

Contents

Contents	1
Overview	7
What is the Vodafone Mobile Connect software?	7
Operating Systems Supported	7
Connecting	7
Opening a Mobile Connection	7
Opening a WLAN* Connection	8
Closing a Data Connection	8
Status Bar	8
What is the Status Bar?	8
Status Bar Information	8
Status Bar with Mobile Connection	9
Status Bar with WLAN* Connection	9
Usage Window	9
What is the Usage window?	9
Current Month	10
Previous Month	11
Usage Preferences	11
Deleting all Usage Data	12
Time or Data Limits and Accuracy	12
SMS Window	13
What can I do with SMS?	13
SMS Toolbar	13
New Message	13
New Contact	13
Reply	13
Forward	13
Add	13
Edit Message	14
Delete	14
To	14
Import and Export	14
Edit Contact	14
SMS Tabs	14
Inbox	14
Drafts	14
Outbox	15
Sent	15
Contacts	16
Contact Window	16
Writing an SMS Message	16
New Message Window	17
Contacts list window	17
SMS to several people	17
Using SMS Contacts	17
Making a New Contact	18
New	18
Add	18
Importing Contacts	18
Email Contacts	18
Importing from your SIM	19
Importing from your Device	19
Exporting Contacts	20
Exporting Email Contacts	20
Exporting to your SIM	20

Exporting to your Device.....	20
Import and Export Tips.....	21
Identical Contacts	21
Multiple Numbers.....	21
Speed	21
SMS Settings	21
Settings Window	21
Service Centre	22
Operator.....	22
Custom	22
Message options.....	22
Validity.....	22
Message class	22
Use same SMSC	23
Request Status Reply	23
Leave a copy of the messages on your SIM card.....	23
Remove the messages from your SIM card and store them only in this program	23
Remember this choice and treat all messages the same way	23
Signature	24
SMS & WLAN*	24
3G Support	24
Built-In 3G Support	24
What is 3G?.....	24
Is 3G the same as UMTS?	24
What if there is no 3G network?.....	25
Embedded Data Cards	25
What is an embedded data card?	25
WLAN*	25
What does WLAN mean?.....	25
Is WLAN the same as Wi-Fi?.....	25
The Vodafone Mobile Connect Software Advantage	25
Connecting via WLAN	26
Finding a WLAN Hotspot	26
WLAN Hotspot Detection.....	26
Notification Popup.....	26
Status Bar	26
Connect to any Hotspot	27
Connecting to a WLAN Hotspot	27
Restrictions when using WLAN.....	27
IM and VPN.....	27
Check for Support in Database.....	27
Disconnecting from WLAN.....	27
Normal Disconnection from WLAN	27
Automatic Disconnection of Pre-Booked Sessions.....	28
No Suspension of Pre-Booked Sessions	28
Find Hotspot*	28
Town/City.....	28
Country.....	28
Location Type.....	28
VPN	29
Advanced Search	29
Hotspot Search Results Window	29
Hotspot Details Window	29
Tips to Find Hotspot	30
Advanced Search?	30
Broad or Narrow Search?	30
Town/City.....	30
Country and Location Type.....	30

Searching in Text Fields	30
WLAN FAQs	31
What does WLAN mean?	31
What does hotspot mean?	31
What does the Vodafone Mobile Connect software offer?	31
Why am I not always connected immediately to WLAN?	31
Where's my Find Hotspot button?	32
Why is the WLAN button greyed-out?	32
What does Wi-Fi mean?	32
Where can I use WLAN?	32
How can I find a hotspot?	32
How do I recognise a hotspot?	32
How will I be charged?	33
Can I connect to all hotspots?	33
How do I know if I am connected?	33
Can I use Mobile and WLAN together?	34
Does the Vodafone Mobile Connect software work with Centrino computers?	34
Where can I get more information?	34
Performance	34
What is performance?	34
What's the benefit for me?	34
Why are my pictures jaggy?	34
How do I turn off picture compression?	35
Why are my pictures still being compressed?	35
Help Menu	35
Help Desk	35
Hotline	35
VPN (Virtual Private Network)	36
Virtual Private Network	36
What is a VPN?	36
Do I need a VPN?	36
Which VPNs are supported?	36
Executable VPNs	36
Microsoft VPN	36
Where is my VPN program?	37
Other VPNs	37
VPN Preferences	37
IM (Instant Messaging)	37
What is IM?	37
Vodafone Instant Messenger	37
IM Preferences	38
MMS (Multimedia Messaging Service)	38
What is MMS?	38
Browsing	38
Personal Albums	38
Public Albums	38
Message Composer	38
MMS Inbox	38
Security Settings	39
What is the PIN Code?	39
How do I change the PIN Code?	39
What is the PIN2 Code?	39
How do I change the PIN2 Code?	39
Request PIN Code	39
Mobile Network Settings	40
Select Band	40
Select Network Automatically	40
Select Network Manually	40

Search	40
Select	40
Cancel.....	40
Returning Home after Roaming	40
What if no Network is Found?	40
Diagnostics Window	41
Diagnostics Window	41
GSM Device	41
Model.....	41
Firmware	41
IMEI	41
IMSI	41
SIM Card	41
VMC Number.....	41
Computer	41
Shortcuts	42
Access Point Name	42
APN	42
Username.....	42
Password.....	42
Use Authentication	42
Internet Protocol	43
Use Manual DNS.....	43
Use Manual WINS	43
Use Manual IP Address	43
Custom Program Buttons.....	43
Adding Programs to the Toolbar.....	43
Add a Custom Program.....	43
Edit a Custom Program.....	44
Remove a Custom Program	44
Software Updates.....	44
What are Updates?	44
How do I update?	44
Selecting Updates	45
Deferring Updates.....	45
Update Preferences.....	45
Notification Area Icon	45
Icon Menu	45
Connect/Disconnect	45
Select Band	45
Open the Vodafone Mobile Connect Software.....	46
Exit	46
Preferences	46
What are Preferences?	46
Standby Preferences	46
Prevent Standby or Hibernate and maintain the connection.....	46
Allow Standby or Hibernate	46
Prompts Preferences	47
Always Display a Reminder	47
Always Ask Before Closing.....	47
Always Ask Before Exiting	47
Play Windows 'Exclamation'	47
Startup Preferences	48
Start with Windows	48
Connect on Startup	48
Usage Preferences	48
Deleting all Usage Data	49
Time or Data Limits and Accuracy	49

WLAN Preferences*	50
Enable WLAN	50
Show Popup	50
Find Hotspot button	50
Update Preferences	50
How can I change update Preferences?	50
What is included in Updates?	51
Performance Preferences	51
Changing Preferences	51
Network Image Compression	51
Image Quality	52
Content Blocking	52
Protocol Compression	52
Profiles	52
What are Profiles?	52
Why use Profiles?	52
What can I put into Profiles?	53
What does the Profile Manager do?	53
How do I select a Profile?	53
How do I create a new Profile?	53
Device Type	54
Device Connection	54
Phone Detection	55
Datacard Detection	56
Profile Name	56
How do I delete a Profile?	57
How can I change the settings contained in a Profile?	57
Account Type	57
Device Type	58
Device Connection Type	58
Phone Detection	59
Datacard Detection	59
Access Point Name (APN)	60
Internet Protocols	60
Security Settings	61
Name your Profile	61
What is 'restoring' a Profile?	61
Troubleshooting	62
Device Cannot be Found	62
Safe Removal of Datacards	62
Check your Current Profile	62
Corrupted Drivers	62
Bluetooth	63
No Network Can be Found	63
Change Location	63
Use Automatic Network Selection	63
No Connection Ever Made	64
Continual Network Service Switching	64
Coverage Boundary	64
Create Single-Service Profile	64
Failure of Previously Stable Connection	64
Usage Screen Does not Match My Bill	65
Usage Indication	65
Roaming Problems	65
Roaming Connection Never Possible	65
Use Automatic Network Selection	66
All Networks Marked 'Not Allowed'	66
No Access To Company Network	66

Security Policies	66
Copyright Notice	67
the Vodafone Mobile Connect software Help Documentation.....	67
*Service Availability	67
*WLAN, 3G, EDGE, HSDPA and HSCSD Availability	67

Overview

What is the Vodafone Mobile Connect software?

The Vodafone Mobile Connect software is designed for use on a notebook or laptop computer, particularly when you need to work on the move. It installs and configures everything you need to make an Internet connection from your computer, using a mobile network or WLAN*.

The software allows you to:

- Connect to the Internet, using a variety of devices and methods, including
 - 3G, EDGE, HSDPA and GPRS datacards and phones
 - CSD and HSCSD* datacards and phones
 - WLAN (Wireless Local Area Network) datacards and built-in WLAN hardware
- Check the amount of data you have received or sent
- Send and receive SMS (short text messages)
- Manage your personal SMS contacts list
- Access your email program
- Access your IM (Instant Messaging) program
- Manage APN (Access Point Name) settings
- Access your VPN (Virtual Private Network)

Operating Systems Supported

The Vodafone Mobile Connect software is designed specifically for:

- Windows 2000 (Service Pack 2 and above)
- Windows XP (Professional and Home)

Multiplexing

'Multiplexing' means that your device is able to do several different things at the same time, e.g. send or receive SMS messages at the same time as you have a data connection open. If multiplexing is not possible, you will, for example, still receive new SMS messages, but you won't be notified about them until you have disconnected from the mobile network.

Similarly, if your device is not able to multiplex, the network name and signal strength details in the Status Bar will not be updated whilst you have an open data connection.

The device will not be able to update this information because it will be fully occupied managing the connection. In this case, the signal is shown in grey (it is 'greyed-out') but continues to show the status information that it was showing before the connection was opened. When you close the data connection again, the signal strength and network name will be updated and shown as normal.

Connecting

Opening a Mobile Connection

You can make a data connection via the mobile network by clicking the 'Mobile' connect button.

The Mobile connect button uses the currently-selected connection Profile. So if you set up a 3G device in your Profile, clicking the Mobile connect button would open a data

connection via the 3G network. Profiles are explained in detail in the Help section entitled 'Profiles'.

While the data connection is being made, status messages are shown in the Status Bar at the bottom of the main program window.

Opening a WLAN* Connection

If your mobile network operator supports WLAN*, and you are within the coverage area of a WLAN hotspot, you can click the 'WLAN' connect button to open a connection.

Note: If your WLAN hardware is currently turned off, the WLAN button will be not be available – it will be 'greyed-out'. Also, if your operator's network does not yet support WLAN, you will not see the WLAN button at all.

After you have clicked on the 'WLAN' connect button, a window may open containing further instructions, depending on the WLAN hotspot to which you are connecting.

While the data connection is being opened, status messages are shown in the Status Bar at the bottom of the main program window.

Closing a Data Connection

As soon as a data connection has been opened, the Mobile or WLAN connect button will become active, and the heading above the buttons will change to 'Disconnect'.

To close a mobile data connection, click again on the 'Mobile' button.

To close a WLAN data connection, click on the 'WLAN' button again.

As soon as the connection has been closed, the respective button will be shown inactive, and the heading will read 'Connect'.

Status Bar

What is the Status Bar?

The Status Bar is the strip at the bottom of the main the Vodafone Mobile Connect software program window. It gives you constantly updated information about what the Vodafone Mobile Connect software is doing, e.g.

- Has a mobile network been found?
- What is the strength of the network signal?
- What sort of network is it?
- Is there a WLAN hotspot here?
- Has my SMS been sent? etc.

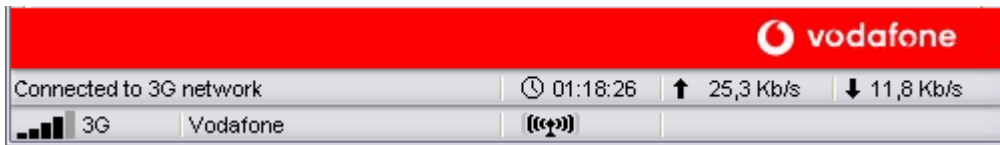
Status Bar Information

The Status Bar at the bottom of the main window gives a constant overview of what the Vodafone Mobile Connect software is doing. The information displayed depends on the type of data connection you have set up.

Note: If your device does not support 'multiplexing', the signal strength and network name may not be updated when a data connection is open. Multiplexing means that your device is able to do several different things at the same time.

If your device cannot multiplex, it will not be able to monitor the Status Bar information when a connection is open, because it will be fully occupied managing that data connection.

Status Bar with Mobile Connection



The message field shows, for example, 'Connected to 3G network'

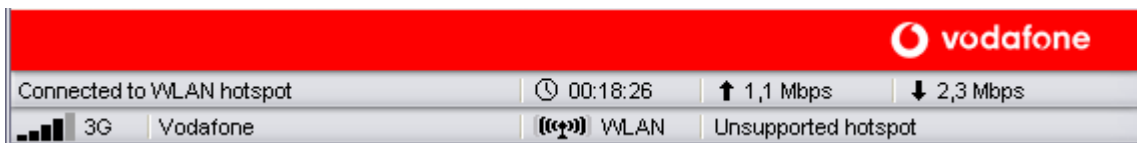
Top line, from left:

- Status messages and progress information
- Duration of the current data connection
- Speed at which data is being sent (uplink)
- Speed at which data is being received (downlink)

Bottom line, from left:

- Mobile network signal strength
- Mobile network type (if available)
- Network operator name
- WLAN signal strength (not shown when WLAN not supported or turned off)
- Vodafone, when a Vodafone WLAN hotspot is available

Status Bar with WLAN* Connection



The message field shows 'Connected to WLAN hotspot'

Top line, from left:

- Status messages and progress information
- Duration of the current data connection
- Speed at which data is being sent (uplink)
- Speed at which data is being received (downlink)

Bottom line, from left:

- Mobile network signal strength
- Mobile network type (if available)
- Network operator name
- WLAN signal strength
- Vodafone, when a Vodafone WLAN hotspot is being used

Usage Window

What is the Usage window?

