



Vodafone Business Broadband User Guide

Built with business
in mind

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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 straight-away, please don't unplug or switch off your router for 60 minutes as it may interrupt the set-up process.



1.1 Connecting devices wirelessly to the internet

Once your Vodafone Broadband router is set up and the Wi-Fi is working, 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 – search **Vodafone Broadband**.



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.

Welcome

Enter your Vodafone Broadband router password to manage your settings.

Log In

Forgotten password

Overview Internet **Wi-Fi** Sharing Settings Status & Support

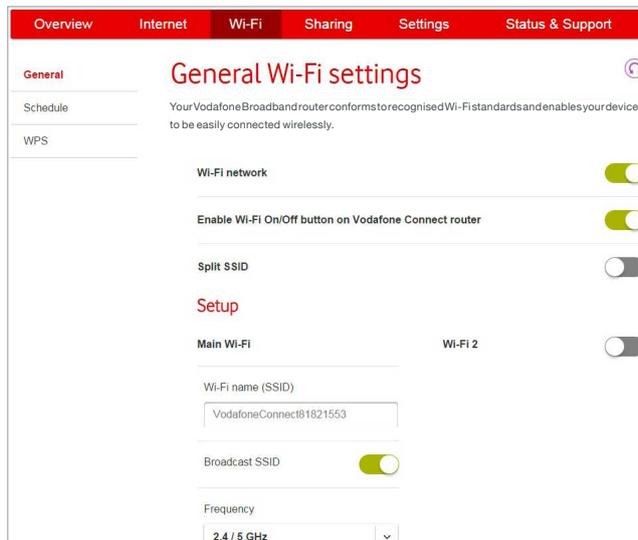
VDSL
Down 46.9 Mbit/s
Up 19.7 Mbit/s

Main WiFi
WPS is active

1
Network
E0262838
IP Address

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

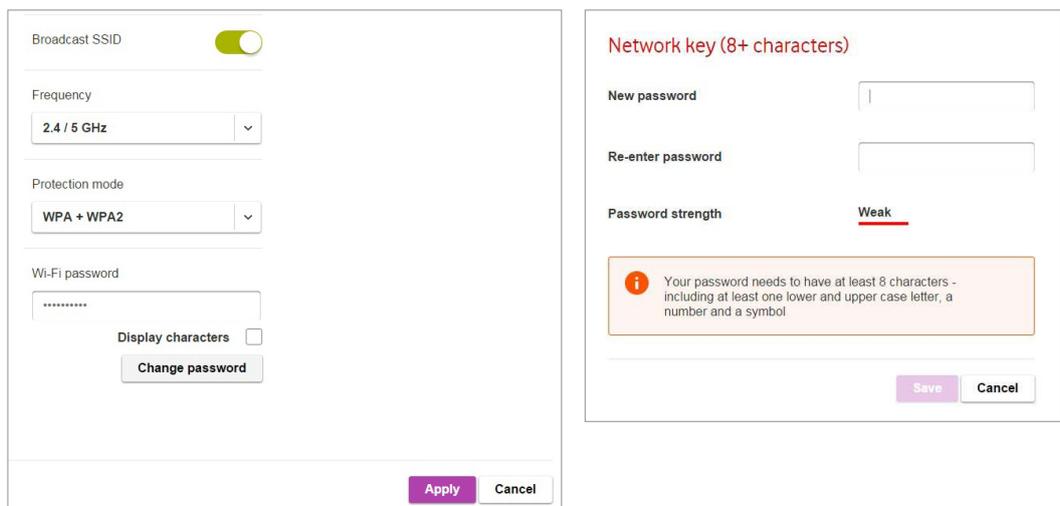
1. Go to the **'Wi-Fi'** tab.
2. Select **'General'**.
3. Enter your new Wi-Fi name in to the **'Wi-Fi name (SSID)'** section.
4. Click **'Apply'**.



