Vodafone Business Broadband User Guide

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1. Setting up your Vodafone Broadband router

Once your Vodafone Business Broadband Service has been activated, follow the steps below to connect the Broadband to the internet.

If the red LED power light at the bottom of the Vodafone Broadband router does not come on during setup, please check that the cable connections are all correct and the power is on at the wall socket.

Connecting your router to the internet

1. **Connect the phone and internet cables to the microfilter and then plug the microfilter into your phone socket.**
2. **Attach the other end of the internet cable to the red internet port on the back of your router.**
3. **Connect the power adapter cable to the power adapter port and plug into an electrical socket.**
4. **Press the power switch to turn on the router. The power LED light on the bottom of the router will turn red and the internet status LED light on the top of the router will turn green once your internet connection is set up. If the lights don't appear straightaway, please don't unplug or switch off your router for 60 minutes as it may interrupt the setup process.**

1.1 Connecting devices wirelessly to the internet

Once your Vodafone Broadband router is set up and the Wi-Fi is working (see your Vodafone Broadband router's Simple setup guide for help with this), you'll need the information on your Vodafone Broadband router's label to get devices like PCs, laptops, tablets and smartphones connected wirelessly to the internet. The Wi-Fi name and password can be found on the back of the Vodafone Broadband router.

Using wireless broadband (Wi-Fi)

To use wireless broadband – or Wi-Fi, as it's more commonly known – your computer needs a compatible wireless network card or a wireless adapter – most devices are fitted with these as standard.

Wi-Fi name

The Wi-Fi name is what you'll need to look for when connecting any device wirelessly to the internet through your Vodafone Broadband router. This can be changed or personalised if you wish, for example, 'Vodafone Business Broadband' or 'Julian's Barber's Broadband' – the steps on how to complete this follow later in the guide.

Wi-Fi password

While connecting to the Wi-Fi network you will be asked to enter the Wi-Fi password. This password is printed on the back of the router, so for business users we recommend changing this to something memorable so only administrators can access the device's settings. The steps on how to complete this are explained later in the guide.

Vodafone Broadband router password

You'll need this password to change your Vodafone Broadband router settings through the Vodafone Broadband online portal or Vodafone Broadband router app.

Vodafone Broadband router app

You can use the Vodafone Broadband router app to change your Wi-Fi password and manage your Vodafone Broadband router settings. It's available to download and install from the Apple App Store or Google Play Store.

1.2 Managing your Vodafone Broadband router's settings

You can manage your Vodafone Broadband router and all its settings on a PC or Mac by using the online portal.

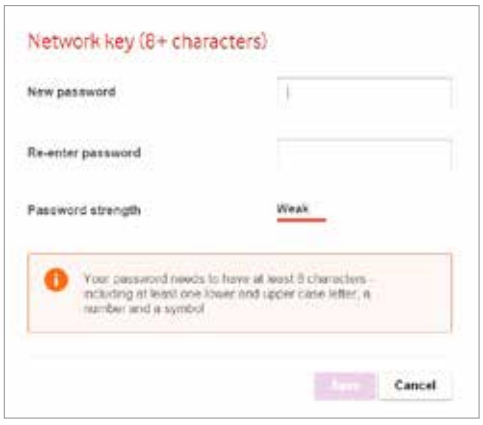
1. Make sure you're connected to the Vodafone Broadband router, either by Wi-Fi or an Ethernet cable.
2. Open the internet browser on your device and enter **http://vodafone.connect or 192.168.1.1** into the address bar.
3. Enter your Vodafone Broadband router password.
4. Then, by clicking on the relevant tabs, you'll be able to check and manage your Vodafone Broadband router's settings and the devices connected to it.

How do I change my Vodafone Broadband router's Wi-Fi name?

1. Go to the '**Wi-Fi**' tab.
2. Select '**General**'.
3. Enter your new Wi-Fi name in to the '**Wi-Fi name (SSID)**' section.
4. Click '**Apply**'.

How do I change my Vodafone Broadband router's Wi-Fi password?

1. Go to the '**Wi-Fi**' tab.
2. Select '**General**'.
3. Click on the '**Change password**' dialogue box.
4. Follow the on screen instructions.
5. Click '**Apply**'.



How do I stop unauthorised access to my Vodafone Broadband router's settings?

