

# WIFI-LINK



-  MANUEL D'INSTALLATION ET D'UTILISATION
-  INSTALLATION AND OPERATION MANUAL
-  MANUAL DE INSTALACIÓN Y DE USO
-  MANUALE D'INSTALLAZIONE E D'USO
-  INSTALLATIONS- & BENUTZERHANDBUCH
-  INSTALLATIE- EN GEBRUIKSHANDLEIDING



**Ces instructions d'installation sont des parties intégrantes du produit.**

**Elles doivent être remises et conservées par l'utilisateur.**

**En cas de perte du manuel, veuillez vous référer au site :**

**[www.poolex.fr](http://www.poolex.fr)**

Les indications et avertissements contenus dans le présent manuel doivent être lus avec attention et compris, car ils fournissent d'importantes informations concernant la manipulation et le fonctionnement de votre produit en toute sécurité. **Conservez ce manuel dans un endroit accessible afin de faciliter les futures consultations.**

Dans le cas où le POOL SAM est vendu ou cédé, veuillez toujours à ce que toute la documentation technique soit transmise avec le matériel au nouveau propriétaire.

Toutes les responsabilités contractuelles ou extracontractuelles du fabricant / distributeur seront considérées comme nulles et non avenues pour les dommages causés par des erreurs d'installation ou de fonctionnement, ou pour cause de non-respect des instructions fournies par ce manuel ou des normes d'installation en vigueur pour l'équipement, objet du présent document.



**These installation instructions form an integral part of the product.**

**It must be handed over and kept by the user.**

**If you lose this manual, please visit our website:**

**[www.poolex.fr](http://www.poolex.fr)**

The indications and warnings contained in this manual should be carefully read and understood as they provide important information regarding the safe handling and operation of your product. **Keep this manual handy for future reference.**

In the event that the POOL SAM is sold or transferred, always ensure that all the technical documentation is transmitted with the equipment to the new owner.

All contractual and extra-contractual liability on the part of the manufacturer / distributor shall be considered null and void in the event of damage caused by errors in installation or operation, or due to non-compliance with the instructions provided in this manual, or the standards in force for the installation of equipment discussed in this document.



**Estas instrucciones de instalación son parte integrante del producto.**

**Hay que entregárselas al usuario y este debe conservarlas.**

**Si pierde el manual, visite la siguiente página web:**

**[www.poolex.fr](http://www.poolex.fr)**

Hay que leer y comprender las indicaciones y las advertencias presentes en este manual porque contienen información importante relacionada con la manipulación y el funcionamiento correctos del producto. **Tenga a mano este manual para futuras consultas.**

En el caso de que el POOL SAM se venda o se ceda, debe asegurarse de que todos los documentos técnicos se entreguen con el material al nuevo propietario.

Se considerará nula toda responsabilidad contractual o extracontractual del fabricante/proveedor por daños causados por errores de instalación o funcionamiento, o por no respetar las instrucciones proporcionadas en este manual o las normas de instalación en vigor del equipo, objeto del presente documento.

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# Presentation

## Operating limit

WiFi Link is a WiFi antenna that can spread a 2.4GHz WiFi signal 50 to 100m around its location (depending on obstacles that can dramatically alter the signal) and accept up to 20 to 25 devices connected simultaneously.

You have 2 options:

- **A wired installation:** WiFi antenna that requires a connection cable on your network either between your box or repeater or PLC coupler... and the antenna.
- **A wireless installation:** 4G router that requires, a SIM card and a 4G subscription with your Internet Service Provider (ISP).

Designed for outdoor installation (IPX6), WiFi-Link can be installed either near your technical room or your pool, however, ensure that:

- the range is sufficient to connect all your devices
- the span is not altered by obstacles (shrubs, metal posts, building, etc.)
- the power supply connection plug or protect from rain
- And if using the 4G network, ensure that the 4G signal is sufficient at the installation location

## Description



Frequency : 802.11b/g/n : 2,4 ~ 2,4835 GHz  
Maximum RF power : 16 dBm



When the power is switched on, the indicator light will be solid green/blue.

