Camping Connect

LEISURE INDUSTRY WIFI

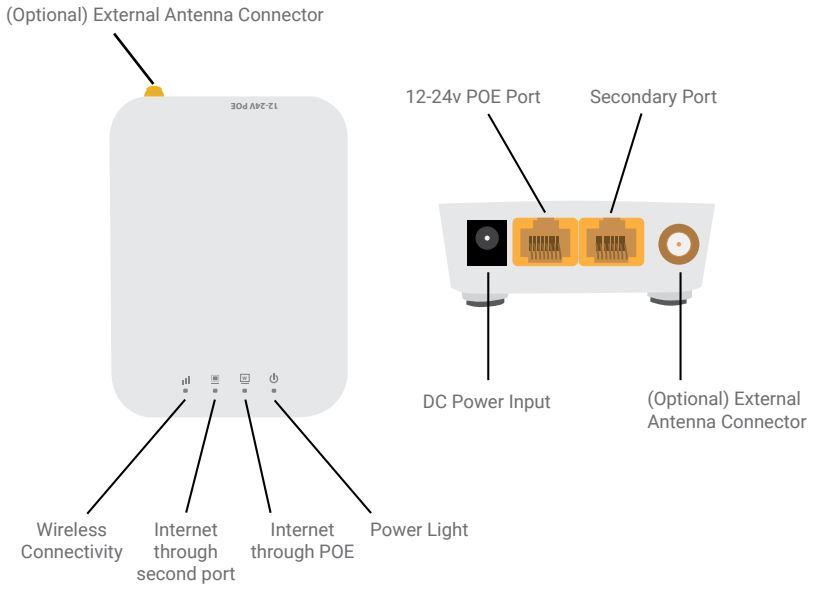
WiFi in a box - Setup Guide

Contents

Types of Equipment

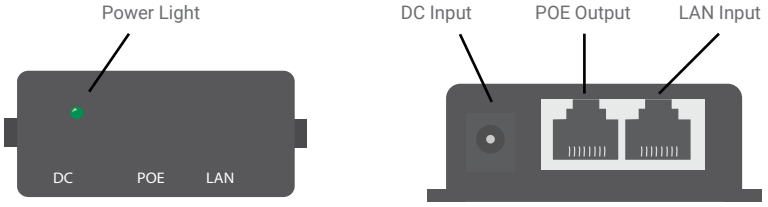
Access Point

This is your access point. It handles all yours customer connectivity to the internet.



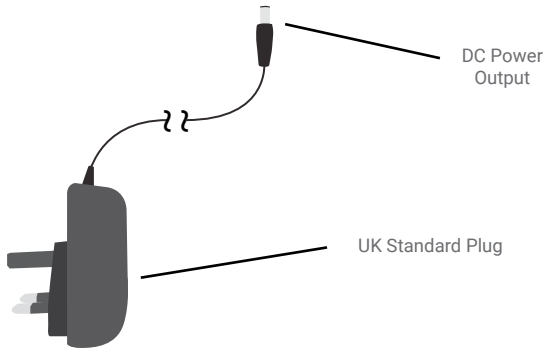
Access Point's POE Injector

A POE injector will combine internet and power into one output cable.



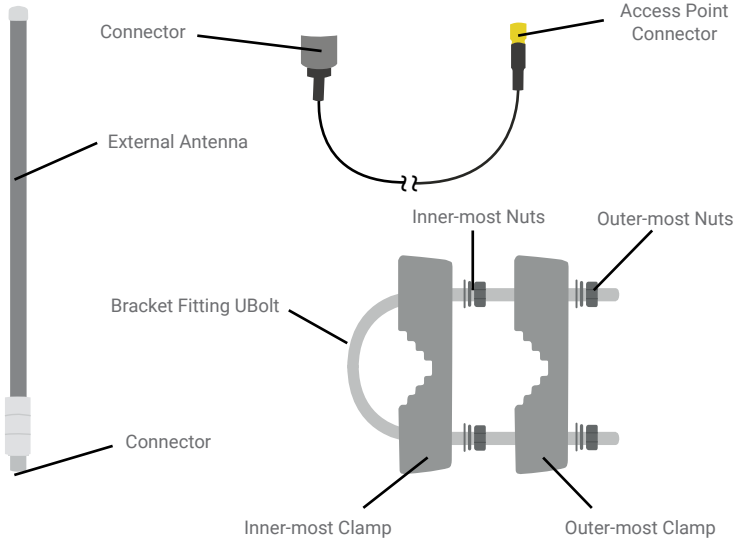
Access Point's UK Power Supply

This DC power supply fits into a standard 240v wall socket and can power either POE injector or the access point directly



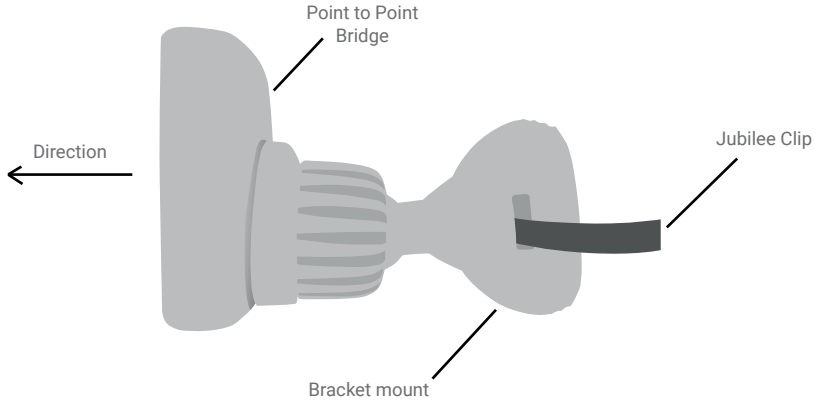
External Antenna

For higher power output, some access points require external antennas to boost the signal further than normal.



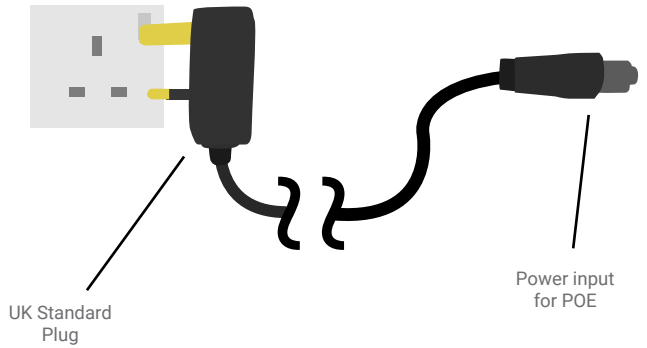
Directional Point to Point Bridge

For a strong and resilliant WiFi network, point to point bridges will be used to connect access points.



Bridge's UK Power Supply

This DC power supply fits into a standard 240v wall socket and powers the bridge's POE injector.

