SELFSAT MWR 5550

4G / LTE / 5G & WiFi internet router set with up to 3,3 Gbps
incl. 5G roof antenna

Installation and User Manual

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1. General Information

Thank you for selecting the SELFSAT MWR 5550 Internet Router Set.

Please carefully read this user guid before installing and starting up the product. Follow the described steps when operating the user interface of your internet router accordingly.

Keep this user guide at hand. The latest version of this user guide can be found here www.selfsat-service.de. If the version there is newer than this one could be seen when comparing the number of the version on the back of this user manual with the one online.

On the back side of your router you will find a **serial number** and an **IMEI number**. Please take a note of them here. If the router is installed in your mobile home or caravan this helps if these information is required.

SERIAL: IMEI:

1.1 Intended use

This product is considered to be used in motor homes or caravans. It could also be used in trucks, busses or on boats. It is intended to set up an internet connection with a 2,4 GHz WiFi or with the 4G / LTE / 5G mobile network.

The body of a motor home or caravan shields radio signals from outside. Therefore the SELFSAT MWR 5550 internet solution uses an external antenna which could either receive WiFi signals or mobile network signals as well as a GPS signal.

The router could be powered by 12 Volts or 24 Volts direct current (DC) or 230 Volts alternating current (AC).

The manufacturer assumes no liability for damage due to assembly or operating errors.

1.2 Safety instructions

Please handle the product and its accessories with care and protect them from moisture and dust.

The product and its accessories contain small parts. Make sure that small children do not have access to it, so as not to swallow it or injure themselves on it.

Mount the router only in places where sufficient heat dissipation or ventilation can take place, since the product may heat up.

Do not make any modifications to the product and do not disassemble it. This means that warranty claims are lost.

As this is an electronic device we ask that you always use electricity with care.

Only connect the product to power sources that meet the technical requirements of the product.

Because the product connects to the Internet via wireless networks, the signal availability of which may vary, the device must not be used if death, personal injury, property damage, loss of data, or other losses have to be avoided.

Use only the accessories included in the scope of delivery or optional accessories available from the manufacturer.

Observe the operating temperature information under technical specs.

2. Installation

2.1 Scope of supply

A) SELFSAT MWR 5550
B) EU 2-pin power supply 100 – 240 Volts AC
C) 12 Volts DC car power supply
D) Surface mounting kit
E) 2 SIM card adapters for Micro SIM or Nano SIM to Mini SIM incl. SIM card removal tool
F) 1,5 m Ethernet cable
G) SELFSAT external antenna (see front page for picture)
H) Thread extension
I) WiFi interior antenna
J) Hook-and-loop self-adhesive dots for the WiFi interior antenna
K) Installation and user manual

A) SELFSAT MWR 5550

B) EU 2-pin power supply 100 – 240 Volts AC

C) 12 Volts DC car power supply

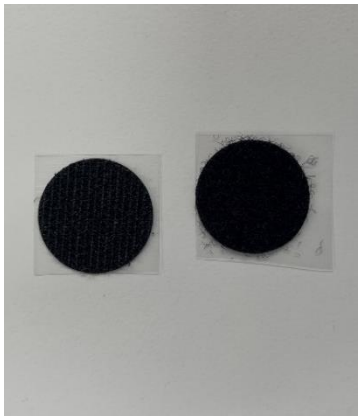
D) Surface montage-Kit

E) 2 SIM card adapters for Micro SIM or Nano SIM to Mini SIM incl. SIM tray removal tool

E) 1,5 m Ethernet cable

H) Thread extension

I) WiFi interior antenna



J) Hook-and-loop self-adhesive dots for WiFi interior antenna

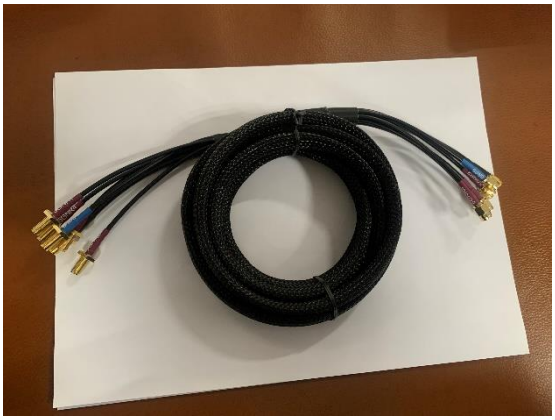
2.2 Optional accessories and spare parts available:

- Roof mounting plate for external antenna (art. no. 13825)
- Roof cable entry gland (art. no. 13850)
- Roof mounting plate and cable entry gland for ext. antenna (art. no. 13853)
- Cable extension 1 m (art. no. 13826)
- Cable extension 2 m (art. no. 13827)
- Roof mounting plate, cable entry gland, cable extension 1 m (art. no. 13831)
- Roof mounting plate, cable entry gland, cable extension 2 m (art. no. 13832)

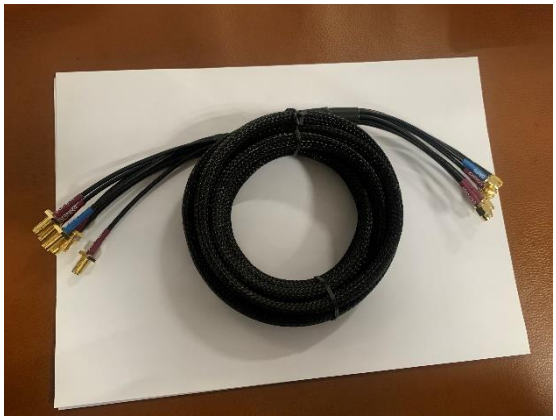
- 12 Volts DC car power supply (art. no. 13841)
- EU 2-pin power supply 100 – 240 Volts AC (art. no. 13843)
- WiFi interior antenna (art. no. 13848)
- 1,5 m Ethernet cable (art. no. 13842)
- 2 SIM card adapters incl. SIM tray removal tool (art. no. 13846)
- Thread extension (art. no. 13830)

