

User Guide
Vodafone Mobile
Broadband USB Stick
K4201-Z

Designed
by Vodafone



A teal wooden table with a laptop, a bowl of nuts, a glass, and a bowl of crackers.

Welcome

to the world of mobile communications

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Welcome

Your new **Vodafone Mobile Broadband USB Stick** connects your computer to the internet over the Vodafone mobile phone network. The Vodafone QuickStart technology built into the device lets you connect quickly, simply and easily.

Browse the web

You can now access the **web** and any other internet service wherever there's a mobile phone network.

Pick up emails

Keep up to date with your **emails**, wherever you are.

Send and receive SMS text messages

You can send and receive **SMS text messages** straight from your computer. The SMS application provides an easy way to view messages, write new ones, and manage them.

System Requirements

To use this USB Stick and the Vodafone Mobile Broadband application, you need:

- A computer running Microsoft® Windows® 8, Windows® 7 (SP1 recommended), Windows Vista™ (SP2 recommended), or Windows® XP (SP3 recommended), or an Apple Mac running Mac OS® X 10.5 (Intel®), 10.6 or 10.7 (all with latest updates), or a computer running Linux Ubuntu 11.10/10.10/10.04, openSUSE 11.4/11.3, Fedora 16/14, Debian 6.0/5.0, Mandriva 2010.2, Red Flag 7.0. There may be some limitations in the Linux implementation.
- A USB socket
- Administrator rights on your computer.

Note:

Linux users can access the Vodafone Mobile Broadband application by entering either of the following addresses into your browser: <http://VodafoneMobile.vmb> or <http://192.168.9.1>.

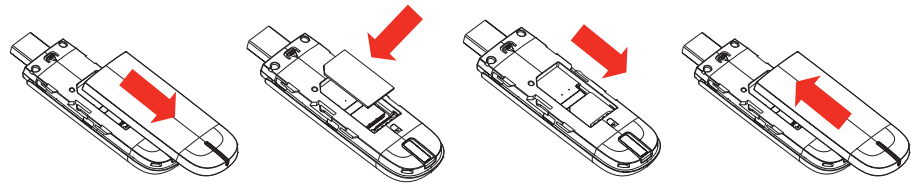
Set up your USB Stick

Note: Some computers may be set up to prevent automatic installation of the VMB Lite service from your USB Stick. In this case, follow the steps in the hints and tips section to manually install the VMB Lite service on your computer.

On a Windows 8 PC the user experience is slightly different. This is explained on the next page.

Step 1

Slide the front cover off the USB Stick, and insert your SIM as shown.



Step 2

Important. If you have an earlier version of the VMB software on your computer, you must un-install the VMB software completely and re-boot your PC **before** inserting this USB Stick.

Step 3

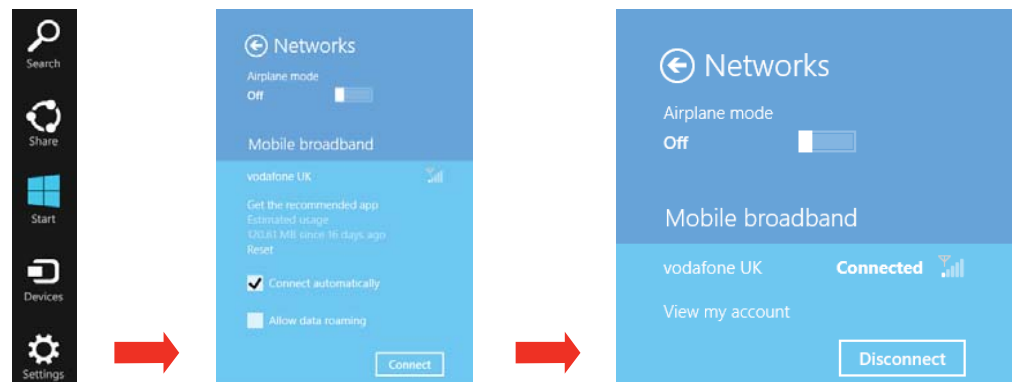
Plug the USB Stick firmly into your computer's USB port. You should see a progress bar whilst the Vodafone Mobile Broadband service is installed on your computer from the USB Stick. Once setup is complete, the Vodafone Mobile Broadband application is started automatically, and you are connected to the Vodafone network (if a PIN is required you will see a popup screen requesting it before you can connect). The LED on the USB Stick will change from flashing to solid, and you will see 2 popup screens.



