Instructions for the installation and use of the software and card

Vodafone Mobile Connect

Vodafone Mobile Connect

Internet on the move

vip

Contents

Welcome to the world of mobile internet

Congratulations on your choice of the **Vodafone Mobile Connect card** for your wireless, mobile connection to the internet.

The Vodafone Mobile Connect card is quickly and easily installed on a laptop computer with the software on the enclosed CD. The Vodafone Mobile Connect card supports all advanced network technologies in the Vip wireless network – HSDPA, UMTS, EDGE, GPRS – which means that you can be sure of a connection to the internet at any time via the best available network, with the greatest available speed throughout Croatia, as well as in foreign countries on networks with which Vip has roaming contracts.
In this handbook you will find instructions on how to connect to the internet via the Vodafone Mobile Connect card. You will be satisfied, especially with its speed and simplicity!

You will find additional information at **vmc.vipnet.hr**, or call Customer Service at **091 77 22**.

Before you begin...

To use the Vodafone Mobile Connect card and software, you will need:
- a laptop computer with Microsoft® Windows® 2000, Windows® XP or Windows® Vista®
- a CD drive
- 250 MB RAM
- at least 100 MB of free disk space
- PCMCIA Type II or ExpressCard34 slot
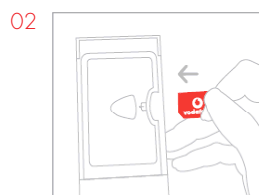- Microsoft Internet Explorer 6.0 or higher.

* Vodafone Mobile Connect cards also work on Apple Mac computers. You can find software and installation instructions at vmc.vipnet.hr

How to install and activate the Vodafone Mobile Connect card

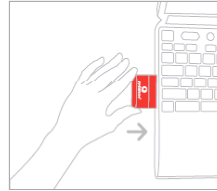**1) Install the software and re-start your computer.**

01
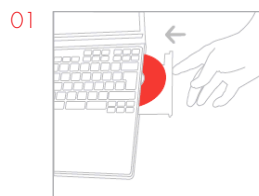
2) Insert the SIM card into the Vodafone Mobile Connect card.

02

3) When requested, insert the Vodafone Mobile Connect card.

03

Suggestion:
Look at the diagram on the back of the Vodafone Mobile Connect card. The gold plated contacts on the SIM card have to touch the contacts on the Vodafone Mobile Connect card. The clipped corner of the SIM card must be facing the groove on the Vodafone Mobile Connect card.

ATTENTION: For successful connection to the internet the SIM card must be activated with a Vip Mobile Broadband tariff. Activation of the tariff on the SIM card will be made within 24 hours of signing an agreement.

Insert the CD with the Vodafone Mobile Connect software and follow the installation instructions on the screen.

When installation finishes, re-start the computer before moving to the following steps.

CAUTION!

Do not insert the Vodafone Mobile Connect card into the computer until instructed to do so by the Vodafone Mobile Connect program (after completion of the Vodafone Mobile Connect program installation and re-starting the computer).

Only a Vip SIM card that has been activated with the Mobile Broadband tariff should be inserted into the Vodafone Mobile Connect card.

**Insert the SIM card in the Vodafone Mobile Connect card.**
The SIM card is a small chip the size of a postage stamp that you received with your pre-paid contract. The gold plated contacts on the SIM card must be touching the contacts of the wireless card and the SIM card must be facing as shown on the back of the Vodafone Mobile Connect card.

After re-starting your computer, insert the card.
When you have installed the software and re-started the computer, activate the Vodafone Mobile Connect software and follow the instructions on the screen.
If it is necessary to make any changes to the settings of your computer, for example special network settings, you can afterwards select a device in View - "Manage Devices" and edit the settings.

