

Advanced Configuration Guide

Vodafone Mobile Wi-Fi
Vodafone R215



Table of Contents

Welcome	3
1. Getting Started – Initial Connection and Security Settings.....	4
1.1 Vodafone Mobile Wi-Fi Overview.....	5
1.1.1 System Requirements.....	5
1.1.2 Device overview	5
1.1.3 Vodafone Mobile Wi-Fi status display.....	6
1.1.4 Power saving and battery charging states.....	8
1.1.5 Vodafone Mobile Wi-Fi software updating and reporting capabilities, End User Licence Agreement	8
1.2 Device Set-up & Initial Connection	9
1.2.1 Device Set-up.....	9
1.2.2 Initial Connection.....	10
1.2.3 SIM Unlock screen	12
1.3 The Vodafone Mobile Wi-Fi browser login screen	13
1.4 Initial Security Configuration.....	14
1.4.1 Login and change the admin password.....	14
1.4.2 Establish a Secure Profile that meets your personal requirements.....	15
1.5 Advanced Configuration for iPhone, iPad, iPod Touch, smartphone or tablet.....	16
2. Vodafone Mobile Wi-Fi Configuration Interface – Advanced Settings.....	17
2.1 Overview	18
2.1.1 Access the Vodafone Mobile Wi-Fi Configuration pages from your web browser	18
2.1.2 Login to the Vodafone Mobile Wi-Fi to make changes.....	19
2.2 Mobile Wi-Fi	20
2.2.1 Mobile Broadband– Status, SIM PIN, Connection, Network Settings	20
2.2.2 Wi-Fi – Wi-Fi, MAC, Security	26
2.2.3 Router - Router & DHCP, NAT, DMZ, Advanced Settings	29
2.3 Storage.....	33
2.3.1 File storage	33
2.3.2 Sharing	34
2.4 SMS.....	35
2.4.1 SMS settings	35
2.5 Account.....	36
2.5.1 Account details	36
2.5.2 Account type	37
2.5.3 Balance.....	38
2.5.4 TopUp.....	39
3. Help and Troubleshooting	40
3.1 Overview	41
3.2 The Help and Diagnostics screens	42
3.2.1 Help.....	42
3.2.2 Diagnostics	43
3.2.3 Device controls	47
3.2.4 About.....	48
3.2.5 Support.....	49
3.3 Common Problems and Solutions	50
3.4 Using the Factory Reset Button	58
4. Glossary	59

Welcome

This Advanced Configuration Guide outlines the steps necessary to install and configure your Vodafone Mobile Wi-Fi and how to use the browser interface.

This guide is separated into 4 chapters:

1. **Getting Started – Initial Setup and Security Settings**
2. **The Vodafone Mobile Wi-Fi Browser Interface – Advanced Settings**
3. **Troubleshooting**
4. **Glossary**

Please save this Advanced Configuration Guide to your computer's hard drive for future reference.

Also refer to the User Guide which was shipped in the box with your Vodafone Mobile Wi-Fi device.

© Vodafone Group 2013, VODAFONE, the Vodafone logos and Vodafone Mobile Connect are trade marks of the Vodafone Group. Microsoft and Windows are either registered trade marks or trade marks of Microsoft Corporation in the United States and/or other countries. Other product and company names mentioned herein may be the trade marks of their respective owners.

1. Getting Started – Initial Connection and Security Settings

- Vodafone Mobile Wi-Fi Overview
- Initial Connection
- The Browser Login Screen
- Initial Security Configuration
- Using the Vodafone Mobile Wi-Fi monitor app on iPhone, iPad, iPod Touch, smartphone or tablet



1.1 Vodafone Mobile Wi-Fi Overview

The Vodafone Mobile Wi-Fi R215 creates a personal portable Wi-Fi zone (either 2.4 or 5 GHz) which allows up to 10 Wi-Fi enabled devices (for PCs, Laptops, Android devices including the Samsung® Galaxy Tab, Apple® iPhone and iPad or mobile gaming devices such as Nintendo® DSi) to share a secure mobile internet connection with theoretical peak rates of up to 150 Mbps downlink, 50 Mbps uplink via 4G .

The device is battery, mains or USB powered, and this flexibility allows the device to be positioned for best mobile coverage and then share this coverage between several devices via Wi-Fi.

The Mobile Wi-Fi device should not be used in a confined space where air flow is limited, for instance inside a jacket pocket or inside a hand bag etc.

1.1.1 System Requirements

To use the Vodafone Mobile Wi-Fi you need a device with Wi-Fi capability (supporting Wi-Fi 802.11 b/g/n) and an internet browser.

1.1.2 Device overview



The menu button gives you 3 options:

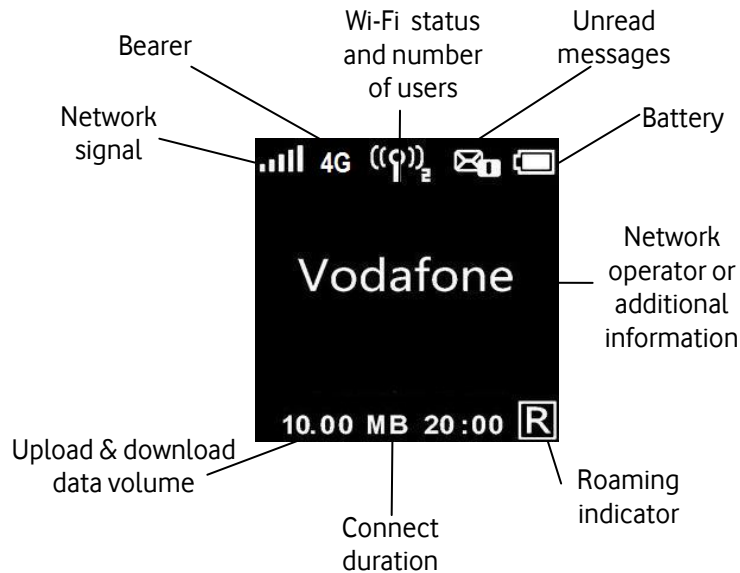
'Info' – displays your device SSID and network key (unless this option is switched off in the software).

'Fast Startup' – allows faster start-up of the device at the trade-off of additional power used.

'Wi-Fi Band' – allows selection of the Wi-Fi band used by the device, - either 2.4GHz or 5GHz. Some older Wi-Fi enabled devices may only be able to access Wi-Fi networks using b or g modes only – in this case also ensure band is set 2.4 GHz as the 5GHz band does not support b or g modes, only a or n modes.

1.1.3 Vodafone Mobile Wi-Fi status display

The status display screen on the front of the device displays information about the state of the Mobile Broadband connection, the network you are connected to, if an action is required from the user, the status of the devices Wi-Fi connectivity, and the battery charge.



Display power saving : The built-in power saving function means the information is displayed for 20 seconds and then the display powers off. In order to illuminate the display, briefly press the Power button, and the status information will display for another 20 seconds.

Display information

Network signal: 1-5 bars. 5 bars indicates strong network signal.

Bearer: Type of network bearer 4G, (H or 3G+): HSPA or HSPA+, 3G: 3G, E: EDGE, G: GPRS.

Wi-Fi status and number of users: Example above show Wi-Fi broadcasting and 2 users connected.

Unread messages: Number of unread SMS messages. Example above shows more than 1 unread SMS.

Battery: Varies from black (discharged) to white (fully charged). Example shows a fully charged battery.

Network Operator or additional information: The mobile broadband network that the device is connected to is displayed. Additional information messages may also be displayed here. Examples of messages are "No SIM", "SIM invalid", "Input PIN", and "Input PUK".

Roaming indicator: The example above shows the device is roaming off your normal network.

Connect duration: Time of current connection to network.

Upload and download volume: Approximate cumulative data usage (multiple connections).

Mobile Broadband signal strength:



Connected with excellent signal strength (5 bars) through to Low signal strength (1 bar).








The Mobile Broadband network connection has failed, or the service is not available.



Not connected, but a network connection is available (excellent signal, icon will greyed out). The device may be set to manual connection (not automatic connection) and is awaiting connection from the PC User Interface.

Battery charge:

While the device is being charged the battery icon will cycle through the charging icons below. When not being charged the icon will show the charge left in the battery.

- Discharged (0%) 
- Charging (10%) 
- Charging (30%) 
- Charging (60%) 
- Charged (100%) 

1.1.4 Power saving and battery charging states

Power saving: There are 2 types of power saving built into the device – display and connectivity.

Display: The built-in display power-saving function means the information is displayed on the Vodafone Mobile Wi-Fi for 20 seconds, then the display powers off to conserve the battery charge. In order to illuminate the display, press the Power button, and the status information will be displayed for another 20 seconds.

Connectivity: After 10 minutes without any users connected to the Vodafone Mobile Wi-Fi (via Wi-Fi or USB cable), the device will go into sleep mode.

If the device is being powered by **battery and is in sleep mode**, then it must be woken up by pushing the Power button before the device can be connected to. The display will briefly illuminate and connectivity will be allowed via Wi-Fi access.

If the device is being powered by **the mains charger or PC USB cable**, then as soon as a Wi-Fi connection request is received the Vodafone Mobile Wi-Fi will wake up from sleep mode (without any physical intervention), connect to the Wireless Broadband network and accept the Wi-Fi connection request.

Battery charging: Charging rates depend on whether the device is connected to the Mobile Broadband network, whether the Wi-Fi is transmitting, and whether the device is connected to the mains charger or to a PC. The scenarios are described below, but in summary it is best to use the mains charger when possible to ensure the battery remains charged, and charging is always faster when connected to the mains compared to PC USB charging:

Mains charging

- When not connected to the Mobile Broadband network – will take around 3 hours.
- When connected – will depend on the number of users and the amount of traffic flowing, but charging will take slightly longer than 3 hours.

PC USB trickle charging

- While not connected to the Mobile Broadband network (powered off) – will take around 5 hours.
- When connected – will depend on the number of users and the amount of traffic flowing. With regular browsing charging will take place at a reduced rate, but if high volume traffic flows through the device then it will not charge and may start discharging.

1.1.5 Vodafone Mobile Wi-Fi software updating and reporting capabilities, End User Licence Agreement

Vodafone Mobile Broadband software is included on this device, and contains built-in software updating and reporting capabilities as listed in the End User Licence Agreement.

End User Licence Agreement: Please ensure that you read and accept the End User Licence Agreement (EULA) for your country before you use the device and software. The EULAs are available for viewing here:

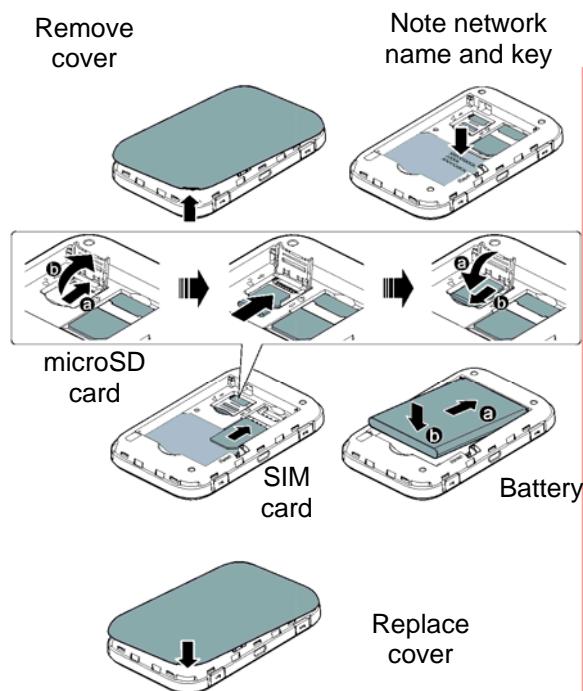
www.support.vodafone.com/VodafoneMobileWiFi/R215

1.2 Device Set-up & Initial Connection

1.2.1 Device Set-up

1. To prepare the Vodafone Mobile Wi-Fi device, you need to insert your SIM (and microSDHC card if you are using one for file sharing). On first use, plug the Vodafone Mobile Wi-Fi into the mains supply, turn the mains power and **allow the battery to fully charge (approximately 3 hours on mains power) before using it in battery mode**. A battery charging icon will be displayed in the Status Screen on the front of the device.

2. Insert the SIM as shown. If using a microSD card then insert as shown. You will find your Wi-Fi security details on a label under the battery. These are a secure Wi-Fi network key and a Wi-Fi network name (SSID), and are unique to your device. These details will be needed to connect your Wi-Fi enabled devices to the Mobile Wi-Fi device. The details are also on the Reminder Card that came in the packaging box with the device. They can also be retrieved once the device is powered on by pressing the Menu key and selecting 'Info'. The SSID and the network key are then shown on the device display for 20 seconds.



3. Switch on the device by pressing the Power button for 3 seconds. The display on the front of the Mobile Wi-Fi device will be illuminated, the device displays the Vodafone logo and will then go through its start-up sequence, connecting to the mobile network and starting Wi-Fi.

4. Use the normal Wi-Fi application on your computer or device to connect. Select the Mobile Wi-Fi network from the list of available Wi-Fi networks, click Connect and enter the WPA2 password (secure Wi-Fi network key). You should now have internet access via Vodafone Mobile Wi-Fi.

