VIBRANT
Broadband®

Brilliant Speed
Vibrant Service

Welcome to the Vibrant Zone!

Thank you for choosing **Vibrant Broadband®** as your Internet Service Provider. You've made a great choice!

We are committed to ensuring your satisfaction with your internet connection, and are thrilled to welcome you as a valued member and subscriber of our rapidly expanding community.

This booklet contains information regarding your Vibrant Broadband connection, including basic troubleshooting tips, details on additional services, and instructions on how to contact our dedicated technical support team.

Thank you for choosing Vibrant Broadband!

Network SSID and Passwords

Network SSID (Name of Home Network)

[   ]

Network Password (Minimum 8 Characters)

[   ]

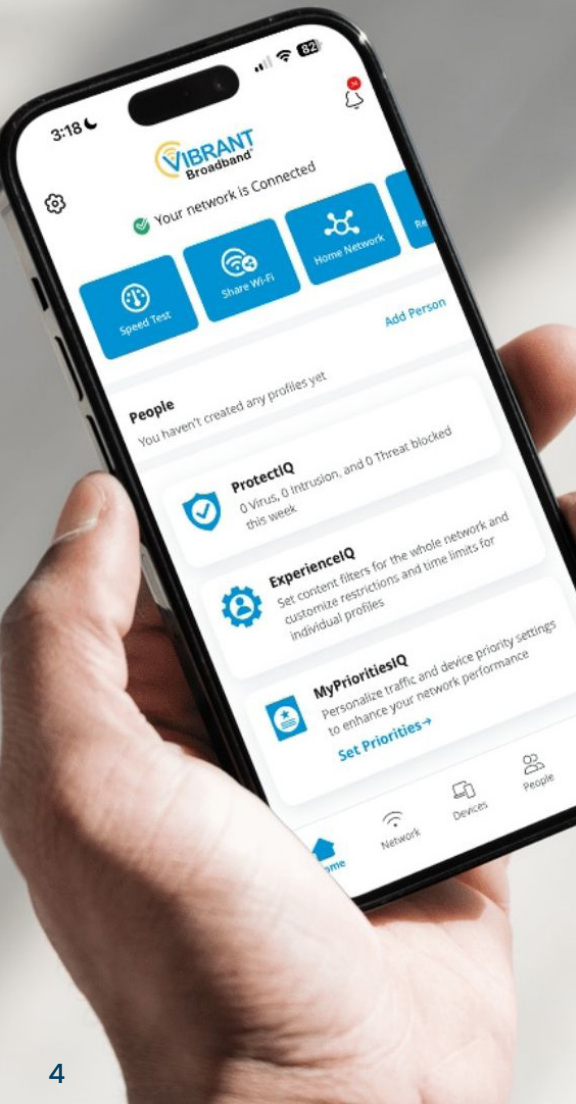### Guest Access Password (Mobile App Only)

[   ]

Your Network SSID and Passwords are case sensitive.

You have the flexibility to modify these settings at your convenience using the Vibrant Broadband mobile app.

Voicemail PIN (if you have our phone service and added voicemail)

[   ]

If you have the Vibrant Broadband app, you will have access to advanced controls and management features that enhance user experience.

When used alongside the GigaSpire Router, the Vibrant Wi-Fi App allows users to monitor all devices connected to their network, establish parental controls, facilitate a guest network, conduct speed tests, modify their network name and password, and more.

Furthermore, the app with ProtectIQ™ and ExperienceIQ™ services, provides users with further control and security functionalities.

ProtectIQ™* offers comprehensive protection against viruses, malware, and malicious websites, safeguarding both the network and devices against cyber threats.

ExperienceIQ™* equips users with valuable tools for enforcing established internet rules within their homes. Users can create profiles for children and devices, filter content, websites, applications and set appropriate time limits, thus ensuring a safe and productive online experience.

