



Vodafone Mini Client 2.6

User Manual



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1. Overview

1.1. Introduction

This document is the User Manual for the Vodafone Mini Client end-point application. Its intended audience consists of individuals interested in knowing how to use the application and individuals who will ultimately create the end-user guides for each OpCo.

The main purpose of this guide is to give its audience an understanding of the features available in the application and how to use them.

Disclaimer: Texts and Images included in this document might not be entirely accurate as the final/actual look depends on factors like Operating System, Language, or Operator Company selected by the user. The majority of the screenshots used in this guide were taken on Microsoft Windows 10.



2. Description

Vodafone Mini Client provides a very minimalist and simple VoIP softphone.

Users can initiate calls from its main window, either to a contact, or by dialling a number.

On Microsoft Windows, Mini Client can integrate with Skype for Business to breakout calls through Vodafone One Net and to search contacts.

2.1. Supported environments

2.1.1. Operating System

Vodafone Mini Client is compatible with, and supported on the following operating systems:

- Microsoft:
 - Windows 7;
 - Windows 10 version 1803;
 - Windows 10 version 1809;
 - Windows 10 version 2004;
- Apple's macOS:
 - 10.14 (Mojave);
 - 10.15 (Catalina);

2.1.2. Skype for Business

On supported Microsoft Windows operating systems, where Skype for Business integration is an available feature, the following versions are supported:

- Skype for Business 2013 - with a minimal version of 15.0.4420.1017
- Skype for Business 2015
- Skype for Business 2016

The "Basic" flavours should also work.



3. Getting started

This section will guide you through the installation process and first use of Vodafone Mini Client.

Before getting started:

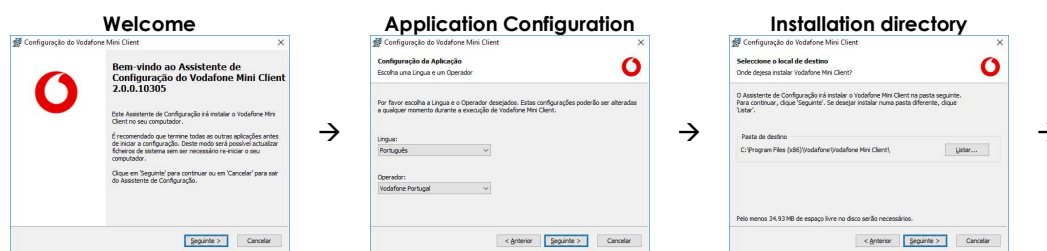
- Ensure your device can run Vodafone Mini Client;
- Obtain the most recent installation package from a trustworthy source;
- Make sure your device has connectivity to Vodafone One Net service.

3.1. Microsoft Windows Installation

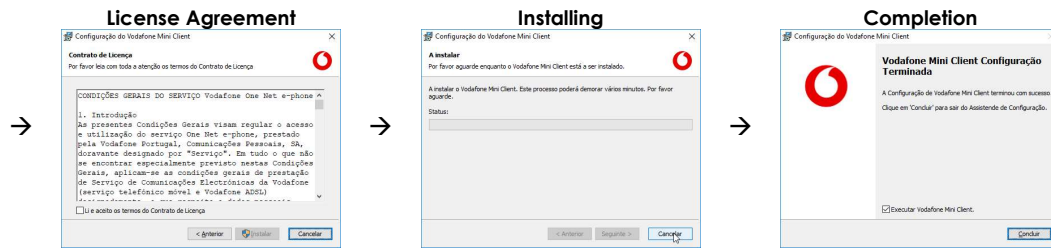
On Windows operating systems, the installation package consists of a single Windows Installer (.msi) file providing a simple and intuitive installation wizard. The installation steps displayed in Table 1 are summarized below:

1. **Welcome:** a brief introduction to the installation wizard;
2. **Application Configuration:** language and Operating Company¹ settings configuration;
3. **Installation directory:** choose a location for the files being installed;
4. **License Agreement:** required license agreement acceptance for the selected Operating company;
5. **Installing:** files and settings installation progress;
6. **Completion:** final notes about the installation, including an option to launch the application.

Table 1: Windows Installer workflow



¹ Please note that the Operating Company cannot be changed without uninstalling/re-installing the application



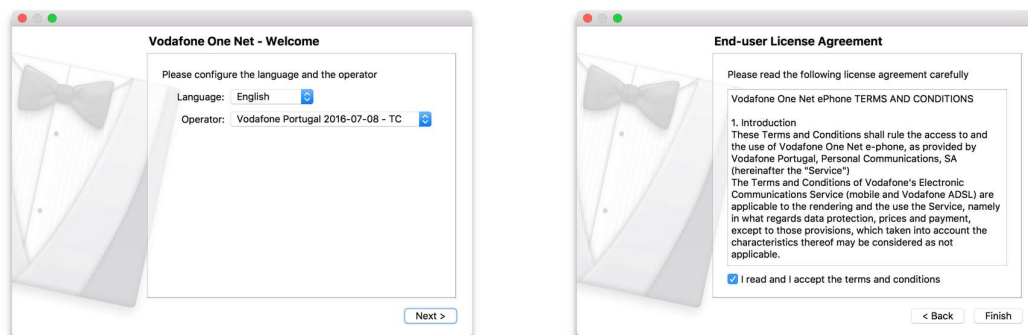
3.2. Apple's macOS Installation & First Run

After obtaining the installer file (e.g.: VodafoneMiniClient_v2.0.0.dmg), the application can be installed by simply opening the file and dragging the packaged application bundle into the Applications folder.

The first time the application is executed, a first-run wizard will guide the user to setup the application. The user must:

1. Choose a language and Operating Company;
2. Agree to the End-user License Agreement.

Table 2 – Apple's macOS first-run wizard



The language can be changed at any point through the application's preferences, but changing operator requires uninstalling and reinstalling it.

If the user quits or closes the wizard without accepting the license agreement, the wizard will be shown again on the next run.

3.3. Setup Account

Each time the application opens, a splash screen is shown during start-up.

Here you can see Vodafone Mini Client version on the bottom right corner.



Figure 1 – Splash screen

The initial screen allows you to setup your account. These credentials will be stored and used automatically on subsequent executions.

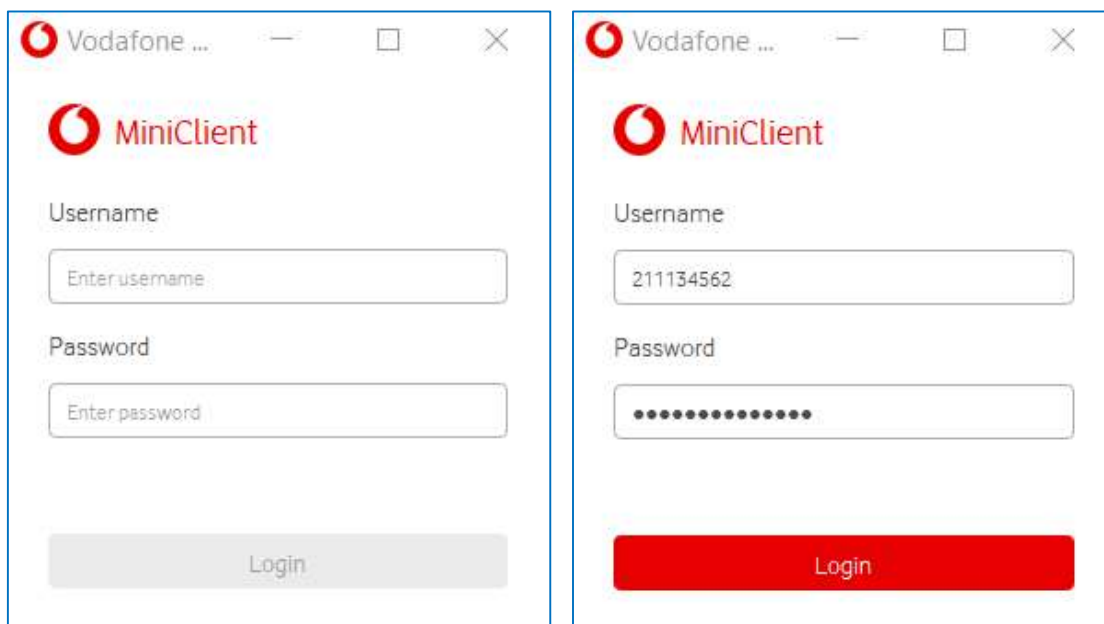


Figure 2 – Login window

For the login button to become available you need to input values in both fields.

