



# Vodafone Business Broadband User Guide

Built with business  
in mind

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# 1. Setting up your Vodafone Broadband router

Once your Vodafone Enterprise 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**.

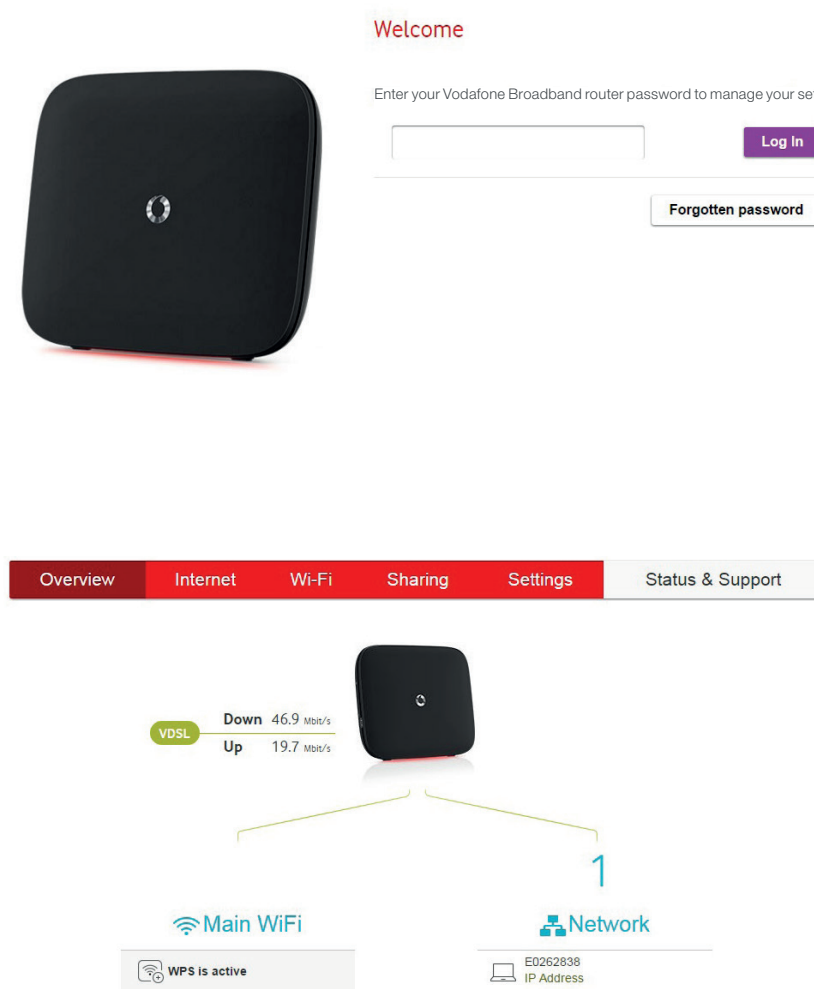




## 1.2 Managing your Vodafone Broadband router's settings

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.



## 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. On the left, there's a sidebar with 'General' selected, and 'Schedule' and 'WPS' below it. The main area has a title 'General Wi-Fi settings' and a sub-header 'Your Vodafone Broadband router conforms to recognised Wi-Fi standards and enables your devices to be easily connected wirelessly.' Below this are several toggle switches: 'Wi-Fi network' (on), 'Enable Wi-Fi On/Off button on Vodafone Connect router' (on), 'Split SSID' (off), and 'Main Wi-Fi' (on). Under the 'Setup' section, there are two columns: 'Main Wi-Fi' and 'Wi-Fi 2'. The 'Main Wi-Fi' column has a 'Wi-Fi name (SSID)' field with the text 'VodafoneConnect81821553', a 'Broadcast SSID' toggle (on), and a 'Frequency' dropdown set to '2.4 / 5 GHz'. The 'Wi-Fi 2' column has a toggle switch (off).