Roof mounting plate

Roof cable entry gland



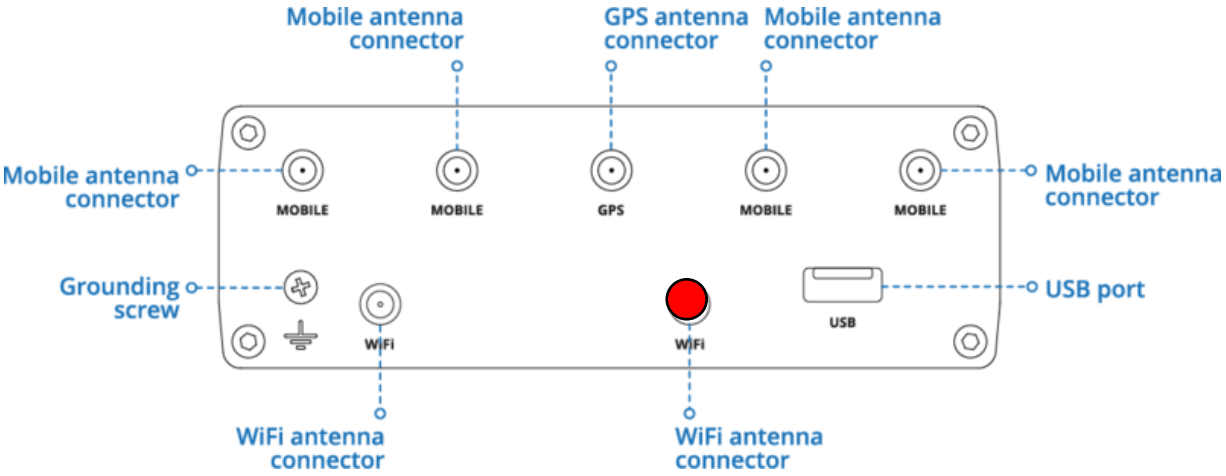
Cable extension 1 m



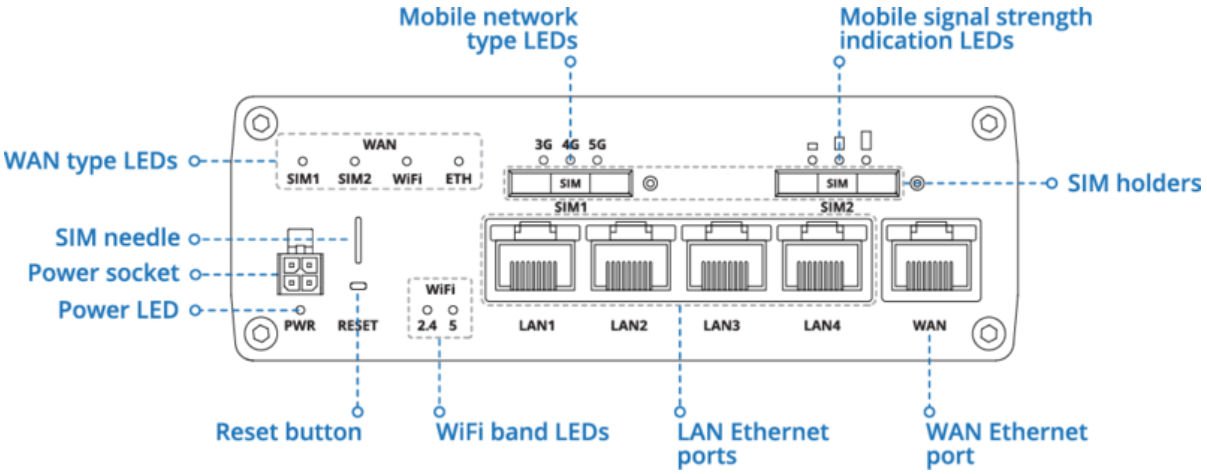
Cable extension 2 m

2.3 Connections, signals and controls

Upside

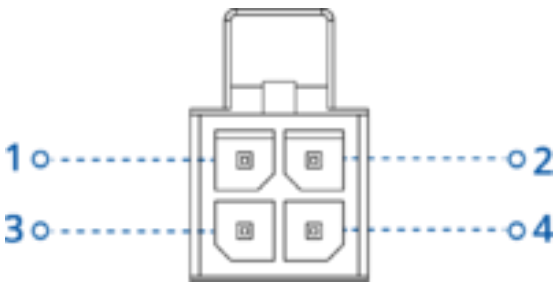


Downside



Assignment power connector

NO.	DESCRIPTION	WIRE COLOR
1	Power	Red
2	Ground	Black
3	I/O	Green
4	I/O	White



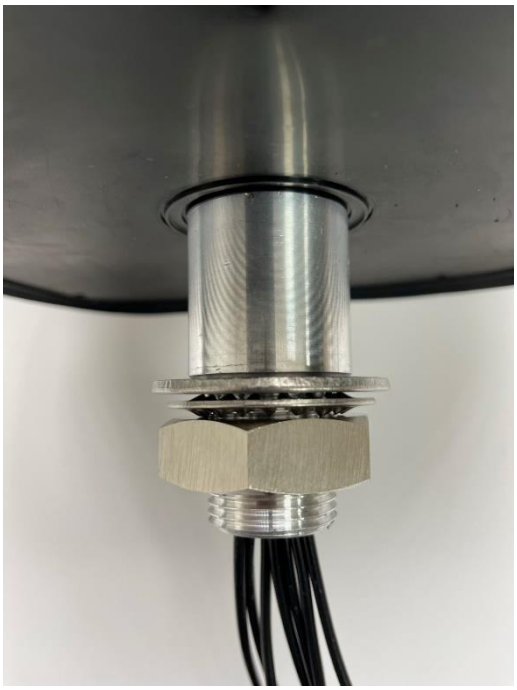
2.4 Installation of external antenna

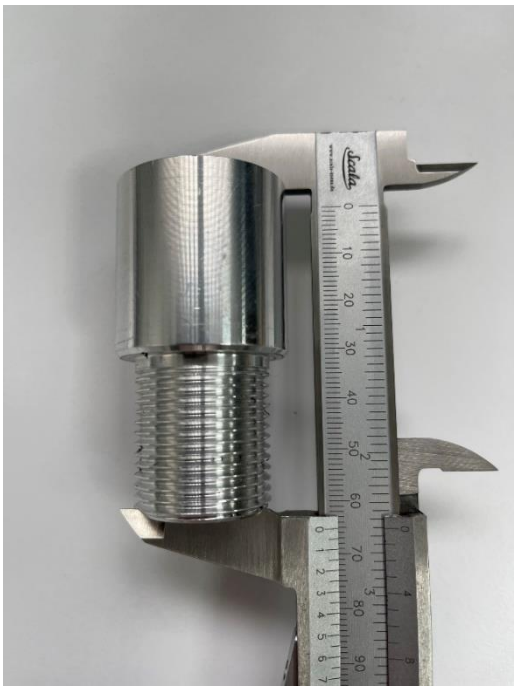
In principle, the assembly of the external antenna can be carried out by yourself with a little manual skill and the right tools. However, if you do not have sufficient knowledge, we recommend that you have the product installed by a suitable specialist company (e.g. where you bought your motorhome or caravan). Above all, this ensures that the antenna installation on the roof is reliably sealed and that no water can penetrate into the mobile home or caravan, for which Satco Europe GmbH assumes no liability.

The outdoor antenna is intended for roof mounting. It can be mounted directly on the roof by placing it on a pre-drilled hole through which the antenna thread and the antenna cables are routed directly inside. Alternatively, it can be mounted on a roof mounting plate including a roof cable entry gland (optionally available, SELFSAT article number 13853). When installing on the roof mounting plate, please check whether you need an extension cable set for the antenna, which is optionally available with a length of 1 m or 2 m (SELFSAT item number 1 m: 13826; SELFSAT item number 2 m: 13827). The roof mounting plate including roof cable entry gland is also available as a set with the 1 m extension cable (SELFSAT item number: 13831) or as a set with the 2 m extension cable (SELFSAT item number: 13832).

In the case of direct installation on the roof of the mobile home or caravan, we ask that you consider the thickness of your roof. If it is installed on a metal roof (e.g. van), the length of the thread on the external antenna is usually sufficient to screw it from the inside. In this case, you must drill a 2.7 cm hole in the metal roof in a suitable position (preferably directly above the spot where you want to mount the router later, e.g. in an overhead storage cupboard) in order to insert the thread of the external antenna and the antenna cable into the interior of the mobile home or caravan.

When mounting on a somewhat thicker, so-called sandwich roof, you usually need the thread extension included in the scope of delivery in order to screw the external antenna inside the vehicle and to insert the antenna cable into the interior of the mobile home or caravan. In this case, you must drill a 3.5 cm hole in the sandwich roof in a suitable position (preferably directly above the spot where you want to mount the router later, e.g. in an overhead storage cupboard) in order to Insert the thread of the external antenna including the thread extension and the antenna cable into the interior of the mobile home or caravan.





If the thread extension is screwed onto the antenna thread, the total length of the screw connection is 6.5 cm.

2.5 Installation of router

The scope of delivery includes a surface mounting kit for attaching the router to a suitable location inside your motor home or caravan. Before connecting the external antenna to the router, attach the two mounting kit plates to the router using the screws provided. You can then mount the router inside (mounting screws not included). The installation can also be done after connecting the external antenna cable and the WiFi interior antenna. This makes it easier to connect these cables.

The router can be mounted with the antenna connections pointing upwards or to the side. When aligning it to the side, note that this makes it easier to access the SIM card slots, the LAN connections, the power connection and the reset button of the.

2.6 Connecting the external antenna with the router

The router's external antenna is equipped with several individual antennas inside and can be used with all SELFSAT MWR routers. Therefore it has 6 antenna cables. 1 cable for WiFi, 4 cables for cellular and 1 cable for GPS.

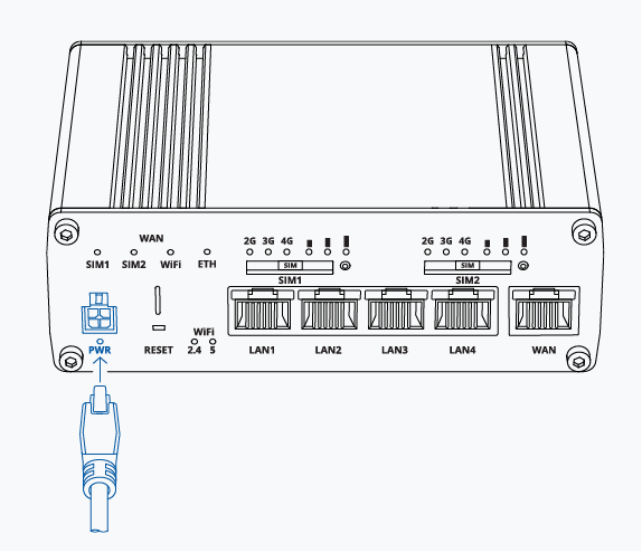
Connect the outdoor antenna cables to the appropriate ports on the router. For a good signal inside the motor home or caravan, connect the internal WiFi antenna.

2.7 Connecting the WiFi inside antenna with the router

Connect the indoor WiFi antenna to the router. To do this, use the connection marked red in the "Upside" connection sketch. The WiFi antenna has a magnetic base. If you have a magnetic surface inside your motorhome or caravan, you can attach the internal WiFi antenna there. Alternatively, you will find two Velcro adhesive dots in the scope of delivery. You can stick one of them on the underside of the foot of the internal WiFi antenna and the other in a suitable place in the interior, on which you can then place the internal WiFi antenna.

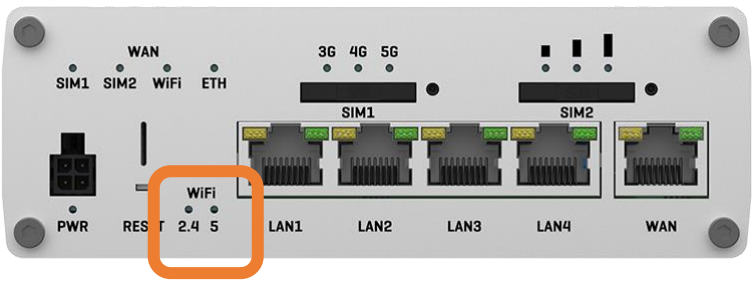
3. Starting up

Connect the router to the power supply using the 12 volt cigarette lighter cable or the 100 – 240 volt EU power adapter.



If there is no permanent power supply on the socket for the 12 volt cigarette lighter cable, please switch on the ignition of your vehicle. The router will now start, which you can also see from the lighting up of the diodes, depending on how the router is installed.

The router is fully booted after about 2 minutes. You will recognize this when the “2.4” and “5” WiFi LEDs are on, or the 2.4 GHz WiFi (SELFSAT_MWR_5550_2G) and 5 GHz WiFi (SELFSAT_MWR_5550_5G) of the router is displayed on your smartphone, tablet, laptop, Smart TV or games console.



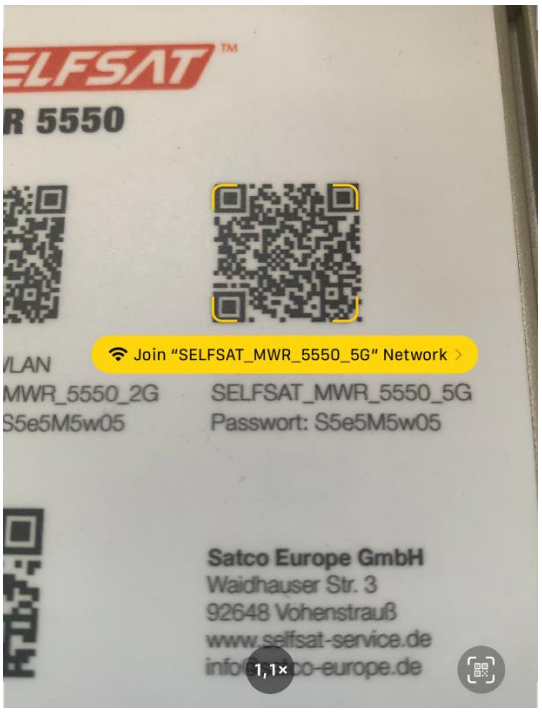
3.1 Connecting with the WiFi of the router

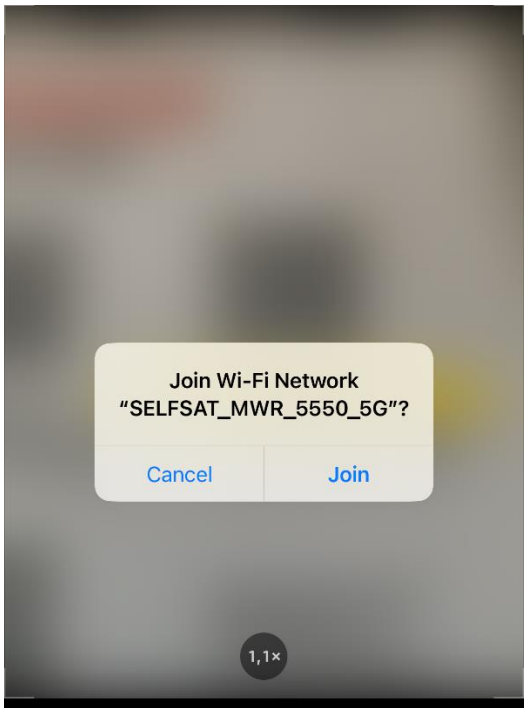
You can connect with the longer range 2.4 GHz WiFi or with the more stable and faster 5 GHz WiFi **(recommended)** of the router.

