

MAXVIEW



eSIM

New Feature!

eSIM Set Up Instructions

If you wish to use the eSIM option on your router please use these additional instructions in conjunction with your main Roam Installation/User Instructions provided.

UK contact:

Helpline: +44 (0)1553 811000
Email: support@maxview.co.uk
Web: www.maxview.co.uk

Maxview Address:

Maxview Ltd, Garage Lane, Setchey, King's Lynn, Norfolk. PE33 0AT. UK

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9111475 Iss 1

Maxview Roam Powered by



We have partnered up with one of the largest suppliers of Wi-Fi products worldwide.

What is an eSIM?

An eSIM (embedded SIM) is a digital version of a SIM card built directly into this router. It lets you connect to mobile networks without needing a physical card. You can switch between network plans easily, making it perfect for travellers who move between different countries.



Benefits of eSIM for UK Motorhomers/Caravans in Europe

Stay Connected Across Borders

eSIMs allow you to switch to local networks in Europe, avoiding expensive roaming fees and keeping you connected as you travel between countries.

No Need for Physical SIMs

Instead of carrying multiple SIM cards, you can store several network profiles on your eSIM, making it more convenient and secure while travelling.

Flexible and Cost-Effective

With eSIMs, you can buy short-term local data plans on the go, giving you more control over costs compared to long-term contracts.

Easy Setup

To set up an eSIM, simply scan a QR code from your chosen provider or download a plan via your device settings. Make sure your phone supports eSIM before travelling.

Getting Online with eSIM

Please follow all the main installation instructions provided with your Roam first

Once you see the “Getting Online” pages in the main instructions please revert to these...

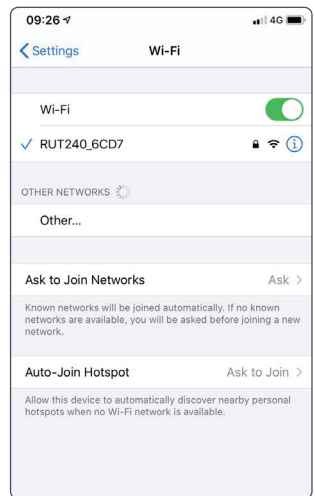
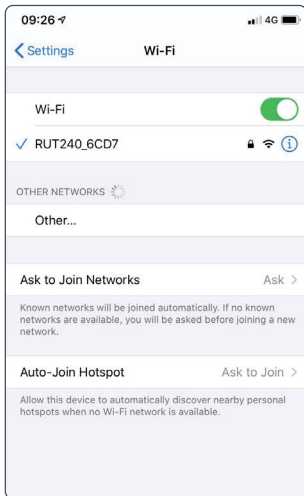
Once the Roam is installed it’s time to get connected with an eSIM. To do this, you will need to be using a device which can connect to a Wi-Fi network such as a smart phone, Smart TV, tablet or laptop.

1. Turn on router and allow 2 to 3 minutes for the router to boot.

When ready, the router name will be visible in your devices Wi-Fi settings. There are 2 methods of connecting your device to the routers Wi-Fi network.

- Option A - Using device settings
- Option B - Using QR Code

Option A: Device Settings




1. Navigate to your devices Wi-Fi settings and view available Wi-Fi networks.

2. The Roam Router will be displayed as RUT.....


The last 4 characters will be unique to your Roam Router.

If more than one Roam is being used within close proximity, the Wi-Fi network name is displayed on the back of the router.