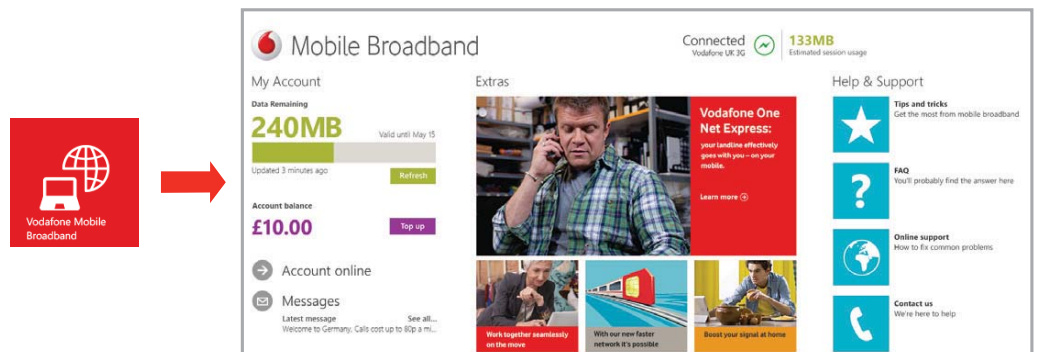
Windows 8 installation and user experience

On a Windows 8 PC the Mobile Broadband user experience is slightly different as the mobile network connectivity is managed within the Windows 8 operating system. When you plug in the USB Stick, you need to open the 'charms' (Search, Share, Start, Device and Settings), and select **Settings > Networks (or Your Wi-Fi Network Name) > Mobile Broadband**.


Select **Connect Automatically** if required, then click **Connect**. Initially the Connection Manager will show 'Get recommended app' and this will change to 'View my account' when the Mobile Broadband application has been automatically downloaded by Windows 8.



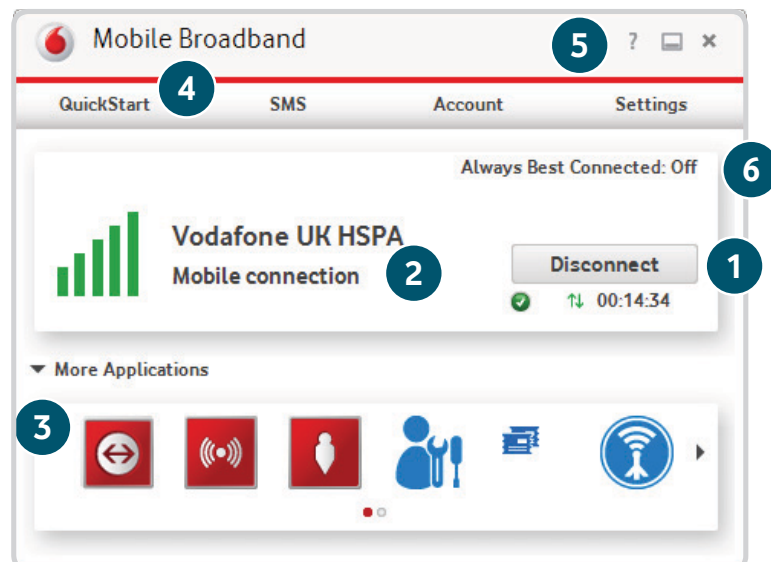
Note:
The Mobile Broadband application can be launched by selecting the application Tile or View My Account Link in the Networks area of the Settings charm



