

# **Advanced Configuration Guide**

Vodafone Mobile Wi-Fi  
Vodafone R210



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# 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:

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

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# 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 R210 creates a personal portable Wi-Fi zone which allows several Wi-Fi enabled devices (for example PCs, Apple® iPhone, iPad or iPod touch, or mobile gaming devices such as Nintendo® DSi, Android devices such as the Samsung® Galaxy Tab) to share a secure mobile internet connection.

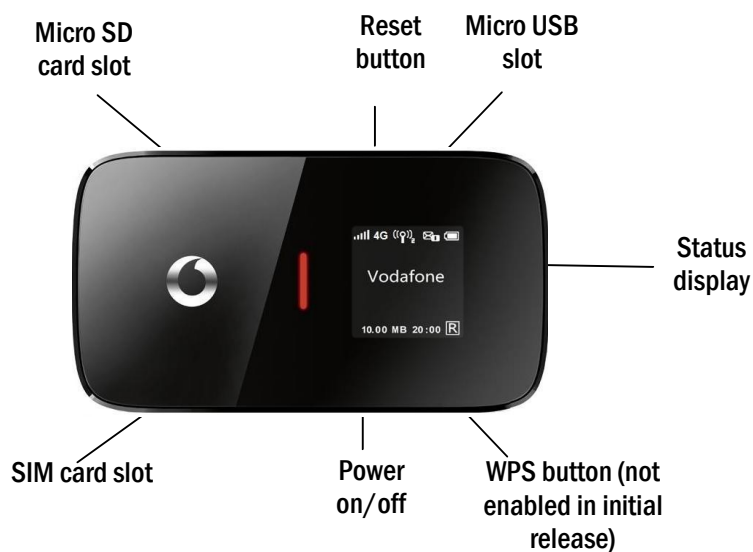
The device is battery, mains or USB powered, and this flexibility allows the device to be positioned for best mobile coverage and then share this coverage between several devices via Wi-Fi.

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. You will get better Wi-Fi performance when the device is being charged compared to when it is running from the battery.

### **1.1.1 System Requirements**

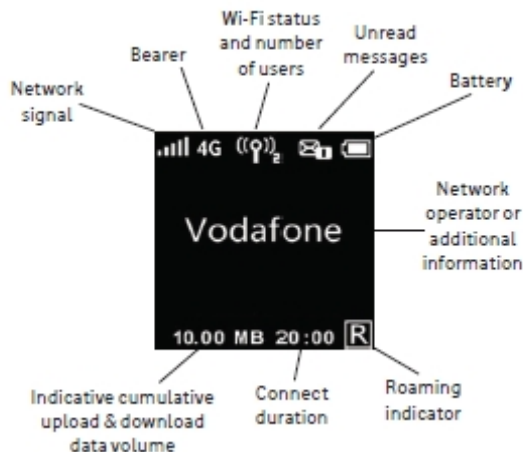
To use the Vodafone Mobile Wi-Fi you need a device with Wi-Fi capability (supporting Wi-Fi 802.11 b/g/n) and an internet browser.

### **1.1.2 Device overview**



### 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 10 seconds and then is dimmed for 5 seconds, then the display powers off. In order to illuminate the display, briefly press the Power button, and the status information will display for another 10 seconds.

#### Display information

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

**Bearer:** Type of network bearer (4G or LTE): 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 received. Example above shows 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).

**Wi-Fi performance:** You will always get better Wi-Fi performance when the device is being charged compared to when it is running from the battery.

**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 be 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 10 seconds, then for 5 seconds with the display dimmed before 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 10 seconds.

**Connectivity:** After 10 minutes without any users connected to the Vodafone Mobile Wi-Fi 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 a maximum of 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 a maximum of 4 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.

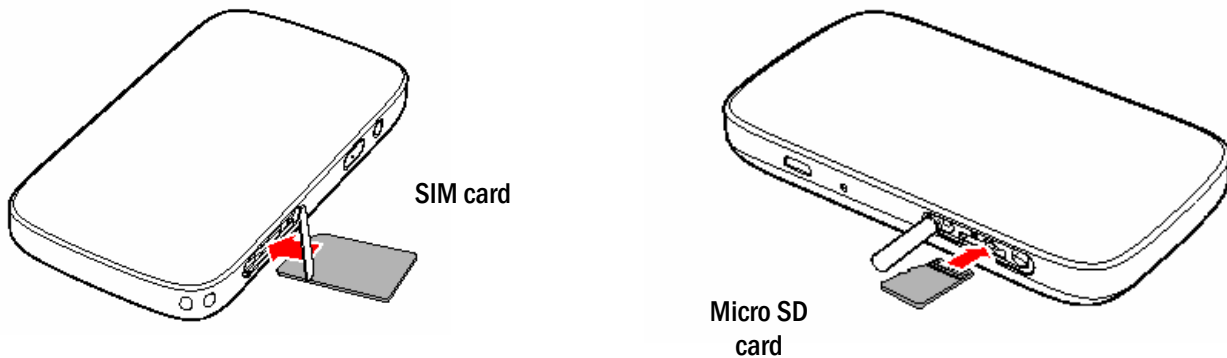
**End User Licence Agreement:** Please ensure that you read and accept the End User Licence Agreement (EULA) for your country before you use the device and software. The EULAs are available for viewing here:

[www.support.vodafone.com/VodafoneMobileWiFi/R210](http://www.support.vodafone.com/VodafoneMobileWiFi/R210)

## **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 and streaming), **and charge the battery before use.**
2. Insert the SIM as shown. If using a MicroSD card then insert as shown. You will find your Wi-Fi security details engraved at the bottom edge of the back cover. 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 double-tapping the Power button. The SSID and the network key are then briefly shown on the device display.