When the lan port is connected, the indicator light will be solid green/blue and blink during data transmission.

When WiFi is enabled, the indicator light will be solid green/blue, and it will blink during data transmission.

When the WAN port is connected, the indicator light will be solid green/blue and blink during data transmission.

When the device is connected to a 4G network, the indicator light will be solid blue and blink during data transmission. When the device is not connected to a 4G network, the indicator light will be solid red.

To restart the device, press and hold «RESET» for less than 3 seconds. To perform a factory reset, press and hold for 5 seconds or longer.

**Note: LEDs glow very faintly. Depending on the brightness, it may be necessary to make a well of darkness with your hands to see the lights.**

# Get connected

## Option 1: Use Wifi-Link as antenna

The «AP Mode» allows to use Wifi-Link as a switch. The device connects to the network via a wired connection and the 4G function is disabled. The WAN port of the device is converted to LAN mode. The device works as a switch, converting only the wired network to WiFi for user access, without providing additional features.

Notes:

- Consider updating your phone to ensure pairing works.
- It may be necessary to disable mobile data to force your phone to use the Wifi-Link network.
- It may be necessary to restart your phone.

To use it:

1. Turn on Wifi-Link: Plug in the power adapter and insert it into the DC port of the device. The «POWER» LED lights up green.
2. If WiFi is detected, the 'WIFI' indicator light will be solid green. During data transmission, it flashes. The name of the Wi-Fi network is '**CPE-XXXX**', where XXXX represents the last four digits of the device's MAC address. Select this Wi-Fi network and enter the default Wi-Fi password: '**9876543210**'. Remember to maintain the connection even without Wi-Fi.
3. Connect the network jack to the WAN connector. It may take a few seconds before the WAN/LAN light illuminates.
4. Open your phone's web browser, type '172.16.0.1' and click on the 'Go' button. The browser will redirect you to the router's authentication page (see Figure 1). The default user name and password are 'admin'. Follow the instructions on the screen to enter your user name and password, then click on the 'LOG IN' button to access the router management page (see Figure 2).

Figure 1

### Log in

http://172.16.0.1 requires a username and password(your connection to this site is not private).

Username

Password

You can connect your phone, computer, or other devices to the router by searching for the new WiFi name and entering the password.

See chapter «Get started», page 19.