Software overview
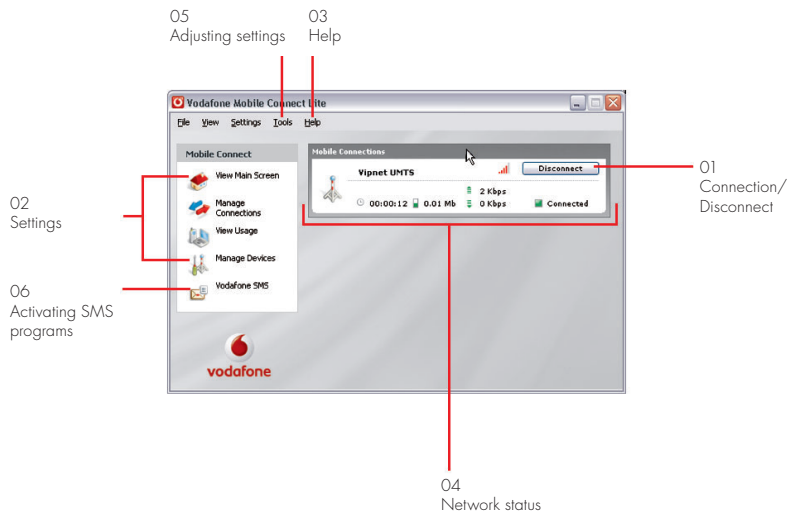
01 Connect/Disconnect
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02
Settings

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Activating SMS programs

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APN

The APN that you must use for access to the Vip mobile network is: **data.vip.hr** for all public users of internet access via the Vip mobile network.

Corporate users should contact their sales representative for information on the APN that they should use for internet access.

Registration of the APN
Vodafone Mobile Connect software already has the APN **data.vip.hr** embedded in it.
If you use another APN, you can change the APN yourself in the following way:

1. Click on **Manage Devices** in the main window. The names of the devices that can be used will appear.

2. Click on the name of the device. After the rectangle in the lower right-hand corner darkens, click **Edit**.

3. In the APN window enter your APN.
   - public internet access users via the Vip mobile network: **data.vip.hr**

Do not change the other settings. **User name** and **password** will both always be the same: **38591**
(For assistance and support please see vmc.vipnet.hr)

4. Click **OK** to enter the main program.

Connecting to a mobile network

To browse web pages or receive e-mail you must be connected to the internet. Vodafone Mobile Connect software has a button that is used for internet connection. After starting the program in the window Mobile Connections, there will be a button, **Connect**, in the right corner.

Button for connecting Mobile
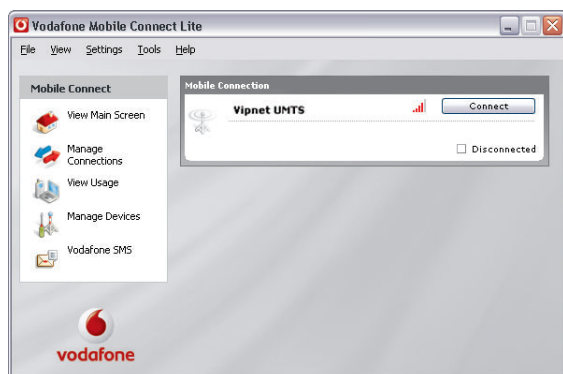
Suggestion:
You can check the strength of a mobile network signal by looking at the symbol in the lower left-hand corner in the main window of the program. The more of the symbol that is filled, the stronger the signal.

Click the button to use the Vodafone Mobile Connect card to connect to the internet via a mobile network. When you are connected, the button **Connect** changes to **Disconnect**.

Pressing the same button again breaks the connection.
To establish a connection, you must be in an area covered by a mobile network.
The rule is that wherever you can make call with a mobile telephone, you should be able to establish a wireless connection using Vodafone Mobile Connect software.

Mail servers

If you have a problem sending or receiving e-mail messages or accessing newsgroups when using Vodafone Mobile Connect to connect to the internet, try to enter the following servers into your e-mail program:

Outgoing mail server (SMTP):   mail.vip.hr

News server: news.vip.hr

SMS text message service

With Vodafone Mobile Connect software you can send and receive SMS (Short Message Service) text messages directly from your computer.