You have the option to connect to the router's WiFi by using one of the QR codes printed on the router the first time, or to search the router's WiFi networks and connect manually with a password using your smartphone, tablet, laptop or smart TV in their settings.

With the smartphone or tablet by using QR codes

To connect using a QR code, open a QR code scanner app on your smartphone or tablet and hold the camera over the left QR code for WiFi. On some smartphones and tablets, the camera function directly supports QR code recognition. In this case you don't need an app and you can take the WiFi QR code directly into the camera viewfinder and open the displayed link by tapping it. By expanding the camera image with your fingers on your display, you can enlarge the view of the QR code, which makes your selection easier. Then open the link shown in the display by tapping on it and confirm the connection request. The upper left QR code is for the 2.4 GHz WiFi of the router, the upper right for the 5 GHz WiFi. Open the displayed link by pressing it and confirm the connecting process.





Alternatively, you can also use the QR codes shown here:

2.4 GHz WiFi
(SELFSAT_MWR_5550_2G)

5 GHz WiFi
(SELFSAT_MWR_5550_5G)

Your smartphone or tablet will now connect to the router. You can close the QR code app or the camera function. As soon as the connection is established, you can recognize it in your display with the appearing WiFi signal logo. This will take a few seconds.

Manuelly with your smartphone, tablet, laptop or Smart TV using a password

If you want to connect to the router manually, go to the WiFi settings in your smartphone, tablet, laptop or smart TV. There will be shown the 2.4 GHz WiFi (SELFSAT_MWR_5550_2G) or eventually also the 5 GHz WiFi (SELFSAT_MWR_5550_5G) of your router, depending on the networks your device is supporting.

Select the WiFi network and enter the

WiFi password: S5e5M5w05

which can also be found below the QR code on the router label. Your device will now connect to the router.

As soon as the connection is established, you can see it in the display of your device with the appearing WiFi signal logo. This will take a few seconds.

3.2 Accessing the user interface of the router

You have two options to open the router's user interface.

With the smartphone or tablet by using a QR code

To do this, open a QR code scanner app again on your smartphone or tablet and hold the camera over the lower QR code for the IP address. Then open the link shown. On some smartphones and tablets, the camera function directly supports QR code recognition. In this case you don't need an app and you can take the QR code directly into the camera viewfinder and open the link that is displayed.

Alternatively you can also use the QR code shown here:

Router`s user interface (IP address 192.168.1.1)

The login screen for the router's user interface will now open in your web browser. Please enter

Benutzername: **admin** (please pay attention to the small first letter)

and

Passwort: **admin01**

and press „ANMELDEN“.

The user interface then switches to the settings page.

PLEASE ALWAYS ALLOW YOUR ROUTER SUFFICIENT TIME TO CARRY OUT THE CHANGES AFTER ENTERING OR CLICKING, OR TO FINISH. IF THERE IS NO RESPONSE OR CHANGE IN THE DISPLAY AFTER A REASONABLE TIME, CHECK THAT YOUR WIFI CONNECTION TO THE ROUTER IS STILL AVAILABLE. IF THIS IS THE CASE, RELOAD THE DISPLAY PAGE. IF THE DESIRED ACTION IS STILL NOT PERFORMED, REPEAT THE ACTION OR ENTRY. IF YOU GET LOGGED OUT, PLEASE LOG IN AGAIN ON THE ROUTER. IF THE ROUTER IS NOT AVAILABLE AFTER ENTERING THE REGISTRATION DATA, PLEASE WAIT APPROX. 3 MIN AND THEN TRY AGAIN. IF ALL ATTEMPTS ARE UNSUCCESSFUL, RESTART THE ROUTER. IF THIS ALSO DOESN´T LEAD TO THE DESIRED RESULT, RESET THE ROUTER TO FACTORY SETTINGS.

Manually with the web browser of your smartphone, tablet or laptop with IP address

Open the web browser of your smartphone, tablet or laptop and enter

192.168.1.1

in the address bar.

The login screen for the router's user interface will now open in your web browser. Please enter

Benutzername: **admin** (please pay attention to the small first letter)

and

Passwort: **admin01**

and press „ANMELDEN“.

You can display your entries by tapping the eye symbol. Pressing the eye again hides the password again.

The user interface opens where you can select a language by clicking on the button with the flag.

In order to be able to offer you the SELFSAT routers at an attractive price, the SELFSAT routers of a model series are all delivered with the same passwords ex works. Since it is theoretically possible that another camper with the same SELFSAT router is also nearby on a campsite or motorhome parking space, you must change the password for the user interface of the router and the password for the 2.4 GHz WiFi network and the 5.0 GHz WiFi network.

Avoid using any passwords suggested by your smartphone or tablet. By entering a personal password, you can also use this to log in with other devices.

Change the router password to a personal password and confirm it by entering it below again. This prevents from an unwanted typo included.

Also note the requirements for the password for the user interface, which must consist of 8 to 32 characters, must contain at least one uppercase letter, at least one lowercase letter and at least one number.

You can use a different password for the WiFis, but we recommend that you use the same one like for the user interface for the sake of simplicity.

In this case, please note that another user, to whom you may give your password to use your internet access, could theoretically log on to the user interface.

If you don’t want this, assign different passwords for the router and its WiFi.

Please note that the password for the WiFi network must consist of 8 to 32 characters.

You can display your entries by tapping the eye symbol. Pressing the eye symbol again hides the password again.

Make a note of your passwords, you will need them to register other devices on your router and to open the user interface again.

You can also take a note of them here. In this case, we recommend that you do not keep this user manual near the router and do not make them accessible to strangers.

Router password

Date of change: New password:

Date of change: New password:

Password 2.4 GHz WiFi

Date of change: New password:

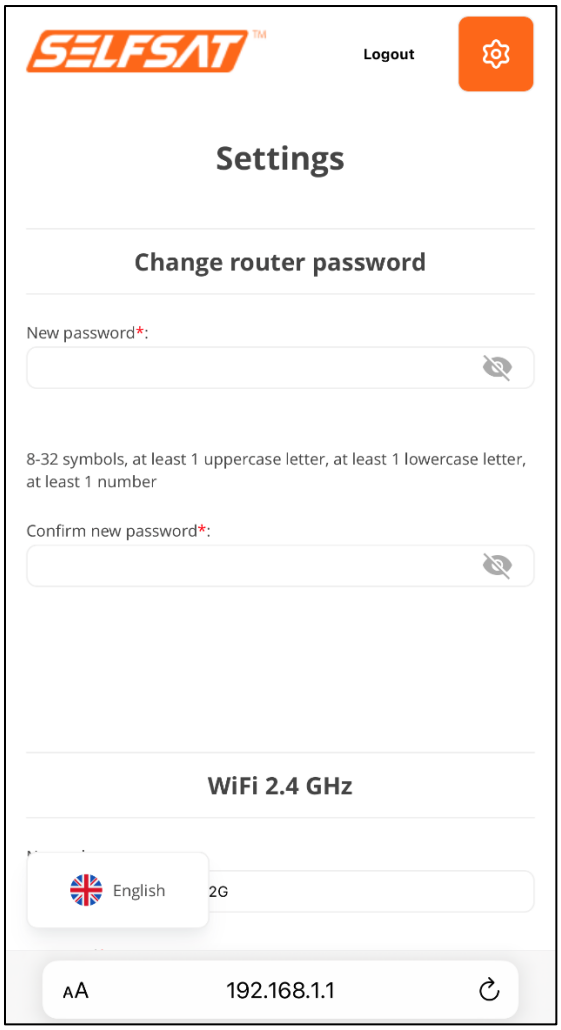
Date of change: New password:

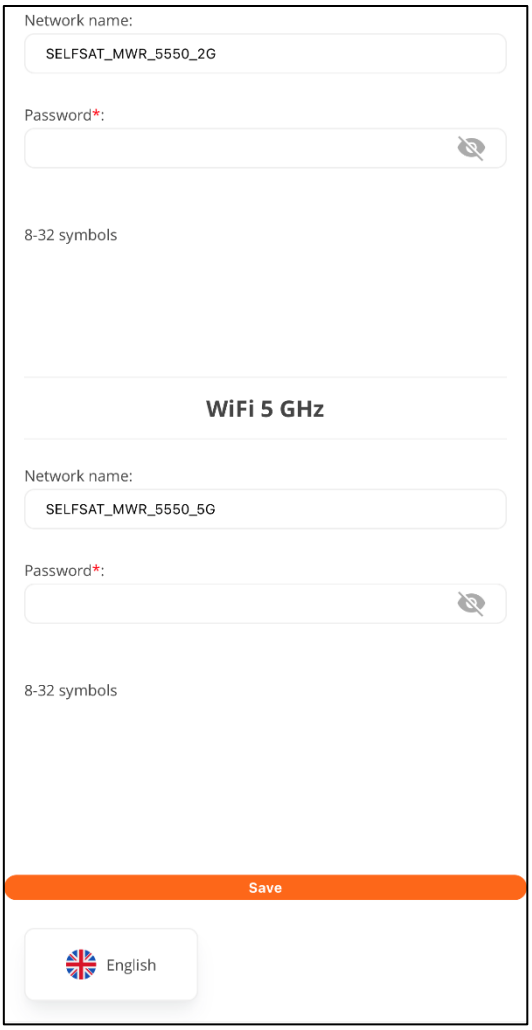
Password 5 GHz WiFi

Date of change: New password:

Date of change: New password:

Press “Save” now. Your new password will be saved. This might take some time, please be patient.

