



# Vodafone Mobile Wi-Fi Monitor

Android Troubleshoot Guide





## Introduction

The Mobile Wi-Fi Monitor app allows the user to monitor the status of his mobile Wi-Fi router. To achieve this, the app must pull the status of the mobile Wi-Fi router in a predefined time interval by connecting to it through the wireless network.

Some functionalities of the Mobile Wi-Fi Monitor app are replicated with the ones available in the mobile Wi-Fi router device configuration page, in order to provide fast shortcuts for the most common user actions.



## Troubleshooting

### Application Launch

#### Application Not Starting

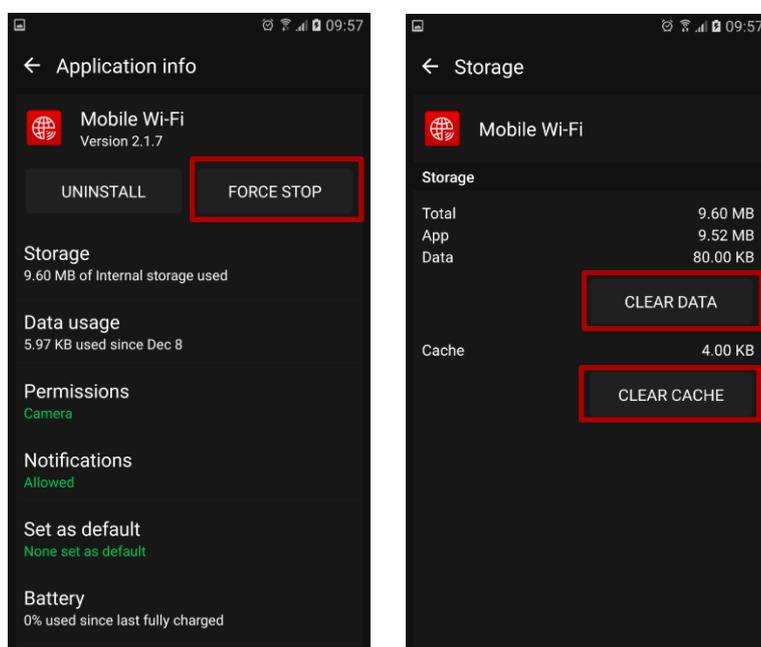
Check if mobile device's OS is supported, currently the Mobile Wi-Fi Monitor app supports the following operating systems:

- Android Version 4 and above

If the OS is supported, the user should reset the application status and relaunch it:

- In Android the user can go to Android "Settings" -> "Applications" -> "Mobile Wi-Fi" -> "Force stop" followed by "Clear cache" and "Clear data".

The following screenshots represent the process done on Android 6 on a Samsung S6 Edge device.



Afterwards when the user opens the app it will be reverted to its initial state.



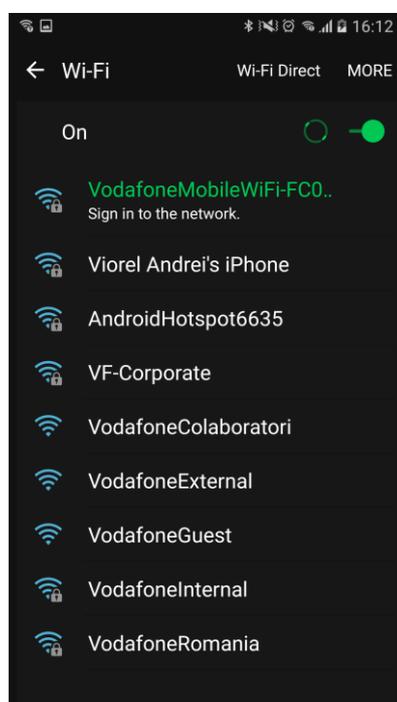
If the OS is supported and restoring the app to initial state hasn't solved the problem please report the issue to global support ([GlobalIT.Support@vodafone.com](mailto:GlobalIT.Support@vodafone.com)) with clear indication of the user's device brand, model, operating system version and app version.

