



**ADSL  
ONLINE  
TROUBLESHOOTING  
TOOL**

**START**



## Vodafone ADSL Online Troubleshooting Tool



 **Help me resolve a problem with...**

### My Internet Connection

- No internet access, unstable or slow connection or unable to browse.

### My Wi-Fi

- Setup my Wi-Fi or unable to connect.
- Change Wi-Fi Name/Password

### My Static IP Configuration



# My Internet Connection



## Try to browse

On a device connected to your router, open your browser and go to [www.vodafone.com.eg](http://www.vodafone.com.eg) website.

What happens when you try access the website?

**I can't load the website**

**I can load the website but slowly**

**The website loads but my connection is unstable**

**I can load the website normally**



# My Internet Connection



## Check your router lights

Look to your router lights and check which are C

What is the status of Power light?

**Off**

**Solid green**

What is the status of DSL light?

**Solid green**

**Off or Flashing green**

What is the status of Internet light?

**Off**

**Solid or Flashing green**



Please check your electricity source & Power button.

If problem still exists, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Line down 1/3



## Reboot Your router

Turn off your router for 10 seconds then turn it on again and waits for the DSL light to turn on, It should be solid green within 1-2 minutes

Did the DSL light successfully turn on solid green?

**Yes, My DSL light is solid green**

**No, My DSL light is off or flashing**



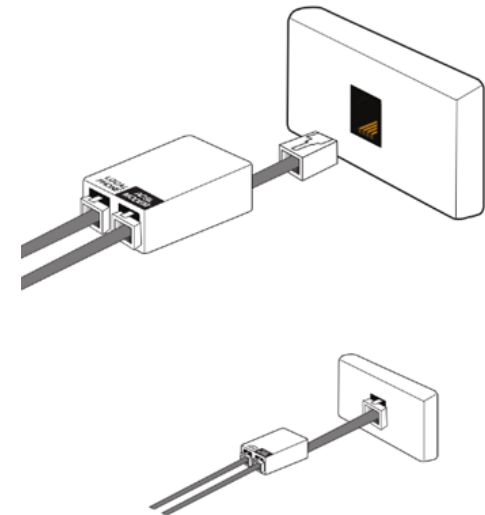
# My Internet Connection – Line down 2/3



## Checking your router connection

An isolation test will help to find if you have a network problem, It means removing all devices which use your phone line.

1. Unplug all devices which use the same line including your Phone, Fax or internal centrals.
2. Connect your router directly to your main line without splitter.
3. If the DSL light still off or flashing, connect a telephone to your main line and listen to dial tone.



Did the DSL light successfully turn on solid green?

**Yes, My DSL light is solid green**

**No, My DSL light is off or flashing**

**I can't hear a dial tone**

**Please call Telecom Egypt to check your voice issue**





## Connect to another outlet

Find a working telephone socket and try to connecting a different phone cable to the modem and the telephone socket.

Note: If you didn't hear a dial tone after connecting the phone to the socket, you may have a problem with your internal wiring.  
Please contact Telecom Egypt to check this problem.



Did the DSL light successfully turn on solid green?

**Yes, My DSL light is solid green**

**No, My DSL light is off or flashing**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Authentication 1/2



Did the Internet light successfully turn on solid/flashing green?

**Yes, My Internet light is solid/flashing green**

**No, My Internet light is off**





# My Internet Connection – Authentication 2/2



## Reboot Your router

Turn off your router for 10 seconds then turn it on again and waits for the DSL light to turn on, It should be solid green within 1-2 minutes



Did the Internet light successfully turn on solid/flashing green?

**Yes, My Internet light is solid/flashing green**

**No, My Internet light is off**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Line Unstable 1/5



## Checking if it's a Wi-Fi or a network problem

Make sure your Ethernet cable connects your router to the computer, This will isolate if the problem due to Wi-Fi connection or ADSL line

1. Connect the Ethernet cable between your computer and the router.
2. Check the internet performance on your computer.



Is you connection stable?

**No, My connection still unstable**

**Yes, my connection is stable with the cable**



# My Internet Connection – Line Unstable 2/5



## Checking other devices in case of interference signals

The connection maybe unstable due to interference from other devices connected to your phone line such as Phone or Fax.

Do you lose your internet connection when using any of these devices?

