

User Guide: Vodafone Mobile Broadband



The future is exciting.

Ready?



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Introduction

Vodafone Mobile Broadband software is designed for users to easily manage all of their mobile connection needs, via a simple and intuitive user interface. The software supports the complete range of Vodafone Mobile Broadband devices, via the phone and built-in modules, along with managing connections to WiFi Hotspots and cable or LAN.

Vodafone Mobile Broadband software can be configured to address different end market deployment and functionality needs, e.g. business contract and consumer Pre-pay customers.

Deployment Options - The software can be deployed either on the Vodafone USB device (Lite) or as a web download (Full). When using the USB modem, the 'Lite' software offers a 'plug and connect' experience including:

- Automatic software install from the device with minimal user interaction.
- Self detection of the User's SIM.
- Connection settings assigned according to the network.

The main user interface presents the relevant information in a clear and concise manner, enabling the User to easily understand how and what connection is being used. Once connected the User can then monitor the status of the connection, either from the main user interface or from key information (such as signal strength) presented in the operating system notification area.

User Interface - Recent improvements in the software have streamlined the main user interface to clearly present the most relevant information, to quickly establish, or show the status of, a connection, and to enable access to user account information e.g. Pre-pay balance check or top-up functions. User configuration and connection management (such as Always Best Connected settings) are available via the Application toolbar, creating an easy separation between the key functions of connect and account management, and those more complex functions to fully tailor the software to each User's needs.

Customer Messaging - Other key feature improvements have been the introduction of SMS intercept allowing specific messages to be sent to users which will appear as a persistent on-screen pop-up, requiring the User to take action, rather than the normal fade-in / fade-out SMS notification. This is useful for such things as roaming information.

Once installed the software is then in contact with the central update server, where users can be notified of any updates, important messages, or new applications/services. The update server can distinguish between different groups of users, such that updates can be targeted to specific user groups; e.g. device type, firmware version, operating system version, or market segment.

Windows Version – The contents of this document describes the Vodafone Mobile Broadband for Apple MAC release only. Vodafone Mobile Broadband for the Windows operating system is described in a separate document.



Vodafone Mobile Broadband

Application Start

Once the software has been installed, the application can be started by double-clicking the Vodafone Mobile Broadband program icon in the Dock or in the applications folder.



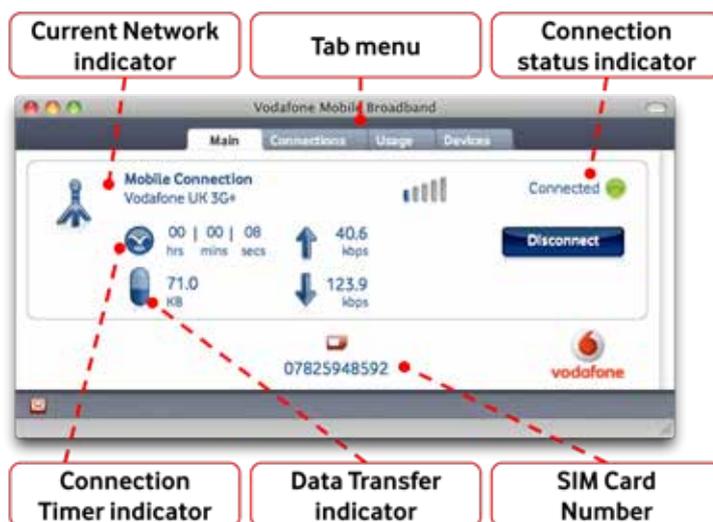
Users will then be able to:

- Open connections over mobile networks, e.g. to browse the internet, or to send and receive emails.
- Open connections over WLANs.
- Select which type of connections you want to open, and choose the best connection currently available.
- Monitor the amount of data transferred and the duration of connections.

Main View

The Main View window is normally shown when the application starts up, and presents the connection that is currently open or available to open. The Main View provides a simple, uniquely Vodafone experience and interface.

The Main View window may contain:



The contents of the Tab menu, displayed at application start-up within the Main View, can be customised by Markets to suit local requirements.

Pre-Pay Account Option

The Main View of Vodafone Mobile Broadband can include a My Account tab to support all the key functions required to manage and maintain a Pre-pay service.

Specific APNs can be defined for Pre-pay users to allow specific free lists to be implemented. The use of Free Lists (sometimes known as white lists) enables users to access account management services even when they have no credit, so the User can top up with minimum inconvenience.