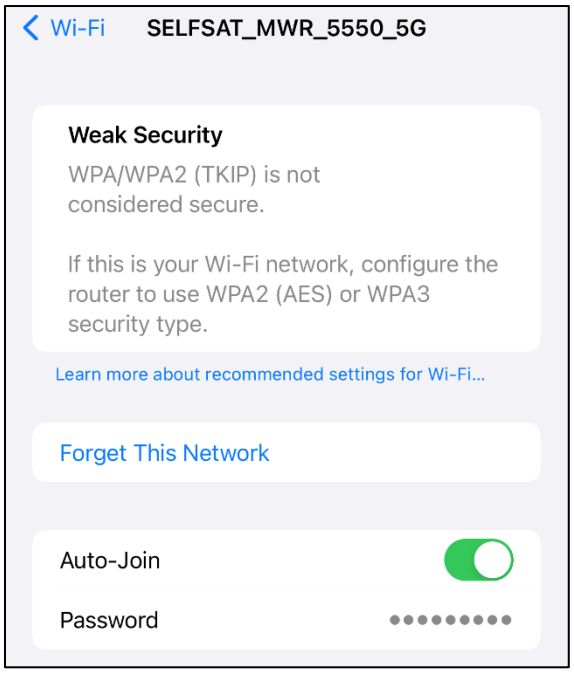




Because you changed your router's WiFi password, your device will be disconnected from the router.

Now go to the WiFi settings in the settings of your smartphone, tablet or laptop. The 2.4 GHz WiFi (SELFSAT_MWR_5550_2G) and the 5 GHz WiFi (SELFSAT _MWR_5550_5G) of your router is displayed there.

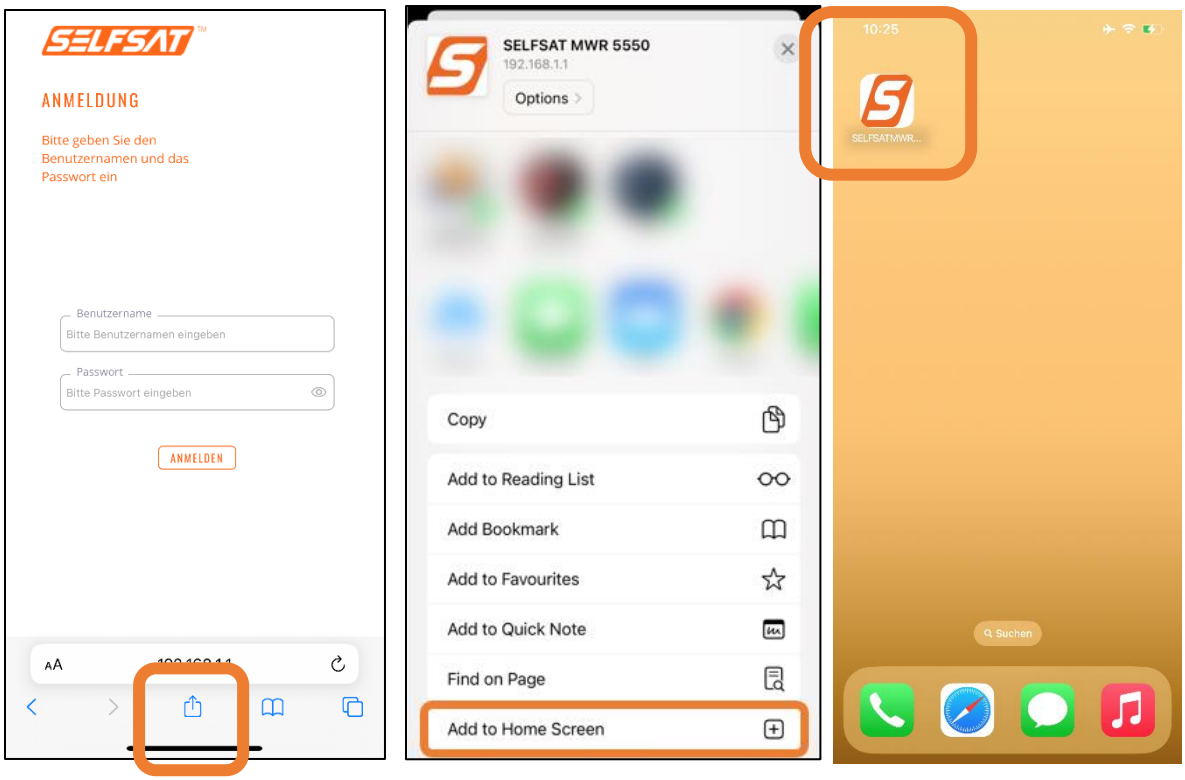
Select the SELFSAT WiFi network you want to connect with (2.4 GHz or 5 GHz). Your smartphone, tablet or laptop should now tell you after a while that the WiFi password is incorrect and asks you to enter the correct, new, personal WiFi password that you have just assigned. If this is not the case and your smartphone, tablet or laptop continues to try to connect to the router's WiFi network, you must delete the old WiFi connection or "Ignore this network" so that it is no longer saved, and no password is stored.



This WiFi network is then displayed again as a new WiFi network in the WiFi settings.

You can now reconnect to the 2.4 GHz WiFi (SELFSAT_MWR_5550_2G) or the 5 GHz WiFi (SELFSAT_MWR_5550_5G) of your router. When asked for the password, enter the new, personal WiFi password that you have just assigned.

Now you can open the user interface again via the QR code on the right on your router or by entering the IP address **192.168.1.1** in the input bar of the browser of your smartphone, tablet or laptop. In order to create a so-called "**Web APP**" from the login screen on the screen of your smartphone or tablet, via which you can call up the user interface again and again, you can store it on your home screen.



Alternatively, you can create a bookmark in your Internet browser or save the login page of the user interface as a favorite.

Now log in with the user name **admin** and your personal router password that you previously assigned in the router's user interface.

3.3 Connecting with a WiFi

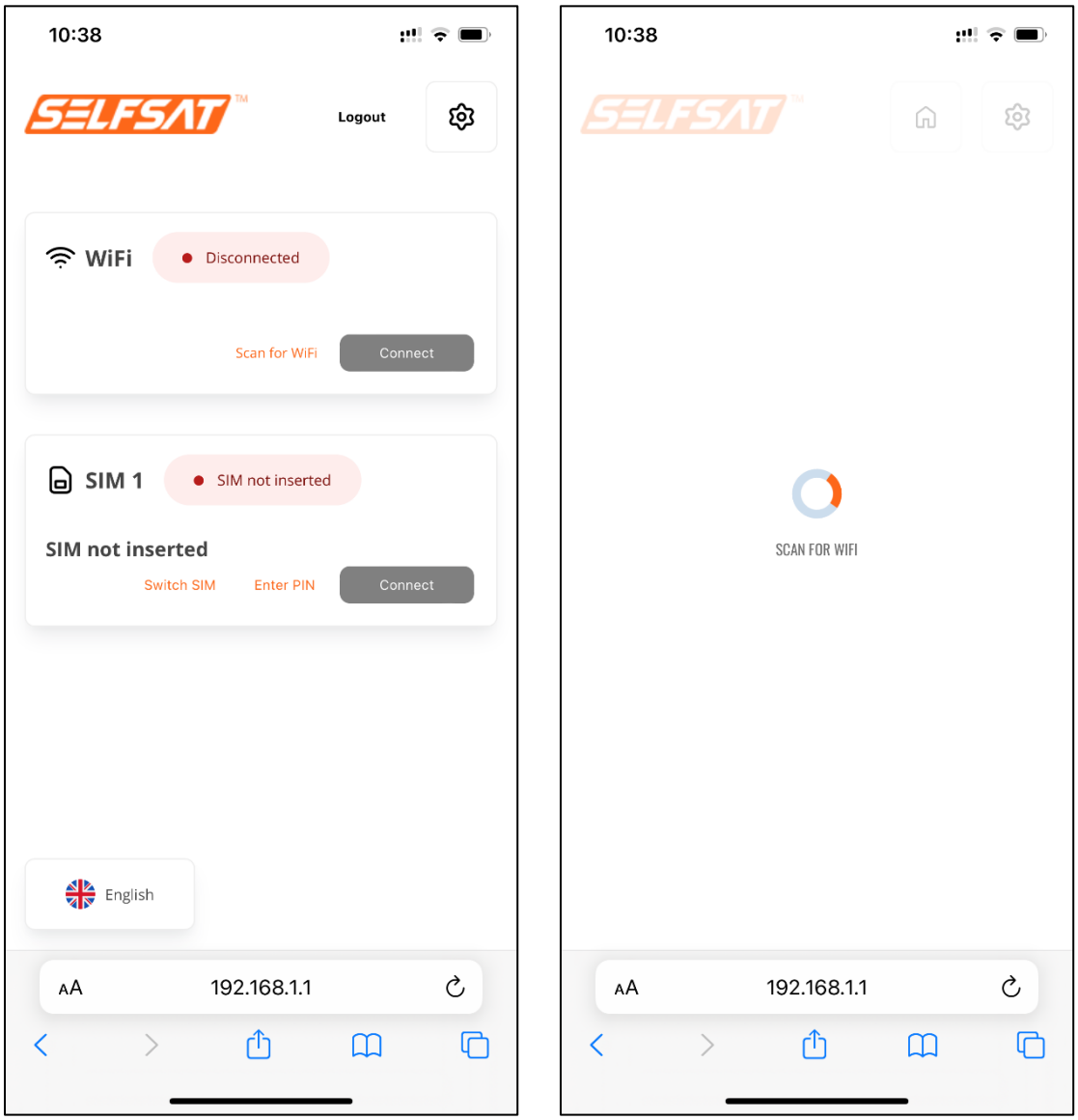
Please always use the "Connect" button to establish connections before performing any other action!