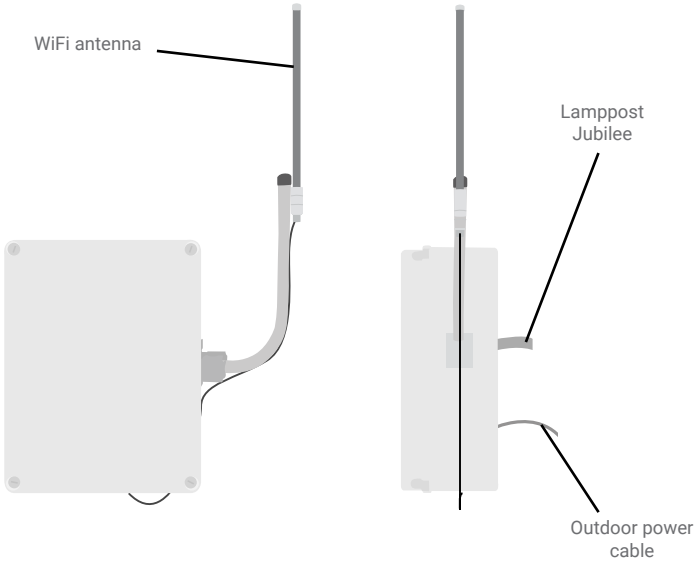


Bridge's POE Injector

A POE injector will combine internet and power into one output cable.

WiFi Lamppost Box

This WiFi box is a self contained box comprising of all the equipment needed to distribute WiFi throughout your premises.



Tools You May Need

Flat head screw driver

• This will help you open the access point's case in order to connect the cables

Drill

• Helping you drill through the wall to feed the cat5 cable into buildings.

• Mounting any bracket or equipment to buildings.

Cable Ties

• Keep your cables looking tidy with some cable ties.

Cable Tacs

• Use cable tacs to keep cables tidy on the outside of buildings.

10mm Spanner

• If you have any external antennas, you'll need a spanner to secure them to the mounting brackets.

1. Setting up the first location

When you start to install the WiFi system, you're going to want to start with location 1. This location is usually placed where the broadband router is located.

This location can come in three variations:

Access Point

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Access Point + Bridge

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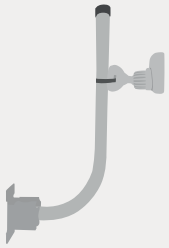
Bridge



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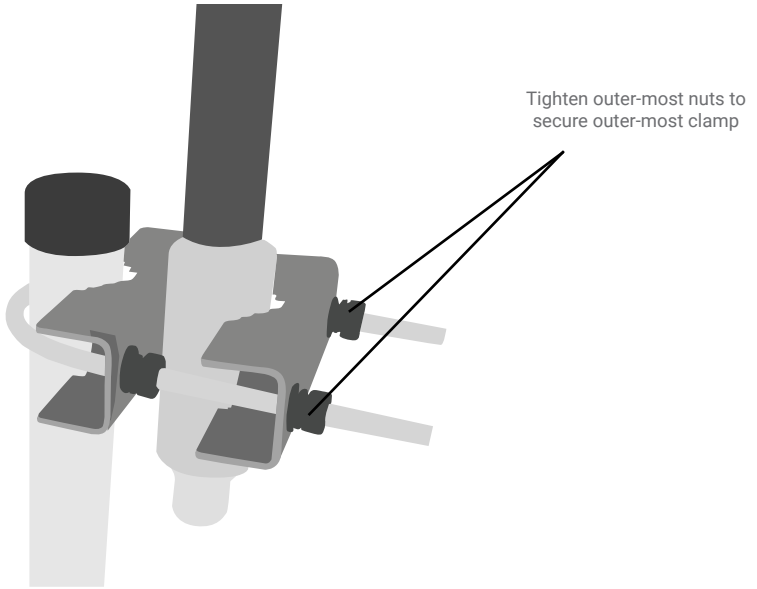
Skip to the appropriate page depending on the type of equipment you have at location 1.

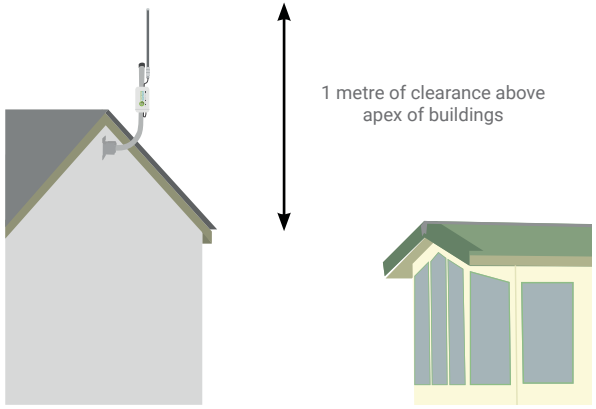
1.1 - Setting up an Access Point

1. Insert the antenna between the two clamps and tighten the outer-most nuts. The antenna shouldn't have any movement and be secured in place.

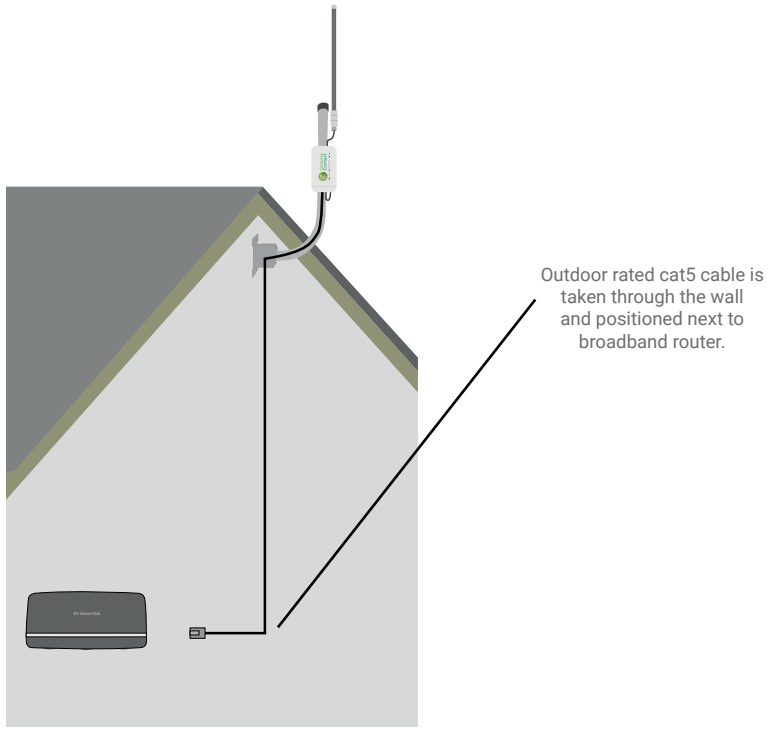


2. Taking the first access point on the composed mounting bracket, fix the bracket to the apex of the building that has clear line of sight between other access points and customers. The usual height is about 1 – 1.5 metres above the apex of any caravan.

Higher isn't always better, in fact it may cause more problems. If you're unsure as to where to place the access point then give us a call.

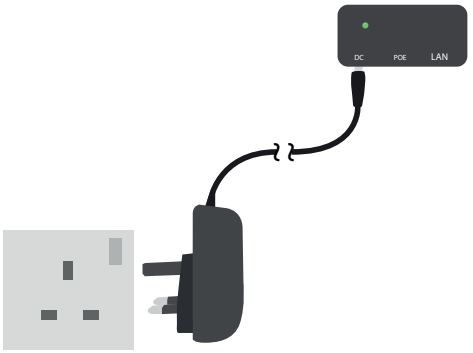


3. Once the equipment is mounted safely and securely, run the cable into the building, down to where the broadband router is located.