1.2.2 Initial Connection

Advanced configuration using a cable or Wi-Fi

Microsoft® Windows® 8, Windows® 8 RT (Wi-Fi access only), Windows® 7 (SP1 recommended), Windows Vista™ (SP2 recommended), or Windows® XP (SP3 recommended), a computer running Linux (Wi-Fi configuration only, not cable), or an Apple Mac running Mac OS® X 10.5 (Intel®), 10.6, 10.7 or 10.8 (all with latest updates).

Advanced configuration app for iPhone / iPad / iPod Touch / smartphone / tablet users

Apple device users should use the Safari browser to browse to the web UI <http://VodafoneMobile.wifi> or <http://192.168.0.1>, or download the Vodafone Mobile Wi-Fi monitor app. **Smartphone** and **tablet** users can check the device status by downloading the Vodafone Mobile Wi-Fi monitor app from the App Store in iTunes or the Android Market / Google Play. See Section 1.5 for sample monitor app screenshots.

The Vodafone Mobile Wi-Fi comes pre-configured with the Access Point Number (APN) and other Vodafone network settings to allow you to use this device on the Vodafone network without complex configuration or set-up.

Before you start: Make a note of your Wi-Fi security details - the WPA2 Key and Wi-Fi Network Name (SSID). The WPA2 Key and the SSID are unique to your device and can be found on a label under the battery inside the Vodafone Mobile Wi-Fi device. The details are also on the Reminder Card that came in the packaging box with the device. Also they can be retrieved once the device is powered on by pressing the Menu button and selecting 'Info'. The SSID and the network key are briefly shown on the device display.

You have two connection options when doing the initial setup of the Vodafone Mobile Wi-Fi.

Option 1 - Set up a connection to the Vodafone Mobile Wi-Fi - Wi-Fi Mode

In Wi-Fi mode you use the Vodafone Mobile Wi-Fi as a shared access point or Vodafone Mobile Wi-Fi. You use your PC's Wi-Fi capability to access the device.

- 1 Use your normal Wi-Fi manager on your computer to locate the Vodafone Mobile Wi-Fi wireless network.

Note: The steps to connect to a Wi-Fi network vary depending on your operating system and whether you use the native application or third-party software. Generally you click an icon (often in the System Tray for Windows or choose **System Preferences > Network** on a Mac) where you can select "View Available Wireless Networks." If you are unfamiliar with wireless networking on your computer, consult the computer help system. For differences between Windows 7 and Vista set-up please see the FAQ "**What is the difference between Vista and Windows & network set-up?**".

If multiple wireless networks are found, highlight the one named **VodafoneMobileWiFi-xxxxyy**. The xxxxyy represent a randomly generated set of numbers and letters which will differ per device.

- 2 Click **Connect**.

Option 2 - Set up a connection to the Vodafone Mobile Wi-Fi – Micro USB Cable connection

In USB Cable mode, you connect the Vodafone Mobile Wi-Fi directly to a computer using the Micro USB cable provided with the Vodafone Mobile Wi-Fi. You are using your PC's LAN capability over the USB Cable to access the device, and it will automatically establish a network connection.

When you first use the USB Cable to connect the R215 to your PC or Mac, the drivers for the device and a desktop shortcut to the Mobile Wi-Fi Configuration User Interface will be downloaded from the Vodafone Mobile Wi-Fi to your computer, and installed. These are pre-requisite to accessing your device when plugged into the computer using the USB cable.

Note: Wi-Fi will be on when the device is plugged into the computer using the USB cable. If you select disconnect from the Mobile Broadband network in the web UI, then **all** the Vodafone Mobile Wi-Fi users will be disconnected from the Mobile Broadband network as well.

It is highly recommended that you set up security for your Vodafone Mobile Wi-Fi at this time. The device has WPA2 security enabled, but you may want to change the WPA2 network key and your device administrator logon password with personalised settings.

Note: If you are connected to the device over Wi-Fi and find the Vodafone Mobile Wi-Fi redirects to the web UI (i.e. configuration page) instead of the page you expected when using the browser, this will be due to the fact that the device cannot connect the user to a Mobile Broadband network, and needs some sort of intervention from you.

If you have trouble connecting to the device ensure your WPA2 security key has been entered correctly. Note: The WPA2 key is case sensitive - please ensure you input it with the correct upper and lower case characters. An additional common cause of PC connection problems could be that your computer's Wi-Fi adapter has become confused by working with multiple Wi-Fi devices. The normal way to fix this on a PC is to right click on the Wireless Network Connection icon in the Windows toolbar, then select **Repair**. In Windows 7, right click the Wireless Network Connection icon, select **Troubleshoot problems** and select **Repair**.

Please check the device status display to see if it is waiting an input (for instance pressing the Power button), and also check the connected state in the web User Interface (UI) to confirm the device is showing "Connected", and if not refer to the Troubleshooting section later in this guide

1.2.3 SIM Unlock screen

In most cases you will never see this screen, however, if you are using a SIM that was not supplied with the device you may be prompted by this screen to unlock the SIM so it can work correctly with the device. Follow the on-screen instructions.

Mobile Wi-Fi Storage SMS Account Choose language ▼

Mobile Broadband Wi-Fi Router Help

Unlock your Mobile Wi-Fi

What you need to do
To unlock your Mobile Wi-Fi device you need an 8 digit unlock code which is unique and can only be used on your device.

Step 1.
To obtain your unique unlock code please contact [Support](#).
Please have your account details including your Mobile Wi-Fi device details when you call.

Device details :
Serial no. of device (IMEI): 866322010004902
Product name: Mobile Wi-Fi
Serial no. of SIM (ICCID): 89610300000819038222
SIM Number (MSISDN):


Step 2:
Enter the unlock code correctly into the field below. After the correct code is entered and the change applied, the device will unlock and automatically reset.

Unlock Code

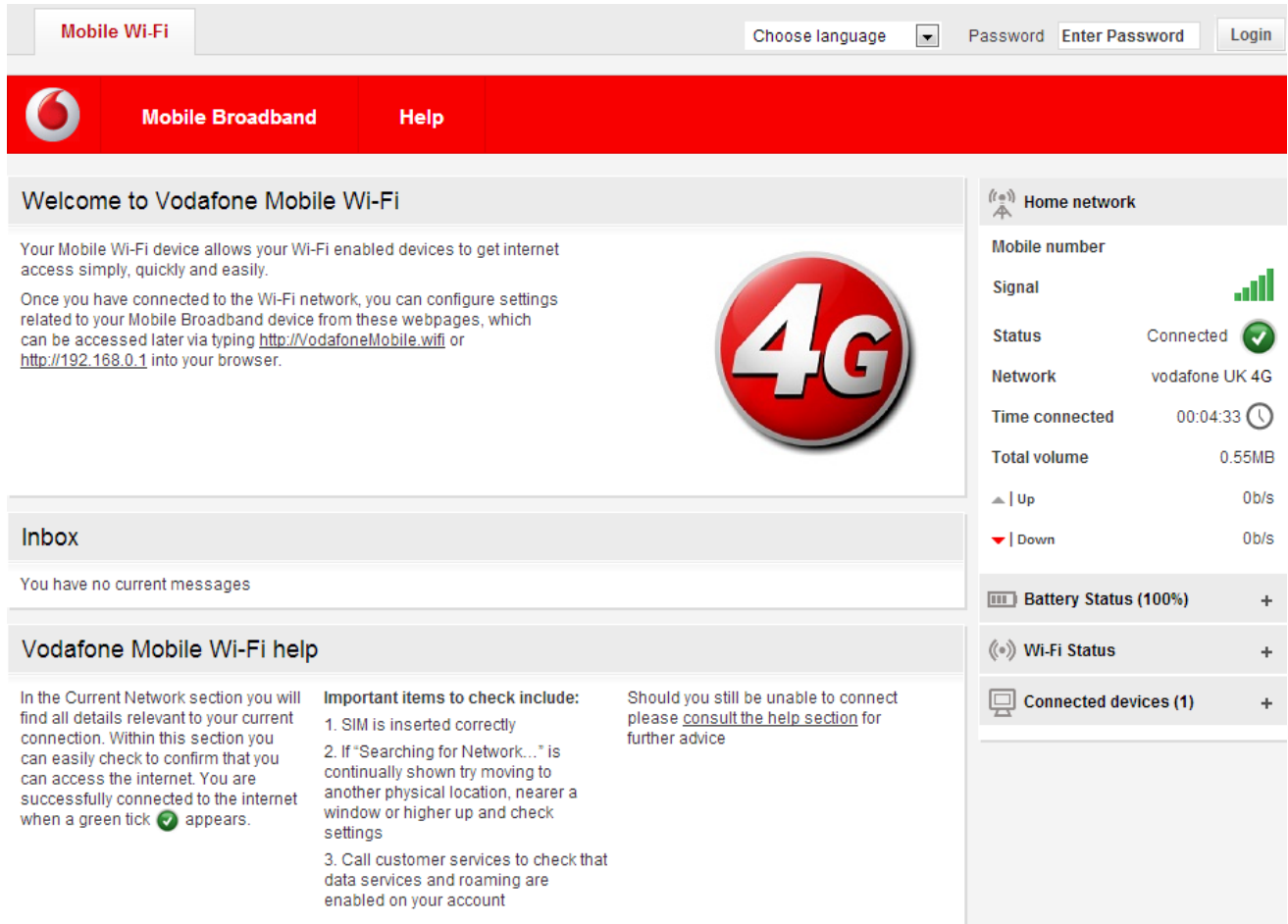
This is the 8 digit number provided by your mobile operator
100 unlock attempts remaining.

Unlock







1.3 The Vodafone Mobile Wi-Fi browser login screen

When connected to the device via Wi-Fi, enter **http://VodafoneMobile.WiFi** or **http://192.168.0.1** into the address window of your web browser, and press the **Enter** or **Return** key. If you have previously connected to the device using the Micro USB cable from your PC you can click on the short cut icon  on your desktop.

The Vodafone Mobile Wi-Fi configuration User Interface (UI) will be displayed.



The screenshot displays the Vodafone Mobile Wi-Fi configuration User Interface (UI). At the top, there is a navigation bar with "Mobile Wi-Fi" and "Choose language" (dropdown), and a "Password" field with "Enter Password" and "Login" buttons. Below this is a red header with the Vodafone logo, "Mobile Broadband", and "Help". The main content area is divided into several sections:

- Welcome to Vodafone Mobile Wi-Fi:** A welcome message stating that the device allows Wi-Fi enabled devices to get internet access simply, quickly and easily. It also provides instructions on how to access the Mobile Broadband device settings via <http://VodafoneMobile.wifi> or <http://192.168.0.1>.
- 4G:** A large red circular icon with "4G" in white, indicating the current network speed.
- Inbox:** A section titled "Inbox" with the message "You have no current messages".
- Vodafone Mobile Wi-Fi help:** A section providing help information. It includes a list of "Important items to check include:"
 1. SIM is inserted correctly
 2. If "Searching for Network..." is continually shown try moving to another physical location, nearer a window or higher up and check settings
 3. Call customer services to check that data services and roaming are enabled on your accountIt also includes a note: "Should you still be unable to connect please [consult the help section](#) for further advice".
- Home network status:** A sidebar on the right showing network details:
 - Mobile number
 - Signal: 
 - Status: Connected 
 - Network: vodafone UK 4G
 - Time connected: 00:04:33 
 - Total volume: 0.55MB
 - Up: 0b/s
 - Down: 0b/s
- Battery Status (100%):**  +
- Wi-Fi Status:**  +
- Connected devices (1):**  +

The web browser will always display certain information (network, Wi-Fi and battery status and list of connected devices) regardless of whether you are logged in or not.

1.4 Initial Security Configuration

The Vodafone Mobile Wi-Fi comes pre-configured with the information required to connect to the Vodafone mobile network. It will not normally require any additional configuration to the basic settings unless you are using the device behind a corporate firewall, and this may require the appropriate proxy server settings to be modified (see later section of this guide for how to do this).

The security of your wireless network is very important. We recommend that you configure the default security settings immediately by following these procedures:

- Login and change the Administration Password
- Establish a Secure Profile that meets your specific requirements

1.4.1 Login and change the admin password

1 Enter the default password “admin” into the Login window in the upper right corner of the screen and click **Login**. Select **Mobile Wi-Fi > Router > Router Settings**. Note: If you have an enterprise version of this device the password will be different – please check with your own company IT administrators who will hold your secure password for logging in.

The screenshot displays the Vodafone Mobile Wi-Fi configuration interface. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'Router settings' and contains several sections: 'Router settings' (with explanatory text), 'Router admin password' (with fields for 'Old password', 'New password', and 'Confirm password'), and 'IP Address of your router' (with a 'LAN domain' field containing 'VodafoneMobile.wifi' and an 'IP Address' field). A green 'Save' button is located at the bottom right of the password section. On the right side, there is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a bar chart), 'Status: Connected' (with a green checkmark), 'Network: vodafone UK 4G', 'Time connected: 00:06:59', and 'Total volume: 0.56MB'. Below this, there are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

- 2 Type the current password into the Old password field.
- 3 Select a new password and enter it into both password fields (New password and Confirm password).
- 4 Click **Save**. This will be the new administration password that you use when you login to the browser interface.