After pressing the “Login” button, Vodafone Mini Client will start its procedures (e.g. checking for updates, register on Vodafone One Net environment).

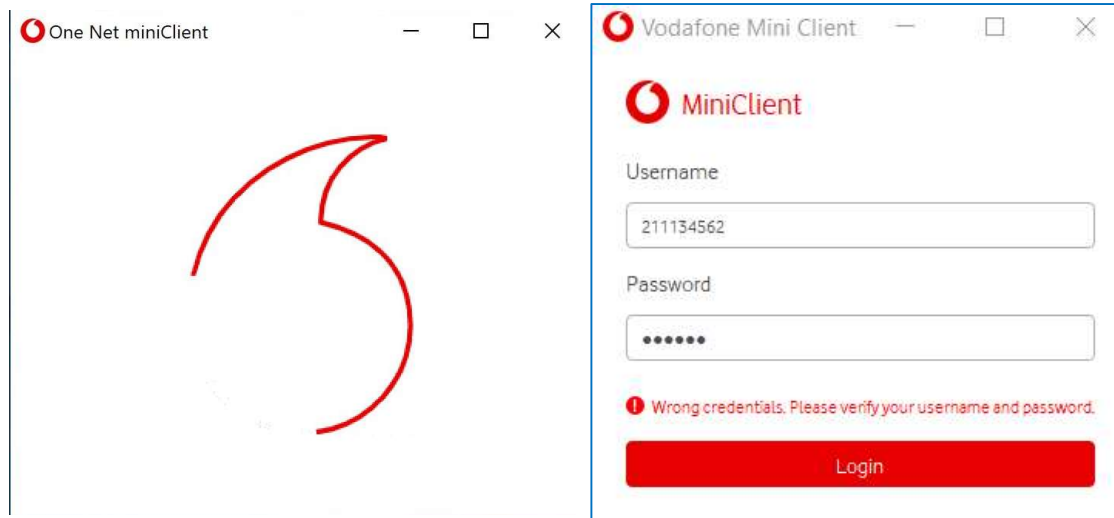


Figure 3 – Logging in with an animation and login error

If any error occurs in this process that does not allow the login, the login screen is displayed again with the error information.

You can see a description for common errors on section 7.2.

3.4. Versions and Automatic updates

The current version of the application can be checked on the Splash or About screens.

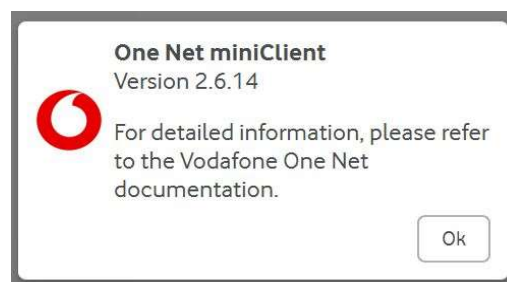


Figure 4 – About window

The about screen can be accessed via the tray menu on Microsoft Windows (see §4.9), or via the application menu on macOS.

Regular checks for new versions are important, as they can enhance the usability and performance of the application. Vodafone Mini Client will automatically check for updates on each login attempt, and if a newer version is found, you will be prompted to download it. Updates can be either:

- **Optional:** for non-critical updates where the current application version can still be used; or
- **Mandatory:** when the application won't start if the user decides not to update the current version immediately.

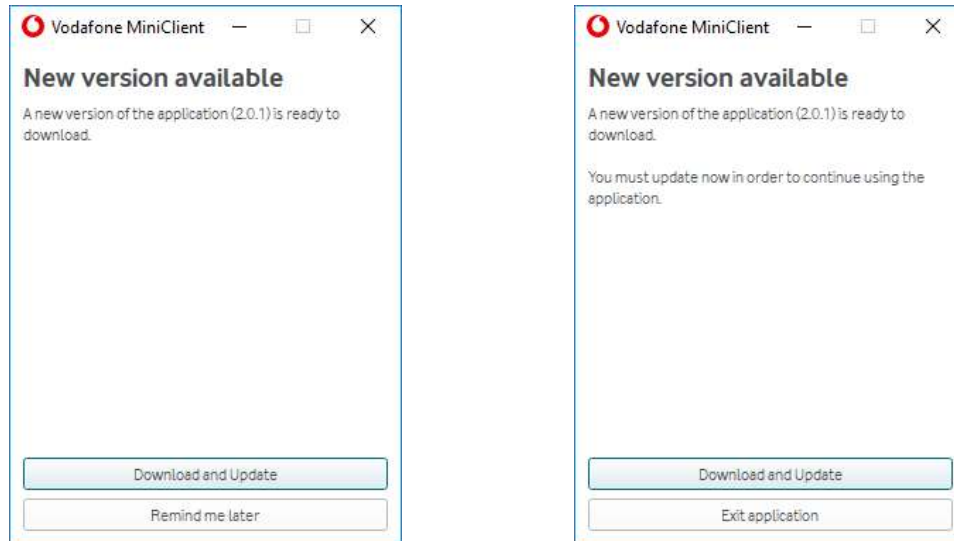


Figure 5 – Optional and Mandatory updates

If the latest version is being executed, then no message will be shown and the main application window will appear.

3.5. Ready

Once the login process is completed, the main window is shown and Mini Client is ready to be used.

The next section talks through how this window is organised and how each feature works.



4. Walkthrough

Provided that a valid account is being used and the login process was successful, main window is presented to the user.

Currently there is two window modes, single window and split-window mode.

Both single window and split window make the app look different and these modes and how to activate them will be documented through this document.