3. 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) before using it in battery mode.** A battery charging icon will be displayed in the Status Screen on the front of the device.
4. 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.
5. 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) noted earlier in step 2. You should now have internet access via Vodafone Mobile Wi-Fi.

### 1.2.2 Initial Connection

#### Advanced configuration using Wi-Fi

To perform advanced configuration of the device you will need a computer running **Microsoft® Windows® 7** (SP1 recommended), **Windows Vista™** (SP2 recommended), or **Windows® XP** (SP3 recommended), a computer running **Linux** or an Apple Mac running **Mac OS® X** 10.5 (Intel®), 10.6 or 10.7 (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 engraved at the bottom edge of the back cover of 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 double-tapping the Power button. The SSID and the network key are briefly shown on the device display.

#### 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**.

**WARNING !** 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.

## Advanced Configuration Guide

### Vodafone Mobile Wi-Fi – R210

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**.

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.

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

**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 VodafoneMobileWiFi-E87420 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 [192.168.0.1](http://192.168.0.1) into your browser.

### Inbox (0)

You have no new 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**

**Network** vodafone UK 4G

**Time connected** 00:04:10

**Total volume** 0.72MB

**Up** 0b/s

**Down** 0b/s

**Battery Status (100%)** +

**Wi-Fi Status** +

**Connected devices (1)** +

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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**.

The screenshot displays the Vodafone Mobile Wi-Fi management interface. At the top, there's a navigation bar with 'Mobile Wi-Fi', 'SMS', 'Account', a language selector, and a 'Logout' button. Below this is a red header with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Router settings' and contains instructions on changing the router password. It features three input fields: 'Old password', 'New password', and 'Confirm password', followed by a green 'Save' button. To the right, a sidebar shows the 'Home network' status, including signal strength, a green status indicator, network type ('vodafone UK 4G'), connection time ('00:06:19'), and data volume ('0.73MB').

- 2 Type “admin” 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.

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 listed on the label that can be found inside the back cover 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 shows the Vodafone Mobile Wi-Fi management interface. At the top, there are tabs for 'Mobile Wi-Fi', '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'. The left sidebar contains a menu with 'Wi-Fi Settings', 'WPS Settings', 'MAC Settings', and 'Security' (which is highlighted). The main content area is titled 'Security Settings' and includes a warning about changing the SSID. It features input fields for 'SSID' (VodafoneMobileWi-Fi) and 'Key' (5358501517), and dropdown menus for 'Select Authentication' (WPA2-PSK) and 'Select Encryption' (AES). A green 'Save' button is at the bottom right. On the right side, there is a 'Home network' status panel showing signal strength, status (checked), network name (vodafone UK 4G), time connected (00:05:50), and total volume (0.72MB).

- 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 v3.1.3 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.

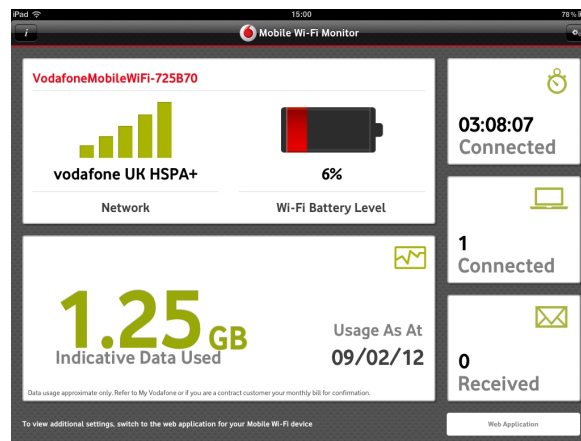
Smartphone and tablet users can check the device status by downloading the Vodafone Mobile Wi-Fi monitor app from the App Store in iTunes or the Android Market / Google Play.

Download the Vodafone Mobile Wi-Fi monitor app.

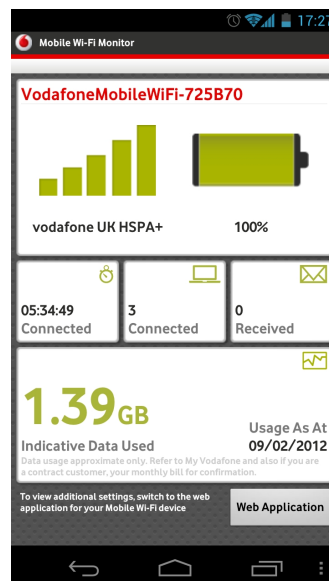
Click on the app icon 

Sample monitor screens show below

### Tablet / iPad



### iPhone / smartphone



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

- Overview
- Mobile Broadband settings
- Wi-Fi settings
- Router Settings
- SMS

# 2

## 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.

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

**Vodafone** 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 VodafoneMobileWiFi-E87420 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 [192.168.0.1](http://192.168.0.1) into your browser.



