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Thank you for your purchase of the RadioLabs NEW 'o2Surf Connection System'. Below are 10 quick start tips, on rapidly getting started with your WiFi Building/Internet connection System.

CAUTION: DO NOT UNDER ANY CIRCUMSTANCES RESET THIS DEVICE OR CHANGE ANY SETTINGS YOU WILL RUIN THE PRE-CONFIGURED SOFTWARE WE PROGRAMMED AND RENDER THE DEVICE USELESS. NEVER go to the Easy Setup Menu – Again, you can possibly ruin our firmware and the system will require re-programming (charges apply) Note: We do not charge you for this amazing firmware we install (first time)

KEEP THESE INSTRUCTIONS!! We do not have or retain a copy of your customized instructions!

This WiFi system is completely set up, secured using the highest available encryption method, and is completely programmed for instant use. There is only one location in our menu needed to connect to your home WiFi router, or your internet source. We have refined this popular WiFi system over time, to remove any common mistakes our customers have made, such as accidentally connecting to our access point included, instead of connecting to your home router or source of internet. Do not modify ANY of our settings. Any modifications to our system, like trying to change our broadcast signal name or password, are at YOUR OWN RISK!

We are 100% confident, we have engineered and manufactured the finest WiFi system on the market. One single connection to the internet, will allow you to run up to 250 WiFi or hard-wired devices to this system. Our antenna will supply you with up to 150mbps wireless speed data, and 300mbps computer to computer transfer of data between devices. PLEASE NOTE: Our System will not speed up the internet, faster than the WiFi source allows. This WiFi system is very fast, but it is still limited to the maximum WiFi Speed your source of internet will allow. If you need faster speeds than 100 MBPS up/down, stable, contact our company, as you likely need a point to point bridge system.

The following information and step by step information for your own access point is below:

Default SSID of our router: RadioLabs-Ultra – You need to connect to this signal to begin setup.

Password: Also the Serial # on bottom of our Router – **20CXXXXXXXX** (case sensitive) (enter your serial #)

- 1) First, connect to RadioLabs-Ultra WiFi signal on your device Enter the Password in yellow above. If you cannot connect to this signal, you do not have the **blue cable plugged into the port labeled "POE OUT"**. Please check the connection, make sure lights are on, and reconnect. Depending on model, this will be either port 1, or port 4 but will be labeled POE OUT, for power.
- 2) Once connected, open an internet browser window (Internet Explorer, Chrome, Firefox, etc.) Don't worry about "You don't have internet". Ignore the notification – Proceed to step 3
- 3) Next, in the **ADDRESS bar, type in 10.10.10.1** (Note: if you get errors, check the back side of this sheet)
- 4) Enter your login credentials: Username: admin - Password: admin (both lower case)
- 5) Go to the very last option on the **Advanced Menu >> Profile Settings**
- 6) Select the "Site Survey" button. A popup window will display with all available wifi networks
- 7) Select the name of **YOUR** Access Point or the internet connection you want to connect to. DO NOT CONNECT TO our RadioLabs-Ultra Signal, this is not your internet source! Only connect to a remote signal.
- 8) Enter the password for access point or WiFi signal you are trying to connect to.
- 9) Click activate and save button. Each time you connect to a new system, the Profile will save. This feature allows you to instantly go back to an RV park or Marina you've visited in the past, select it and instantly activate it. If you do not plan on returning to that location again, you can simply delete that access point from your connection history.
- 10) After approximately 30-45 seconds, the status will show "**Connected**" in the upper right hand corner. At this point, your RadioLabs-Ultra WiFi system is operational. You can connect all of your WiFi Devices you have to our "RadioLabs-Ultra" signal and have internet through our router.
Congrats! Your RadioLabs-Ultra, WiFi connection system is now complete. Thank you again! Enjoy your system.

Easy Troubleshooting tips and tricks for RadioLabs WiFi Connection System.

RadioLabs has an almost 100% success rate, using the RadioLabs WiFi connection system. Since these systems are programmed before leaving RadioLabs, we guarantee your kit will work. Therefore, any situation where the kit does not work, ends up being the router plugged into incorrect port, or, wrong password. Please read below.