To improve security and prevent unauthorised access to your Vodafone Broadband router's settings, follow these steps to change your Vodafone Broadband router's password. (Please note your Vodafone Broadband router's password is different from your Wi-Fi password).

1. Go to the '**Settings**' tab.
2. Select '**Password**'.
3. Click on the '**Change password**' dialogue box.
4. Follow the on screen instructions.
5. Click '**Apply**'.

How do I change the Wi-Fi channel on my Vodafone Broadband router?

If another wireless device (even next door) is using the same channel as your Vodafone Broadband router, the two devices could compete for the airwaves. Here's how to change the channel:

1. Ensure '**Expert mode**' is enabled.
2. Go to the '**Wi-Fi**' tab.
3. Select '**Settings**'.
4. Find the '**Channel**' setting and select '**Preferred channel**' from the drop-down menu.
5. Click '**Apply**'.

1.3 Connecting to the internet with an Ethernet cable

1. Plug in one end of the Ethernet cable to an Ethernet port on your computer, and the other to any of the four Ethernet ports on the back of the Vodafone Broadband router.
2. Most computers will automatically detect when an Ethernet cable is connected. You should then be able to go online straightaway.

If you find there's no internet access using your Ethernet cable, make sure you've securely connected the cable between the Vodafone Broadband router and your computer. You can also try restarting your computer.

1.4 Resetting your Vodafone Broadband router

If you experience problems with your Vodafone Broadband router, it sometimes helps to switch your Vodafone Broadband router off and on again. See the image below to locate the on/off button.

1.5 Beamforming technology explained

The Vodafone Broadband router uses a technology called beamforming. It works by focusing the Wi-Fi signal towards the device using it, rather than spread the signal across a wide area. If you have a beamforming enabled device, you don't need to set anything up, you'll automatically get a better quality signal wherever you are in the premises. To find out if your device is beamforming enabled check the manufacturer's specification.

1.6 Boost technology

Boost technology allows the Wi-Fi in your premises to be focused on one device for a specific length of time – this can be controlled by the administrator via the online portal or from the Vodafone Broadband router app.

2. Keeping your computer safe online

2.1 Anti-virus

Vodafone always advises using a reputable anti-virus programme, many of which also protect your business against malware and phishing scams. Our recommended anti-virus software is F-Secure SAFE – for managing the security of all your devices. It's easy to use, and can also help you locate missing devices and even wipe them remotely if you think a device has been stolen. F-Secure SAFE handles your everyday activities safely too – from browsing to online banking. It'll keep you safe from phishing attempts that try to steal personal information, and keep all your data secure. For further information on our recommended anti-virus, please visit **vodafone.co.uk/businessbroadband**

2.2 Content controls

Our content controls allow you to manage your broadband content control for your Vodafone Business Broadband Service via your Vodafone My Account.

- You can pick from a predefined content control profile or you can set up a custom profile. You can also set up a block and allow list and choose time settings for your content controls.
- This capability only applies for your Vodafone Business Broadband Service and will not affect other Vodafone services such as mobile phone, mobile broadband or phone.

Content control profiles

- Profiles available and what they block:

Safe – Blocks: Malicious sites.

Super Safe – Blocks: Malicious sites as well as Adult, Hate, Violence & Weapons, Drugs & Crime, Alcohol & Tobacco, Gambling and Dating.

Ultra safe – Blocks the same as Super Safe as well as Sex Education, Social Networks and Games.

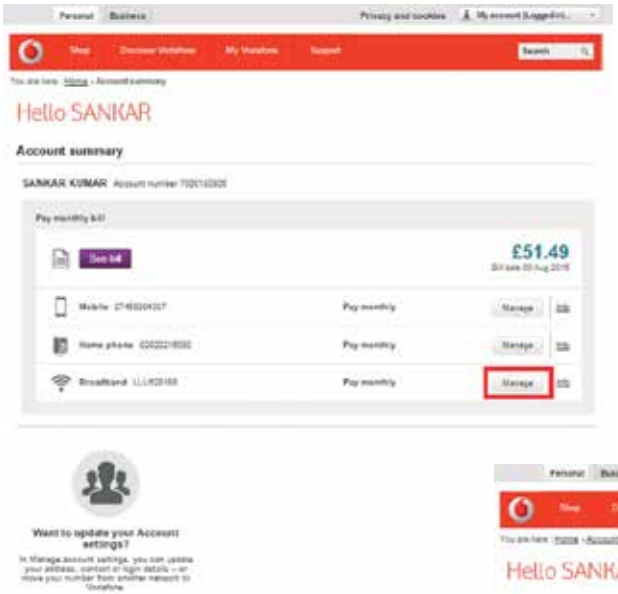
Custom – You can select any combination of categories to block.