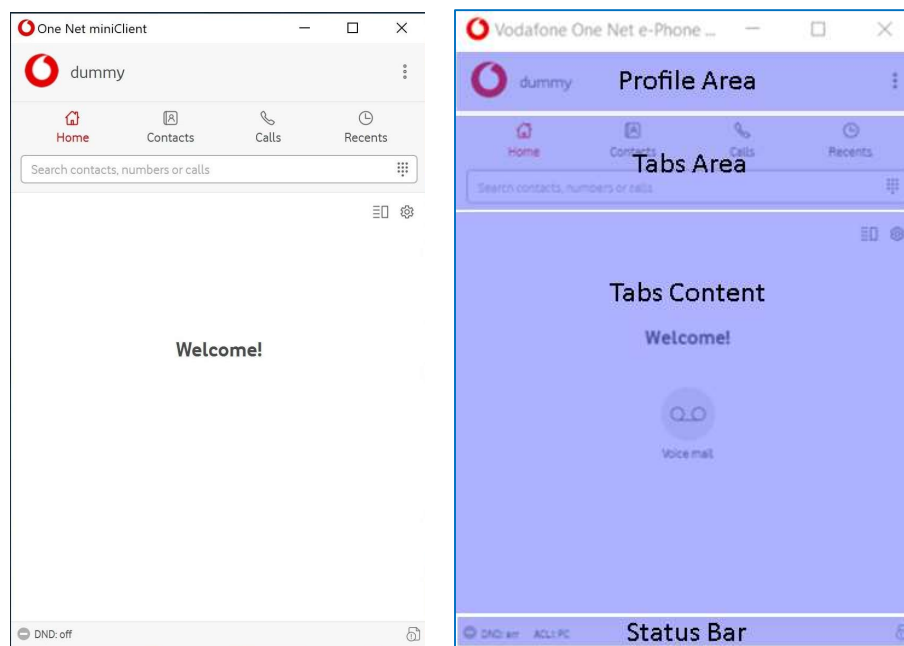


Figure 6 - Main window and its logical areas

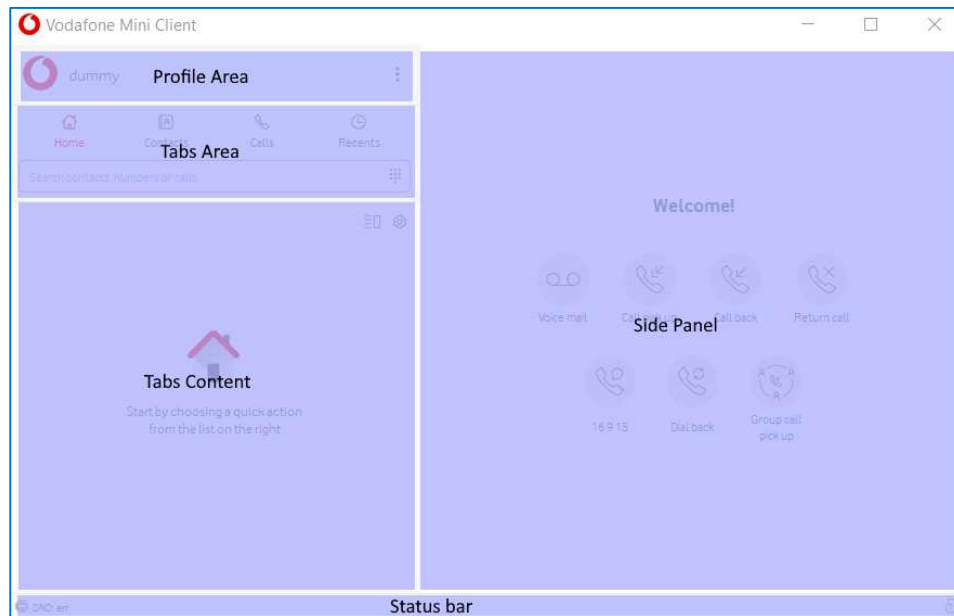


Figure 7 - Main window in single window mode

The profile area shows the user name and a menu.

Tabs area has four different areas that divide most of the application:

- Home tab – contains quick actions, settings and split window buttons.
- Contacts tab – contains contact related features
- Calls – current calls on the app and calls related options
- Recent tab – calls history

The search tab is common in all tabs but has a different behaviour depending on the selected tab.

The remainder of this section provides an overview of the features provided by Mini Client.

Note: this manual serves for both the Microsoft Windows and Apple macOS operating systems, which are mostly identical. The main difference is the lack of integration with Skype for Business on macOS. Any other eventual relevant difference will be pointed out in the respective feature's description.

4.1. Profile Area

On this area it can be seen the user's name, as seen on Figure 6 and Figure 7.

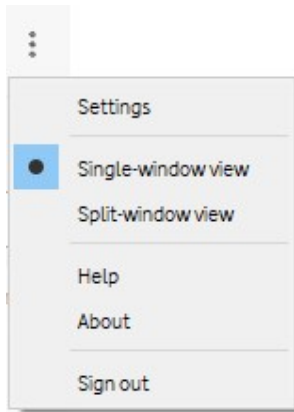


Figure 8 - Profile's menu

- Settings – opens the settings window, described on 4.10
- Single window view and split window options reveal the window status, window explained on chapter 4
- Help – opens the help document on the preferred browser
- About – opens popup with the about information
- Sign out – opens sign out popup with option to forget credentials

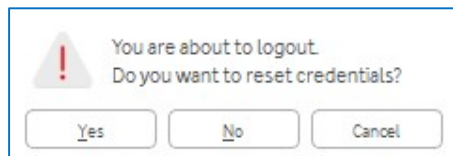


Figure 9 - Sign out popup



4.2. Home Tab

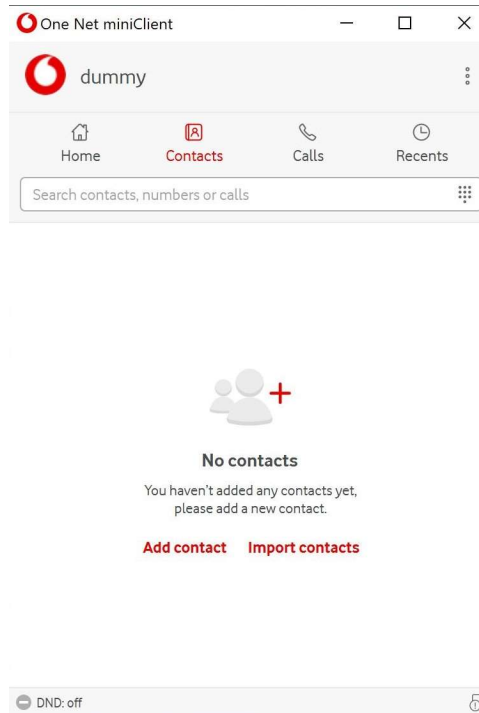


Figure 10 – Split window mode Home tab

Home tab will show the change window mode and settings button on the upper right side, and the quick actions buttons will be centred on the screen.

Search input on this tab will look for contacts.