**Yes, My connection is unstable when I use my other devices**

**No, My connection is unstable without using other devices**



# My Internet Connection – Line Unstable 3/5



## Checking if no filtration between internet and phone signals

ADSL and telephone signals use different frequencies, To make them work on the same time you must use a **filter** or **splitter**.

Check if your filter or splitter is correctly connected.

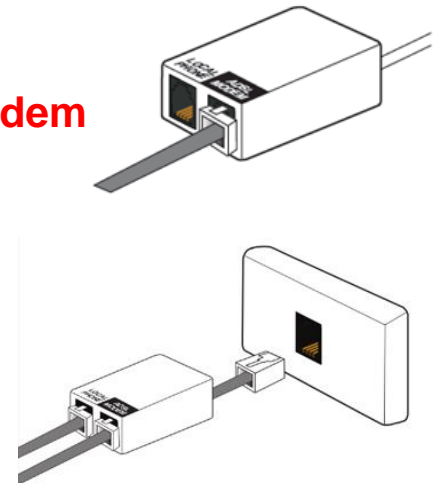
1. Plug your phone cable to the splitter where it labels **Phone**.
2. Plug your router cable to the splitter where it labels DSL or **Modem**
3. Plug your phone main line to the splitter where it labels **Line**.
4. Connect a filter between sockets and other telephones if any.

➤ Check your internet stability on a connected device

Is your connection is stable now?

**Yes, My connection is stable with the splitter connected**

**No, My connection still unstable**





## Checking your router connection

An isolation test will help to find if you have a network problem, It means removing all devices which use your phone line.

1. Unplug all devices which use the same line including your Phone, Fax or internal centrals.
2. Connect your router directly to your main line without splitter.
3. If the DSL light still off or flashing, connect a telephone to your main line and listen to dial tone.

Is your connection is stable now?

**Yes, My connection is stable now**

**No, My connection still unstable**

**I can't hear a dial tone**

**We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online**

Please call  
Telecom Egypt  
to check your  
voice issue





## Checking your Wi-Fi settings

1. Remove your Wi-Fi network profile from your Wireless settings on your device.
2. Re-connect to your Wi-Fi network
3. Remove any interference device such as cordless phone or microwave from the area where your router located.

➤ Check your internet stability on a connected device

Is your connection is stable now?

**Yes, My connection is stable now**

**No, My connection still unstable**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Slow performance 1/6



## Checking the speed of your connection

Your network speed might change due to the number of devices connected to your network.

Please check the internet speed on each of your devices.

Is your connection slow on every device on this network?

**No, It's only slow on one or some devices**

**Yes, the connection is slow on all my devices**

Please restart your device or refer to your IT administrator



# My Internet Connection – Slow performance 2/6



## Are you throttled?

1. Check your usage in your Vodafone account on [www.vodafone.com.eg](http://www.vodafone.com.eg)

Mobile Number: 10003

Account Number:

Rate Plan:

[My Profile](#)

**Current Amount**

[Pay Bill](#)

**My Vodafone**  
View/Pay Bill, Reports & Call Details

**Internet**  
Manage ADSL, USB & Mobile internet

**Services**  
Activate/Deactivate services

**Contact Us**  
Live Chat, Technical Support & Submit Requests

**USB**

Data line Number: 16  
10239i  
October  
4 days left

Remaining 1.49 GB

[Manage](#)

**ADSL**

Landline Number: 16  
02358  
October  
5 days left

Remaining 5.39 GB

[Manage](#)

**Mobile Internet**

Track and manage your Mobile Internet usage, renewal date, Buy add-ons and more

[Manage](#)

Are you throttled?

Yes

No

You've exceeded your data usage bundle, You can buy extra add-ons from your Vodafone online account





# My Internet Connection – Slow performance 3/6



## Disconnect all other devices

The other devices connected to your router maybe slowing your connection.

Disconnect all your other devices except this one to see if this improve your speed

Are you able to use your internet with normal speed?

**Yes, Speed back to normal**

**No, My internet is still slow**



# My Internet Connection – Slow performance 4/6



## Connect via Ethernet Cable

This is to check if you have an issue with your Wi-Fi

Disconnect all your other devices except this one to see if this improve your speed

Are you able to use your internet with normal speed?

