

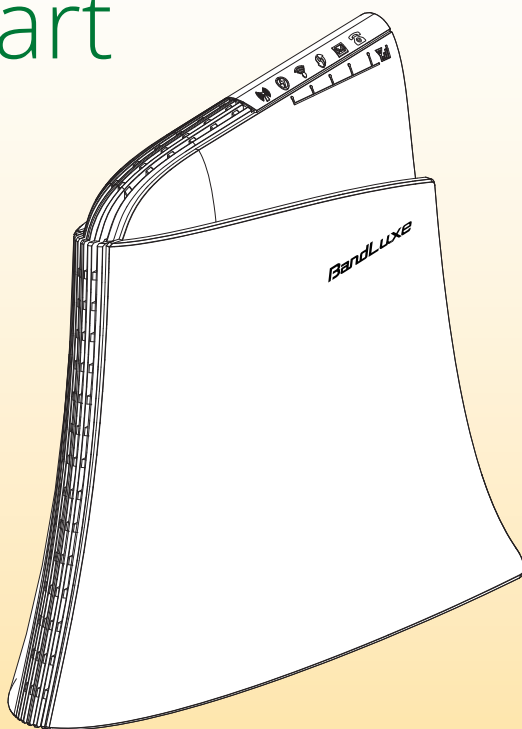


VTel Wireless

BandLuxe R565

QuickStart

Guide



Welcome to VTel Wireless

Thank you for choosing VTel Wireless as your Internet service provider. You will soon be connected to America’s first 100% 4G/LTE network, bringing you low-priced, lightning-fast Internet with no hidden fees.

The following pages provide simple instructions on how to connect your new wireless Internet device. It also outlines how to troubleshoot common connectivity issues. This information can also be found on our website at www.vtelwireless.com. If you have additional questions, please call our friendly Vermont-based support staff at **802-885-4444**. We look forward to serving you!

Contents

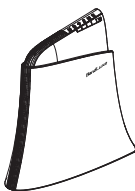
I) Getting Started	2
A) Inventory	2
B) Hardware Overview	3
II) Device Installation	4
III) Connecting Your Devices to the Internet	5
A) Connect to the Internet over Wi-Fi	5
B) Connect to the Internet Using an Ethernet Cable	6
IV) Personalize Your Wi-Fi Network	7
V) Common Issues	9

I) Getting Started

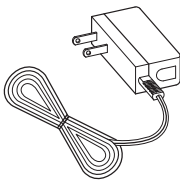
A) Inventory

Your router package should contain the following items:

BandLuxe R565
LTE Home Router



Power Adaptor



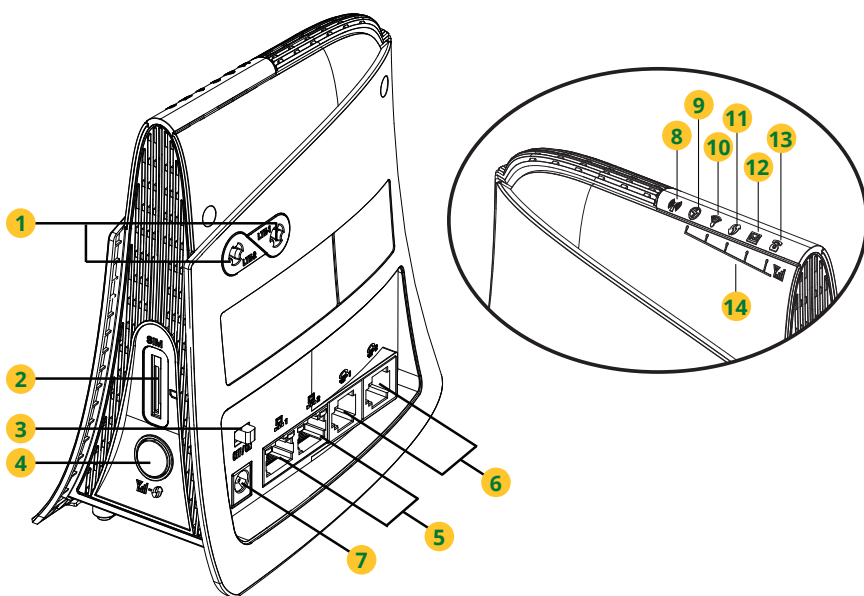
Ethernet
Cable



SIM Card



B) Hardware Overview



1	4G External Antenna Ports	Connect 4G external antennas if needed
2	SIM Card Slot	Insert SIM/USIM card. Push-push type
3	Power Switch	Switch on/off the router
4	Signal Strength LED/WPS/Reset Button	Short Press (1 second): Enable signal strength indication Press for 3 seconds (<10 seconds): Activate WPS Long Press (>10 seconds): Restore to factory default settings
5	LAN Port	Connect a LAN device as needed
6	RJ11 Port	Connect an analog phone
7	Power Receptor	Receptor for the Power Adaptor
8	Network Status LED	Blue - 4G LTE Red - No signal, SIM error, Service failure (no IP)
9	Power LED	Solid when power is on ; Flashing when FW is being updated
10	Wi-Fi LED	Solid when Wi-Fi is on ; Flashing during Wi-Fi data transmission
11	WPS LED	Flashing when WPS is in use
12	SMS LED	Solid when there is unread SMS
13	Voice LED	Solid when VoLTE/VoIP is ready to make/receive call Flashing when VoIP is in use
14	Signal Strength Bars Reading	Short press on Signal Strength LED/WPS/Reset button to read current signal strength Strong signal : 5 LEDs Weak signal : 1 LED

II) Device Installation

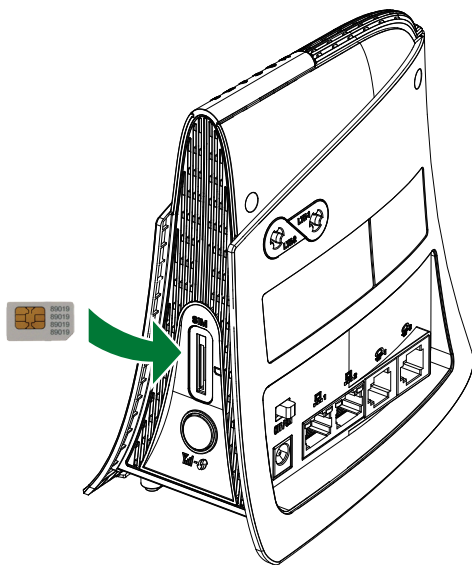
1. Unwrap the Bandlux R565 from its packaging.
2. Locate the SIM Card Slot on the back of the device.
3. Snap the included SIM Card out of its holder.



Snap out the SIM card, so you just have this:



4. Insert the SIM Card as shown, with the angled corner going in first and facing toward the bottom.



5. Your service will be most reliable if you place your device in a windowsill on the side of your building facing the nearest VTel Wireless site.
6. Connect the power adaptor to the router's power receptor, then plug the other end of the adaptor into a wall outlet.

7. Confirm that the Power Switch is switched to ON. The device will then attempt to connect to the network, which may take a minute. When the Power LED, Wi-Fi LED, and Blue Network Status LED are on, you are connected. If all three of these LEDs are not blue five minutes after the device has been turned on, consult the troubleshooting tips at the end of this guide.

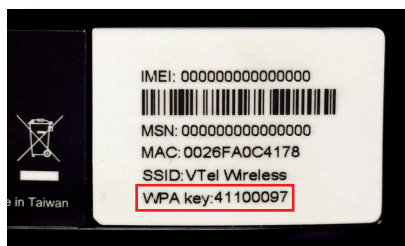
III) Connecting Your Devices to the Internet

A) Connect to the Internet over Wi-Fi

The procedure for connecting your computer, smartphone, tablet, or other device to your new router varies depending on the device manufacturer.

If your device has Wi-Fi built-in:

1. Locate the list of available wireless networks.
2. Select "VTel Wireless" and connect to the network.
3. When prompted, enter the default password, which is your router's WPA key. This can be found on the side of the router itself or on the box the router was packaged in. In the following image, the password is highlighted in red. You should now be able to access the Internet.



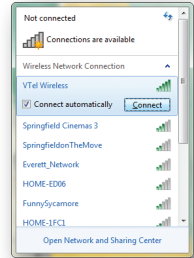
Connecting Your Windows Computer to the Router Via Wi-Fi (Vista, Windows 7, Windows 8)

1. Click the Wi-Fi icon on the taskbar in the bottom right corner of your computer screen, highlighted in red in the image to the right.



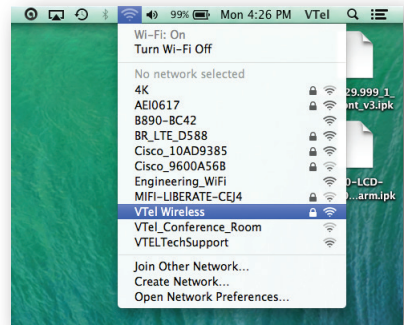
2. Find "VTel Wireless" in the list of available wireless networks. Click "Connect".

3. When prompted, enter the default password as described above. Click "OK". In a moment, you should be able to access the Internet.

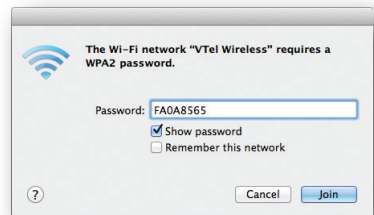


Connecting Your Apple Computer to the Router Via Wi-Fi (Mac OS X)

1. Click the Wi-Fi icon on the right side of the menu bar on the top of the computer screen. Highlight and click on "VTel Wireless".