Connection window

Note: Once setup is complete, you can always access the Vodafone Mobile Broadband application when your USB Stick is inserted into your computer by clicking the desktop icon 

- 1 Connect/Disconnect**
Connect to the internet via the mobile phone network or Wi-Fi, to browse the web or use email
- 2 Status**
Check the status of the current connection
- 3 Shortcuts**
Select services, applications and tools
- 4 Menu bar**
Device and network settings and diagnostics, SMS functionality, manage your account.
- 5 Help**
View Help topics
- 6 Always Best Connected**
Configure connection preferences



QuickStart window layout

- 1 Navigation tabs – Select QuickStart, SMS or Account view
- 2 Navigation bar – Select an area within each view
- 3 Current network panel – Status of mobile broadband network connection
- 4 Content area – Content for current area
- 5 Context help – Context-sensitive help for current area (scroll down)
- 6 Language selection – Defaults to browser language

Note: Every window in the QuickStart application has this same standard layout.

Context-sensitive help for each window is always available at the bottom of the window.

Sometimes an additional Menu bar will appear on the left of the window



In the QuickStart view Settings area you can:

- Set options for automatic connection to the mobile network
- Specify the SIM PIN number (if required by your network)
- Set other options via the Menu bar on the left-hand side of the window.

QuickStart view: Current network panel

Note: Whenever you insert your USB Stick into your computer you are connected to the mobile network.

If you are running Linux you will need to open the browser manually.

Automatic network connection can be disabled from the Settings area in the QuickStart view.

The QuickStart application can also be accessed from the Vodafone Mobile Broadband desktop icon.

The Current network panel appears on the right-hand side of every screen within the QuickStart application. 'Roaming network' is displayed when you are roaming on another operator's network, or 'Home network'.

Mobile number – Shown if permitted by your network operator

Signal – More bars indicates better mobile broadband network signal

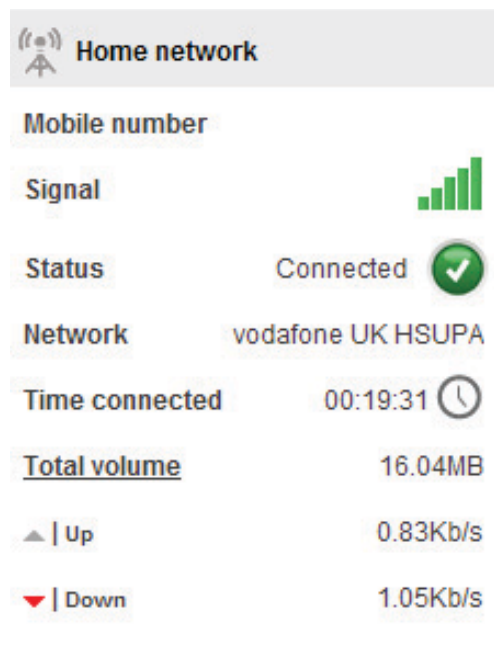
Status – Tick when connected to network; Cross when not connected







Network – Name and type of currently connected network

Time connected – For current connection to network

Total volume – Approximate cumulative data usage

Up / Down – Approximate connection speed: 'Up' to the network from your computer, and 'Down' from the network