Please always use the "Disconnect" button to disconnect before performing any other action!

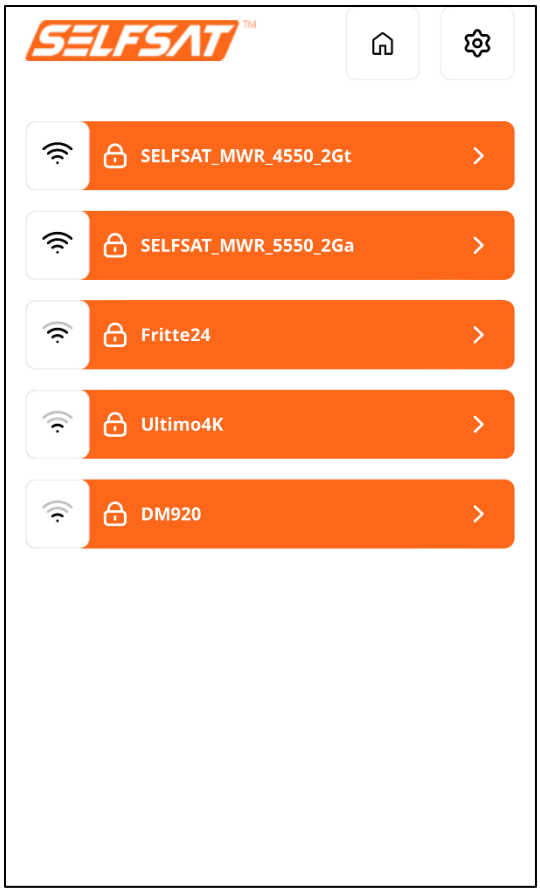
If your router shows no reaction after a longer time when executing an action, or remains in an execution state, please check whether the WiFi connection has been disconnected and restore it if necessary.

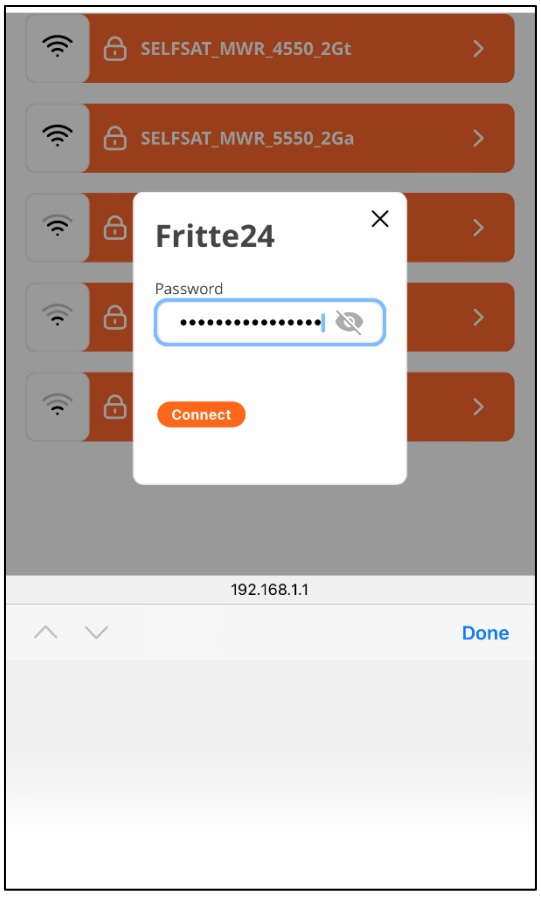
If the WiFi connection has not been disconnected, try refreshing the display or reloading the page and repeating the desired action.

In the "WiFi" field, press "Scan for WiFi". The router now searches for available WiFi networks. The SELFSAT routers always search for a 2.4 GHz WiFi network.



The available WiFi networks are then displayed. Select the desired WiFi network, enter its password and press the "Connect" button. If no password is required, just press the “Connect” button.





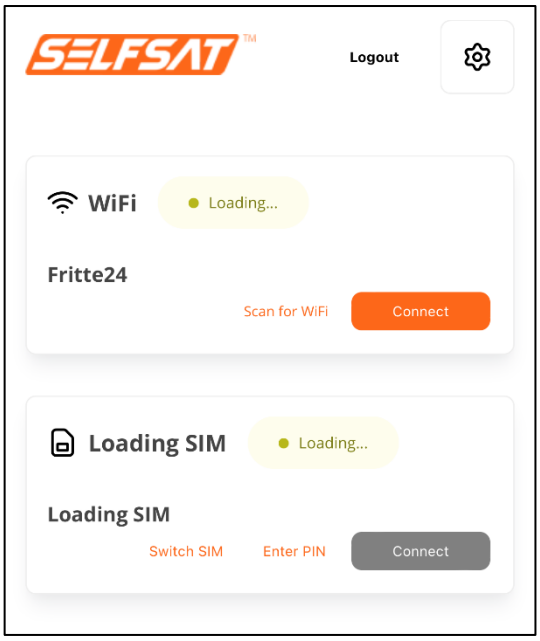
If you press the eye icon, you can view the entered password. Pressing the eye symbol again hides the password again.

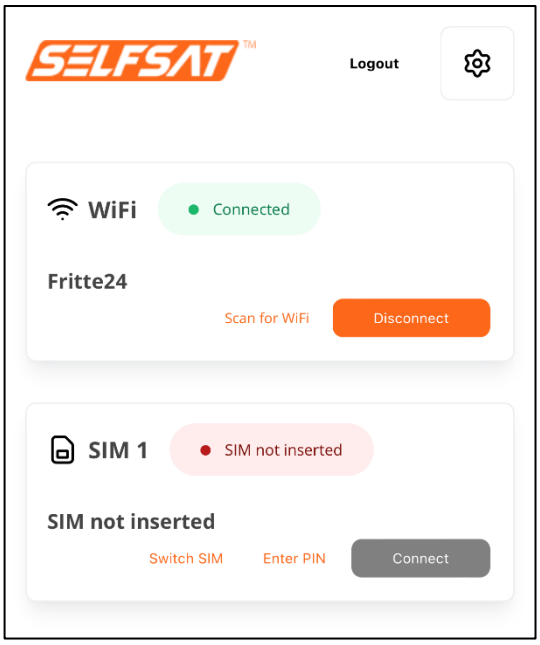
If you have accidentally selected a WiFi, you can close the input window for the password by pressing the cross at the top right.

You can return to the main interface page by pressing the house icon in the top right corner.

The connection will now be established. The display changes back to the main page of the user interface. The selected WiFi network and the connection status are displayed in the "**WiFi**" field (green: connected; orange: disconnected). It could happen, that the display persists after a long time after entering the password in “**Loading**" status, or you can´t access the user interface of the router or it disappeared. You are already connected to the WiFi. Please wait some minutes to reaccess th euser interface.

If the password was wrong, “Wrong passwords” appears. In this case, repeat the process and enter the correct password.





In the case of a WiFi with a login page (captive portal), you must now enter selfsat-service.com in the address line (preferably in a new browser window). The WiFi login page is then displayed, where you can e. g. agree to the terms of use and can then use websites or apps. Please note that such WiFi access normally become inactive after a time interval and the connection process may have to be repeated.

Always disconnect an existing connection before e.g. B. leave the campsite or parking space, or want to connect to another WiFi network, or connect to the mobile network with the SIM card. To do this, press the "Disconnect" button. The connection status in the "WiFi" field then changes to "Disconnected" (orange).

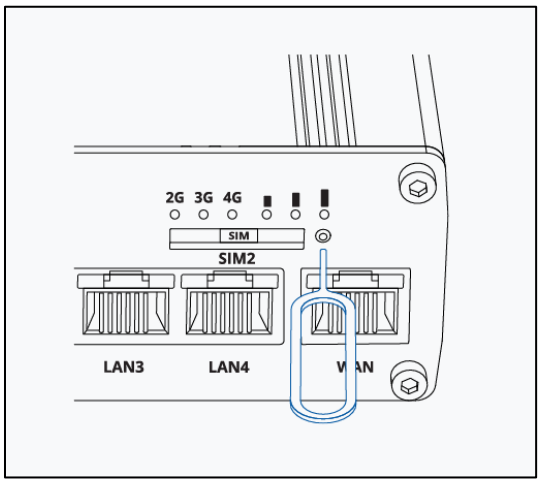
3.4 Using a SIM card

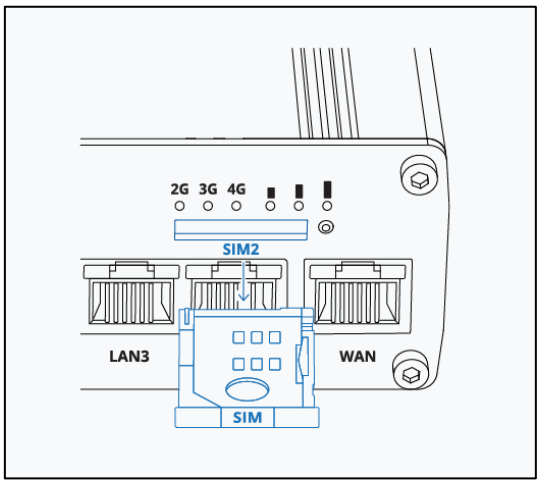
If you have already inserted the SIM card before connecting the router to the power supply, "**PIN needed**" will be displayed in the "**SIM**" field of the user interface.

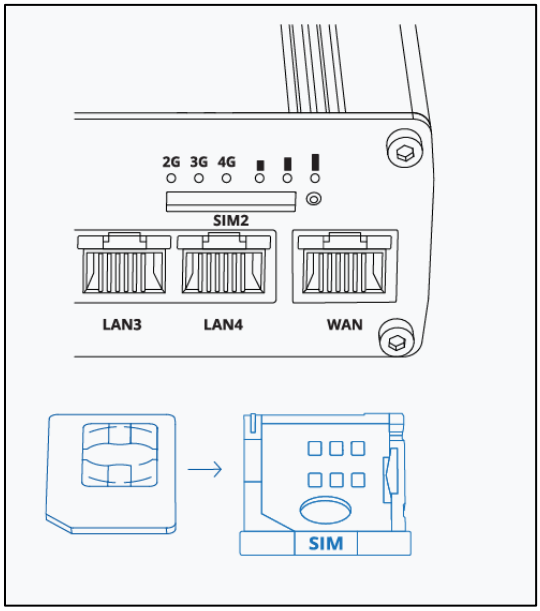
If you inserted the SIM card into the router after it was already powered, "**SIM not inserted**" will be displayed in the "**SIM**" field.

