



# VTel Wireless

## Quick Start 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 network, bringing you lightning-fast Internet and local service, at a great low price, and 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](http://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
II) Device Installation .....	3
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 Plug .....	6
IV) Personalize Your Wi-Fi Network .....	7
V) Common Issues .....	9

## I) Getting Started

Your VTel Wireless Starter Kit should contain the following items:

Bandluxe R529  
4G/LTE Router



AC Power  
Adapter



3 ft. Ethernet  
Cable



SIM Card



## II) Device Installation

1. Unwrap the Bandlux® R529 from its packaging.
2. Rotate the plastic stand on the bottom of the router to reveal a rubber door labeled “SIM card”.
3. Snap the included SIM card out of its holder.

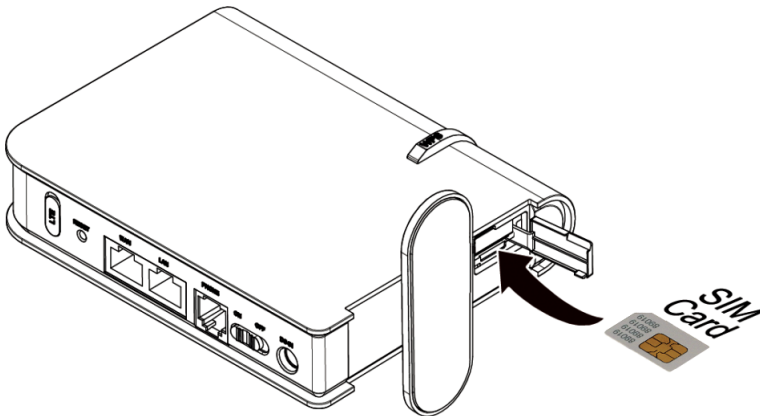


Snap out the SIM card, so you just have this:



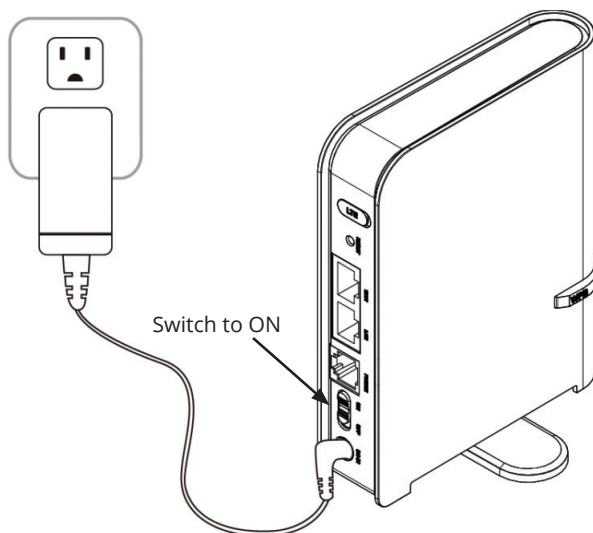
4. Open the rubber door and insert the SIM card as shown below:

Notice the orientation of the notch in the SIM card. When properly inserted, the card will click and lock into the device. Close the rubber door.



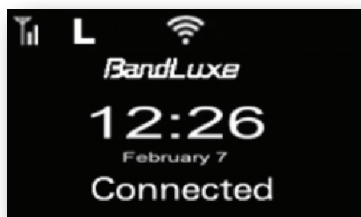
5. Select a flat surface within your home to place your new router, such as a windowsill or desk, within reach of a power outlet. Because this router is picking up signal from the nearest VTel Wireless tower, your service will be most reliable if you place your device in a direction facing the closest VTel Wireless site.

**6.** Connect the power adapter to the router, as depicted below. Plug the power adapter into an outlet.



**7.** There is a power switch located on the back of your router. Slide the power switch to ON. A light on the front of the unit should turn on, and an animation on the side of the unit will begin to play as the router starts up.

**8.** If both the signal strength icon (far left) and LTE access (second from left) icons are displayed, your new router is connected to the Internet. The middle icon indicates the Wi-Fi network is broadcasting. You can now access the Internet by connecting your devices to the router via Wi-Fi or the included Ethernet cable. If the signal strength and LTE access icons are not displayed 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.