My Account tab

The My Account tab feature allows user account management direct from a single point in the Vodafone Mobile Broadband application.

The My Account tab opens a menu of options related to managing a User account.



The options shown may vary according to particular Market requirements, and may include:

- **My Account** – provides direct access to the end user's account page on the operator's website. Users can directly login and manage their account at a familiar single administration point.
- **Balance Check** – request that the current account balance is sent and displayed either in a message window in the Vodafone Mobile Broadband application, or sent in an SMS.
- **Voucher TopUp** – add Pre-pay account credit by entering a code from a TopUp voucher.
- **Buy Data Add-on** – is the function to allow money that is in the account to be spent by the User, for example a daily usage or roaming bundle. The User selects the bundle they want to use and a SMS or USSD command is sent to the network to action the bundle purchase.
- **Card TopUp** – add account credit using credit card payment.
- **My Number** – displays the telephone number of the installed SIM.



Customer Messaging



Proactive messaging to the customer can be achieved by using SMS, which is displayed as an “always on top” window, which can only be closed by an intentional click by the customer. This messaging method can include hyperlinks to Vodafone web pages or multiple choice questions displaying content such as TopUp options.

The SMS intercept function can manage the content of multiple SMS's, allowing text content requiring more than 160 characters to be supported.

Application Toolbar

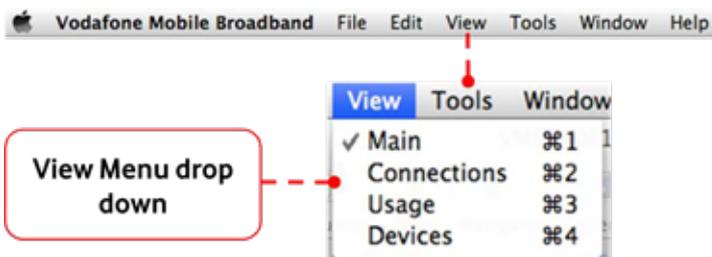
The Application toolbar is shown at the top left-hand of the screen when the application is in focus:



The Application toolbar provides access to both the View and Application Preferences menus.

View Menu

Clicking on the View option opens a drop-down menu that contains commands to switch between the different views of the Vodafone Mobile Broadband application in the Application window.



Connections

In this view connections can be opened and monitored, and various indicators show the status of these connections. The operation of Always Best Connected is described in a separate User Guide.



The Connections view shows all possible connection types in a list of Connection modules, which are prioritised from the top downwards.



Each connection type can be expanded to view detailed information.



Usage

The Usage view displays how much data has been sent or received over the current or most recent connection, or how long it has been or was open. By volume or by time display is selectable by the Market or User.



Markets may specify the Usage view contents to display only a link to access online full details of usage at the customer's account web page.



Application Toolbar

Devices

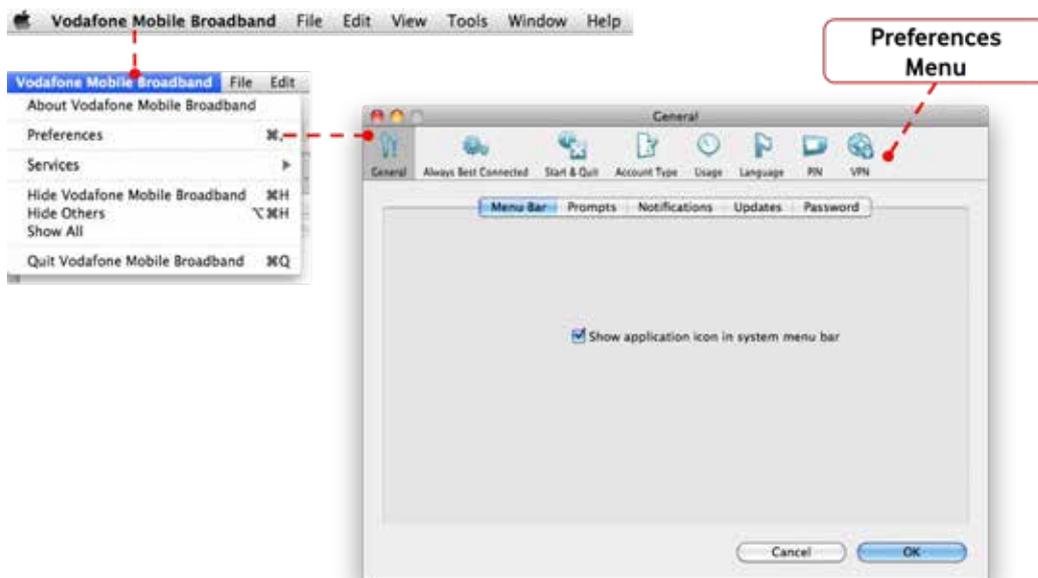
The Devices view enables new mobile or WLAN devices to be added or the settings of devices already present to be edited.