3. Once you select this network, you must enter the WiFi password. This is also printed on the back of the router.

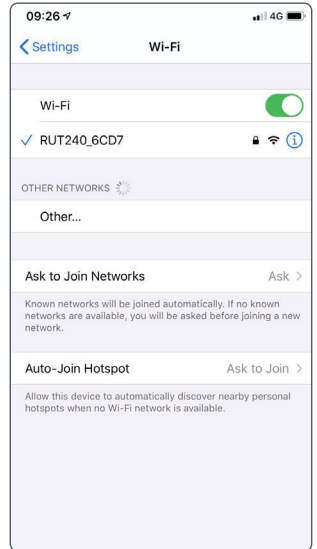
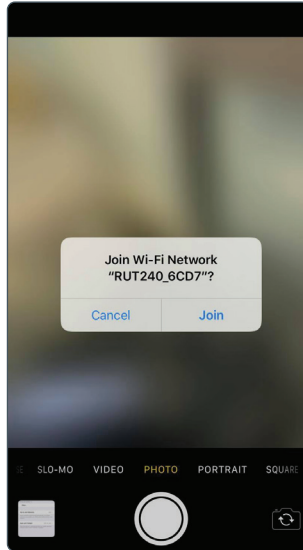
 **Note: Password is case sensitive.**

4. You are now connected and can begin using your Roam.

 **Please Note: (for Roam X and Roam 5G versions only)**
Two WiFi networks of the router are displayed. The 2.4GHz network is designed for range the 5GHz network is designed for data throughput.

Option B: QR Code

1. If your device is able to read QR codes (Android 9 or newer and iOS 11 or newer), simply point your device camera at the QR code on the back on the router. When prompted, select 'join'. Your device will automatically connect to the Roam Router.



That's it! You are now connected to the secure Wi-Fi hotspot of your Roam Router.



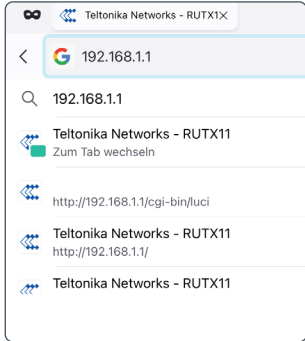
The Wi-Fi network name and password will remain the same as those listed on the back of the router. The above processes can be repeated to connect up to 100/150 devices (dependant on variant) to the same network



Please Note: (for Roam X and Roam 5G versions only)
With the QR code on the back of the router, it is only possible to connect to the 2.4GHz network. To connect to the 5GHz network, you must enter the Wi-Fi password on the back of the router using the keypad of your device.

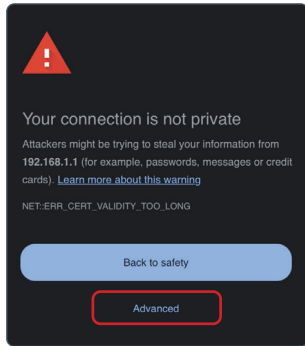
Connecting to the Web User Interface

 When using the Web UI, we recommend using the Google Chrome browser.

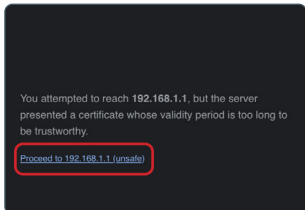


1. Whilst connected to the router, browse to **192.168.1.1** in your web browser. This can be done on any device with an internet browser and a connection to the Roam Router.

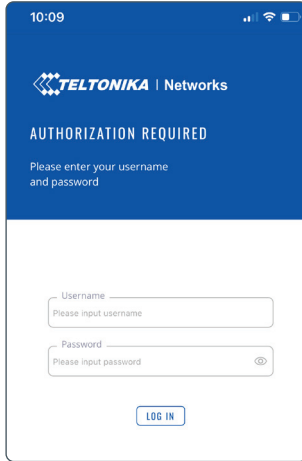
Note: You may see a warning that your connection is not private. To proceed follow the below.




Simply click on the word 'Advanced' and you will be taken to a second page.

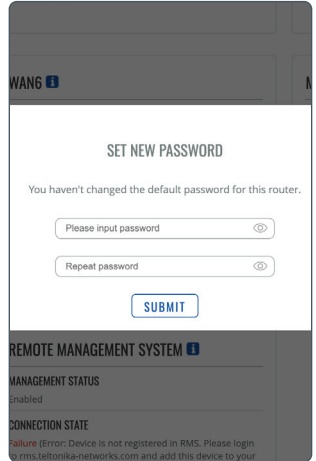


Then hit the 'Proceed to..' link as above.