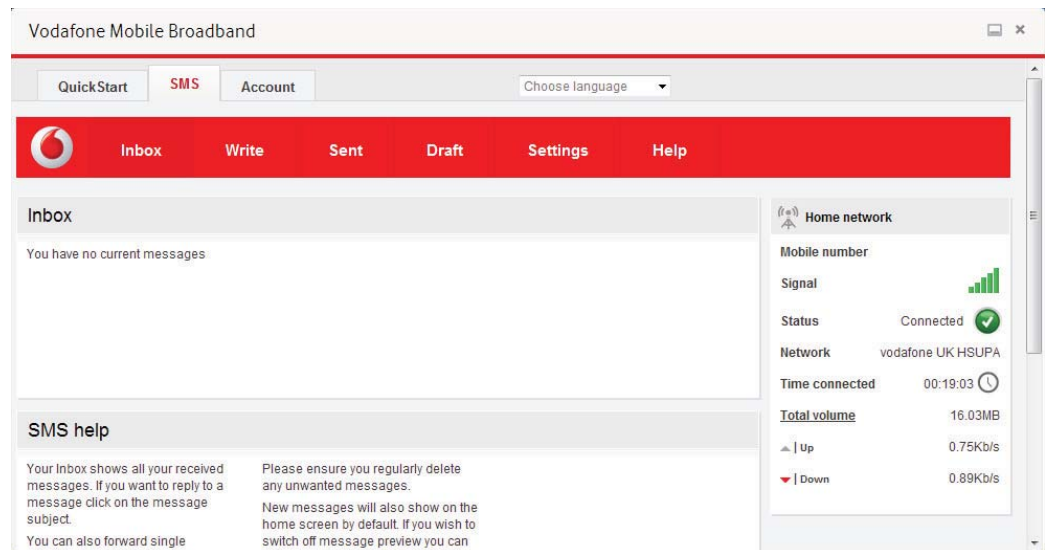
 Home network	
Mobile number	
Signal	
Status	Connected 
Network	vodafone UK HSUPA
Time connected	00:19:31 
Total volume	16.04MB
 Up	0.83Kb/s
 Down	1.05Kb/s

SMS view

The SMS view has six options on the Navigation bar covering all messaging functions: Inbox, Write, Sent, Draft, Settings and Help.

Note: When you select the checkbox in the title bar of the Inbox, Sent folder or Draft folder, all messages in that folder are selected. This is useful if you want to delete multiple messages. It is not possible to forward multiple messages.

In the Settings area you can select or de-select the SMS preview in the QuickStart view.



Account view

The Account view has three options on the Navigation bar: Account details, Account type and Help. For prepaid account customers there are two additional options: Balance and TopUp.

For prepaid accounts, the Balance area shows your current account balance. Click the Refresh button to update the balance value. The TopUp area allows you to top up a prepaid account balance using either a voucher, or a credit or debit card.

Note: The options that are displayed on the Navigation bar are dependent on the account type selected.

The screenshot displays the Vodafone Mobile Broadband Account view interface. At the top, there is a navigation bar with tabs for 'QuickStart', 'SMS', and 'Account' (which is selected). A 'Choose language' dropdown menu is located to the right of the 'Account' tab. Below the navigation bar is a red header bar with the Vodafone logo and five menu items: 'Balance', 'TopUp', 'Account details', 'Account type', and 'Help'. The main content area is divided into two sections. The left section is titled 'Top up' and contains two sub-sections: 'Top up by voucher' with a text input field and a 'Top up' button, and 'Top up Online' with a link to <http://www.vodafone.co.uk/mbbmoredata>. The right section is titled 'Home network' and displays various status and usage metrics: Mobile number, Signal strength (represented by a bar chart), Status (Connected with a green checkmark), Network (vodafone UK HSUPA), Time connected (00:21:56), Total volume (16.07MB), and Up/Down speeds (0.83Kb/s Up, 1.05Kb/s Down). At the bottom of the page, there is a footer with links for 'Mobile Broadband', 'SMS', 'Account', and 'Help'.

USB Stick LED lights

The LED light on your USB Stick shows which kind of mobile network has been found, and whether the USB Stick is connected to that network.

- Green blinking**
A GPRS network has been found – you could connect
- Green solid**
Connected via GPRS
- Blue blinking**
A 3G network has been found – you could connect
- Blue solid**
Connected via 3G
- Light blue solid**
Connected via 3G Broadband.