Note: Please record the new password. You will have to reset the device using the Master Reset button if you forget your new administration password. This will also reset all other changes you have made to the Mobile Wi-Fi device configuration.

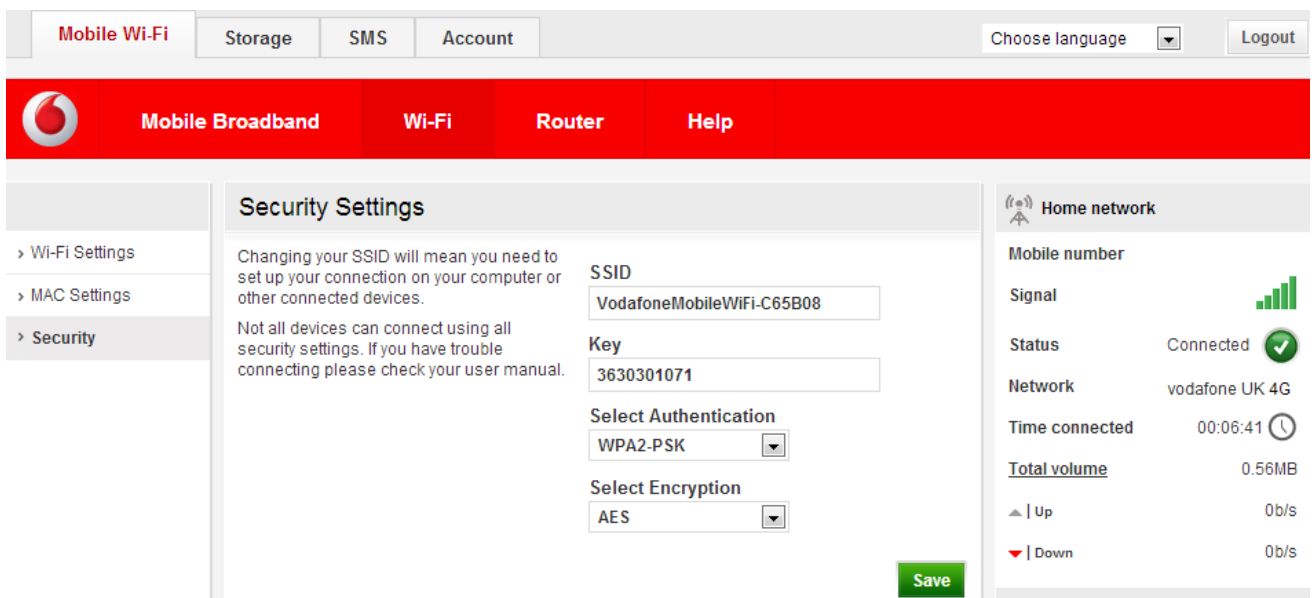
1.4.2 Establish a Secure Profile that meets your personal requirements

You can use advanced router security options: WEP, WPA-PSK, WPA/WPA2 mixed, WPA2-PSK, MAC address filtering / NAT security. WPA2-PSK is the default, but you may need to lower the security level if any of the devices that want to use the Vodafone Mobile Wi-Fi are do not support this level of security (for example, some older PCs do not support WPA2).

Select **Mobile Wi-Fi > Wi-Fi > Security**

IMPORTANT: Your Vodafone Mobile Wi-Fi comes with a pre-set WPA2 key that is unique to the device and is engraved on the back of the Vodafone Mobile Wi-Fi. If you want to change this key to something more memorable, you can change it by following the steps below. Vodafone recommend changing the WPA2 key to a secure key which can be easily remembered. Note: The WPA2 key is case sensitive - please ensure you input it with the correct upper and lower case characters.

1 From the left hand menu, select **Security**.



The screenshot displays the 'Security Settings' page in the Vodafone Mobile Wi-Fi management interface. The page has a red header with navigation tabs: Mobile Broadband, Wi-Fi, Router, and Help. Below the header, there are tabs for Mobile Wi-Fi, Storage, SMS, and Account, along with a 'Choose language' dropdown and a 'Logout' button. The main content area is titled 'Security Settings' and includes a left-hand navigation menu with options for Wi-Fi Settings, MAC Settings, and Security. The central panel contains instructions and form fields for configuring the Wi-Fi network: SSID (VodafoneMobileWiFi-C65B08), Key (3630301071), Select Authentication (WPA2-PSK), and Select Encryption (AES). A green 'Save' button is located at the bottom right of the form. On the right side, there is a 'Home network' status panel showing the mobile number, signal strength, status (Connected), network (vodafone UK 4G), time connected (00:06:41), total volume (0.56MB), and up/down speeds (0b/s).

- 2 Enter a memorable Network Key you want to use for Wi-Fi access to the device .
- 3 Choose the Authentication level you want from the drop-down box (WPA2 is the default).
- 4 Select the type of key encryption algorithm you want to use from the drop-down box.
- 5 Click **Save**.

IMPORTANT: Your wireless connection will be **disabled** at this point. You must reconnect with the new network key you just established if you are currently using wireless access to do the initial security configuration.

1.5 Advanced Configuration for iPhone, iPad, iPod Touch, smartphone or tablet

You can monitor the status of your Vodafone Mobile Wi-Fi device from any of the devices listed above, subject to device operating system versions of iOS v5 or above, or Android V2.1.0 or above.

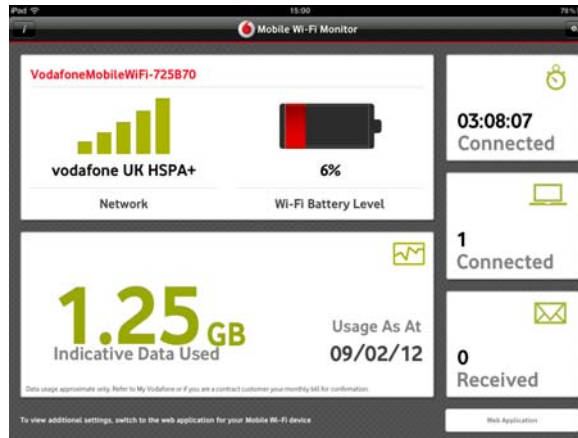
Apple device users should use the Safari browser to browse to the web UI <http://VodafoneMobile.wifi> or <http://192.168.0.1>, or download the Vodafone Mobile Wi-Fi monitor app.

Smartphone and tablet users can check the device status by downloading the Vodafone Mobile Wi-Fi monitor app from the App Store in iTunes or the Android Market / Google Play.

Download the Vodafone Mobile Wi-Fi monitor app. Sample monitor screens show below

Click on the app icon 

Tablet / iPad



iPhone / smartphone




2. Vodafone Mobile Wi-Fi Configuration Interface – Advanced Settings

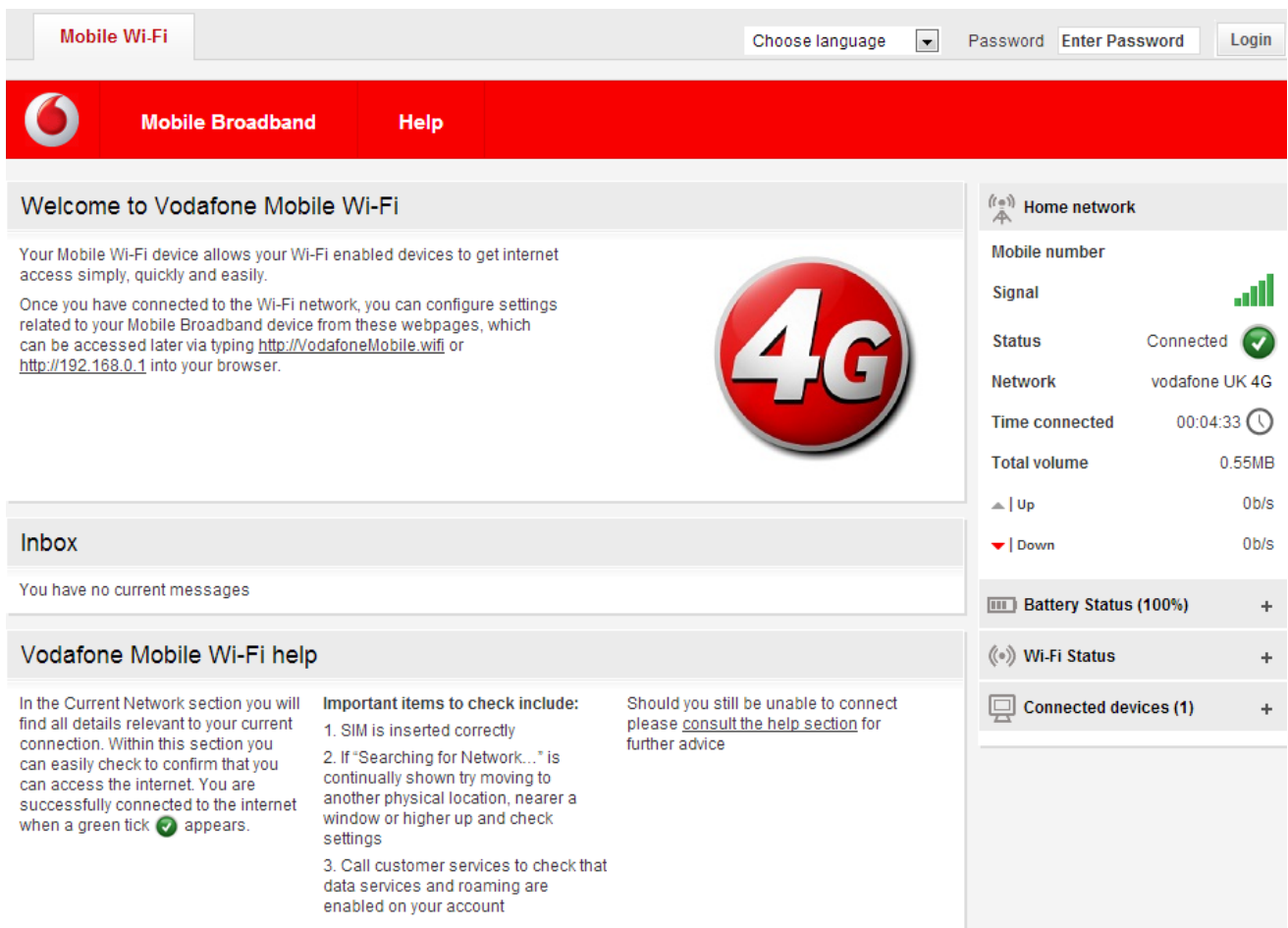
- Overview
- Mobile Broadband settings
- Wi-Fi settings
- Router settings
- File Storage
- SMS
- Account settings



2.1 Overview

2.1.1 Access the Vodafone Mobile Wi-Fi Configuration pages from your web browser

Enter **http://VodafoneMobile.WiFi** or **http://192.168.0.1** into the address window of your web browser, and press the **Enter** key. If you have previously connected to the device using the Micro USB cable from your PC you can click on the short cut icon  on your desktop. When you first connect to the Vodafone Mobile Wi-Fi with your web browser, you see the “Vodafone Mobile Wi-Fi Configuration Page” below which gives basic status information. You will not be logged into the Vodafone Mobile Wi-Fi at this stage, and will be unable to save any changes you make to the device configuration until you login.



Mobile Wi-Fi Choose language Password Enter Password Login

Mobile Broadband **Help**

Welcome to Vodafone Mobile Wi-Fi


Your Mobile Wi-Fi device allows your Wi-Fi enabled devices to get internet access simply, quickly and easily.


Once you have connected to the Wi-Fi network, you can configure settings related to your Mobile Broadband device from these webpages, which can be accessed later via typing <http://VodafoneMobile.wifi> or <http://192.168.0.1> into your browser.

4G


Home network

Mobile number

Signal 

Status Connected 

Network vodafone UK 4G

Time connected 00:04:33 

Total volume 0.55MB

▲ | Up 0b/s

▼ | Down 0b/s

Battery Status (100%) +


Wi-Fi Status +

Connected devices (1) +

Inbox

You have no current messages

Vodafone Mobile Wi-Fi help

In the Current Network section you will find all details relevant to your current connection. Within this section you can easily check to confirm that you can access the internet. You are successfully connected to the internet when a green tick  appears.

Important items to check include:

1. SIM is inserted correctly
2. If “Searching for Network...” is continually shown try moving to another physical location, nearer a window or higher up and check settings
3. Call customer services to check that data services and roaming are enabled on your account

Should you still be unable to connect please [consult the help section](#) for further advice

2.1.2 Login to the Vodafone Mobile Wi-Fi to make changes

To login to the Vodafone Mobile Wi-Fi, enter your password (the default password “**admin**”) into the Login window in the upper right corner of the screen, and click **Login**. The Home Page will be displayed, and you will be able to update values on all screens. Note: If you have an enterprise version of this device the password will be different – please check with your own company IT administrators who will hold your secure password for logging in.


Mobile Wi-Fi Storage SMS Account Choose language Logout

Mobile Broadband Wi-Fi Router Help

Welcome to Vodafone Mobile Wi-Fi

Your Mobile Wi-Fi device allows your Wi-Fi enabled devices to get internet access simply, quickly and easily.


Once you have connected to the VodafoneMobileWiFi-C65B08 Wi-Fi network, you can configure settings related to your Mobile Broadband device from these webpages, which can be accessed later via typing <http://VodafoneMobile.wifi> or <http://192.168.0.1> into your browser.



