

AV1 WiFi guide

We recommend connecting your AV1 to your WiFi network as the default setting, as this typically provides the most stable connection. However, your AV1 also comes with a 4G SIM card, ensuring reliable connectivity if the WiFi is unavailable or if you wish to use AV1 while on the move.

School networks are often highly secure, so we recommend sharing the network requirements on the next page of this document with your IT or WiFi administrator to ensure AV1 can connect successfully.

You can add a WiFi network through the AV1 Admin portal.

Simply navigate to the AV1 page, select the relevant AV1 unit, and choose 'Add a WiFi network' under Actions – or scroll down to the WiFi Networks section in the left-hand menu.

Ensure your AV1 is running the latest software

We continuously improve AV1 through regular software updates. If your AV1 hasn't been used for a while, it may need an upgrade. AV1 updates automatically overnight when it is plugged in and charging. If needed, you can also contact us to initiate the update manually – it typically takes 5–10 minutes, depending on your network connection.

✓ Need further assistance?

If you have any questions or need support, don't hesitate to contact us via 'Support' in AV1 Admin.

Network requirements

Which wireless standards does AV1 support?

AV1 supports most wireless routers that are in use today. It specifically supports 802.11 ac/a/b/g/n

Which network security mechanisms does AV1 support?

AV1 supports open networks, and WEP, WPA, WPA2, 802.1x. EAP/PEAP. We do not support the use of proxy-server or certificates for security and privacy reasons. If your network requires this, an exception has to be made for the AV1.

What if our network uses MAC address filtering or a captive portal?

School networks and other public networks are often protected by captive portals or other security features where a device needs to be pre-approved by whitelisting the MAC address. Please reach out to us via 'Support' in AV1 Admin if you need AV1s MAC (It can also be found in the AV1 Admin portal) or have any questions regarding this.

What is the minimum required access to the internet?

The following access is required. Traffic is initiated from the AV1.

TCP port 80:

date.noisolation.com

TCP port 443:

gateway.noisolation.com

av-grpc.noisolation.com

upgradesrv.noisolation.com

upgradesrv1.noisolation.com

*.kinesisvideo.eu-central-1.amazonaws.com

UDP port 443:

*.kinesisvideo.eu-central-1.amazonaws.com

UDP port 123:

0.europe.pool.ntp.org

1.europe.pool.ntp.org

2.europe.pool.ntp.org

3.europe.pool.ntp.org

And if possible: Any high port number out to the internet using UDP, as that will often allow the WebRTC protocol use of peer-to-peer communication, which gives better performance, and less delay.