

ViViFi® Wi-Fi hotspot (C900W)



Troubleshooting Guide

Connecting your ViViFi® to the Internet
and resolving problems quickly

A quick set up checklist to get you connected

- ✓ Make sure you're in a vividwireless coverage area
- ✓ Check that your computer and Operating System meet the minimum system requirements of the ViViFi (see section 4)
- ✓ Check that your computer supports USB 2.0
- ✓ Charge your ViViFi battery using the mains adapter included in the box
- ✓ Turn the ViViFi power on and check that the light on the power button is green (or red if it is still charging)
- ✓ Wait to make sure your WiMAX and PWR lights have stopped glowing red on the ViViFi
- ✓ Confirm you're receiving the best WiMAX signal on your ViViFi (see section 3)
- ✓ Make sure the Wi-Fi on your computer is switched on
- ✓ Make sure the SSID on the back of your ViViFi is listed in your computer's available Wi-Fi connections
- ✓ Make sure that you've entered the correct password in your Wi-Fi connection (you can find this on the back of your ViViFi)
- ✓ Keep your ViViFi less than a metre away from your computer
- ✓ Ensure you have completed the vividwireless registration process and have received notification that it was successful
- ✓ If you have a pre-paid account, please ensure that you purchase and activate a valid data voucher or activate a starter voucher
- ✓ Once you've launched your Internet browser, type in a reliable website such as 'vividwireless.com.au' and browse through its pages. Occasionally your browser may not load the page automatically, so to check that you're properly connected, it is better to load a website yourself

Troubleshooting

1. **Checking your coverage** (page 3)
2. **Checking the ViViFi lights** (page 3)
3. **Finding a strong WiMAX signal** (page 6)
4. **Problems with connecting to your ViViFi via Wi-Fi** (page 8)
5. **Successfully activating your data account** (page 13)
6. **Browsing on the Internet** (page 14)
7. **Still can't connect?** (page 15)

1. Checking your coverage

Before continuing through this Guide, please check that you're in the vividwireless coverage area. You can check your address by visiting www.vividwireless.com.au.

If you are outside of the coverage area, you won't be able to connect your ViViFi to the Internet.

We offer a 14 day money back guarantee (MBG) if you can't use our service due to poor signal. Please check with your retailer or on our website for further details about our MBG.

(<http://www.vividwireless.com.au/vividwireless-terms-and-policies>)

2. Checking the ViViFi lights

The lights on your ViViFi indicate the strength of the signal you're receiving.

The following table demonstrates each scenario.

LED Light	Colour	Status	Reason	What do I do?
PWR	Green	Solid	Battery fully charged (60-100%)	No action required – ready to use.
	Yellow	Solid	Battery charge low (30-60%)	Please charge your battery when possible, using either your USB cable or power adaptor.
	Red	Solid	Battery charge very low (less than 30%) or charging	Please charge your battery when possible, using either your USB cable or power adaptor.
	None	LED is off	Device turned off or no battery	The ViViFi needs to be fully charged and/or turned on before you can begin using it.
WiMAX	Red	Blinking to Solid	Scanning for the vividwireless network	Wait until the ViViFi connects to the network and continue the activation process. If the light is still blinking after 5 minutes, please see section 3.
	Green	Solid	Connected to network (excellent signal)	You are connected so you can continue the activation process.
	Yellow	Solid	Connected to network (moderate signal)	You are connected so you can continue the activation process. However, for faster Internet speeds you will need to find an area with a better WiMAX signal. If you are still unable to connect, please see section 3.
	Yellow	Blinking (3 times)	Switching between USB mode and Modem mode	This allows you to select whether to connect to the Internet via Wi-Fi connection (Modem mode) or directly via USB cable (USB mode). Please see section 4.
	Red	Solid	Connected to the network (weak signal)	You will not be able to continue the activation process until you receive a WiMAX signal. If you are still unable to connect, please see section 3.
Wi-Fi	Green	Solid	Wi-Fi has been turned ON, on the ViViFi	You will be able to connect to the ViViFi via Wi-Fi. If you are having issues with this, please see section 4.
	None	LED is off	Wi-Fi has been turned OFF, on the ViViFi	Please ensure you have a medium to strong WiMAX signal. Whilst Wi-Fi is turned off, you can still use the supplied USB cable to connect your ViViFi to your computer for access to the Internet or the Connection Manager. Please see section 4 for more information.