## 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' dialogue box. It has a 'Broadcast SSID' toggle (on), a 'Frequency' dropdown set to '2.4 / 5 GHz', a 'Protection mode' dropdown set to 'WPA + WPA2', and a 'Wi-Fi password' field with a masked password '\*\*\*\*\*'. There's a 'Display characters' checkbox (unchecked) and a 'Change password' button. At the bottom right, there are 'Apply' and 'Cancel' buttons.

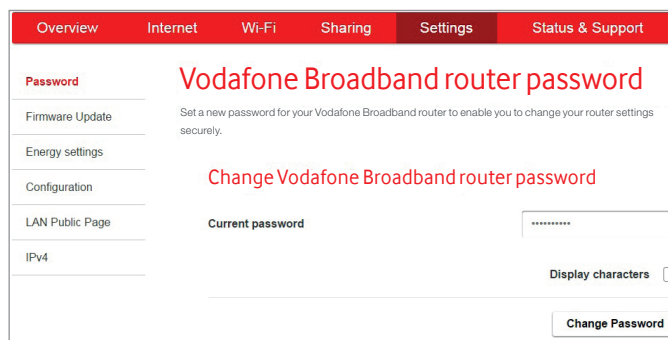
The screenshot shows the 'Network key (8+ characters)' section. It has a 'New password' field, a 'Re-enter password' field, and a 'Password strength' indicator showing 'Weak'. Below this is an information box with a red 'i' icon and the text: 'Your password needs to have at least 8 characters - including at least one lower and upper case letter, a number and a symbol'. At the bottom right, there are 'Save' 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**'.

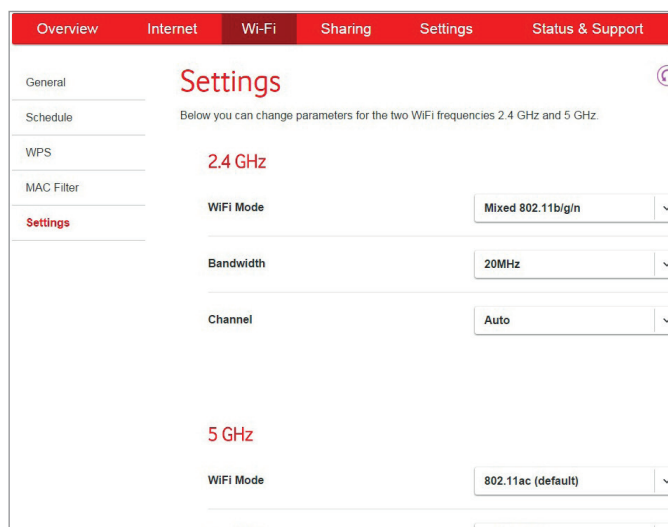


The screenshot shows the 'Vodafone Broadband router password' settings page. The left sidebar contains a menu with 'Password' selected, and other options like 'Firmware Update', 'Energy settings', 'Configuration', 'LAN Public Page', and 'IPv4'. The main content area has a title 'Vodafone Broadband router password' and a subtitle 'Set a new password for your Vodafone Broadband router to enable you to change your router settings securely.' Below this is a section titled 'Change Vodafone Broadband router password' with a 'Current password' field (masked with asterisks) and a 'Change Password' button. There is also a 'Display characters' checkbox.

## 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 router's Wi-Fi. The left sidebar has 'Settings' selected. The main content area is titled 'Settings' and includes a subtitle 'Below you can change parameters for the two WiFi frequencies 2.4 GHz and 5 GHz.' There are two sections: '2.4 GHz' and '5 GHz'. The '2.4 GHz' section has settings for 'WiFi Mode' (Mixed 802.11b/g/n), 'Bandwidth' (20MHz), and 'Channel' (Auto). The '5 GHz' section has a 'WiFi Mode' setting (802.11ac (default)).

### 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](https://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.