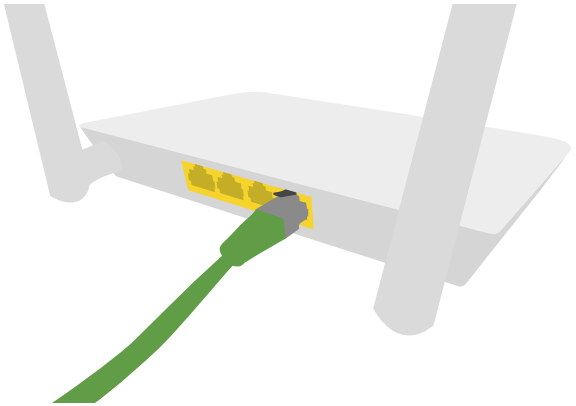


1.1 Setting up an Access Point

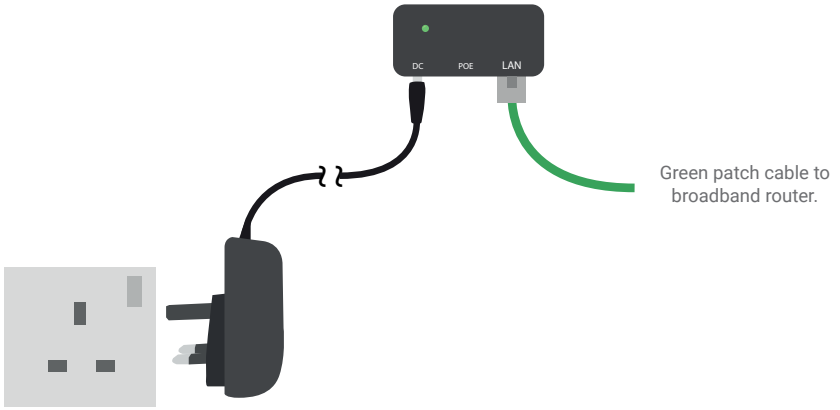
4. Take the access point POE injector and UK power supply. Plug the UK power supply into the wall socket, take the other end of the power supply and plug it into the DC port of the access point POE injector.



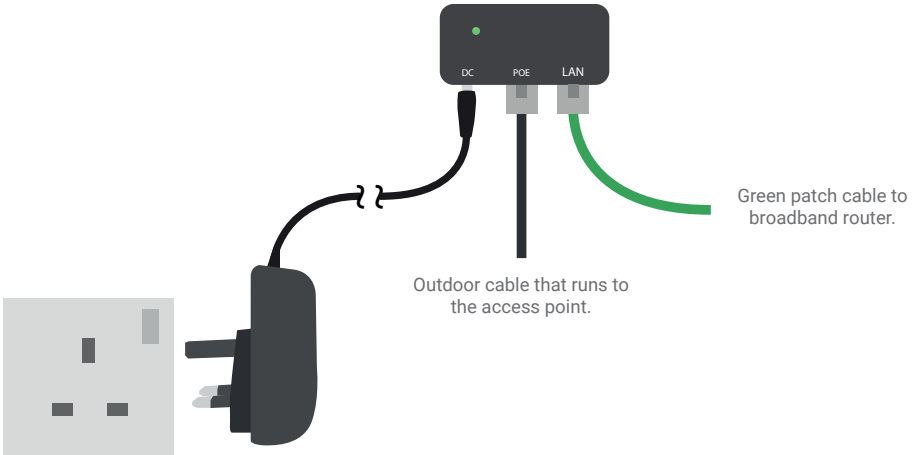
5. Take the green patch cable and plug it into an Ethernet port on the back of your broadband router.



6. Take the other end of the green patch cable and plug it into the 'LAN' port of the access port POE injector.

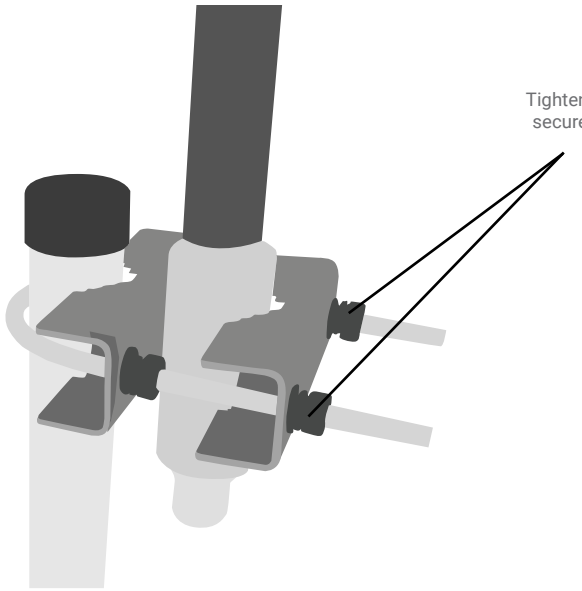


7. Take the black outdoor cat5 cable that runs to the WiFi equipment and plug it into the 'POE' port of the access point POE injector.



1.2 - Setting up an Access Point + Bridge

1. Insert the antenna between the two clamps and tighten the outer-most nuts. The antenna shouldn't have any movement and be secured in place.



2. Taking the first access point on the composed mounting bracket, fix the bracket to the apex of the building that has clear line of sight between other access points and customers. The usual height is about 1 – 1.5 metres above the apex of any caravan.

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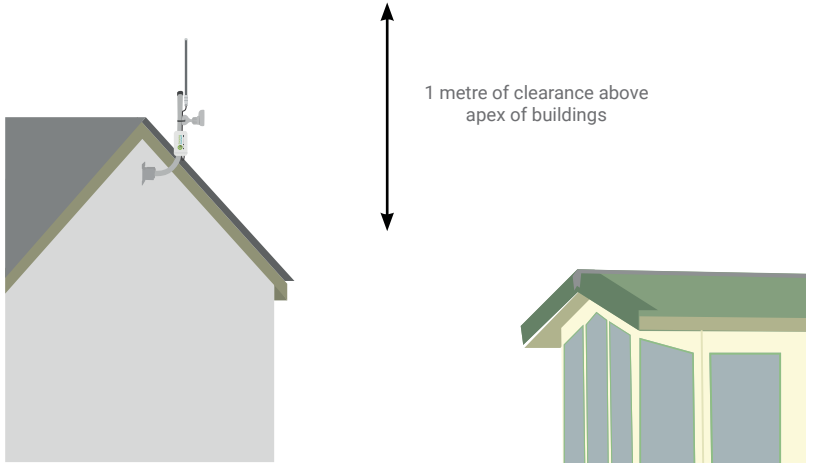
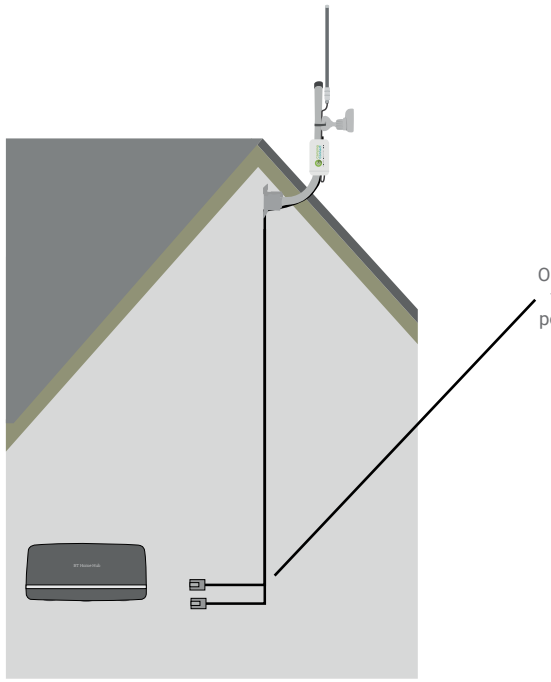
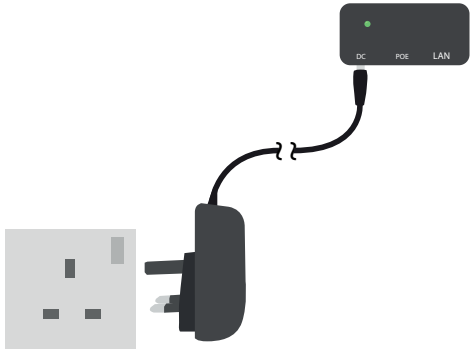


3. Once the equipment is mounted safely and securely, run the cable into the building, down to where the broadband router is located.