All mobile devices are listed, including data cards, USB sticks and modems, built-in data cards and mobile phones.

Preferences Menu

The Application Preferences View window is accessed from the Application toolbar.

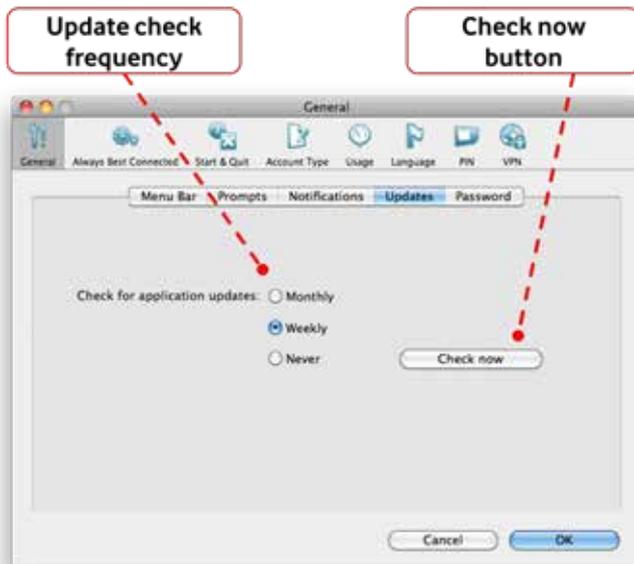


The Preferences View window provides comprehensive access to the functions and features of Vodafone Mobile Broadband, allowing users to customise the operation to their particular needs and preferences.



Updates Option

The Updates menu option enables users to select the frequency at which Vodafone Mobile Broadband automatically checks for the availability of updates.



Users can manually check for updates by clicking on the Check now button. The Vodafone Update Manager will then open as a new window.

The Vodafone Update Manager displays any software updates available for Vodafone applications, and also drives the customer messaging capabilities contained in the Vodafone Mobile Broadband application.



The Update server provides three functions:

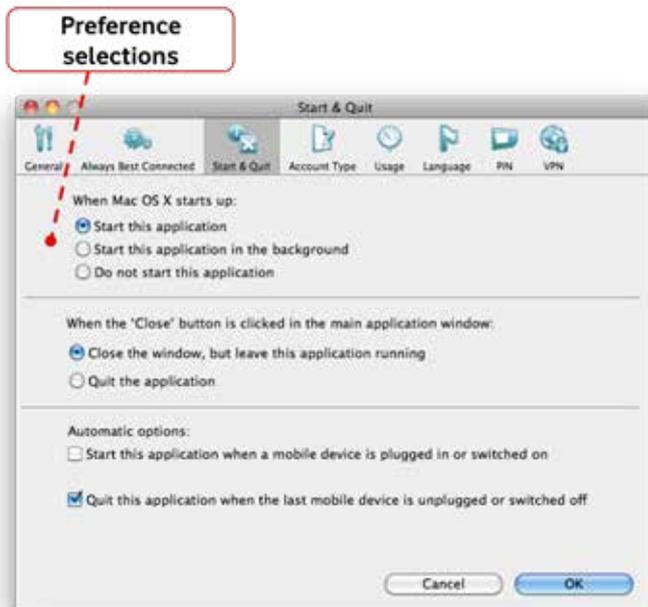
- Allows Vodafone to update software (Vodafone Mobile Broadband or other services such as Vodafone PC Back up).
- Updates the customer messaging panel contents.
- Send direct messages to display as “always on top” windows.

The Updates function in Vodafone Mobile Broadband will function over any of the possible connection methods (LAN, Wi-Fi etc), and does not need a mobile to access update.