The screenshot shows the 'General Wi-Fi settings' page. At the top, there are tabs for 'Overview', 'Internet', 'Wi-Fi', 'Sharing', 'Settings', and 'Status & Support'. The 'Wi-Fi' tab is selected. Below the tabs, there are sections for 'General', 'Schedule', and 'WPS'. The 'General' section is expanded, showing 'Wi-Fi network' (turned on), 'Enable Wi-Fi On/Off button on Vodafone Connect router' (turned on), and 'Split SSID' (turned off). Under the 'Setup' section, there are two Wi-Fi networks: 'Main Wi-Fi' and 'Wi-Fi 2'. The 'Main Wi-Fi' section is active, showing the 'Wi-Fi name (SSID)' field with the current name 'VodafoneConnect81821553', a 'Broadcast SSID' toggle (turned on), and a 'Frequency' dropdown menu set to '2.4 / 5 GHz'.

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'**.

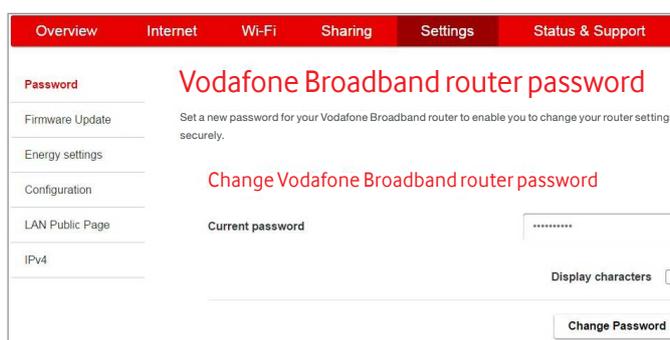


The screenshot shows the 'Change password' dialog box. It is divided into two main sections. The left section contains settings for the Wi-Fi network: 'Broadcast SSID' (turned on), 'Frequency' (2.4 / 5 GHz), 'Protection mode' (WPA + WPA2), and 'Wi-Fi password' (masked with dots). There is a 'Change password' button in this section. The right section is titled 'Network key (8+ characters)' and contains two input fields for 'New password' and 'Re-enter password'. Below these fields, the 'Password strength' is indicated as 'Weak'. A warning message states: 'Your password needs to have at least 8 characters - including at least one lower and upper case letter, a number and a symbol'. At the bottom of the dialog, there are 'Apply' and 'Cancel' buttons.

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'**.

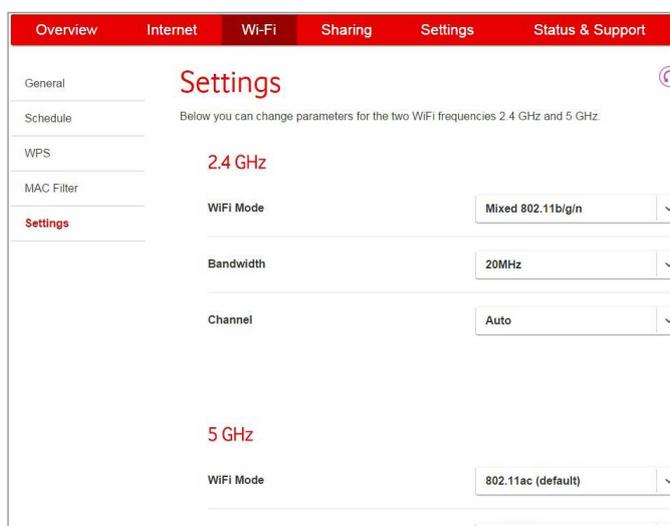


The screenshot shows the 'Settings' tab selected in the router's web interface. The 'Password' section is active, displaying the title 'Vodafone Broadband router password' and a sub-header 'Change Vodafone Broadband router password'. Below this, there is a 'Current password' field with a masked input (dots) and a 'Change Password' button. A 'Display characters' checkbox is also visible.

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'**.



The screenshot shows the 'Settings' page for the 2.4 GHz Wi-Fi network. The 'Channel' setting is highlighted, and the dropdown menu is open, showing 'Auto' as the selected option. Other settings visible include 'WIFI Mode' set to 'Mixed 802.11b/g/n' and 'Bandwidth' set to '20MHz'. The 5 GHz section is partially visible below.