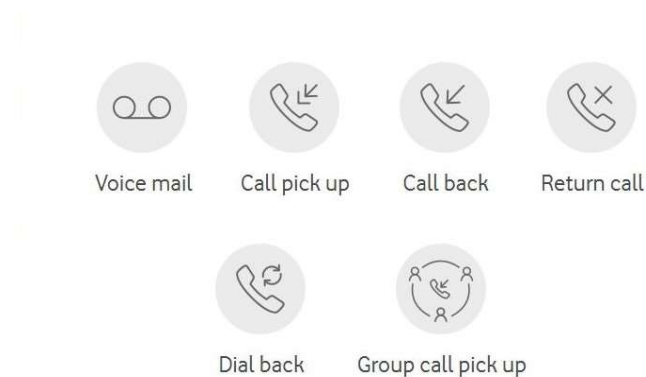


Figure 11 - Quick actions buttons

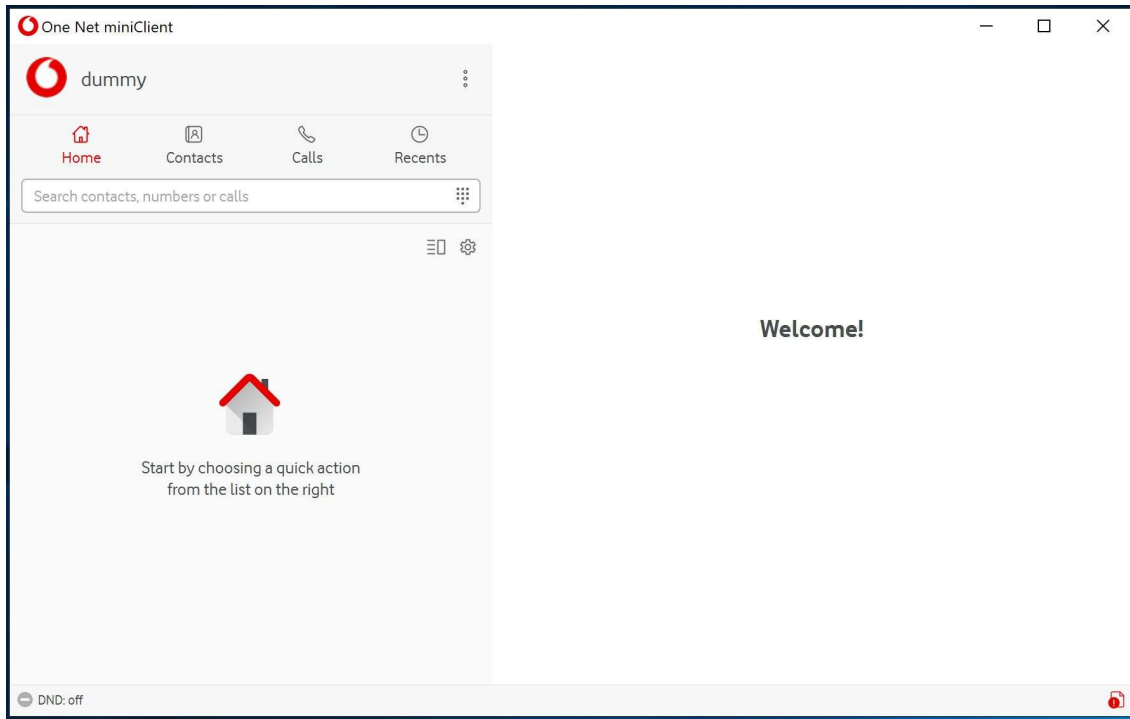


Figure 12 – Single window mode Home tab

On the Single window mode, we will have the quick action buttons on the right side.

Quick actions are configurable check 4.10.5 for further explanation.

4.3. Contacts Tab

The displayed contacts can be:

- Local contacts added by the user.
- Company Contacts.
- Skype for Business contacts (when Skype for Business is supported and running).

The following points describe contact-related options available to the user.


4.3.1. Search Contacts

Contacts can be searched by typing a text (e.g.: name, number) in the “Search contacts, numbers or calls” input field at the top of the contact list.

When the search input field is empty, Mini Client shows a list with all the local contacts – when supported – contacts listed locally on the Skype for Business application.

Company contacts are shared with all One Net Mini Client users and can be modified only using One Net Feature Management Portal.



Company contacts are displayed with the  icon. They are downloaded automatically when you log in and appear in the list only when you search for them.

Once a search is triggered, local contacts will be filtered in order to match the given text and a full search is triggered on the Skype for Business contact list in order to get and display any matching results.

4.3.2. Add/Edit/Delete Contact

Contacts can be added one by one through the “Add contact” label or “+” when there are contacts on the list.

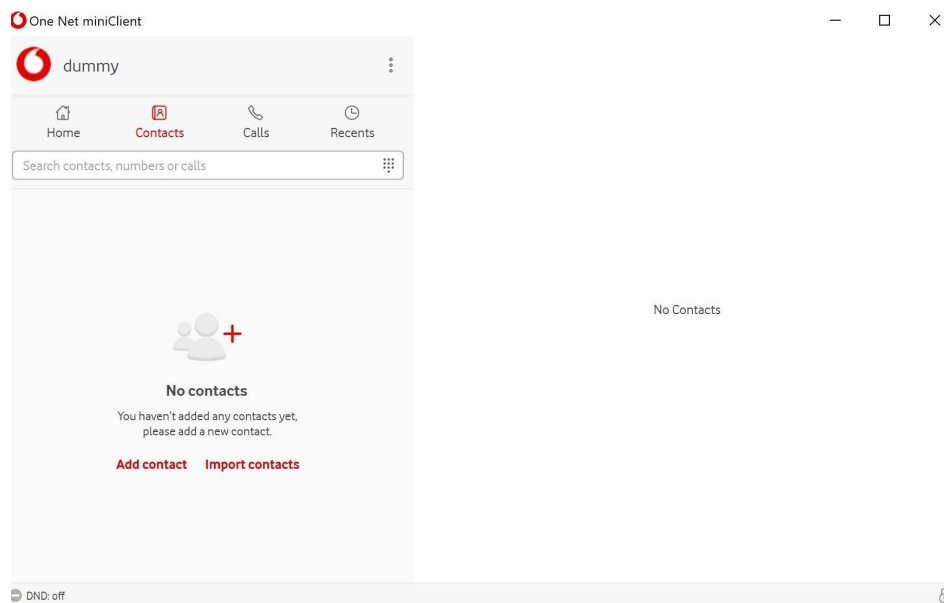


Figure 13 – Single window mode of empty contacts tab

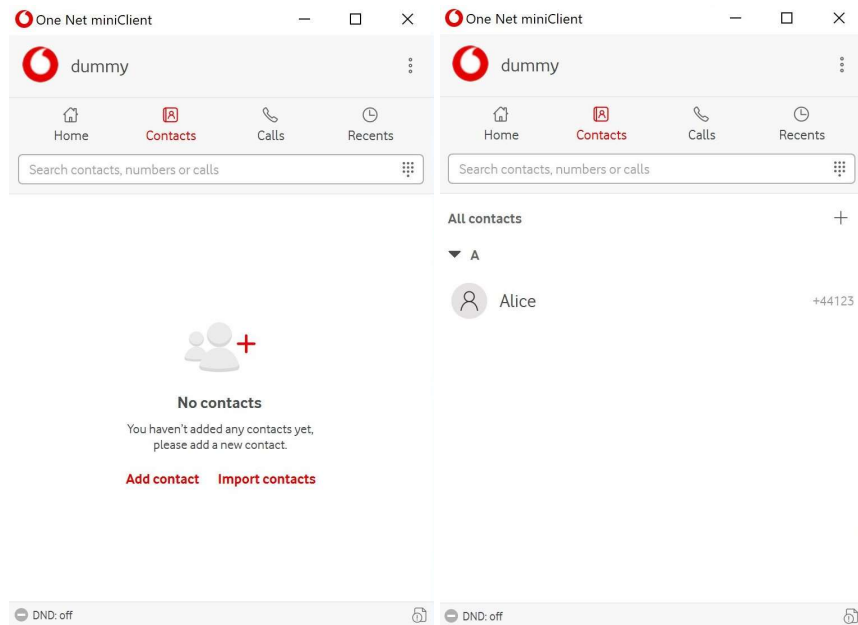
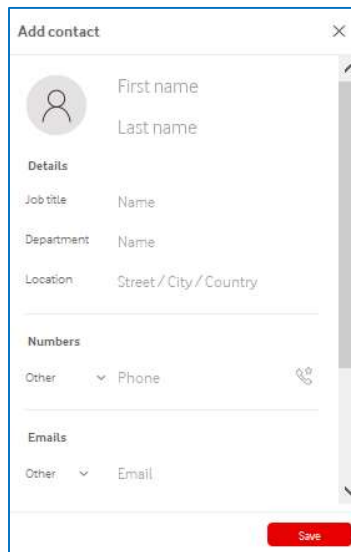


Figure 14 – Split window mode of contacts tab

On the “Add Contact” window, the user can assign the following information to a contact:

- Avatar;
- First Name;
- Last Name;
- Job title;
- Department;
- Location;
- Numbers;
- Emails;
- Notes.



