



Quick setup guide for business
Vodafone Sure Signal

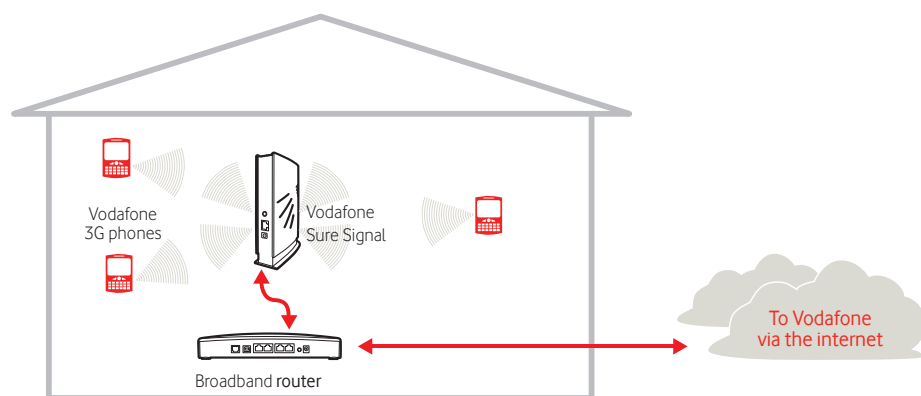


About this guide

This guide will help you quickly set up your Vodafone Sure Signal. After you've done this the Sure Signal will carry on working automatically in the background.

We will also take you through the simple process of registering the Sure Signal and the Vodafone 3G phones that will be using it.

Finally there is a troubleshooting section for any issues that you may come across.



How it works

Your Vodafone Sure Signal will give you Vodafone 3G coverage in your office or workplace, even in areas where there is little or no Vodafone 3G signal.

The Sure Signal contains a small 3G transmitter and receiver, which it uses to connect with registered Vodafone 3G phones, rather like a WiFi network does. It then relays calls through your existing broadband connection.

Before you start

Before you start setting up, please check that you have the following:

- the Vodafone Sure Signal, power supply and included Ethernet cable
- a high speed broadband service – at least 1Mbps downstream and 300kbps upstream
- an available Ethernet port on your router
- a Vodafone 3G phone with a registered Vodafone 3G SIM card.

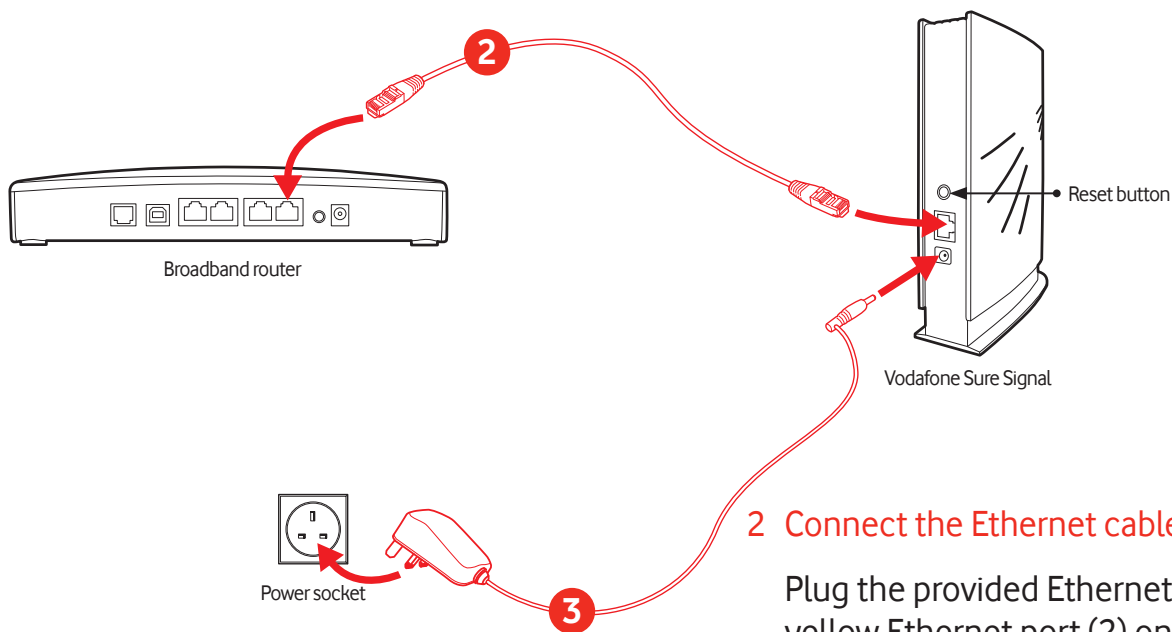
Setting it up

The setup process is simple, and can be completed in just a few minutes.