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 straight-away.

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. Please do not do this during initialisation.

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 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:

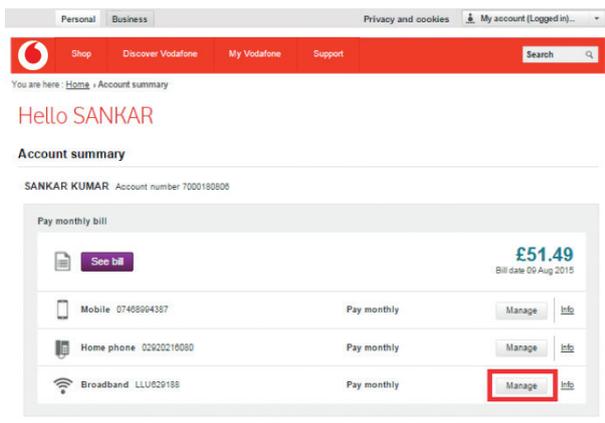
Safe	– Blocks: Malicious sites.
Super Safe	– Blocks: Malicious sites as well as Adult, Hate, Violence & Weapons, Drugs & Crime, Alcohol & Tobacco, Gambling and Dating.
Ultra Safe	– Blocks the same as Super Safe as well as Sex Education, Social Networks and Games.
Custom	– You can select any combination of categories to block.
Off	– No content profile set-up. This is the default setting when your Vodafone Business Broadband Service is first activated.

How to turn on/turn off or amend content controls

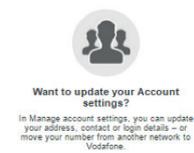
1. Log in to **'My account'**.
2. Upon activation, the default setting of **'Off'** is automatically applied for content controls. On initial set up of the Vodafone Broadband router, you will receive a splash screen which will give you the option to set up your content controls.



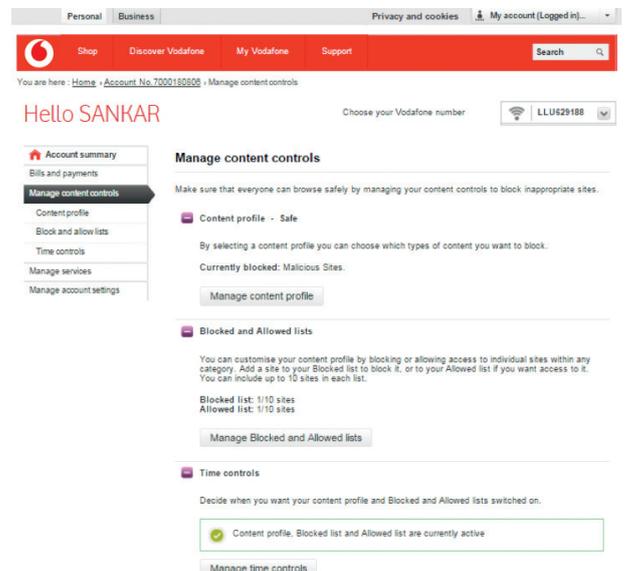
3. If **'Set up content controls'**, is selected you will be directed to your **'My account'** page. **'My Vodafone'** can be accessed at any time if you do not want to set up content controls straight-away or if you want to change them.



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**'.

The screenshot shows the Vodafone Business broadband user interface. At the top, there are tabs for 'Personal' and 'Business', and a 'Privacy and cookies' link. Below this is a navigation bar with 'Shop', 'Discover Vodafone', 'My Vodafone', and 'Support' links, along with a search bar. The main content area is titled 'Hello SANKAR' and shows a sidebar menu on the left with options like 'Account summary', 'Bills and payments', 'Manage content controls', and 'Content profile'. The 'Content profile' section is active, displaying a list of profiles: 'Safe', 'Super safe', 'Ultra safe', 'Custom', and 'Turn off'. The 'Safe' profile is selected, and a 'Save' button is visible at the bottom.