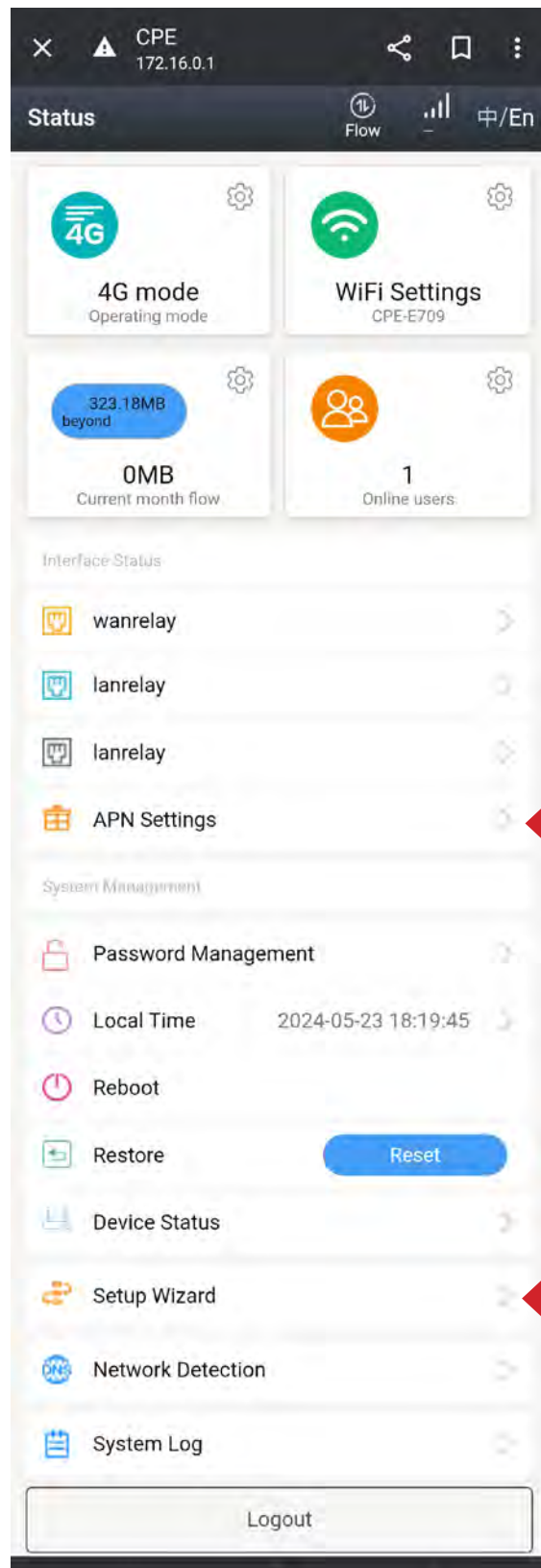


Figure 2

### Option 2: use Wifi-Link with a SIM card as a 4G router

The device connects to the network via 4G LTE and shares the network with wired and WiFi users. The device's WAN port is converted to LAN mode.

1. There are three types of external SIM cards as follows: standard SIM card (25\*15mm), micro-SIM card (15\*12mm), nano-SIM card (12.3\*8.8mm).

If you want to insert a card, prepare a nano-SIM card.

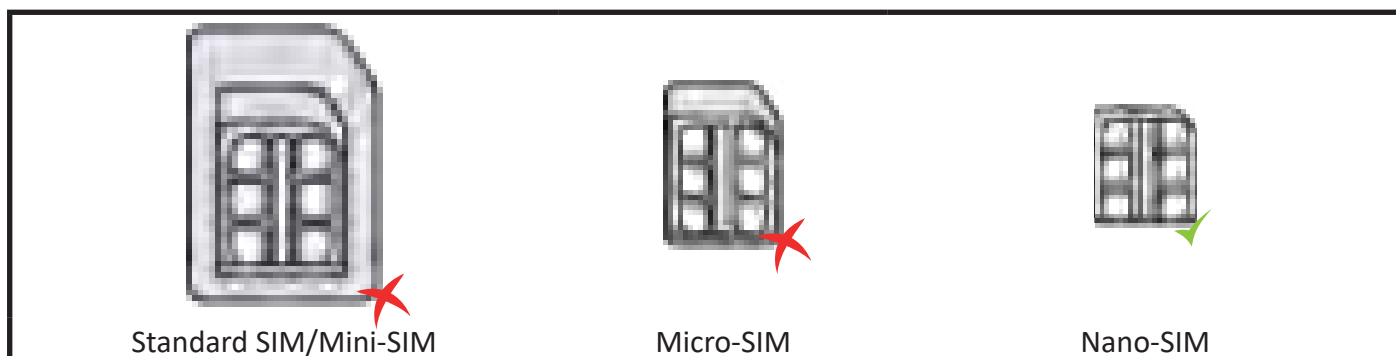


Figure 3

2. Pay attention to the direction of the SIM card and insert it into the 4G router. Once successfully inserted, you will hear a 'click' indicating that the SIM card is correctly inserted in the slot.
3. Please consult your network operator for the APN information of your SIM card.
4. Please insert the SIM card before switching on the device. If the card is inserted while the device is switched on, please restart the device to ensure that the SIM card is recognised.
5. Connect to the Wi-Fi network with the name 'CPE-XXXX' (where XXXX represents the last four digits of the device's MAC address), and enter the default Wi-Fi password: '9876543210'.
6. Open your phone's web browser, type '172.16.0.1' and click on the 'Go' button. The browser will redirect you to the router's authentication page (see Figure 1). The default user name and password are 'admin'. Follow the instructions on the screen to enter your user name and password, then click on the 'LOG IN' button to access the router management page (see Figure 2).