2. You will first be prompted to enter the Web User Interface user name and password. The default details are printed on the rear of the router.

 These are different to the Router Hotspot SSID and WiFi password.



3. On first use, you will be required to update the password.

The new password must be a minimum of 8 characters and contain at least one upper case letter, one lower case letter and one number.

 After completing this change, the original credentials listed on the back of the router will no longer work. If you forget your password, you will need to complete a factory reset to reset to the original credentials.

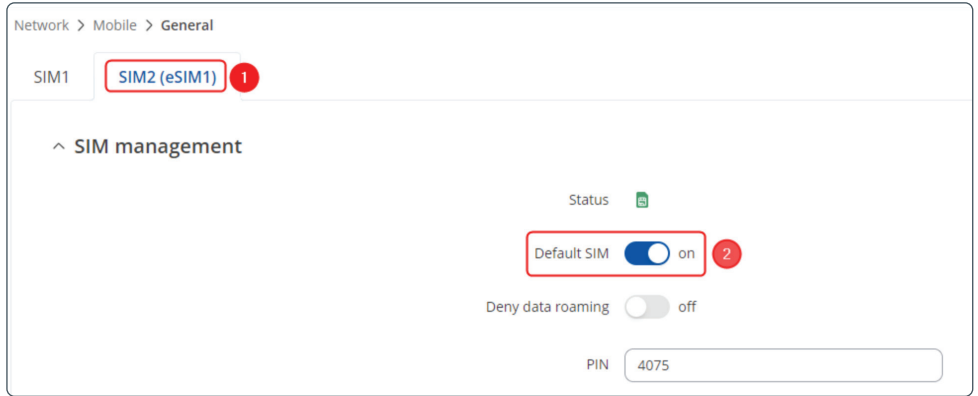
We recommend a firmware update check

From time to time, new firmware will be available to download onto your router. It is not essential that the latest firmware is on the router, however we recommend keeping firmware up to date to ensure you have access to new feature releases and the latest security updates.

Please check this using the information provided in your main installation manual headed **ROUTER FIRMWARE UPDATE**.

Setting up and activating an eSIM for the very first time

Note: If you want change your eSIM provider or instead set up an additional 2 - 7 eSIMs you will need to connect to an internet source. To do this see page 10.



1. Activating eSIM card

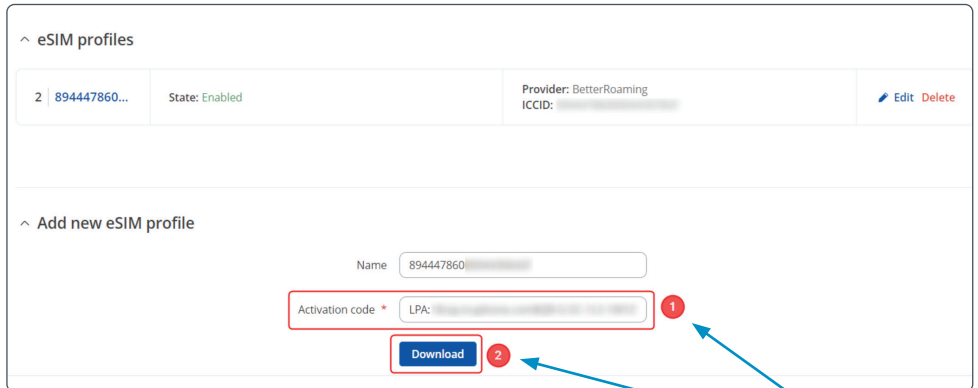
Firstly, we will need to enable the eSIM as a default SIM for the device by navigating to..