Start & Quit Option

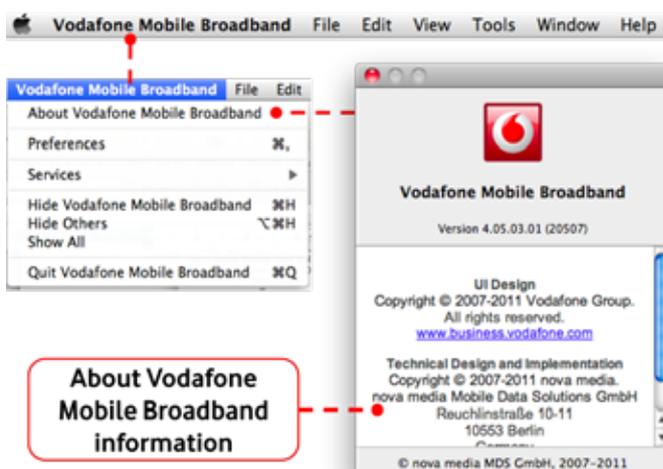
As default, the Close menu option closes the active Vodafone Mobile Broadband application desktop window, and the application continues to run in the background with any existing connections remaining open.



Preference selection options are available within the Start & Quit window to select different Close operation behaviour.

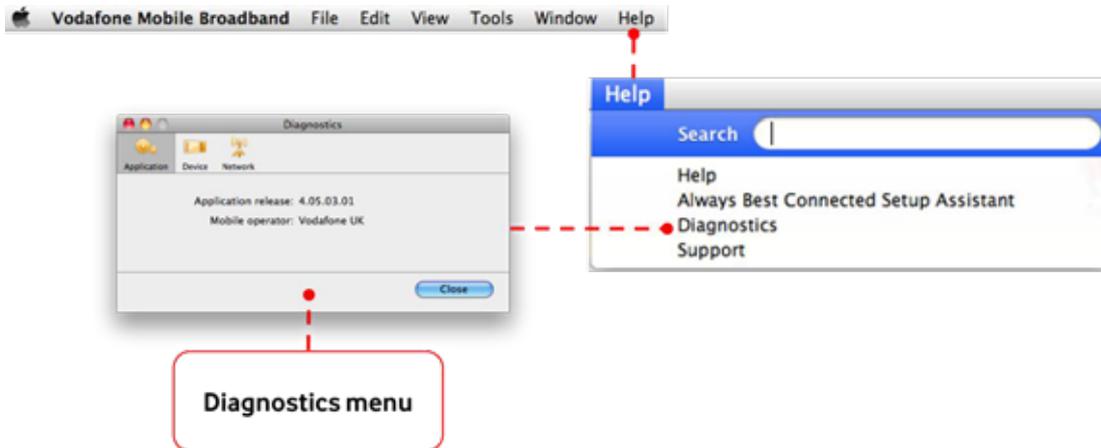
About Vodafone Mobile Broadband

The About Vodafone Mobile Broadband option opens a window containing details of the Vodafone Mobile Broadband application that is currently installed on the computer.



Diagnostics

Opens the Diagnostics window, which contains details of the current device and network, as well as the application and computer's operating system. This information is provided to help support staff solve any problems encountered when using the application.

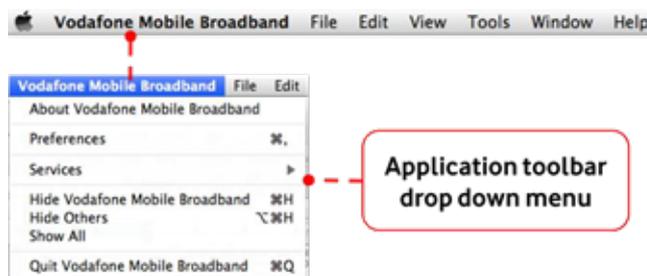


Exiting the Vodafone Mobile Broadband Application

To fully exit the Vodafone Mobile Broadband application either:



- Right-click the Vodafone Mobile Broadband application icon in the Mac OS X Notification area, and then select the Quit Vodafone Mobile Broadband option in the pop down menu.



- Click Vodafone Mobile Broadband in the Application toolbar menu, and then select the Quit option in the drop down menu.



Deployment

Vodafone Mobile Broadband for Mac software is intended for installation by either end Users or IT support groups. The software contains all drivers required for supported devices.

Supported Operating Systems

See help file document for supported Mac OS X versions.



For Further Information

A full list of supported devices is kept up to date and available from our website:

www.business.vodafone.com

If you require further information on Vodafone Mobile Broadband features, please contact:

vmb.help@vodafone.com