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**'.

The screenshot shows the 'Custom' content profile settings page. The 'Custom' profile is selected, and the menu has expanded to show a list of categories that can be blocked. The categories are: 'Block all', 'Malicious Sites', 'Adult', 'Hate, Violence & Weapons', 'Drugs & Crime', 'Alcohol & Tobacco', 'Gambling', 'Dating', 'Sex Education', 'Social Networks', and 'Games'. The 'Hate, Violence & Weapons' and 'Gambling' categories are checked. A 'Turn off' option is visible at the bottom, and a 'Save' button is at the bottom.

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 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 (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**'.

The screenshot shows the Vodafone Business Broadband user interface. At the top, there are navigation tabs for 'Personal' and 'Business', along with 'Privacy and cookies' and 'My account (Logged in)'. Below this is a red navigation bar with 'Shop', 'Discover Vodafone', 'My Vodafone', and 'Support' links, and a search bar. The breadcrumb trail reads: 'You are here: Home > Account No. 7000180806 > Manage content controls > Block and allow lists'. The main heading is 'Hello SANKAR' with a signal strength indicator and 'LLU629188'. On the left is a sidebar menu with options: 'Account summary', 'Bills and payments', 'Manage content controls', 'Content profile', 'Block and allow lists' (highlighted), 'Time controls', 'Manage services', and 'Manage account settings'. The main content area is titled 'Blocked and Allowed lists' and contains the following text: 'You can block up to 10 sites by adding them to your Blocked list, and access up to 10 others by adding them to your Allow list – whatever content profile you're using. Remember to use the Save button when you've made your changes.' Below this are two sections: 'Blocked list (1/10)' and 'Allowed list (1/10)'. Each section has an input field with a placeholder 'eg. example.com', an 'Add' button, and a list of items with 'Remove' buttons. The 'Blocked list' shows 'gmail.com' and the 'Allowed list' shows 'hotmail.com'.

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**'.

The screenshot shows the Vodafone Business Broadband user interface. At the top, there are tabs for 'Personal' and 'Business', and a 'Privacy and cookies' link. Below that is a navigation bar with 'Shop', 'Discover Vodafone', 'My Vodafone', and 'Support', along with a search bar. The user is logged in as 'SANKAR'. The left-hand navigation menu includes 'Account summary', 'Bills and payments', 'Manage content controls', 'Time controls' (highlighted), 'Manage services', and 'Manage account settings'. The main content area is titled 'Time controls' and contains the following options:

- Always active**: Your content profile is switched on 24 hours a day.
- Watershed**: Your content profile is active from 5am to 9pm each day.
- Custom**: Choose the times when your content profile is active.
- Inactive**: Your content profile will be inactive.

A 'Save' button is located at the bottom of the options.

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**'.

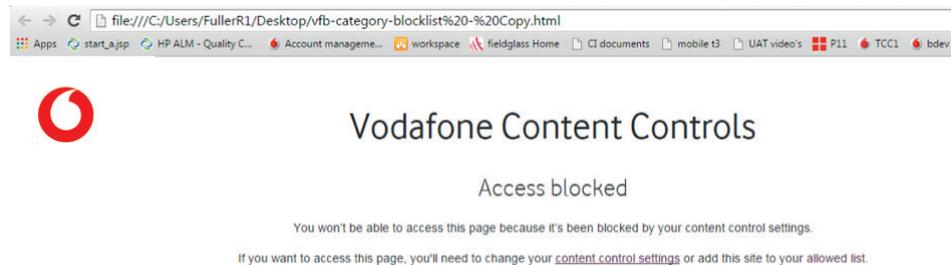
The screenshot shows the 'Custom' time control setup screen. The 'Custom' option is selected, and the following settings are visible:

- Days**: Monday - Friday
- From**: 18:00
- To**: 20:00

An 'Add more times' button is located below the settings. A 'Save' button is at the bottom of the screen.

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 content-classification@vodafone.com

3. 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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