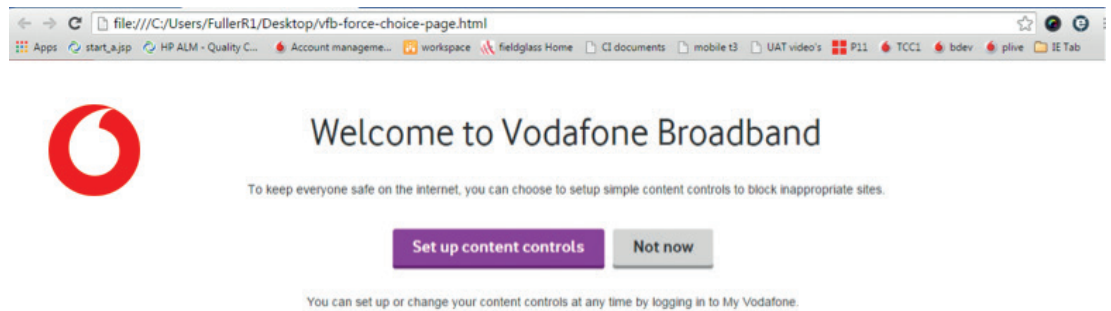
#### Content control profiles

- Profiles available and what they block:

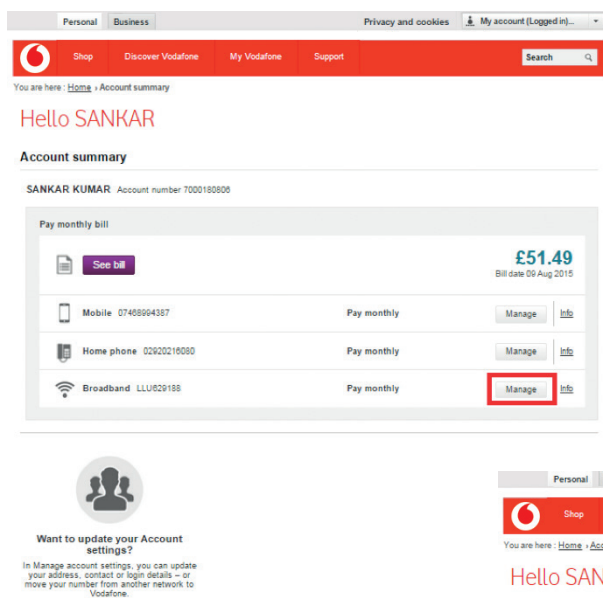
<b>Safe</b>	– Blocks: Malicious sites.
<b>Super Safe</b>	– Blocks: Malicious sites as well as Adult, Hate, Violence & Weapons, Drugs & Crime, Alcohol & Tobacco, Gambling and Dating.
<b>Ultra Safe</b>	– Blocks the same as Super Safe as well as Sex Education, Social Networks and Games.
<b>Custom</b>	– You can select any combination of categories to block.
<b>Off</b>	– 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.

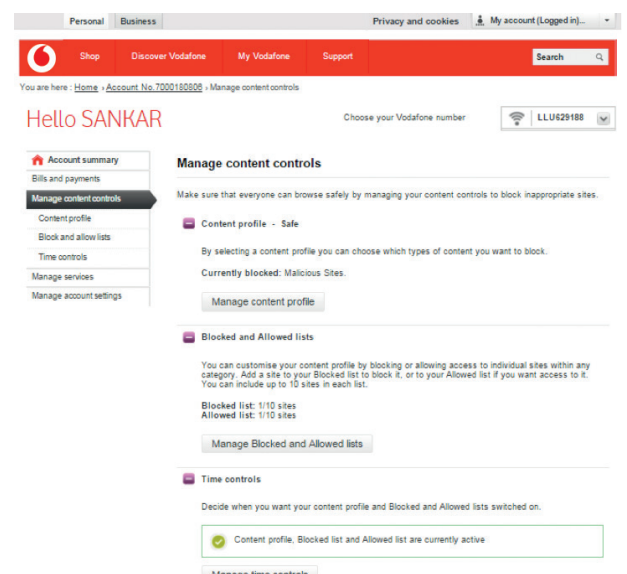


3. If **'Set up content controls'**, is selected you will be directed to your **'My account'** page. **'My Vodafone'** can be accessed at any time if you do not want to set up content controls straight-away or if you want to change them.