The program provides an easy way to view the messages you have received, to write new messages, and to manage the contact details of frequently used SMS numbers.
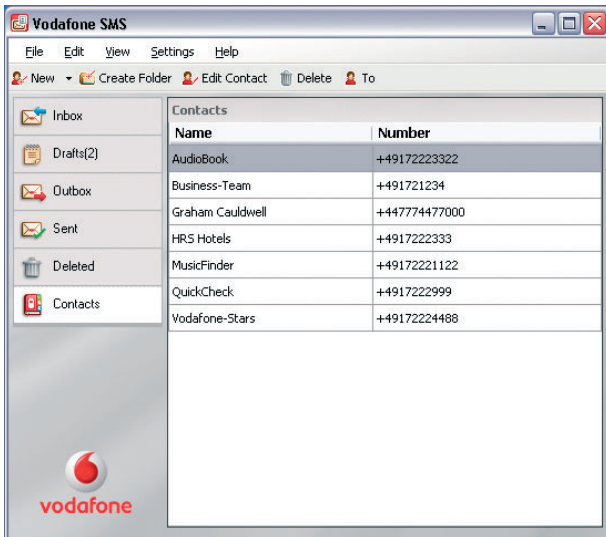
Incoming SMS mailbox
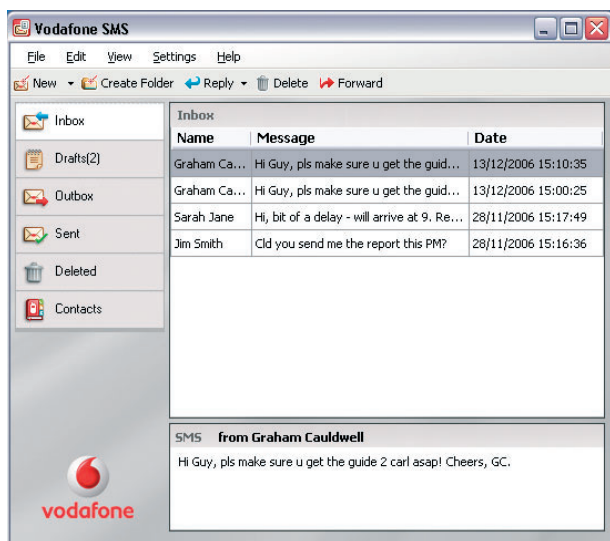
Click **Vodafone SMS** in the navigation bar – on the left side of the main screen – to open Vodafone SMS. Click **New** at the left end of the SMS toolbar to create new SMS text messages. After sending, your SMS message will be saved in **Sent Messages**.

New SMS
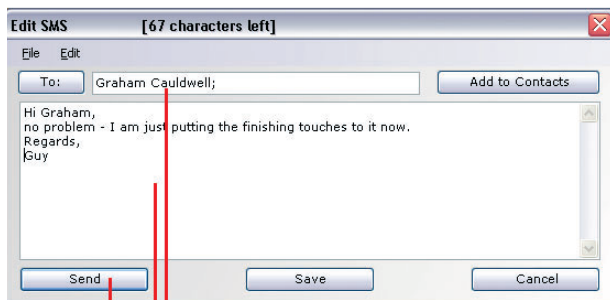
1. Enter name of recipient
2. Write text message
3. Click **Send**

SMS contacts

On the left side of the Vodafone SMS window is the SMS navigation bar. Click **Contacts** on the SMS navigation bar to open the list of contacts and to manage the names and numbers that you frequently use.

By clicking on the button **New** in the SMS toolbar, you will open a window for a new contact.

New SMS contacts

1. Enter name
2. Enter number
3. Click OK

Suggestion:
Enter the numbers of your contacts in their full international dialing form, for example +385911234567.