Inbox

You have no current messages

Vodafone Mobile Wi-Fi help

In the Current Network section you will find all details relevant to your current connection. Within this section you can easily check to confirm that you can access the internet. You are successfully connected to the internet when a green tick  appears.


Important items to check include:


1. SIM is inserted correctly
2. If "Searching for Network..." is continually shown try moving to another physical location, nearer a window or higher up and check settings
3. Call customer services to check that data services and roaming are enabled on your account

Should you still be unable to connect please [consult the help section](#) for further advice


Home network

Mobile number

Signal 

Status Connected 


Network vodafone UK 4G


Time connected 00:04:57 


Total volume 0.56MB

▲ | Up 0b/s

▼ | Down 0b/s

 **Battery Status (100%)** +

 **Wi-Fi Status** +

 **Connected devices (1)** +

2.2 Mobile Wi-Fi

The Mobile Wi-Fi view has four options on the Navigation bar covering device configuration: Mobile Broadband, Wi-Fi, Router and Help.

2.2.1 Mobile Broadband– Status, SIM PIN, Connection, Network Settings

The Mobile Broadband area of the Mobile Wi-Fi view has 4 selections on the left hand Menu bar: **Status**, **SIM PIN**, **Connection** and **Network**.

2.2.1.1 Status

Choose **Status** from the left hand menu bar to get an overview of the state of the Mobile Broadband connection. This screens show you the SIM PIN setting, the type of Mobile Network connection preferred, and whether the device is currently connected to the network.

The screenshot shows the Vodafone Mobile Wi-Fi interface. At the top, there are tabs for Mobile Wi-Fi, Storage, SMS, and Account. A navigation bar below contains Mobile Broadband, Wi-Fi, Router, and Help. The main content area is titled 'Mobile Broadband connection status' and includes a left-hand menu with Status, SIM PIN, Connection, and Network. The status section shows 'PIN NOT STORED', '4G Preferred(Change)', and 'Connected'. A 'Mobile Broadband help' section provides instructions on PIN storage and network selection. On the right, a 'Home network' panel shows signal strength, status (Connected), network (vodafone UK 4G), time connected (00:05:11), and total volume (0.56MB). A footer menu lists various settings categories like Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help.

2.2.1.2 SIM PIN

Choose **SIM PIN** from the left hand menu bar to manage the SIM settings. Some networks require a PIN to be entered to access the Network. On this screen you can store the PIN to automatically respond when requested by the network instead of prompting you for it each time, and you can also modify and store the PIN. You must be logged in to the UI screen, and must know your current PIN before trying to change it, as you only get 3 attempts top enter it correctly. If you get it wrong 3 times, you will be asked to enter your PUK code. If you do not know the codes, they can be obtained from your local Customer Care team.

The screenshot displays the Vodafone Mobile Wi-Fi settings interface. At the top, there is a navigation bar with 'Mobile Wi-Fi' selected, alongside 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red header bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'SIM PIN Settings'. It includes a left-hand menu with 'Status', 'SIM PIN', 'Connection', and 'Network'. The 'SIM PIN' section contains the following text: 'Your SIM PIN is not stored and you will be prompted to enter your PIN if enabled to start a connection. If you wish to change this setting enter your PIN and uncheck 'Require my PIN to connect' before saving your selection. If you wish to change your PIN enter your existing PIN and your new PIN twice before saving your selection.' Below this text is a red warning icon with 'PIN NOT STORED', a text input field labeled 'Enter current PIN code', and a 'Require my PIN to connect' checkbox. A 'Save' button is located at the bottom right of this section. A 'SIM PIN help' section provides further instructions. On the right side, there is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a bar chart), 'Status' (Connected with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:05:17), and 'Total volume' (0.56MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a navigation bar with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

2.2.1.3 Connection

Choose **Connection** from the left hand menu bar to manage the behaviour of your device when connecting to the Mobile Network. If you are connected to the network (a green tick is displayed beside Connected), you can disconnect by clicking on Disconnect.

Allow guest users to establish a connection means that users who do not have the admin password to the device can also change the Mobile Wi-Fi devices connection. When this is unchecked (the default) only admin users can control the connect or disconnect from the mobile broadband network

Allow guest users to access Mobile Broadband settings means that users who do not have the admin password to the device can also change the Mobile Wi-Fi devices mobile broadband connection settings, e.g. connect/disconnect, automatically connect when roaming etc. When this is unchecked (the default) only admin users can control the mobile broadband settings

Account type should automatically be set from the SIM, and must reflect your contract with the network. Values could be Contract, Prepay, Web Sessions or Custom. You should not normally need to change any settings here.

Connection mode allows you to set how the application should react when a mobile broadband connection is available:

- Automatic - the application will automatically open a connection as soon as one is available, rather than waiting for you to open one yourself.
- Prompt - the application will prompt you to open a connection within the QuickStart web UI, rather than automatically opening it.

Automatically connect even when roaming – Select this option if automatic connection should take place even when you are not on your own mobile network operator's network, but are using a network from another operator. This is known as 'roaming'.

The screenshot displays the Vodafone Mobile Wi-Fi settings interface. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'Mobile Broadband Connection Settings'. It includes a left-hand menu with 'Status', 'SIM PIN', 'Connection', and 'Network'. The 'Connection' section is active, showing a 'Connected' status with a green checkmark. Below this, there are several settings: 'Allow guest users to access Mobile Broadband network settings' (unchecked), 'Account type' (set to 'Pay monthly'), 'IP type' (set to 'IPv4 + IPv6'), 'Idle time' (set to '3600'), 'Connection mode' (set to 'Automatic'), and 'Automatically connect even when roaming' (checked). A 'Save' button is located at the bottom right of the settings area. On the right side of the page, there is a 'Home network' section showing signal strength, status (Connected), network name (vodafone UK 4G), time connected (00:05:25), and total volume (0.56MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

By selecting “Custom” setting in the Account Type field you can enter your own mobile broadband connection settings into the additional fields then shown (see next screenshot):

- APN - (Access Point Name) this is an internet address, which has a format like internet.vodafone.com.
- Number – this is the Number which the mobile network dials to connect to the internet
- DNS - Normally your computer will be given DNS Settings Automatically when it connects. However, if you wish to enter manual addresses, you need at least one Primary DNS address. The secondary DNS address is optional and may be left blank.
- DNS2 – if using manual DNS Settings, you can enter a secondary DNS address in this field.
- Security drop-down menu – Select the type of security you wish to use from this menu. Supported security types include PAP (Password Authentication Protocol) and CHAP (Challenge Handshake Authentication Protocol).
- Username - the user Name should be entered into this field.
- Password - the Password should be entered into this field.
- Confirm password – Confirm the password entered in the ‘Password’ field. If the password and confirmation do not match, an error will be shown asking you to enter your password and confirm it again.

Custom account type screenshot showing additional fields

The screenshot displays the Vodafone Mobile Wi-Fi configuration interface. At the top, there are navigation tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'Mobile Broadband Connection Settings'. It includes a left sidebar with a navigation menu: 'Status', 'SIM PIN', 'Connection', and 'Network'. The 'Connection' section is active, showing instructions and a 'Connected' status. The 'Account type' is set to 'Custom'. Other settings include 'IP type' (IPv4 + IPv6), 'IPv4/IPv6 APN', 'IPv4/IPv6 Number', 'IPv4/IPv6 DNS1', 'IPv4/IPv6 DNS2', 'Security' (PAP), 'IPv4/IPv6 Username', 'IPv4/IPv6 Password', 'IPv4/IPv6 Confirm Password', 'Idle time' (3600), and 'Connection mode' (Automatic). A 'Save' button is at the bottom right. On the right side, there is a 'Home network' summary panel showing signal strength, status (Connected), network (vodafone UK 4G), time connected (00:05:43), and total volume (0.56MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

2.2.1.4 Network

Choose **Network** from the left hand menu bar to manage what sort of connection your device makes to the network.

For Connection Type, selecting an exclusive option like '4G Only' will limit your device to using only that bearer, so it will not find a network when that bearer is not available. In contrast, selecting a preference, such as '4G Preferred', will set your device to use your preferred bearer when it is available, but drop down to another bearer when it is not. When you make any changes to any of the settings in Network Settings panel, click 'Save' to save them. If the Save button is not clicked, any settings changes you have made will be discarded.

Preferred Network options allow you to manage how your device interacts with the mobile network.

- Automatic – Your device will search for and select the best network, according to preferences shared between your device, your SIM and the mobile networks that are available.
- Search – Click this button to display a list of all the mobile networks that are available at your current location, and select one of them manually. Your Vodafone QuickStart device will then attempt to connect to this network whenever it starts up.
- Refresh – Once the list of mobile networks has appeared, you can click this button to scan for networks again, and refresh the networks list.
- Save – Save the selected network as your preferred mobile network.
- Cancel – Discard any changes you have made, and set your QuickStart device back to selecting a mobile network automatically.

The screenshot shows the Vodafone Mobile Wi-Fi settings page. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are on the right. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'Network settings' and includes a left-hand menu with 'Status', 'SIM PIN', 'Connection', and 'Network' (selected). The main panel shows the current network as 'vodafone UK' and the connection type as '4G Preferred'. It also lists other options: '4G Only', '3G Only', and 'GPRS Only'. The preferred network is set to 'Automatic'. A 'Search' button is visible. To the right, there is a 'Home network' section showing signal strength, status (Connected), network name (vodafone UK 4G), time connected (00:06:11), total volume (0.56MB), and up/down speeds (0b/s). Below this are sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. A 'Help' section at the bottom provides troubleshooting information for inconsistent network coverage, 4G/3G Only settings, and GPRS Only settings.

2.2.2 Wi-Fi – Wi-Fi, MAC, Security

2.2.2.1 Wi-Fi settings

Choose **Wi-Fi settings** from the left hand menu bar allows you to enable /disable the Wi-Fi functionality, whether to broadcast the Wi-Fi network name (the SSID) and to select the Wi-Fi Band and Channel.

Enabling Wi-Fi allows others to access the internet via this device. If you choose not to broadcast the SSID (network name) then in order to connect to the device a user must specify the SSID in their Wi-Fi set up. The Wi-Fi network name does not appear in available network lists on Wi-Fi enabled devices.

Set Show SSID to off to stop the device displaying the current SSID (network name) and Wi-Fi Key when the Menu button is pressed. The default value is on (display SSID and Wi-Fi Key).

The screenshot displays the Vodafone Mobile Wi-Fi settings interface. At the top, there are navigation tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. A red navigation bar contains 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Wi-Fi Settings' and includes a descriptive note: 'You may change your wi-fi settings here. Please note any changes may mean you can no longer connect to your Mobile Wi-Fi device.' The settings are as follows:

- Wi-Fi enabled:** On Off
- Broadcast SSID:** On Off
- Show SSID on Device:** On Off
- Select Mode:** b/g/n
- Select Channel:** Automatic

A green 'Save' button is located at the bottom right of the settings area. On the right side, the 'Home network' status panel shows:

- Mobile number
- Signal (represented by a bar chart)
- Status: Connected (with a green checkmark icon)
- Network: vodafone UK 4G
- Time connected: 00:06:41
- Total volume: 0.56MB
- Up/Down speed indicators: 0b/s
- Battery Status (100%) with a plus sign to expand
- Wi-Fi Status with a plus sign to expand

2.2.2.2 MAC settings

Choose **MAC settings** from the left hand menu bar to restrict access to your device by MAC address.

The MAC address is specific to a particular piece of hardware such as a network adapter. By enabling MAC Address Filtering you only allow certain devices access to your Vodafone Mobile Wi-Fi device. If the list is empty then any client with the correct security credentials can access the Vodafone Mobile Wi-Fi.

IMPORTANT: Do not enable MAC Address Filtering unless you have added your own MAC address to the MAC address list, otherwise you will be unable to access the Vodafone Mobile Wi-Fi device via Wi-Fi (but you will still be able to connect to the device via the USB cable).

- On a Windows computer, you can find the MAC address by running ipconfig /all from the cmd window. The MAC address is referred to as the Physical Address.
- On a Mac, open System Preferences > Network. Select Airport in the Show: drop down list. The MAC address is the Airport ID that displays underneath.

The screenshot displays the Vodafone Mobile Wi-Fi settings interface. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is divided into three sections:

- MAC Settings:** This section contains a text block explaining that when MAC filtering is enabled, only devices on the authorized list can connect. It states 'MAC Filtering enabled' and shows 'On' and 'Off' radio buttons, with 'Off' selected. Below this, it says '1 of 10 connected devices' and includes a 'Save' button.
- MAC Filtering Help:** This section provides three columns of text explaining the implications of enabling MAC filtering, including the 10-device limit and the difference between whitelisting and blacklisting.
- Home network status:** This sidebar on the right shows network details for 'Home network', including 'Mobile number', 'Signal' strength, 'Status' (Connected), 'Network' (vodafone UK 4G), 'Time connected' (00:06:34), and 'Total volume' (0.56MB). It also shows 'Up' and 'Down' data rates as 0b/s. Below this are sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

2.2.2.3 Security

Choose **Security** from the left hand menu bar to manage the name of the Wi-Fi network (SSID), the network key (secure password required to access the Wi-Fi network), the level of security (authentication) and the type of encryption used on the network key.