Signal strength



The strength of the mobile or Wi-Fi network signal is shown by the symbol to the left of the Connect button, and by the icon in the Windows Notification area.

The more bars that are filled in, the better the signal quality. At least one bar must be filled in order to connect.

Hints and tips

Install problems on PC with older version of VMB

If you had a problem installing the software (the symptoms could be any of the following):

- a new desktop icon for VMB was not created on your desktop, or
- when you run VMB from the desktop shortcut you do not get a new software splash screen displayed which says “Vodafone Mobile Broadband with QuickStart”, or
- when you insert the device you do not see it appear as a CD ROM device on your computer, or
- when running VMB you receive a “Device Not Detected” message.

Note: The correct software has the “Vodafone Mobile Broadband with QuickStart” splash-screen, and you should be able to access all the functions referenced in this QSG by clicking on the Vodafone Mobile Broadband desktop icon.

The cause of the problem could be an issue with an incomplete un-install of an earlier version of the Vodafone Mobile Broadband software already installed for an older device. This problem may appear on all PCs with Windows operating systems. It should not occur on Apple devices.

Vodafone have developed a clean-up tool to remove the old version of the software correctly, it is available from www.support.vodafone.com/vmb_cleanup.

Download the clean-up tool and unzip the files. After removing the current VMB software (remove using Windows), run the clean-up tool (VmbCleanup.exe) and select all 3 options – Settings, Data and Device Registration. Re-boot your PC and then insert your new USB Stick, and the correct VMB software should install automatically.

Vodafone Mobile Broadband software manual installation

On Microsoft Windows computers

Plug your USB Stick into your computer

- Right-click on the VMB Lite 10.* drive in 'My Computer' (Start menu>Computer on Vista and Windows 7)
- Select 'Open' or 'Explore'
- Double-click the file called setup_vmb_lite.exe on your USB Stick
- You will see a progress bar.

It may take a few minutes to set up your USB Stick, but once setup is complete, the Vodafone Mobile Broadband application will start and automatically connect you to the mobile network. If for some reason the application does not start, select Vodafone Mobile Broadband from the Windows Start menu, or double-click the Vodafone Mobile Broadband desktop icon.

On Mac OS X computers

When you plug your USB stick in for the first time, a disk named Vodafone Mobile Broadband will popup on your desktop. Double click on the Vodafone Mobile Broadband app to start installation. You will be asked to select your account type during this process. Vodafone Mobile Broadband will start automatically after installation.

The application won't install on Windows

If the software does not install, or the install progress bar keeps looping

From the Windows Start menu, select – Settings> Control Panel>System>Hardware>Device Manager

- Expand 'Universal Serial Bus Controllers'
- Right-click 'USB Mass Storage Device' and select 'Uninstall'
- If your devices are not reloaded, select 'Scan for Hardware changes' from the 'Action' menu.

Cannot open QuickStart application window

The following things may prevent you from opening the Vodafone QuickStart application window by double-clicking the desktop shortcut:

- Your computer already has a connection via an ethernet LAN cable
- Your computer already has a connection via a Wi-Fi network
- You may be using a VPN (Virtual Private Network).

Unplugging the LAN cable, switching off Wi-Fi on your computer, or exiting your VPN , and then re-inserting the USB Stick, or re-starting the PC may solve the problem.

Note: If you can see the application window in your browser, you can find more hints and tips in the Help area. Selecting the Help option on the Navigation bar in any view, and then 'Diagnostics' in the Menu bar, may help you to identify a problem. This area also shows information that may be required if you need to contact Support at your mobile network operator. Select 'Support' from the Menu bar for more information and local support.

No network can be found

Change your physical location: in a building, move closer to a window, move higher up, or go outside

- Open the QuickStart application window
- Select the Settings heading on the Navigation bar
- Select the Network entry in the Menu bar on the left
- Click 'Search' to search for available networks
- See if you can connect to one of the allowed networks listed
- Click 'Save' to save your change
- If you are abroad, contact Support, and check that data services and roaming are enabled on your account.