**Yes, Speed back to normal**

**No, My internet is still slow**

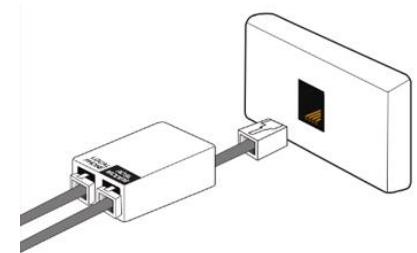
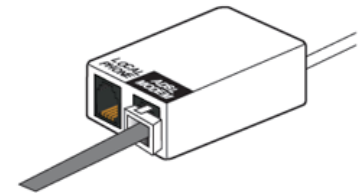




## Checking your router connection

An isolation test will help to find if you have a network problem, It means removing all devices which use your phone line.

1. Unplug all devices which use the same line including your Phone, Fax or internal centrals.
2. Connect your router directly to your main line without splitter.
3. If the DSL light still off or flashing, connect a telephone to your main line and listen to dial tone.



Are you able to use your internet with normal speed?

**Yes, Speed back to normal**

**No, My internet is still slow**

**I can't hear a dial tone**

**Please call Telecom Egypt to check your voice issue**





## Turning off background software

You may have software running in the background that's consuming your bandwidth such as:

1. Security Software (Firewall or Antivirus)
2. VPNs
3. P2P Software
4. Download Clients

Shut down any of these applications and test your internet speed .

Are you able to use your internet with normal speed?

**Yes, Speed back to normal**

**No, My internet is still slow**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





## Try to browse

On a device connected to your router, open your browser and go to [www.vodafone.com.eg](http://www.vodafone.com.eg) website.

What happens when you try access the website?

**I can't load the website**

**I can load the website normally**





## Check your router settings


Your router has a setting page that you can access as long as your router is connected to your computer

1. Open your internet browser
2. In the address bar, type `http://192.168.1.1`

Does the router settings page load?

**Yes, the page loads**

**No, the page doesn't display**



Please check your connection between your device and the router and if problem still exists, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Browsing 3/7



## Which browser you're using?

Please choose your internet browser from the below list so show the steps to reset it.

**Internet Explorer 7 or above**

**Safari 3.2 or above**

**Firefox**

**Chrome**



# My Internet Connection – Browsing 4/7



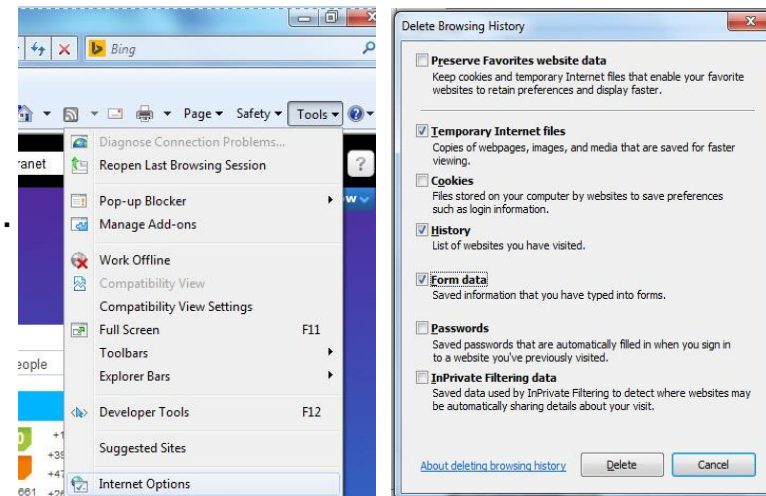
## Resetting your browser settings

Internet Explorer 7 or above

A change in your browser's settings may stopped your internet access, Please follow these steps to reset your browser settings

Note: This will delete all previously stored data such as your browsing history and saved passwords

1. Open new window and select **tools** then **Internet Connections**
2. In the **Browsing History** section, click **Delete**.
3. Check **Temporary Internet Files**, **History** and **Form Data** then click **Delete**.
4. Click close and try to browse again.



Can you browse now?