The default SSID (network name) is VodafoneMobileWiFi-xxxxyy where the xxxxyy represents a randomly generated set of numbers and letters which will differ for each Vodafone Mobile Wi-Fi device.

To change the Wi-Fi network Key (Password), enter a memorable Network Key you want to use for the Wi-Fi access to the device.

Several levels of security are available – the default is the highest level of generally available wireless security encryption (WPA2-PSK). Select the highest level of authentication that will allow all your Wi-Fi devices to access the network (for example, some older Wi-Fi enabled devices may not have WPA2 security available in them and may need WPA) security to be able to access the Wi-Fi.

The encryption option MIX means device will support both TKIP and AES encryption algorithms in WPA or WPA2, and the algorithm that will actually be used will depend on the wireless client.

Select **Save** to save the updated the fields.


The screenshot displays the 'Security Settings' page in the Vodafone Mobile Wi-Fi management interface. At the top, there are navigation tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account', along with a language selector and a 'Logout' button. Below this is a red header bar with the Vodafone logo and navigation links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is divided into three sections:

- Left sidebar:** A navigation menu with 'Security' selected.
- Security Settings:** A central panel with a warning message: 'Changing your SSID will mean you need to set up your connection on your computer or other connected devices.' Below this are input fields for 'SSID' (VodafoneMobileWiFi-C65B08) and 'Key' (3630301071). There are also dropdown menus for 'Select Authentication' (WPA2-PSK) and 'Select Encryption' (AES). A green 'Save' button is located at the bottom right of this section.
- Wi-Fi Security Help:** A section at the bottom of the main panel providing additional information about security levels and the need to reconnect after changes.
- Home network:** A panel on the right side showing network status: 'Mobile number', 'Signal' (with a bar chart), 'Status' (Connected with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:06:41), and 'Total volume' (0.56MB). It also shows 'Up' and 'Down' speeds (both 0b/s) and expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

2.2.3 Router - Router & DHCP, NAT, DMZ, Advanced Settings

2.2.3.1 Router settings

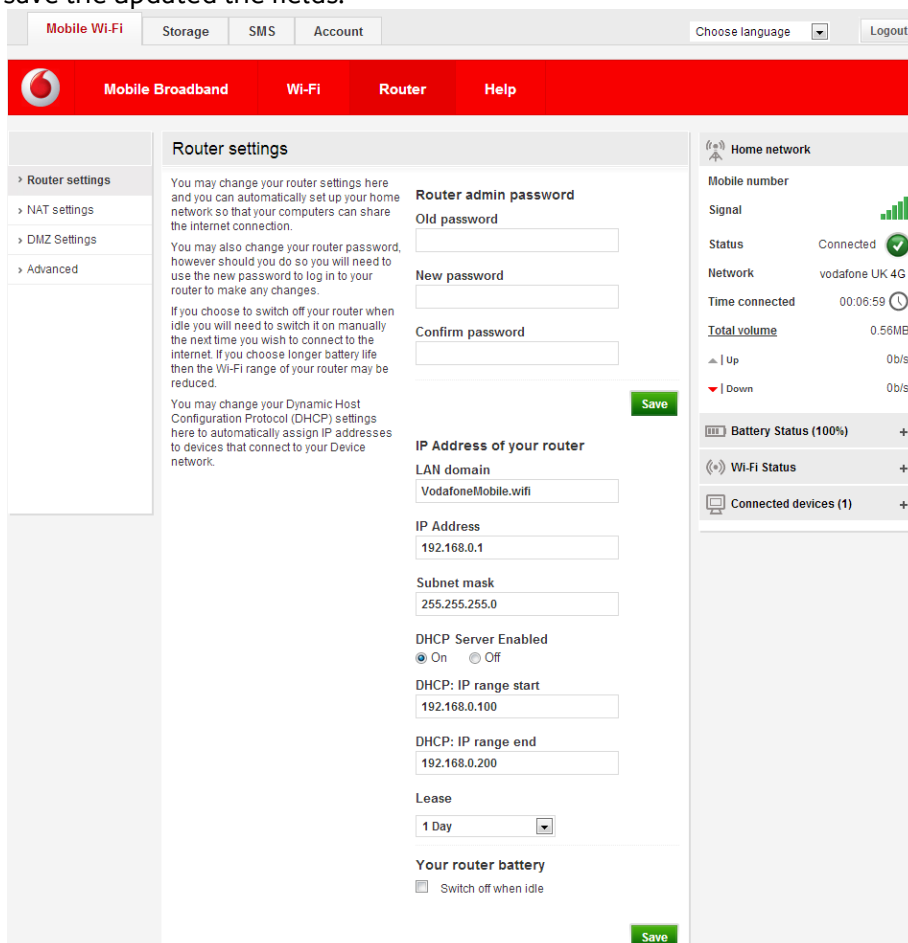
Choose **Router settings** from the left hand menu bar to manage the admin password and router settings.

The top of the screen allows you to change the administration password that you need to enter on the Vodafone Mobile Wi-Fi configuration screen (<http://VodafoneMobile.WiFi> or <http://192.168.0.1> from your web browser) in order to login to the Vodafone Mobile Wi-Fi. If you have previously connected to the device using the Micro USB cable from your PC you can click on the short cut icon  on your desktop. Please change it to something memorable. The default password is "admin". Select **Save** to save the updated the fields. Note: If you have an enterprise version of this device the password will be different – please check with your own company IT administrators who will hold your secure password for logging in.

You can modify both the Local IP Address and Subnet Mask for the network, and also change the LAN domain name (default value is <http://VodafoneMobile.WiFi>). Select **Save** to save the updated the fields.

Using DHCP allows the device to automatically assign a local IP address to a new device joining your network (such as a wireless printer or additional laptop). Without DHCP enabled, you will have to assign static IP addresses to all devices on your network. You can also change the IP Address Range used by the Vodafone Mobile Wi-Fi DHCP server, and the time of each lease (default one day). Changing the IP Address Range may prevent currently connected devices from using the Wi-Fi device connection.

Select **Save** to save the updated the fields.



The screenshot displays the 'Router settings' page of the Vodafone Mobile Wi-Fi configuration interface. The page is divided into several sections:

- Router settings:** Contains introductory text and a 'Save' button.
- Router admin password:** Fields for 'Old password', 'New password', and 'Confirm password', with a 'Save' button.
- IP Address of your router:** Fields for 'LAN domain' (VodafoneMobile.wifi), 'IP Address' (192.168.0.1), and 'Subnet mask' (255.255.255.0).
- DHCP Server Enabled:** A radio button set with 'On' selected.
- DHCP: IP range start:** Field with value 192.168.0.100.
- DHCP: IP range end:** Field with value 192.168.0.200.
- Lease:** A dropdown menu set to '1 Day'.
- Your router battery:** A checkbox for 'Switch off when idle'.

On the right side, there is a 'Home network' status panel showing signal strength, status (Connected), network type (vodafone UK 4G), time connected (00:06:59), total volume (0.56MB), and battery status (100%).

2.2.3.2 NAT settings

Choose **NAT settings** from the left hand menu bar to configure the Vodafone Mobile Wi-Fi to authorise network access to specific applications (usually gaming applications) to allow them to work correctly.

NAT allows you to enhance the security of your system by only allowing certain applications to reach the Internet. In order to set up port filtering for a custom application, you will need to know the source port numbers or source port ranges, and the protocol (TCP, UDP, or both) used by outgoing traffic.

Many of the most popular games and access methods are already included in the drop-down menus on this screen – consult your application user guide to see what options you should select on this screen. If your application does not appear on the drop-down menu you can add it and configure it manually.

After you have configured your applications they will appear in the authorised applications list at the bottom of the screen. You can now delete or change the application authorisation using the **Delete** and **Change** buttons on the right hand side of the screen.

IMPORTANT: You will need to set up static IP addresses on your Wi-Fi for each device that has an application you want to forward to.

The screenshot displays the 'NAT settings' page in a web browser. At the top, there's a navigation bar with 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account' tabs. Below this is a red header with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'NAT settings' and contains the following elements:

- Introduction:** A paragraph explaining that NAT settings allow changing Network Address Translation (NAT) settings.
- NAT Enabled:** A section with two radio buttons: 'On' (selected) and 'Off'.
- NAT Type:** A section with two radio buttons: 'Symmetric' and 'Cone' (selected).
- Application List:** A table with columns: Application, Protocol, Source Port, Destination IP, Destination port, Delete, and Change. It is currently empty.
- Add custom application:** A form with fields for 'Application name', 'Protocol' (dropdown menu), 'Source Port', 'Destination IP', and 'Destination port', followed by an 'Add' button.
- Save:** A green 'Save' button at the bottom right of the form.
- NAT Help:** A section at the bottom with three columns of text providing additional information about NAT.

On the right side, there is a sidebar with network status information:

- Home network:** Mobile number, Signal strength indicator, Status (Connected with a green checkmark), Network (vodafone UK 4G), Time connected (00:07:21), Total volume (0.56MB), and Up/Down speed indicators (0b/s).
- Battery Status (100%):** A plus sign to expand/collapse.
- Wi-Fi Status:** A plus sign to expand/collapse.
- Connected devices (1):** A plus sign to expand/collapse.

2.2.3.3 DMZ settings

Choose **DMZ settings** from the left hand menu bar to add an additional layer of security to the network. An external attacker only has access to equipment in the DMZ, rather than the whole of the network. Generally, any service that is being provided to users in an external network could be placed in the DMZ. The most common of these services are web servers, mail servers, ftp servers, VoIP servers and DNS servers.

If you enable the DMZ, you are prompted for the IP address of the computer to be exposed to the external network. Enter the correct IP address and select **Save**. The default setting is the IP address of the computer you are using to access this interface.

The screenshot displays the Vodafone Mobile Wi-Fi settings application. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red navigation bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' options. The main content area is titled 'DMZ Settings'. It includes a description: 'You can use this function to make one of your computers accessible from the internet, eg. a web or FTP server, while still protecting the other computers in your network.' Below this, there is a 'DMZ' section with radio buttons for 'On' and 'Off', where 'Off' is selected. A 'Save' button is located to the right. Underneath, there is a 'DMZ Help' section with two columns of text explaining the function and providing instructions. On the right side of the screen, there is a 'Home network' status panel showing 'Mobile number', 'Signal' strength, 'Status' (Connected), 'Network' (vodafone UK 4G), 'Time connected' (00:07:31), and 'Total volume' (0.56MB). At the bottom, there is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

2.2.3.4 Advanced

Choose **Advanced** from the left hand menu bar to backup and restore the device configuration settings, or to reset the device back to the original factory settings.

You can save the current configuration of the Vodafone Mobile Wi-Fi device, or restore a saved configuration. Click **Backup** to save. To restore a previously saved copy of the settings, enter the location into the restore box and click **OK**.

The Restore to Factory Defaults option will reset your device to the standard settings that applied when it first came out of the box. To reset the device to its factory settings click **Reset**. Alternatively, you can use the hardware reset button found on the bottom of the device when the cover is removed (see section 3.4).

The screenshot shows the 'Advanced' configuration page for a Vodafone Mobile Wi-Fi device. The page has a red header with the Vodafone logo and navigation links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. Below the header is a navigation bar with tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account', along with a language selector and a 'Logout' button. The main content area is titled 'Advanced' and contains three sections: 'Back-up configuration', 'Restore from back-up', and 'Restore to defaults'. The 'Back-up configuration' section includes a 'Backup' button. The 'Restore from back-up' section includes a 'Choose File' button, a 'Restore' button, and a 'Settings file' input field. The 'Restore to defaults' section includes a 'Reset' button. On the right side of the page, there is a 'Home network' status panel showing 'Mobile number', 'Signal', 'Status' (Connected), 'Network' (vodafone UK 4G), 'Time connected' (00:07:38), and 'Total volume' (0.56MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

2.3 Storage

The **Storage** view has three options on the Navigation bar covering how files can be accessed from a Micro SD card that is inserted into the Mobile Wi-Fi device: **File Storage, Sharing** and **Help**.

2.3.1 File storage

Choose **File storage** from the Navigation bar to manage access to the contents of a Micro SD card that has been inserted into the Mobile Wi-Fi device. Once files are loaded onto a Micro SD card, they can be read over Wi-Fi by any accessing devices. The default setting is that you must be logged in before you can upload new files or delete files from the Micro SD card. You can change this setting on the **Sharing** screen.

You can configure which files on the Micro SD card are accessible (the whole card or specific directories on it), and the type of sharing (Read only or Read/Write). If file sharing is enabled then the files can be available via Wi-Fi or the USB cable connection if it is being used to access the device. By default all files are shared as read-only.

For bulk upload of files to the Micro SD card it is usually easier to upload via the USB port. To use the micro SD card via the USB cable:

- Switch off HTTP sharing via the web UI first to allow the SD card to be detected as a removable disk by the PC/Mac when plugged in over USB.
- Upload files using Explorer Drag and Drop or Cut and Paste
- Switch HTTP SD card sharing back on to allow access over Wi-Fi.