Click on the menu icon (shown far left) then: **1. Network → 2. Mobile → 3. General.**

Make the following changes:

Move to - SIM2(eSIM1) section; Enable - Default SIM option; Click Save & Apply button at the bottom of the page;



2. Adding eSIM profile

After enabling the eSIM card as a default SIM, we can add eSIM profile, which we would want to load.

Navigate to **1. Network → 2. Mobile → 3. eSIM profiles.**

Scroll to make the following changes:

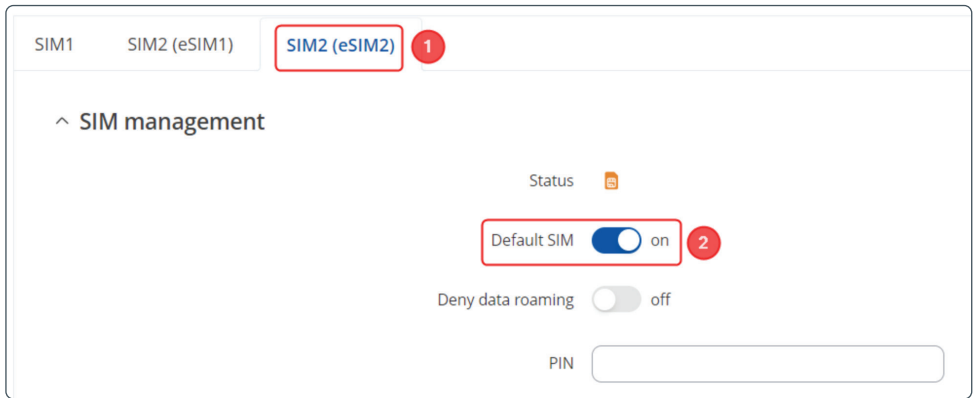
Activation code - Code provided by the eSIM provider;
Once provided - click on Download button;

Select "Browse" then take a photo of the QR code.

Only use the camera to take a photo of the QR code while in the web UI. Do not scan the QR code directly from the camera app, as this will add the eSIM to your phone and not the router.

Methods to easily add an eSIM profile:

- Take a photo of the QR code
- Upload supplied file
- Or add activation code manually



eSIM profile switch

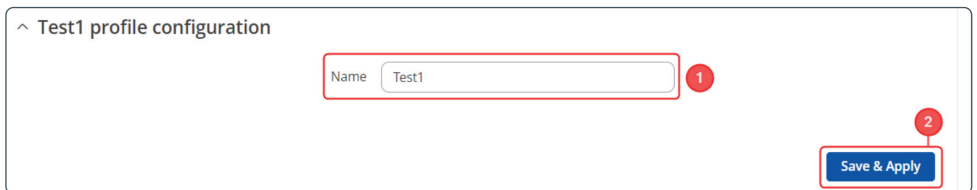
If you have several eSIM profiles, you can switch between them, to use the desired eSIM at the moment. Navigate to **1. Network** → **2. Mobile** → **3. General**.

Make the following changes:

Move to - SIM2(eSIM2) section or to the one that you would like to switch to;

Enable - Default SIM option;

Click Save & Apply button at the bottom of the page;



Changing eSIM profile name

If you would like to change the eSIM profile name, you will need to navigate to:

1. Network → **2. Mobile** → **3. eSIM profiles** → **4. Click button on the desired profile name.**

Make the following changes:

Write the desired name for the eSIM in the - Name section;

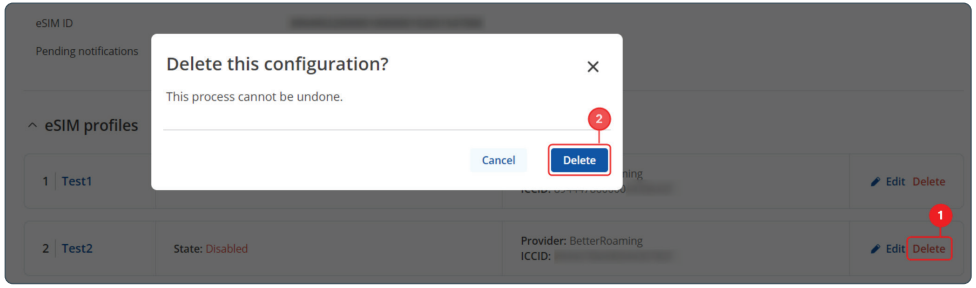
Click Save & Apply button to save the changes;

Should you need to factory reset your router



You will need to re-follow instruction 1 (on the opposite page) in this manual as your eSIM profile will be temporarily hidden.