1 Find a suitable location for your Sure Signal

Your Sure Signal needs to be able to be connected to an available router. However, if possible, it should be in a central area and preferably high up, since it emits a radio signal in a similar way to a Wi-Fi router. Make sure there's a spare electrical socket nearby, too.

For best signal strength it's preferable to avoid placing it near metallic objects, windows, or other radio transmitters.



2 Connect the Ethernet cable

Plug the provided Ethernet cable into the yellow Ethernet port (2) on the Sure Signal, then plug the other end into any available Ethernet port on your router.

3 Connect the power supply



Plug the power adapter into the power port on the Sure Signal, then plug the other end into a power socket and turn it on.

The Sure Signal will now start an automatic configuration process.

Auto-configuration

When it is connected up and powered on, your Sure Signal should now start the automated configuration process.

1 Ethernet connection

After a few seconds, the Status Signal's Power indicator  will light up, and the Ethernet indicators on both the Sure Signal  and your router should blink green.

If this doesn't happen, go to the Troubleshooting section at the end of this guide.


2 Broadband connection

After a few minutes, the Sure Signal's Connectivity indicator will begin to blink slowly as it establishes a broadband connection.

If the Connectivity indicator stays off, or starts to blink quickly, please go to the Connectivity section at the end of this guide.

3 Software update

Once a broadband connection has been established, the Sure Signal will automatically update its software.

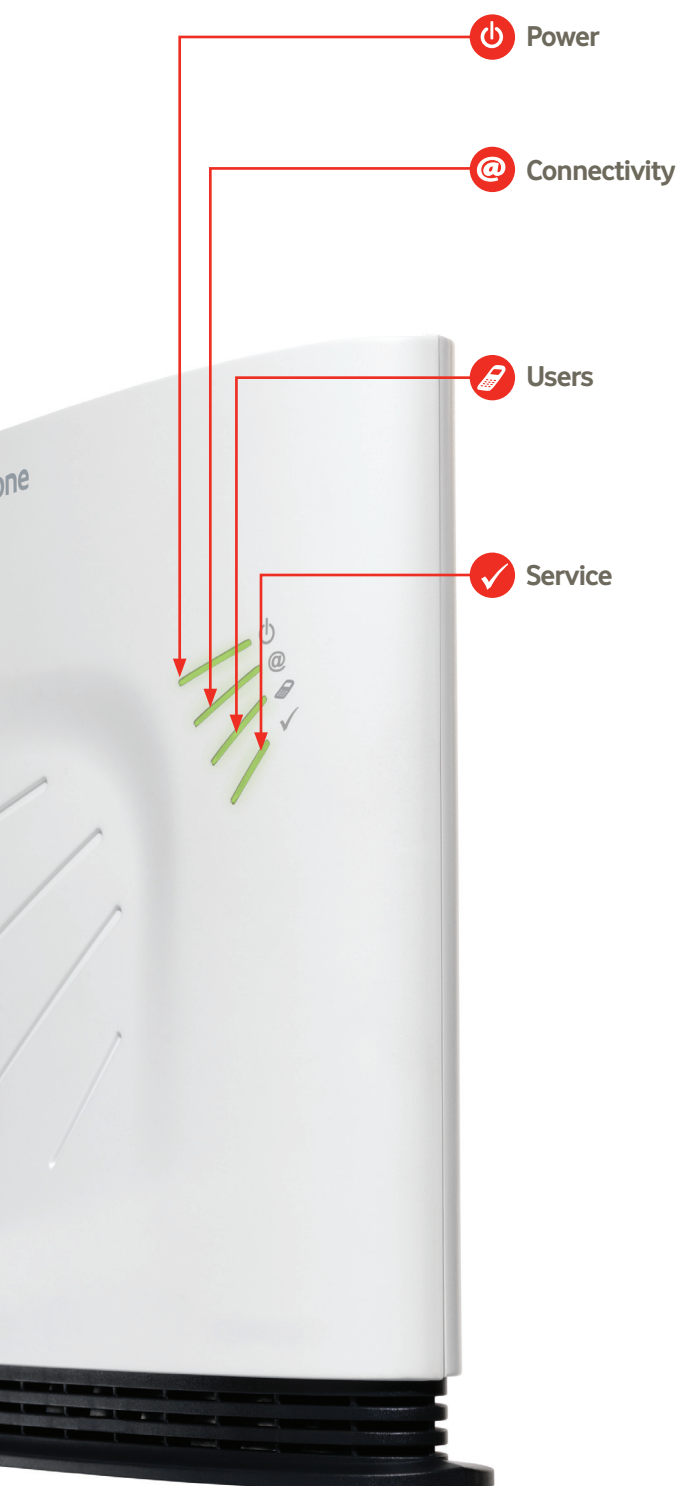
This can take up to 15 minutes, during which the Service indicator  will blink slowly. Once the update is downloaded, the Sure Signal will reboot automatically.