**Yes, I can successfully browse**

**No, I still can't**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





# My Internet Connection – Browsing 5/7



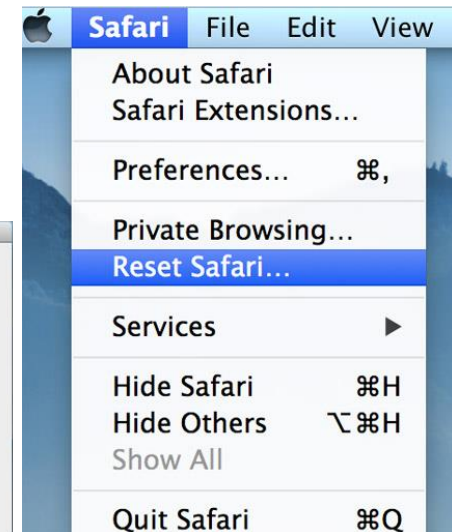
## Resetting your browser settings

**Safari 3.2 or above**

A change in your browser's settings may stopped your internet access, Please follow these steps to reset your browser settings

Note: This will delete all previously stored data such as your browsing history and saved passwords

1. Open new window and click **Safari** from the toolbar.
2. Click **Reset Safari** and mark all items
3. Click **Reset** and close your browser.
4. Re-open Safari and try to browse.



Can you browse now?

**Yes, I can successfully browse**

**No, I still can't**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Browsing 6/7



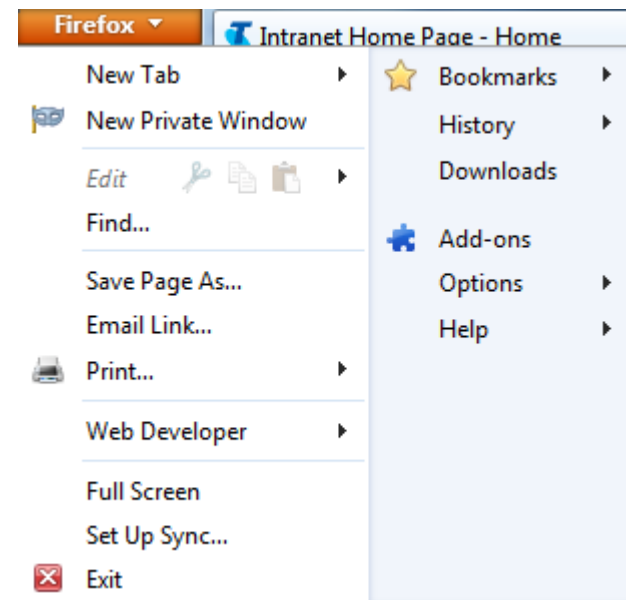
## Resetting your browser settings

### Firefox

A change in your browser's settings may stopped your internet access, Please follow these steps to reset your browser settings

Note: This will delete all previously stored data such as your browsing history and saved passwords

1. Open new window and click **Help** and select **Troubleshooting Information**.
2. Click **Reset Firefox** and follow the steps.
3. Firefox will close after reset.
4. Re-open Firefox and try to browse.



Can you browse now?

**Yes, I can successfully browse**

**No, I still can't**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Internet Connection – Browsing 7/7



## Resetting your browser settings

### Chrome

A change in your browser's settings may stopped your internet access, Please follow these steps to reset your browser settings

Note: This will delete all previously stored data such as your browsing history and saved passwords

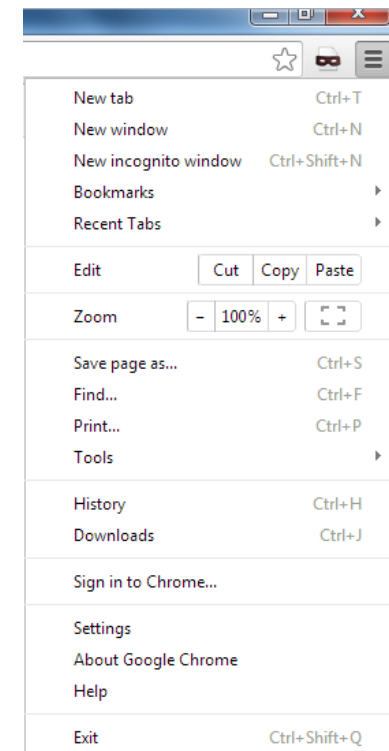
1. Click **Chrome** menu the select **Settings**.
2. Click **Show advanced settings** and find **Reset browser settings** section.
2. Click **Reset** browser settings
3. Click **Reset** then close the browser.
4. Re-open the browser

Can you browse now?