Off – No content profile set-up. This is the default setting when your Vodafone Buisness Broadband Service is first activated.

How to turn on/turn off or amend content controls

1. Log in to '**My account**'.
2. Upon activation, the default setting of '**Off**' is automatically applied for content controls. On initial set up of the Vodafone Broadband router, you will receive a splash screen which will give you the option to set up your content controls.

3. If '**Set up content controls**', is selected you will be directed to your '**My account**' page. '**My Vodafone**' can be accessed at any time if you do not want to set up content controls straightaway or if you want to change them.

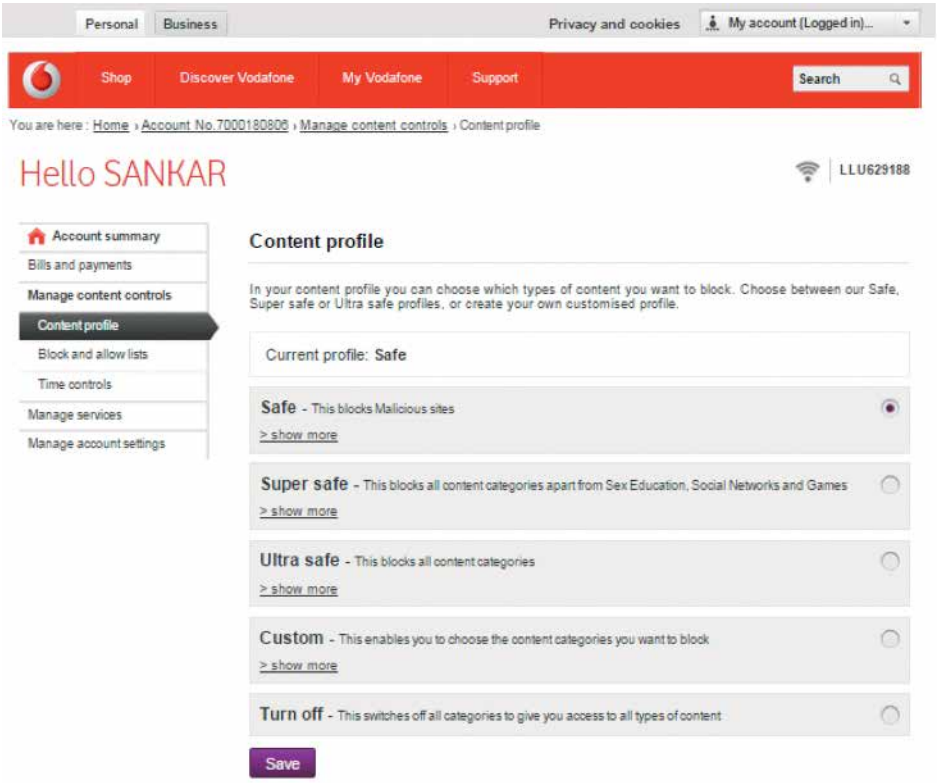


4. Once logged in you need to click on '**Manage**' for your broadband service which will take you through to the content controls menu. If you have multiple broadband subscriptions, you will need to select each broadband subscription individually to manage the content controls.