2. When prompted for a password, enter the default password as described above. Click "Join". In a moment, you should be able to access the Internet.



B) Connect to the Internet Using an Ethernet Cable

If your device requires a wired Ethernet connection:

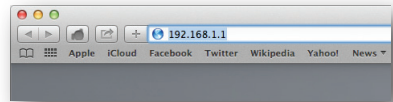
1. Find the Ethernet Cable included with your router package.

2. Connect one end of the cable to one of the LAN ports on the router.
3. Connect the other end of the cable to your computer or other device. You should be able to access the Internet momentarily.

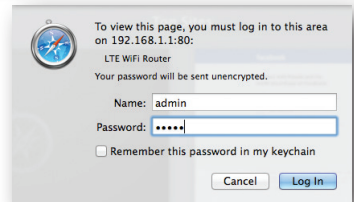
IV) Personalize Your Wi-Fi Network

To protect your security and privacy, VTel Wireless strongly recommends you password-protect your wireless network using either the pre-configured password or one of your own creation. If you would like to change the name and/or password of your wireless network, follow these steps.

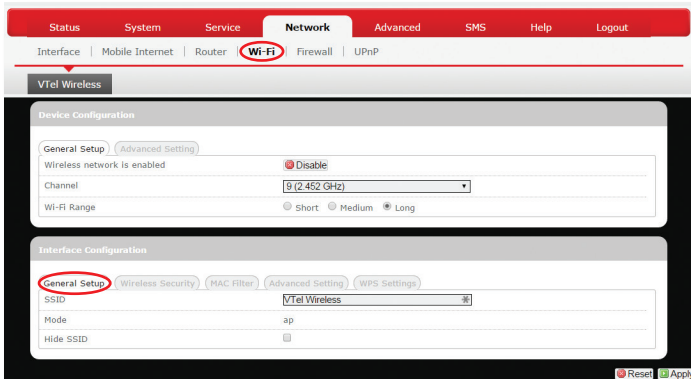
1. Open a web browser and enter 192.168.1.1, which is the R565's IP address.



2. You will be prompted for a username and password. Enter "admin" for BOTH the username and password. Click "Log In".

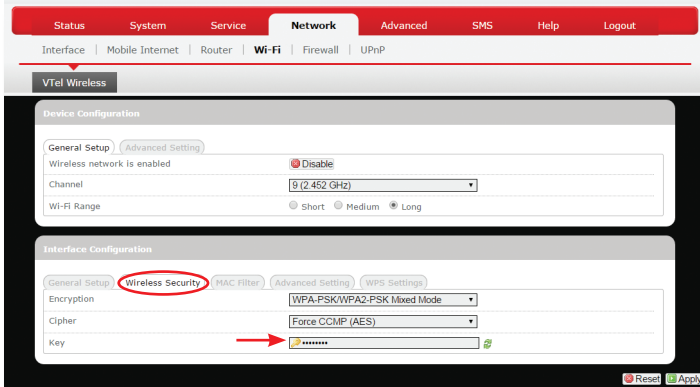


3. A Status Overview page will appear. Click on the tab titled "Network" and then click on the "Wi-Fi" tab. In the "Interface Configuration" section of this page, the tab General Setup should be highlighted.



4. To change the name of the wireless network, highlight the SSID, which is currently “VTel Wireless”, and change it to your desired network name. To change the network name without changing the password, click “Apply” in the bottom right hand corner. If you are connected wirelessly to the R565, you will be disconnected and must reconnect to the network which should be listed under its new name.

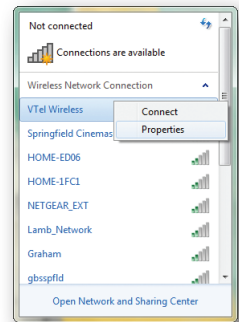
5. To change your wireless network password, click the “Wireless Security” tab and change the “Key” to your desired password.



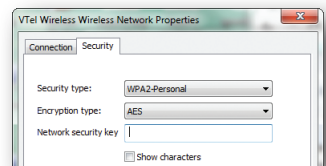
6. Click “Apply” in the bottom right hand corner of the screen. If you are connected wirelessly to the R565, you will be disconnected from the device until you re-connect to the network using your new password.

7. If you changed ONLY the password of your network, and are attempting to reconnect from a Windows computer, you will need to change the saved password stored on your computer by following steps 8 and 9.

8. In the list of wireless networks, right click VTel Wireless (or the new name you’ve given your network) and click “Properties”.



9. In the “Network security key” field, enter your new password and click OK. OR, if you changed your security settings to “No Encryption”, change “Security Type” to “No authentication (Open)”. You should then be able to reconnect to the device.