If the power light does not come on at all, turn the ViViFi on by holding down the power button. If after 5-10 seconds it doesn't turn on, it is likely that there is no battery power. Please ensure you've fully charged the device using the mains power pack provided for at least 3 hours.

Please note: to switch on the USB connection, click the power button 3 times and wait for a moment whilst your ViViFi is enabled in USB mode. Please see page 9 for further details.

3. Finding a strong WiMAX signal

How do I find the best WiMAX signal?

The higher your WiMAX signal, the stronger your connection to our network. Like any other wireless technology, some environmental or structural factors can reduce your signal. Placing the device in an open, unobstructed position should increase your signal. For this reason we suggest you position the ViViFi:

- √ As high up as possible. For example, on top of a cabinet.
- √ Near a window that is facing an open space.
- √ Away from confining materials such as concrete and bricks.
- √ Away from other devices that could cause interference (such as a radio).

How do I check the strength of my WiMAX signal?

WITHOUT A WI-FI CONNECTION: If you've not yet successfully connected to ViViFi via Wi-Fi or USB, you can check the lights on the device to see the strength of your WiMAX signal.

When the 'WiMAX' LED light on the device glows green, it indicates you're receiving an optimum signal. If the signal is yellow, it is a medium signal. When it glows red, there is little to no WiMAX signal and you need to reposition it in new places until it changes to a constant yellow or green light.

WITH A Wi-Fi OR USB CONNECTION: If you have successfully connected to ViViFi via Wi-Fi or USB, it also has a Connection Manager that allows you to personalise the device and check the signal strength. To access the Connection Manager:

1. Open your preferred browser and type 192.168.1.1 into the address bar
2. You'll be asked for a user name and password. By default, the user name is 'admin' and password 'admin123' (but you can change this later if you want to)
3. Once logged in, click on the 'WiMAX' link at the top, then 'Connection info' and the 'Signal Strength' will tell you how strong the signal is
4. To check if you are connected by Wi-Fi, click the top header 'LAN' and 'Wi-Fi Status' from the left hand menu. Under current users, you can see whether your device is connected

NOTE: In either instance, if you can't find a medium to strong signal after 10 minutes, please turn the device off and on again and continue searching. If you have changed your user name or password, but can't remember what you changed it to, you'll need to do a factory reset.

4. Problems with connecting to your ViViFi via Wi-Fi

First check that your computer is compatible with the ViViFi Wi-Fi hotspot.

Your computer must have the following minimum system requirements to be able to operate with the ViViFi. If your computer doesn't meet

Minimum system requirements	
Your ViViFi operates via USB 2.0 cable or Wi-Fi. USB 2.0 connection supports both 32 and 64-bits in Mac OS X 10.4 (excluding 64 bit Apple Mac® computers with Intel® Core™ i5 Processors and above), Windows XP, Vista 7 or higher.	
Operating system (use with USB cable only)	Windows XP (SP2 or higher), Windows Vista and Windows 7 or higher Mac OS X 10.5 or higher
Internet browser	Firefox 3.6 or higher, Safari 5.0.1 or higher, Microsoft Internet Explorer 6 or higher
Interface	Type-A USB port (2.0), or 802.11 b/g
CPU	CPU 166 MHz or higher
Memory (RAM)	At least 128 MB RAM

these requirements, you may not be able to use the ViViFi.

Do I need to install any software to be able to use ViViFi via Wi-Fi?

No. You can connect to the ViViFi using the Wi-Fi adaptor on your computer, so any software will have been provided by your computer manufacturer.

I can't find the ViViFi Wi-Fi connection (Windows)

Your ViViFi W-Fi hotspot should appear as a new wireless connection in your network connections list. To access this, you can either:

- √ Scroll over the icons on the bottom corner of your desktop to see which one reads 'Not Connected – Connections are available'. Click this and the selection of wireless Internet connections available to your computer will appear.
- √ If you can't find the icon showing the list of network connections, you can also find it through your Windows 'Start' menu. Click the green 'Start' button on the bottom left hand corner of your screen:
 - For Windows XP and more recent Operating Systems, next select 'Control Panel' > 'Connect to the internet' > 'Wireless'.
 - For earlier versions of Windows, select 'Network and dial up options' from the Start menu

- √ If you access Wi-Fi by using an external Wi-Fi adaptor that has not been supplied by vividwireless, you'll need to make sure that this is properly connected to your computer and is functioning before attempting to connect to it. PLEASE NOTE: to access the list of wireless Internet connections through an external Wi-Fi adaptor, you'll need to use the software provided with it, as Windows may not do this automatically.