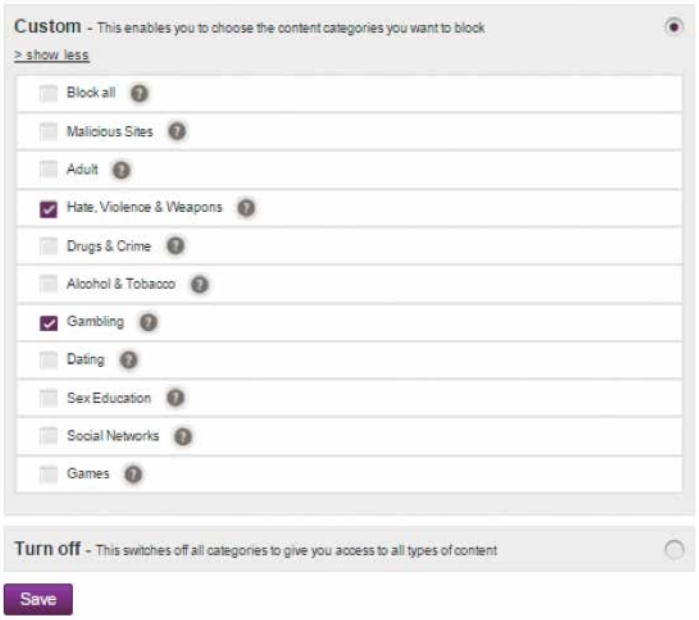
5. You can view your current content control settings at a high level and can navigate to manage your '**Content profile**', '**Block and allow lists**' and '**Time controls**'.

How to set up a Content profile

1. Select '**Content profile**' from the left hand navigator or the main '**Manage content controls**' menu and select the radio button for the profile you want and click on '**Save**'.



2. If you select the '**Custom**' profile, the menu will expand to allow you to tick on the categories you want to block and click on '**Save**'.

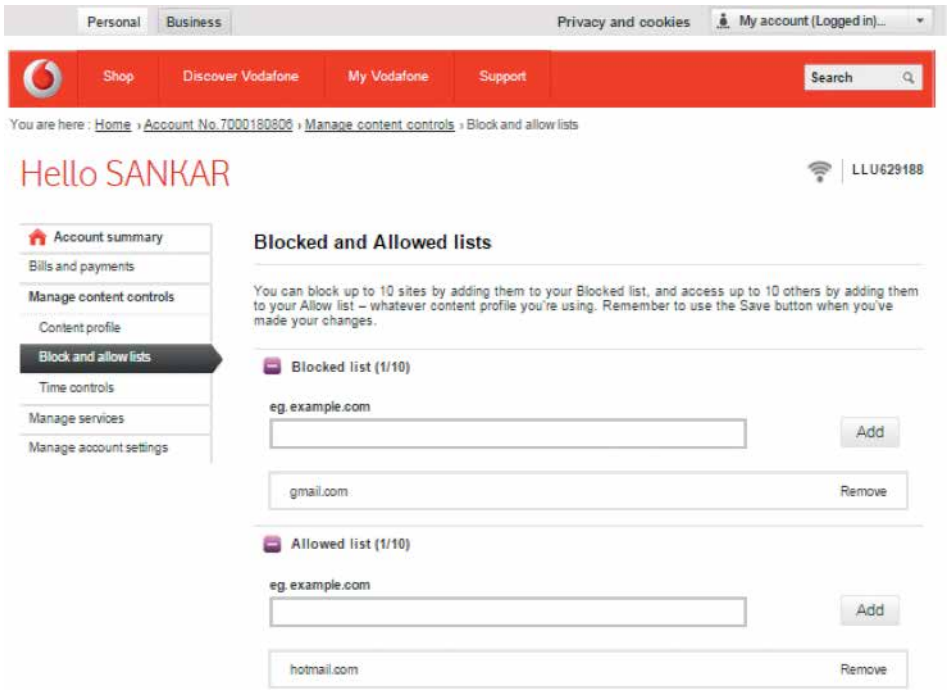


Block and allow lists

- In addition to selecting a content control profile, you can set up block and allow lists to specify certain URL's you want to block or allow, regardless of the profile you have selected.
- For example, your profile may block all gambling sites, however, you might want to add www.nationallottery.co.uk to your allow list.
- The total you can have in each list is 10.
- We will block or allow the whole domain so if you block BBC news (www.bbc/news.co.uk) it will block the whole of www.bbc.co.uk site.

How to amend/change block and allow lists

1. Select '**Block and allow lists**' from the left hand navigator or the main Manage Content Controls menu and enter the URL of the site you want to block or allow and then click on '**Add**' to add it to the list. Once you have completed your list, click on '**Save**'.



Time controls

Time controls allow you to set when your content control settings will be activated.

Including:

Active – Content control profile and block and allow list are switched on.

Watershed – Content control profile and block and allow list are switched on between 5am and 9pm.