4 Configuration

After rebooting, the Sure Signal will configure itself to work with your broadband service.

During this the Service indicator will blink slowly and stay lit when configuration is complete.

When the Power, Connectivity and Service indicators are all lit, your Sure Signal is ready to use, once you have registered it.



Registration

Before you can start using your Sure Signal, you need to register it with Vodafone. This is necessary to manage the Vodafone 3G phones that will work with it.

This can only be done online, using Vodafone's 'My account'.

Do you already have a My account?

If you already have a Vodafone 'My Account, you can register your Sure Signal box by following these steps:

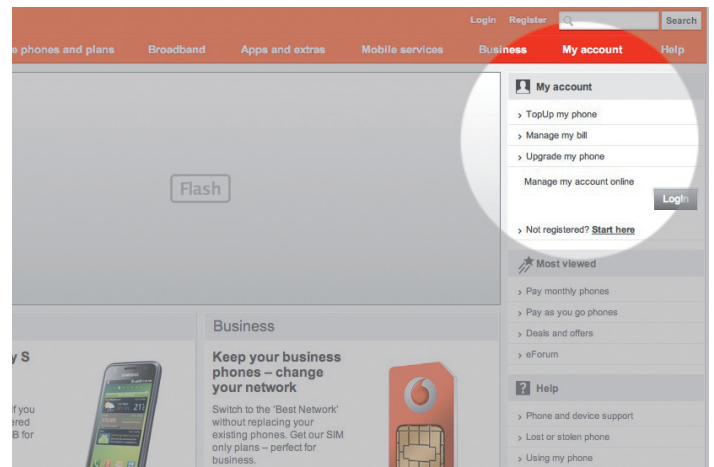
- 1 Go to www.vodafone.co.uk, and log on My account. Then select 'My Sure Signal' or 'Manage Sure Signal' under 'My Devices'.
- 2 Select 'Register My Sure Signal' where you will be asked for your Sure Signal location details.

If you see registration page A, then you are the registered owner of My account.

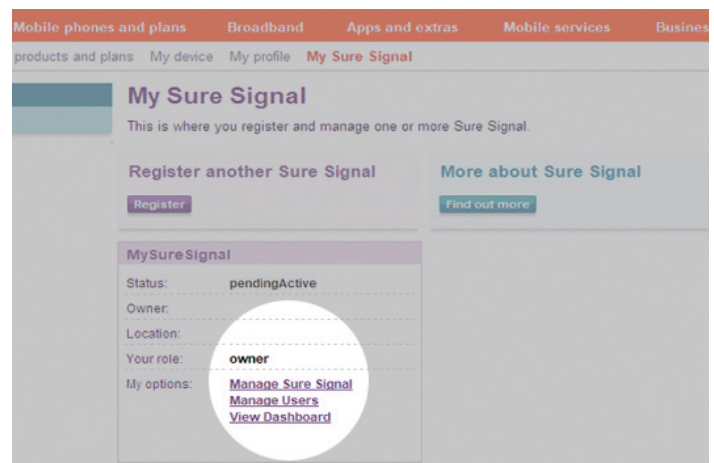
You will see registration B if you are only registering to manage your Sure Signal account.