### Inbox (0)

You have no new 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 


Network vodafone UK 4G


Time connected 00:04:10 


Total volume 0.72MB

▲ | Up 0b/s

▼ | Down 0b/s

 **Battery Status (100%)** +

 **Wi-Fi Status** +

 **Connected devices (1)** +

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## 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.

The screenshot displays the Vodafone Mobile Wi-Fi Home Page. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown 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. The left section, titled 'Welcome to Vodafone Mobile Wi-Fi', contains introductory text and a large '4G' logo. The middle section, titled 'Inbox (0)', states 'You have no new messages'. The right section, titled 'Vodafone Mobile Wi-Fi help', provides troubleshooting information, including a list of 'Important items to check include:' (SIM inserted correctly, network search, and customer service contact) and a link to consult the help section for further advice. On the far right, a 'Home network' sidebar displays various status metrics: Mobile number, Signal strength (represented by a bar chart), Status (a green checkmark), Network (vodafone UK 4G), Time connected (00:04:26), Total volume (0.72MB), and Up/Down speeds (0b/s). Below these are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. The footer contains copyright information for Vodafone Group Services Limited, registered in England.

Mobile Wi-Fi 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-E87420 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 [192.168.0.1](http://192.168.0.1) into your browser.

4G

Inbox (0)

You have no new 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
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Should you still be unable to connect please [consult the help section](#) for further advice

Home network

Mobile number

Signal

Status

Network vodafone UK 4G

Time connected 00:04:26

Total volume 0.72MB

▲ Up 0b/s

▼ Down 0b/s

Battery Status (100%) +

Wi-Fi Status +

Connected devices (1) +

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## 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 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 displays the Vodafone Mobile Wi-Fi Status page. At the top, there's a navigation bar with 'Mobile Wi-Fi', 'SMS', and 'Account' tabs, a language selector, 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: 'Mobile Broadband connection status', 'Mobile Broadband help', and 'Home network'. The 'Mobile Broadband connection status' section shows 'This is an overview of your Mobile Broadband status.' with three status indicators: 'PIN NOT STORED' (red X), '4G Preferred' (green G icon), and 'Connected' (green checkmark). The 'Mobile Broadband help' section provides instructions on storing the PIN and finding the Vodafone network. The 'Home network' section displays 'Mobile number', 'Signal' (green bars), 'Status' (green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:04:36), and 'Total volume' (0.72MB). It also shows 'Up' and 'Down' data rates (0b/s). A sidebar on the left contains links for 'Status', 'SIM PIN', 'Connection', and 'Network'. At the bottom, there's a section with links for 'Mobile Broadband', 'Wi-Fi', 'Router', 'Storage', 'SMS', 'Account', and 'Help'. The footer contains copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



### 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 to 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 R210 web interface. At the top, there's a navigation bar with 'Mobile Wi-Fi', 'SMS', and 'Account' tabs. Below this is a red header bar with the Vodafone logo and navigation links: 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'SIM PIN Settings'. It contains a message stating that the SIM PIN is not stored and will be prompted for each connection. It provides instructions on how to store and change the PIN. There is a section for 'Enter current PIN code' with a text input field and a 'Save' button. Below this is a 'SIM PIN help' section with two columns of text explaining the feature. On the right side, there's a 'Home network' section showing mobile number, signal strength, status, network type (vodafone UK 4G), time connected, and total volume. At the bottom, there's a footer with copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



### 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' (selected), 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Mobile Broadband Connection Settings'. On the left, a sidebar menu lists 'Status', 'SIM PIN', 'Connection' (selected), and 'Network'. The main settings area includes: a status indicator showing 'Connected' with a green checkmark; a checkbox for 'Allow guest users to access Mobile Broadband settings' which is unchecked; an 'Account type' dropdown set to 'Pay monthly'; an 'Idle time' input field set to '3600'; a 'Connection mode' dropdown set to 'Automatic'; and a checked checkbox for 'Automatically connect even when roaming'. A green 'Save' button is at the bottom right of the settings area. On the right side, a 'Home network' summary panel shows: 'Mobile number' (redacted), 'Signal' (strong bars), 'Status' (green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:04:44), 'Total volume' (0.72MB), and 'Up/Down' speeds (0b/s). At the bottom of this panel 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.