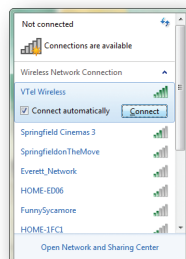
### If your device has Wi-Fi built-in:

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 the last 8 characters of your router's "MAC" address. 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.



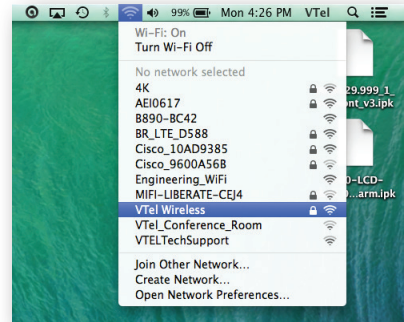
### Connecting Your Windows Computer to the Router Via Wi-Fi (Vista, Windows 7, Windows 8)

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.

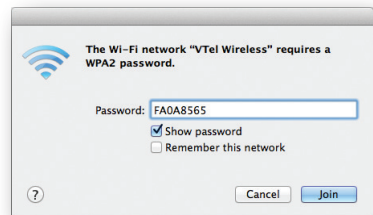


# Connecting Your Apple Computer to the Router Via Wi-Fi (Mac OS X)

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 Plug

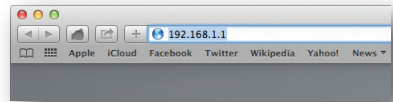
### If your device requires a wired Ethernet connection:

1. Find the Ethernet cable included with your Quick Start Kit.
2. Connect one end of the cable to the port labeled “LAN” located on the back of 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.

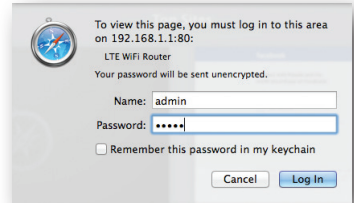
# IV) Personalize Your Wi-Fi Network

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.

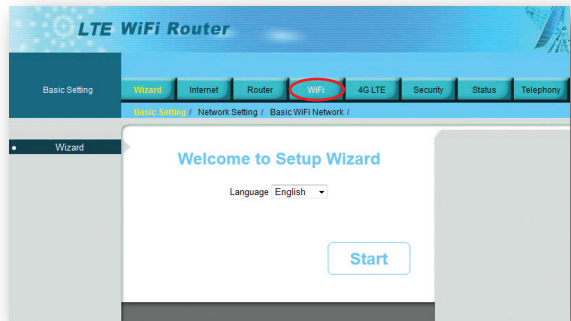
1. Open a web browser and enter 192.168.1.1, which is the R529's IP address.



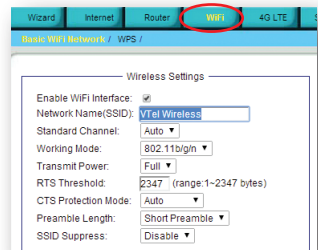
2. You will be prompted for a user-name and password. Enter "admin" for BOTH the username and password. Click Log In.



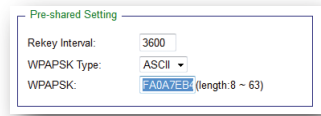
3. The "Welcome to Setup Wizard" page should load. Click on the tab titled "WiFi", circled in red. The top section of the page that appears should be labeled "Wireless Settings".



4. To change the name of your wireless network, find the field labeled "Network Name(SSID)", which is set by default to be "VTel Wireless". Enter the desired name for your wireless network.

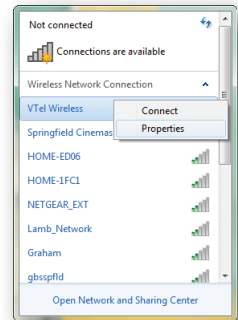


**5.** To change the password, scroll down the page until you find the section labeled “Pre-shared Setting”. Find the field labeled “WPAPSK”. The default password is the last 8 digits of the MAC address you may have previously used to connect to the network. Enter your desired password, which must consist of at least 8 numbers and letters. To protect your security and privacy, we recommend choosing a password that contains both numbers and letters.



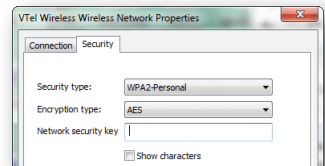
**6.** Click “Save Settings”, which can be found at the bottom of the page, and wait for the changes to be applied. You will temporarily be disconnected from the Internet. Once the settings are saved, reconnect to the router. If you changed the name and password of your wireless network, find the new name in the list of networks and connect 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 “Open Network”, 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.