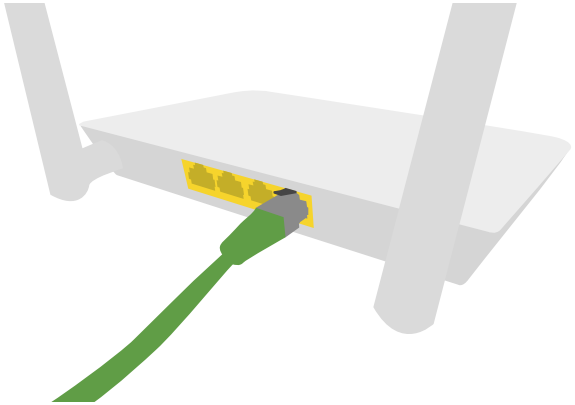


Outdoor rated cat5 cables are taken through the wall and positioned next to broadband router.

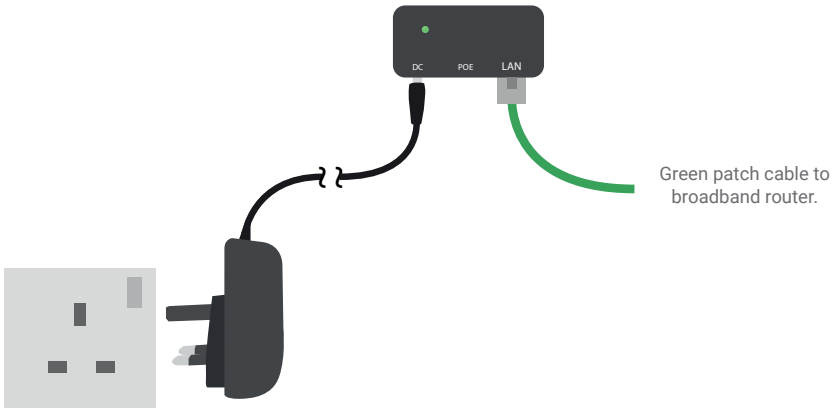
4. Take the access point POE injector and UK power supply. Plug the UK power supply into the wall socket, take the other end of the power supply and plug it into the DC port of the access point POE injector.



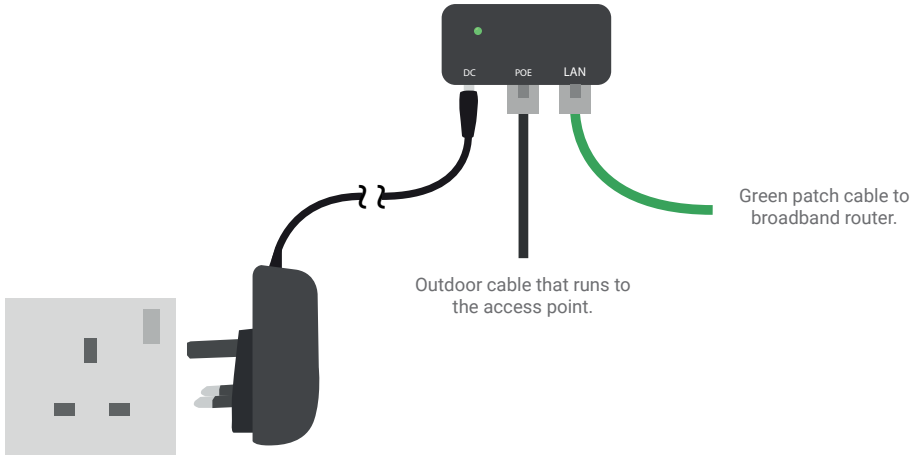
5. Take the green patch cable and plug it into a free Ethernet port on the back of your broadband router.



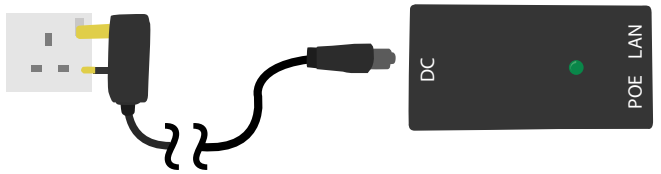
6. Take the other end of the green patch cable and plug it into the 'LAN' port of the access port POE injector.



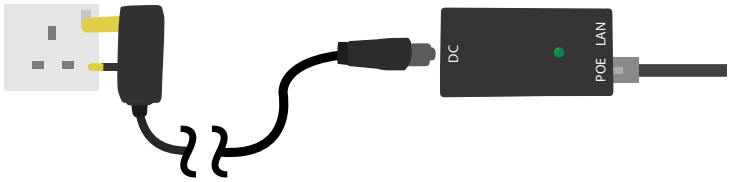
7. Take the black outdoor cat5 cable that runs to the equipment and plug it into the 'POE' port of the access point POE injector.



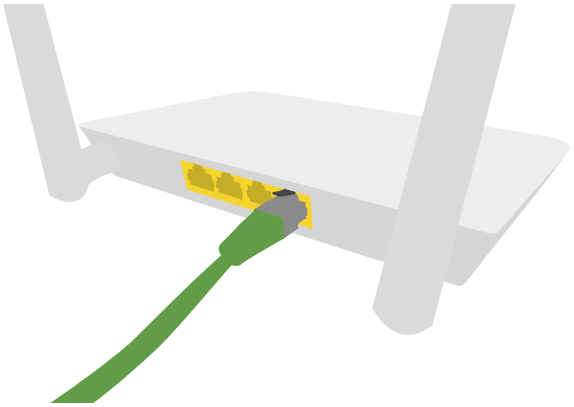
8. Take the bridges UK power supply and bridge POE injector. Plug the UK power supply into an available wall socket. Take the other end of the power supply and plug into the bridge POE.



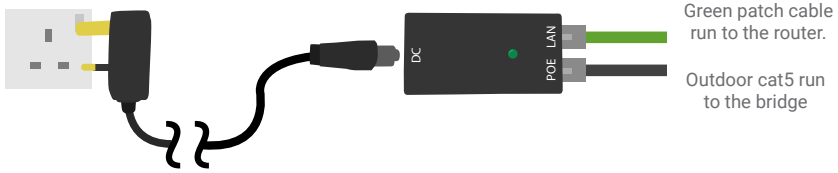
9. Take the black outdoor cat5 cable that runs to the bridge and plug it into the 'POE' port of bridge POE.