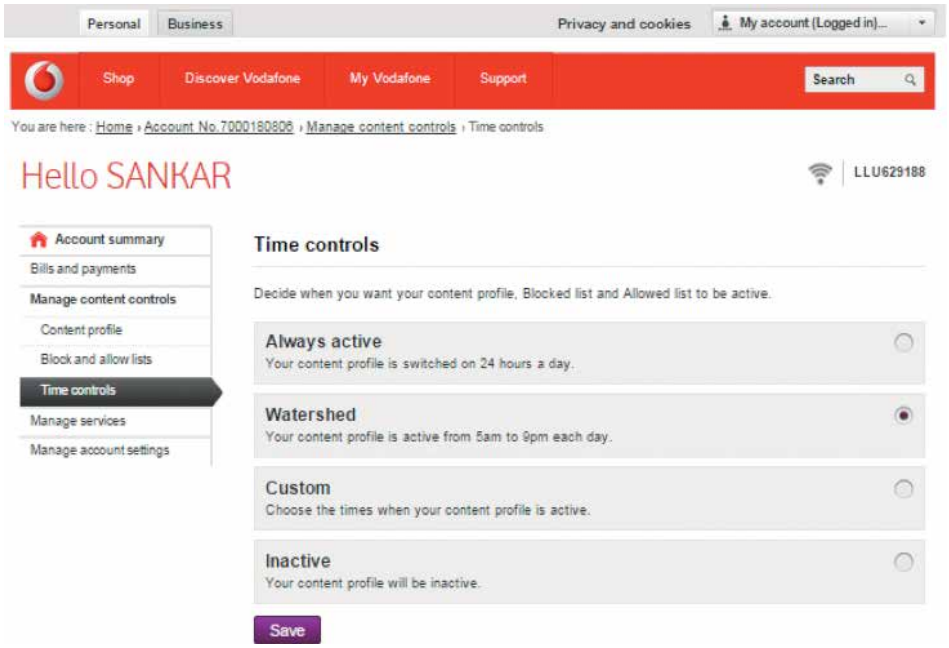
Custom – You can set up specific rules for when content controls will be switched on.

Inactive – Content control profile and block and allow list are switched off.

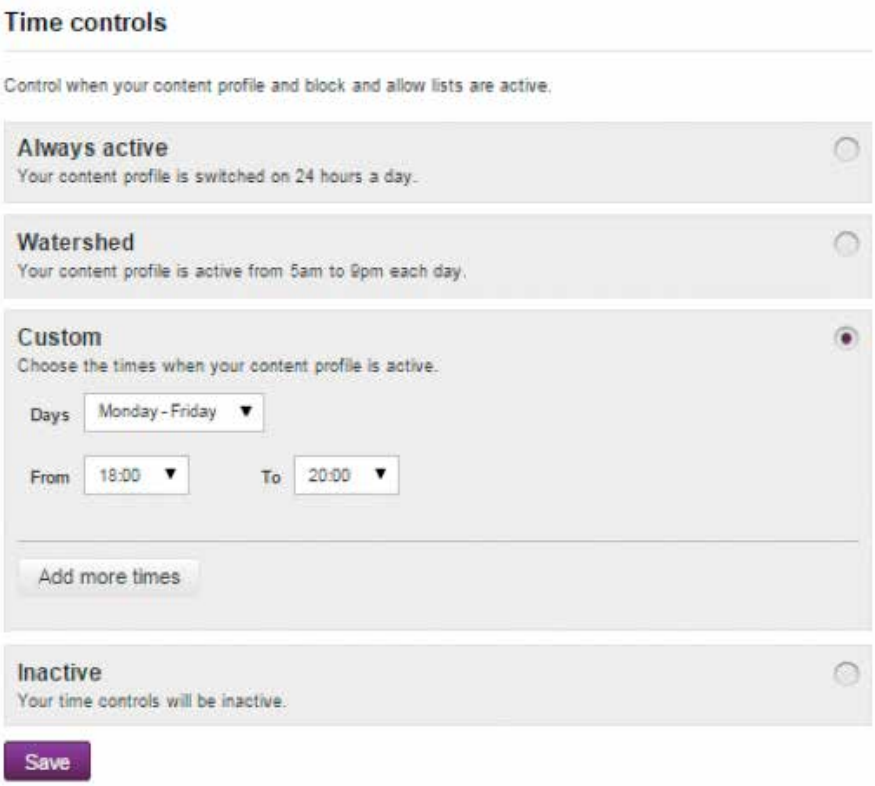
When you select a content profile for the first time, the time settings will be defaulted to '**Active**'.