You can connect your phone, computer or other devices to the router by searching for the new WiFi name and entering the password.

**See chapter «Get started», page 19.**

### Option 3 : utiliser Wifi-Link comme routeur filaire

The device connects to the network via a wired connection and the 4G function is deactivated. The device shares the network with wired and WiFi users. Wired connection methods include automatic IP acquisition, PPPoE remote access and static IP. **Please consult your network service provider or network administrator for relevant information.**

**Automatic IP acquisition:** By obtaining the IP address of the superior device, you can access the internet without having to configure internet access information. In general, wired access to the computer is possible without configuration.


**PPPoE remote access:** Dial the fixed account number and password to access the Internet. The account and password can be obtained from the Internet Service Provider.

**Static IP:** The user must manually fill in the IP address, subnet mask, gateway and DNS information to access the Internet. Please consult your network administrator or Internet service provider for this information.

**See chapter «Get started», page 19.**



# Get started

1. On the router management page (see Figure 2), scroll to the bottom of the page and click on **'Setup Wizard'**  Setup Wizard to enter the setup wizard management page (see Figure 4).
2. Click **'Next'** to go to the System Mode Settings page (see Figure 5). The router's default setting is '4G mode' (option 2). If you want to access the Internet via 4G LTE without making any changes, simply click 'Next' to go to the Wireless Configuration Settings page (see Figure 7). You can change the WiFi name and password to suit your preferences. Once you've made your changes, click 'Finish'. The device should restart.

**4G Mode:** The device connects to the network via 4G LTE and shares the network with wired and WiFi users. The WAN port of the device is converted to LAN mode.

**Router Mode:** The device connects to the network via a wired connection, and the 4G function will be disabled. The device shares the network with wired and WiFi users. The wired connection methods include automatic IP acquisition, PPPoE dial-up, and static IP. Please consult your broadband service provider or network administrator for relevant information.

**AP Mode:** The device connects to the network via a wired connection, and the 4G function will be disabled. The WAN port of the device is converted to LAN mode. The device functions similar to a switch, only converting the wired network into WiFi for user access, without providing any additional features.