Re-installing the software

If you want to re-install the software from the USB Stick, you need to first delete the Vodafone Mobile Broadband Service software from your computer.

- From the Windows Start menu, select Settings> Control Panel>Add or Remove Programs (XP) or Programs and Features (Windows 7)
- Run the Vodafone Mobile Broadband Uninstaller
- Re-insert your USB Stick and the software will re-install.

No connection can be opened (1)

- Check the device status (click on desktop shortcut, select the QuickStart tab, Help on Settings bar, and select Diagnostics from the menu). This may indicate the source of the problem.

No connection can be opened (2)

Wait a few minutes and try to connect again. This is most often a temporary problem, especially if an 'Error 631' or 'Error 619' is referenced. If the problem persists, please call Support.

- Close the application window and then re-open it
- Re-start your computer
- Open the QuickStart application window
- Select the Settings heading on the Navigation bar
- Select the Network entry in the Menu bar on the left
- Check which option is selected. If the option is set to a 'Preferred' option, set it to an 'Only' option
- Click 'Save' to save your change
- If you are using a VPN (Virtual Private Network), contact the administrator of your VPN
- Select the Account tab
- Select the Account type heading in the Navigation bar
- Check that the type of account you have with your mobile network operator is selected in the drop-down menu.

Glossary

- Bearer** Communication method used for data transport over the mobile network, eg. 3G Broadband, HSPA, 3G, etc.
- Built-in data card** Mobile data card built into notebook computer. Enables data connections over the mobile phone network.
- USB stick** A device for your computer that you can use to open a data connection over the mobile phone network.
- EDGE** An enhancement to the GPRS bearer offering higher speeds, although not as fast as 3G Broadband.
- GPRS** The General Packet Radio Service is a bearer offering higher data speeds than GSM, on which it is based.
- GSM** Global System for Mobile Communication.
- Home network** The network of the mobile operator who provided your SIM.
- HSPA** High-Speed Packet Access bearer, enhancing 3G, including both HSUPA (Uplink) and HSDPA (Downlink).
- HSUPA** High-Speed Uplink Packet Access bearer.
- 3G** The third-generation mobile phone service, as UMTS (Universal Mobile Telecommunications System) is also known, is a bearer providing higher data speeds.
- 3G broadband** The latest enhancement to the 3G bearer.
- Roaming** You can use your mobile device on any other mobile network that has a roaming agreement with your operator, whether in your country or abroad.
- SIM** Your Subscriber Identity Module is the postage-stamp-sized chip that you will have received together with your mobile contract. Your SIM has gold contacts on one side.

FCC Compliance

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiated radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