Setting up Time controls

1. Select '**Time controls**' from the left hand navigator on the main Manage Content Controls menu and select the radio button for the profile you want and click on '**Save**'.



2. If you select the '**Custom**' option, the menu will expand to allow you to set up your own time controls. Once you select a rule you can click on '**Add more times**'. Once completed, click on '**Save**'.



Blocked content

If you navigate to a site that is blocked by your content controls, you will receive a splash page explaining why it was blocked and providing a link to My Vodafone so you can change your content control settings if required.

- There are some sites that are blocked by the IWF (Internet Watch Foundation) as well – sites we are required to block due to high court rulings that cannot be changed by customers through their content control settings.
- If a customer navigates to a site with one of these blocks, they will receive a splash page explaining why it is blocked.
- If a customer or website owner believes a site has been wrongly classified and blocked they can email **contentclassification@vodafone.com**

3. Single Static IP Address

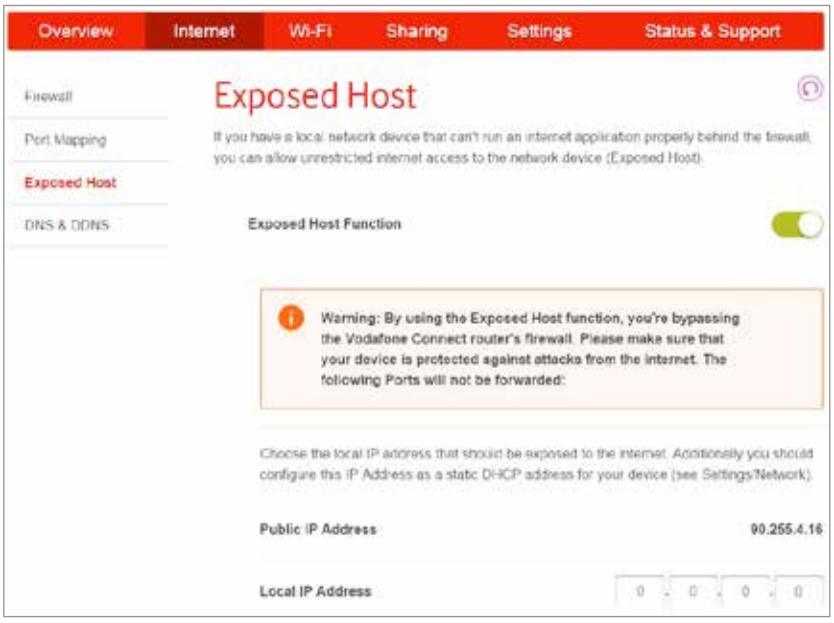
Generally, when connecting to the internet you will be using a dynamic IP address. However, there may be times when a static IP address is required, for example, for streaming footage from a CCTV camera remotely or hosting a web or gaming server. Vodafone offers a Single Static IP address, which you can order at any time for use with your Vodafone Business Broadband Service.

If you order a Single Static IP Address, then we will send you the address details once your Vodafone Buisness Broadband Service has been activated.

No configuration is required on the router hardware itself, this is completed by Vodafone prior to dispatch. If, however, the traffic pointed at the static IP address is to be directed to a certain location in your network then the following steps need to be taken:

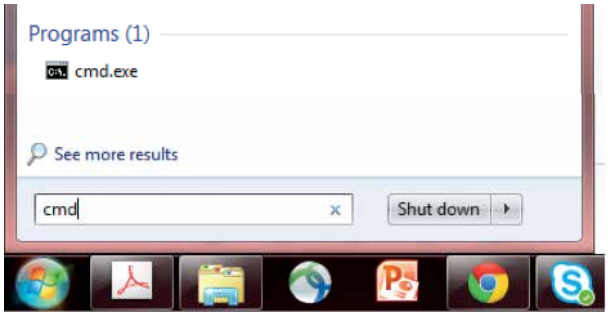
1. Log in to the settings for the router (see section 1.2).
2. Ensure '**Expert mode**' is enabled.
3. Go to the '**Internet**' tab.

4. Select '**Exposed Host**'.
5. Toggle Exposed Host Function to '**On**'.
6. In the '**Local IP Address**' field, enter the IP address of the local device to be exposed.

