Setting Up Your
# Vfast WiMAX Service

1.   INTRODUCTION

If you experience problems with your internet connection, there are a few basic steps you can follow before calling our Vfast Support team.

2.   Wireless Router Setup

For Vfast services using a wireless router:

Ensure the outdoor antenna (1) is plugged in and turned on. To check this, follow the cable that enters your property from the roof outside, this cable must then be plugged into the port labelled 'POE' (2) on the small black power block (3). Also check that the power lead (4) is securely fastened to the rear of the power block (3) and is switched on at the mains, you will see a small light (5) glowing on the top of the power block (3) once powered.

Now to enable your internet connection ensure that a cable runs from the port labelled 'LAN' (6) on the power block to the blue port labelled 'WAN' (7) on the back of your router.
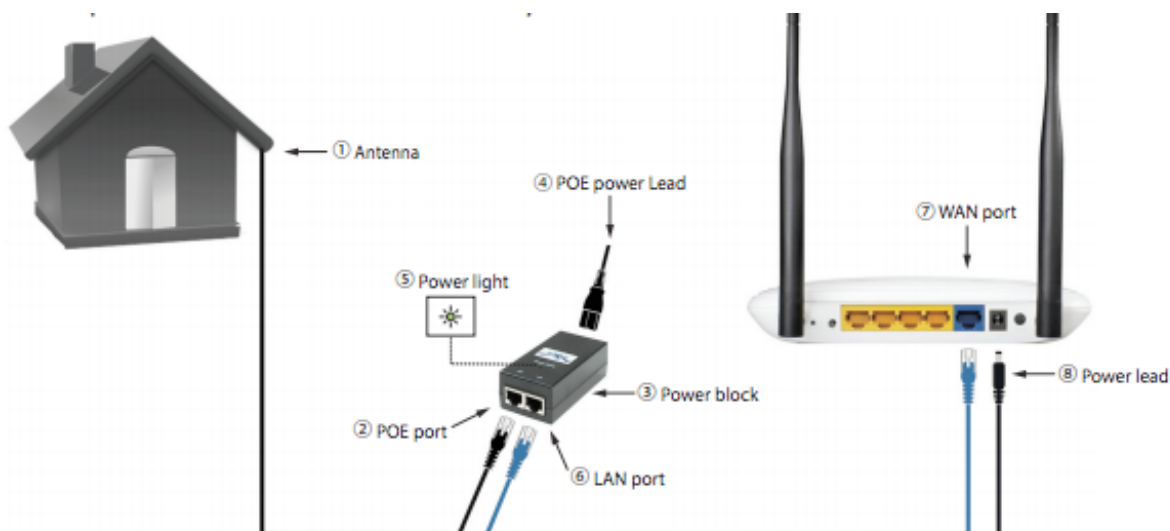
Sometimes simply turning the router odd and on will resolve most issues. To do this disconnect the power lead (8) from the rear of the router, you will see the lights displayed on the front of the router turn off. Leave it for around 5-10 seconds before plugging the power lead (8) back in and turning the router back on. Wait an additional 60 seconds and try the connection on your device again.

If you continue to have no connectivity try turning the outside antenna (1) off and on, this can be done by removing the power lead (4) from the rear of the small black power block (3) and leaving it for 30 seconds. Reconnect the power lead (4) and wait a further 2 minutes before trying your connection on the device.

3.   Direct PPPoE Connection

For Vfast services without a wireless router and using a PPPoE connection on their computer or mobile devices:

Ensure the outdoor antenna (1) is plugged in and turned on. To check this follow the cable that enters your property from the roof outside, this cable must then be plugged into the port labelled 'POE' (2) on the small black power block (3). Also check that the power lead (4) is securely fastened to the rear of the power block (3) and is switched on at the mains, you will see a small light (5) glowing on the top of the power block (3) once powered.

When dialling a PPPoE Connection from the PC check the error code. If it is 'error 769' this indicates that the 'LAN' connection (Local Area Connection) is disabled on the PC. Access the network control panel on you PC ad enable the Local Area Connection if necessary.

If the above steps do not work, try rebooting the outdoor antenna (1) by removing the power lead (4) from the power block (3) for 30 seconds. Plug the power lead (4) back in and wait a further 2 minutes before trying the connection again.

If you are still experiencing problems, please call our Vfast support team on 01227 668901 (opt 2), or log a support ticket through our Vfast support web page www.vfast.co.uk/support-contact and a member of our team will be able to help.

Remember do not press the reset button on your router unless advised to do so by one of our Vfast team. This will return the router settings to factory default and will prevent you from getting online.