**AP mode is recommended to increase the broadcast range of your network at a lower cost.**

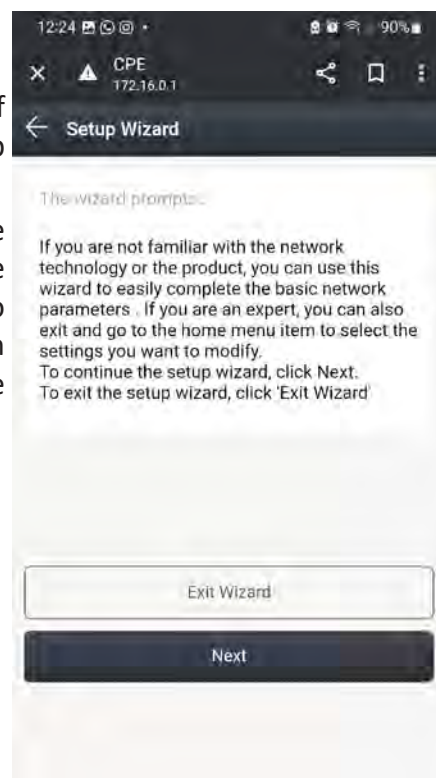


Figure 4

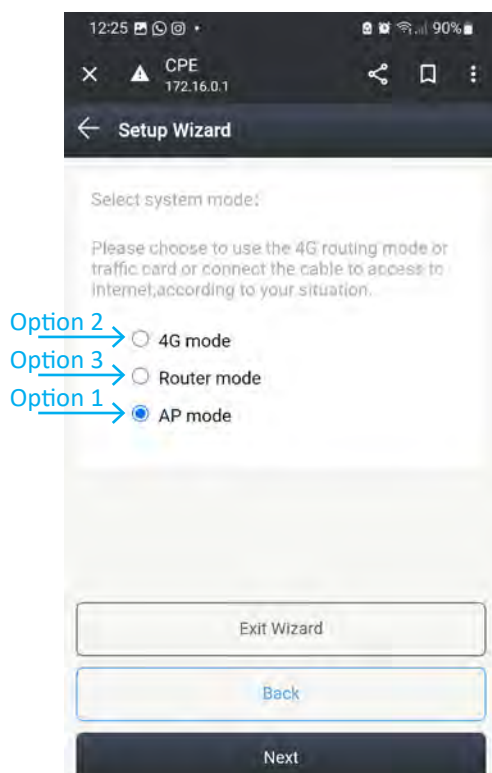


Figure 5

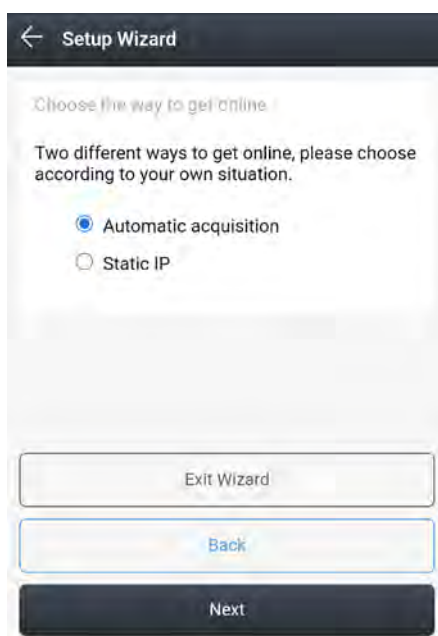


Figure 6

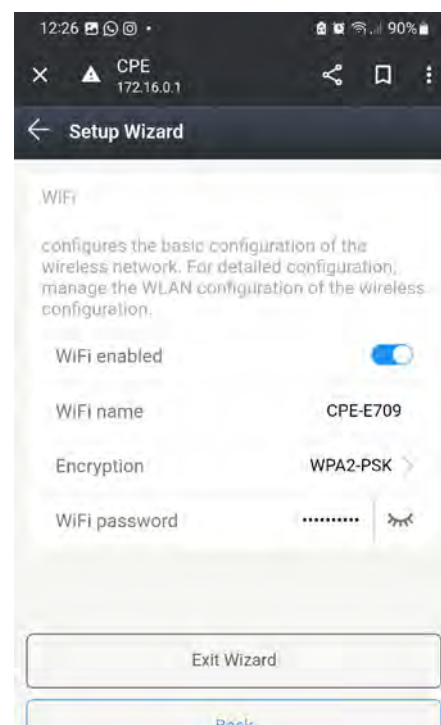



Figure 7

3. Reconnect to the router management page (Figure 2). Click on the 'APN Settings' button  APN Settings to enter the APN settings management page (see Figure 8). Activate the manual APN settings and enter the APN information provided by the carrier in accordance with the instructions on the page. Once you have filled in the information, click on the 'Save' button.
4. Return to the status page, click on the «Network Detection» button to enter the network detection management page (see Figure 9). Replace the IP address with the DNS server address of your region, then click the «Save» button to complete the process.

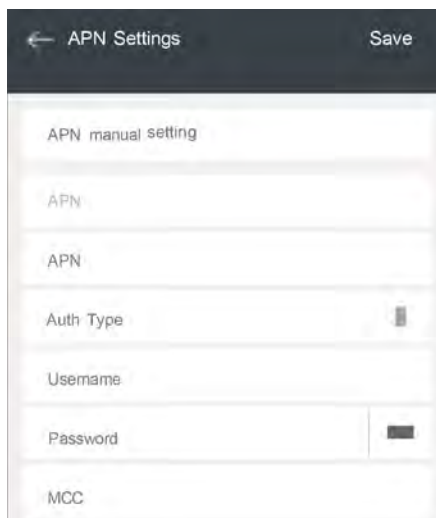
The screenshot shows the 'APN Settings' page. At the top, there is a back arrow, the title 'APN Settings', and a 'Save' button. Below the title bar, there is a section 'APN manual setting'. Under this section, there are several input fields: 'APN' (two instances), 'Auth Type' with a dropdown arrow, 'Username', 'Password' with a toggle switch, and 'MCC'.