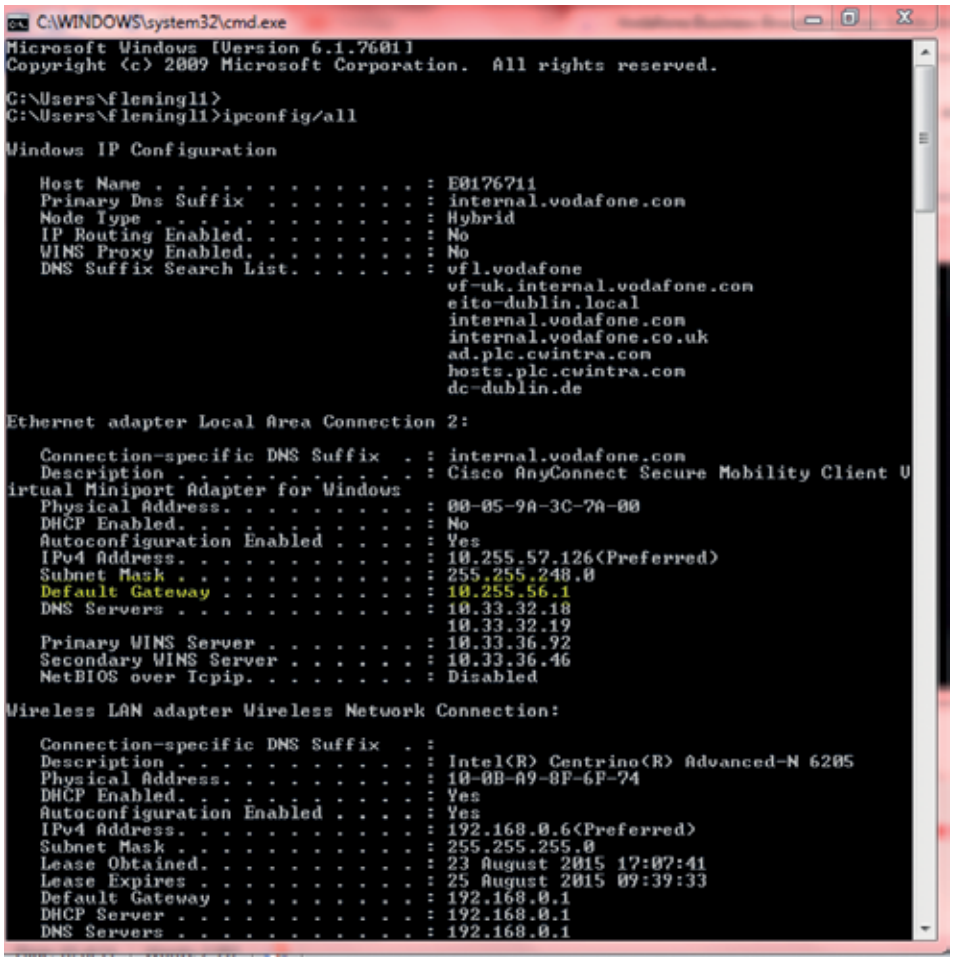


7. To retrieve the address of the machine you are using click '**Start**' and type '**cmd**' into the search bar. Click on '**cmd.exe**'.

