# WIFI Guide

In theory, modern WiFi routers promise ranges of up to 300 metres. However, the reality is different, as a good signal level often stops after just a few metres. Poor WiFi reception at the Vidoora is the cause of a number of annoyances such as picture or sound dropouts when streaming and call interruptions with Voice over IP. On the way to faster and more stable WiFi connections, the first step is to identify poor reception within the WiFi.

Often, even a minimal repositioning of the WiFi router will result in a noticeable increase in reception. As a general rule, the further away the receiver is from the router, the slower the transmission. The speed decreases gradually depending on the distance.

## Measures to increase the range

**Repositioning the router**
Reception can sometimes be improved if the router is positioned router is placed on a cabinet rather than on the desk or floor. A central, elevated location is ideal.

**Router with antennas**
If the router has several antenna rods, align one vertically and one at an angle of around 45 degrees to ensure the best possible reception. to ensure the best possible reception. If the WLAN is to transmit over several floors, position the router antennas horizontally - this will ensure optimised radiation.

**Repeater**
A repeater is the traditional means of increasing the range really increase the range.

**Mesh router**
The most expensive, newest and best measure for more range is a new router. Range is a new router, a so-called mesh router. This involves either several similar end devices or, as a rule, one router and two or more satellites. Mesh routers create what is known as a mesh network.

**„WLAN can process a lot of data traffic, but it also has its limits.“**

If many devices are connected to your Wi-Fi network (e.g. mobile phones, tablets, computers or televisions), these can slow down the connection to the vidoora door station. To reduce the load on your Wi-Fi network, disconnect the devices that are rarely used from the Wi-Fi network and connect the devices that you use frequently. the devices you use frequently via the Ethernet if possible. the Ethernet.

The vidoora door station is connected to a 2.4 GHz signal in the WLAN network. Other devices can transmit on 5 GHz bandwidth. Try to use a 5 GHz signal if the device is compatible. This relieves the 2.4 GHz signal.

**Other electronic devices**
TVs, games consoles, microwaves, mobile phones, tablets, computers, baby monitors and other devices can cause interference on your Wi-Fi network as they all have a signal in the same or similar frequency range of the router.

**Provider**
Prerequisite for the transmission/establishment of data traffic between the Vidoora door station and the smartphone is that the Internet provider allows VoIP (SIP and RTP).

**VoIP**
As a general rule for SIP/RTP flows and firewalls, two sets of ports are used to create a video session:
- SIP signalling (TCP ports 5060, 5061, 6060, 6061)
- Audio/video RTP stream (UDP ports 7078 and 9078)

## Further application tips

Problems could also be the application level firewalls that use „SIP_ALG“: Ask your provider to check this (sometimes used to filter/regulate local VoIP calls).

Connecting the Vidoora to a router via the WLAN guest access can also lead to malfunctions, as guest accesses in some routers only allow e-mail traffic or access to Internet pages, but not VoIP.

Please also ensure that the correct encryption standard used by the router (WPA, WPA2 or WEP) is specified in the advanced settings for the Wi-Fi connection in the CallMe app.
If the wrong encryption standard is used, the Vidoora will connect to the router, but no data can be transmitted. You should therefore always select the default settings, the Vidoora automatically selects the encryption standard used by the router.

More information about the vidoora can be found on our website **www.vidoora.de**

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