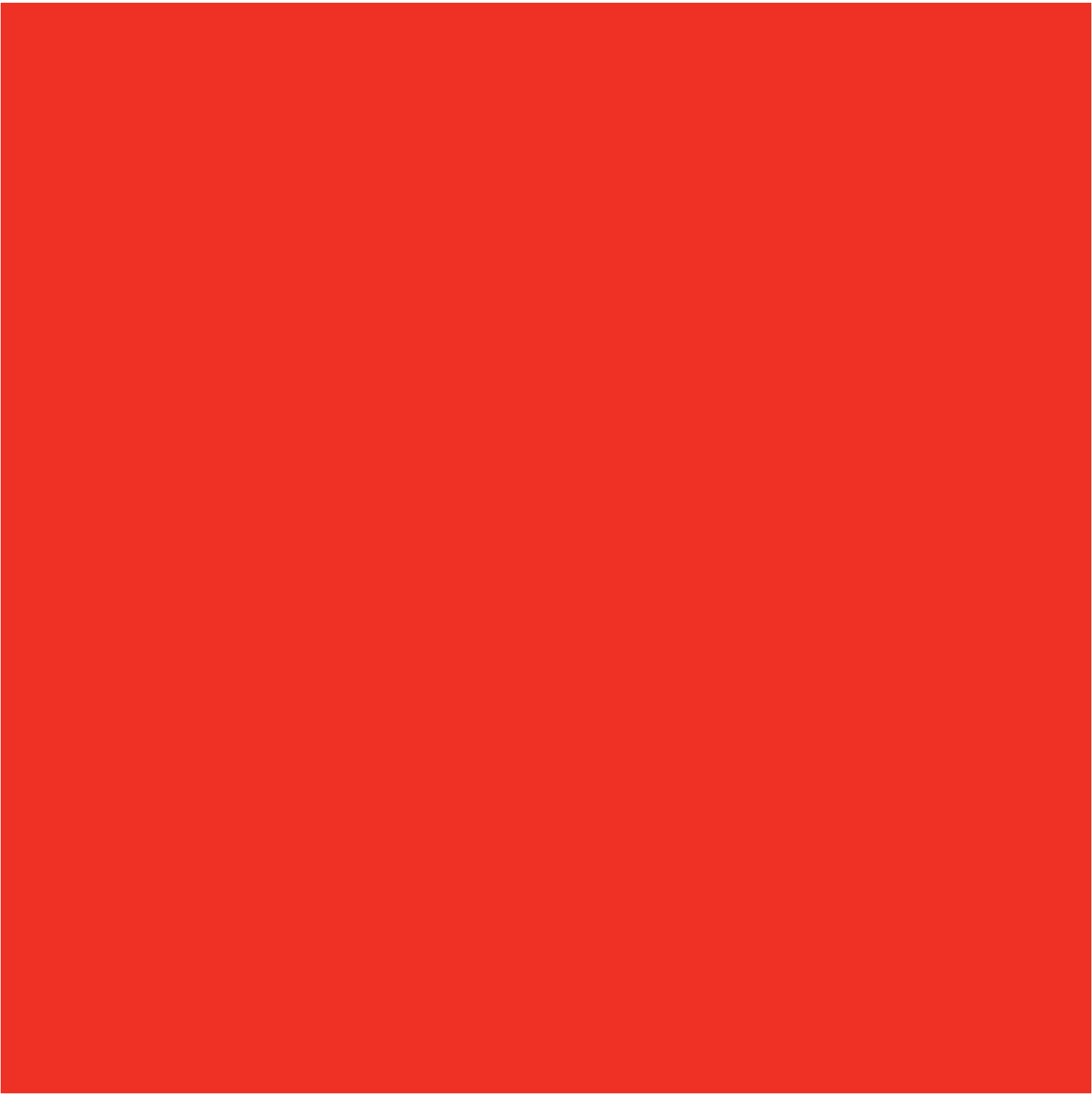
Note:
This Device can not be used in conjunction with any other transmitter device.

- Reorient or relocate the receiving antenna.
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
 - Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Radio Frequency (RF) Energy

This device meets the government's requirements for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. The exposure standard for wireless device employs a unit of measurement

known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC is 1.6W/kg. *Tests for SAR are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands. Although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value. This is because the device is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output. SAR compliance has been established in the host product(s) (laptop computers), tested at 5mm separation distance to the human body, and tested with USB slot configurations including Horizontal-UP, Horizontal-Down, Vertical-Front, Vertical-Back. This device can be used in host product(s) with substantially similar physical dimensions, construction, and electrical and RF characteristics. The highest SAR value, tested per FCC RF exposure guidelines for USB dongle, as described in this user guide, is 1.029W/kg. The FCC has granted an Equipment Authorization for this device with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines. SAR information on this device is on file with the FCC and can be found under the Display Grant section of <http://www.fcc.gov/oet/ea/fccid/> after searching on FCC ID: **Q78-K4201-Z**



The term Mobile Broadband together with the 'birds' design is a trademark of GSMC Limited.



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