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'**.

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.



## 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**'.

Personal Business Privacy and cookies My account (Logged in...)

Shop Discover Vodafone My Vodafone Support Search

You are here: [Home](#) > [Account No. 7000180808](#) > [Manage content controls](#) > Content profile

Hello SANKAR LLU629188

Account summary  
Bills and payments  
Manage content controls  
Content profile  
Block and allow lists  
Time controls  
Manage services  
Manage account settings

### Content profile

In your content profile you can choose which types of content you want to block. Choose between our Safe, Super safe or Ultra safe profiles, or create your own customised profile.

Current profile: Safe

**Safe** - This blocks Malicious sites ☒  
[> show more](#)

**Super safe** - This blocks all content categories apart from Sex Education, Social Networks and Games ☐  
[> show more](#)

**Ultra safe** - This blocks all content categories ☐  
[> show more](#)

**Custom** - This enables you to choose the content categories you want to block ☐  
[> show more](#)

**Turn off** - This switches off all categories to give you access to all types of content ☐

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**'.

**Custom** - This enables you to choose the content categories you want to block ☒  
[> show less](#)

☐ Block all ?

☐ Malicious Sites ?

☐ Adult ?

☒ Hate, Violence & Weapons ?

☐ Drugs & Crime ?

☐ Alcohol & Tobacco ?

☒ Gambling ?

☐ Dating ?

☐ Sex Education ?

☐ Social Networks ?

☐ Games ?

**Turn off** - This switches off all categories to give you access to all types of content ☐

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 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's a navigation bar with 'Personal' and 'Business' tabs, and a 'Privacy and cookies' link. Below this is a red header with the Vodafone logo, 'Shop', 'Discover Vodafone', 'My Vodafone', 'Support', and a search bar. A breadcrumb trail indicates the user is in 'Home > Account No. 7000180806 > Manage content controls > Block and allow lists'. The user is greeted as 'Hello SANKAR' with a signal strength indicator 'LLU629188'. On the left, a sidebar menu lists various account management options, with 'Block and allow lists' highlighted. The main content area is titled 'Blocked and Allowed lists' and includes a brief explanation: '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, there are two sections: 'Blocked list (1/10)' and 'Allowed list (1/10)'. Each section has an input field for a URL (e.g., 'example.com'), an 'Add' button, and a 'Remove' button for existing entries (e.g., 'gmail.com' in the blocked list and 'hotmail.com' in the allowed list).

## 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**'.

Personal Business Privacy and cookies My account (Logged in)...

Shop Discover Vodafone My Vodafone Support Search

You are here: Home > Account No. 7000180806 > Manage content controls > Time controls

Hello SANKAR LLU629188

**Time controls**

Decide when you want your content profile, Blocked list and Allowed list to be active.

**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. ☐

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**'.

### Time controls

Control when your content profile and block and allow lists are active.

**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. ☒

Days **Monday - Friday** ▼

From **18:00** ▼ To **20:00** ▼

Add more times

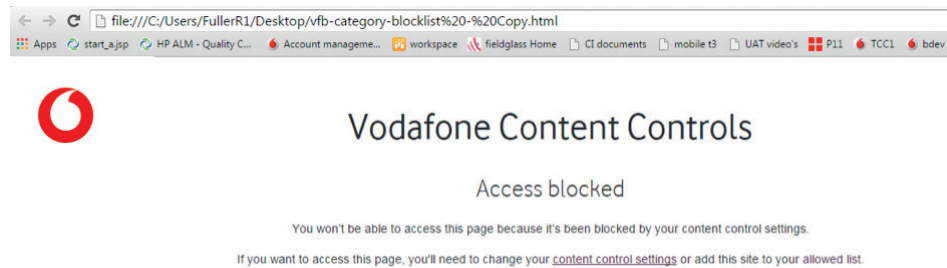
**Inactive**  
Your time controls will be inactive. ☐

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 [content-classification@vodafone.com](mailto: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](http://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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