8. Type '**ipconfig/all**' and hit the '**return**' key.

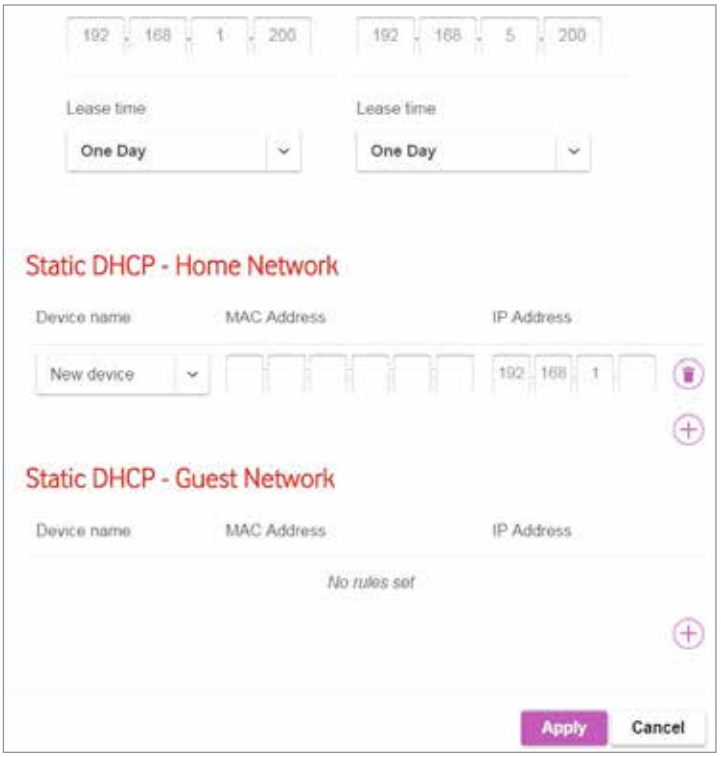


9. Enter the IPv4 Address into the free text field described above.



10. Click '**Apply**' to save changes.

11. It is also useful to put the MAC address – available in the same CMD/ipconfig/all location into the DHCP reservation settings. It would also be good practice to assign a local IP address to the connected device; you can either do this locally or via DHCP reservation on the router. This is assigned according to the MAC address (Physical Address) of the connected device.



3.1 Port forwarding

In computer networking, port forwarding or port mapping is an application of network address translation (NAT) that redirects a communication request from one address and port number combination to another while the packets are traversing a network gateway, such as a router or firewall. In more simple terms it allows your computer to be visible to the internet via certain addresses.

Port forwarding is mostly used to see traffic from a static remote source, for example, a predefined server which is regularly accessed and frequently used for gaming – many of these settings are preloaded on the router so they can just be selected from the drop-downs.

To amend the port forwarding settings:

1. Ensure '**Expert mode**' is enabled.
2. Go to '**Internet**' tab.
3. Select '**Port Mapping**'.
4. To add a mapping, click on the '**+**' symbol.
5. In the pop-up, enter the mapping details.
6. Click '**Save**'.
7. Once all the mappings are completed, click '**Apply**' on the Port Mapping main page.

If you move premises or regrade your Vodafone Business Broadband Service, any Single Static IP Address allocated to you will be lost and will be replaced with new addresses and you will need to complete the above steps as necessary.

4. Fixing issues with your Vodafone Broadband router

Here are some useful tips for the most common questions you might have. For further information see our FAQs on **vodafone.co.uk/broadband**. You can also call us on **08080 034 515** free from landlines and mobiles or **191** free from a Vodafone mobile.

Devices not connecting to Wi-Fi

Check that the Wi-Fi light on your Vodafone Broadband router is lit (you may need to hold your hand over your Vodafone Broadband router). For information on what the different lights mean, please refer to the Simple setup guide that came with your Vodafone Broadband router.

No lights showing on your router

Don't worry – this is normal. You should see a constant red light at the bottom of your Vodafone Broadband router which shows it's on and working. All other lights are set to be off by default.

Hold your hand over the top of the Vodafone Broadband router and the LED lights will come on. Both the Internet and Wi-Fi lights should be green. If this doesn't work then check all your cables are plugged in correctly and the power is on.

No internet access (flashing red Internet light)

Your Vodafone Broadband router is looking for a signal which should take no longer than five minutes. This will happen every time you turn your Vodafone Broadband router on. If the problem persists, check all the cable connections are correct, using your Vodafone Broadband router's Simple setup guide to help you.

Wi-Fi not working (pulsing, flashing or no green Wi-Fi light)

Check the Wi-Fi LED light is on by holding your hand over the top of your Vodafone Broadband router – the Wi-Fi LED light should appear. If it's off, check that the red LED power light at the bottom of the Vodafone Broadband router is on. If both lights are off please check all your Vodafone Broadband router cables are plugged in correctly and then try again. If the Wi-Fi LED light is still off try pressing the Wi-Fi button on the left of the Vodafone Broadband router. Remember that each device connecting to your Wi-Fi must use the Wi-Fi password on the label on the back of the Vodafone Broadband router. See also the section titled '**Devices not connecting to Wi-Fi**' above.

If you've tried everything suggested but still can't connect to your Wi-Fi or the internet, call us on **08080 034 515** free from landlines or **191** from a Vodafone mobile.

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