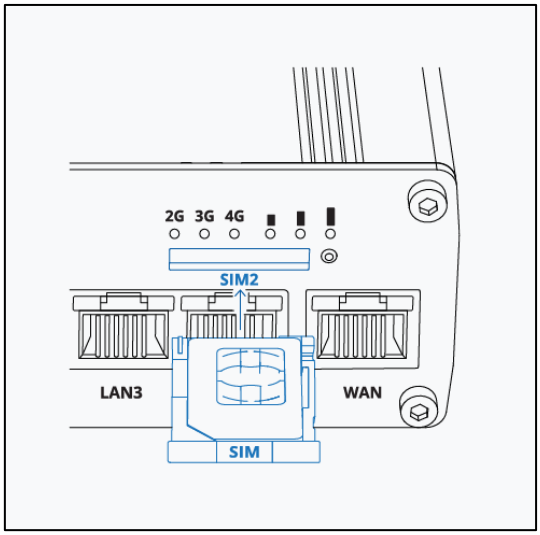
To insert a SIM card into the SIM1 slot, use the SIM slot needle that is included with the SIM card adapters. Push it into the small hole next to the SIM1 slot. The SIM1 tray comes out and can be removed. Insert your SIM card into the SIM tray and reinsert it into the SIM1 slot. If your SIM card is not the right size,

use one of the two matching SIM card adapters that are included in the scope of delivery.







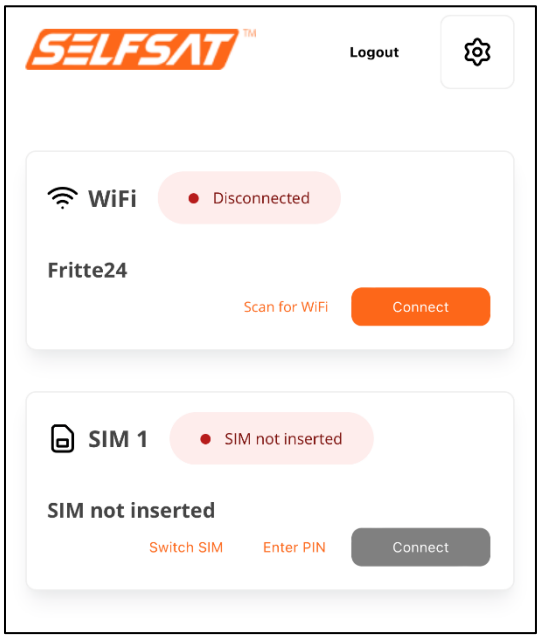


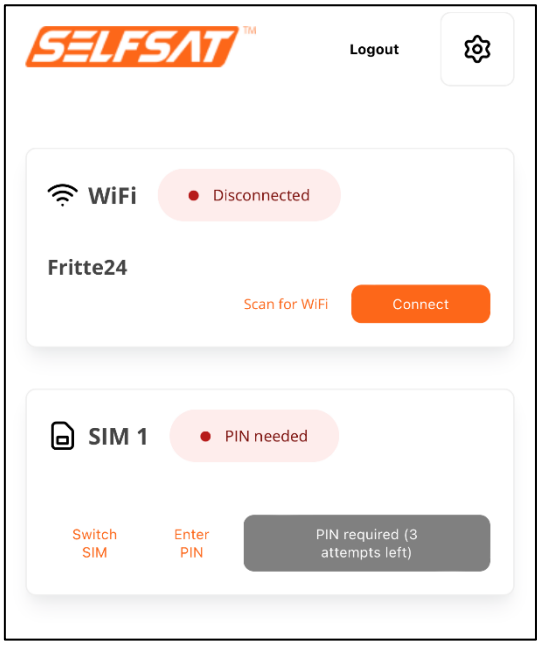
If you had already inserted the SIM card before connecting the router to the power supply, it is now necessary to enter the PIN of the SIM card for the first time.

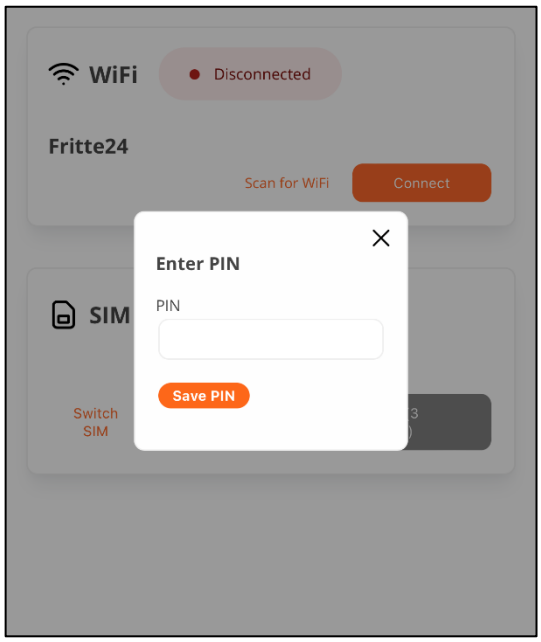
If you only insert the SIM card into the router after it has already been supplied with power, the display in the "**SIM**" field will change to "**PIN needed**" after a short time. It is now necessary to enter the PIN of the SIM card for the first time.

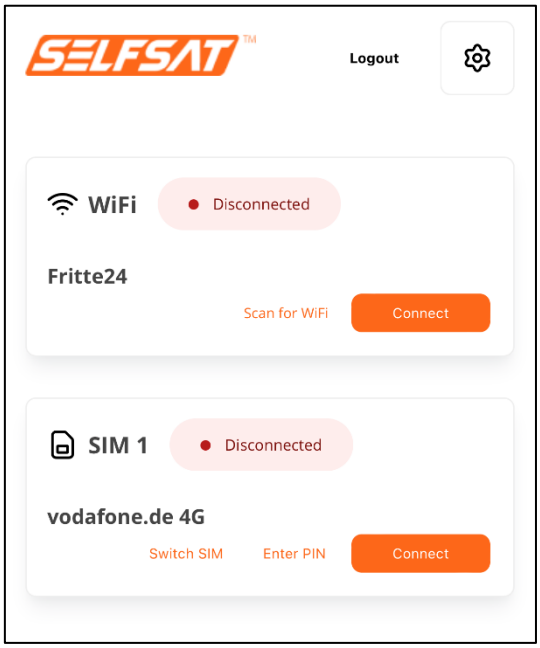
To do this, tap on "**Enter PIN**" in the "**SIM**" field. In the window that opens, enter the four-digit PIN of your SIM card and press "**Save PIN**". The router is now getting registered with the mobile network and the network operator ID and the network used are displayed in the "**SIM**" field. You can then establish an active connection to the Internet by pressing the "**Connect**" button. After a

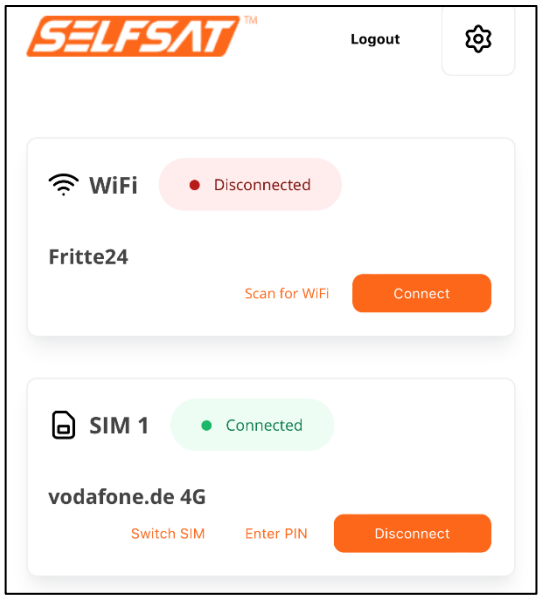
short time the connection status in the "**SIM**" field is displayed (green: connected; orange: disconnected).











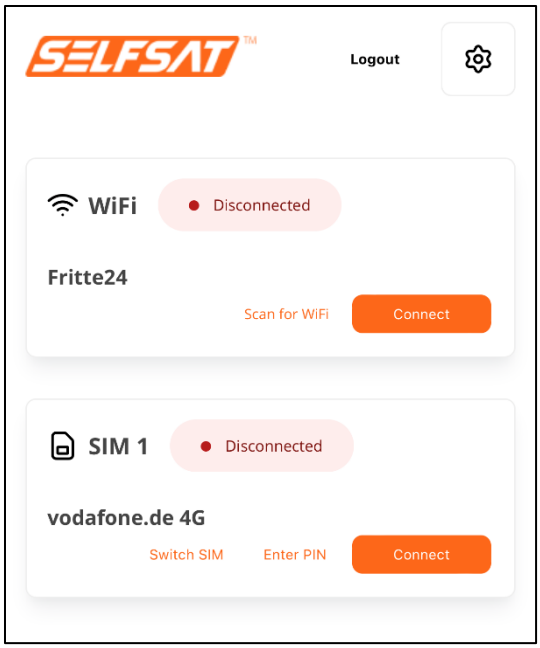
There is now a connection to the internet and all devices and their apps or programs that you have connected to your router via WiFi or LAN cable can be used and access the internet like at home or in a hotel.

If you press "Logout" in the upper right area, you will be logged out of your router's user interface. Your router's connections remain active.

Always disconnect an existing mobile network connection before you want to connect to a WiFi network or the mobile network with the second SIM card. To do this, press the "Disconnect" button. The connection status in the "SIM" field then changes to "Disconnected" (orange) and the connection to the internet is interrupted. Since the SIM card is still registered in the operator's mobile network, the network operator ID and the network remain visible in the "SIM" field.