This window is an overview of how much data you have sent or received, and/or how much time you have spent online.

Click the Usage button  to display the Usage window.

The Usage area is divided into two panels, Current Month and Previous Month.

Usage Preferences

Select Tools/Options/Preferences->Usage to set the panels to show time-based or volume-based information.

Time-based Usage Info

Shows the time you have been connected in hours and minutes.

Data-based Usage Info

Shows the volume of data that has been transferred in megabytes, kilobytes and bytes.

Current Month

The Current Month shows you how much data you have sent and received - or how long you have been online - during the current month.

For Period

This shows the first and last days of the current usage period. The length of the usage period is always one month. However, you can vary the start and finish dates via Tools/Options/Preferences->Usage, if you wish. This might be useful to match the date on your bill, or the date when you have to enter your business expenses.

Data Transferred/Time Connected

These figure(s) either show how much data you have transferred to date, in megabytes, kilobytes and bytes, or how long you have been connected, in hours and minutes.

If some of the data or time has been recorded whilst roaming, a second line of figures in brackets will be shown. The figures, coloured grey, indicate how much of the data or time was recorded whilst roaming on a different network.

Which rows actually appear depend on whether your network and device support 3G, EDGE, HSDPA, HSCSD or WLAN as well as GPRS.

Total

This is the sum of your usage over all network types, including roaming. 3G, EDGE, HSDPA, HSCSD, GPRS and WLAN will be shown, depending on your device and network support for these services.

Current Connection

This total shows you the total data that has been transferred - or the total time - since you opened the current connection.

The information is updated every three seconds.

This is useful if you just want to see what has been recorded for the current connection, rather than the overall totals for the whole month so far.

Data/Time Limits

The bar diagrams show the total amount of data transferred, or the total time connected, during the current month. Grey segments in the bars represent data or time recorded whilst roaming on a different network. Connections via your normal network are shown in red.

Previous Month

Clicking on the tab labelled 'Previous Month' brings this pane into view. Shown here are the totals for your last usage period, which are displayed until another new usage period starts.

When a new period starts, the Previous Month window totals are replaced with the totals for the outgoing Current Month.

For Period

These dates show when the previous usage period started and finished.

Data Transferred/Time Connected

These figure(s) either show how much data you have transferred to date, in megabytes, kilobytes and bytes, or how long you have been connected, in hours and minutes.

If some of the data or time has been recorded whilst roaming, a second line of figures in brackets will be shown. The figures, coloured grey, indicate how much of the data or time was recorded whilst roaming on a different network.

Which rows actually appear depend on whether your network and device support 3G, EDGE, HSDPA, HSCSD or WLAN as well as GPRS.

Total

This is the sum of your usage over all network types, including roaming. 3G, EDGE, HSDPA, HSCSD, GPRS and WLAN will be shown, depending on your device and network support for these services.

Usage Preferences

If you installed the software yourself, you will be able to change the preferences for Usage in the Tools/Options/Preferences->Usage window.

If the Vodafone Mobile Connect software was installed for you by your IT administrator, you may need to talk to him or her about making changes to the Usage preferences.

Day of Month to Begin View

You can select the day of the month upon which your usage period should begin – perhaps the day of the month that your bill is produced, or the day that you submit expenses reports to your company.

You can pick a number ranging between '1' and '28' using the up and down arrows to the right-hand side of the field.

If you click and hold an arrow key, the numbers scroll backwards (down arrow) or forwards (up arrow). If 1 is passed when scrolling backwards, the numbers will begin in sequence again, starting at 28 and descending. If you are using the upward-pointing arrow, the numbers will loop from 28 back to 1, and then begin ascending in sequence again.

Time or Data

You can use the radio buttons to select between

- View by data transferred
- View by time connected

Display Limits – Data

There are two monthly 'Limits' on total data transfer, given in megabytes, one for GPRS and/or EDGE*, and one for 3G* and/or HSDPA*. These limits can be set to any positive number between 1 and 9999 megabytes, and set the maximum on the diagrams in the Usage window for the current period, when 'View by data transferred' has been selected.

Display Limits – Time

There are two monthly 'Limits' on total connection time, given in hours and minutes, one for GPRS and/or EDGE*, and one for 3G* and/or HSDPA*. The hours limit can be set to any positive number between 0 and 999, and the minutes can be set to any number between 0 and 59.

The hours and minutes figures set the maximum on the diagrams in the Usage window for the current period – the absolute maximum being 999 hours, 59 minutes. These limits are used when 'View by time connected' has been selected.

Data and Time Limit Warnings

By selecting the option labelled 'Warn when limit approaching' the software will warn you when you are approaching your data or time limit, and when you have exceeded that limit.

By clicking the 'Edit' button, you can change the Warning levels to suit your own requirements. The standard setting is to warn you when you have used 80% and 95% of your limit.

When you have set the Usage preferences as you wish, close the Preferences window by clicking the 'OK' button. Clicking 'Cancel' will discard any changes you made.

End Day of Month

The end day will become the day before the selected day in the following month - as shown, when the 20th day is selected as the start day, the end day is automatically the 19th.

If you select the first day of the month, the end day will depend on the number of days in the relevant month. For example, if the 1st day was selected during 2004, the period for February 2004 would run from 1st to the 29th of February.

Deleting all Usage Data

The Usage tab also has a 'Delete' button, with which you can reset all the usage data collected by the Vodafone Mobile Connect software to date.

When you click the Delete button, no change will be made to the Start and End dates, or the Limits, but all data and time totals will be set to zero. The diagrams in both the current and previous month panes will also show zero.

Because clicking the Delete button irreversibly deletes all your usage data, you will be asked to confirm that you want to delete the data before it is cleared.

Time or Data Limits and Accuracy

If you go over your time or data limit, you will still be able to make connections using the Vodafone Mobile Connect software. The limit is for your information only.

If you have installed the software yourself, you will be able to amend the limit, along with other details, in the Tools/Options/Preferences->Usage window.

If your Vodafone Mobile Connect software was installed by your IT administrator, you might need to speak to him or her about changing the limit. He or she can then either set your limit higher, or advise on how to reduce data volume.


Note: The usage information is presented as an indication of the total amount of data sent and received in a given period. It is not intended to reflect the total data that will be shown on your bill.

SMS Window

What can I do with SMS?

Using the Vodafone Mobile Connect software SMS window, you can:

- Send SMS text messages
- Receive SMS text messages
- Create, delete and store SMS text messages
- Manage your personal SMS Contacts list.

Clicking the SMS  button will display the SMS window.

SMS Toolbar

The SMS window has its own toolbar, giving quick access to SMS commands. The command buttons on the toolbar adjust depending on whether you are currently looking at contacts or messages.

New Message

When you are working on messages, the SMS toolbar holds a 'New' button.

- Click to create a new SMS message
- Click the triangle to create a new contact.

New Contact

When you are looking at the Contacts list, the SMS toolbar holds a 'New' button.

- Click to create a new Contact
- Click the triangle to create a new SMS message.

Reply

When you are working on messages, the SMS toolbar holds a 'Reply' button.

- Click to reply to an SMS you have received
- Click the triangle to reply with the original text.

Forward

If you select an SMS you have received and click the 'Forward' button, the message will be put into a new SMS, which you can then address to someone else.

Add

Select an SMS, and then click 'Add' to create a new contact with the number of the person who sent the message.

You can enter a name for this new contact and, by clicking 'OK', add that person to your Contacts list.

Edit Message

When you are working on messages, the SMS toolbar holds an 'Edit' button.

Select a message and click the 'Edit' button. The message will be opened so you can make changes.

Delete

This button will delete the currently-selected message or contact.

To

When you are looking at the Contacts list, the SMS toolbar holds a 'To' button. Select a contact, and then click 'To' to create a new message and address it to the selected contact.

Import and Export

When you are looking at the Contacts list, the SMS toolbar holds an 'Import' button and an 'Export' button.

These buttons allow you to import contacts into the Vodafone Mobile Connect software, or to export your Contacts list from the program (more details in the section entitled 'Managing your SMS Contacts').

Edit Contact

When you are looking at the Contacts list, the SMS toolbar holds an 'Edit' button.

Select a contact and click the 'Edit' button. The contact will be opened so you can make changes.

SMS Tabs

Underneath the SMS toolbar, there is a row of tabs.

These tabs let you switch between the different lists of SMS messages and your Contacts list.

Inbox

The Inbox holds all the SMS messages that you have received.

Column Headings

You can sort the list by clicking on the headings of the columns.


The sort order of each column can run from top to bottom or bottom to top. Clicking on a heading more than once will toggle between these two sort orders.

If you click on a message, it will be displayed immediately in the preview pane at the bottom of the Inbox. You can also double-click the message to open it in a separate Message Window.

Drafts

This is the list of messages that you have begun to write, but have not yet sent. If you save a message without sending it, it will appear in this list and remain there until you send or delete it.

You can read the message in the preview pane at the bottom of the Drafts list or double-click the message to open it.

You can carry on editing a message from this list by selecting it and then clicking on the 'Edit'  button on the SMS toolbar. Double-clicking the message will also open it for editing.

Column Headings

Subject	Sender	Date ▼
---------	--------	--------

You can sort the list by clicking on the headings of the columns.

The sort order of each column can run from top to bottom or bottom to top. Clicking on a heading more than once will toggle between these two sort orders.

Outbox

The Outbox stores sent messages if you have no mobile network coverage, or if you have removed or disabled your connection device temporarily. In such a case, messages will be saved in the Outbox and sent as soon as you have coverage again.

If you are within coverage of a mobile network and have a multiplex-capable computer and device (see the section entitled 'Multiplexing' for more details), your messages will only remain in the Outbox for a short space of time before they move to the Sent list.

You can read a message in the preview pane at the bottom of the Outbox list or double-click a message to open it.


Column Headings

You can sort the list by clicking on the headings of the columns.

The sort order of each column can run from top to bottom or bottom to top. Clicking on a heading more than once will toggle between these two sort orders.

Sent

This is the list of messages that have successfully been sent. All the messages you send will be permanently stored here until you delete them.

You can delete a message by selecting it and clicking the 'Delete'  button on the SMS toolbar.

You can read a message in the preview pane at the bottom of the Sent list or double-click a message to open it.


Column Headings

You can sort the list by clicking on the headings of the columns.

The sort order of each column can run from top to bottom or bottom to top. Clicking on a heading more than once will toggle between these two sort orders.

Contacts

This list stores all the contacts that you have saved in the Vodafone Mobile Connect software. When you switch to Contacts by clicking on the Contacts tab, the SMS toolbar will display the Contacts command buttons.

If you click on the Add contact  button or Edit contact  button, a Contact window will be displayed.




Column Headings

You can sort the list by clicking on the headings of the columns.

The sort order of each column can run from top to bottom or bottom to top. Clicking on a heading more than once will toggle between these two sort orders.

Contact Window

A Contact window is opened if you click on

-  Add contact
-  Edit contact
-  New Contact.

Name

Any letter or number can be used as part of a name.

Number

Only numbers in the following format can be used:

Country code followed by **network code** followed by **number**

Leave out any leading zero '0' on the network code.

Example:

If you wanted to add a German friend as a new contact

- Country code: +49
- Friend's network code: 0172
- Friend's number: 123456789
- Right format: +49172123456789.

Writing an SMS Message

Click the 'New'  button on the SMS toolbar.

If you are looking at the Contacts list, and therefore using the Contacts toolbar, you can still make a new message by clicking on the small arrow to the right of the 'New' button. This will show a drop-down menu from which you can select the entry 'New Message'.

A new SMS Message Window will be opened.

New Message Window

Message

Here you can type the text of your message.

An SMS message can be up to 160 characters in length. If your text is longer than 160 characters, it will be split into a number of different SMS messages. When you send a longer text, the Vodafone Mobile Connect software will warn you that you are about to send a number of separate SMS messages.

The number of characters used, and the number of SMS messages required to send all of your text, is shown in the bar above the message editing field. The totals are updated as you type.

To

Here you can enter the number of the person to whom you wish to send a message. Alternatively, if the person is saved in your Contacts list, you can enter their name directly, or click on the button labelled 'Contacts...' This button opens a window showing your Contacts list.

Contacts list window

To

New recipients for the message currently being written can be added to the 'To' field. This can be done by double-clicking the desired contact, or selecting a contact and then clicking the 'To' button.

OK

Click 'OK' when all the desired contacts have been added to the recipients list. The Contacts list window will be closed.

Cancel

Click 'Cancel' to discard all the recipients you just added, and return you to the Message Window.

New

Click 'New...' if you would like to add a new contact to your Contacts list directly from the Contacts list window. This opens a new Contact window (see 'Contact Window').

After you have saved the new contact, you can add it to the recipients list of the message you are writing.

SMS to several people

When you send an SMS to more than one person, the message will be sent to each recipient individually.

This means that an SMS addressed to five people will generate five separate SMS messages – as you can see afterwards in your Sent messages list.

Therefore, when you have selected more than one recipient for a message, you will be asked to confirm that sending the message several times is OK.

Using SMS Contacts

To send SMS messages, either:

- Type in a person's number directly, or

- Choose a contact from the SMS Contacts list.

This SMS Contacts list can include contacts imported from your email program, SIM card or device.

SMS Contacts have two parts:

- Name
- Number.

If a person is saved in the Contacts list, any message to or from that person will be shown with their name, not their telephone number.

This makes it a lot easier to identify the sender or recipient of a message.

Making a New Contact

New

Click the 'New' button on the Contacts toolbar to open a new Contact window. (The drop-down menu on this button allows you to write a new message.)

A Contact window displays two fields, 'Name' and 'Number'.

Name

This is for the name under which you wish to save this new contact.

Number

This is for the contact's SMS phone number.

Note: It would be a good idea to ensure that the number is one to which you can send SMS messages. For example, most fixed line phones cannot receive SMS messages, although this is beginning to change.