10. Take a green patch cable and plug it into an Ethernet port in the back of your broadband router.

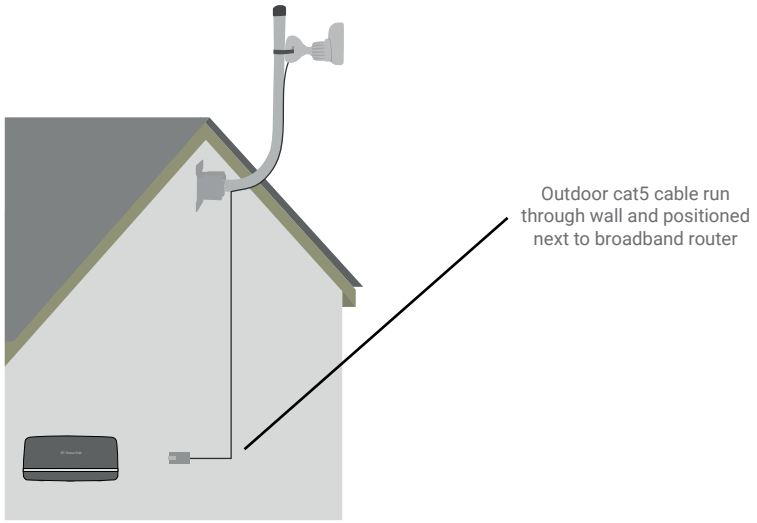


11. Plug the other end of green patch cable into the 'LAN' port of the bridge POE injector.

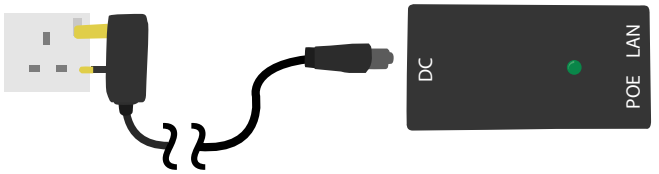


1.3 - Setting up a Bridge

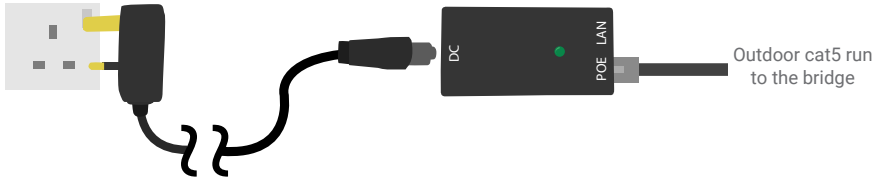
1. Fit the mounting bracket to the building and run the cable to the broadband router.



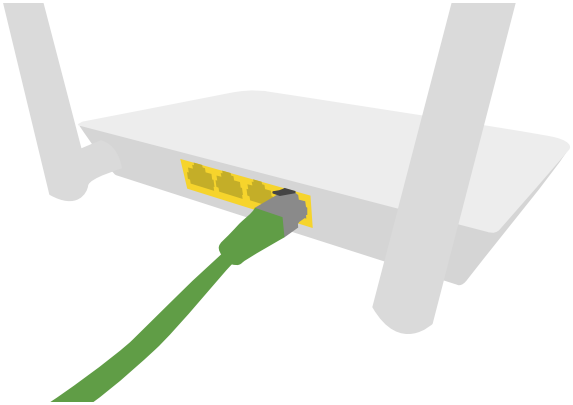
2. Take the bridges UK power supply and bridge POE injector. Plug the UK power supply into an available wall socket. Take the other end of the power supply and plug into the bridge POE.



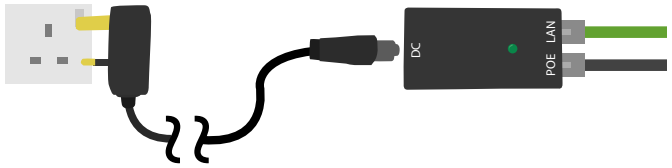
3. Take the black outdoor cat5 cable that runs to the bridge and plug it into the ‘POE’ port of bridge POE.



4. Take a green patch cable and plug it into an Ethernet port in the back of your broadband router.



5. Plug the other end of green patch cable into the ‘LAN’ port of the bridge POE injector.



1.3 Setting up a Bridge

2. Setting up the repeating locations

If your premise is large enough, your system will require repeating locations to boost the WiFi signal to the customers. Follow this guide to learn how to install these repeating locations.

Depending on the equipmen you have for this location and how you plan to mount it. This location can came in various forms:

Mounting for a fence post

Access Point

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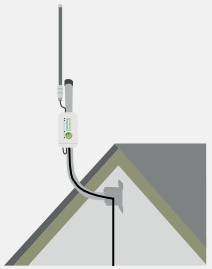
Access Point + Bridge

Page 26

Mounting for a building

Access Point



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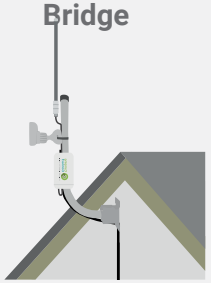
Access Point + Bridge



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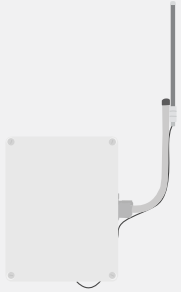
Mounting for a lamppost

WiFi Box



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WiFi Box + Bridge

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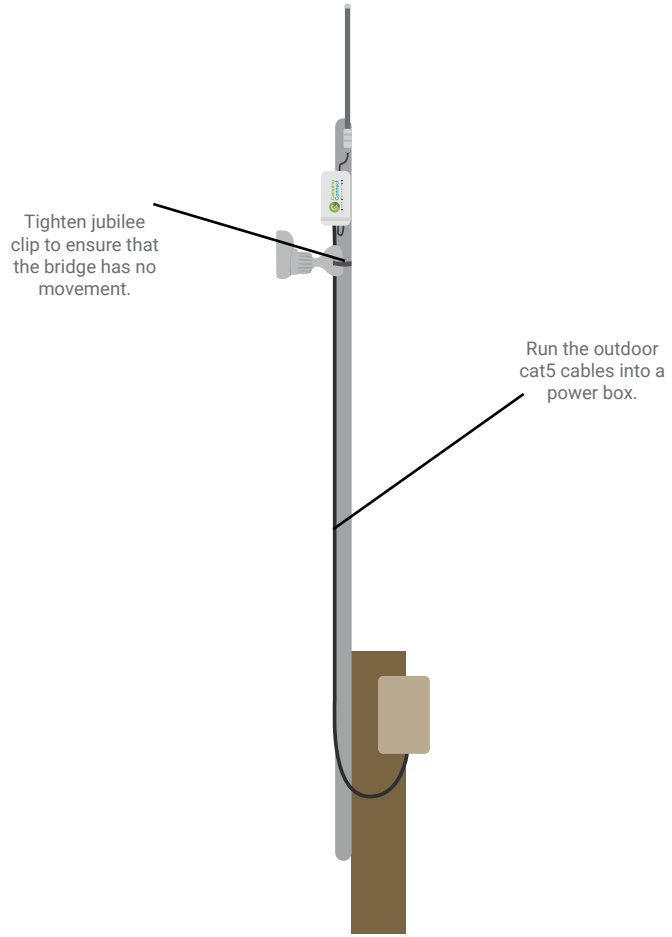
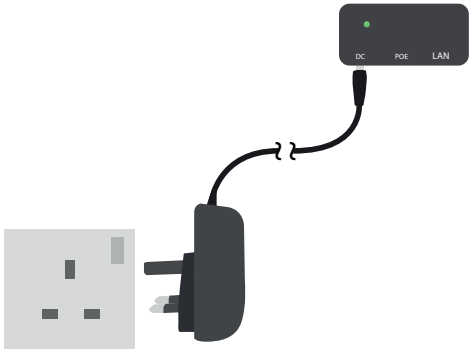
2.1 - Mounting for a fence post