The screenshot displays the Vodafone Mobile Wi-Fi web interface. At the top, there are navigation tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. The 'Storage' tab is active. Below the navigation bar, there is a red header with the Vodafone logo and two buttons: 'Sharing' and 'Help'. The main content area is divided into two columns. The left column contains 'Sharing Settings' and 'Micro SD Card Sharing Help'. The 'Sharing Settings' section includes a description of sharing, a 'Sharing Settings' section with a note about folder sharing, and an 'HTTP Sharing' section with 'On' and 'Off' radio buttons. The 'Micro SD Card Sharing Help' section contains three columns of text explaining file accessibility and sharing options. The right column displays network status information, including 'Home network', 'Mobile number', 'Signal', 'Status' (Connected), 'Network' (vodafone UK 4G), 'Time connected' (00:07:56), 'Total volume' (0.57MB), and 'Up/Down' speeds (0b/s). Below this, there are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a footer with copyright information: '© 2013 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

2.3.2 Sharing

Choose **Sharing** from the Navigation bar to manage sharing of files stored on your Micro SD card. You can choose which folders to share, and if you would like Wi-Fi users to be able to view files, delete files or create new files.

The screenshot shows the 'Sharing Settings' page in the Vodafone Mobile Wi-Fi management interface. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are on the right. Below the navigation bar is a red header with icons for 'File Storage', 'Sharing', and 'Help'. The main content area is titled 'Sharing Settings' and includes a description of sharing, 'HTTP Sharing' controls (set to 'On'), and a 'Share files with non admin users' dropdown set to 'Read Only all'. A green success message states 'Your changes have been made'. Below this, a list of folders is shown, including 'Micro SD' (358.03MB of 7.39GB) and four folders: 'Madeleine Peyroux', 'Bat For Lashes', 'McFly', and 'Dean Martin'. A right-hand sidebar displays system status: 'Home network' (vodafone UK 4G, Connected), 'Signal', 'Status', 'Network', 'Time connected', 'Total volume' (1.2MB), and upload/download speeds. It also shows 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'.

2.4 SMS

The **SMS** view has six options on the Navigation bar covering SMS reading and writing, and SMS settings **Inbox**, **Write**, **Sent**, **Draft**, **Settings** and **Help**. The first four screens are straight forward and are not covered here.

The number of SMS messages that can be stored is limited, so make sure you manage your available space by deleting old messages from the Inbox, Sent and Draft folders.

2.4.1 SMS settings

Choose **SMS settings** from the Navigation bar to change the number of your SMS Service Centre if required, but normally this functionality would not be required as it will automatically default to the correct value associated with your SIM.

The Message preview option ensures that when a new SMS arrives then any users using the web UI will receive a redirect to inform them of the new SMS. In addition it will ensure that the main Mobile Wi-Fi page provides a summary to both admin and guest users of the SMS inbox and any new unread messages.

The screenshot displays the Vodafone Mobile Wi-Fi web interface. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'Storage', 'SMS' (selected), and 'Account'. To the right of the navigation bar are 'Choose language' and 'Logout' options. Below the navigation bar is a red header with icons and labels for 'Inbox', 'Write', 'Sent', 'Draft', 'Settings', and 'Help'. The main content area is titled 'SMS Settings' and contains the following information:

- SMS Settings:** A text block stating, 'The device is preconfigured to use the default Message centre number. Changing this number may prevent you from sending and receiving text messages. The default number is +447785016005.'
- Message preview:** A toggle switch set to 'On'. Below it, a note says, 'If message preview is enabled this displays SMS messages on the home screen.'
- Message centre number:** A text input field containing '+447785016005', with 'Default' and 'Save' buttons below it.

On the right side of the page, there is a sidebar with system status indicators:

- Home network:** Shows 'Mobile number', 'Signal' (with a bar chart), 'Status' (Connected with a green checkmark), 'Network' (vodafone UK 4G), and 'Time connected' (00:09:03).
- Total volume:** Shows 4.23MB, with 'Up' and 'Down' indicators at 0b/s.
- Battery Status (100%):** Indicated with a plus sign.
- Wi-Fi Status:** Indicated with a plus sign.
- Connected devices (1):** Indicated with a plus sign.

At the bottom of the page, there is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

2.5 Account

The **Account** view on the Navigation bar has a minimum of 3 options: **Account details**, **Account type** and **Help**. For a prepaid SIM, users will have **Balance** and **TopUp** options to check their balance and also to top-up their account. The view in the window switches to show you details from the account that you have with your mobile network operator. The account type will be selected automatically from your SIM details, but you can change the options shown for your account type if necessary.

2.5.1 Account details

Choose **Account details** from the Navigation bar to either login or register your Vodafone online account.

The screenshot displays the Vodafone Mobile Wi-Fi interface. At the top, there are navigation tabs: Mobile Wi-Fi, Storage, SMS, and Account (selected). To the right, there are options for 'Choose language' and 'Logout'. Below the tabs is a red navigation bar with the Vodafone logo and three buttons: 'Account details', 'Account type', and 'Help'. The main content area is titled 'Account details' and contains the following text: 'Account details', 'To view your Vodafone account details you must log in at <http://www.vodafone.co.uk/mvaccountlogin>.', and 'If you do not already have an online Vodafone account you may register for one now.' Below this text is a 'Register' button. On the right side, there is a 'Home network' section with the following information: Mobile number, Signal strength (represented by a bar chart), Status (Connected with a green checkmark), Network (vodafone UK 4G), Time connected (00:09:08 with a clock icon), Total volume (4.23MB), and up/down speeds (0b/s). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there are seven expandable sections: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

2.5.2 Account type

Choose **Account type** from the Navigation bar to manage your type of account (normally this needs to be set to the option that matches the type of account you have with your mobile network operator).

The screenshot displays the Vodafone Mobile Wi-Fi account management interface. At the top, there is a navigation bar with tabs for Mobile Wi-Fi, Storage, SMS, and Account (which is currently selected). To the right of the navigation bar are options for 'Choose language' and 'Logout'. Below the navigation bar is a red header with icons and labels for Balance, TopUp, Account details, Account type, and Help.

The main content area is titled 'Account type'. It contains the following text:

The account type option ensures the software is configured to match your contractual relationship with your mobile network. The account type has been determined automatically.

If you wish to change your account type you may need to use your new SIM and will also need to change your account type which will change the settings of your Vodafone Mobile Wi-Fi device.

In addition to these settings you can also amend other details of your connection by changing your [Mobile Broadband Connection](#).

Below this text is a form for 'Account type' with a dropdown menu currently set to 'Pay as you go 1GB' and a green 'Save' button.

On the right side of the page, there is a 'Home network' section showing the following status:

- Mobile number: [Redacted]
- Signal: [Signal strength indicator]
- Status: Connected [Green checkmark]
- Network: vodafone UK 4G
- Time connected: 00:01:11 [Clock icon]
- Total volume: 4.58MB
- Up: 0b/s
- Down: 0b/s

Below the network status are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom of the page is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help.

Mobile Broadband	Wi-Fi	Router	Storage	SMS	Account	Help
Status SIM PIN Management Mobile Broadband Connection Mobile Broadband Network	Wi-Fi Settings MAC Settings Security Settings	Router settings NAT settings DMZ Settings Advanced	Micro SD Sharing Settings	Inbox Write SMS Sent Drafts Settings	Balance TopUp Account details Account type	Help Diagnostics Device Controls About Support Online support

2.5.3 Balance

Choose **Balance** from the Navigation bar to display the current balance of your prepaid data SIM card.

The screenshot displays the Vodafone mobile Wi-Fi management interface. At the top, there is a navigation bar with tabs for Mobile Wi-Fi, Storage, SMS, and Account. The Account tab is selected. To the right of the navigation bar, there are options for 'Choose language' and 'Logout'. Below the navigation bar is a red header with the Vodafone logo and menu items: Balance, TopUp, Account details, Account type, and Help. The main content area is divided into two columns. The left column is titled 'Balance' and shows the account balance as £23.34, with a 'Refresh' button. The right column is titled 'Home network' and displays various network status indicators: Mobile number, Signal strength (represented by a bar chart), Status (Connected with a green checkmark), Network (vodafone UK 4G), Time connected (00:00:00), Total volume (4.23MB), and data transfer rates for Up and Down (both 0b/s). Below these indicators are expandable sections for Battery Status (100%), Wi-Fi Status, and Connected devices (1). At the bottom of the page, there is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-items.

2.5.4 TopUp

Choose **TopUp** from Navigation bar to top-up your prepaid SIM account balance using either a voucher or credit/debit cards.

The screenshot displays the Vodafone Mobile Wi-Fi account management interface. At the top, there is a navigation bar with tabs for Mobile Wi-Fi, Storage, SMS, and Account (which is currently selected). To the right of the Account tab are options for 'Choose language' and 'Logout'. Below the navigation bar is a red header with icons and labels for Balance, TopUp, Account details, Account type, and Help. The main content area is titled 'Top up' and contains two sections: 'Top up by voucher' with a text input field and a green 'Top up' button, and 'Top up Online' with a link to <http://www.vodafone.co.uk/mbbmoredata>. On the right side, there is a 'Home network' status panel showing signal strength, status (Connected), network (vodafone UK 4G), time connected (00:00:00), and total volume (4.23MB). Below this are expandable sections for Battery Status (100%), Wi-Fi Status, and Connected devices (1). At the bottom, there is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

3. Help and Troubleshooting

- Overview
- The Help and Diagnostics screens
- Common Problems and Solutions
- Using the Master Reset Button



3.1 Overview

The following tips will help solve many common problems encountered while using the Vodafone Mobile Wi-Fi.

- Ensure that the Vodafone network coverage extends to your current location. You may check on the device's screen or via the web UI to ensure the device is registered to a network, e.g. it mentions your network operator such as "Vodafone UK". If your device is showing searching for network then try positioning in an alternative location, e.g. closer to the window, higher up in a building etc. If your device is continually showing connecting then ensure the account type selected in the drop down box of the account section is correct.
- The SSID password is case-sensitive. If you entered it manually then ensure it is exactly the same as it appears on the device label (or it is the same as the one you may have changed it to). If you have a problem with Wi-Fi access, connect to the device using the USB cable to create a LAN connection in order to analyse the status of the device in the Troubleshooting Screen in Help.
- Make sure you are using the Vodafone Mobile Wi-Fi device in the correct geographic region for your SIM.
- Check the Diagnostics Screen in the Help menu bar (see section 3.2) for device status information.

When properly installed, the Vodafone Mobile Wi-Fi is a highly reliable product. Most problems are caused by one of these issues:


- System resources required by the Vodafone Mobile Wi-Fi are being used by other devices.
- Network coverage is unavailable due to coverage area, a network problem or an account problem.

The following two items are referenced frequently in the solutions that follow. Please make note of their differences.

Open the Vodafone Mobile Wi-Fi configuration screen.

1. Type <http://VodafoneMobile.WiFi> or <http://192.168.0.1> in your browser address bar and press **Enter**. If you have previously connected to the device using the Micro USB cable from your PC you can click on the short cut icon  on your desktop.
2. The "Vodafone Mobile Wi-Fi configuration screen" opens and gives basic status information

Login to the Vodafone Mobile Wi-Fi.

1. Type <http://VodafoneMobile.WiFi> or <http://192.168.0.1> in your browser address bar and press **Enter**. If you have previously connected to the device using the Micro USB cable from your PC you can click on the short cut icon  on your desktop.
2. Type the administrative password (default is "admin") into the login window and click **Login**.
Note: If you have an enterprise version of this device the password will be different – please check with your own company IT administrators who will hold your secure password for logging in.
3. The "Home" page opens and gives you access to the menus and enables you to make changes.

3.2 The Help and Diagnostics screens

3.2.1 Help

Choose **Help** from the Navigation bar on any screen to access the Help screens. This gives you access to detailed help on all areas of the Mobile Wi-Fi device. Hints and Tips are also available from the bottom part of the screen.

Mobile Wi-Fi | Storage | SMS | Account | Choose language | Logout

Balance | TopUp | Account details | Account type | Help

Help

Mobile Wi-Fi Help

Mobile Broadband Help
Help for getting started and common connectivity issues
> View all Mobile Wi-Fi help topics

Account Help
Help for send and receiving text messages
> View all Account help topics

Hints and Tips

> Usage indication

> No network can be found

> No connection can be opened

> Roaming problems

> Connection stops and starts

[View all Mobile Wi-Fi hints and tips >](#)

Hints and Tips

> Account Type

> Account details

> Balance help

> Top up

> Account Help

[View all Account hints and tips >](#)

▶ Wi-Fi and Router help

Home network

Mobile number

Signal

Status Connected

Network vodafone UK 4G

Time connected 00:01:23

Total volume 4.58MB

▲ | Up 0b/s

▼ | Down 0b/s

Battery Status (100%) +

Wi-Fi Status +

Connected devices (1) +

Mobile Broadband | Wi-Fi | Router | Storage | SMS | Account | Help

3.2.2 Diagnostics

Choose **Diagnostics** from the left hand menu bar to view a comprehensive view of the device status to identify potential problems. The screen has 5 areas that can be expanded by clicking on the > before the area: **Mobile Wi-Fi information**, **Mobile Broadband connection status**, **Device Configuration**, **Wi-Fi Interface** and **Currently Attached Devices**.

Each area is explained in the sections below.