3.5 Using a second SIM card or a foreign SIM card

Make sure that you have disconnected all existing connections before using the 2nd SIM card and that this is indicated by the connection status "Disconnected" (orange) in the "WiFi" field and in the "SIM" field.

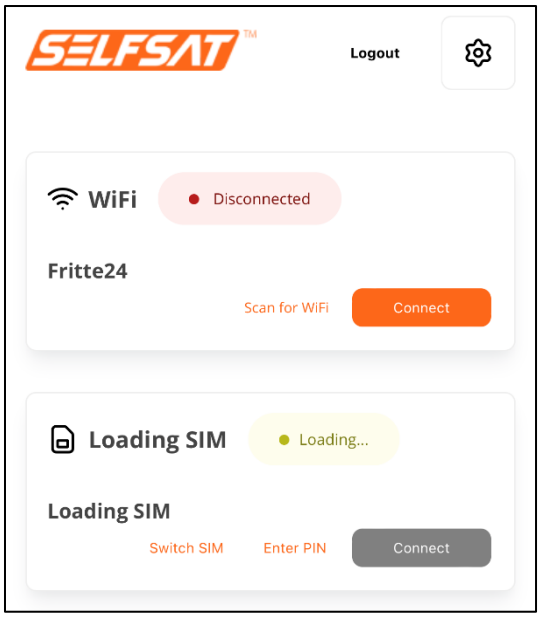


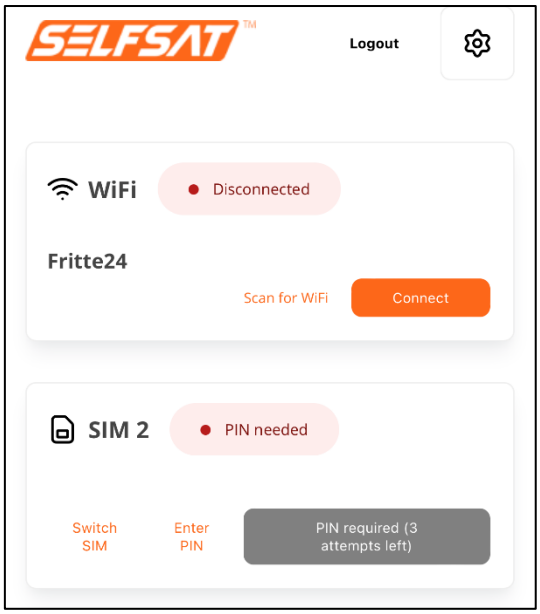
If you did not insert the second SIM card before connecting the router to the power supply, but only now, press "**Switch SIM**" in the "**SIM**" field. The change is completed when "**SIM 2**" is displayed in the "**SIM**" field.

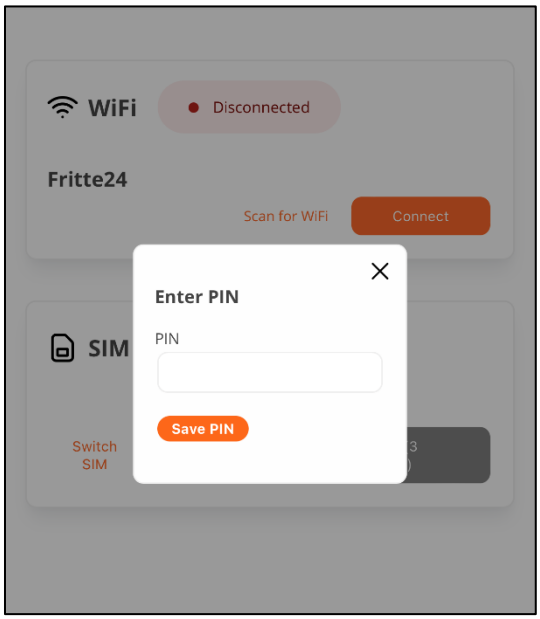
If the display persists after a long time after pressing "**Switch SIM**" with "**Loading SIM**", then refresh or reload the display and press "**Switch SIM**" again. The display in the "**SIM**" field now changes the status several times. The change is complete when "**SIM 2**" is displayed in the "**SIM**" field.

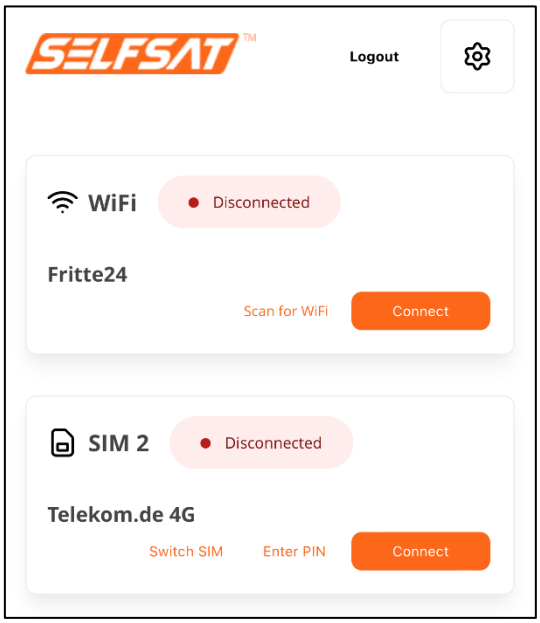
It is now necessary to enter the PIN of the 2nd SIM card for the first time so that the SIM card can establish a connection with the mobile network. To do this, press "**Enter PIN**" in the "**SIM**" field. In the window that now opens, enter the four-digit PIN of your SIM card and press "**Save PIN**". The router is now registered with the mobile network.

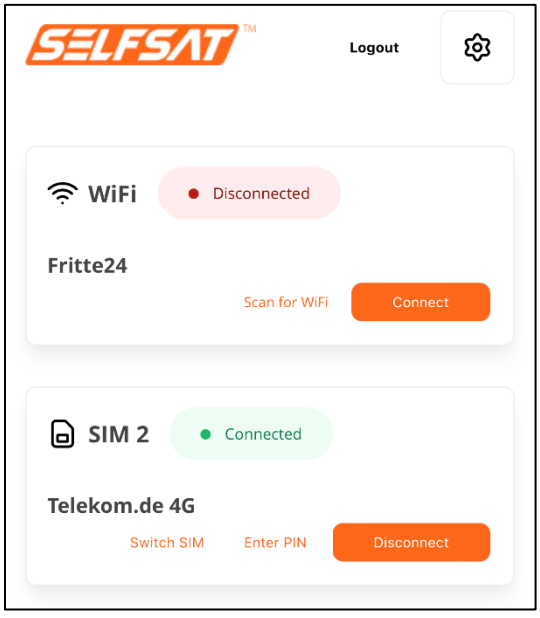
The connection was successful if the new network operator ID and the network used are displayed in the "**SIM**" field. You can then establish an active connection to the internet by pressing the "**Connect**" button. Alternatively, the router establishes this connection itself after a short time. The connection status in the "**SIM**" field is displayed (green: connected; orange: disconnected).


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
Loading SIM
Loading...
Loading SIM
Switch SIM
Enter PIN
Connect


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM 2
PIN needed
Switch SIM
Enter PIN
PIN required (3 attempts left)


WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM
Switch SIM
Enter PIN
Save PIN


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM 2
Disconnected
Telekom.de 4G
Switch SIM
Enter PIN
Connect


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM 2
Connected
Telekom.de 4G
Switch SIM
Enter PIN
Disconnect

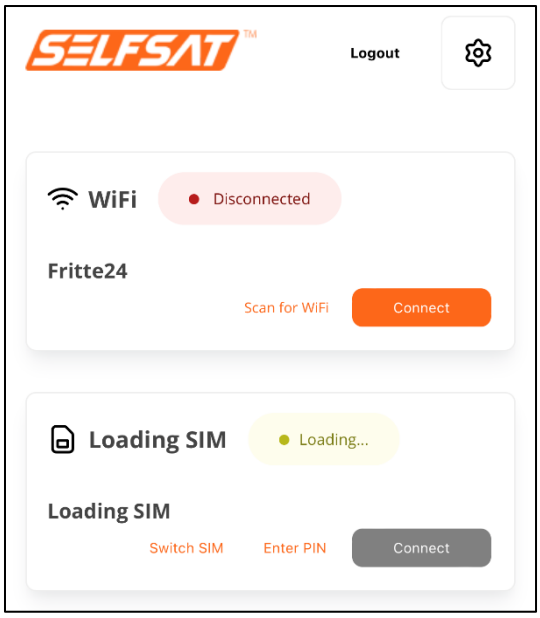
If you have already inserted the 2nd SIM card before connecting the router to the power supply, now press "**Switch SIM**" in the "**SIM**" field. The display changes to "**Loading SIM**". "**SIM 2**" will then appear in the "**SIM**" field.

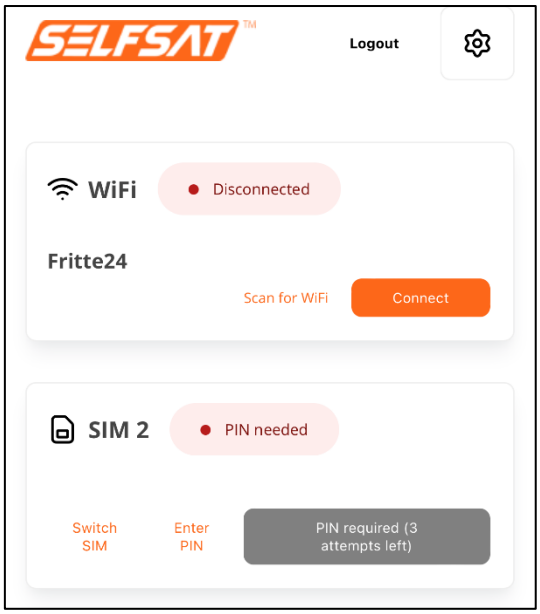
If the display persists after a long time after pressing "**Switch SIM**" with "**Loading SIM**", then refresh or reload the display and press "**Switch SIM**" again. The display in the "**SIM**" field now changes the status several times. The change is complete when "**SIM 2**" is displayed in the "**SIM**" field. It is now necessary to enter the PIN of the 2nd SIM card for the first time so that the SIM card can establish a connection with the mobile network.

