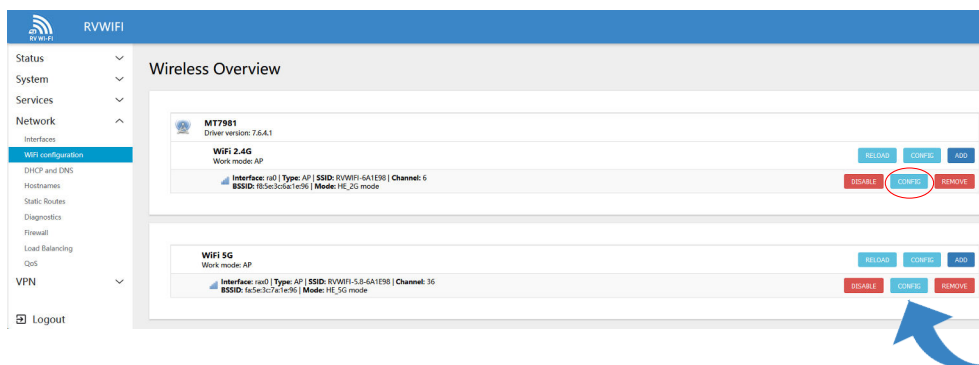


8. A second pop up box may indicate it is 'Collecting Data'. Please wait the full 4 minutes.



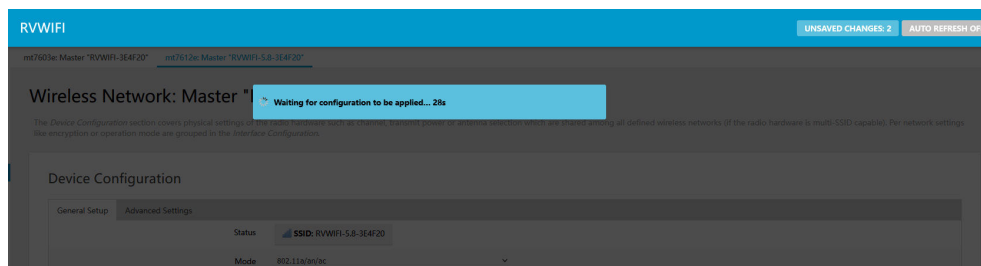
12. On your device (laptop/ipad/phone).

1. Go back to: Settings,
2. Click on: Wifi,
3. Wait for RV Wi-Fi to come up on the list. Click on this,
4. Your device will now tell you that your Wi-Fi password is incorrect (that is because you have just changed it),
5. Type in the 'new' Wi-Fi/Security Key' password that you have just set,
6. Remember that it is case sensitive and some devices will automatically capitalise the first letter.
7. Wait for your device to let you know that you are connected,
8. Go back and complete steps 6 through to 9 for the second SSID this time for 'WIFI 5G'

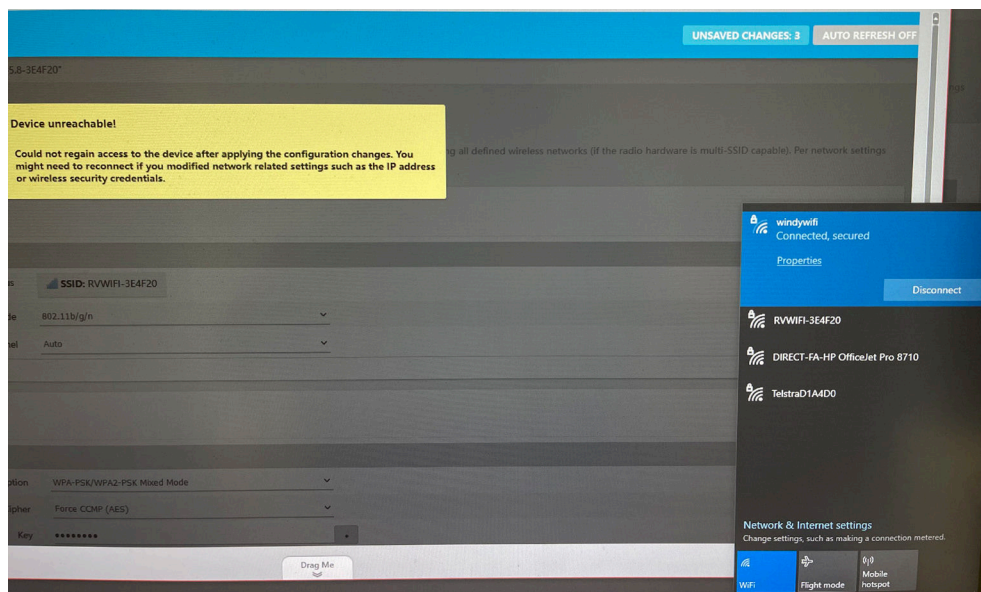





- Wait for this to apply. Do not turn off your device during this time. You will see a countdown clock appear from 30 seconds.