Figure 8

The screenshot shows the 'Network Detection' page. At the top, there is a back arrow, the title 'Network Detection', and a 'Save' button. Below the title bar, there is a section 'Network Detection'. Under this section, there are four rows, each with a label and a value: 'Track ip1' with '114.114.114.114', 'Track ip2' with '8.8.8.8', 'Track ip3' with '208.67.222.222', and 'Track ip4' with '223.5.5.5'.

Figure 9

Note: In 4G router mode, network detection is used to test 4G network connectivity. When IP addresses cannot be saved successfully, the router will restart the 4G module to attempt to restore the 4G network.

***Congratulations! Your settings are complete! Now you can enjoy the fun of 4G LTE WiFi sharing and internet access!***



# Troubleshooting FAQs

## Q1. Why is the device not powered on and the PWR indicator light not on?

1. Please check if the power adapter socket is connected to the power source.
2. Please make sure the DC connector of the power adapter is securely inserted into the power port of the device.
3. Please use the DC power supply provided with the device. Using another computer's power supply may cause damage or failure to power on the device.
4. If the router has a Type C power supply interface, please ensure that the power supply is of 5V 3A or higher version.

## Q2. Why is the 4G indicator light on the device red?

1. Please make sure your SIM card is properly inserted into the SIM cardslot of the device.
2. Please insert the SIM card first, then power on the device. Inserting the card while the device is powered on may cause the device to fail to recognize the SIM card. Please disconnect the device's power supply and restart the device.
3. Please ensure that your SIM card has been registered with your personal information. If not, please complete the authentication process and recharge the corresponding data plan.
4. Please check if your SIM card has expired. If so, please insert a valid SIM card.
5. Please verify if your SIM card has run out of data. If it has, please recharge it.
6. Please check if there are any data usage restrictions set on your router. If so, please disable the data usage restriction switch.
7. Please confirm if you have clicked the 'Data' button on the top right corner to turn off the data connection. If it's turned off, please turn it on.
8. If your SIM card is severely damaged, it may cause the device to fail to recognize the SIM card. Please contact your service provider to request a SIM card replacement.
9. Please check if your SIM card requires specific APN information to function. If so, please contact your service provider to obtain the APN information and add it to the APN configuration.

## Q3. Why am I experiencing internet connectivity issues after using the device for some time?

1. Please check if your SIM card has run out of data. If it has, please contact your service provider to recharge your data plan.
2. Please verify if the 4G signal in the area where the router is located is weak. If so, try moving the router to a location with a better signal and check if internet connectivity is restored.
3. If your SIM card is severely damaged, it may cause the device to fail to recognize the SIM card and result in no internet connectivity. Please contact your service provider to request a SIM card replacement.
4. If you are using WiFi to connect the device, ensure that you are within the WiFi coverage range. Poor WiFi signal strength may lead to internet connectivity issues. Please move closer to the device's coverage range and check if internet connectivity is restored.
5. In the case of WiFi wireless connectivity, excessive interference in the surrounding environment may cause internet connectivity issues. Try restarting the router, as it will automatically select the optimal wireless channel to avoid interference.
6. If you are using a wired connection, please double-check if the network cable is loose or the connector is not secure. If so, replace the network cable and then check if internet connectivity is restored.
7. Please verify if your device has been blacklisted. If it has, use a terminal that can access the device's management page to remove your device from the blacklist.

## Q4. Why am I frequently experiencing network disconnection issues?

1. Please check the 4G signal strength at the location where the router is situated.
- Weak signal strength may cause the device to be unable to connect to the 4G LTE network. Try moving the router to a location with better signal strength and check if the network disconnection issue improves.

2. If you are using WiFi to connect the device, ensure that you are within the WiFi coverage range. Poor signal strength may result infrequent network disconnections.

Move within the coverage range of the device to maintain internet connectivity.