The screenshot displays the Vodafone Mobile Wi-Fi configuration interface. At the top, there are tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Mobile Broadband Connection Settings'. On the left, a sidebar lists 'Status', 'SIM PIN', 'Connection', and 'Network'. The 'Connection' section is active, showing instructions and a 'Connected' status. The main settings area includes an 'Account type' dropdown set to 'Custom', followed by input fields for 'APN \*', 'Number \*', 'DNS', and 'DNS2'. There is a checkbox for 'Allow guest users to access Mobile Broadband settings'. The 'Security' dropdown is set to 'PAP', followed by input fields for 'Username', 'Password', and 'Confirm Password'. There is also an 'Idle time' field set to '3600' and a 'Connection mode' dropdown set to 'Automatic'. A checkbox for 'Automatically connect even when roaming' is checked. A green 'Save' button is at the bottom right. On the right side of the interface, a 'Home network' section shows 'Mobile number', 'Signal' strength, 'Status' (connected), 'Network' (vodafone UK 4G), 'Time connected' (00:05:16), 'Total volume' (0.72MB), and 'Up/Down' speeds (0.59Kb/s / 328b/s). 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 '3G 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 '3G 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.

**Mobile Wi-Fi** SMS Account Choose language Logout

**Vodafone** Mobile Broadband Wi-Fi Router Help

**Network settings**

You are connected to vodafone UK. Your connection is set to 4G Preferred. If you are having connection problems you can change this setting. You can also search for additional networks although roaming charges may apply.

**Current Network: vodafone UK**

- ☒ 4G Preferred
- ☐ 4G Only
- ☐ 3G Only
- ☐ GPRS Only

**Preferred Network**

- ☒ Automatic

Search

**Home network**

Mobile number

Signal

Status

Network vodafone UK 4G

Time connected 00:05:28

Total volume 0.72MB

▲ | Up 0b/s

▼ | Down 0b/s

**Battery Status (100%)** +

**Wi-Fi Status** +

**Connected devices (1)** +

**Network help**

Normally you will connect automatically to the Vodafone network. If you are experiencing connection problems updating the connection type may resolve the issue.

4G Preferred ensures the device will attempt to select the best network available.

**If you have inconsistent network coverage the following options may be of use**

4G Only or 3G Only will ensure the device does not drop down to GPRS. If your device is repeatedly dropping to GPRS this will ensure it remains on 3G or

GPRS Only will ensure the device does not switch over to 3G or 4G. In the instance that the device is regularly switching this will ensure it remains on GPRS even if the signal strength is low. You may need to change back to 4G Preferred should

## 2.2.2 Wi-Fi settings

### 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.

Some older Wi-Fi enabled devices may only be able to access Wi-Fi networks using b or g bands n bands. If you are experiencing interference from other Wi-Fi devices you can manually select a channel that is different to that used by the other devices.

The screenshot displays the Vodafone Mobile Wi-Fi settings interface. At the top, there are tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Wi-Fi Settings' and includes a 'Broadcast SSID' section with 'On' and 'Off' radio buttons, a 'Select Band' dropdown menu set to 'b/g/n', and a 'Select Channel' dropdown menu set to 'Automatic'. A green 'Save' button is located at the bottom right of the settings section. To the right of the settings is a 'Home network' status panel showing 'Mobile number', 'Signal' strength, 'Status' (green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:05:38), and 'Total volume' (0.72MB). Below the status panel are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom of the interface is a footer menu with categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help.

### 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.

- 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', '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 'MAC Settings' and includes a sidebar with links to 'Wi-Fi Settings', 'WPS Settings', 'MAC Settings' (selected), and 'Security'. The 'MAC Settings' section contains a description of MAC filtering, a toggle for 'MAC Filtering enabled' (currently set to 'Off'), and a 'Save' button. Below this is a 'MAC Filtering Help' section with three columns of text explaining the feature and its limitations. On the right side, there is a 'Home network' status panel showing 'Mobile number', 'Signal' strength, 'Status' (green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:05:46), 'Total volume' (0.72MB), 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 is a footer with a copyright notice: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



### 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-xxxxxy where the xxxxy 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' interface for a Vodafone Mobile Wi-Fi device. At the top, there's a navigation bar with 'Mobile Wi-Fi' selected, alongside 'SMS' and 'Account' tabs, a language dropdown, and a 'Logout' button. Below this is a red header with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' links. The main content area is divided into a left sidebar with a tree view (Wi-Fi Settings, WPS Settings, MAC Settings, Security) and a central panel. The central panel contains instructions on changing SSID and security settings, followed by input fields for SSID (VodafoneMobileWiFi-), Key (5358501517), Authentication (WPA2-PSK), and Encryption (AES), with a green 'Save' button. A 'Wi-Fi Security Help' section provides additional context. On the right, a 'Home network' status panel shows signal strength, status (green checkmark), network type (vodafone UK 4G), time connected (00:05:50), total volume (0.72MB), and battery status (100%). A footer at the bottom contains copyright information for Vodafone Group Services Limited.

## 2.2.3 Router

### 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. Please change it to something memorable. The default password is “admin”. Select **Save** to save the updated the fields.

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.

Mobile Wi-Fi SMS Account Choose language Logout

Mobile Broadband Wi-Fi Router Help

### Router settings

You may change your router settings here and you can automatically set up your home network so that your computers can share the internet connection.