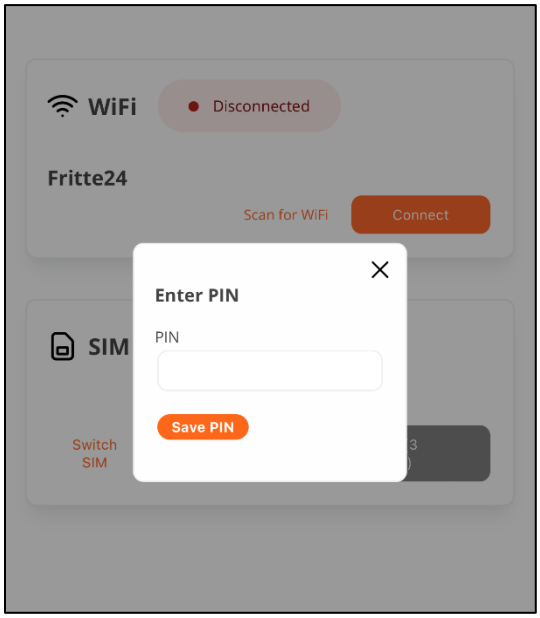
To do this, tap on "**Enter PIN**" in the "**SIM**" field. In the window that now opens, enter the four-digit PIN of your SIM card and press "**Save PIN**". The router is now registered with the mobile network.

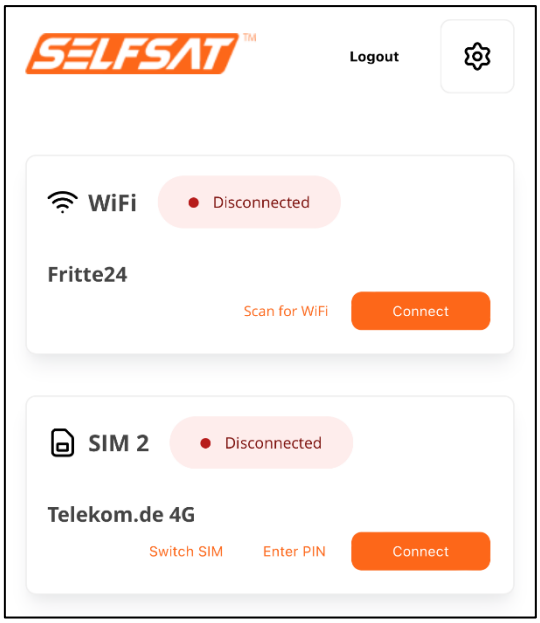
The connection was successful if the new network operator ID and the network used are displayed in the "**SIM**" field. You can then establish an active connection to the Internet by pressing the "**Connect**" button. Alternatively, the router establishes this connection itself after a short time. The connection status in the "**SIM**" field is displayed (green: connected; orange: disconnected).

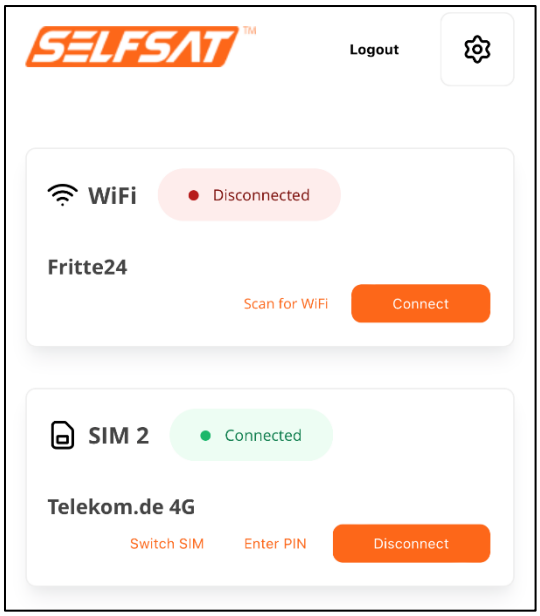
If you often use different foreign SIM cards or change your main SIM card, please remove the PIN stored in the user interface before replacing the SIM card in the device. To do this, press “Enter PIN” and then “Save PIN” without having entered a PIN. After inserting a new SIM card, press "Enter PIN", then enter the new PIN and press "Save PIN".


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
Loading SIM
Loading...
Loading SIM
Switch SIM
Enter PIN
Connect


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM 2
PIN needed
Switch SIM
Enter PIN
PIN required (3 attempts left)


WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
Enter PIN
PIN
Save PIN
SIM
Switch SIM


SELFSAT
Logout
WiFi
Disconnected
Fritte24
Scan for WiFi
Connect
SIM 2
Disconnected
Telekom.de 4G
Switch SIM
Enter PIN
Connect



There is now a connection to the internet and all devices and their apps or programs that you have connected to your router via WiFi or LAN cable can be used and access the internet like at home or in a hotel.

If you press "**Logout**" in the upper right area, you will be logged out of your router's user interface. Your router's connections remain active.

Always disconnect an existing mobile network connection before you want to connect to a WiFi network or connect to the mobile network with the 1st SIM card. To do this, press the "Disconnect" button. The connection status in the "SIM" field then changes to "Disconnected" (orange) and the connection to the internet is interrupted. Since the SIM card is still registered in the operator's mobile network, the network operator ID and the network used remain visible in the "SIM" field.

3.6 Connecting devices to LAN by Ethernet cable

Your router has 4 LAN ports on the underside. Here you can e. g. connect a laptop, a Smart TV or a games console directly.

To do this, use the Ethernet cable supplied and plug it into a LAN socket on the router. Plug the other end of the cable into the device you want to connect. Your device can now have an active, previously established connection with your router to a WiFi or use the mobile network to access the Internet.

4. Tracking your motor home or caravan

In case your motorhome or caravan got stolen you can locate it as long as the router is powered and the SIM (which needs to be able to receive and send SMS) is connected to the mobil network by sending an SMS to the number of the active SIM in the router with the text

“*Password* gps“ (your router password, followed by space, followed by gps)

You will then receive a SMS in return with the coordinates followed by a Google Maps link.

5. Rebooting or resetting the router

5.1 Rebooting the router

If you ever have problems with your router and it no longer reacts, you can restart it with a so-called hardware reset.

To do this, you can de-energize the router by removing the power plug and plugging it back in after a while.

Alternatively, you can also use the RESET button on the underside of the router (see figure under 5.2). To do this, insert the SIM slot needle (included) in the place marked RESET and briefly press the button behind it (no longer than 4 seconds).

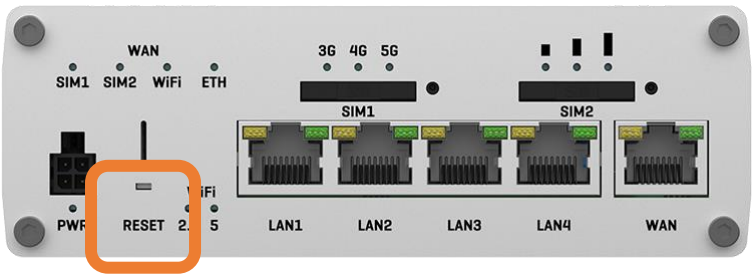
In both cases, the router restarts.

5.2 Resetting the router to factory settings

Should it ever be necessary to reset your router to factory settings (e.g. because you are selling your motor home or caravan), use the SIM slot needle (included in delivery) and insert it in the place marked RESET on the underside of your router and press the button behind it for **at least 11 seconds**. During this time, the 3 LEDs for the mobile network signal strength above the SIM2 slot will light up one after the other. The start of the factory reset is indicated by the 3 LEDs flashing together.

Note that a factory reset will erase all personal data. However, the PIN of the SIM card(s) remains saved for technical reasons. Therefore remove the SIM card(s) e. g. when selling your mobile home or caravan! You can also save invalid PINs for the two SIM cards for security reasons.

To check whether the router has been completely reset, you can try to log in with your personal passwords after the router has fully restarted. If this is no longer possible, the process was successful.



6. Technical specifications

SPECIFICATIONS MWR 5550 ROUTER

Supported mobile network generations	5G (up to 3,3 Gpbs), 4G LTE (Cat 20 up to 2,0 Gbps), 3G (up to 42 Mbps)
Supported WiFi frequencies (incoming)	2.4 GHz, 5 GHz
Supported WiFi frequencies (outgoing)	2.4 GHz, 5 GHz
GNSS support for tracking and time sync	Yes
2 SIM card slots	MInI SIM (2FF)
Ethernet interface	1 x WAN, 4 x LAN RJ45
Voltage feed	9 – 50 volts DC
Dimensions	132 x 45 x 96 mm
Weight	533 g
Operating temperature	-40°C – 75°C
Protection rating	IP30
Part-No.:	13781

SPECIFICATIONS ANTENNA

4G LTE/5G	LTE MIMO frequency range	698 – 960 MHz, 1710 – 2690 MHz, 2900 – 3600 MHz
	Signal gain	4 dBI
	Cable	LMR100
	Connector	SMA
2.4 GHz/5 GHz WiFi	WIFI MIMO frequency range	2400 – 2483.5 MHz, 4900 – 5825 MHz
	Signal gain	4 dBI
	Cable	LMR100
	Connector	SMA
GPS	GNSS frequency range	1561.098 – 1610 MHz
	Signal gain	40 +/- 2 dB
	Cable	LMR100
	Connector	SMA
Operating temperature		-40°C – 85°C
Dimensions		189 x 182 x 85 mm
Protection class		IP 67 (cable outlet excluded)

7. Disposal information

Electrical devices do not belong to the household waste, but must be disposed of properly - according to Directive 2012/19/EU of the European Parliament and Council of 4 July 2012 on waste electrical and electronic equipment. Please return this device for disposal at designated public collection points at the end of its life time.

8. Warranty and service

The warranty for this product corresponds to the legal provisions at the time of purchase.
Satco Europe GmbH assumes no liability or warranty for damage caused by improper installation or assembly, improper use of the product or non-observance of the safety instructions.

If you require service, please use the contact details given on the back.

9. Conformity

We hereby declare that the product complies with Directive 2014/53/EU (RED). You can download the complete CE declaration of conformity here: https://www.selfsat-service.de/ce-documents

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Web: www.satco-europe.de

Technical changes and errors reserved Version E02/2023