However, unlike other companies in the industry, we know our WiFi systems have such robust performance, we designed this low-cost kit, to allow you to connect from your remote building, straight through walls and minor obstructions within range, and connect straight to your home router. Nothing else in the industry, achieves this level of performance and can be sold to and setup by anyone, with zero IT Experience. RadioLabs has sold this system to just about everyone, and as long as they follow our simple 10 step connection sheet and simple hardware setup, our system will put in a solid signal, to ANY WiFi signal with internet. Our system works to ANY WiFi signal, including Comcast / Xfinity wifi, Spectrum WiFi and all Cable providers, to allow you to connect, and supply your entire home even. Sometimes we run into problems though during basic setup. Below, are simple troubleshooting steps to help our customers get past some of the minor technical hurdles they sometimes encounter.

- 1) **Problem:** Cannot connect to "RadioLabs-Ultra" WiFi Signal
 - a) You have not connected the blue CAT-5 cable we provided, into the correct port on our router, or, the White o2Surf device is not connected. The **POE OUT** port supplies the proper voltage to our o2Surf, and is absolutely necessary to have lights on both devices, or the system will not work.
 - b) You are not using the correct WiFi Password, or have a typo. Check to make sure you are using the correct password to our router. The Password is also the Serial # on the bottom of your RadioLabs router.
 - c) You are not using our Blue CAT-5 Cable, or using an unsuitable WiFi Cable, with wire sizes which are too small for proper power to be supplied to our o2Surf Radio. Please check the cable, or use our Blue CAT-5 Cable, then proceed with connection.
 - d) You are too far away from our router. Our routers are very high power. Our routers do supply a huge, almost deceiving signal, which exceeds traditional router ranges. Move closer to our router.
 - e) If the system has been previously programmed, then suddenly it is unable to connect, someone may have ignored warnings and went to the "Easy Setup" page and changed the operational mode. We do not disclose our method of programming or have a guide for how we set this system up. We do have an older style manual, allowing you to set it up a different way, but for advanced users. Please see our Downloads page for a guide called "o2Surf Backfire Client Guide", to program it as a regular client. We can also re-program the system for a fee, but we try our best to avoid customers deviating to this.

- 2) **Problem:** During Site Survey, I try to connect to my home router, enter the password for my home network but it will not connect. On the Status Page.
 - a) Make sure the "V" arrow on the back of our antenna is pointing up. This is important, and will increase your signal strength to your home router, by up to 20db.
 - b) Signal you are trying to connect to, is 5 GHz. RadioLabs system works on the 2.4 GHz band, allowing for penetration of walls and better, more stable connectivity. Connect to the 2.4 GHz side of your home router or enable that band on your router.
 - c) RadioLabs' system is robust. If you can see the signal from your home router or source of internet, and that signal is above 15/94, that is all that is required to provide a stable WiFi connection to your home router, but sometimes you will need a slightly stronger router at your home, or an outside access point. RadioLabs rarely has to sell these, nor do we want to sell them, but we have several options available based on the customer's needs. It is best to simply relocate your router.
 - d) Antenna is not connected. Connect Backfire Antenna properly.

- 3) **Problem:** I want to change the RadioLabs-Ultra signal name or password.
 - a) We highly suggest leaving the RadioLabs-Ultra signal name and our password at default. Every time we have given this information out in the past to customers, they get lost in the settings, ruining the configuration. If you must modify this, please reach out to our technicians on the phone. We can give you the method or guide on how to change this, but it will void your software warranty on the re-broadcast router. It is best to set up a guest network on the router, allowing you to keep both names operating. If you are an IT installer requiring this for your customer, then it will be easy to determine where our router is located. Change with caution.

If you have previously connected and had the system working, and after a change to the system, you are no longer able to connect, you have probably broken the operational mode and ignored the bold writing in red. This will require re-programming, or setting a static IP to get back into our network once the system is broken. Please call our technical or engineering staff to schedule a remote IT support time at the contact info above.