You may also change your router password, however should you do so you will need to use the new password to log in to your router to make any changes.

If you choose to switch off your router when idle you will need to switch it on manually the next time you wish to connect to the internet. If you choose longer battery life then the wi-fi range of your router may be reduced.

**Router admin password**

Old password

New password

Confirm password

**Save**

**IP Address of your router**

IP Address

Subnet mask

LAN domain

**Your router battery**

☒ Switch off when idle

**Save**

**Router Help**

If the device is being powered by battery and is in sleep mode, then it must be

You may change the administration password that you need to enter on the

Changing your password will make your connection more secure by preventing

**Home network**

Mobile number

Signal

Status

Network

Time connected

Total volume

Up

Down

Battery Status (100%)

Wi-Fi Status

Connected devices (1)

### 2.2.3.2 DHCP settings

Choose **DHCP settings** from the left hand menu bar to manage IP address management.

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 Vodafone Mobile Wi-Fi R210 Advanced Configuration Guide interface. At the top, there are tabs for 'Mobile Wi-Fi', '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 'DHCP Settings' and includes a left-hand menu with 'Router settings', 'DHCP Settings' (selected), 'NAT settings', 'DMZ Settings', and 'Advanced'. The 'DHCP Settings' section contains a description of DHCP, a 'DHCP' toggle set to 'On', and fields for 'IP range start' (192.168.0.100), 'IP range end' (192.168.0.200), and 'Lease' (1 Day). A green 'Save' button is located at the bottom right of this section. Below the settings is a 'DHCP Help' section with two columns of text explaining the DHCP server and the effect of changing the IP range. On the right side of the interface, there is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a bar graph), 'Status' (with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:06:23), and 'Total volume' (0.73MB). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a footer with a copyright notice: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



### 2.2.3.3 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.

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

**Mobile Broadband** | **Wi-Fi** | Router | Help

### NAT settings

You can change your Network Address Translation (NAT) settings here.

**NAT Enabled**  
☒ On ☐ Off

You can manually create rules to translate IP addresses and ports in your network into an internet address and port. So you can protect yourself from unsolicited requests from the internet. The application you want to configure may already be in the list of pre-configured applications.

Application	Protocol	Source Port	Destination IP	Destination port	Delete	Change
-------------	----------	-------------	----------------	------------------	--------	--------

**Add custom application**

Application name	Protocol	Source Port	Destination IP	Destination port
<input type="text" value="Application name"/>	<input type="text" value="TCP"/>	<input type="text" value="Source Port"/>	<input type="text" value="Destination IP"/>	<input type="text" value="Destination port"/>

### NAT Help

The NAT function 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.

Some online games or applications require incoming access to work properly or operate as expected. If required, additional NAT rules can be added for specific application requirements.

Any Applications already enabled will show in the list above.

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.

More help is available in the Advanced Configuration Guide that came with your Device or at the Vodafone UK help website <http://www.vodafone.co.uk/help>

**Home network**

Mobile number

Signal

Status

Network vodafone UK 4G

Time connected 00:06:27

Total volume 0.73MB

▲ | Up 0b/s

▼ | Down 0b/s

**Battery Status (100%)** +

**Wi-Fi Status** +

**Connected devices (1)** +

### 2.2.3.4 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 R210 web interface. At the top, there are tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with the Vodafone logo and links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. 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.' There is a 'DMZ' section with radio buttons for 'On' and 'Off', where 'Off' is selected. A 'Save' button is present. Below this is a 'DMZ Help' section with two columns of text explaining the function and providing instructions. On the right side, there is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a bar chart), 'Status' (with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:06:40), and 'Total volume' (0.73MB). It also shows 'Up' and 'Down' speeds (both 0b/s) and expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. A footer at the bottom contains copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

### 2.2.3.5 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 side of the device (see section 3.4).

The screenshot shows the 'Advanced' configuration page for a Vodafone Mobile Wi-Fi device. The top navigation bar includes 'Mobile Wi-Fi', 'SMS', 'Account', 'Choose language', and 'Logout'. Below this is a red header with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The left sidebar lists 'Router settings', 'DHCP Settings', 'NAT settings', 'DMZ Settings', and 'Advanced' (selected). The main content area is titled 'Advanced' and contains three sections: 'Back-up configuration' with a 'Backup' button, 'Restore from back-up' with a file input and 'Browse...' button, and 'Restore to defaults' with a 'Reset' button. A right sidebar shows 'Home network' status, including 'Mobile number', 'Signal', 'Status' (checked), 'Network' (vodafone UK 4G), 'Time connected' (00:06:50), 'Total volume' (0.77MB), and upload/download speeds. Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, an 'Advanced Help' section provides instructions on backing up, restoring, and resetting the device.

**Advanced**

You can back-up, restore and reset your router configuration settings here.

**Back-up configuration**  
Click 'Back-up' to download a copy of your current settings.

**Backup**

**Restore from back-up**  
Click 'Choose file' and then navigate to your configuration back-up file before clicking the 'Restore' button. Your router will then restart with your new settings.