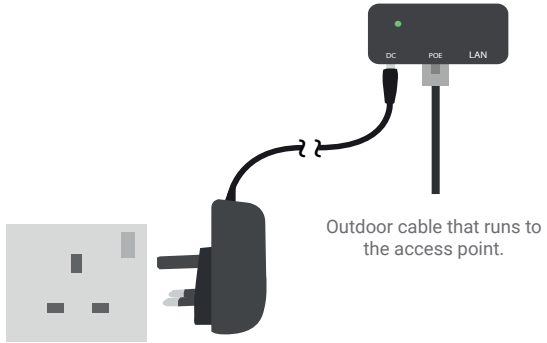
1. Fix the equipment to the mounting pole and run the cables to where the power is located.



2. Take the access point POE injector and UK power supply. Plug the UK power supply into the wall socket, take the other end of the power supply and plug it into the DC port of the access point POE injector.

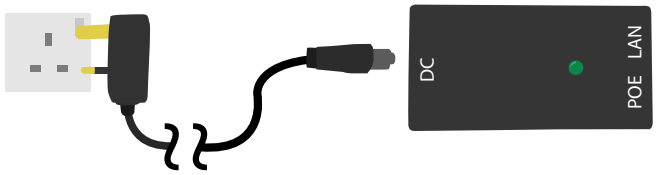


3. Take the black outdoor cat5 cable that runs to the equipment and plug it into the 'POE' port of the access point POE injector.

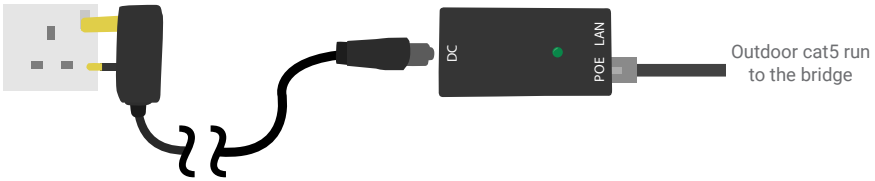


(Optional) If you have a bridge

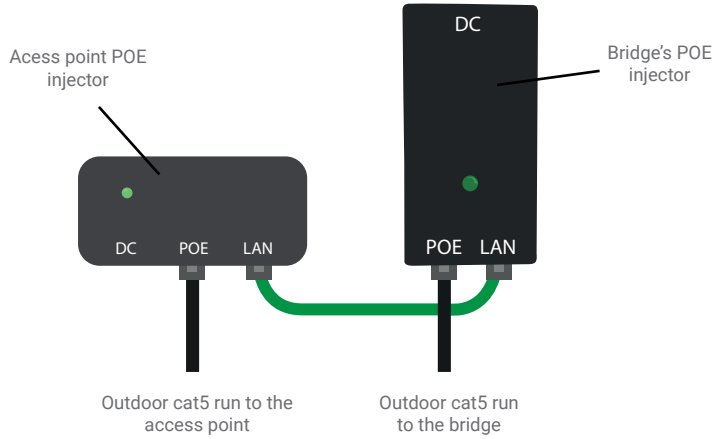
4. Take the bridges UK power supply and bridge POE injector. Plug the UK power supply into the wall socket. Take the other end of the power supply and plug into the bridge POE.



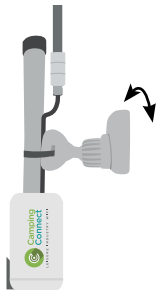
5. Take the black outdoor cat5 cable that runs to the bridge and plug it into the ‘POE’ port of bridge POE.



6. Take a green patch and connect both access point POE injector and bridge POE injector together using both ‘LAN’ ports.



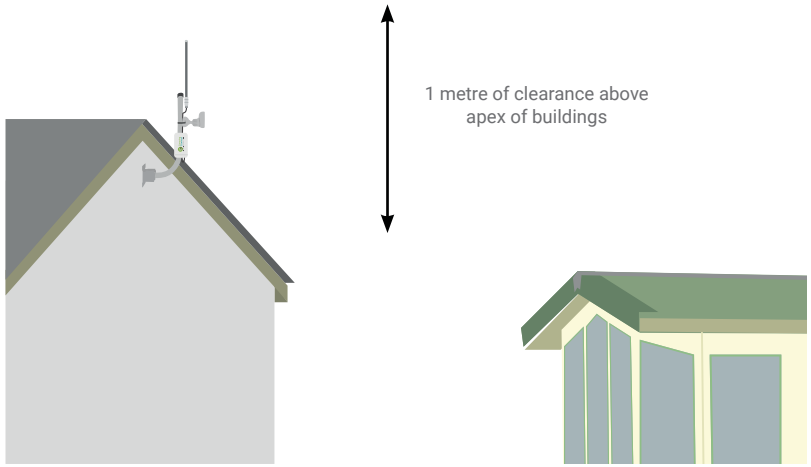
7. Make sure to point the bridge in the direction of the main bridge (the one that is connected directly to the broadband line)



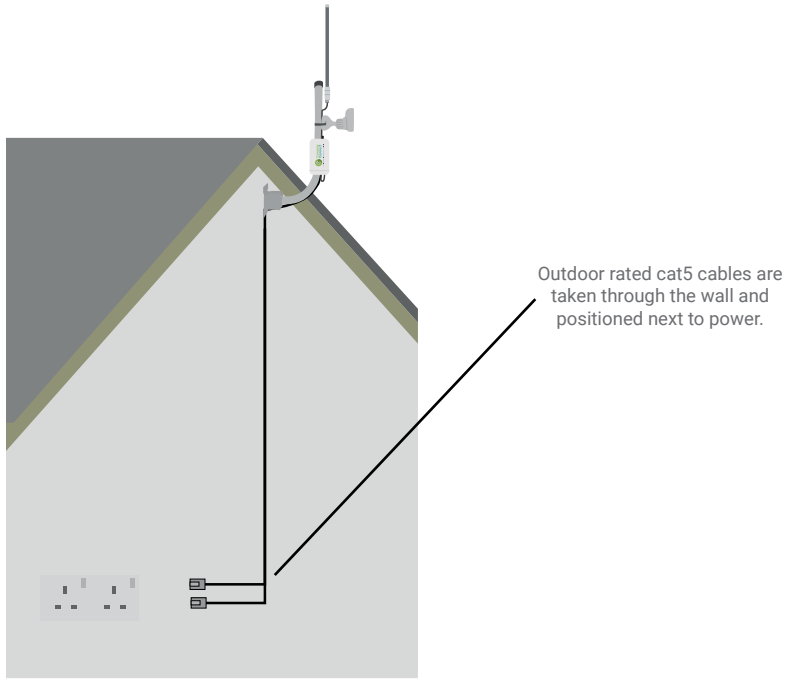
2.2 - Mounting for a building

1. Fix the bracket to the apex of the building that has clear line of sight between other access points and customers. The usual height is about 1 – 1.5 metres above the apex of any caravan.