The 'Add contact' popup form contains the following fields and sections:

- Name fields:** First name, Last name
- Details section:**
 - Job title: Name
 - Department: Name
 - Location: Street/City/Country
- Numbers section:** Other (dropdown), Phone (input), Phone icon
- Emails section:** Other (dropdown), Email (input)
- Save button:** A red button labeled 'Save' at the bottom right.

Figure 15 - add contact popup

In order to add the contact, it must have at least a valid phone number.

It is possible, if the contact has multiple numbers, to select a favourite number making it a preferred number when interacting on a contact basis, for example to make a call from the contact instead of a specific number.

It's also possible to add contacts by right-clicking a non-local contact (e.g.: Skype contact or placeholder number) and choosing "Add contact".

Existing local contacts can be viewed/deleted through a menu accessible by right-click.

Calls can also be made check chapter 4.7 for further information.

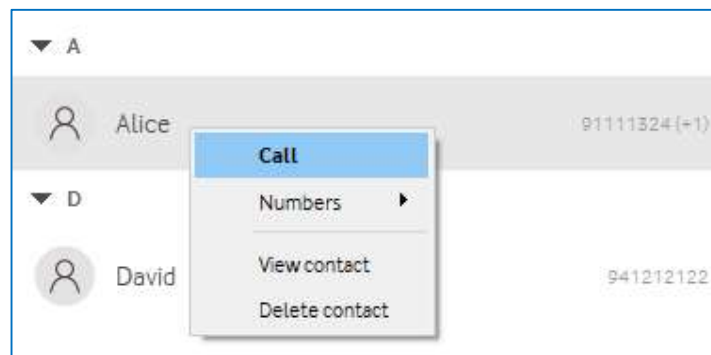


Figure 16 - Options on the contacts list



4.3.3. View and edit contacts

Contacts can be seen as above or when we are on the single window mode like this.

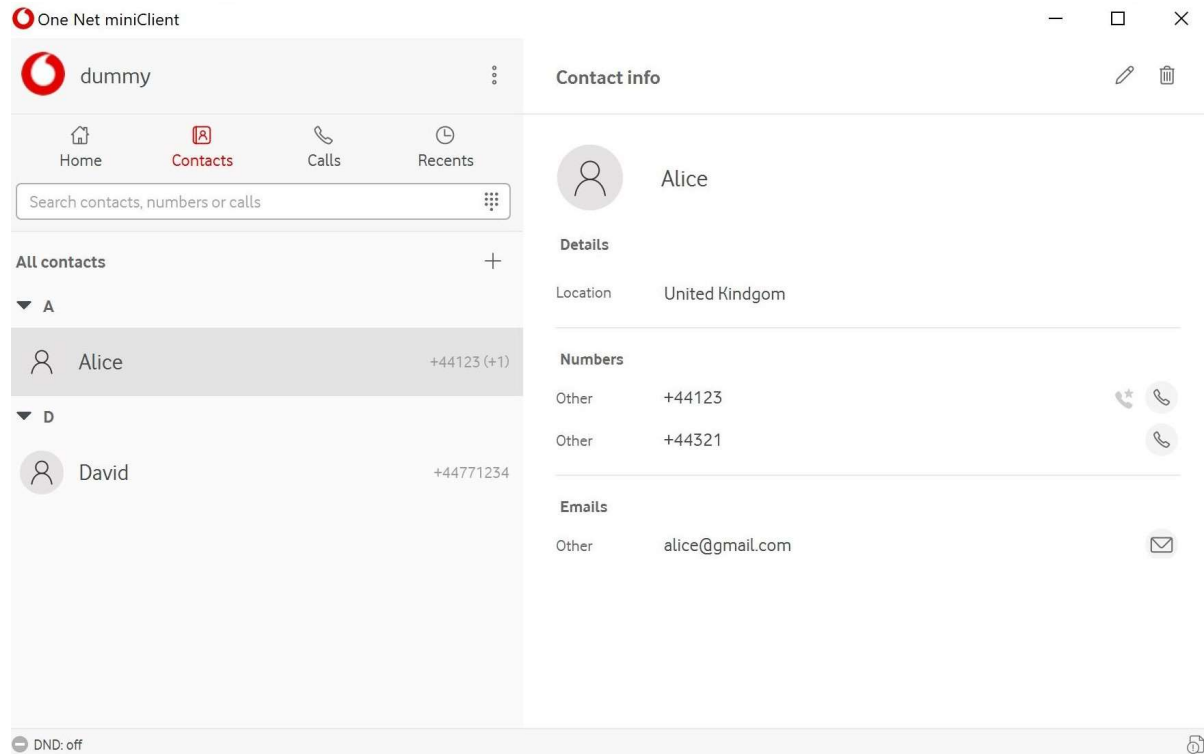


Figure 17 - View contact on single window mode

On Single window mode we will see the contact info on the right in a new screen, separated from the left side of the view.

You can edit the contact by clicking on the pen icon on the upper right side.

To delete click the trash can icon on the pen's right side.

×

Edit contact

Alice

Last name

Details

Job title

Name

Department

Name

Location

United Kindgom

Numbers

Other

▼ +44123

☎★

Other

▼ Phone

☎★

Emails

Other

▼ alice@gmail.com

Save

Figure 18 - Edit contact

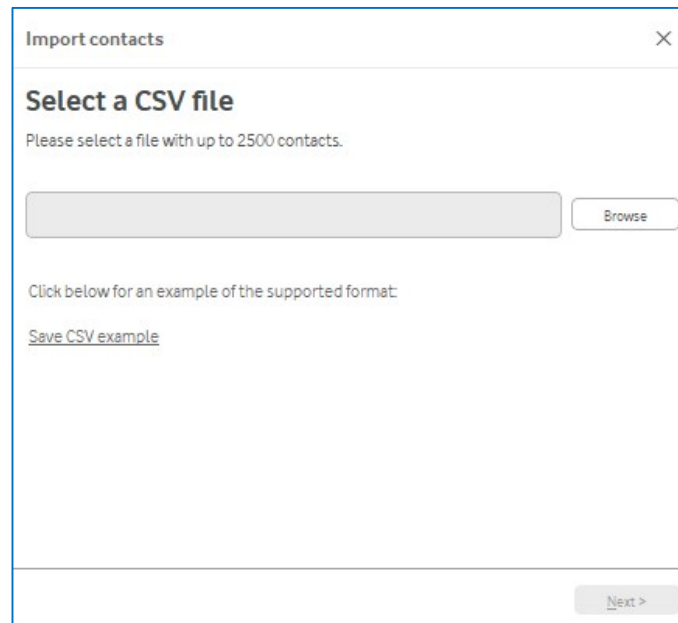
4.3.4. Import Contacts from CSV

Several contacts can be added at once by importing a comma-separated values (CSV) file.

The application expects a valid file with some predefined columns. To help the user getting the right format, the application gives the option to save an example which the user can then edit and select before moving to the next step in the wizard.