**Yes, I can successfully browse**

**No, I still can't**

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



# My Wi-Fi



**Setup Wi-Fi  
Or  
Unable to connect.**

**Change Wi-Fi  
Name/Password**

**Router**

**HG 520C/ HG 530**

**HG 532e / HG 531V1**

**HG532d V2**





## Try to browse

On a device connected to your router, open your browser and go to [www.vodafone.com.eg](http://www.vodafone.com.eg) website.

Can you browse now?

**Yes, I can successfully browse**

**No, I am unable to browse**




## Check your router WLAN light

Look to your router lights and check WLAN light

**Yes, the WLAN light is ON/Flashing**

**No, the WLAN light is off**



Press on WLAN button on the router to enable the Wi-Fi, If problem still exists, Please contact our technical support team on 2828 or Chat online





## Checking Network Availability

Check if your Wi-Fi network is visible

Is your network is visible?

**Yes, My network is visible**

**No, My network is invisible**



Please make sure that WIFI is enabled on Your device, reboot router & your device. If problem still exists , please contact 2828 Or chat online.

## Checking connection status

Check your Wi-Fi connection status on your device

Is your device connected?

**Yes, My device is connected**

**No, My device is not connected**






## Reboot Your router

Turn off your router for 10 seconds then turn it on again and waits for the DSL light to turn on, It should be solid green within 1-2 minutes & move closer to the router

Is your device connected?

**Yes, My device is connected**

**No, My device is not connected**



We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online



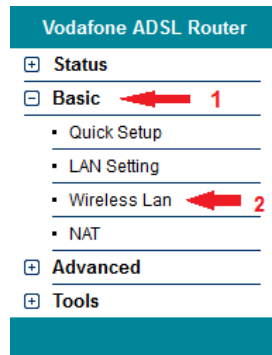
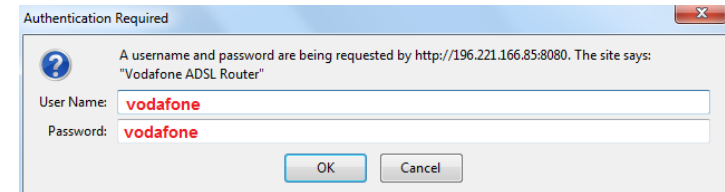
# Change SSID/ Password 1



## Change Wi-Fi (Name/Password)

### HG 520C/HG 530

- 1) Open your internet browser
- 2) In the address bar, type <http://192.168.1.1>
- 3) From the left pane click Basic → Wireless LAN → SSID = “WiFi Name” Key or Preshared Key = “WiFi Password”



### Wireless Lan

Wireless Setting	
Access Point	<input checked="" type="radio"/> Enable <input type="radio"/> Disable
Channel ID	EGYPT Auto Channel Select ▼ Current Channel: 1 (If you select Auto Channel Select, it need to reboot CPE after submitting settings!)
SSID Number	<input checked="" type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4
SSID Index	1 ▼
SSID	Vodafone_ADSL_SCC0 ← 3
Broadcast SSID	<input checked="" type="radio"/> Yes <input type="radio"/> No
Authentication Type	WEP-128Bits ▼
WEP	
Enter 5 ASCII characters or 10 hexadecimal digits for WEP-64Bits encryption keys. Enter 13 ASCII characters or 26 hexadecimal digits for WEP-128Bits encryption keys.	
<input checked="" type="radio"/> Key #1	vodainternet1 ← 4





# Change SSID/ Password 2



## Change Wi-Fi (Name/Password)


### HG 520C/HG 530

- 1) Open your internet browser
- 2) In the address bar, type <http://192.168.1.1>
- 3) From the left pane click Basic → Wireless LAN →  
SSID = “WiFi Name” Key or Preshared Key = “WiFi Password”

## Login

Username \*

Password \*

 Please enter your username and password.

Vodafone ADSL Router

Basic > WLAN > WLAN

**WLAN**

☒ Enable WLAN

**Wireless Settings**

Channel:	Auto
SSID:	<input type="text"/> *
Security:	WPA-PSK/WPA2-PSK
Password:	<input type="password"/> * <input checked="" type="checkbox"/>
WPS:	<input type="checkbox"/> Enable
WPS mode:	PBC



# Change SSID/ Password 3



## Change Wi-Fi (Name/Password)

### HG 532d V2

- 1) Open your internet browser
- 2) In the address bar, type <http://192.168.1.1>
- 3) Click on Home Network → WLAN Setting → SSID = “WiFi Name” Key or Preshared Key = “WiFi Password”

#### Login

	Username	vodafone
	Password	vodafone

[How do I find the default login password?](#)

[Forget password?](#)

Log in





How many Static IPs do you have and your router model?