Almost all mobile phones can receive and send SMS, as can many other mobile devices such as wireless PC datacards and PDAs.

OK

If you enter a name and a number and click 'OK', the contact will be added to your Contacts list.

Cancel

If you decide that you do not wish to save the contact, you can click 'Cancel', which will discard the new contact without saving it.

Add

Select a message and click the 'Add' button on the toolbar to add the number of the sender to a new Contact window

You then only have to fill in a name and then click 'OK' to create and save a new contact.

Importing Contacts

Email Contacts

To import contacts from Outlook, Lotus Notes or other email programs, you will first need to export them from those programs into a CSV (comma-separated values) text document.

Import

- Click 'Import' on the SMS Contacts toolbar, and then
- Select the option labelled 'Comma-separated text document'.

Alternatively,

- Select the entry 'Import Contacts' in the File menu, and then
- Select File/Import Contacts->Comma-separated text document, and then
- Click 'OK'.

Remove Extra Fields

If the document contains 'Name' and 'Number' fields, and Name is the first field and Number the second, importing is automatic. However, if there are more fields in the document, you will need to open the document and remove the extra fields.

If necessary, this can be done with a text editor, such as Notepad, although other programs may make this process much faster.

Correct Order

If the order of the fields is Number and then Name, you will also need to reverse this before importing the contacts.

Once the document contains just two fields, one for the name and a second for the number, all your contacts can be imported.

Most mobile phones export and import names and numbers in this two-field format, but other software, such as email programs, may produce comma-separated documents with many fields.

Importing from your SIM

- Click on the button labelled 'Import' on the SMS Contacts toolbar, and then
- Select the option labelled 'SIM Card' and then
- Click 'OK'.

Alternatively,

- Select File/Import Contacts->SIM Card and then
- Click 'OK'.

Using this option, you can add the contacts stored on your SIM card to your personal Contacts list in the Vodafone Mobile Connect software.

Importing from your Device

Depending on the device you are using with the Vodafone Mobile Connect software, you can import your contacts directly from the device itself.

Most mobile phones allow you to save contacts on the phone. However, PC datacards have no internal memory. Contacts can therefore only be imported from the SIM when using datacards.

Import

- Click on the button labelled 'Import' on the SMS Contacts toolbar, and then
- Select the option labelled 'Device', and then
- Click 'OK'.

Alternatively

- Select File/Import Contacts->Device, and then
- Click 'OK'.

Exporting Contacts

Exporting Email Contacts

You can export your Contacts list from the Vodafone Mobile Connect software and use it in your email program.

Export

- Click 'Export' on the SMS Contacts toolbar, and then
- Select 'Comma-separated text document' and then
- Click 'OK'.

Alternatively,

- Select File/Export Contacts->Comma-separated text document, and then
- Click 'OK'.

You can then export your current contacts list as a CSV (comma-separated values) text document. A text document formatted in this way can be imported into most email programs.

Exporting to your SIM

Depending on the device you are using with the Vodafone Mobile Connect software, you can export your contacts directly to the SIM (Subscriber Identity Module) in the device.

Export

- Click the button labelled 'Export' on the SMS Contacts toolbar, and then
- Select the option labelled 'SIM Card', and then
- Click 'OK'.

Alternatively,

- Select File/Export Contacts->SIM Card, and then
- Click 'OK'.

You can check on the status of the export by looking at the Status Bar, which is at the bottom of the main Vodafone Mobile Connect software program window.

Exporting to your Device

Depending on the device you are using with the Vodafone Mobile Connect software, you can export your contacts directly to the device itself.

Most mobile phones allow you to save contacts on the phone. However, PC datacards have no internal memory. Contacts can therefore only be exported to the SIM (Subscriber Identity Module) when using datacards.

Export

- Click the button labelled 'Export' on the SMS Contacts toolbar, and then
- Select the option labelled 'Device', and then
- Click 'OK'.

Alternatively,

- Select File/Export Contacts->Device, and then
- Click 'OK'.

You can check on the status of the export by looking at the Status Bar, which is at the bottom of the main Vodafone Mobile Connect software program window.

Import and Export Tips

Identical Contacts

When importing or exporting, the Vodafone Mobile Connect software ignores contacts which are identical. For example, if you are importing a John Smith from your phone, and you have John Smith in your Contacts list already, this contact will be ignored.

Similarly, if you export your contacts to a device, the contacts already on the device will be preserved.

Multiple Numbers

At present, the Vodafone Mobile Connect software Contacts list contains one number for each contact. Therefore, when importing from a device that holds several numbers for one contact, a separate contact will be created for each number. These will then be labelled John Smith (Home) John Smith (Office) etc.

Speed

Please bear in mind that the speed with which contacts details are imported or exported depends to a great extent on the device you are using. If the process takes a long time, just carry on using whichever other programs you would like to use, and let the Vodafone Mobile Connect software finish importing or exporting in the background.

Example: Exporting 160 contacts to a Sony Ericsson T68 using an infrared connection takes around five minutes.

If you are dealing with a lot of contacts, allow your device some time to complete the process. You can check back periodically and see how things are progressing by looking at the Vodafone Mobile Connect software Status Bar.

SMS Settings

Settings Window

To adjust the settings for SMS, select the entry marked 'SMS Settings' in the Tools menu.

You can then change the following information:

- Current Service Centre operator and number
- Default validity period
- Default message class
- Use same SMS Service Centre for reply
- Request Status Report
- Signature

Service Centre

This is the mobile telephone network centre that receives your SMS messages and transfers them onto other mobile devices. It also sends you the SMS messages that other people have addressed to your mobile device number.

Each mobile network operator has a preferred service centre, which is indicated using a number similar to a telephone number. Your preferred service centre will be selected automatically when you choose your operator's network during installation.

Operator

If you need to change the service centre after installation, you can select your operator from the 'Operator' drop-down menu.

Custom

Alternatively, you can select 'Custom' from this menu and then enter the number of the service centre yourself. Ensure that the number is preceded by a '+' sign and the country access code, followed by the number of the service centre.

Message options

Validity

This is the length of time that the service centre will continue to try and deliver a SMS message.

The validity can be set to 1 hour, 6 hours, 1 day, 1 week or the maximum period that the selected service centre will support.

Note: The maximum period supported by some service centres may be less than 1 week.

The recommended setting is 'Maximum', to ensure that your message has the maximum chance of being delivered to your intended recipient.

Message class

The message class determines the delivery location on the recipient's device for SMS messages that you send.

The recommended setting for Message Class is 'Default'.

The options are:

Default

This delivers the text to the location that your chosen service centre uses if you do not specify a class. SMS are usually delivered to the SIM (Subscriber Identity Module, the postage-stamp-sized chip inside your device).

Phone Screen

This delivers the SMS message directly to the display of the recipient's device.

Phone Memory

This delivers the SMS message directly to the recipient's device.

SIM Memory

This delivers the SMS message directly to the recipient's SIM.

Use same SMSC

If you send an SMS message in reply to a message that you have received, this setting specifies that your message will be sent back via the same service centre that delivered the original message to you.

Note: Select the 'Use same SMSC' option if you are having difficulty replying to a message using your selected service centre.

Request Status Reply

This option will confirm delivery of SMS messages that you send. The confirmation will be returned to you once your message has been delivered to the recipient's device, and will be in the form of an SMS message.

The confirmation will appear as normal in your SMS Inbox.

Note: Confirmation of delivery does not mean that the recipient has actually read your message - merely that the message has been delivered to that person's phone.

Leave a copy of the messages on your SIM card

This option means that messages you have received will not be removed from the SIM card of your mobile device.

You will still be able to access your messages on your device after you have disconnected it from your computer.

Note: Your SIM may become full. This would mean that the network would not be able to deliver any more SMS text messages to you. You would have to make some space on the SIM by deleting some of the messages saved there.

Remove the messages from your SIM card and store them only in this program

This means that messages you have received are removed from your mobile device.

You will not be able to access them on your device after you have disconnected it from your computer.

Messages will be stored for you in the Vodafone Mobile Connect software until you delete them from the Inbox.

Remember this choice and treat all messages the same way

If you do not want to decide whether to leave a copy of a message on your device every time you receive an SMS message, select this option. You will then no longer be asked how to treat messages.

You can, of course, return to these settings at any time, and de-select this option. You will then be prompted to decide what to do each time a message is received.

Signature

This option allows you to end each SMS message that you send with a standard greeting or 'Signature'. This text could include, for example, your name and contact details.

Leaving this field blank will not insert a signature at all, and will leave all 160 characters free for the SMS message itself.

SMS & WLAN*

Most WLAN devices will maintain your 3G/HSDPA or EDGE/GPRS network when you have an active WLAN connection.

This means that you can still send and receive SMS messages whilst using WLAN.

Certain devices do not support both activities at the same time: further details about these devices can be obtained from Customer Care.

3G Support

Built-In 3G Support

The Vodafone Mobile Connect software supports the Vodafone Mobile Connect Card 3G. This means you can use the 3G datacard to take advantage of mobile download speeds of up to 384kbps (kilobits per second), and uploads of up to 64kbps. Even faster support using HSDPA (High-Speed Downlink Packet Access) is also being introduced in many networks.

3G downloading is around seven times faster than the 56k modem that you may have built into your laptop or notebook computer.

You can use 3G wherever there is a 3G network signal. You do not have to visit a particular location or put in a special password to connect via 3G – just start up the Vodafone Mobile Connect software, and click on the Mobile connect button!

What is 3G?

3G is short for 'third-generation mobile phone service'. 3G services are probably best thought of as an enhancement to existing mobile phone networks.

The 3G network operates at speeds of up to 384Kbps, which is around half as fast as an ADSL broadband fixed connection. This means that mobile email and internet services are much faster - and new services are being introduced, such as video messaging and video calling.

Is 3G the same as UMTS?

Yes. Some people and countries call the new network technology 3G; some call it UMTS (Universal Mobile Telecommunications System). Whatever it is called, you can use it with the Vodafone Mobile Connect software – providing you have a the Vodafone Mobile Connect Card 3G.

Or a the Vodafone Mobile Connect Card UMTS!

What if there is no 3G network?

The Vodafone Mobile Connect software will switch to GPRS automatically if you are using the normal '3G Preferred' service option. This is the default when you install the 3G card with the Vodafone Mobile Connect software.

Of course, if you do not want to switch to the GPRS network, you can use the Profile Manager to set up a '3G Only' Profile.

Select Tools/Mobile Profiles/New and then select the datacard option.

When your datacard has been detected by the Profile Manager, click on the drop-down Service menu, and select the 'Only use 3G network' entry. After you have named and saved your new Profile, it will become the current Profile.

If you have a 3G signal (shown in the Status Bar), click on the Mobile connect button and you will connect via 3G.

Embedded Data Cards

What is an embedded data card?

An embedded data card is a mobile data device that has been built in to your computer when it was manufactured. In a similar manner to many WLAN devices, this type of mobile device is normally not visible on the outside of your computer. However, there may be separate hardware controls on your computer to work with the data card, which may allow you to turn the device on and off. For further details, consult the handbook that came with your computer.

Disabling your embedded data card when you do not need it will help to conserve your computer's battery power.

WLAN*

What does WLAN mean?

WLAN stands for **W**ireless **L**ocal **A**rea **N**etwork.

This is a type of local-area network (LAN) that uses high-frequency radio waves rather than wires to communicate between devices, so it is 'Wireless'.

Is WLAN the same as Wi-Fi?

Yes. Some people and countries prefer one name rather than the other, but it is basically all the same.

Wi-Fi is short for **W**ireless **F**idelity and is used when referring to any type of WLAN network. The name Wi-Fi is controlled by the Wi-Fi Alliance.

WLAN is short for **W**ireless **L**ocal **A**rea **N**etwork.

The Vodafone Mobile Connect Software Advantage

The Vodafone Mobile Connect software makes it very quick and simple to connect to any hotspot supporting the Vodafone WLAN service.

- No credit card numbers necessary
- No need to remember a password
- Connection time charged to your mobile phone or data account
- Hotspot database to find a hotspot location.

Connecting via WLAN

If a WLAN hotspot supports the Vodafone WLAN service, you should be able to connect to it in just two steps.

No credit card numbers, coupons, or special codes and passwords to remember.

Finding a WLAN Hotspot

The Find Hotspot window offers you a quick and easy way of finding the nearest hotspot that supports the Vodafone WLAN service, even when you have no Internet connection or other information to hand.

You may also see advertising for WLAN hotspots on buildings, in particular locations or in different publications.

More information on finding a hotspot is in the section entitled 'Find Hotspot' in this documentation.

WLAN Hotspot Detection

Notification Popup

When you are within range of a WLAN hotspot and your WLAN hardware is enabled, you will see a notification message popup on your screen announcing that WLAN is available.

If you wish, you can turn this notification off via the WLAN Preferences in the Tools/Options/Preferences->WLAN window.

Status Bar

The Status Bar also shows whenever a WLAN hotspot has been detected.



As long as your WLAN hardware is enabled, the Status Bar information is always shown. Therefore, even if you have turned off the popup WLAN notification, you can still see whenever you have the opportunity to use WLAN.

If the hotspot is in the Vodafone Mobile Connect hotspots database, the Status Bar will show the words 'Vodafone WLAN', whereas if it is run by someone else or a Vodafone partner, you may see only 'WLAN'.

Connect to any Hotspot

You can start connecting to any type of hotspot. If you try to connect to a hotspot that does not support the Vodafone Mobile Connect service, the program will warn you that it cannot help you to connect via WLAN.

In addition, the software will ask you if you want to try an alternative method, such as connecting via 3G or GPRS, or simply opening your web browser. The alternatives depend on which services your local mobile telephone network operator supports.

Connecting to a WLAN Hotspot

To connect to a WLAN hotspot, click the 'WLAN' connect button. This button will be greyed-out if your WLAN hardware is not enabled.