**Settings file**

**Browse...**

**Restore**

**Restore to defaults**  
Click 'Reset' to restore your Device router to the default settings. Your router will then restart with your new settings.

**Reset**

**Advanced Help**

Before making changes to any of your settings you should back-up the current configuration. This will enable you to restore from backup if you encounter problems.

Should you be unable to resolve the problem you may restore to the default settings.

The Restore to Factory Defaults option will reset your device to the standard settings when it first came out of the box.

Alternatively, you can use the hardware reset button found on the bottom of the device when the cover is removed.

**Home network**

**Mobile number**

**Signal**

**Status**

**Network** vodafone UK 4G

**Time connected** 00:06:50

**Total volume** 0.77MB

**Up** 7.17Kb/s

**Down** 129.25Kb/s

**Battery Status (100%)**

**Wi-Fi Status**

**Connected devices (1)**

## 2.3 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.

### 2.3.1 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.

Mobile Wi-Fi **SMS** Account Choose language Logout

**Inbox Write Sent Draft Settings Help**

### SMS Settings

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**  
☒ On ☐ Off  
 If message preview is enabled this displays SMS messages on the home screen.

**Message centre number**

### SMS Settings help

The message centre number is a number that is stored in your device settings so that text messages can be sent or received.

If you are using the wrong number, or omitting the correct International prefix this will cause messages to fail. The SMS message centre number can be reset by using the default button.

**Home network**

**Mobile number**

**Signal**

**Status**

**Network** vodafone UK 4G

**Time connected** 00:08:27

**Total volume** 1.29MB

▲ | Up 0b/s

▼ | Down 0b/s

**Battery Status (100%)** +

**Wi-Fi Status** +

**Connected devices (1)** +

**Mobile Broadband**  
 Status  
 SIM PIN Management  
 Mobile Broadband Connection  
 Mobile Broadband Network

**Wi-Fi**  
 Wi-Fi Settings  
 WPS Settings  
 MAC Settings  
 Security Settings

**Router**  
 Router settings  
 DHCP Settings  
 NAT settings  
 DMZ Settings  
 Advanced

**Storage**  
 undefined  
 Sharing Settings

**SMS**  
 Inbox  
 Write SMS  
 Sent  
 Drafts  
 Settings

**Account**  
 Account details  
 Account type

**Help**  
 Help  
 Diagnostics  
 Device Controls  
 About  
 Support  
 Online support

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## 2.4 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.

### 2.4.1 Account details

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

The screenshot shows the Vodafone Mobile Wi-Fi account management interface. At the top, there's a navigation bar with tabs for 'Mobile Wi-Fi', 'SMS', and 'Account' (which is selected). To the right of the 'Account' tab are a 'Choose language' dropdown and a 'Logout' button. Below the navigation bar is a red header with the Vodafone logo and three main menu items: 'Account details', 'Account type', and 'Help'. The 'Account details' section is active, displaying instructions on how to log in to the account and a 'Register' button. To the right of the main content area is a sidebar with various status indicators: 'Home network' (with a signal strength icon), 'Mobile number', 'Signal' (with a green signal bar icon), 'Status' (with a green checkmark icon), 'Network' (vodafone UK 4G), 'Time connected' (00:08:35), 'Total volume' (1.29MB), and download/upload speeds (0b/s). Below these are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there's a footer with a grid of links for different settings categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help. The 'Account' category is highlighted, showing links for 'Account details' and 'Account type'. The footer also contains copyright information for Vodafone Group Services Limited, 2012.

Mobile Wi-Fi SMS Account Choose language Logout

Account details Account type Help

Account details

To view your Vodafone account details you must log in at <http://www.vodafone.co.uk/myaccount/login>.

If you do not already have an online Vodafone account you may register for one now.

Register

Home network

Mobile number

Signal

Status

Network vodafone UK 4G

Time connected 00:08:35

Total volume 1.29MB

▲ | Up 0b/s

▼ | Down 0b/s

Battery Status (100%) +

Wi-Fi Status +

Connected devices (1) +

Mobile Broadband Status SIM PIN Management Mobile Broadband Connection Mobile Broadband Network

Wi-Fi Wi-Fi Settings WPS Settings MAC Settings Security Settings

Router Router settings DHCP Settings NAT settings DMZ Settings Advanced

Storage undefined Sharing Settings

SMS Inbox Write SMS Sent Drafts Settings

Account Account details Account type

Help Help Diagnostics Device Controls About Support Online support

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## 2.4.2 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', 'SMS', and 'Account' (which is selected). To the right of the 'Account' tab are links for 'Choose language' and 'Logout'. Below the navigation bar is a red header with the Vodafone logo and three tabs: 'Account details', 'Account type' (selected), and 'Help'.

The main content area is titled 'Account type'. It contains two paragraphs of text:
 

- The first paragraph states: '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.'
- The second paragraph states: '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.'
- The third paragraph states: 'In addition to these settings you can also amend other details of your connection by changing your [Mobile Broadband Connection](#).'