The screenshot displays the Vodafone Mobile Wi-Fi diagnostics interface. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red header bar with navigation links: 'Balance', 'TopUp', 'Account details', 'Account type', and 'Help'. The main content area is titled 'Vodafone Mobile Wi-Fi diagnostics' and contains a text block: 'If you are experiencing difficulty with your Vodafone Mobile Broadband device you may be asked to provide information to our support staff. We have provided this in one location to provide quicker service.' Below this are five expandable sections: 'Mobile Wi-Fi information', 'Mobile Broadband connection status', 'Device Configuration', 'Wi-Fi Interface', and 'Currently Attached Devices'. On the right side, there is a 'Home network' section showing 'Mobile number', 'Signal' (with a signal strength indicator), 'Status' (Connected with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:01:34 with a clock icon), and 'Total volume' (4.58MB). Below this are three expandable sections: 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a 'Diagnostics help' section with three columns of text: 'The status information allows you to see at a glance where any potential problems are with the device, and also lists information...', 'Most problems are caused by one of the following: - System resources required by the Vodafone Mobile Wi-Fi are being used by other...', and 'More help is available in the Advanced Configuration Guide that came with your Mobile Wi-Fi device or at the vodafone UK help website...'.

3.2.2.1 Mobile Wi-Fi information

This area shows the status of the physical Mobile Wi-Fi device and the SIM inserted into the device. The SIM number may not be displayed depending on your local network and country requirements, but the SIM status will indicate any current SIM problems.

▼ <u>Mobile Wi-Fi information</u>	
Product name	R215
Software Version	1.0
Web UI Version	2.013.6036
Hardware Version	CL1E5372SM
Serial Number	B2C01A9370100108
Serial no. of SIM (ICCID)	89441000300926516570
SIM Number (MSISDN)	
Serial no. of device (IMEI)	358151050001071
IMSI	234159051263236
SIM Status	Ready
Time since startup	11 mins 35 secs

3.2.2.2 Mobile Broadband connection status

This area shows the status of the connection between the device and the Mobile network.

Data rate is a snapshot of the current speeds being achieved. Upload speed will normally be lower than download speed. Speed can be affected by various factors such as distance from the Mobile Broadband network base station, the number of users connected to the device, the number of users connected to the network base station and the type of activity of all users. This means that the speeds you see here will be dynamic and depend on the activities of you and other users on the Mobile Wi-Fi device and on the local Mobile Broadband network.

Total volume is an indication of the amount of data sent and received from the Mobile Broadband network. **Total time** is a cumulative figure for the time the Mobile Wi-Fi device has spent connected to the Mobile Broadband network. These figures could be useful if you are tracking connected time and have a time-based network data tariff, or are tracking data usage on a data-based tariff. The figures can be reset by clicking **Reset Counter**.

IP address is the internet address for the device, and **DNS server** lists the Domain Name System servers used to resolve internet names and addresses.

▼ **Mobile Broadband connection status**

Mobile Broadband Connection Status	Connected
Uptime of current Internet connection	1 mins 47 secs
Data rate	0b/s
Total volume	4.58MB
Total time	14 mins 54 secs
IPv4 IP address	10.11.33.11
IPv4 DNS1	88.82.13.60
IPv4 DNS2	88.82.13.60
IPv6 IP address	
IPv6 DNS1	
IPv6 DNS2	
Reset the 'Total volume' and 'Total time'	<input type="button" value="Reset Counter"/>

The above summary is an estimate, please refer to your bill for exact figures.

3.2.2.3 Device Configuration, Wi-Fi Interface and Currently Attached Devices

These areas show the router setting (**DHCP** and **DMZ**), the status of the Wi-Fi, and devices currently connected to the Wi-Fi.

DHCP (Dynamic Host Configuration Protocol) is the system that allows the Mobile Wi-Fi device to assign a temporary (leased) internet IP address to devices connected to it. If this is not enabled then devices would need to have static IP addresses set up in their Wi-Fi connection software. **DMZ** (Demilitarised Zone) is the system where additional device addresses are exposed to the internet.

Wi-Fi Status should normally be **Enabled**, showing the Mobile Wi-Fi device is available and ready to be connected to.

The **SSID** would normally be in the format **VodafoneMobileWiFi_xxyyyy** where xxyyyy is a set of numbers uniquely identifying your Mobile Wi-Fi device. You may have changed the SSID to a different name (for instance some Wi-Fi devices require a shorter SSID as they are unable to recognise the longer default device SSID). Check this field to ensure you are trying to connect to the correct device.

Mode is the type of Wi-Fi transmission the Mobile Wi-Fi device is using. Older devices may be limited to the slower 802.11b mode.

Channel is set to **Auto** as the default. This means it will choose the appropriate channel for transmission to reduce interference with other devices. You may also have set the router to work on a specific channel.

Security type shows the Wi-Fi security level. Some older devices may not be able to connect to the high default security level.

▼ <u>Device Configuration</u>	
DHCP Server Enabled	Enabled
DMZ	Disabled

▼ <u>Wi-Fi Interface</u>	
Wi-Fi Status	Enabled
Network name (SSID)	VodafoneMobileWiFi-C65B08
Mode	b/g/n
Channel	Automatic
Security type	WPA2-PSK

▼ <u>Currently Attached Devices</u>			
IP Address	Hostname	MAC Address	Time (hh:mm:ss)
192.168.0.100	Rebarus_Samsung	90:4C:E5:96:D3:76	00:10:12

3.2.3 Device controls

Choose **Device controls** from the left hand menu bar to either reset or reboot the Mobile Wi-Fi.

Rebooting the device will retain all your current settings, but doing a reset will restore the device to its initial factory settings and you will lose any changes you have made to the device configuration. Data usage information will also be reset. If you plan to reset the device, but you want to retain your current device configuration for some reason, select Advanced settings from the left hand menu under the Router tab, and backup your current configuration to a PC before doing a reset. If required the current configuration can be reloaded from the same screen as the backup.

The screenshot displays the Vodafone Mobile Wi-Fi management interface. At the top, there are navigation tabs for Mobile Wi-Fi, Storage, SMS, and Account. A red navigation bar contains links for Balance, TopUp, Account details, Account type, and Help. The main content area is titled 'Device Controls' and features two radio buttons: 'Reboot the device' (selected) and 'Restore Default Settings'. A green 'Confirm' button is positioned below these options. A 'Device Controls help' section provides detailed information about restoring default settings and rebooting the device. On the right side, a 'Home network' status panel shows the mobile number, signal strength, status (Connected), network (vodafone UK 4G), time connected (00:02:20), and total volume (4.59MB). Below this, there are expandable sections for Battery Status (100%), Wi-Fi Status, and Connected devices (1). A footer menu lists various settings categories such as Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help.

3.2.4 About

Choose **About** from the left hand menu bar to see the version of Diagnostics currently running.

The screenshot shows the Vodafone Mobile Wi-Fi configuration interface. At the top, there are tabs for 'Mobile Wi-Fi', 'Storage', 'SMS', and 'Account'. The 'Account' tab is selected. Below the tabs is a red navigation bar with options: 'Balance', 'TopUp', 'Account details', 'Account type', and 'Help'. The main content area is divided into three sections:

- Left sidebar:** A menu with options: 'Help', 'Diagnostics', 'Device Controls', 'About' (selected), and 'Support'.
- Center content:** Titled 'About', it displays:
 - Vodafone Mobile Wi-Fi
 - Version – 2.013.6036
 - Developed and provided by Vodafone
 - Copyright ©2005-2013 Vodafone Group. All rights reserved
- Right sidebar:** Titled 'Home network', it shows:
 - Mobile number: [redacted]
 - Signal: [signal strength indicator]
 - Status: Connected [checkmark icon]
 - Network: vodafone UK 4G
 - Time connected: 00:02:25 [clock icon]
 - Total volume: 4.61MB
 - Up: 0b/s
 - Down: 0b/s
 - Battery Status (100%) [plus icon]
 - Wi-Fi Status [plus icon]
 - Connected devices (1) [plus icon]

At the bottom, there is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

3.2.5 Support

Choose **Support** from the left hand menu bar to access local network support contact details.

The screenshot displays the Vodafone mobile account management interface. At the top, there are navigation tabs for Mobile Wi-Fi, Storage, SMS, and Account. A 'Choose language' dropdown and a 'Logout' button are also present. Below this is a red navigation bar with icons and labels for Balance, TopUp, Account details, Account type, and Help. The main content area is titled 'Support' and includes a 'Need help?' section with links to FAQs, a Vodafone forum, and a pay-as-you-go top-up page. It also provides contact numbers for 'Pay monthly Customer Care' and 'Pay as you go Customer Care'. To the right, there is a 'Home network' status panel showing 'Mobile number', 'Signal' strength, 'Status' (Connected), 'Network' (vodafone UK 4G), 'Time connected' (00:02:31), and 'Total volume' (4.61MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a grid of service categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help, each with a list of sub-options.

3.3 Common Problems and Solutions

The application won't install on Windows

- ▶ If the software does not install, or the install progress bar keeps looping
- ▶ From the Windows Start menu, select – Settings>Control Panel>System>Hardware>Device Manager
- ▶ Expand 'Universal Serial Bus Controllers'
- ▶ Right-click 'USB Mass Storage Device' and select 'Uninstall'
- ▶ If your devices are not reloaded, select 'Scan for Hardware changes' from the 'Action' menu.

Cannot open Mobile Wi-Fi web UI application window

- ▶ The following things may prevent you from opening the Vodafone Mobile Wi-Fi web UI application window by double-clicking the desktop icon (if you have installed via a USB connection) or entering the address <http://VodafoneMobile.wifi> or <http://192.168.0.1> into your web browser:
- ▶ Your computer already has a connection via an Ethernet LAN cable
- ▶ Your computer already has a connection via a different Wi-Fi network. You must be connected to the R215 via Wi-Fi or via USB cable to access the application window.
- ▶ You may be using a VPN (Virtual Private Network).
- ▶ Unplugging the LAN cable, exiting your VPN, and checking that you are connected to the Vodafone Mobile Wi-Fi SSID / network may solve the problem.

No service is available. - OR - I get a "Limited or No Connectivity" message.

- ▶ You are outside of the coverage area of the Vodafone network.
- ▶ Check the WPA key (remember it is case sensitive).
- ▶ Repair your PC's wireless network connection (.in Windows XP right-click on the wireless network connection icon in the system tray and click **Repair**. In Windows 7 right-click on the network connection icon in the system tray, select **Status**, then select **Diagnose**).
- ▶ Re-orient the Vodafone Mobile Wi-Fi device.
- ▶ If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving the Vodafone Mobile Wi-Fi close to a window.
- ▶ Check the device Status Display for error messages or information.
- ▶ If you have manually assigned an IP address to your device, check it is in the range that is compatible with the Vodafone Mobile Wi-Fi device. See section 2.2.3.1

I forgot my password.

- ▶ The factory set SSID (network name) and network password are on the credit card-sized reminder card that came with the device. It is also on a label under the battery inside the device. If you press the Menu button and select 'Info' while the device is switched on the current SSID and password are displayed slowly on the device's display. If you have changed password or network name and cannot remember them, you can reset the device to factory defaults using the master reset button which can be found on the side of the device when the back cover has been removed. See Section 3.4. Alternatively try installing via USB cable and then accessing the web UI. Your admin password will be required but once used you can view your Wi-Fi password via the Wi-Fi/Security menu option.

I cannot connect to the Vodafone Mobile Wi-Fi.

- ▶ Check the device Status Display for error messages or information.
- ▶ Make sure your PC wireless radio / AirPort is turned on. (Check your computer help if you need assistance.)
 - Open your wireless network connection list.
 - Windows: Right-click icon and select View Available Networks.
 - Mac: Pull down list from AirPort icon.
 - Select the VodafoneMobileWiFi-xxxxxy network name (in Windows, click Connect).
- ▶ Login to the Vodafone Mobile Wi-Fi web browser and check the Mobile Broadband Connectivity Status on the Diagnostics Screen **Mobile Wi-Fi > Help > Diagnostics**.
- ▶ Check the SIM status on the Diagnostics screen. If it indicates a problem then it will require a conversation with your Vodafone customer care team – there may be a problem with your account.

My network does not appear in the wireless network list.

- ▶ Check you have "Broadcast SSID" set on the Wi-Fi Settings screen.
- ▶ Check the device Status Display for error messages or information.
- ▶ Check that there are not already 5 simultaneously connected devices on the device by checking the Wi-Fi icon on the device Status Display (the number of connected users in the small number next to the Wi-Fi Connectivity icon), or by checking the number of connections in the browser Diagnostics Screen.
- ▶ Refresh your network list on your computer.
 - Windows: Click **Refresh Network List** on the left side of the Wireless Network Connection screen. If that does not work you can try the following:
 1. Open **Network Connections**.
 2. Right-click **Wireless Network Connection** and select **Properties**.
 3. Click the **Wireless Networks** tab.
 4. Delete any unused wireless connections from the Preferred Networks list and click **OK**.
 5. Restart your computer.
 - Mac: Try rebooting your computer.

“No SIM” or “SIM invalid” error message on the Status Display

- ▶ The SIM card may be missing or inserted incorrectly. Pull out and re-insert the SIM card. Be careful not to touch the contact points when handling the SIM card.
- ▶ The SIM card could be de-activated. Contact your local Vodafone Customer Care team for advice.

The “Input PIN” or “Enter PUK” is displayed on the device Status Screen.