Direct Authentication

In some cases, after clicking the WLAN connect button you will be connected immediately. You can then immediately start working with WLAN, just as you normally do with the Vodafone Mobile Connect software, opening your email program, your web browser or any other Internet software you need to use.

Login Window

When you click the WLAN connect button, you may see a Login window indicating how you should proceed.

Password via SMS

In some cases, after selecting the amount of time you wish to use WLAN, you will receive a password for the hotspot. This will come directly from your mobile network operator via SMS to your mobile phone or device.

Once you have entered this password, you will be connected, the WLAN connect button will be highlighted and active. The heading above the button will change to 'Disconnect'.

You can then start working with WLAN, just as you normally do with the Vodafone Mobile Connect software, opening your email program, your web browser or any other Internet software you need to use.

Restrictions when using WLAN

IM and VPN

If the WLAN hotspot has special restrictions, some software, such as IM (Instant Messaging) or VPN (Virtual Private Network) programs, may not work. However, such restrictions are seldom.

Check for Support in Database

If you check the hotspot in the database in your the Vodafone Mobile Connect software program, VPN support will be indicated. You may also find additional details of which other programs may be restricted at the hotspot in the Hotspot Details window.

Disconnecting from WLAN

Normal Disconnection from WLAN

If you wish to disconnect from a WLAN hotspot, just click the WLAN button once again.

Automatic Disconnection of Pre-Booked Sessions

Disconnection is automatic if you have pre-booked time when entering an SMS password, and this 'session' has expired. If you wish to disconnect from the WLAN hotspot for any reason during your WLAN session, just click the WLAN button. You will see a popup window, which will tell you when you are disconnected from WLAN.

No Suspension of Pre-Booked Sessions

Note: Pre-booked WLAN sessions started by entering an SMS password will not be suspended when you disconnect. For example, imagine you book a two hour WLAN session, and then disconnect after one hour.

If you reconnect half an hour later, your session will run for another half an hour, not one hour. In any event, you will be billed for the two hour session that you booked.

If you are unsure how long you wish to use WLAN when pre-booking a WLAN session, just book a shorter session, and extend it when necessary.

Find Hotspot*

Clicking the 'Find Hotspot' button on the main toolbar will open the 'Find Hotspot' window.

This area allows you to:

- Search for
 - hotspots provided by your mobile network operator, and
 - hotspots provided by your operator's partners
- Find out where a hotspot is located
 - when you are already on the move, or
 - when you are planning a trip.

Town/City

The first field in the Search pane allows you to type in the name of the town or city in which you want to find a hotspot.

Country

The second field in the Search pane is a drop-down menu allowing you to narrow the search to a particular country.

The default in the drop-down country menu is 'Any'. This means the search will find all towns corresponding to the name you have entered, regardless of the country in which they are located.

In the majority of cases you can use 'Any' for country, as most towns and cities have unique names.

Location Type

The third field in the Search pane is a drop-down menu with which you can specify a particular location type.

By selecting 'Hotel', 'Airport', 'Train Station' or 'Conference Centre', the search results will only include locations of this type.

VPN

The VPN Support radio buttons in the Search pane allow you to specify that only hotspots that support VPNs (Virtual Private Networks) should be found.

The default, 'Not Needed', will find all hotspots in the Vodafone Mobile Connect hotspots database that fit the other search criteria you have entered, irrespective of whether these hotspots also support VPNs.

Advanced Search

If you select 'Advanced Search Options' in the Search pane, additional search criteria will be shown.

The additional criteria are:

- Location Name
- Street
- Address (cont.)
- Address (cont.)
- Postcode

If you have exact details of the location at which you want to find a hotspot, you can use the Advanced Search Options to narrow the search to this particular location.

Hotspot Search Results Window

The results found by the Vodafone Mobile Connect software using the criteria you specified in your search will be displayed in a new window, called the Hotspot Search Results window.

The results are displayed in a list. The width of the columns can be adjusted to make it easier to read the results.

If a search finds more results than can be displayed in the window at one time, the list can be scrolled up and down.

Hotspot Details Window

You can see further details about a hotspot that has been found and displayed in the search results list.

Select the hotspot and click the 'Details' button, or simply double-click on the hotspot itself. This will open the Hotspot Details window for that hotspot.

You can open the Details window for more than one hotspot at the same time.

The Hotspot Details window displays:

- Address information, including a contact telephone number
- URL of a web-based Location Map service showing the location of this hotspot (if available)
- Further information about the hotspot, such as VPN support.

If you want to copy any of the information into another program, you can highlight the text and use CTRL-C to copy it.

None of the text in these fields can be edited. This is because the Vodafone Mobile Connect hotspots database will be updated frequently, as new hotspots become available, and the fields will therefore be overwritten.

Tips to Find Hotspot

The Find Hotspot window helps you find a hotspot at a particular location, both before you travel, and when you are already on the road.

Advanced Search?

In most cases the default search options will help you find a hotspot in the location that you are visiting.

In general, it is only worth using the advanced search criteria if you know the address of the particular location you are visiting.

Note: If a very specific search does not find any hotspots, you may need to be less specific. For example, just use the street name instead of the full address.

Broad or Narrow Search?

Broad Search

Use fewer search criteria. This will find more hotspots, but they may not match all your requirements.

Example: Specify only the town or city, or just the country you are visiting.

Narrow Search

Use more search criteria. This will find less hotspots, but they will match your requirements more exactly.

Example: Search only for hotels in the town that you will be visiting.

Town/City

Use the Town/City field to search for hotspots in a particular town or city. You will only need to specify a country as well if the same town or city is present in more than one country.

Country and Location Type

The Country and Location Type are set to 'Any' by default.

To find all the hotspots available in a particular country:

- Select the country from the drop-down menu, and
- Leave all the other search criteria blank.

To find all the hotspots in a particular location type:

- Select the location type from the drop-down menu, and
- Leave all the other search criteria blank.

Searching in Text Fields

The Vodafone Mobile Connect hotspots database is not 'case sensitive'.

Searching for

- London,
- london

- LONDON

will show the same results.

You can also use shortened versions of the terms for which you are searching. This only applies to beginnings of terms, e.g.:

- Searching for 'Lon' or 'lon' will find towns such as
 - London,
 - Londonderry etc.
- Searching for 'Don' or 'don' will not find towns such as London, but will find all towns beginning with these three letters, e.g.
 - Doncaster

WLAN FAQs

Below are some FAQs (Frequently Asked Questions) about the WLAN service.

What does WLAN mean?

WLAN stands for **W**ireless **L**ocal **A**rea **N**etwork.

This is a type of local-area network (LAN) that uses high-frequency radio waves rather than wires to communicate between devices, so it is 'Wireless'.

What does hotspot mean?

A hotspot is an area where a public WLAN (Wireless Local Area Network) is available. Many locations, such as airports and hotels, now feature hotspots.

Hotspots can give you a data connection with speeds close to those of a normal wired network connection, just like your office or home.

However, the process of connecting to public WLAN hotspots is often time-consuming and complicated. The Vodafone Mobile Connect software makes connecting to a hotspot simpler.

What does the Vodafone Mobile Connect software offer?

The Vodafone Mobile Connect software makes it very quick and simple to connect to any hotspot supporting the Vodafone WLAN service.

- No credit card numbers necessary
- No need to remember a password
- Connection time charged to your mobile phone or data account
- Hotspot database to find a hotspot location.

Why am I not always connected immediately to WLAN?

Not all mobile network operators or hotspots currently support the Vodafone 'SIM-based WLAN authentication' service. This service makes it possible for you to use WLAN just as simply as you use your mobile phone.

When this service is not supported, you may be asked to pre-book your WLAN session. You will then normally get a password sent to you via SMS, which you can enter to start using WLAN.

Work is proceeding to expand the immediate SIM-based authentication service to more public hotspots.

Where's my Find Hotspot button?

Not all mobile network operators currently support the Vodafone WLAN service. If you do not see WLAN in Tools/Options/Preferences then your network does not support WLAN. Please contact Customer Support.

If there are Preferences for WLAN, check if the 'Show 'Find Hotspot' button on toolbar' option is selected. If it is not selected, the button will not be shown.

Why is the WLAN button greyed-out?

The WLAN connect button will be greyed-out if your WLAN hardware is currently turned off, or if there is no WLAN signal available. Also, if your Vodafone network does not yet support WLAN, you will not see the WLAN connect button at all.

What does Wi-Fi mean?

Wi-Fi is short for **W**ireless **F**idelity and is used when referring to any type of WLAN network. The name Wi-Fi is controlled by the Wi-Fi Alliance.

Any products tested and approved as 'Wi-Fi Certified' (a registered trademark) by the Wi-Fi Alliance are certified to work with each other, even if they are from different manufacturers.

Where can I use WLAN?

There are WLAN roaming agreements with a wide range of different WLAN operators, so you can connect to WLAN in many locations, both home and abroad.

For more information about where you can use the WLAN service, and for details of Vodafone WLAN partners, please contact Customer Care, or visit www.vodafone.com.

Hotspot details are also available by clicking on the 'Find Hotspot' button on the main toolbar in the Vodafone Mobile Connect software.

How can I find a hotspot?

Click on the 'Find Hotspot' button on the main toolbar of the Vodafone Mobile Connect software. The Find Hotspot window allows you to search in the Vodafone Mobile Connect hotspot database for the locations of WLAN hotspots provided by Vodafone and selected partners.

The list of available hotspots is regularly updated, as more sites are being added to the service regularly. The Tools/Check for Updates command will ensure that the Vodafone Mobile Connect hotspots database is up to date.

When searching for a hotspot in the Find Hotspot window, an extra 'Update' button is also provided at the bottom of the Search Results window. If your search is not returning any results, you can therefore check immediately to see if there are any additional hotspots available.

How do I recognise a hotspot?

When you are in a WLAN hotspot, the Vodafone Mobile Connect software will display the WLAN signal strength in the Status Bar. If the hotspot is in the Vodafone Mobile Connect hotspots database, 'Vodafone WLAN available' will be displayed in the Status Bar.

If the hotspot is not recognised, either because the hotspots database is not up to date, or because the hotspot does not support the Vodafone WLAN service, 'WLAN available' will be displayed.

There may be logos from Vodafone or your network operator posted at hotspot locations that support the service, as well as the logos of Vodafone WLAN partners.

How will I be charged?

Often WLAN usage will simply be charged per minute, or on a pre-set tariff from your mobile network operator, in exactly the same way as mobile phone usage.

Sessions

WLAN access may be charged by 'sessions', which are pre-defined amounts of time. You can normally purchase different sessions each time you connect, depending on how long you want to use WLAN.

Disconnecting and Re-Connecting

If you disconnect half-way through a pre-booked WLAN session and then re-connect to the same WLAN hotspot, you can only use the session time that remains.

For example, if you purchase a two-hour session, use it for one hour, and then disconnect for half an hour, you will have half an hour connection time remaining.

WLAN Sessions not Mobile

A session can only be used at a single hotspot. If you move to a different hotspot, you will need to purchase a new session.

Can I connect to all hotspots?

The Vodafone Mobile Connect software makes it easy for you to connect to hotspots supporting the WLAN service.

There are hotspots with whom no roaming agreement has yet been signed. The Vodafone Mobile Connect software will inform you if there is a WLAN signal, irrespective of whether the hotspot is run by Vodafone, a Vodafone partner or someone else.

If you try to connect to a hotspot that does not support the Vodafone Mobile Connect software service, the program will warn you that it cannot help you to connect to this hotspot.

The software will ask you if you want to try an alternative method, such as connecting via 3G or GPRS, or simply opening your web browser. The alternatives depend on which services your mobile network operator supports.

If you still want to try and connect to the hotspot, you will need to use the software that was installed with your WLAN device. Please refer to your WLAN device manual for further details.

How do I know if I am connected?

When you are connected to a WLAN hotspot, the 'WLAN' connect button will be highlighted and active, and the heading above it will read 'Disconnect'.

Can I use Mobile and WLAN together?

For technical reasons, it is currently not possible to have more than one connection open at one time.

If you click the 'Mobile' connect button when you are already connected via WLAN, you will be asked if you would like to disconnect from WLAN before connecting via the mobile network.

Some software, such as an email or VPN program, may need to be restarted at this point, so that it detects and uses the new connection.

Does the Vodafone Mobile Connect software work with Centrino computers?

Vodafone has tested the Vodafone Mobile Connect software with several Centrino notebooks and internal Intel WLAN adapters. All of these tests were successful.

After installation, just select your Centrino WLAN adapter (e.g. 'Intel(R) PRO Wireless LAN 2100 3B mini PCI Adapter') in Tools/Options/Preferences->WLAN.

Where can I get more information?

For more information on the WLAN service, please visit the Vodafone website at www.vodafone.com, or contact your mobile network operator using your normal Customer Care number.

Performance

What is performance?

The Vodafone Mobile Connect software features built-in, market-leading 'optimisation' software. This software dynamically reduces the size of documents, including pictures and graphics, before they are transferred over your data connection. It also allows you to block certain types of content altogether.

Optimisation applies to both documents that you receive, **and** documents you send.

What's the benefit for me?

If you open a connection with the Vodafone Mobile Connect software, the Vodafone network will compress pictures and some other kinds of data before sending them to your computer. Similarly, the Vodafone Mobile Connect software will compress pictures and certain other kinds of data before sending them via the mobile network.

You can use the options in Tools/Options/Programs->Performance to adjust exactly which data should be compressed. In the case of pictures, you can specify exactly how much compression should be applied.

Note: Pictures transferred as email attachments will not be compressed.

Why are my pictures jaggy?

When optimisation is turned on, pictures and graphics can be compressed. Compression reduces the amount of data that must be transferred, but also progressively lowers the quality of the pictures and graphics that you see on screen.

If you would like to stop your pictures and graphics being compressed, in order to improve their quality, select
Tools/Options/Programs->Performance.
Set the Image Quality slider to 'Highest'.