Do the signal strength  and LTE access  icons appear on the side of the router? If they do not:

### Re-set the device

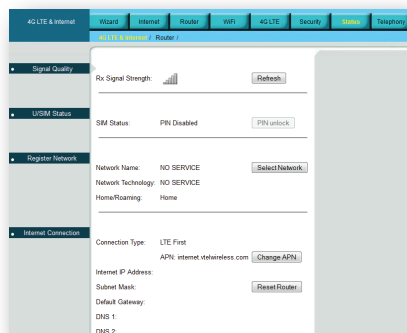
Power down the device by sliding the power switch located on the back of the device to the "OFF" position. Wait 10 seconds. Then, slide the power switch back to the "ON" position, and wait for the device to reboot.

### Confirm SIM card is inserted properly

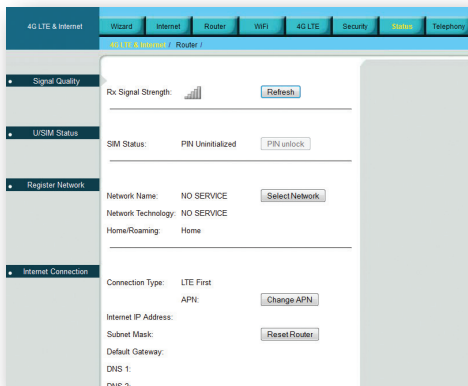
Did you remember to insert the SIM card? Is it inserted properly? Power down the device and open the rubber door. If the SIM card is sticking out, it may be inserted backwards. Take it out, align the corner notch as shown in the previous illustration, and insert the SIM. It should click in securely and not move if inserted properly.

**If following the above steps does not resolve your connectivity issue,** navigate to the router's settings page by opening a new web browser and entering 192.168.1.1. Press "Enter", and when prompted for a username and password, type in "admin" (without the quotation marks) for BOTH the username and password. Click "Enter". Once the page has loaded, navigate to the "Status" tab shown below. Wait for the fields to fill in.

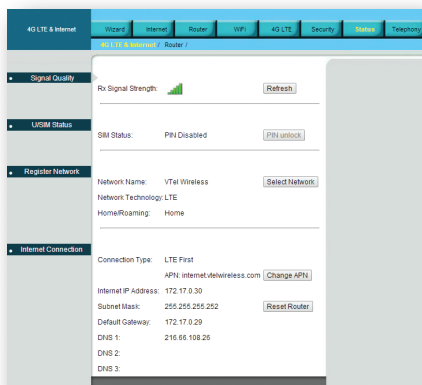
**If the SIM status reads "PIN Disabled" but the network name still reads "NO SERVICE",** the SIM card is inserted properly, but the unit is still unable connect to VTel Wireless for some other reason. Try moving the device to a different location in your home and see if this status changes. If not,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



**If the SIM status reads “PIN Unitialized”,** 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 “PIN Unitialized”, call VTel Technical Support.



**If the Network Name reads “VTel Wireless”** as shown below, the router is connected properly to the VTel Wireless network. Any connectivity issues are likely related to the computer you’re attempting to use to access the Internet. If possible, try accessing the router using a different peripheral (a computer, a tablet, or a smartphone), or contact your peripheral manufacturer’s 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:

**Wait at least 20 minutes to ensure your device has synced with VTel’s nearby site.** The maximum speed for your location may not be achieved immediately upon powering on the device.

**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 house. Depending on what wireless site is being used to transmit the 4G/LTE signal, moving the device to the side of your home 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, find the small hole on the back of the router labeled "RESET". Press and hold the reset button for 10 seconds, and release it. A straightened paperclip works well for this purpose. The router will restart with its factory default settings. 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 R529.**

To disable the Bandluxe router's internal Wi-Fi, login to the router through 192.168.1.1 and navigate to the WiFi tab, as shown on page 7. In the "Wireless Settings" section at the top of the page, uncheck "Enable WiFi Interface" and click "Save Settings". 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](http://www.vtelwireless.com)**

**[info@vtelwireless.com](mailto:info@vtelwireless.com)**

**Hours:**

**9 am - 9 pm, Monday - Saturday**



**CODY**

**VTel WIRELESS MASCOT**