Vodafone SMS icon

The Vodafone SMS icon will be displayed in the notification area if one or more SMS text messages are received. When an SMS text message is received, a blinking window will appear with the text of the message. You can click on the blinking window to reply to the message.
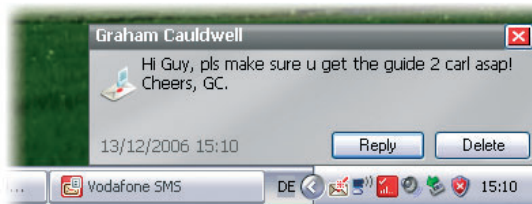
The blinking window will disappear if you ignore it. The SMS icon will remain in order to show that an SMS message has been received.

Use

In the Vodafone Mobile Connect software there is an option for monitoring the quantity of data that has been transmitted via a mobile network.
The quantity of data transmitted on a domestic network is highlighted in red; roaming traffic is highlighted in gray.

Comment:
Information on the quantity of data transmitted and displayed by the Vodafone Mobile Connect software is for information purposes only. It is not a final calculation and we do not guarantee its accuracy. The final information on the number of connections and the quantity of data received will be listed on your monthly statement.

Suggestions and Advice

If the software indicates that it cannot find the device
When you install or connect the Vodafone Mobile Connect card, the Vodafone Mobile Connect program may not be able to recognize or find the device.
- Check if you have selected the correct APN
- Remove or turn off other devices that may be connected to the computer, for example, Bluetooth devices
- Re-start the Vodafone Mobile Connect software and card
- Re-start the computer

If the software cannot find any mobile network
- Change your physical location: inside a building, move closer to a window, to a higher position, or go outside
- Select **Tools/Select Network/Automatic**, or **Manual**… if "Automatic" has already been selected
- Select **View/View available mobile networks** to see if you can connect to another network from the list shown
- Contact the Service for Business Customers (091 77 22) to see if your account is enabled for wireless or roaming services

If no connection can be established
- Wait several minutes and try to connect again. This is frequently a temporary problem, especially when **Error 31** or **Error 619** is displayed
- Re-start the Vodafone Mobile Connect software and the wireless PC card
- Re-start the computer
- Contact the Service for Business Customers (091 77 22)

If you have problems with roaming
- Select **View/Available mobile networks** and try to open one of connections shown
- Contact the Service for Business Customers (091 77 22) and check to see if your computer is enabled for roaming services

When you use roaming services, try to stay on the Vodafone network, or the network of one of its partners. An SMS welcome message is usually received when you change networks. Check which Vodafone network or partner network you are using by looking at the Status bar that is located at the bottom of the main window of the program.

Remove the Vodafone Mobile Connect card when it is not in use
You will avoid possible damage to the card or to the internal connections of the computer.

Check Settings for adding software
When establishing a connection with Vodafone Mobile Connect, it is best to adjust Windows and other programs so that you are informed about software updates instead of having them automatically installed. If updates are installed automatically, this can slow the mobile connection, or it may exceed the limit of your data use.

> **Suggestion:**
> To remove the card from the computer, click on the icon "Safely Remove Hardware" that is located in the task bar. This will allow Windows to close the Vodafone Mobile Connect card correctly. Then use the button or switch on the computer to remove the card.

Connection speed and coverage

The Vodafone Mobile Connect card supports all of the technologies of the Vip wireless network. The technology your device uses to connect to a network will depend on the coverage in the area in which you are located.

HSDPA and UMTS networks are accessible in larger cities, while EDGE and GPRS are available throughout Croatia. You can find additional information on coverage at www.vipnet.hr

The highest possible speeds in the Vip network for each individual technology are:

HSDPA - up to 7,2 Mbit/s for downloads, up to 384 kbit/s for uploads

UMTS - up to 384 kbit/s for downloads, up to 64 kbit/s for uploads

EDGE - up to 220 kbit/s for downloads, up to 110 kbit/s for uploads

GPRS - up to 80 kbit/s for downloads, up to 40 kbit/s for uploads