### Can't Connect to Router

The mobile Wi-Fi monitor app connects to the router using the mobile device's wireless network connection.

If the app cannot connect to router, please make sure that:

1. Wireless is enabled in the mobile device
2. The device is connected the mobile Wi-Fi router wireless network. By default, the name (SSID) of the router's network is visible and has a name in the form of "VodafoneMobileWiFi-" followed by some characters. The network Wi-Fi password is physically imprinted on a label inside the router. The user can modify both the name and password, if that is the case it's necessary to query the user for his custom configuration.





## PIN/PUK Code Input

When the SIM is in PIN or PUK locked mode, the Mobile Wi-Fi Monitor app requests the user to input its code. In some situations, the submission of the code to the device might fail due to communication issues.

The workaround for the code submission issues in the app is to perform it through the mobile Wi-Fi router administration page.

The user can access it by pressing the “Web Application” button in the Mobile Wi-Fi Monitor app (if available) or opening a browser and accessing the URL <http://vodafonemobile.wifi>

**Note:** The above URL is the device’s default value, but it can be manually modified by the user, if that is the case it’s necessary to query the user for the currently defined value.

The screenshot shows a web browser interface for Vodafone Mobile Broadband. At the top, there is a navigation bar with the Vodafone logo, the text "Mobile Broadband", and a "Main" button. To the right of the navigation bar are icons for Arabic language, a checkmark, and a "Choose language" dropdown menu, along with a "Login" button. The main content area has a red header with the Vodafone logo and the text "Mobile Broadband". Below this, the heading "PIN is required" is displayed in red. The text below the heading reads: "Please enter your SIM PIN to use your Mobile Broadband device. If you choose to store your PIN you will not be prompted again." There is a text input field labeled "Enter current PIN code" with a placeholder "4-8 characters" and "Attempt 1 of 3" below it. Below the input field is a checkbox labeled "Store my PIN". At the bottom of the form is a "Submit" button. At the very bottom of the page, there is a small copyright notice: "© 2018 Vodafone Group Services Limited, Registered Office: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. Registered in England No 3802901".

As soon as the configuration portal is accessed the PIN/PUK insertion page is automatically presented.



## App Operation

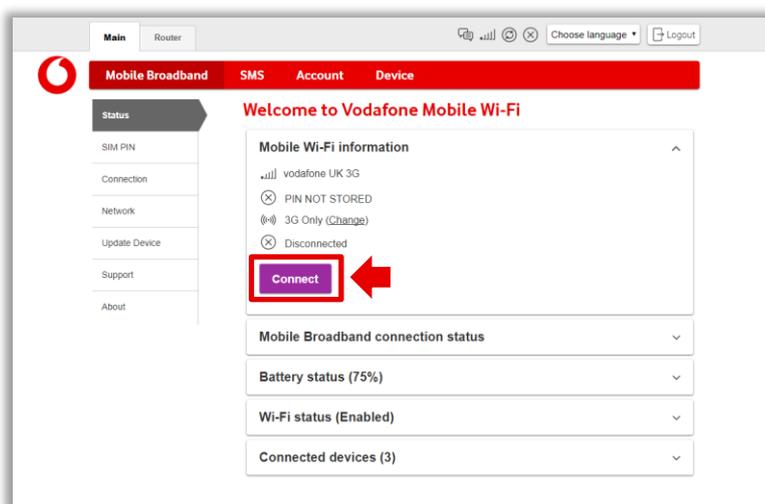
### Start Data Connection

By default, the mobile Wi-Fi router is set up to automatically establish the data connection to the Vodafone network when it is powered on, but the user can change this behaviour to perform connection only on demand by setting up the connection mode to 'prompt' in the mobile Wi-Fi router configuration page.

When the connection is not established, the Mobile Wi-Fi Monitor app provides a connection button on its main dashboard screen.