To the right of the text is a dropdown menu titled 'Account type'. The menu is open, showing the following options:
 

- Pay monthly (selected)
- Other Pay monthly
- Pay as you go 2GB
- Pay as you go 250MB
- Pay as you go 1GB
- Other Pay as you go

On the right side of the interface, there is a 'Home network' section with the following information:
 

- Mobile number
- Signal (represented by a green signal strength icon)
- Status (represented by a green checkmark icon)
- Network: vodafone UK 4G
- Time connected: 00:08:46
- Total volume: 1.29MB
- Up/Down speed: 0b/s

Below the 'Home network' section are three expandable sections:
 

- Battery Status (100%) with a '+' icon
- Wi-Fi Status with a '+' icon
- Connected devices (1) with a '+' icon

At the bottom of the interface is a footer with copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



### 2.4.3 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 R210 web interface. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'SMS', and 'Account'. The 'Account' tab is selected. To the right of the tabs is a 'Choose language' dropdown menu and a 'Logout' button. Below the navigation bar is a red header bar with the Vodafone logo and a navigation menu with options: 'Balance', 'TopUp', 'Account details', 'Account type', and 'Help'. The 'Balance' option is selected.

The main content area is divided into two sections. The left section, titled 'Balance', shows the 'Account balance' and 'Your number:' with a 'Refresh' button. The right section, titled 'Home network', displays various network status indicators: 'Mobile number', 'Signal' (represented by a green bar chart), 'Status' (a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:09:01), 'Total volume' (1.29MB), and 'Up'/'Down' speeds (0b/s). Below these are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a footer with copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

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

## 2.4.4 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', 'SMS', and 'Account' (which is selected). To the right of the 'Account' tab are links for 'Choose language' and 'Logout'. Below the navigation bar is a red header with the Vodafone logo and buttons for 'Balance', 'TopUp' (selected), 'Account details', 'Account type', and 'Help'.

The main content area is titled 'Top up'. It contains two sections: 'Top up by voucher' and 'Top up Online'. The 'Top up by voucher' section has a text input field for the voucher code and a green 'Top up' button. The 'Top up Online' section has a link to log in at <http://www.vodafone.co.uk/mbbmoredata>.

On the right side of the interface, there is a 'Home network' section showing various status indicators: Mobile number, Signal strength (represented by a bar chart), Status (a green checkmark), Network (vodafone UK 4G), Time connected (00:09:04), and Total volume (1.29MB). Below this, there are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. Each section has a plus sign to expand it.

At the bottom of the interface, there is a footer with a copyright notice: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.



## 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).
- 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**.
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**.
2. Type the administrative password (default is "admin") into the login window and click **Login**.
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.

The screenshot displays the Vodafone Mobile Wi-Fi Help interface. At the top, there's a navigation bar with 'Mobile Wi-Fi', 'SMS', and 'Account' tabs. Below this is a red bar with 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help' buttons. The main content area is titled 'Help' and contains sections for 'Mobile Wi-Fi Help' (with images of a man using a laptop and a couple using a laptop), 'SMS help', and 'Hints and Tips'. A right sidebar shows 'Home network' status, including signal strength, status, network type (vodafone UK 4G), time connected, and total volume. At the bottom, there are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. A footer menu lists various settings categories like Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and 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 than 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.

**Vodafone Mobile Wi-Fi diagnostics**

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.

- > [Mobile Wi-Fi information](#)
- > [Mobile Broadband connection status](#)
- > [Device Configuration](#)
- > [Wi-Fi Interface](#)
- > [Currently Attached Devices](#)

**Diagnostics help**

The status information allows you to see at a glance where any potential problems are with the device, and also lists information that may be required for technical support.

Most problems are caused by one of the following:

- 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.

More help is available in the Advanced Configuration Guide that came with your Mobile Wi-Fi device or at the vodafone UK help website <http://www.vodafone.co.uk/help>

**Home network**

**Mobile number**

**Signal**

**Status**

**Network** vodafone UK 4G

**Time connected** 00:07:04

**Total volume** 1.05MB

**Up** 0b/s

**Down** 0b/s

**Battery Status (100%)** +

**Wi-Fi Status** +

**Connected devices (1)** +

### 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	R210
Software Version	4.0
Web UI Version	1.14.3559
Hardware Version	CL1E589M22
Serial Number	T6P01A9231900120
Serial no. of SIM (ICCID)	89441000300926516570
SIM Number (MSISDN)	
Serial no. of device (IMEI)	863792010001517
IMSI	234159051263236
SIM Status	Ready
Time since startup	7 mins 38 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.