Once you have re-selected the Default SIM switch to ON, your original eSIM profile should re-appear and work as normal.



Deleting eSIM profile

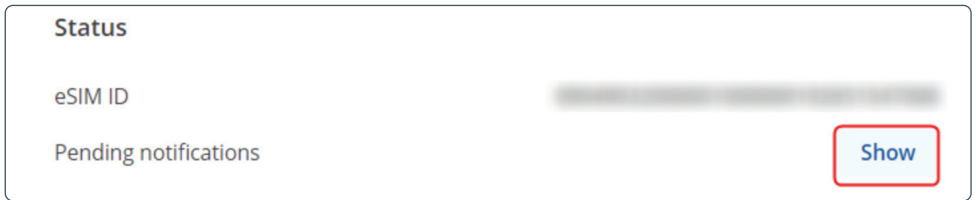
If you would like to delete the eSIM profile, you will need to navigate to:

1. Network → 2. Mobile → 3. eSIM profiles.

Disclaimer: Once you delete the eSIM profile, the process cannot be undone and on some of the eSIM profiles, also it is not possible to activate the eSIM profile using the same activation code, so do so on your own risk. Click on the following buttons:

Choose which profile you want to delete and click - Delete button;

You will be prompted to a popup window, if you are sure to delete the profile click again - Delete button;