If there are issues in the connection action, namely an error message being shown to the user, it's also possible to perform this action on the mobile Wi-Fi router configuration landing page. The user can access it by pressing the "Web Application" button in the Mobile Wi-Fi Monitor app or opening a browser and accessing the URL <http://vodafonemobile.wifi>

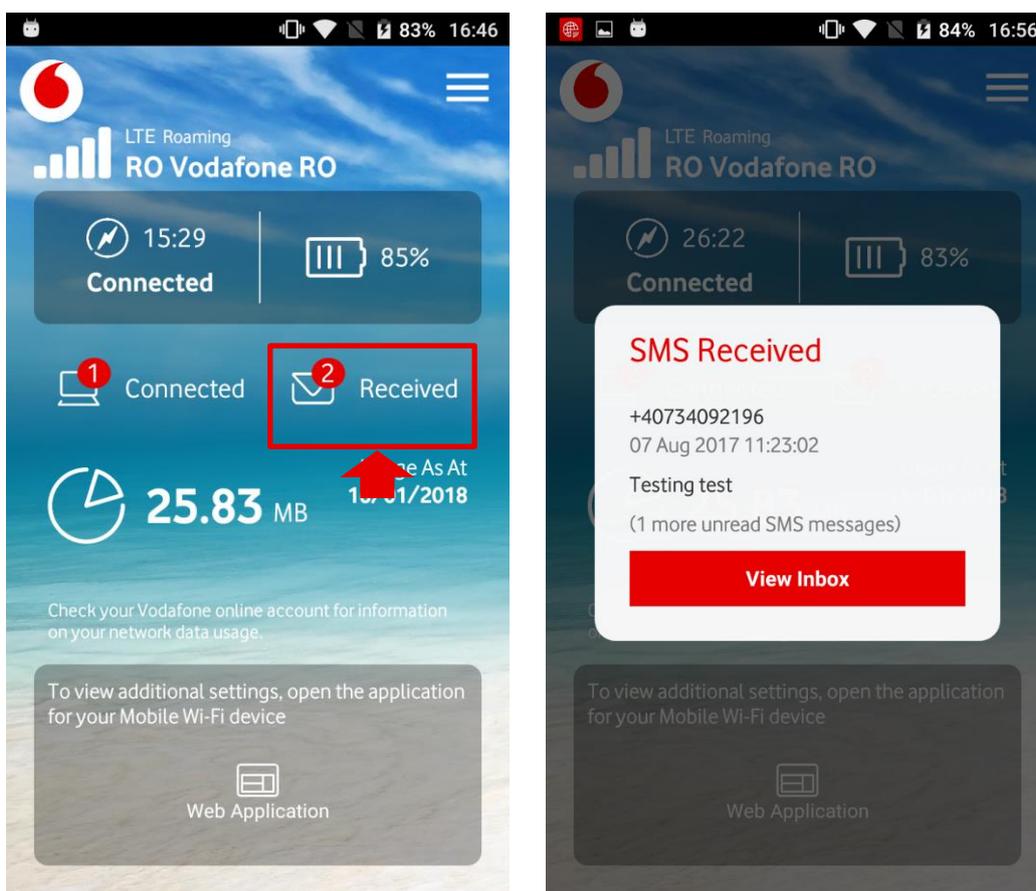
**Note:** The above URL is the device's default value, but it can be manually modified by the user, if that is the case it's necessary to query the user for the currently defined value.