- ▶ The SIM card is locked. Enter your PIN code when prompted in the SIM PIN Management area of the Mobile Wi-Fi Configuration screens (**Mobile Wi-Fi > Mobile Broadband > SIM PIN** menu). If you enter the wrong PIN code 3 times, you will be prompted to enter your PUK code. If you enter the wrong PUK code 10 times, your SIM card will be locked forever. Please contact your Vodafone customer care team before this happens and ask them for your PIN/PUK codes.

I see the network name but cannot connect to the Vodafone Mobile Wi-Fi, or the device is continually showing “connecting”.

- ▶ Check the user name, password, and access point name (APN) in your connection profile. If any of these are wrong, you will not be able to connect to the network.
- ▶ Remember the password is case-sensitive.

I get a message that Vodafone Mobile Wi-Fi application cannot be installed when I connect my Vodafone Mobile Wi-Fi in USB mode.

- ▶ You might not have administrative privileges. Contact your system administrator or log on to your computer as an administrator and try plugging it in again.

How do I disconnect from the network?

- ▶ Turn off the Vodafone Mobile Wi-Fi by pressing and holding the power button on the side of the device until the display.

How can I set a new PIN for my SIM card?

- ▶ Set a new PIN using the Vodafone Mobile Wi-Fi configuration interface. Select **Mobile Wi-Fi > Mobile Broadband > SIM PIN**.

Where can I find information about Internet connectivity and my Wi-Fi setup?

- ▶ Login to the Vodafone Mobile Wi-Fi browser interface and select **Mobile Wi-Fi > Help > Diagnostics** for status information.

Can I use my Vodafone Mobile Wi-Fi as a tethered modem with my computer?

- ▶ Yes, you can connect the Mobile Wi-Fi device to your PC using the USB cable provided. The drivers will install and start automatically the first time you connect with a USB cable. You will be using the LAN capability of your PC over the USB cable to access the device, which will automatically establish a network connection.

How do I check the model number and firmware versions of my Vodafone Mobile Wi-Fi?

- ▶ Login to the Vodafone Mobile Wi-Fi Home browser interface and select **Mobile Wi-Fi > Help > Diagnostics**

How can I find out the network technology and provider currently in use?

- ▶ Look at the information on the Vodafone Mobile Wi-Fi Status Display. Alternatively, open the Vodafone Mobile Wi-Fi Home page <http://VodafoneMobile.WiFi> . The network information (including signal strength, connection status, network name and bearer, connection time, data volumes and current data transfer rates) is displayed on the right hand side of the screen.

Can I backup and restore my configuration settings?

- ▶ Yes. Login to the Vodafone Mobile Wi-Fi and choose **Mobile Wi-Fi > Router > Advanced** and click **Backup** to save. To restore a previously saved copy of the settings, enter the location into the restore box and click **OK** . To reset the device to its factory settings click **Reset**.

Can I find my IMEI number?

- ▶ Yes. Login to the Vodafone Mobile Wi-Fi browser interface and choose **Mobile Wi-Fi > Help > Diagnostics** . The IMEI number is in the first box.

How do I turn off the Vodafone Mobile Wi-Fi?

- ▶ Press and hold the power button on the side of the device, and the display will clear and the device will turn off.

What is the default administrative/login password?

- ▶ “admin” If you have an enterprise version of this device the password will be different – please check with your own company IT administrators who will hold your secure password for logging in.

How do I access information on the Wi-Fi network and Wi-Fi clients?

- ▶ Login to the Vodafone Mobile Wi-Fi and choose **Mobile Wi-Fi > Help > Diagnostics**.

How do I ensure my Wi-Fi enabled devices can find the Vodafone Mobile Wi-Fi?

- ▶ When attempting to use the Vodafone Mobile Wi-Fi with a Wi-Fi enabled handheld device such as a phone, MP3 Player etc you may experience problems locating your Vodafone Mobile Wi-Fi on the available Wi-Fi networks (SSIDs). This may be due to the Wi-Fi enabled devices inability to handle long SSID names. This can be easily corrected by amending the SSID name of the Vodafone Mobile Wi-Fi within the Wi-Fi settings page of the web browser to a smaller length of characters.

See section 2.2.2.1 Security.

For example, you could change the SSID from “VodafoneMobileWiFi-xxxxyy” to something shorter like “VF”.

I want to upgrade the firmware of the Vodafone Mobile Wi-Fi?

- ▶ If you need to update the firmware to a new version then a firmware update tool will be made available on the Vodafone Global Support website. If there is not a tool available on the website, then no firmware upgrade has been made available yet for the R215 so you cannot update the firmware.

www.support.vodafone.com/VodafoneMobileWiFi/R215

What is the battery life of the Mobile Wi-Fi device?

- ▶ The Mobile Wi-Fi has up to 400 hours battery life when Wi-Fi is switched off (depending on the type of Mobile Broadband network connection) and the device is in sleep mode, and up to 3 months of charge retention when in standby mode.

What is the difference between Vista and Windows & network set-up?

- ▶ PC operating systems use different terminology for network set-up. Windows 7 uses "network key" or "network security key" for the WPA2 key. Under the Vista operating system you will be asked to enter the "network key or pass phrase".

How do I re-install the software from the Mobile Wi-Fi device?

- ▶ If you want to re-install the software from the Mobile Wi-Fi device, you need to first delete the Vodafone Mobile Broadband Mobile Wi-Fi Service software from your computer.
- ▶ From the Windows Start menu, select Settings>Control Panel> Add or Remove Programs (XP) or Programs and Features (Windows 7)
- ▶ Remove the Vodafone Mobile Broadband Wi-Fi Service
- ▶ Re-attach your Mobile Wi-Fi device to your computer using the USB cable and the software will re-install.

What is the best method to do a quick bulk upload of files to a microSD card?

- ▶ For bulk upload of files to the microSD card it is usually easier to upload via the USB port. To use the microSD card via the USB cable:
 - a) Switch off HTTP sharing via the web UI first to allow the microSD card to be detected as a removable disk by the PC/Mac when plugged in over USB.
 - b) Upload files using Explorer Drag and Drop or Cut and Paste
 - c) Switch HTTP sharing back on to allow access over Wi-Fi.

What versions of Android are supported for the Vodafone Mobile Wi-Fi Monitor App?

- ▶ Android V2.1.0 and above are supported by the Monitor App. Smartphone and tablet users can check the device status by downloading the Vodafone Mobile Wi-Fi monitor app from the Android Market / Google Play.

What versions of iOS are supported for the Vodafone Mobile Wi-Fi Monitor App?

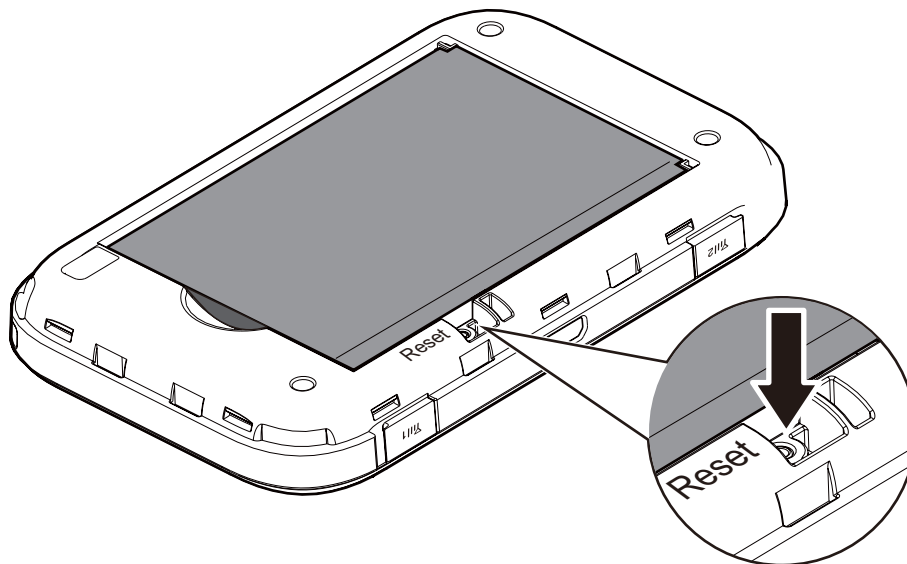
- ▶ iOS V5 and above are supported by the Monitor App. Apple device users should use the Safari browser to browse to the web UI <http://VodafoneMobile.wifi> or <http://192.168.0.1> , or download the Vodafone Mobile Wi-Fi monitor app from the App Store in iTunes .

What power chargers should I use for this device?

- ▶ Please only use the correct charger for your region that was supplied in the box with the device .

3.4 Using the Factory Reset Button

The R215 comes with a Factory Reset Button that allows you to return it to its factory default state. There is also a device configuration backup, restore and reset in the Vodafone Mobile Wi-Fi configuration User Interface (**Mobile Wi-Fi > Help > Device controls**).



The master reset button is inside the device. You will need a paperclip or similar object to push the button.

- ▶ Make sure the Vodafone Mobile Wi-Fi is powered on, then remove the back cover.
- ▶ Locate the master reset button (see diagram above).
- ▶ Insert a paperclip into the hole and hold the button down for 5 seconds until the Device Status Screen goes off, and then initiates its standard start-up procedure (the Vodafone logo is displayed followed by connection status information).

The list of wireless networks on your PC will now show the original default SSID when you first received your device.

- ▶ Replace the back cover of the device, and connect to the Vodafone Mobile Wi-Fi again via Wi-Fi using the original SSID and PWA2 key (on the back cover of the device, on the reminder card or by pressing the Menu button and selecting 'Info' when the device is switched on and the SSID and network key will be displayed on the device display area), or via the USB cable.

4. Glossary



- 3G** – The third-generation mobile phone service, as UMTS (Universal Mobile Telecommunications System) is also known, is a bearer providing higher data speeds.
- 4G** – The fourth-generation mobile phone service, also known as LTE (Long Term Evolution) is a bearer providing data speeds higher than HSPA+.
- 802.11 (b, g, n)** — A set of Wi-Fi communication standards in the 2.4, 3.6 and 5 GHz frequency bands.
- Access Point** — A device that allows wireless communication devices to connect to a wireless network using a standard such as Wi-Fi.
- Bearer** – Communication method used for data transport over the mobile network, eg. 4G, HSPA+, 3G Broadband, HSPA, 3G etc.
- DHCP** — Dynamic Host Configuration Protocol. A network application protocol used to obtain configuration information for an Internet Protocol network.
- DHCP Server** — A server that uses DHCP to obtain configuration information for operation in an Internet Protocol network.
- DNS** — Domain Name System. A system for converting host names and domain names into IP addresses on the Internet or on local networks that use the TCP/IP protocol.
- EDGE** – An enhancement to the GPRS bearer offering higher speeds, although not as fast as 3G Broadband.
- Firmware** — A program that internally controls an electronic device.
- Gateway** — A network point that acts as an entrance to another network that uses a different protocol.
- GPRS** – The General Packet Radio Service is a bearer offering higher data speeds than GSM, on which it is based.
- GSM** – Global System for Mobile Communication.
- Home network** – The network of the mobile operator who provided your SIM.
- Host Name** — The unique name by which a network-attached device is known on a network.
- HSPA** – High-Speed Packet Access bearer, enhancing 3G, including both HSUPA (Uplink) and HSDPA (Downlink).
- HTTP** — Hypertext Transfer Protocol. An application-level protocol for accessing the World Wide Web over the Internet.
- IP Type** — The type of service provided over a network.
- IP address** — Internet Protocol address. The address of a device attached to an IP network (TCP/IP network).
- LAN** — Local Area Network. A type of network that lets a group of computers, all in close proximity (such as inside an office building), communicate with one another.
- LTE** – see 4G.
- MAC Address** — A unique number that identifies a given network adapter on a LAN. MAC addresses are 12-digit hexadecimal numbers.
- Network Mask** — A number that allows IP networks to be subdivided for security and performance.
- Port** — A virtual data connection used by programs to exchange data.
- Port Number** — A number assigned to a user session and server application in an IP network.
- Roaming** –You can use your mobile device on any other mobile network that has a roaming agreement with your operator, whether in your country or abroad.

Router — A device that connects two networks.

SIM – Your Subscriber Identity Module is the postage-stamp-sized chip that you will have received together with your mobile contract. Your SIM has gold contacts on one side .

SSID — Service Set Identifier. The name assigned to a Wi-Fi network.

TCP — Transmission Control Protocol. A core protocol for transmitting and receiving information over the Internet.

TCP/IP — Transmission Control Protocol/Internet Protocol. A communications protocol that enables computers to communicate over the internet.

VPN — Virtual Private Network. A secure private network that runs over the public Internet.

WAN — Wide Area Network. A public network that extends across metropolitan, regional and political boundaries.

WEP — Wired Equivalent Privacy. An IEEE standard security protocol for 802.11 networks. Superseded by WPA and WPA2.

Wi-Fi Client — A wireless device that connects to the Internet via Wi-Fi.

Wi-Fi — Wireless Local Area Network. A typically low-power network that transmits a wireless signal over a span of a few hundred feet and usually only to stationary devices.

WPA/WPA2 — Wi-Fi Protected Access. A security protocol for wireless 802.11 networks from the Wi-Fi Alliance.