*ProtectIQ and ExperienceIQ are included with Fixed-Wireless packages 50 Mbps and above or Fiber packages 200 Mbps and above.

Once your router has been configured, proceed with setting up your Wi-Fi network.

The designated name for your router will be utilized throughout the app.

The Network Name (SSID) is the name you will assign your wireless connection.

Choose a password for your wireless network. If you prefer not to modify the login credentials on all your connected devices within your household, you may utilize the existing wireless SSID and password from your previous router.

NOTE: If you decide to change your SSID or password, you will be required to reconnect all devices within your home.
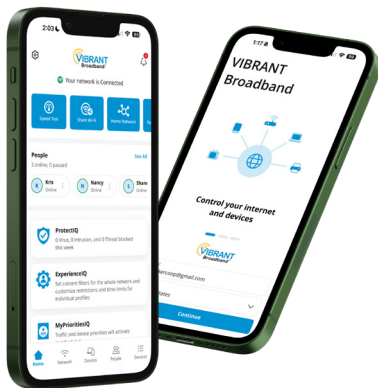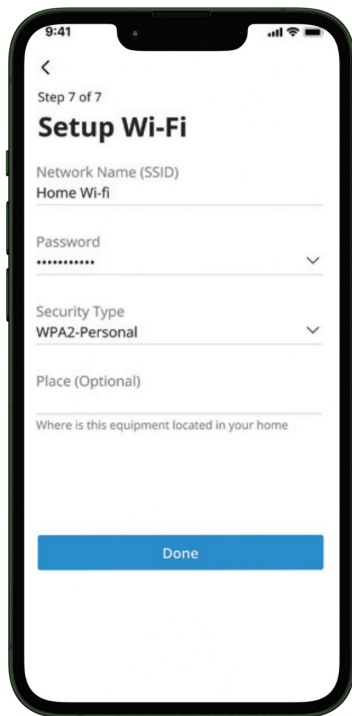
Discover how to:

- Configure a guest network
- Share your network password
- Establish parental controls
- Monitor connected devices
- Perform a speed test, and much more!

Visit: **vibrantbroadband.com/vbapp**

Fiber Connection Troubleshooting

Before reaching out to our Tech Support Team, we recommend trying basic troubleshooting steps to address slow or non-existent connections.

Rebooting the POE (Power Over Ethernet) device and/or the router can often resolve many issues. Please follow the steps below.

1. Locate the ONT (Optical Network Terminal), which is a white box. This unit is responsible for the fiber connection that enters your premise.

⚠️ **DO NOT pull on the fiber cable at the top of the ONT unit.**

2. When observing the device from the front, ensure to check the indicator lights.

If there is no LAN light, verify the connection to the router. If the fiber light is not lit, please contact us for further assistance.

3. If all lights on the ONT are illuminated, please reboot the router.

4. Locate the router and disconnect the power supply. Wait for 10 seconds.

5. Connect the router and wait for a 5 minute period before proceeding to test the Internet service.

To check your Internet speed, visit **vibrantbroadband.com/speedtest**

If you encounter any further difficulties after completing the speed test, please reach out to our Tech Support Team at **320-693-3231.**

Fixed-Wireless Troubleshooting

Before reaching out to our Tech Support Team, we recommend trying basic troubleshooting steps to address slow or non-existent connections.

Rebooting the POE (Power Over Ethernet) device and/or the router can often resolve many issues. Please follow the steps below.

1. Locate the POE (black box). Unplug the power cord and allow the indicator light to turn off.

If the indicator light remains illuminated for more than 15-seconds after disconnection, please call Vibrant Broadband's Technical Support for assistance.