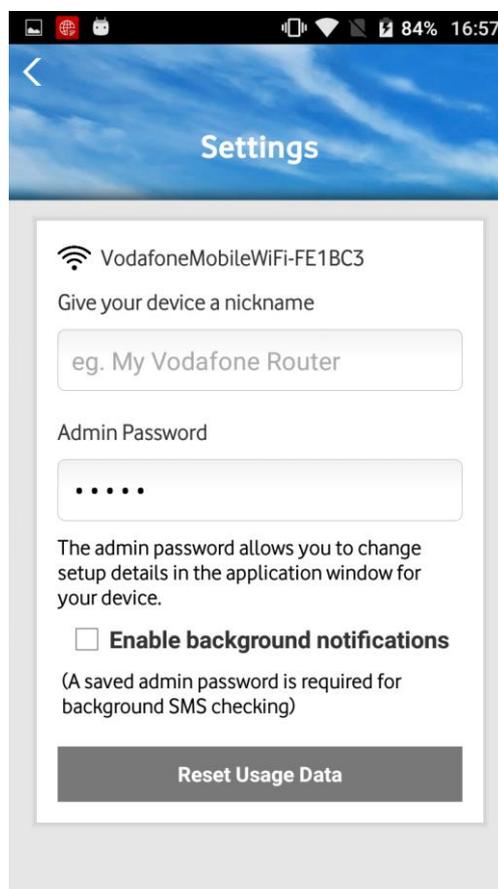
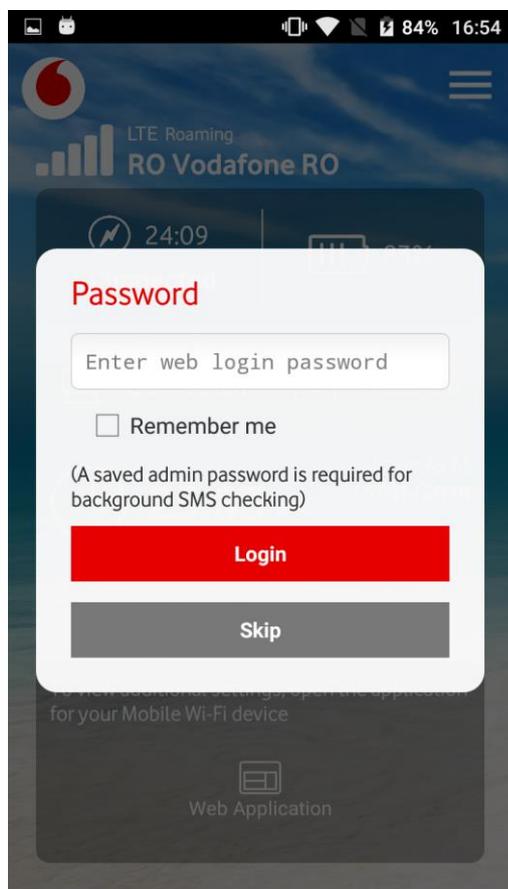


### Check Unread SMS's

The Mobile Wi-Fi Monitor app provides the last unread SMS received in the mobile Wi-Fi router by tapping the SMS icon or label on the app.



In order to retrieve SMS information from the mobile Wi-Fi router, it's required to provide the administrator password as a security measure. The password can be configured in the app settings screen or provided each time the SMS icon is tapped.

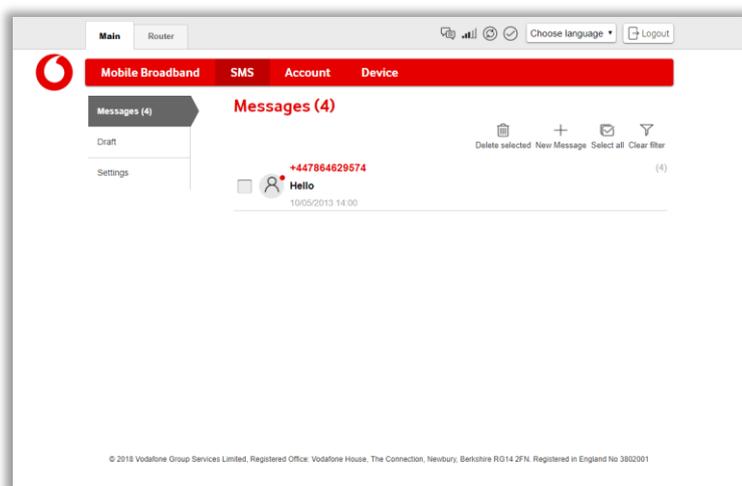


The administrator authentication may fail causing the fetch of the last SMS message contents to fail also, presenting an error message to the user. If this occurs, please make sure the correct password has been inserted and also that the administrator is not logged in on another device.