Note: Some editors can inadvertently break the format of the file by replacing some quotation marks, or by using an incorrect encoding for the file which can result in the application not being able to read all contacts from the file, or in some contacts appearing with strange characters in the names.

Next, if the chosen file is valid, the user is presented with a list of contacts read from the file to review and select.



Import contacts [X]

Select a CSV file

Please select a file with up to 2500 contacts.

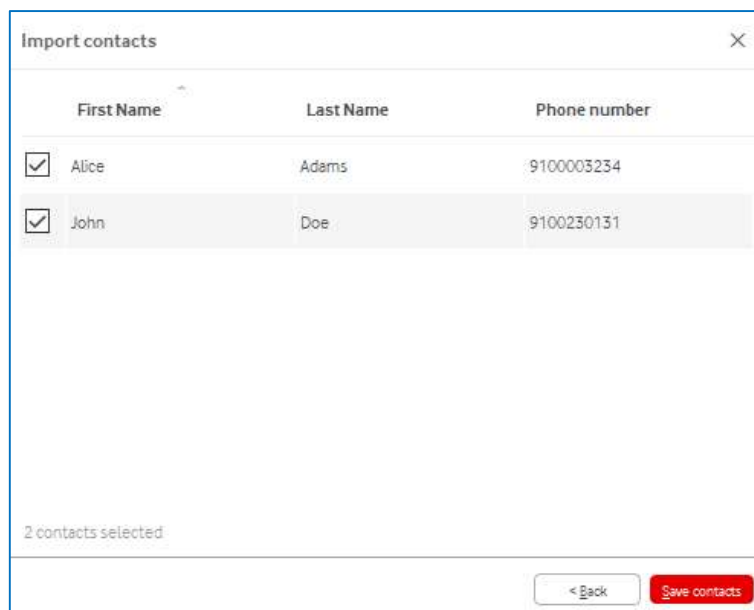
[File selection area] [Browse]

Click below for an example of the supported format:

[Save CSV example](#)

[Next >]

Figure 19 - import contacts csv file



Import contacts [X]

	First Name	Last Name	Phone number
<input checked="" type="checkbox"/>	Alice	Adams	9100003234
<input checked="" type="checkbox"/>	John	Doe	9100230131

2 contacts selected

[< Back] [Save contacts]

Figure 20 - Choose contacts from csv file

Information read from the file can be modified by double-clicking the corresponding cell.

Contacts with invalid information (i.e.: invalid phone numbers) must be corrected in order to be selectable. For convenience, there are buttons to select/deselect all contacts.

All selected contacts will be added to the contact list and will be available on the main window when the user presses "Save contacts".



4.4. Calls Tab

The Calls tab displays a list of ongoing calls at the moment.