- 3 There will then be approximately a 30 minute setting up process while your Sure Signal box synchronises with both your phone and Vodafone. You will then be up and running.

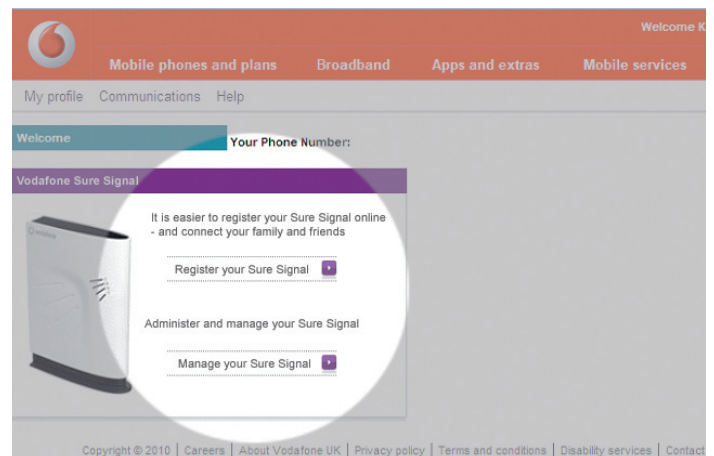
Log on 'My Account'



Registration page A



Registration page B



Any problems with registering please contact your Vodafone representative.

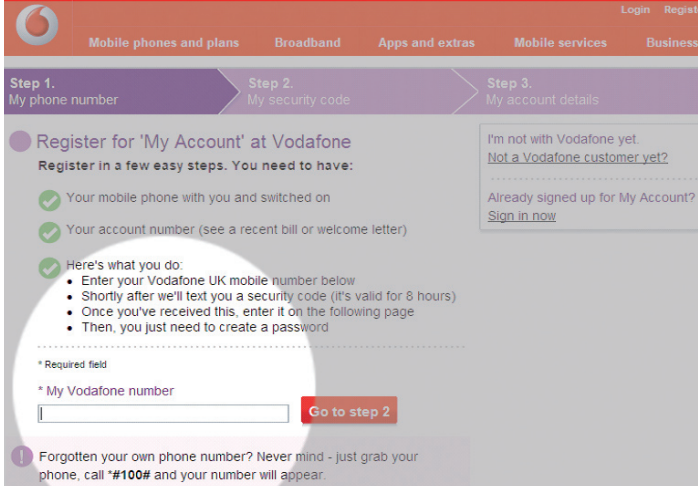
Registration

If you don't have a My account

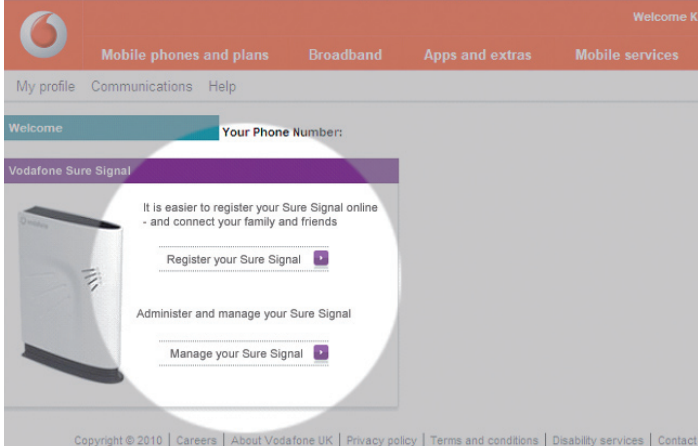
If you don't have a Vodafone My account, follow these simple steps:

- 1 Go to www.vodafone.co.uk and select 'Register' where you will be asked to key in your Vodafone phone number.
- 2 A security code will then be sent to your phone, which you will need to enter to continue your registration. Enter your personal details as requested. Please be aware, in some instances, a security code will not be required. In this instance, you will be contacted by a Vodafone Representative to advise you how to register for My account.
- 3 If you are not the My account owner you will see registration page A, and if you are the My account owner you will see registration page B.
- 4 In either case, select 'Register your Sure Signal'. You will then be asked to input the 11-digit Serial Number, which can be found on the back of the unit.
- 5 Once registered, select 'Manage Sure Signal' if you wish to add, remove or edit the user list.