As a workaround and/or to view all SMS's on the router device the user can use the mobile Wi-Fi router configuration portal by opening a browser and navigating to the following URL <http://vodafonemobile.wifi/home.htm?startPage=sms-inbox>

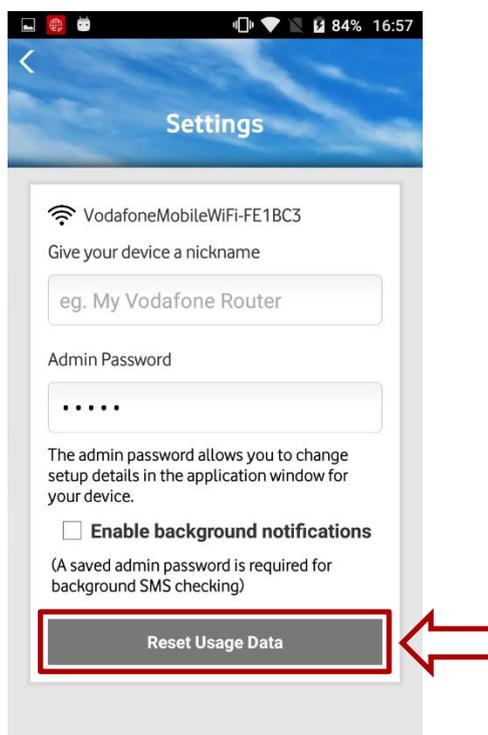
**Note:** "vodafonemobile.wifi" is the device's default configuration portal URL, but it can be manually modified by the user, if that is the case it's necessary to query the user for the currently defined value and compose the above URL as "http://<user\_defined\_url>/home.htm?startPage=sms-inbox"

It's also possible to access the configuration portal by tapping the "Web Application" button in the Mobile Wi-Fi Monitor app, performing administrator login in the portal and selecting "SMS" in the main menu.



### Restart Usage Counter

It's possible to reset the usage counters of the mobile Wi-Fi router using the Mobile Wi-Fi Monitor app in the settings screen.



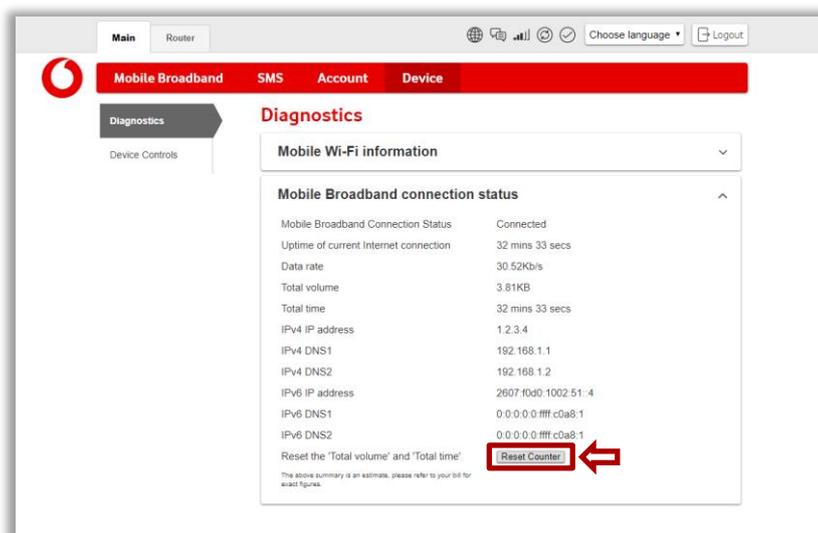
This action requires administration login rights to be performed, ensuring this way that only the owner/administrator of the mobile Wi-Fi router can issue the command.