All possible performance preferences are described in the Preferences section of this Help document.

How do I turn off picture compression?

If you would like to stop your pictures and graphics being compressed, in order to improve their quality, select
Tools/Options/Programs->Performance.
Set the Image Quality slider to 'Highest'.

All possible performance preferences are described in the Preferences section of this Help document.

Why are my pictures still being compressed?

Your mobile network operator may automatically compress all data before delivering it. So switching optimisation off completely may not change the quality of pictures you receive. However, it will mean that data you send will no longer be compressed.

In order to stop webpage pictures that you are viewing from being compressed, leave the Tools/Options/Programs->Performance 'Enable advanced optimisation' option selected, and set the Image Quality slider to 'Highest'.

Help Menu

Help Desk

If you are using the Vodafone Mobile Connect software in a large company, this page will display links to your own company support pages, and numbers for your own IT support desk.

Hotline

Customer Support

Support staff should be able to answer any questions you have about your Vodafone Mobile Connect program. Occasionally, they may have to contact further technical specialists in order to fully answer your question, and may ask to contact you with further information at a later stage.

Note: Your mobile network operator cannot offer support for equipment and software programs that it has not manufactured or distributed directly. Support staff will therefore refer you to the manufacturer of non-supported products, should they be the cause of any problem you may be experiencing.

Mobile device support cannot be offered when the device in question is not using a SIM card from Vodafone or a Vodafone partner network.

VPN (Virtual Private Network)

Virtual Private Network

If you are using the Vodafone Mobile Connect software in a company environment, and the software was installed for you by your IT administrator, there may be a VPN button on the main Vodafone Mobile Connect software toolbar. This will start the VPN program for your company.

Your IT administrator should be able to help you if you do not know what is required for your company network.

What is a VPN?

A Virtual Private Network program uses a public network, such as the mobile phone network or a WLAN hotspot, to make a secure connection to a company's own internal LAN (Local Area Network). You can then securely access your email and even work with files on your company LAN, because all traffic through the VPN is encrypted.

Your IT administrator should be able to help you if you do not know what is required for your company network.

Do I need a VPN?

Generally, unless you are working in a larger company which runs its own email system, you do not need a VPN.

Although it would be convenient to be able to access your files in the office when you are on the road, a VPN needs a corresponding piece of software in your office network. This program needs to be accessible from the Internet, which in turn adds further security and connection requirements.

If you are using an ISP (Internet Service Provider) for email, this company will have taken steps to ensure that your email is stored and transferred securely.

Your IT administrator should be able to help you if you do not know what is required for your company network.

Which VPNs are supported?

Two sorts of VPN programs are supported:

- Executable VPNs
- Microsoft VPNs

Executable VPNs

Executable VPNs are separate programs with the ending '.exe'.

Example: 'ipsecdialer.exe' is a commonly-used VPN program from Cisco.

If your IT administrator installed the Vodafone Mobile Connect software for you, he or she will probably have installed your company VPN program as well.

Microsoft VPN

When an MSVPN has been set up, it can be selected in the drop-down menu in the Tools/Options/Programs->VPN window.

Your IT administrator should be able to help you if you do not know what is required for your company network.

Where is my VPN program?

If you have an executable VPN program, it will typically be installed in the C:\Program Files\ folder.

Example: C:\Program Files\Cisco Systems\VPN Client\ipsecdialer.exe

Other VPNs

However, not all VPNs are executable. Your company may be using a Microsoft VPN, in which case you can select it in the menu in the Tools/Options/Programs->VPN window.

Some VPN software is not controlled via an executable program, so you may not be able to link it to the VPN button on the Vodafone Mobile Connect software toolbar at all.

Your IT administrator should be able to help you if you do not know what is required for your company network.

VPN Preferences

Select Tools/Options/Programs->VPN to check or change your VPN program.

Your IT administrator should be able to help you if you do not know what is required for your company network.

IM (Instant Messaging)

What is IM?

There may be a button on the main Vodafone Mobile Connect software toolbar that can be used to start an instant messaging program.

Instant messaging programs enable you to exchange instant text messages with other people, if they are 'online', i.e. have a data connection to the Internet, at the same time as you.

IM is often called 'chatting' on the Internet.

Vodafone Instant Messenger

If you have not used instant messaging before, you may wish to try the Vodafone Instant Messenger.

This is normally in the folder
C:\Program Files\Vodafone\Vodafone Messenger.

Note: Vodafone Instant Messenger is not supported by all mobile network operators.

IM Preferences

Select Tools/Options/Programs->Instant Messaging to check or change the instant messaging program that you are using.

MMS (Multimedia Messaging Service)

What is MMS?

MMS stands for Multimedia Messaging Service.

There may be a button on the Vodafone Mobile Connect software main toolbar that can be used to open the web-based Multimedia Message Service, also known as the Media Library.

The Media Library contains different areas, described below. The Library helps you put messages together using a range of media, including sounds, pictures, movie clips and animations, as well as text.

Browsing

The Media Library is ideal for browsing through different elements and storing the MMS items you create.

Personal Albums

Using your Personal Album you can:

- Save items
- Store items
- Manage items

Items can be things that you have created yourself, as well as stuff that you have received in MMS (Multimedia Messages) from your friends.

Public Albums

These contain pictures and other elements from your mobile network operator or partners. They are all provided for you to use when putting together your own personal messages.

Message Composer

The Composer helps you create multimedia messages: simple and direct, or longer and intriguing, just as you like.

You can use the items in any of your personal or public albums to help you create the messages you want to send.

MMS Inbox

You can choose to receive MMS (Multimedia Messages) in your MMS Inbox within the Media Library, instead of using your own device. That way, you do not have to own an MMS phone to take advantage of MMS.

Using the MMS Inbox, you can pick up your messages wherever there is access to the Internet – and the Vodafone Mobile Connect software gives you an Internet connection almost anywhere!

Security Settings

What is the PIN Code?

Your PIN (Personal Identification Number) is a four-digit number. Together with your SIM (Subscriber Identity Module) card, the PIN identifies you to the mobile phone network. You have to have your SIM card in your device and enter your PIN in order to access the network.

If you enter the wrong PIN code three times in succession your SIM card will be blocked. You will then need the eight-digit PUK (PIN Unblock Key) from your network operator to unblock the PIN again.

How do I change the PIN Code?

- Select Tools/Modify PIN Codes/Modify PIN Code, and then
- Enter the current code, and then
- Enter the new code, and then
- Enter the new code again to confirm it.

What is the PIN2 Code?

The PIN2 (Personal Identification Number 2) is a four-digit number used by your network operator. It can be changed but not turned on or off.

How do I change the PIN2 Code?

- Select Tools/Modify PIN Codes/Modify PIN2 Code, and then
- Enter the current code, and then
- Enter the new code, and then
- Enter the new code again to confirm it.

If you enter the wrong PIN2 code three times in succession your SIM card will be blocked. You will then need the eight-digit PUK2 (PIN Unblock Key 2) from your network operator to unlock the PIN2 again.

Request PIN Code

Using the entry 'Request PIN code' in the Tools menu (Tools/Request PIN Code), you can set the Vodafone Mobile Connect software to request the PIN code for the SIM card, before the SIM can be used.

When 'Request PIN Code' is selected, you will always have to enter the correct PIN code in order to use the SIM.

Note: Some network operators do not allow the PIN code request to be turned off.

Mobile Network Settings

Select Band

If you are using a PC datcard with the Vodafone Mobile Connect software, you can use the 'Select Band...' entry in the Tools menu (Tools/Select Band...), to switch between the 900/1800 and 900/1900 MHz network frequency bands.

You may need to switch bands if you travel between countries, in particular between Europe and North America.

Select Network Automatically

The default setting for network selection is Tools/Select Network/Automatically, which will automatically search out the local mobile network. When this selection has been made, a tick-mark is displayed in front of the 'Automatically' menu entry.

Select Network Manually...

Selecting the menu entry Tools/Select Network/Manually... allows you to choose a mobile network for use with the Vodafone Mobile Connect software.

Search

By clicking the Search button, you can find any other networks that may be available. Networks found will be added to the list, from which they can then be selected.

The current network will be marked 'Current' in the list. Each of the other networks will be marked as

- Available – you should be able to select and use this network
- Not Allowed – you probably will not be able to use this network, although you could try selecting it if nothing is marked Available

Select

Clicking the 'Select' button will switch to the network you have selected in the list of networks found. If all the networks listed are marked as 'Not allowed', please try selecting the network to which you think you should be allowed to connect. Quite often, this will update the information shown, and one or other of the networks will then be shown as 'Available'.

Cancel

Clicking the 'Cancel' button will close this window and leave the network as before.

Returning Home after Roaming

Attaching to networks other than your own mobile phone operator's network is known as 'Roaming'. This typically occurs when you are abroad.

If you select a network manually whilst roaming, and subsequently return home, the Vodafone Mobile Connect software will firstly attempt to use that manually-selected network. You may therefore see a message that the previously-selected manual network could not be found. You can then let the Vodafone Mobile Connect software select the correct local mobile network for you if you wish, or click Cancel to remain with the roaming network.

What if no Network is Found?

If you see that the Vodafone Mobile Connect software Select Network menu entry is set to 'Manually...', and the program is not finding a network, try selecting the 'Automatically' menu entry instead.

Alternatively, open the Select Network/Manually... window and try selecting one of the other networks in the list. If all the networks listed are marked as 'Not allowed', please try selecting the network to which you think you should be allowed to connect. Quite often, this will update the information shown, and one or other of the networks will then be shown as 'Available'.

Diagnostics Window

Diagnostics Window

The Diagnostics window provides an overview of your computer, together with easy access to all the settings and tools you can use to configure it. This can be useful if you are trying to solve a problem, or if you are discussing a problem with Support staff.

GSM Device

The area entitled 'GSM Device' is an overview of the device you are currently using with the Vodafone Mobile Connect software and your computer, e.g. a 3G datacard or a mobile phone

Model

This is the model of the device you selected to use with the Vodafone Mobile Connect software and your computer.

Firmware

This is the version number of the software that is embedded in the device itself.

Firmware is sometimes updated by manufacturers to provide greater stability or new features. This version number may be required if you have a Support question.

IMEI

The 'IMEI', or **I**nternational **M**obile **E**quipment **I**dentify number is the individual identification number assigned to your device by its manufacturer.

IMSI

The 'IMSI', or **I**nternational **M**obile **S**ubscriber **I**dentify number is the individual identification number assigned to you by your mobile network operator.

SIM Card

This shows the identification number of the SIM, or **S**ubscriber **I**dentify **M**odule, card you are using.

VMC Number

Telephone number of the device you are using.

Some devices and networks do not allow the Vodafone Mobile Connect software to read this number. If this is the case, a text such as 'Not supported by the Vodafone Mobile Connect software Card' will be shown in place of the number.

Computer

This shows details of your computer.

The Operating System and Windows Version you are using are listed, plus the time the computer has been running since it was last restarted (the 'Uptime').

Shortcuts

One-click access to operating system settings you may want to inspect or adjust when using a mobile connection. The four buttons in this area, labelled 'Internet', 'Modems', 'System' and 'Network', all open the respective Microsoft Windows settings.

There is also a button labelled 'Restart', with which the computer can be restarted completely. Clicking on the 'More Information' button will open the central Windows System Information window.

Please refer to the appropriate Windows documentation for further details of the settings windows opened from the Diagnostics window.

Note: No settings should be changed unless you are an experienced Windows user, or you are acting on the guidance of Support staff. Your mobile network operator cannot accept responsibility for the results of any changes made to Windows operating system settings.

Close

Any Diagnostics window can be closed by clicking on the Close button, or by clicking the red close button on the title bar of the window. This is also the case for the Diagnostics window itself.

Access Point Name

This area contains the settings Windows has currently been assigned by the Vodafone Mobile Connect software. These are the values necessary to open a connection over the network of your mobile operator.

APN

The '**Access Point Name**' is the name of the computer in the Internet via which you connect to the Vodafone mobile data network.

The APN should be an address like 'internet.vodafone.com'.

Username

The 'Username' is the ID that is required to access the APN. In some cases it is correct for the username field to be left empty.

Password

The 'Password' corresponds to the APN username. It will also have been specified by your mobile network operator, or in some large organisations, your IT administrator.

In some cases, this field may be empty, and in some cases, you will need to enter this password manually when connecting.

Use Authentication

This field indicates whether authentication is actually being used for this APN or not. In some cases, 'No' may be shown.

Internet Protocol

This area contains the **I**nternet **P**rotocol (IP) settings Windows has currently been assigned by the Vodafone Mobile Connect software. These are the values necessary to open a connection over the network of your mobile operator.

Use Manual DNS

The '**D**omain **N**ame **S**ervice' converts between the slightly friendlier www-type addresses, such as www.vodafone.com, and the numeric addresses they represent, such as 195.233.125.5.

Normally your computer will be given DNS settings automatically when it connects to the Internet. However, if the DNS settings have been entered manually in the Profile Manager, the 'Use manual DNS' field will be set to 'Yes', and the Primary and Secondary fields will list numeric IP addresses.

You will need at least one Primary DNS address, but the secondary DNS address is optional and may be left blank.

Use Manual WINS

The '**W**indows **I**nternet **N**aming **S**ervice' (WINS) details may have been entered manually if your IT administrator installed or set up the Vodafone Mobile Connect software for you. Otherwise, the 'Use Manual WINS Settings' field is normally set to 'No', and no information will be shown in the Primary and Secondary WINS fields.

Use Manual IP Address

Normally, your computer will receive its own **I**nternet **P**rotocol (IP) address automatically when it connects to the internet. However, if you are part of a large organisation, an IP address such as 195.233.125.5 may have been entered by hand, in which case 'Yes' and the address would be shown in this section.

Custom Program Buttons

Adding Programs to the Toolbar

If you wish, you can add up to three additional programs to the Vodafone Mobile Connect software toolbar.