Higher isn't always better, in fact it may cause more problems. If you're unsure as to where to place the access point then give us a call.



2. Once the equipment is mounted safely and securely, run the cable into the building, down to where the power is located.



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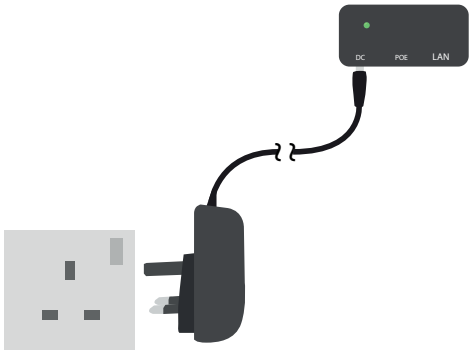
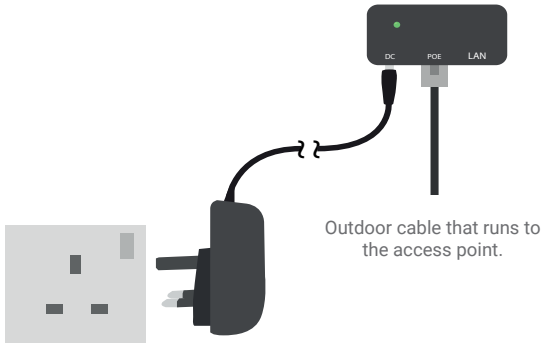
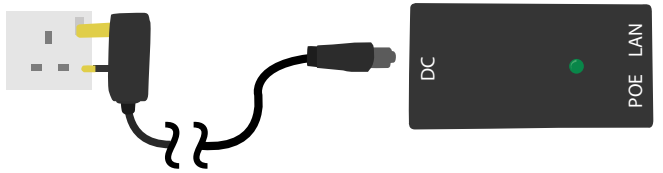


4. Take the black outdoor cat5 cable that runs to the equipment and plug it into the 'POE' port of the access point POE injector.

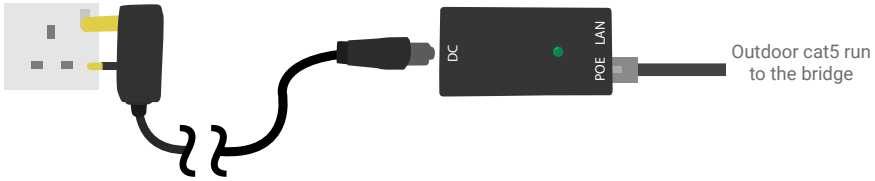


(Optional) If you have a bridge

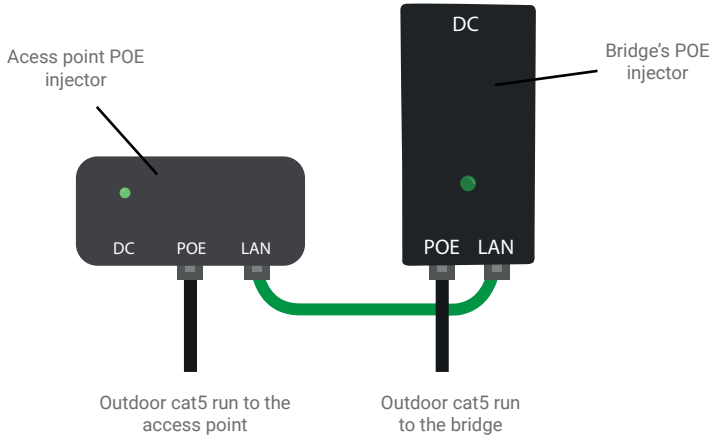
5. Take the bridges UK power supply and bridge POE injector. Plug the UK power supply into the wall socket. Take the other end of the power supply and plug into the bridge POE.



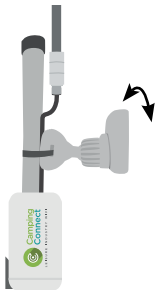
6. Take the black outdoor cat5 cable that runs to the bridge and plug it into the 'POE' port of bridge POE.



7. Take a green patch and connect both access point POE injector and bridge POE injector together using both ‘LAN’ ports.

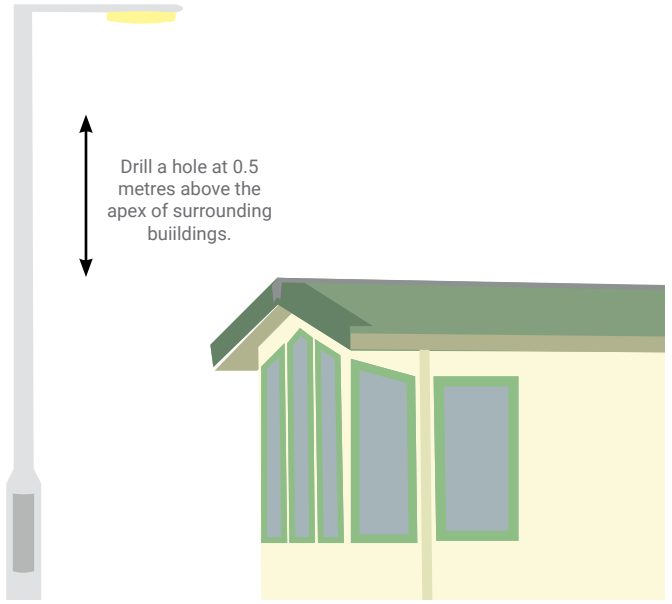


7. Make sure to point the bridge in the direction of the main bridge (the one that is connected directly to the broadband line)

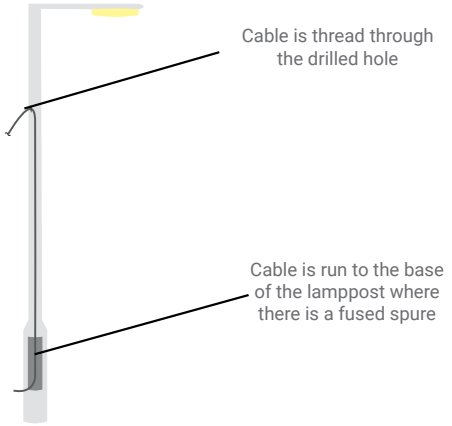


2.3 - Mounting for a lamppost

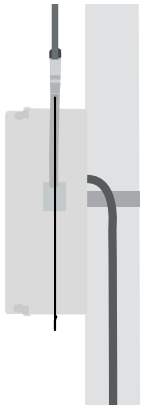
1. Drill 15mm hole in the side of the lamppost where the box is to be positioned. An ideal height is 0.5 metres above the apex of the tallest building.



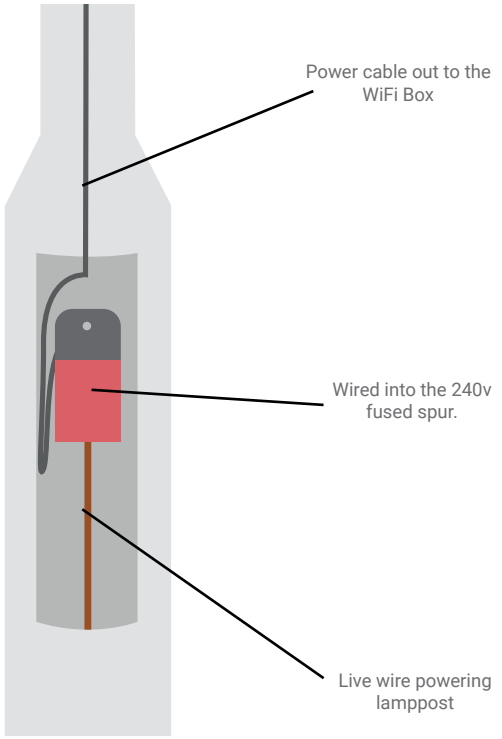
2. Feed the cable to the base of the lamppost.