The administrator authentication may fail causing the usage reset command to fail also, presenting an error message to the user. If this occurs, please make sure the correct password has been inserted and that the administrator is not logged in another device.

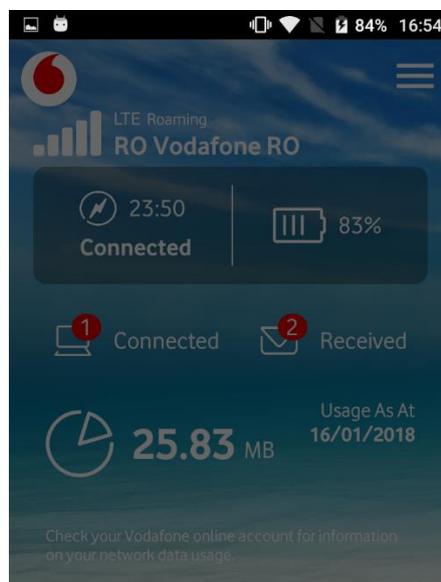
Has a workaround the user can use the mobile Wi-Fi router configuration portal by tapping the “Web Application” button or opening a browser and navigating to the following URL <http://vodafonemobile.wifi>, performing login and navigating to “Main”> “Device”> “Diagnostics”> “Mobile Broadband connection status” and selecting the “Reset Counter” button.

**Note:** The above URL is the devices default value, but it can be manually modified by the user, if that is the case it’s necessary to query the user for the currently defined value.



### Share Wi-Fi network Key

The Mobile Wi-Fi Monitor app eases the sharing of the Wi-Fi network configuration by enabling sharing by QR Code, phone app or router SMS. This action requires administration login rights to be performed, ensuring that only the owner/administrator of the mobile Wi-Fi router can issue the command.



via router SMS

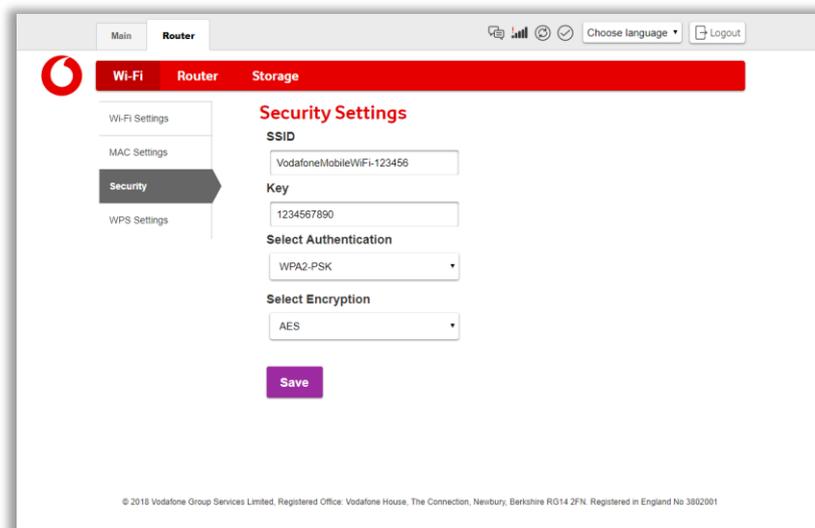
via phone app

via QR Code

The administrator authentication may fail causing the retrieval of the network configuration to fail also, presenting an error message to the user. If this occurs, please make sure the correct password has been inserted and that the administrator is not logged in on another device.

As a workaround the user can use the mobile Wi-Fi router configuration portal by tapping the "Web Application" button or opening a browser and navigating to the following URL <http://vodafonemobile.wifi>, performing login and navigating to "Router"> "Wi-Fi"> "Security", in this configuration page the user can view the full wireless configuration and share it manually.

**Note:** The above URL is the device's default value, but it can be manually modified by the user, if that is the case it's necessary to query the user for the currently defined value.



## Background Service (Android Only)

Permanent Status Notification

Restart service by forcefully stopping the app and restarting – see above for screenshots.