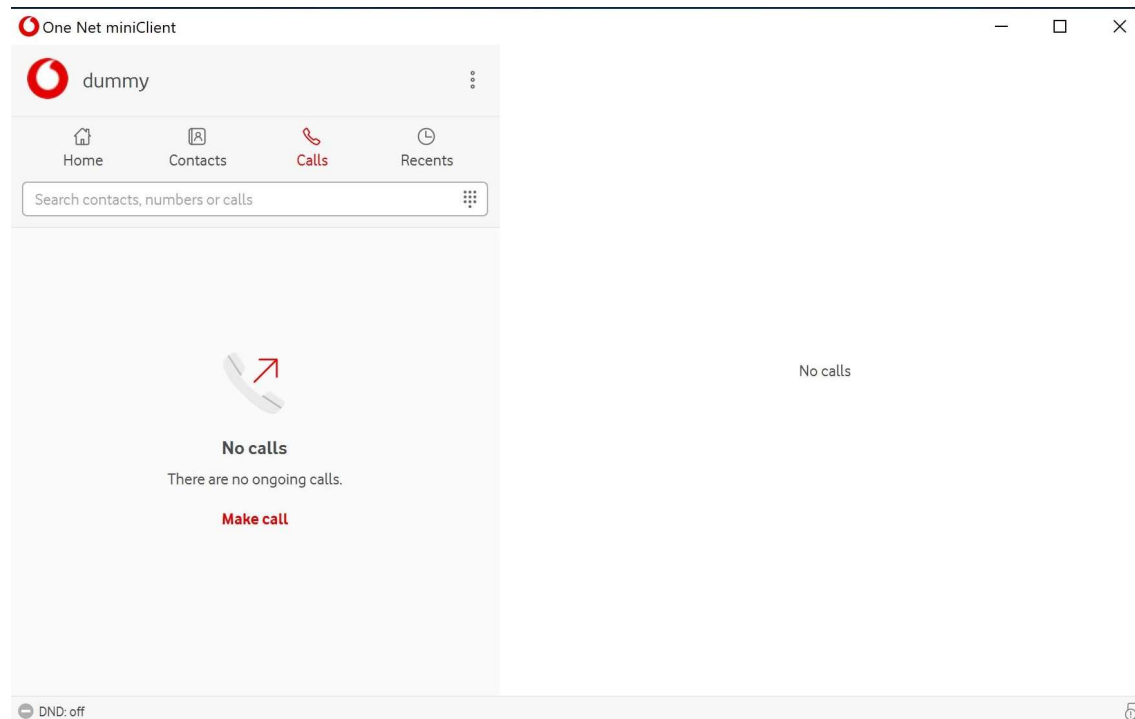


Figure 21 - Calls tab with Single window mode

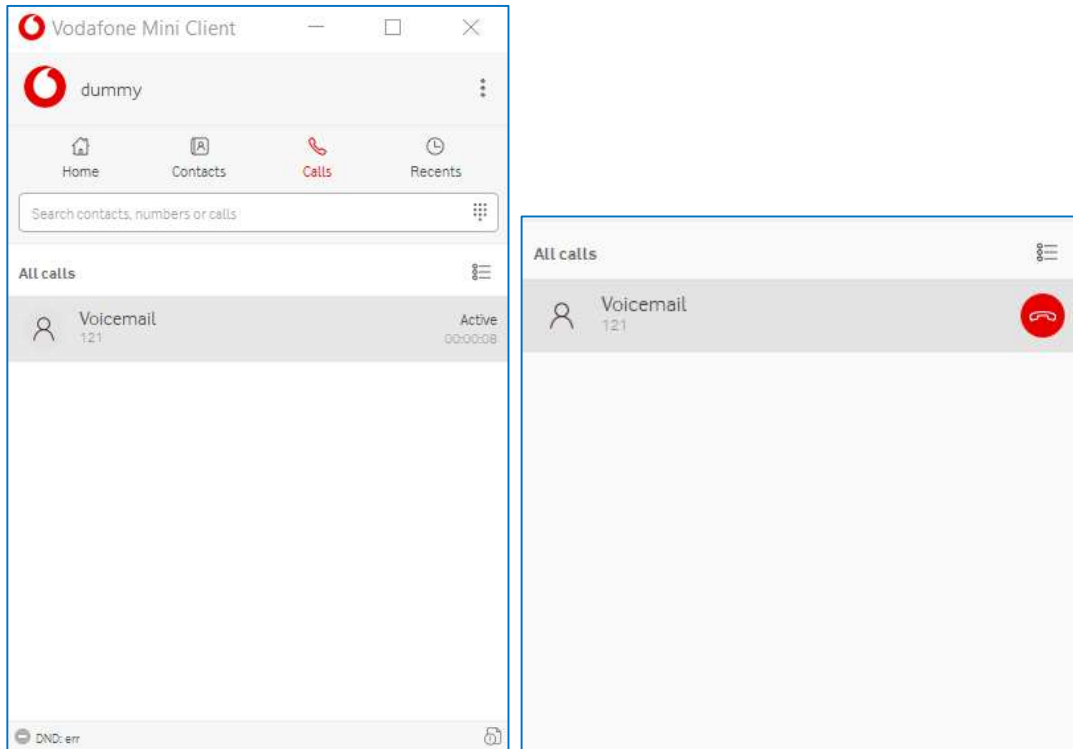


Figure 22 - Calls tab in split window / hovering over calls

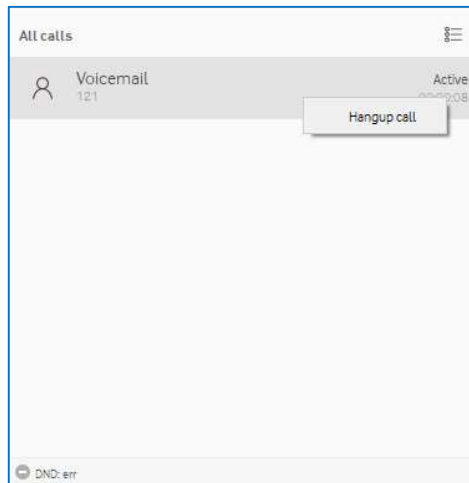


Figure 23 - right click menu on calls tab

“Voicemail” – call’s name

“121” – call’s number

“Active” – call status



00:00:08 – call time

The right click menu will have the available options to interact with the call, such as terminating the call or answer it. This also applies to the buttons visible when hovering the call.

4.5. Recent Calls Tab

Recent calls are ordered by the date/time they took place, from the most recent, to the oldest. Users can filter calls by typing a text in the “Search calls...” input field and/or by selecting one of the available filters:

- All calls;
- Missed calls;
- Received calls;
- Outgoing calls.

New missed calls will make the calls tab display a red badge until the user acknowledges them.

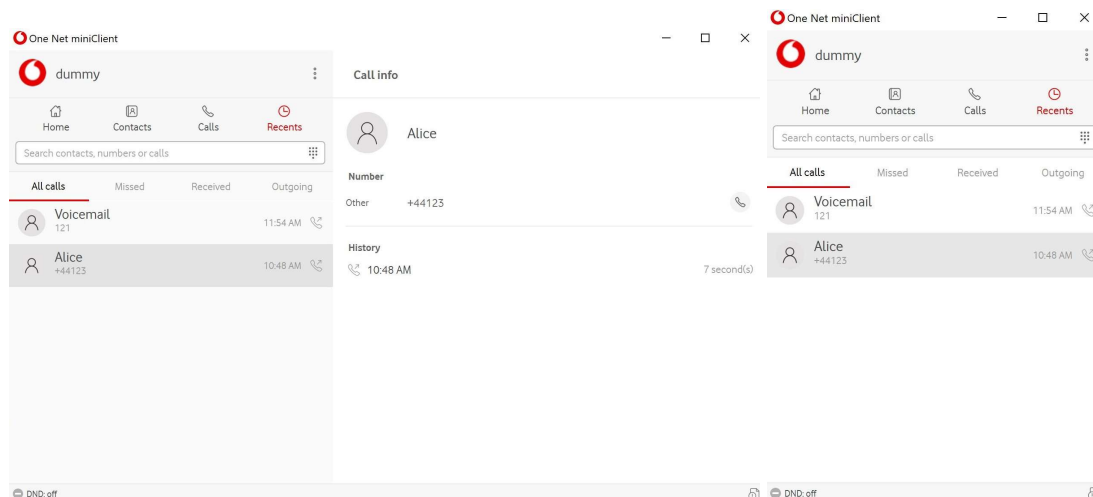


Figure 24 - Recent calls tab, single window and split window

4.6. Status bar

The status bar holds some useful information whilst it also provides quick and easy-access to self-care features (if supported by the selected OpCo):

- Do Not Disturb (🔕)



If Skype for Business is supported and a problem is detected (e.g.: skype is not running), the status bar displays a warning icon to inform the user (🔔).

An error log (📄) is also available with errors encountered since the user logged in.

4.6.1. Do Not Disturb

When “Do Not Disturb” is enabled, One Net will not send incoming calls to Mini Client.

This can be controlled through the dedicated status bar indicator/button.



Figure 25 - Status bar: DND on/off

4.7. Make calls

There are several ways to make a call, the key ones being through an existing contact, by redialling a number from a previous call from history, or through Skype for Business (Windows only).

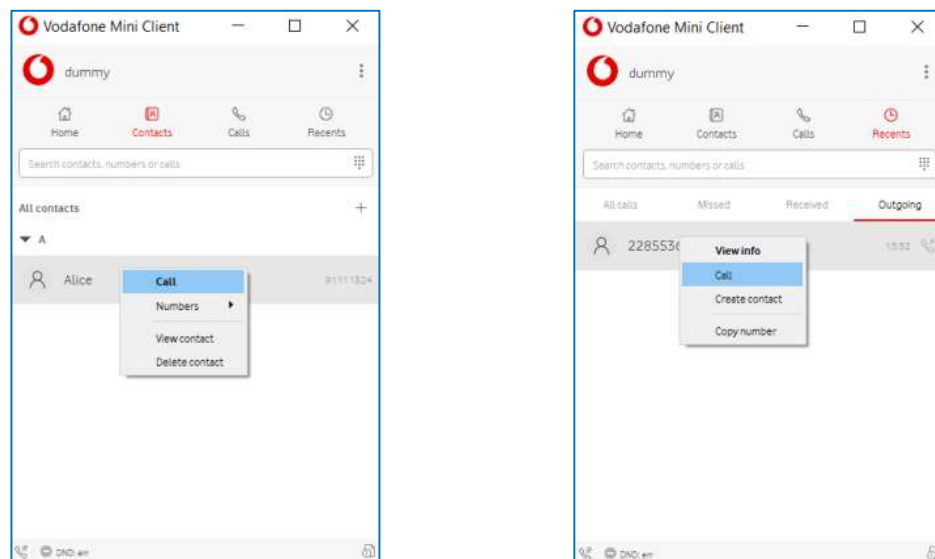


Figure 26 – Calling from the Main window

Double-clicking a contact or right-clicking it and pressing “Call” will initiate a call to its preferred phone number.