**One Static IP with router HG520/HG530**

**Four/Eight Static IPs with router HG520/HG530**

**One Static IP with router HG532/HG531**

**Four/Eight Static IPs with router HG532/HG531**





## One Static IP Bundle

Using 1 Static IP allows you to remote access your internal devices using Port Forward configuration such as IP Camera, DVR, etc...

1. Open your internet browser and access the router's page using the URL: <http://192.168.1.1>
2. Click **Basic** then **NAT**.
3. Click **Add Application Port** to start Port Forward configuration.

**Resume Configuration**

The screenshot shows the Vodafone DSL Router configuration interface. On the left is a sidebar with a menu: Status, Basic (selected), Advanced, and Tools. The 'Basic' menu is expanded, showing sub-items: Quick Setup, LAN Setting, Wireless Lan, and NAT. The main content area is titled 'NAT Settings' and contains a table with the following fields:

NAT Settings	
Virtual Circuit	PVC0
NAT Status	Enabled
Number of IPs	<input checked="" type="radio"/> Single <input type="radio"/> Multiple
<b>DMZ</b> <b>Add Application Port</b>	

At the bottom of the page, it says 'Copyright © 2011 All Rights Reserved.'



# My Static IP 3



## Port Forward Configuration

Identify the device which you need to remote access by its internal IP and Port number from your IT Administrator

1. **Rule index number:** This is the identifier number for each rule.
2. **Application:** You can type a name for each rule and protocol.
3. **Protocol:** Choose TCP or UDP.
4. **Start/End Port Number:** Type your device port number.
5. **Local IP Address:** Type your device internal IP.
6. **Start/End Port(Local):** Type your internal device port number.
7. Click **Submit** and make sure that rule is included in the listing table.
8. Change **Rule Index** to create a new rule.

Vodafone DSL Router

Vodafone DSL Router

### NAT - Add Application Port

Add Application Port for: Single IP Account

Rule Index: 1

Application: -

Protocol: ALL

Start Port Number: 0

End Port Number: 0

Local IP Address: 0.0.0.0

Start Port(Local): 0

End Port(Local): 0

#### Add Application Port Listing

Rule	Application	Protocol	Start Port	End Port	Local IP Address	Start Port(Local)	End Port(Local)
1	-	-	0	0	0.0.0.0	0	0
2	-	-	0	0	0.0.0.0	0	0
3	-	-	0	0	0.0.0.0	0	0
4	-	-	0	0	0.0.0.0	0	0
5	-	-	0	0	0.0.0.0	0	0
6	-	-	0	0	0.0.0.0	0	0
7	-	-	0	0	0.0.0.0	0	0
8	-	-	0	0	0.0.0.0	0	0
9	-	-	0	0	0.0.0.0	0	0
10	-	-	0	0	0.0.0.0	0	0
11	-	-	0	0	0.0.0.0	0	0
12	-	ALL	7547	7547	192.168.1.1	7547	7547

#### Add Application Port Listing2 (Auto config by some applications you run)

Rule	Application	Protocol	Start Port	End Port	Local IP Address	Start Port(Local)	End Port(Local)
-	-	-	-	-	-	-	-

Submit Delete Back

Can you remote access your internal device?

Yes, My device is connected

No, My device is not connected



We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





## Four/Eight Static IPs Bundle

In case you have 4 or 8 Static IP subnet, you can remote access your internal devices directly without port forward rules using the following steps.

1. Open your internet browser and access the router's page using the URL: <http://192.168.1.1>
2. Click **Basic** then **LAN**.
3. Enable **Second LAN IP** and type your **1<sup>st</sup> Static IP** and Subnet Mask then **Submit**.
4. Click **Basic** then **NAT**.
5. Mark on **Multiple** then click on **IP Address Mapping**.

**Resume Configuration**

The screenshot displays two configuration pages from a Vodafone ADSL Router. The top page is the 'LAN Setting' page, and the bottom page is the 'NAT Settings' page. Both pages feature a left-hand navigation menu with options: Status, Basic, Advanced, and Tools. The 'Basic' menu is expanded, showing sub-options: Quick Setup, LAN Setting, Wireless Lan, and NAT.