▼ <u>Mobile Broadband connection status</u>	
Mobile Broadband Connection Status	Connected
Uptime of current Internet connection	7 mins 25 secs
Data rate	0b/s
Total volume	1.05MB
Total time	7 mins 25 secs
IP address	10.140.168.212
DNS	88.82.13.28
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 xyyyyy 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	Enabled
DMZ	Disabled

▼ <u>Wi-Fi Interface</u>	
Wi-Fi Status	Enabled
Network name (SSID)	VodafoneMobileWiFi-E87420
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	00:04:48



### 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 R210 web interface. At the top, there are tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with the Vodafone logo and links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Device Controls' and contains two radio buttons: 'Reboot the device' (selected) and 'Restore Default Settings'. A green 'Confirm' button is positioned below these options. To the right of the 'Device Controls' section is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a green bar icon), 'Status' (with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:07:54), and 'Total volume' (1.05MB). Below this panel are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. A 'Device Controls help' section is located below the main controls, providing detailed information about restoring default settings and rebooting the device. At the bottom of the interface is a footer with copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

### 3.2.4 About

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

The screenshot displays the Vodafone Mobile Wi-Fi configuration web interface. At the top, there is a navigation bar with tabs for 'Mobile Wi-Fi', 'SMS', and 'Account'. A 'Choose language' dropdown and a 'Logout' button are also present. 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. On the left is a sidebar menu with options: 'Help', 'Diagnostics', 'Device Controls', 'About' (which is highlighted), and 'Support'. The central section, titled 'About', contains the following text: 'Vodafone Mobile Wi-Fi', 'Version – 1.14.3559', 'Developed and provided by Vodafone', and 'Copyright ©2005-2012 Vodafone Group. All rights reserved'. On the right is a 'Home network' status panel showing 'Mobile number', 'Signal' (with a bar graph), 'Status' (with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:07:57), 'Total volume' (1.08MB), and upload/download speeds (6.69Kb/s up, 96.3Kb/s down). Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a footer grid with links for various settings categories: Mobile Broadband, Wi-Fi, Router, Storage, SMS, Account, and Help. The footer also includes copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

Mobile Wi-Fi   SMS   Account   Choose language   Logout

Mobile Broadband   Wi-Fi   Router   Help

Help  
Diagnostics  
Device Controls  
**About**  
Support

**About**

Vodafone Mobile Wi-Fi  
Version – 1.14.3559  
Developed and provided by Vodafone  
Copyright ©2005-2012 Vodafone Group. All rights reserved

Home network

Mobile number

Signal

Status

Network   vodafone UK 4G

Time connected   00:07:57

Total volume   1.08MB

▲ | Up   6.69Kb/s

▼ | Down   96.3Kb/s

Battery Status (100%)   +

Wi-Fi Status   +

Connected devices (1)   +

Mobile Broadband   Wi-Fi   Router   Storage   SMS   Account   Help

Status  
SIM PIN Management  
Mobile Broadband Connection  
Mobile Broadband Network

Wi-Fi Settings  
WPS Settings  
MAC Settings  
Security Settings

Router settings  
DHCP Settings  
NAT settings  
DMZ Settings  
Advanced

undefined  
Sharing Settings

Inbox  
Write SMS  
Sent  
Drafts  
Settings

Account details  
Account type

Help  
Help  
Diagnostics  
Device Controls  
About  
Support  
Online support

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### 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 Wi-Fi management interface. At the top, there are tabs for 'Mobile Wi-Fi', 'SMS', and 'Account', along with a 'Choose language' dropdown and a 'Logout' button. Below this is a red navigation bar with links for 'Mobile Broadband', 'Wi-Fi', 'Router', and 'Help'. The main content area is titled 'Support' and includes a 'Need help?' section with links to the Vodafone forum and a pay-as-you-go account. It also lists contact numbers for 'Pay monthly Customer Care' and 'Pay as you go Customer Care'. On the right, there is a 'Home network' status panel showing 'Mobile number', 'Signal', 'Status' (with a green checkmark), 'Network' (vodafone UK 4G), 'Time connected' (00:08:02), 'Total volume' (1.29MB), and upload/download speeds. Below this are expandable sections for 'Battery Status (100%)', 'Wi-Fi Status', and 'Connected devices (1)'. At the bottom, there is a footer with copyright information: '© 2012 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802001'.

### **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 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 R210 via Wi-Fi 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 engraved at the bottom edge of the back cover of the device. If you double-tap the power button 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. See Section 3.4.

#### **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.

**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?**

- No, not in the initial release of the R210 device.

**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”

### 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-xxxxxy” to something 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 R210 so you cannot update the firmware.

[www.support.vodafone.com/VodafoneMobileWiFi/R210](http://www.support.vodafone.com/VodafoneMobileWiFi/R210)

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

- The Mobile Wi-Fi has up to 100 hours battery life when Wi-Fi is switched off and 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".

**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 V3.1.3 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 .

### ***3.4 Using the Factory Reset Button***

The Vodafone Mobile Wi-Fi 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 recessed in a hole on the side of the device. You will need a paperclip or similar object to push the button.

- Make sure the Vodafone Mobile Wi-Fi is powered on.
- Locate the master reset button on the side of the device (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.

- Connect to the Vodafone Mobile Wi-Fi again via Wi-Fi using the original SSID and PWA2 key (engraved at the bottom edge of the back cover of the device, on the reminder card or double-tap the power button when the device is switched on and the SSID and network key will be displayed on the device display area).

## 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.