3. Attach the WiFi box to the lamppost with the jubilee clip, tightening it to secure it in place.

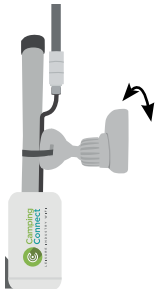


4. Wire the cable into to the 240v fused spur.



(Optional) If you have a bridge

5. Make sure to point the bridge in the direction of the main bridge (the one that is connected directly to the broadband line)



3. Troubleshooting

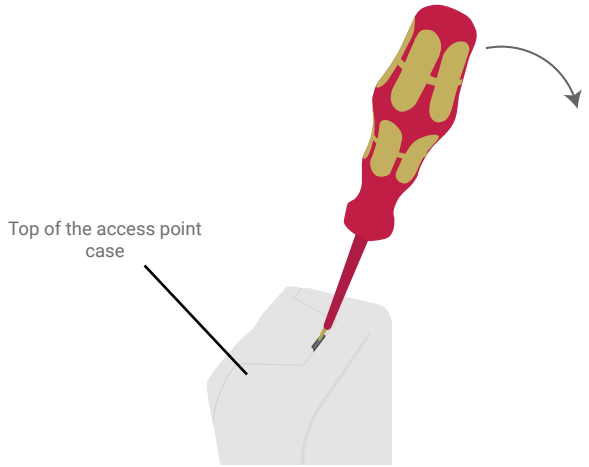
If you have any problems with the WiFi this troubleshooting guide can help you with the easy to solve, common problems that you may experience.

3.1 - I can't see the WiFi network on my device

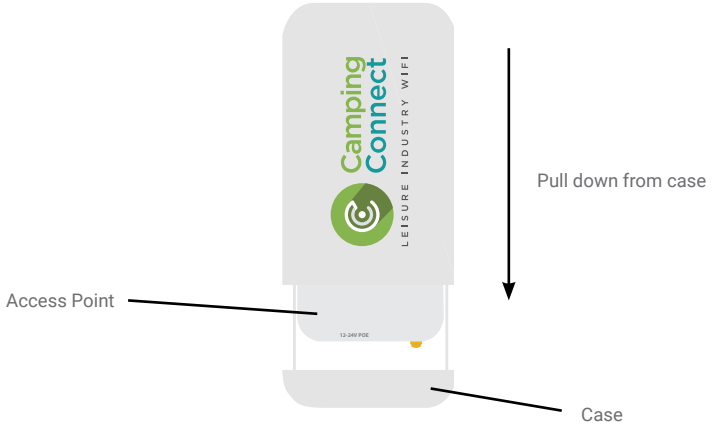
If you can't see the WiFi network and this is confirmed by walking as close to a WiFi access point as possible with a WiFi enabled device. Then you'll have to confirm that the access point is turned on and transmitting a WiFi signal.

This can be done by opening the case and check the LED lights on the access point.

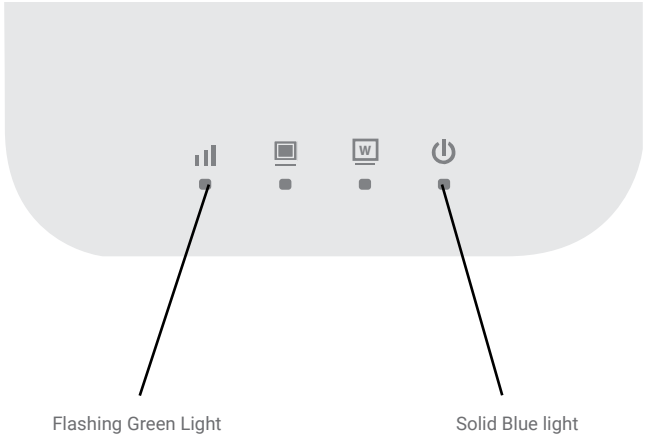
1. To start off, take a flat head screw driver and open the case by lifting the back plate away from the case.



2. With the back plate removed from the case. You can pull the access point out of the case.



3. Looking at the LED lights on the access point. You should have at least a solid blue power light and the WiFi signal light flashing green.



If the access point's power light is not a steady blue light. This means either:

- The access points plug isn't inserted correctly.

  Check that plug is fully inserted into the socket and plugged into the DC port of the POE injector.

- There is no live power to the plug socket.

  Check the power is active by plugging something else into the socket to confirm.

- The access point POE injector is faulty.

  Ensure there is no corrosion in any of the ethernet ports and the green LED on the POE is on

- The outdoor cat5 cable isn't insert correct or faulty.

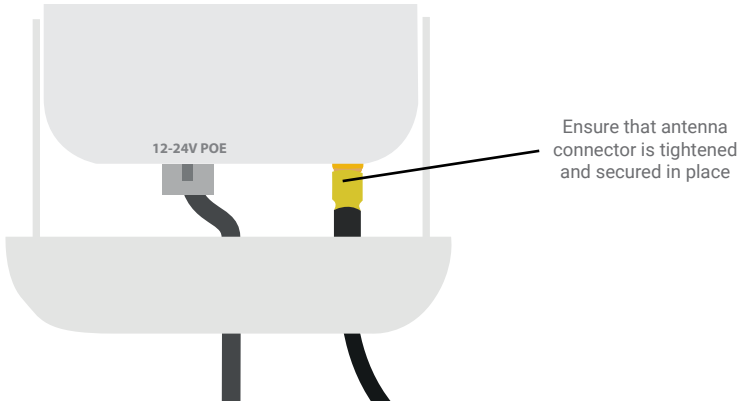
  Check the outdoor cat5 cables' ends are not corroded and fully inserted into the POE port of the POE injector. The other end of the cat5 cable should be plugged into the 12-24v POE port of the access point.

If both these lights are correct, then this means the following:

- There is no connection between the access point and the antenna.

  Check the connection between the antenna connector on the access point and the cable that runs to the antenna. This should be secured in place on the access point.

4. If you have an external antenna connector you will need to ensure that this is secured and tightened to the port.



5. If you have BT Broadband router, it may have a feature called 'Smart Setup'. This feature blocks devices from connecting to the internet before completing a login process. This can stop the WIFI equipment from connecting to the internet. We suggest that this feature is disabled to allow the WIFI antennas to provide internet access. This can be done by following this guide: **BT Smart Setup Guide**

3.2 - I can see the network but can't log onto the WiFi

If you can see the WiFi network but can't join it, its possible that the access point itself doesn't have any internet to work. To check this you will have to ensure the the internet is being correctly transferred to the access point.

1. Connect to your broadband router and test the internet service by going to http://speedof.me and running a speed test. If you have an active internet service and the test doesn't fail then move onto the next step otherwise you will need to contact your ISP

2. Ensure that the LAN Cable is connected to your broadband router and correctly inserted in the LAN port of the access points POE injector.