Add a Custom Program

The Tools/Options/Custom Programs/Add command opens the Add Program window. In this window you can use the 'Browse...' button to browse to and select a program that you would like to add to the Vodafone Mobile Connect software.

If you select the 'Display a button for this program on the main toolbar' option, a button will be displayed on the main toolbar of the Vodafone Mobile Connect software. The label for this button is by default the name of the program that you selected, but you can edit this label in the 'Label' field.

Each program button added will be added to the right-hand end of the main toolbar. If several programs have been added, some buttons may overrun the right-hand end of the toolbar. In this case, a small double-chevron will be shown. Clicking this button will open a menu containing the additional buttons.

If you de-select the Display option, no button will be shown on the main toolbar, but the program will still be accessible via the View menu.

Note: Only three extra buttons can be added. If three extra buttons have already been defined, no further buttons can be added, unless one of those existing three is deleted.

Edit a Custom Program

The Tools/Options/Custom Programs/Edit... command opens the Edit Program window. In this window, you can select the button you wish to edit from the list displayed. You will then be able to edit the label text of the custom program button; show or hide the toolbar button for this program; and change the program selected.

Remove a Custom Program

The Tools/Options/Custom Programs/Delete... command opens the Delete Program window. In this window, you can select the button you wish to remove from the list displayed.

Note: The program referred to will not be removed from your computer. Only the Vodafone Mobile Connect software toolbar button will be removed.

Software Updates

What are Updates?

The Vodafone Mobile Connect software is being improved continuously. These improvements are made available through an Internet-based service, together with up-to-date information, such as the current WLAN hotspots database.

Each improvement or addition is called an 'update'.

Features and functionality are also added to the Vodafone Mobile Connect software in periodic software 'releases'. The release number of this program is shown in the Help/About the Vodafone Mobile Connect software. Some releases may also be made available via the update service.

The Vodafone update service is very easy to use. It ensures that your Vodafone Mobile Connect software is always up-to-date by downloading additional items whenever they are available.

When the Vodafone Mobile Connect software is installed, the default set in the Preferences is to check for updates once a month. However, using Tools/Check for Updates, you can check for updates whenever you like.

How do I update?

Select Tools/Check for Updates.

The Vodafone Mobile Connect software will check the current update status with the update system in the Internet. If the program finds that there are any new updates available, you will be asked if you want to view them.

Clicking 'OK' will open a web browser window in which you can check which updates are available.

Selecting Updates

You can select the updates you want to install by selecting the checkboxes next to those updates in the list. The size of each update is indicated.

Deferring Updates

You can decide, for example, to download smaller updates when you are using a GPRS connection and download larger updates only when you are using a faster connection, such as a 3G*, Local Area Network (LAN) or Wireless LAN (WLAN*) connection.

When you are satisfied with your selection, you can click on 'Install' to download and install the new updates onto your computer.

You may be asked to restart the computer when the update has finished, but this is not always necessary.

Note: You should not turn off your computer during the update process.

Update Preferences

Select Tools/Options/Preferences->Updates.

The default Updates preference is to check for updates once a month.

The Vodafone Mobile Connect software will wait for one month. After a month, the next time you open a data connection to the Internet using the program, it will notify you if anything needs to be updated.

You can also choose to check once a week instead of once a month.

Notification Area Icon

Icon Menu

An icon is shown in the Windows Notification Area (sometimes referred to as the 'System Tray') whenever the Vodafone Mobile Connect software is running. Right-clicking on this icon shows a menu of shortcuts.

The icon menu includes the following items:

- Connect (if you are not connected, or 'Disconnect' if you are)
- Select Band
- Open the Vodafone Mobile Connect software
- Exit

Connect/Disconnect

If the Vodafone Mobile Connect software currently has an open connection, the top shortcut in the menu will be 'Disconnect'. If no connection is open, the shortcut will read 'Connect'.

Select Band

If you are using a PC datacard with the Vodafone Mobile Connect software, you can use the 'Select Band...' entry in the Tools menu (Tools/Select Band...), to switch between the 900/1800 and 900/1900 MHz network frequency bands.

If you are using a mobile phone, this command will be somewhere in the phone's menu.

You may need to switch bands if you travel between countries, in particular between Europe and North America.

Open the Vodafone Mobile Connect Software

'Open Vodafone Mobile Connect' will open the Vodafone Mobile Connect software window in the foreground.

Exit

'Exit' will end the Vodafone Mobile Connect software, closing any data connection that may be open.

Preferences

What are Preferences?

The preferences are options that you can use when using the Vodafone Mobile Connect software. They influence how the software reports to you, and reflect how you want to use the program.

By selecting and choosing between possible preferences, you should be able to fit the Vodafone Mobile Connect software to the way that you want to work.

Standby Preferences

If you open the Tools/Options/Preferences window, you can set the Standby preferences to use with your computer.

Prevent Standby or Hibernate and maintain the connection

This will stop a laptop computer or notebook from going into its energy-saving 'sleep' mode, but it will also keep your data connection open if you are using such a computer. This is useful during long downloads or at other times when you do not want the data connection to be closed.

Note: This option should be used with caution, as it will override any settings on a laptop or notebook computer designed to send the computer to sleep if it is closed. If a laptop or notebook computer is run continuously in a closed position, there may be a risk of overheating, which may damage the computer.

It is recommended to use this option only when your laptop or notebook computer is fully open, and only when you are able to monitor the status of the computer. Your mobile network operator cannot accept responsibility for damage to computers, property or persons resulting from inappropriate use of this option.

Allow Standby or Hibernate

The computer will be allowed to 'sleep', which will close any data connection that may be open.

This is the best option to choose

- If you want to conserve battery power, and
- Do not mind the connection being closed, or

- If you are unable to monitor the status of your computer and any data connection that may be open.

Prompts Preferences

Select Tools/Options/Preferences->Prompts.

Here you can set the Vodafone Mobile Connect software to display three reminders, or prompts.

All three prompts can be changed via the Preferences window, but they can also be adjusted directly in the windows that are opened to display the prompt messages themselves. This offers a quick way of changing your preferences without going into the Preferences window at all.

Always Display a Reminder

The option labelled 'Always display a reminder when a connection is required' will show a reminder when you start any program from the Vodafone Mobile Connect software that needs an open data connection.

For example, a data connection must be open before you can look at an Internet page in your web browser, or collect email with your email program. Similarly, the 'Check for Updates' option in the Tools menu needs an open connection to check to see if any updates are available.

In each of these cases, selecting this option will cause the Vodafone Mobile Connect software to show a window reminding you to open a connection, if one is not already open.

This option is selected by default when the Vodafone Mobile Connect software is installed.

Note: This reminder will not be shown when you open a connection using the Connect button on the main toolbar.

Always Ask Before Closing

The option labelled 'Always ask before closing a connection' will ask you for confirmation before the Vodafone Mobile Connect software closes an open data connection.

This prompt will be shown whenever this situation arises, including when you click on the Disconnect button on the main the Vodafone Mobile Connect software toolbar.

This option is selected by default when the Vodafone Mobile Connect software is installed.

Always Ask Before Exiting

The option labelled 'Always ask before exiting the Vodafone Mobile Connect software' will ask you for confirmation before exiting the program.

This option is selected by default when the Vodafone Mobile Connect software is installed.

Play Windows 'Exclamation'

The option labelled 'Play &Windows 'Exclamation' sound when connection closed' causes the currently-selected Windows system 'Exclamation' sound to be played if a connection is closed.

This option is selected by default when the Vodafone Mobile Connect software is installed.

Startup Preferences

If you open the Tools/Options/Preferences window, and click on the 'Startup' tab, you can control how the Vodafone Mobile Connect software works together with your computer.

Start with Windows

The option labelled 'Start this program when Windows starts up' will start the Vodafone Mobile Connect software whenever you start up or log back into your computer.

This option is not selected when the Vodafone Mobile Connect software is installed.

Connect on Startup

If you select the second option, 'Open the current Mobile connection when this program starts up', the Vodafone Mobile Connect software will open a mobile data connection as soon as it starts up.

The connection will be made using whichever mobile Profile is selected at the time that the Vodafone Mobile Connect software starts up.

This option is not selected when the Vodafone Mobile Connect software is installed.

Usage Preferences

If you installed the software yourself, you will be able to change the preferences for Usage in the Tools/Options/Preferences->Usage window.

If the Vodafone Mobile Connect software was installed for you by your IT administrator, you may need to talk to him or her about making changes to the Usage preferences.

Day of Month to Begin View

You can select the day of the month upon which your usage period should begin – perhaps the day of the month that your bill is produced, or the day that you submit expenses reports to your company.

You can pick a number ranging between '1' and '28' using the up and down arrows to the right-hand side of the field.

If you click and hold an arrow key, the numbers scroll backwards (down arrow) or forwards (up arrow). If 1 is passed when scrolling backwards, the numbers will begin in sequence again, starting at 28 and descending. If you are using the upward-pointing arrow, the numbers will loop from 28 back to 1, and then begin ascending in sequence again.

Time or Data

You can use the radio buttons to select between

- View by data transferred
- View by time connected

Display Limits – Data

There are two monthly 'Limits' on total data transfer, given in megabytes, one for GPRS and/or EDGE*, and one for 3G* and/or HSDPA*. These limits can be set to any positive number between 1 and 9999 megabytes, and set the maximum on the diagrams in the Usage window for the current period, when 'View by data transferred' has been selected.

Display Limits – Time

There are two monthly 'Limits' on total connection time, given in hours and minutes, one for GPRS and/or EDGE*, and one for 3G* and/or HSDPA*. The hours limit can be set to any positive number between 0 and 999, and the minutes can be set to any number between 0 and 59.

The hours and minutes figures set the maximum on the diagrams in the Usage window for the current period – the absolute maximum being 999 hours, 59 minutes. These limits are used when 'View by time connected' has been selected.

When you have set the Usage preferences as you wish, close the Preferences window by clicking the 'OK' button. Clicking 'Cancel' will discard any changes you made.

Data and Time Limit Warnings

By selecting the option labelled 'Warn when limit approaching' the software will warn you when you are approaching your data or time limit, and when you have exceeded that limit.

By clicking the 'Edit' button, you can change the Warning levels to suit your own requirements. The standard setting is to warn you when you have used 80% and 95% of your limit.

End Day of Month

The end day will become the day before the selected day in the following month - as shown, when the 20th day is selected as the start day, the end day is automatically the 19th.

If you select the first day of the month, the end day will depend on the number of days in the relevant month. For example, if the 1st day was selected during 2004, the period for February 2004 would run from 1st to the 29th of February.

Deleting all Usage Data

The Usage tab also has a 'Delete' button, with which you can reset all the usage data collected by the Vodafone Mobile Connect software to date.

When you click the Delete button, no change will be made to the Start and End dates, or the Limits, but all data and time totals will be set to zero. The diagrams in both the current and previous month panes will also show zero.

Because clicking the Delete button irreversibly deletes all your usage data, you will be asked to confirm that you want to delete the data before it is cleared.

Time or Data Limits and Accuracy

If you go over your time or data limit, you will still be able to make connections using the Vodafone Mobile Connect software. The limit is for your information only.

If you have installed the software yourself, you will be able to amend the limit, along with other details, in the Tools/Options/Preferences->Usage window.

If your Vodafone Mobile Connect software was installed by your IT administrator, you might need to speak to him or her about changing the limit. He or she can then either set your limit higher, or advise on how to reduce data volume.

Note: The usage information is presented as an indication of the total amount of data sent and received in a given period. It is not intended to reflect the total data that will be shown on your bill.

WLAN Preferences*

If you open the Tools/Options/Preferences window, you can select how your computer will interact with the WLAN service.

Enable WLAN

The first option, labelled 'Enable WLAN on this device', consists of two controls. The first allows you to enable WLAN on your computer, if your WLAN hardware device is installed. Selecting or de-selecting this checkbox will turn your WLAN device on or off.

The second part of this option is a drop-down menu, which allows you to select the WLAN device to use when opening a WLAN connection. If you only have one WLAN device installed, e.g. a WLAN datacard, then only one device will be shown in this menu.

However, a lot of laptop or notebook computers feature onboard, built-in WLAN, so you may see more than one device in the menu.

Show Popup

The 'Show popup in Notification Area when WLAN is available' option will cause a yellow popup 'bubble', or a similar notification device, to be displayed in the Windows Notification Area, if and when a usable WLAN signal is detected.

Exactly how the notification is displayed depends on the version of Windows you are using. On Windows XP a yellow bubble is used for this purpose, but older operating systems may appear differently.

If you de-select this option you will still be able to see if WLAN is available. As long as your WLAN hardware is enabled, the WLAN signal strength indicator will still be shown in the Vodafone Mobile Connect software Status Bar.

Find Hotspot button

The 'Show 'Find Hotspot' button on toolbar' option will show a button labelled 'Find Hotspot' on the main Vodafone Mobile Connect software toolbar. Clicking the Find Hotspot button will then open the Find Hotspot window, explained in the section of this documentation entitled 'Find Hotspot'.

If this option is not selected, the button will not be shown on the toolbar. Selecting this option again will re-activate the Find Hotspot window whenever needed.

If your mobile network operator supports WLAN, this option will be selected by default when the Vodafone Mobile Connect software is installed, and the button will therefore appear on your toolbar.

Note: The Find Hotspot button on the toolbar does not show whether you have turned WLAN off or on. You can still use the Find Hotspot window to find the location of hotspots even when you have disabled your WLAN hardware.

You do not require an open data connection to search for the location of WLAN hotspots. You can search at any time, with or without a connection.

Update Preferences

How can I change update Preferences?

Select Tools/Options/Preferences->Updates.

Here you can set how often the Vodafone Mobile Connect software should check to see if there are updates for the program.

There are currently two options:

- Monthly (default setting)
- Weekly.