3. In the case of WiFi wireless connectivity, excessive interference in the surrounding environment may lead to frequent network disconnections. Try restarting the router, as it will automatically select the best wireless channel to avoid interference.
4. Check if you have manually set the DNS server address. DNS server issues can cause internet connectivity problems. Try changing the DNS address or set it to automatically obtain the DNS server address, and then check if the network disconnection issue improves.
5. If you are using a wired connection, please ensure that the network cable is securely connected and the connector is properly fastened. If there are any issues, replace the network cable and then check if the network disconnection problem improves.
6. It could be a problem with the computer's network driver. Try updating the Ethernet driver and check if the network disconnection issue improves.

### **Q5. Why is my internet speed extremely slow?**

1. Slow internet speed on both wired and WiFi connections:
  - A. Please check the 4G signal strength at the location where the router is situated. Weak signal strength may cause slow internet speed on the device connected to the 4G LTE network. Try moving the router to a location with better signal strength and check if the internet speed improves.
  - B. Test your internet speed using a speed testing software to verify if your SIM card has exceeded the threshold set by the network operator, leading to speed throttling. If it has exceeded, recharge your data plan and check if the internet speed improves.
  - C. Check if your device has a fixed DNS server address set. DNS issues can result in slow internet speed. Try changing to another DNS server address or set it to automatically obtain the DNS server address, and then check if the internet speed improves.
2. Slow WiFi speed but normal wired connection:
  - A. Verify if you have adjusted the protocol settings on the WiFi configuration page. Using a lower version of the protocol can reduce the WiFi connection speed. It is recommended to keep it as 'auto' and avoid changing it to other parameters.
  - B. Excessive WiFi interference in your environment can lead to slower WiFi speeds. Try restarting the router, as it will automatically select the best wireless channel to avoid interference and improve WiFi speed.
  - C. Weak WiFi signal strength at your location can also result in slow connection speeds. Try moving to a different location to obtain a stronger WiFi signal and improve the speed of your internet connection.

### **Q6. How do I set up a 4G router for use in other countries?**

You need to manually configure the APN information for the SIM card.

Contact your SIM card service provider to obtain the APN information. Login to the device management interface, click on 'APN Settings' on the homepage, and enter the APN information on the APN Settings page. Save the settings, and you will be able to access the internet using LTE.

### **Q7. Can the WAN/LAN interface be used as a LAN port?**

In 4G mode or AP mode, the WAN/LAN interface will be converted to a LAN port and can be used as a LAN port.

### **Q8. Why is the 4G signal detected by the 4G router very weak?**

1. The 4G signal in the area where the 4G router is being used is very weak. Please try moving the router to a location with better 4G signal strength.
2. Avoid placing the 4G router inside a metal box, as metal boxes can shield the signal. If it is necessary to install the router inside a metal box, make sure to position the 4G antenna outside the metal box

## Warranty

Poolstar warrants to the original owner against defects in materials and workmanship of the Wifi-Link Terminal for a period of two (2) years.

The guarantee takes effect on the date of the first invoice.

The guarantee does not apply in the following cases:

- Malfunction or damage resulting from installation, use or repair that does not comply with the safety instructions.
- Malfunction or damage caused by an unsuitable chemical environment.
- Malfunctions or damage resulting from conditions that are unsuitable for the intended use of the appliance.
- Damage caused by negligence, accident or force majeure.
- Malfunctions or damage caused by the use of unauthorised accessories.

Repairs carried out during the warranty period must be approved before they are carried out and entrusted to an authorised technician. The warranty will lapse if the appliance is repaired by a person not authorised by Poolstar.

Warranty parts will be replaced or repaired at Poolstar's discretion. Defective parts must be returned to our factory within the warranty period to be covered. The warranty does not cover unauthorised labour or replacement costs. The return of the defective part is not covered by the warranty.

Dear customer,

**A question? A problem? Or simply register your warranty, find us on our website:**

<https://assistance.poolstar.fr/>

Thank you for your trust and support. Happy bathing!



Your personal information is processed in accordance with the French Data Protection Act of 06 January 1978 and will not be shared with 3rd parties.

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