**LAN Setting Page:**

- Ethernet Port configuration:**
  - Ethernet Port: LAN1 (dropdown)
  - Link: No Shut (dropdown)
  - Mode: Auto (dropdown)
- LAN Interface:**
  - Main LAN IP Address: 192.168.1.1
  - Main LAN Subnet Mask: 255.255.255.0
  - Second LAN IP: ☒ Enable ☐ Disable
  - Second LAN IP Address: 0.0.0.0
  - Second LAN Subnet Mask: 0.0.0.0

**NAT Settings Page:**

- NAT Settings:**
  - Virtual Circuit: PVC0 (dropdown)
  - NAT Status: Enabled
  - Number of IPs: ☐ Single ☒ Multiple
- Buttons:** DMZ, Add Application Port, IP Address Mapping

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# My Static IP 5



## Multi-NAT Rules

Using Multi-NAT rules allows you to access your internal devices or servers remotely by its public IP

1. **Rule index number:** This is the identifier number for each rule.
2. **Rule Type:** This to choose your rule type between “many to one” or “one to one”.
3. **Many to One Rule:** This is to configure your internal devices to use internet normally without need for remote access.
  - 3.1. **Local Start IP:** Type the first IP of your internal pool.
  - 3.2. **Local End IP:** Type the last IP of your internal pool
  - 3.3. **Public Start IP:** Type the 1st Static IP in your bundle.
3. **One to One Rule:** This is to configure your internal devices with public IPs so you can access it remotely.
4. **Local Start IP and Public Start IP:** Type your 2<sup>nd</sup> static IP from your bundle.
5. **Repeat** step number 4 for each static IP from your bundle.
6. **Make sure** to change Rule Index each time to create a new rule.

NAT - IP Address Mapping					
Address Mapping Rule	PVC0				
Rule Index	1 ▼				
Rule Type	Many-to-One ▼				
Local Start IP	0.0.0.0 (for all local IPs, enter 0.0.0.0 for Start IP)				
Local End IP	0.0.0.0 (for all local IPs, enter 255.255.255.255 for End IP)				
Public Start IP	0.0.0.0 (0.0.0.0 for CPE's WAN IP)				
Public End IP	N/A				
Address Mapping List					
Rule	Type	Local Start IP	Local End IP	Public Start IP	Public End IP
1	-	0.0.0.0	...	0.0.0.0	...

NAT - IP Address Mapping					
NAT - IP Address Mapping					
Address Mapping Rule	PVC0				
Rule Index	1 ▼				
Rule Type	One-to-One ▼				
Local Start IP	0.0.0.0				
Local End IP	N/A				
Public Start IP	0.0.0.0 (0.0.0.0 for CPE's WAN IP)				
Public End IP	N/A				
Address Mapping List					
Rule	Type	Local Start IP	Local End IP	Public Start IP	Public End IP
1	-	0.0.0.0	...	0.0.0.0	...

Can you remote access your internal device?

Yes, My devices are connected

No, My devices are not connected

We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





## One Static IP Bundle

Using 1 Static IP allows you to remote access your internal devices using Port Forward configuration such as IP Camera, DVR, etc...

1. Open your internet browser and access the router's page using the URL: <http://192.168.1.1>
2. Click **Advanced** then **NAT**.
3. Click **Port Forwarding** to start Port Forward configuration.

### Resume Configuration

The screenshot shows the Vodafone ADSL Router web interface. The top navigation bar includes 'Status', 'Basic', 'Advanced', and 'Maintenance' sections. The 'Advanced' section is expanded, showing 'NAT' and 'Port Forwarding'. The 'Port Forwarding' page is active, displaying a table with columns for Forwarding Name, Interface, Protocol, Remote Host, External Start Port, External End Port, Internal Port, Internal Host, Enable, and Remove. Below the table, there is a 'Settings' section with fields for Type (Customization), Interface (INTERNET\_TR069\_R\_7\_70), Protocol (TCP), Remote host, External start port, External end port, Internal host, Internal port, and Forwarding name. A 'Submit' button is at the bottom right of the settings section.