Each option sets the Vodafone Mobile Connect software to wait the relevant amount of time before checking for updates. After the week or month period has expired, the Vodafone Mobile Connect software will wait until you open a data connection and then let you know if any updates are available.

If there are any updates, you will be able to view them in your web browser and decide when you want to download and install them.

What is included in Updates?

- Improvements to the Vodafone Mobile Connect software
- Updates to the Help documentation
- Additional device drivers
- Additional software offering new functions
- Updated WLAN hotspot location information for the Find Hotspot window

Note: You do not have to wait for the automatic update period to expire if you want to check for updates. This can be done at any time, using any data connection type, by selecting the 'Check for Updates' entry from the Tools menu.

Performance Preferences

These options affect the speed and amount of data transferred over any connection opened with the Vodafone Mobile Connect software.

Note: The performance options available depend on your mobile network, and therefore some of the options described may not be shown.

Performance Updates

The Vodafone Mobile Connect software will automatically let you know as soon as it detects that further performance-enhancing features are available. You can also check for yourself at any time, by using the Tools/Check for Updates menu command.

Changing Preferences

Select Tools/Options/Programs->Performance.

Selecting the 'Enable advanced optimisation' checkbox allows you finer control over how much data you send and receive when using the Vodafone Mobile Connect software.

De-selecting the checkbox turns off the built-in optimisation features of the Vodafone Mobile Connect software.

The optimisation options depend on your mobile network, so not everything described here will always be available.

Network Image Compression

Note: Your network may automatically compress pictures and graphics before delivering them. Switching optimisation off may therefore not change the quality of images you **receive**, but it will definitely mean that images you **send** will no longer be compressed.

Image Quality

The 'Image Quality' slider control allows you to choose the level of compression applied to any images transferred.

Highest

Moving the slider in the direction of 'Highest' will set the compression level to produce better pictures. This will also mean larger document sizes that take longer to transfer, reflected by the lower scale on the slider, where the slider will be moving in the direction of 'Slower'.

Lowest

Moving the slider towards 'Lowest' will reduce picture quality. However, it will also produce smaller size documents that transfer faster, reflected by the lower scale on the slider, where the slider will be moving in the direction of 'Faster'.

Content Blocking

The 'Content Blocking' options allow you to prevent the transfer of particular types of multimedia documents, which you may not want to transfer while using a slower connection.

Videos and Applets tend to be quite large-sized documents, so blocking them may be a good way of avoiding long, slow downloads or uploads.

Protocol Compression

If you know what the 'Hostname / IP Address' settings for your POP3, IMAP, SMTP or NNTP server are, you can enter them here, together with their Port numbers.

The Vodafone Mobile Connect software will then additionally compress this data before it is transferred over your connection.

Note: Protocol compression applies to sending as well as receiving.

Profiles

What are Profiles?

A Profile is a collection of settings for the Vodafone Mobile Connect software, your mobile network and your mobile device or devices.

When you first installed the Vodafone Mobile Connect software, the Profile Manager was the software you used to select your mobile device, such as your PC datacard or mobile phone, and a service, such as 3G or GPRS.

Why use Profiles?

You do not necessarily need more than one Profile in the Vodafone Mobile Connect software.

However, if you are using a 3G or EDGE datacard, the device may support several different connection 'services':

- 3G Preferred
- 3G Only
- GPRS Preferred
- GPRS Only
- HSCSD*

In this case, you may want to set up a separate Profile for 3G Only, to ensure that you only ever connect using a high-speed mobile network. As this excludes GPRS, you could then set up a Profile for 'GPRS Only' as well, if you are in an area where 3G or EDGE are not available.

What can I put into Profiles?

You can make Profiles for:

- Devices (e.g. different mobile phones and PC datacards),
- Services (e.g. 3G Only or GPRS Only)
- Environments (e.g. home and office)
- Accounts (e.g. personal use and company use)
- Software (e.g. with IM for home, without IM for office)

What does the Profile Manager do?

The Profile Manager allows you to:

- Add new Profiles
- Remove existing Profiles
- Edit existing Profiles
- Enable Username and Password prompts (including support for Single-Use passwords),
- Modify or set WINS and DNS server IP Addresses
- Set up multiple APN (Access Point Name) Profiles

How do I select a Profile?

- Close any Mobile or WLAN connection
- Select Tools/Mobile Profiles/Select...
- Select the Profile that you wish to use
- Click 'OK'

The current Profile is shown in the list in bold type.

If you select another Profile in the list and click OK, this will become the current Profile. It will therefore be used for the next connection you open with the Vodafone Mobile Connect software.

How do I create a new Profile?

Select the menu entry Tools/Mobile Profiles/New... This will:

- Suspend the main Vodafone Mobile Connect program,
- Hide the main program window, and
- Open the Profile Manager.

Why is Tools/Mobile Profiles Greyed-Out?

When a Mobile or WLAN connection is open, you cannot select, create, edit or delete Profiles, as at least one of them will be in use. In order to work on Profiles, you must first close any Mobile or WLAN connection that you currently have open.

Why does the Vodafone Mobile Connect software disappear when I open the Profile Manager?

The Vodafone Mobile Connect software has to be suspended when you are actively creating or editing a Profile, because the Profile Manager must communicate directly with the device or devices involved. This is not possible if the Vodafone Mobile Connect software is already in communication with the device(s), as only one communications channel is available.

Profile Manager

The Profile Manager presents a series of windows, in the manner of a Windows Setup Wizard, helping you to create a Profile step by step. You can move between the windows using the buttons at the bottom of each window, which are labelled Cancel, Back and Next.

Cancel

The Cancel button will close the Profile Manager and return you to the main Vodafone Mobile Connect software window. Any changes you have made or details you have entered will be discarded when Cancel is clicked.

Next

The Next button will bring you to the next window in the Profile Manager, and the Back button returns to the previous window.

Device Type

The first step in the Profile Manager asks you to select the type of device you want to use with the Vodafone Mobile Connect software: either a mobile phone or a PC datacard.

Note: If you are unsure how to proceed, click on the question-mark '?' Help button next to the item you do not understand.

All steps in the Profile Manager have integrated Help, which you can open and close by clicking on the Help buttons.

Device Connection

If you selected a phone or another mobile device in the first step of the Profile Manager, you will be asked to select how you wish to connect to the chosen device.

Cable

If you are using a cable connection to your device, check that the cable is plugged in firmly, and that any software needed to run the connection you want to use is started up.

Software

For both Bluetooth and infrared, separate software must be running on your computer and device in order to make a connection between them.

You should find details of any software needed and how to switch it on in the documentation that came with your computer and your device.

Bluetooth Pairing

In the case of Bluetooth, you should check that the two devices are 'paired' with each other, and that both devices currently have Bluetooth switched on.

Infrared

When using infrared, you will also need to check that the infrared ports on your phone and computer are facing each other, and that there are no obstructions between them.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Phone Detection

If you chose 'Mobile Phone' as your device in the Profile Manager, you will then be able to select the exact model of phone that you will be using with the Vodafone Mobile Connect software.

Automatic

Most phones can be detected and recognised by the program, so you should be able to simply click on the 'Detect' button in this step.

Update Device List

If your phone is not found, and you have an Internet connection available, you can choose to update the list of devices that is stored in the Vodafone Mobile Connect software. You may then find that your phone has been added to the list more recently.

Unsupported Devices

If your device, e.g. your mobile phone, is not supported directly by the Vodafone Mobile Connect software, but you have installed or can install this device on your Windows system, you can quite possibly select it and use it with the Vodafone Mobile Connect software anyway. Simply make sure you have the device's software installed correctly on your computer, connect the device, and then use the Profile Manager to set up a Profile for it.

If the Profile Manager detects that an unsupported device is attached, it will ask you if you wish to select it and use it to make a connection Profile using your own 'Modem Driver'.

Note: Some features of the Vodafone Mobile Connect software may not be available when using an unsupported device. In any event, no support can be offered for using such a device, and no responsibility can be accepted for any problems that may be caused. Only one 'Other Modem' Profile can be created in this manner.

Service Menu

When your phone has been detected and configured, you may be able to select different services from the Service drop-down menu. The Services listed depend on the device you are using and the services your local mobile network operator supports.

Services may include

- 3G, HSDPA – Fast; mobile; fairly widespread
- EDGE, GPRS – Fairly fast; available almost everywhere
- HSCSD – Fairly fast but requires specialist settings; not available everywhere

More than one Service

If your device supports more than one service, you can make a Profile for one service and add other Profiles for further services later. You can make up to 16 different Profiles, all featuring different combinations of all the settings in the Vodafone Mobile Connect software.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Datacard Detection

If you chose a PC datacard as your device, you will then be able to specify exactly which model of PC card you will be using with the Vodafone Mobile Connect software.

- Insert your SIM into your datacard
- Insert the datacard into your PC card slot
- Allow the Vodafone Mobile Connect software to set up the card
- Select the Service you want to use

Update Device List

If your card is not found, and you have an Internet connection available, you can choose to update the list of devices that is stored in the Vodafone Mobile Connect software. You may then find that your card has been added to the list more recently.

Service Menu

When your datacard has been detected and configured, you may be able to select different services from the Service drop-down menu. The Services listed depend on the device you are using and the services your local mobile network operator supports.

Services may include

- 3G, HSPDA – Fast; mobile; fairly widespread
- EDGE, GPRS – Fairly fast; available almost everywhere
- HSCSD – Fast but requires specialist settings; not available everywhere

More than one Service

If your device supports more than one service, you can make a Profile for one service and add other Profiles for further services later. You can make up to 16 different Profiles, all featuring different combinations of all the settings in the Vodafone Mobile Connect software.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Profile Name

Once you have selected your device and service, you can give this collection of settings a Profile name. A default name will be shown, but you can change this if you wish.

It is a good idea to use a name that describes what the Profile is for, like '3G card for home' or 'Office VPN'.

Note: The Profile name cannot be edited after the Profile has been saved, although all the other settings can be edited.

Title Bar

The name of the current Profile is always shown on the title bar of the Vodafone Mobile Connect software window, so you can see at a glance which Profile you are using.

Making Changes

Should you wish to change any selections you have made, you could return to the window in question by clicking the 'Back' button. Once there, you could make changes and then return to the last step by clicking on the 'Next' button.

Finish

Once you have made your selections and named the Profile, you can click on the 'Finish' button. The new Profile will then be created and selected as the current Profile. The

Profile Manager will then return you to the main Vodafone Mobile Connect program window.

How do I delete a Profile?

Select Tools/Mobile Profiles/Delete... and then select the Profile that you wish to delete from the Delete Profile window.

OK

When you have selected the Profile you wish to delete, click 'OK'. The Profile will be deleted and you will return to the main Vodafone Mobile Connect software window.

Cancel

If you click 'Cancel', the Delete Profile window will be closed and you will return to the main Vodafone Mobile Connect software window without having deleted any Profiles.

How can I change the settings contained in a Profile?

Additional Steps

Editing a Profile gives you the ability to make changes to several things that are set up automatically by the Vodafone Mobile Connect software. You will see more windows than when you originally created the Profile.

You can therefore change specific aspects of your mobile data connection if you need to, by editing a Profile that you created previously.

How to Edit

- Select Tools/Mobile Profiles/Edit..., and then
- Select the Profile that you wish to edit from the Edit Profile window.

OK

When you have selected the Profile you wish to edit, click 'OK'. The Profile will be opened in the Profile Manager ready to make changes.

If no changes are required to the settings shown in a particular window, just click the button labelled 'Next' to move to the next step in the Profile Manager.

Account Type

The first step in editing a Profile asks you to confirm the type of account that you have with your mobile network operator. The default setting for this is the same as the default setting chosen when the software was first installed. So if you selected 'Contract' when you first installed the software, every Profile you create with the Profile Manager will be a Contract Profile.

Contract

This account type is for use when you have a signed contract with your network operator, and your operator sends you a regular bill for the mobile services that you have used. Contracts are normally set up to run over one or two years, depending on your network.

Prepay

If you load credit onto a prepay card and then use this credit to pay for calls and other mobile services as you go, you should select this account type.

Upgrading from Prepay to Contract

If you previously used a prepay card, and have now upgraded to a contract with your mobile network operator, you can upgrade any existing Prepay Profiles to Contract Profiles.

- Select Tools/Mobile Profiles/Edit...
- Select the Profile you wish to upgrade
- Select the Contract option
- Click Next to proceed through any other windows shown
- Click the Finish button to save the changes.

When you have clicked Finish, the Profile Manager will be closed and you will return to the main Vodafone Mobile Connect software.

Note: Unless you remove and re-install the Vodafone Mobile Connect software, and select Contract when re-installing, new Profiles you create will continue to be Prepay Profiles.

Device Type

The first step in editing a Profile asks you to confirm the type of device you are using with the Vodafone Mobile Connect software: either a mobile phone or a PC datacard.

Note: If you are unsure how to proceed, click on the question-mark '?' Help button next to the item you do not understand.

All steps in the Profile Manager have integrated Help, which you can open and close by clicking on the Help buttons.

Device Connection Type

If you selected a phone or another mobile device in the first step of the Profile Manager, you will be asked to select how you wish to connect to the chosen device.

Cable

If you are using a cable connection to your device, check that the cable is plugged in firmly, and that any software needed to run the connection you want to use is started up.

Software

For both Bluetooth and infrared, separate software must be running on your computer and device in order to make a connection between them.

You should find details of any software needed and how to switch it on in the documentation that came with your computer and your device.

Bluetooth Pairing

In the case of Bluetooth, you should check that the two devices are 'paired' with each other, and that both devices have Bluetooth switched on.

Infrared

When using infrared, you will also need to check that the infrared ports on your phone and computer are facing each other, and that there are no obstructions between them.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Phone Detection

If you chose 'Mobile Phone' as your device in the Profile Manager, you will then be able to select the exact model of phone that you will be using with the Vodafone Mobile Connect software.

