

FAQs

I can't find the Hart Premium Wi-Fi or the Hart Free Wi-Fi signals, but my devices show an Old Premium, Old free, or Staff Network?

- » The Hart Ranch Wi-Fi networks are the following: Hart Ranch Free Wi-Fi, Hart Ranch Premium Wi-Fi, Hart Ranch Employee Network (this network is for Hart Ranch Employees only and cannot be accessed by Hart Ranch guests).
- » If you cannot connect go to your settings/Wi-Fi and then click forget or delete networks. Delete all Hart Ranch networks and let your device re-acquire the correct networks and then connect to the desired network.

How do I know if I have a compatible device?

- » If the device has a web browser it should be compatible. If you have any questions regarding compatibility, please consult your devices manufacturer's manual for further information, to verify it has that capability prior to adding the particular device to a premium Wi-Fi plan.
- » Not all smart TV's are compatible, so be sure your smart TV is capable of connecting to Wi-Fi networks. Please walk through your on screen prompts prior to purchase to verify compatibility.

Is the Wi-Fi secure?

- » Your connection to the Hart Ranch Wi-Fi Networks is intrinsically safe. Connected Network device are unable to share information or otherwise be compromised by other connected network devices.

What if my Wi-Fi connection drops?

- » Wi-Fi by nature may drop from time to time due to a number of factors ranging from weather, other devices, or your device losing connection. If you have recently rebooted your device or returned to the campground and your device does not re-establish on it its own, you may need to go to your Wi-Fi settings and connect to the Hart Ranch network again. If this does not work, please go to Wi-Fi and click forget this network and re-establish again.

After purchase of the premium Wi-Fi, I can connect one, two, or three devices, but I am having problems with adding an additional device?

- » Hart Ranch guests connected to the Hart Ranch Premium Wi-Fi are allowed up to three (3) devices. At the time of purchase the option of connecting an additional device(s) for a small fee was offered at the time purchase. If you choose to add a device after the initial purchase has been completed you will need to purchase another plan for that device.
- » This does not stop you from adding devices to the Hart Ranch Free Wi-Fi network.

Can I disconnect one device from the premium network and substitute for another device?

- » Each device has a unique MAC address or tag that is recognized and remembered by the Wi-Fi network. You cannot log off of one device and add a new device on the same pin number.
- » Three devices are allowed on the premium network. If one of the original three are disconnected another device cannot take its place.

Can you verify if I successfully connected to the Premium Wi-Fi network?

- » If you connected successfully, you would have received an email confirming your purchase and that you had connected. The email would include the device PIN#.
- » If you cannot access your email for verification, please contact Vast Broadband customer support.

The internet doesn't work inside my RV and only works outside my RV.

- » If this is occurring, then the network is working properly. In some cases, depending on the construction of your RV, signals can be blocked inside the RV. This happens more frequently on metal or aluminum sided RV's. This type of siding can either block or minimize the Wi-Fi signal.
- » This issue in most cases can be remedied by purchasing and installing an antenna, which are available for purchase at the Hart Mart.
- » Amazon Firesticks are also available for purchase at the Hart Mart if your smart TV is not able to connect to the wireless network.

I can only get a few channels or my channels are grainy/fuzzy.

- » If you cannot get all of your channels, perform a channel scan so your television can acquire all of the channels offered at Hart Ranch.
- » If your channels are fuzzy, make sure your antenna amplifier is shut off. This generally is a small button next to the main cable jack in your RV.

Additional Support

Call Vast Broadband at 855-740-8152 and tell them you are a guest at the Hart Ranch, and would like support with your managed wireless connection. The account number is #16549601.