## Port Forward Configuration

Identify the device which you need to remote access by its internal IP and Port number from your IT Administrator

1. Click **New** to create a new rule.
2. **Interface:** Choose your WAN Interface
3. **Protocol:** Choose TCP, TCP or TCP/UDP.
4. **Remote Host:** This field should be empty to access your device from any source.
5. **External Start/End Port:** Type your external device port number.
6. **Internal Host:** Type your internal device IP.
7. **Internal Port:** Type your internal device port number.
8. Forwarding Name: You can name each rule to identify it.
9. Click **Submit** and make sure that rule is included in the rules table.

### Port Forwarding

Forwarding Name	Interface	Protocol	Remote Host	External Start Port	External End Port	Internal Port	Internal Host	Enable	Remove
<b>Settings</b>									
Type: <input checked="" type="radio"/> Customization <input type="radio"/> Application <span>Choose...</span>									
Interface: <span>INTERNET_TR069_R_7_70</span>									
Protocol: <span>TCP</span>									
Remote host: <input type="text"/>									
External start port: <input type="text"/>									
External end port: <input type="text"/>									
Internal host: <input type="text"/>									
Internal port: <input type="text"/>									
Forwarding name: <input type="text"/>									
<span>Submit</span>									

Can you remote access your internal device?

**Yes, My device is connected**

**No, My device is not connected**



We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





## Four/Eight Static IPs Bundle

In case you have 4 or 8 Static IP subnet, you can remote access your internal devices directly without port forward rules using the following steps.

1. Open your internet browser and access the router's page using the URL: <http://192.168.1.1>
2. Click **Basic** then **LAN**.
3. Enable **Second LAN IP** and type your **1<sup>st</sup> Static IP** and Subnet Mask then **Submit**.
4. Click **Basic** then **NAT**.
5. Mark on **Multiple** then click on **IP Address Mapping**.

Basic > LAN > DHCP

LAN

LAN Host Settings

IP address:	192.168.1.1
Subnet mask:	255.255.255.0
Second IP address:	<input checked="" type="checkbox"/> Enable
Second IP address:	192.168.2.1
Second subnet mask:	255.255.255.0

Submit

Vodafone ADSL Router

Setup Wizard ? Help Logout

Advanced > NAT > Multi-NAT

Multi-NAT

Interface	Type	Local Start IP	Local End IP	Public Start IP	Public End IP	Enable	Remove
INTERNET_TR069_R_7_70	One-to-One						

Submit

Resume Configuration



# My Static IP 9



## Multi-NAT Rules

Multi-NAT rules allows you to access your internal devices or servers remotely by its public IP

1. Click **New** to create a new rule.
2. **Type:** This to choose your rule type between “many to one” or “one to one”.
3. **Many to One Rule:** This is to configure your internal devices to use internet normally without need for remote access.
  - 3.1. **Local Start IP:** Type the first IP of your internal pool.
  - 3.2. **Local End IP:** Type the last IP of your internal pool
  - 3.3. **Public IP:** Type the 1st Static IP in your bundle.
3. **One to One Rule:** This is to configure your internal devices with public IPs so you can access it remotely.
4. **Local IP and Public IP:** Type your 2<sup>nd</sup> static IP from your bundle.
5. Click **Submit** and make sure that the rule is included in the table.
6. Click **New** and repeat the steps from number 3 for each static IP from your subnet.

Advanced  
> NAT >  
Multi-NAT

ALG NAT Status DMZ Port Forwarding Port Triggering

### Multi-NAT

New Remove Help

Interface	Type	Local Start IP	Local End IP	Public Start IP	Public End IP	Enable	Remove
Settings							
Interface	INTERNET_TR069_R_7_70			Type	Many-to-One		
Local Start IP				Local End IP			
Public IP							
Submit							

Advanced  
> NAT >  
Multi-NAT

ALG NAT Status DMZ Port Forwarding Port Triggering

### Multi-NAT

New Remove Help

Interface	Type	Local Start IP	Local End IP	Public Start IP	Public End IP	Enable	Remove
Settings							
Interface	INTERNET_TR069_R_7_70			Type	One-to-One		
Local IP							
Public IP							
Submit							

Can you remote access your internal device?

Yes, My devices are connected

No, My devices are not connected



We couldn't identify your problem, Please contact our technical support team on 2828 or Chat online





**You're back online!**

**Thank you for using Vodafone ADSL Online  
Troubleshooter**