Automatic

Most phones can be detected and recognised by the program, so you should be able to simply click on the 'Detect' button in this step.

Update Device List

If your phone is not found, and you have an Internet connection available, you can choose to update the list of devices that is stored in the Vodafone Mobile Connect software. You may then find that your phone has been added to the list more recently.

Service Menu

When your phone has been detected and configured, you may be able to select different services from the Service drop-down menu. The Services listed depend on the device you are using and the services your local mobile network operator supports.

Services may include

- 3G, HSDPA – Fast; mobile; fairly widespread
- EDGE, GPRS – Fairly fast; available almost everywhere
- HSCSD – Fast but requires specialist settings; not available everywhere

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Datacard Detection

If you chose a PC datacard as your device, you will then be able to specify exactly which model of PC card you will be using with the Vodafone Mobile Connect software.

- Insert your SIM into your datacard
- Insert the datacard into your PC card slot
- Allow the Vodafone Mobile Connect software to set up the card
- Select the Service you want to use

Update Device List

If your card is not found, and you have an Internet connection available, you can choose to update the list of devices that is stored in the Vodafone Mobile Connect software. You may then find that your card has been added to the list more recently.

Service Menu

When your phone has been detected and configured, you may be able to select different services from the Service drop-down menu. The Services listed depend on the device you are using and the services your local mobile network operator supports.

Services may include

- 3G, HSDPA – Fast; mobile; fairly widespread
- EDGE, GPRS – Fairly fast; available almost everywhere
- HSCSD – Fast but requires specialist settings; not available everywhere

More than one Service

If your phone supports more than one service, you can make a Profile including all the settings for one service type and add other Profiles for further services later.

You can make up to 16 different Profiles, all featuring different combinations of all the settings in the Vodafone Mobile Connect software.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Access Point Name (APN)

This step allows you to set up the APN (Access Point Name) you wish to use with the Vodafone Mobile Connect software.

What is an APN?

The APN is the computer in the Internet via which you connect to the Vodafone mobile data network.

In the field labelled 'APN', you should enter the APN address, which will have a format like 'internet.vodafone.com'.

Authentication

The Username and Password fields allow you to enter the user name and password that you have received for use with this APN. These will be used if you select the 'Use Authentication' option.

Prompt

By selecting the 'Request authentication details' option, you will be asked to enter the username and password next time the program attempts to make a connection to the selected APN.

Homepage

Here you can enter the Internet address of a website that should be used when connected to this APN. Your web browser will then be opened at this page whenever you click the 'Web' button on the main toolbar in the Vodafone Mobile Connect software.

Leaving this field blank will open your web browser at any default Home Page that you may have set in your web browser itself, including a completely blank page.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Internet Protocols

This allows you put in the settings for the Domain Name Server or Servers (DNS) you wish to use, along with Internet Protocol (IP) settings.

DNS

DNS is the service used to convert the slightly friendlier www-type addresses, such as www.vodafone.com, into the numeric addresses they represent, such as 195.233.125.5.

Normally your computer will be given DNS settings automatically when it connects to the Internet. If you wish to assign your own DNS settings, check the 'Use manual DNS settings' checkbox.

You will need at least one Primary DNS address, but the secondary DNS address is optional and may be left blank.

WINS

You can enter WINS details for your network connection. The WINS settings may be activated by selecting the 'Use manual WINS settings' option.

IP Address

By selecting the 'Use manual IP address' option, you will be able to enter an IP address for your computer.

Security Settings

Normally, these settings will be selected for you when the Vodafone Mobile Connect software is installed. You will not need to make any changes to these settings to use a public mobile phone network.

However, using the different options in the security settings window, you can set up your computer to connect to a company network. If you do not know which settings are required for your company, please contact your IT administrator.

Next

When everything is set up correctly, click the 'Next' button to go to the next step in the Profile Manager.

Name your Profile

Once you have selected your device and service, you can give this collection of settings a Profile name. A default name will be shown anyway, but you can change this if you wish.

Note: The Profile Name can only be edited when the Profile is first created. The name cannot be changed when editing the Profile at a later stage.

Making Changes

Should you wish to change any selections you have made, you could return to the window in question by clicking the 'Back' button. Once there, you could make changes and then return to the last step by clicking on the 'Next' button.

Finish

Once you have made your selections and named the Profile, you can click on the 'Finish' button. The new Profile will then be created and immediately becomes the current Profile. The Profile Manager will then return you to the main the Vodafone Mobile Connect software program window.

What is 'restoring' a Profile?

If connection settings have been changed by using Windows operating system controls, not by using the the Vodafone Mobile Connect software program, a previously functional Profile may stop working.

By selecting a Profile for restoration, all the Profile settings will be restored to the way they were when the Profile was created.

How to Restore

Select Tools/Mobile Profiles/Restore... and then select the Profile that you wish to restore from the Edit Profile window.

When you have selected the Profile you wish to restore, click 'OK'. You can then step through the options detailed in the section entitled 'What can I edit in a Profile' above, which will restore the original settings selected when the Profile was created.

Cancel

If you click 'Cancel', the Restore Profile window will be closed and you will return to the main the Vodafone Mobile Connect software window without having restored any Profiles.

Troubleshooting

Device Cannot be Found

Occasionally the Vodafone Mobile Connect software may not recognise a datacard, or may keep searching for a card or phone without finding it. If this happens, this section contains some tips and tricks which often help to solve the problem.

Safe Removal of Datacards

From the Microsoft Windows notification area (normally at the bottom right of your computer screen), click on the 'Safely Remove Hardware' icon, and select the device to remove from the popup menu shown. Do not worry if the device you want to remove is listed several times: you only need to select it once.

If you have removed a device without stopping it first, the best option is to restart your computer.

Check your Current Profile

Select Tools/Mobile Profiles and check that the profile in bold text - which is the currently-selected Profile - is actually the right Profile for the device that you are currently using.

Use Tools/Mobile Profiles/Select to select the correct Profile, or Tools/Mobile Profiles/New to create a new one for the device you are currently using.

Corrupted Drivers

What are Drivers?

'Drivers' are small pieces of software used by your computer to communicate with specific devices, including datacards and mobile phones. In most cases, the devices you can use with the Vodafone Mobile Connect software require special drivers, not normally included in Microsoft Windows.

Driver Corruption

the Vodafone Mobile Connect software automatically installs all drivers that are required to work with your devices. However, in some cases, these drivers become corrupted. Sometimes this is just because the computer has gone into hibernate or standby mode, and not properly shut down the device connection beforehand.

Re-Start

Quite often, simply re-starting your computer, and then re-inserting your datacard, or re-connecting your phone, may solve such driver problems.

If re-starting does not cure the problem, check in Start Menu/Settings/Control Panel/System/Modems if the device you are using has a yellow 'Warning' exclamation symbol next to it.

Re-install or Restore

You may be able to fix problems by re-installing the drivers for the device you are using. There are a number of ways of doing this:

- Use Tools/Mobile Profiles/Restore... to restore the Profile for the device that you want to use
- Delete the Profile you are currently using, and create a new one for this device
- Re-install the drivers from the CD that came with your device

Bluetooth

Devices that are added to your computer, such as mobile phones or datacards, require communication channels called 'COM ports'. These ports are negotiated and set up between your computer and any such devices.

Sometimes Bluetooth devices take control of all the available communications ports and do not allow datacards to use any ports. If you suspect this is happening, the solution may well be to simply remove any Bluetooth devices and try again.

No Network Can be Found

Sometimes a device, e.g. your datacard or mobile phone, appears to be working correctly, but the Vodafone Mobile Connect software still cannot find a network. If you look at the bottom left of the the Vodafone Mobile Connect software window, on the 'Status Bar', no signal strength bars or network type can be seen, and the text 'searching' will be shown.

If this happens, this section contains some tips and tricks which often help to solve the problem.

Change Location

'No Network' may be shown for several reasons:

- There really is no network coverage in your location
- The network signal may be very weak
- You may be in a substantial building which blocks the mobile phone radio network signals

Try going upstairs or to a higher floor, or to a part of the building closer to outside. If you still have no network signal, please contact your mobile network operator, as there may be a coverage problem in your location.

Use Automatic Network Selection

Ensure that the Vodafone Mobile Connect software is not set to manual network selection. This is indicated by a tick-mark in front of the Tools/Select Network/Manually... menu entry.

Select Tools/Select Network/Automatically to instruct the Vodafone Mobile Connect software to search for and choose the best network for your current location automatically.

No Connection Ever Made

If you have never been able to connect to a network, then it may be that your service has not been set up correctly. Sometimes data services may not have been 'enabled' for your account.

Please contact your mobile network operator's Support service for assistance.

Continual Network Service Switching

Sometimes the Vodafone Mobile Connect software opens a connection, but either the connection closes again by itself, or the software keeps swapping between networks. This has been seen when using a 3G/GPRS device, such as the Mobile Connect Card 3G.

If this happens, this section contains some tips and tricks which often help to solve the problem.

Coverage Boundary

The network service switching problem most often occurs if you happen to be on the boundary between 3G and GPRS network signals. the Vodafone Mobile Connect software is attempting to select the best network signal in your location, but this is varying continuously.

Create Single-Service Profile

Select the Mobile Profiles/Edit... menu entry, and then edit the Profile you are currently using. As you progress through the Profile manager screens, you will see that one of them lists the 'Services' available with your device.

For a 3G/GPRS-capable device, the service chosen by default is 3G Preferred. This will select the 3G network if it is available, but switch to GPRS if that signal seems better. By selecting a service such as 'GPRS Only' or '3G Only', no automatic switching will be allowed.

Note: If the service chosen is actually not available in your location, no network will be found at all. If this is the case, simply edit the Profile again, and choose one of the other service options.

Failure of Previously Stable Connection

If you have previously used a connection without any problems, and it suddenly begins failing for no apparent reason, this may be due to network congestion.

Mobile Network Congestion

This is sometimes communicated as a Microsoft RAS error 31 or 619, which means that the 'communications port' could not be connected. This can be due to the mobile phone network, or to the connection that you are trying to make.

VPN Congestion

If you are using a VPN (Virtual Private Network), it may be that the VPN does not have enough connection ports available to serve all the people who currently want to connect.

If the problem persists after shutting down and restarting your computer, please contact your mobile network operator.

Usage Screen Does not Match My Bill

Sometimes when checking the bill you have received, it does not exactly match the figures and details shown in the Usage window of the Vodafone Mobile Connect software.

This section contains some details of why this might be the case.

Usage Indication

When using the Vodafone Mobile Connect software to create a connection, the Usage monitor is only an indication of usage, not a true billing record. The Usage totals are affected by a number of variables:

Compression

the Vodafone Mobile Connect software contains advanced compression software, and so does the mobile phone network. Both these factors reduce the amount of data transmitted, which makes it more pleasant to use your computer when on the move.

However, the traffic volume actually flowing through the mobile network remains the same, and that volume may therefore not match the totals shown on your computer.

Optimisationthe Vodafone Mobile Connect software also contains advanced optimisation software, which also serves to reduce the amount of data transferred over the last link to your computer. Again, the totals measured on your computer may not match the totals measured in the mobile phone network.

Connecting Without the Vodafone Mobile Connect software

If a connection is made from outside the Vodafone Mobile Connect software, but still using the mobile network connection created by the Vodafone Mobile Connect software, the mobile phone network will register the traffic, but the Vodafone Mobile Connect software will not.

Roaming Problems

Attaching to networks other than your own mobile phone operator's network is known as 'Roaming'. This typically occurs when you are abroad.

This section contains tips and tricks which often solve problems when roaming, or returning from roaming.

Roaming Connection Never Possible

If you have never been able to access the network when you have been abroad, it may be that you do not have roaming services enabled on your account. Please contact your mobile network operator to ensure you have the correct services enabled.

Updating the Network Information

Occasionally, when you have spoken to your mobile network operator's Support staff, and they have enabled roaming for your account, the Vodafone Mobile Connect software is still unable to make a connection.

If this is the case, select the Select Network/Manually... entry from the Tools menu window, and try selecting one of the networks marked as 'Not allowed'. Quite often, this will update the information shown, and one or other of the networks will then be shown as 'Available'.

Once a network is shown as Available, you can either select it yourself in the Manual Network Selection window, or close that window and select the Tools/Select Network/Automatically menu entry.

Use Automatic Network Selection

Ensure that the Vodafone Mobile Connect software is not set to manual network selection. This is indicated by a tick-mark in front of the Tools/Select Network/Manually... menu entry.

Select Tools/Select Network/Automatically to instruct the Vodafone Mobile Connect software to search for and choose the best network for your current location automatically.

All Networks Marked 'Not Allowed'

If all the networks in the Tools/Select Network/Manually list are marked as 'Not allowed', and this does not change when you try and connect to one of those networks:

- Contact your mobile network operator
- Ensure that your account has roaming services enabled
- There may be no agreement between your operator and the network which you are trying to use.

No Access To Company Network

If you cannot access your company's internal network, check if you can access the Internet. If you can access the Internet, but not the company network, there may be a problem with the security policies covering access to your company network.

Security Policies

Access to company systems is often controlled by security policies designed to avoid abuse or misuse of those systems. The most common policy is to use an authentication system, typically a Virtual Private Network (VPN).

Vodafone is not able to administer security policies, as these will be under the control of your company's own IT department. You should contact your IT Administrator, or your company's IT Help Desk for assistance.

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the Vodafone Mobile Connect software Help Documentation

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*Service Availability

***WLAN, 3G, EDGE, HSDPA and HSCSD Availability**

* WLAN (Wireless Local Area Network), 3G, EDGE, HSDPA and HSCSD are only available if your mobile telephone network operator offers these services. Please check on your operator's website for further details.

Note: You will also require a WLAN, 3G, EDGE, HSDPA or HSCSD device in order to use these services. The devices supported by the Vodafone Mobile Connect software are listed on your operator's website, in the the Vodafone Mobile Connect software area.