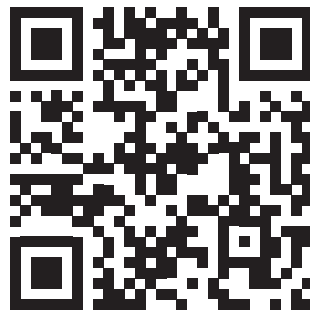


10. The next screen will say 'Device Unreachable'. This is due to the password being changed and the two devices no longer recognising each other.





Scan to watch a video that shows you step by step
to change the WIFI password on the RV WIFI
WIFI 6 Routers.



Frequently asked questions

SIM CARDS

What size SIM card should I use?

A Nano sized SIM card.

What if I insert the wrong sized SIM card?

Only the NANO sized SIM card will fit in this router.

Do I need a SIM card to operate the Wi-Fi?

For cel tower internet connected requirements, an activated SIM is required. If you are sending information to a Wi-Fi device, like a printer, then you do not need to have a SIM card inserted.

Can my DishyDock Router connect via a SIM card?

No, this router works solely with the Starlink Antenna and Cable.

How do I know what is providing my internet? Cel Tower or Starlink?

If your Starlink Antenna Cable is plugged into your system, then it will be the source of your internet. When the cable is removed and you have cel tower access, then the 4G/5G will be the source (this is for 4G/5G routers)

**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.**

WHAT IS AN SSID?

The SSID is the NAME of your router.

WHY ARE THERE TWO SSID'S?

You will see that there are two SSID's with the RV Wi-Fi 5G

1- RV WIFI 5G abc123

2- RV WIFI abc123

These are different Wi-Fi frequencies, the newer being 5.8. The 5.8 is a faster Wi-Fi frequency but does not produce as much range. The 2.4 frequency is one that

has been around for awhile is a bit slower, but has a better range.

We suggest if 5.8 is available to use, then connect to it as your first option.

DO I HAVE TO SET UP WIFI PASSWORDS ON BOTH SSID'S.

Yes, you will need to set both up as you will most likely use both from time to time.

Set up one first, following the instructions, then repeat for the second, so your devices are ready to accept either.

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. Once you have done the reset, leave the router for 4 to 5 minutes to reboot.

FACTORY RESET

Press and hold the reset button for 10 seconds. This is located on the main control panel near the SIM card slot.

Release the button and wait for 3 minutes

Turn the router: OFF

Turn the router: ON

Wait 3 minutes

Go to: settings on your device

Go to: wifi

The SSID will now be WIFlabc123 (no longer RV WIFlabc123)

Type in: rvwifi1234 when asked to enter a WIFI password

Click on: connect/join.

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. Please always use a Nano sized SIM card.

Insert into the router, turn it off and on again.

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.

Remove the SIM and place it in another device, for example a phone. Go to: Settings, then: Wi-Fi. Turn Wi-Fi to OFF. This way it will be making sure you are using the SIM card inserted and not another Wi-Fi network. If it does not work, see your data provider.

4) The SIM card has run out of data. To check data credit, contact the service provider.

5) The SIM card has expired. To check expiry, contact the service provider.

6) 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 your RV WIFI router

2) On the device (phone/laptop/tablet), go to: settings

3) Go to: Wi-Fi

4) Wait for RV Wi-Fi123abc (each router will have its own unique series of numbers and letters following RV Wi-Fi), to come up on the list of possible Wi-Fi options.

5) Click on: RV Wi-Fi123abc

6) If the device has already been connected to the RV Wi-Fi 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 Wi-Fi password.

7) Type in the factory set Wi-Fi password: rvwifi1234 (all lower case)

8) Wait for the device to indicate that it is connected.

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

9) Open up a new web page on the device that is now connected via Wi-Fi

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) The Username: Root will already be populated. Type in: admin for the password

13) Click on: Login

14) Click on: Overview

15) Scroll down to Network and take a screen shot of the IPV4 Upstream. Send this information to info@rvwifi.com.au explaining your issue.

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 return the router to us to reactivate the Wi-Fi.

2) You have entered your own password into 'setting the Wi-Fi password' point 2, instead of entering 'admin' into the password section. You will need to return the router to us to reactivate the Wi-Fi.

Can I change the ROOT username?

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.

The latest version of software for the RV Wi-Fi router has improved Wi-Fi encryption capability.

My Wi-Fi password is not being accepted

1) You will need to do a factory reset. See factory reset instructions on previous page.

2) Your Wi-Fi password is case sensitive and must be a minimum of 8 characters.