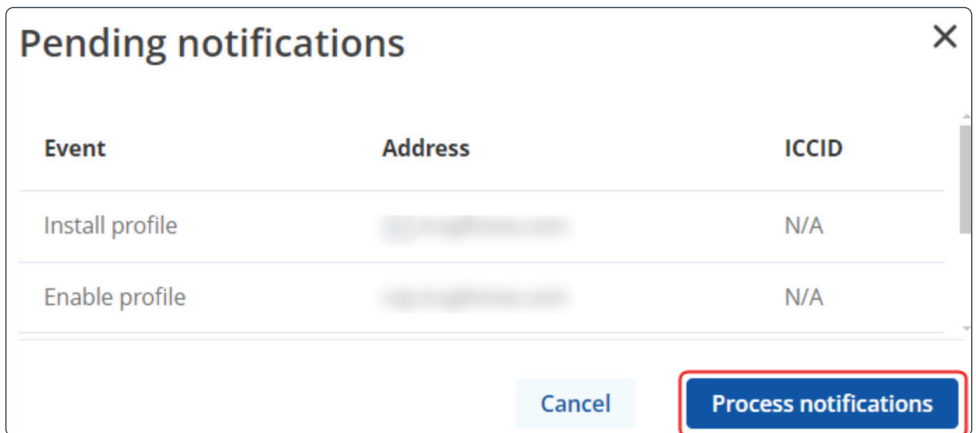


eSIM pending notifications

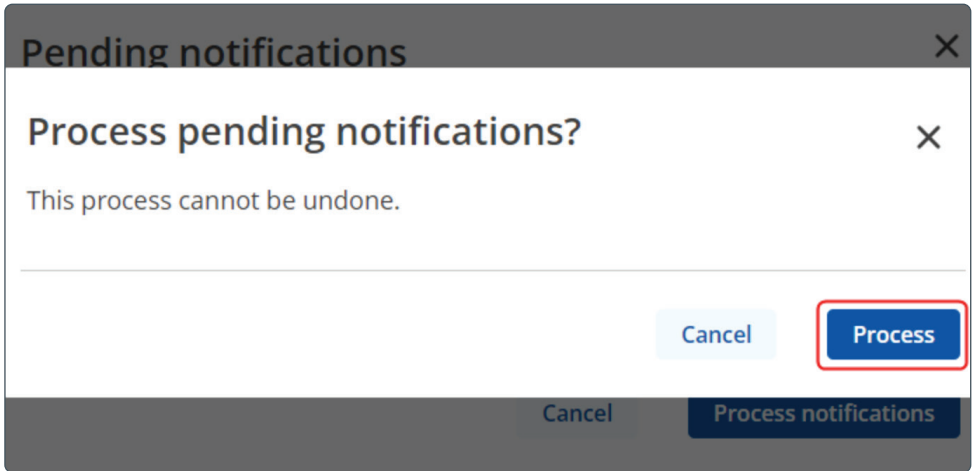
If you have gotten a pending notification about eSIM, you can check it out in eSIM profiles.

Navigate to **1. Network → 2. Mobile → 3. eSIM profiles.**

There you will find a Status section, where there will be written Pending notifications, click on the Show button, to check out what notifications were generated about the eSIM. These notifications are generated when the desired task is failed and to check it out and process it once again.



If you would like to process the events once again, click on the "Process notifications" button.



Then you will be prompted to a popup window, asking if you want to process the pending notifications once again, click on Process button to continue.

SIM card		Connection		Data transmission		Cell info	
SIM card slot in use	SIM 2	Operator	BetterRoaming	Carrier aggregation	Inactive	Cell ID	46475277
SIM card state	Inserted	Operator state	Registered, home	Bandwidth	20 MHz	TAC	8101
Provider	BetterRoaming	Data connection state	Connected	Connected band	LTE B1	Physical cell ID	458
IMSI	[REDACTED]	Connection stage	Setup complete	RSSI (dBm)	-61 Excellent	EARFCN	300
ICCID	[REDACTED]	Network type	4G (LTE)	Data received	6.2 KB	Mobile country code	246
		IP address	[REDACTED]	Data sent	19.07 KB	Mobile network code	01

^ Bands						
Name	EARFCN	Bandwidth	Physical cell ID	RSRP	RSRQ	SINR
LTE B1	300	20 MHz	458	-96 Fair to poor	-17 Fair to poor	6 Fair to poor

Testing the configuration

To check if the eSIM profile was downloaded and is working properly on the device, we can check it via WebUI of the device.

Navigate to:

1. **Status** → 2. **Network** → 3. **Mobile**. There you should see if the eSIM is connected to the operator.

Changing the Primary Internet Source to WiFi

For adding in additional eSIM or changing your current eSIM service provider you will need a WiFi source this time round.

To use an existing WiFi hotspot, you will need to ensure:

- You know the password of the source WiFi.
- The source Wi-Fi does not require access through a Captive Portal. See your main instructions for details

Using the web browser to set up this feature requires some set up time, however this only needs completing once as the Wi-Fi source details will remain in the router and the router will automatically switch to using this Wi-Fi source instead of 3G/4G/5G when it is available. Because of the initial set up required, we recommend using this feature if you will be spending considerable time at this location or using significant amounts of data.

If you will only be at the site for a short period, we suggest you continue to use the 4G/5G connection or connect directly to the Wi-Fi connection with your Wi-Fi enabled device.



The speed and reliability of the Wi-Fi connection you receive will only be as good as the source it is connected to. We therefore recommend you confirm the network is suitable for your requirements before carrying out the set up process. This can be done using a separate device with Wi-Fi connectivity, such as a mobile phone, laptop or tablet.



1. From the Web User Interface Dashboard, select **'Network'** at the top of the page. When the drop down menu appears, select **'Wireless'** then click Scan under **'WIFI 2.4GHz'** if you wish to have a standard Wi-Fi network. Or under **'WIFI 5GHz'** if you wish to connect to a 5GHz WIFI network.