My computer won't accept my 'network key' / password – how do I change or reset it?

To update your password you'll need to access the Connection Manager by typing 192.168.1.1 into the address bar of your preferred browser. You'll be asked for a username and password. By default the username is "admin" and the password "admin123". Click on "LAN" at the top then "Wi-Fi Settings" on the left hand side.

Alternatively you can Factory Reset the ViViFi by holding the power button for around 20 seconds, until the WiMAX LED flashes yellow 8 times then remains solid. If you're unable to access the Connection Manager by USB this would be the only option. The username will then default to "admin" and the password to "admin123".

I still can't access the Internet, even though the lights are showing that I am connected to my ViViFi

- √ Please check your computer manual for the details of your Wi-Fi adaptor, as you may not be Wi-Fi enabled.
- √ Check that your computer's Wi-Fi adaptor is switched on and, if possible, that your Wi-Fi connection works on another wireless Internet connection.
- √ You may in fact have identified a connection with the ViViFi device, but your password may have been entered incorrectly. Try re-entering your password.
- √ If your computer will not allow you to connect, you may need to partially or fully disable any security firewalls, anti-virus or other Internet-connected programs running on your computer and try again. Once you have successfully connected to the Internet, you should be able to partially or fully enable these programs again.
- √ If you've set up a 'network connection' using your Windows operating system, you may not have actually connected to the ViViFi device. Please identify the list of wireless internet connections available through the operating system or preferably, by clicking the signal bar icon in the bottom right hand corner of your desktop.
- √ If you've connected through an external Wi-Fi device, you'll need to ensure that you have followed its software instructions for connecting to the network, otherwise Windows may not identify the list of networks available.

Can I still connect to my ViViFi via USB if I don't have a working Wi-Fi connection?

Yes (excluding 64 bit Apple Mac® computers with Intel® Core™ i5 Processors and above). Once connected, your ViViFi should run an automatic driver installation so that you can connect without the use of Wi-Fi. To do this, press the ViViFi power button three times and wait a moment. Once the automatic installation is complete, open a browser to surf the Internet.

If your computer doesn't automatically install the 'USB mode' driver, open 'My Computer' for the Windows or 'Utilities' menu and click the file 'RNDIS Installation Disk' to manually install it.

5. Successfully activating your account

Open a web browser and go to www.vividwireless.com.au to activate your vividwireless account. You'll have to select & pay for a plan and enter and confirm personal details before you can get online.

Follow the instructions on the setup page to activate your vividwireless account.

If you can't login to your account after you have activated it and have not successfully retrieved your password, please ensure you're using the same email address that you used to register your account.

If you have a pre-paid account, please ensure that you purchased a valid data voucher or activated a starter voucher.

6. Browsing the Internet

Should my browser load a blank page to start with?

Once you've launched your Internet browser, type in a reliable website such as 'vividwireless.com.au' and browse through its pages. This is because your browser may not load a default website unless you prompt it to and may look as if it hasn't connected when it actually has.

My computer says that it's connected via Wi-Fi but I still can't surf the Internet

Have you checked that your browser is the latest version? For example, any browsers earlier than Internet Explorer 6 or Firefox 3.6 may not be compatible with the ViViFi, so it is recommended that you upgrade them directly with your browser provider (e.g. Microsoft or Mozilla).

7. Still can't connect?

For further assistance with connecting your ViViFi to the Internet, please contact us and we will endeavor to help you as quickly as possible:

Consumer sales queries: 1300 32 78 37

Consumer technical support: 1300 32 78 37

Small business sales queries 1300 843 287

Small business technical support 1300 843 287

Privacy queries:

Ph: 1300 32 78 37

Fax: 1300 319 454

You can also write to us at:

PO BOX 3074

Redfern, NSW, 2016

Or send us an email enquiry at:

customersupport@vividwireless.com.au