3) When setting your Wi-Fi password, some devices will automatically capitalize your first letter. Check that this is what you want.

Can I change my SSID/Name of your router?

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/ type in: admin
- 3) click on: login
- 4) Click on: Wireless
- 5) Click on Edit (for the SSID you want to change)
- 6) Scroll down to Interface Configuration and the heading ESSID. Click on and delete RV WIFIabc123
- 7) Type in the new SSID/name of your router and click on: save and apply.8) Follow steps for changing your Wi-Fi password to complete.

EXTERNAL ANTENNA

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

The maximum gain is 6db.
There are four antennas inside the external antenna. 2 x 3G/4G/5G and 2 x WIFI.

What is an 'omni-directional' antenna?

Our external antenna delivers coverage in a circular horizontal direction.

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

External antenna dimensions

See under Specifications

How long are the external antenna leads?

See under Specifications

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 Wi-Fi router?

Yes, you need to make sure the SMA connectors match.

GENERAL INFORMATION

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 Wi-Fi 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 steaming 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 and antenna need to be placed away at least 2 metres from the solar inverter.

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

The limit is up to 50 devices at once.

What size external hard drive can be connected?

RV Wi-Fi 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:

- Wired in to the 12V supply of the van, so no chargers to look after or lose.
- Superior Wi-Fi coverage – typically 40 metres from the Caravan/ Motorhome.
- The RV Wi-Fi router software has been developed with the travelling holiday in mind. No bill shock – no impact to your phone data plan.

SPECIFICATIONS

RV WIFI 5G router

Supports:

4G/5G (MIMO)

Frequencies: 5G bands (700MHz / 850MHz / 2300MHz / 3500MHz (n1/ 2/3/5/ 7/ 8/ 12/ 13/ 14/ 18/ 20/ 25/ 26/ 28/ 29/ 30/ 38/ 40/ 41/ 48/ 66/70/ 71/ 75/ 76/ 77/ 78/ 79)

3G/4G bands (700MHz / 850MHz / 900MHz / 1800MHz / 2100MHz / 2300MHz / 2600MHz (B1 / B3 / B5 / B7 / B8 / B28 /B40)

WIFI Standards:80.11ac / 802.11a / 802.11n / 802.11g / 802.11b

2.4GHz and 5.8GHz

WIFI 6 Standards: 802.11ax

MU-MIMO

Works in conjunction with Starlink

Dimensions: Height: 45mm, Width: 130mm, Length: 165mm, Weight: 875 gms

Electrical: 12volt 2A (300mA typical)

Operating Temp: 0 °C to + 40 °C

Runs on all Australian Mobile Data SIMS

Antenna connection: WIFI - SMA Male

4G/5G - SMA Female

Internal 4G/5G Antenna

QTY:

RV WIFI 5G: 4, RV WIFI 4G: 2

DISHYDOCK ROUTER: 0

Supports: 4G/5G

Frequencies: 5G bands (700MHz / 850MHz / 2300MHz / 3500MHz (n1/ 2/3/5/ 7/ 8/ 12/ 13/ 14/ 18/ 20/ 25/ 26/ 28/ 29/ 30/ 38/ 40/ 41/ 48/ 66/70/ 71/ 75/ 76/ 77/ 78/ 79)

3G/4G bands (700MHz / 850MHz / 900MHz / 1800MHz / 2100MHz / 2300MHz / 2600MHz (B1 / B3 / B5 / B7 / B8 / B28 /B40)

Dimensions:Length: 190mm

SMA: Male

Gain: 4dBi

Internal WIFI Antenna

QTY: 4

Supports: 2.4GHz and 5.8GHz

Frequencies: 80.11ac / 802.11a /
802.11n / 802.11g / 802.11b

SMA: Female

Gain: 3dBi

External 4G/5G/WIFI Antenna

QTY: 1

Supports: 4G/5G

Frequencies: 5G bands (700MHz /
850MHz / 2300MHz / 3500MHz (n1/
2/3/5/ 7/ 8/ 12/ 13/ 14/ 18/ 20/ 25/ 26/ 28/
29/ 30/ 38/ 40/ 41/ 48/66/70/ 71/ 75/ 76/
77/ 78/ 79)

3G/4G bands (700MHz / 850MHz
/ 900MHz / 1800MHz /2100MHz /
2300MHz / 2600MHz (B1 / B3 / B5 / B7 /
B8 / B28 /B40)

Dimensions: Diameter: 130mm, Height:
50mm Weight: 550gms (inc bracket)

Bracket: Aluminium

SMA: Female (WIFI), Male (4G/5G)

Gain: 6dBi

Cable Length: 2 metres (x4)

Type of cables: 2 x 4G/5G, 2 x WIFI



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.