WIRELESS SCAN RESULTS

SIGNAL	SSID	CHANNEL	MODE	BSSID	ENCRYPTION	
39 %	Maxview	1	Master	00:1D-AA:3E:AD:A4	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
36 %	Guest	1	Master	02:1D-AA:3C:AD:A4	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
36 %	Maxview	1	Master	00:1D-AA:3E:AD:9A	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
31 %	Guest	1	Master	02:1D-AA:3C:AD:9A	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
54 %	RUT240_NEW_MENU	1	Master	02:1E:42:A3:E4:7E	WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
23 %	Maxview	1	Master	00:1D-AA:3E:AD:98	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK
59 %	Maxview	1	Master	00:1D-AA:3E:AD:96	mixed WPA/WPA2 PSK (TKIP, CCMP)	JOIN NETWORK

2. Next the wireless connection you wish to connect to click 'Join Network'

JOINING NETWORK: MAXVIEW

WPA passphrase

Name of the new network

Create / Assign firewall-zone

SUBMIT

3. Enter the password for the network and network name if you choose to do so. Then click 'Submit'

MAXVIEW INTERFACE CONFIGURATION

Enable

Mode

ESSID

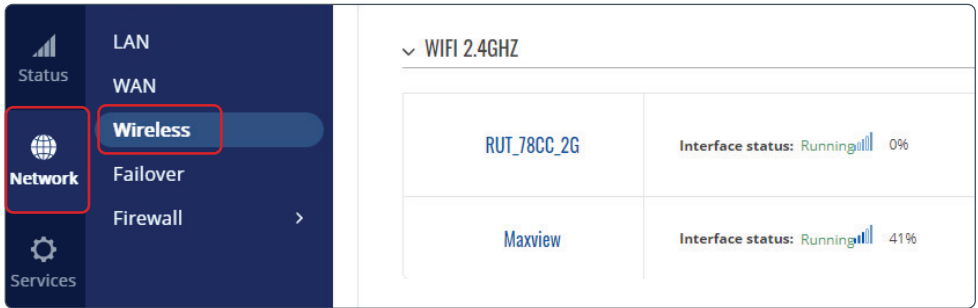
BSSID

Network

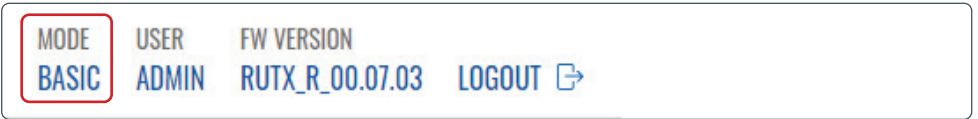
Password

SAVE & APPLY

4. Click "SAVE & APPLY"



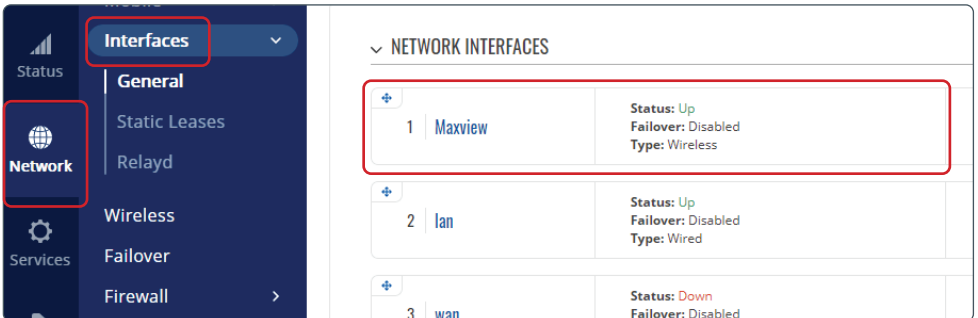
5. Your router will now connect to your chosen wifi network. However the connection your router uses for to connect to the internet will depend on your WAN configuration setting.



6. Click 'Basic' to switch to 'Advanced'



7. To change connection priority drag and drop each connection in the order desired.



8. Then save and apply.