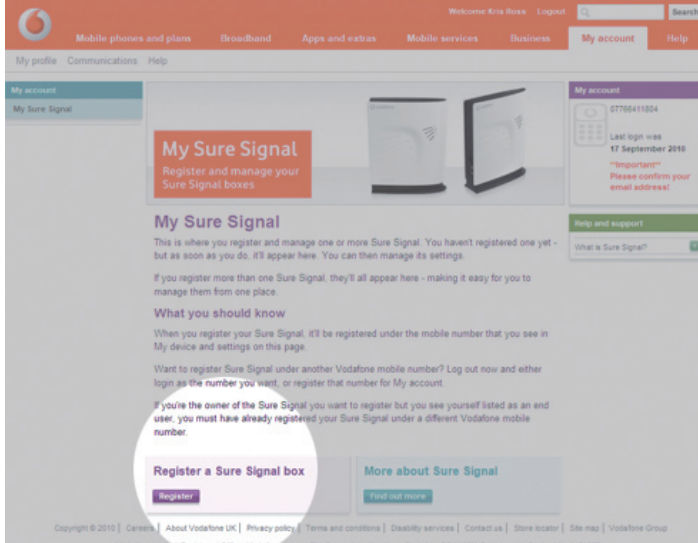
Key in your Vodafone phone number



Registration page A



Registration page B



Any problems with registering please contact your Vodafone representative.

Managing your Sure Signal

Once you've registered your Sure Signal, you need to add the phone numbers for the Vodafone 3G phones that will be using it.

1 Go to Manage my Sure Signal

Log in to My account.

If you are the account owner and want to be responsible for managing your Sure Signal account, you will see the option to click on 'Manage your Sure Signal' once you have logged in.

If you have registered for My account only to manage your Sure Signal, click on 'My Sure Signal' then on 'Manage your Sure Signal'.

2 Add new Vodafone 3G phones

Follow the onscreen instructions to add the mobile numbers of all Vodafone 3G phones that might want to use the Sure Signal (you can have up to 32 phones registered).

Up to 4 simultaneous calls can use the Sure Signal at any one time.

You can add or delete phones from your list whenever you like, using My account. You will need to edit a phone's details if the owner changes the SIM card in it.

3 You can now make calls

Once the Sure Signal and the Vodafone 3G phones have been registered, you should immediately be able to make calls using the Sure Signal.

4 Change your Sure Signal's details

You can also change your Sure Signal's details in Manage my Sure Signal.

This is important if you need to change the location of the Sure Signal, or if you need to change the administrative details.

Any problems with registering please contact your Vodafone representative.

Troubleshooting

These are answers to the most commonly-asked questions about the Sure Signal. You can find more information in the online Network Setup Guide and FAQs, and the Sure Signal section in vodafone.co.uk. If you still need help, please contact your local customer services.

Connectivity

The @ indicator is off

This indicates a local connection problem.

- make sure the Ethernet cable between the Sure Signal and your DSL router or office LAN is connected properly
- contact your internet service provider if the problem continues.

The @ indicator is blinking rapidly

This indicates that your Sure Signal is not registered.

- follow the registration steps in this document again
- if the problem continues, please contact Vodafone customer services: 08454 402104

No connection can be established with the Sure Signal network

- make sure that the IP security setting (IPSec) tunnels are allowed on your DSL router/LAN (see Network Setup Guide).

Mobile phones don't recognise the Sure Signal network

- make sure that the mobile phones are registered in My Sure Signal in My Account in www.vodafone.co.uk
- make sure that the mobile phones are 3G, using a Vodafone SIM, and are part of the Vodafone range.

New phones can't be added to the Sure Signal service

This means that the list of registered phones is full. You can add up to 32 Vodafone 3G phones, so to add a new one you will need to delete (de-register) some of the existing phones on the list.

Coverage

There is weak Sure Signal coverage

The Sure Signal is designed for use within enclosed buildings, with an approximate range of 30 metres.

- coverage will be significantly reduced if the building's walls contain a metallic lining

Ways to improve Sure Signal coverage

To test the approximate range of your Sure Signal coverage, start a call close to the Sure Signal and walk away from it towards the furthest point in your building.

- doing this several times in different directions actually allows the Sure Signal to reconfigure itself for the best coverage.