2. Reconnect POE connection ensuring that the power indicator is illuminated. Allow the system to complete the booting process for a period of 5 minutes.
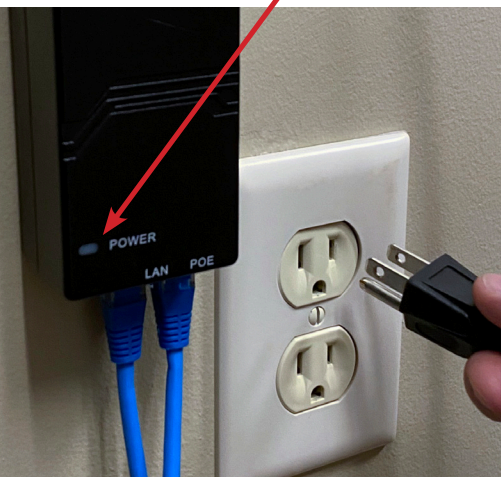
3. Check the Internet connection to determine if the service has been restored. If the service has not been restored, proceed with rebooting the router.

4. Locate the router and disconnect the power supply. Wait for 10 seconds.

5. Connect the router and wait for a 5 minute period before proceeding to test the Internet service.

To check your Internet speed, visit **vibrantbroadband.com/speedtest**

If you encounter any further difficulties after completing the speed test, please reach out to our Tech Support Team at **320-693-3231.**

SmartHub App

SmartHub for Convenient Paperless Billing

SmartHub is designed to streamline the billing process by eliminating the need for paper documents. We encourage users to login to their SmartHub accounts to access convenient billing and payment methods. With SmartHub, users are able to view their bills, track their payment history, enroll in Auto Pay, and much more.

Sign up at vibrantbroadband.com/smarthub

For an enhanced level of convenience, the SmartHub app is available for download. Simply search for "SmartHub" in the Apple App Store or Google Play Store to get started.

Vibrant Phone Service

Vibrant Phone Service

Additionally, Vibrant provides phone service options to both **Businesses** and **Residential Subscribers**. To learn more, visit our website at vibrantbroadband.com or feel free to contact us at **320-693-3231** during our regular business hours (M-F 8 AM-4:30 PM).

Residential Vibrant Phone Features

- Unlimited Long Distance
- Voicemail
- Caller ID
- Call Forwarding
- Call Return
- 3-Way Calling
- Call Hold
- Do Not Disturb
- More!

Vibrant Phone Quick-Start Guide

Vibrant Residential Phone Voicemail Instructions

If you have our phone service and opted to use our voicemail, we provide simple instruction to access it, change your PIN, and record your personal greeting.

Accessing Your Voicemail

Your voicemail is set up with a generic greeting. Your voicemail PIN will also be set up using 10 plus the last four digits of your home phone number.

Follow these instructions to access your voicemail:

From your home phone

- Dial *10 (star one zero)
- Enter your PIN (initially set up as 10 and the last four digits of your home phone number)
- Follow the prompts

From outside your home or your mobile phone

- Dial your home phone number
- When your voicemail answers, press * (star)
- When prompted, enter your voicemail PIN followed by the # sign
- Follow the prompts

Changing Your Voicemail PIN (6-digit PIN is required)

- Access your voicemail box
- From the Main Menu, press 4 to change your settings
- Press 3 for security options
- Press 1 to change PIN
- Follow the prompts

If you change your PIN, write it here: _____

Recording Your Personal Greeting

- Access your voicemail box
- From the Main Menu, press 3
- To set up a personal greeting, press 1
- To set up a system-generated greeting or to change the recording of your name, press 3
- Follow the prompts

If you don't record a personal greeting, a generic greeting will be played.

If you have any questions, don't hesitate to call us any time.

24 Hour Customer Care
320-693-3231

Need Help or Have Questions?
We're here for you.

Notes:

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320-693-3231

VIBRANT
Broadband®

1725 US Hwy 12 E • STE 100 • Litchfield, MN 55355
vibrantbroadband.com
320-693-3231

Technician: _____

Date of Installation: _____ /_____ /_____

We'd love to hear how we did!

⭐ ⭐ ⭐ ⭐ ⭐

Share your experience by leaving a review on Google — your feedback helps us improve and continue to serve you better.

01/2026