V) Common Issues

I can't connect to the Internet.

Are there three blue LEDs lit on the R565? If not:

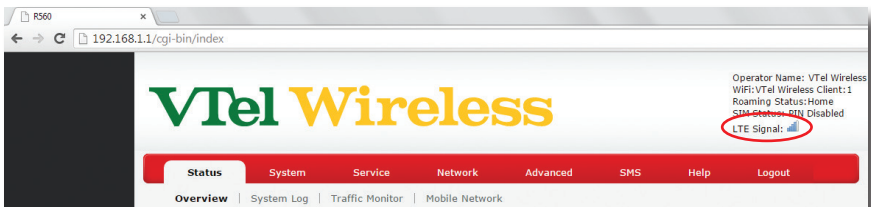
Re-set the device

Power down the device by sliding the power switch located on the side of the device to the "OFF" position. Wait 10 seconds. Then, slide the power switch back to the "ON" position, and wait for the device to reboot.

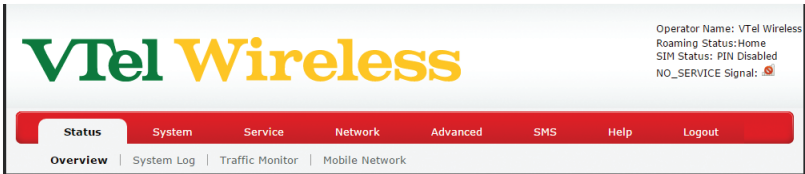
Confirm the SIM card is inserted properly

Did you remember to insert the SIM card? Is it inserted properly? Power down the device, take the SIM card out, align the corner notch at the bottom as shown in the previous illustration, and insert the SIM. It should click in securely and not move if inserted properly.

If following the above steps does not resolve your connectivity issue, login to the R565 router as described on page 7. Look at the upper right hand corner of the settings page. If you see the words "LTE Signal" and an icon with at least one blue bar present, you are connected to the VTel Wireless network. Any connectivity issues are likely related to the device you're attempting to use to access the Internet, or to the status of your account. If your bill is past due or you have used all your data, you will be unable to access the Internet, so please call Customer Service for assistance. If your account is current and your router shows an LTE signal is present, try connecting to the Internet using a different peripheral (a computer, a tablet, or a smartphone).



If the SIM status reads “PIN Disabled” but the network shows “NO SERVICE”, the SIM card is inserted properly, but the unit is still unable connect to VTel Wireless for some other reason. Try moving the device to a different location in your home and see if this status changes. If not, contact VTel Technical Support.



If the SIM status reads “Read SIM Fail”, the SIM card is either inserted improperly or has not been initialized. After confirming that the SIM card is inserted correctly, if the SIM status still reads “Read SIM Fail”, call VTel Technical Support.



My connection speed is very slow.

You may experience slower speeds at certain times of day, when Internet usage amongst VTel Wireless customers is highest. Peak hours are typically between 7pm and 11pm. With that said, our network is designed to accommodate many users at once. If your connection is slow, place the device in a more optimal location. Power down the device, and try moving it to a window on a different side of the building. Depending on what wireless site is being used to transmit the 4G/LTE signal, moving the device to the side of the building closest to the site may improve signal quality. Placing the device in a room on the second floor may increase your connection speed. Especially thick walls or other obstructions can also reduce signal strength.

I forgot the password to my wireless network.

To reset your wireless network's password, press the Reset button for 10 seconds. The router will restart with its factory default settings and password. Once it finishes restarting, you can reconnect using the default network name and password as described on page 5.

I want to use my own router to make a Wi-Fi network instead of the Wi-Fi built into the R565.

To disable the Bandluxe router's internal Wi-Fi, login to the router through 192.168.1.1 and navigate to the Wi-Fi tab, as shown on page 7. In the "Device Configuration" section at the top of the page, click "Disable" in the "Wireless network is enabled" row. Connect an Ethernet cable between the "LAN" port on the back of the Bandluxe router and one of the LAN ports on your second router. If you configured your second router to be in "Bridge Mode", connect the Ethernet cable from the "LAN" port of the Bandluxe router to the "WAN" port of your second router.

I want to use my Voice Over IP (VoIP) phone with VTel Wireless.

The Bandluxe router provided to you is compatible with most third-party VoIP services. Contact your VoIP service provider if you need assistance setting up your VoIP device.

VTel Wireless

Customer Service: 802-885-4444

www.vtelwireless.com

info@vtelwireless.com

Business Office Hours:

Monday - Friday, 8am - 6pm

Saturday, 8am - 5pm

Technical Support Hours:

Monday - Saturday, 8am - 9pm

Sunday, 9am - 5pm



CODY

VTel WIRELESS MASCOT