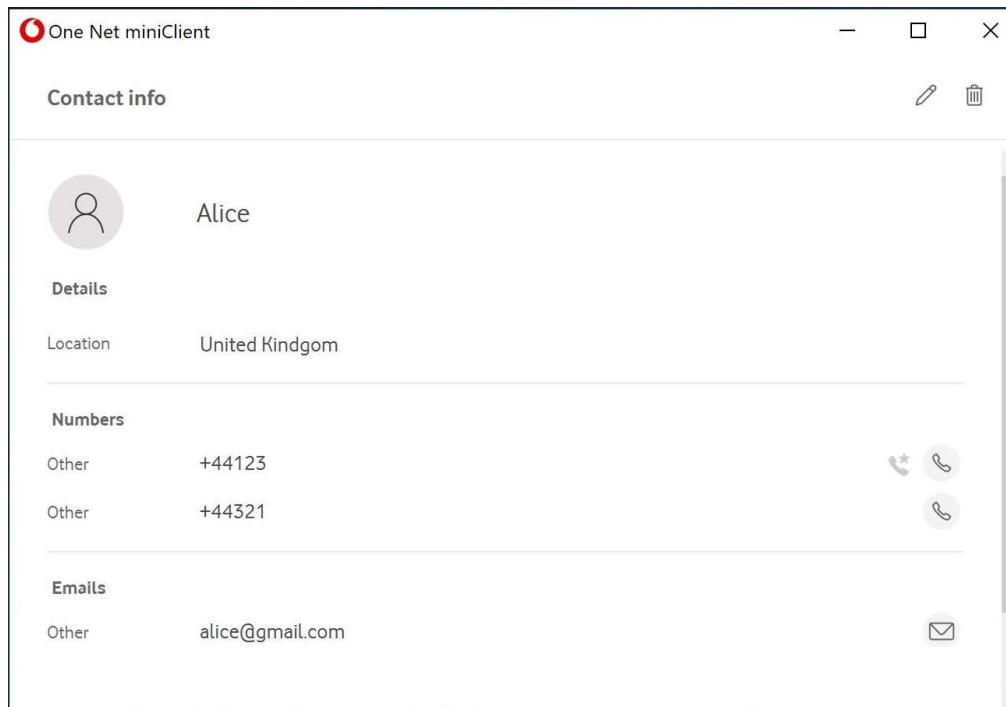


Figure 27 - Calls being done (☎) on contact details

4.7.1. Keypad

The keypad can be used to directly call a number which is not on the contact list.

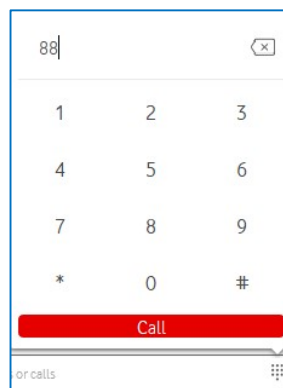


Figure 28 - Keypad window

The on-screen keypad can be used to input the numbers and valid symbols. The '+' symbol can be entered by long pressing '0'.

4.7.2. "tel" URI links (Click to call)

The application can also start calls when you click on "tel" URI links, on a Web Browser for example.

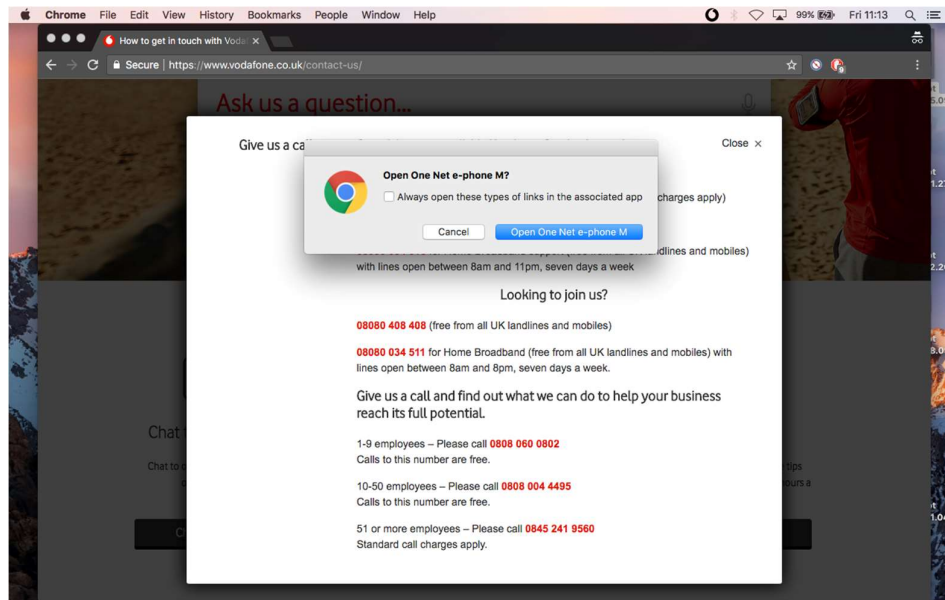


Figure 29 – Click to call

Note: this will only work if Mini Client is the default handler for “tel” URIs in the system.

4.8. Call Windows

All call windows stay always on top allowing you to know at any given moment what is happening.

Whenever possible, the call will have contact information – name and picture – to help you contextualize each call.

There is a maximum number of call windows available. That value is 4 call windows.

This means that at any given moment the user can only have 4 call windows between active calls, incoming calls, and outgoing calls.

4.8.1. Incoming calls

You can accept or reject an incoming call. Also, the incoming call window will have a close button that allows ignoring the call - the window is closed and the ringtone stops.

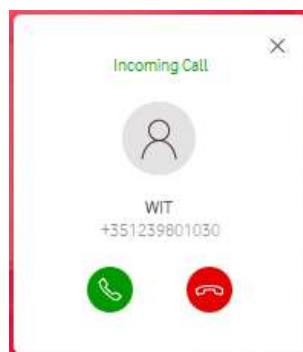




Figure 30 – Incoming call

4.8.2. Active Call

After a call is properly established, we will have the access to these screens, depending on the window mode:

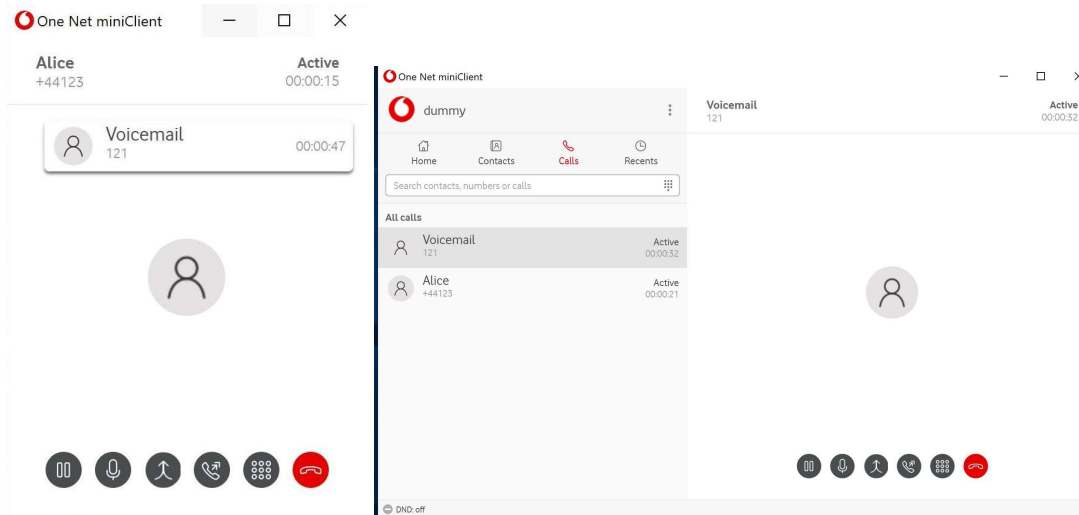


Figure 31 – Split window / Single window from call screen

The available actions for an active call are (from left to right):

- **Hold/Resume call:** the user can put the call on hold, especially useful when multiple calls are ongoing
- **Toggle microphone mute status:** enable/disable the user microphone
- **Merge calls:** Only present when we have multiple calls ongoing, clicking will make conference calls check 4.8.6 for more information.
- **Transfer calls:** Button brings up contacts to transfer the call
- **DTMF dial pad:** open DTMF dial pad
- **Hang up:** Hang up the current call



Figure 32 - Window with call information

This window appears always on top when the main call window isn't focused (e.g., the user is using other application). It contains information from the current active call.



Double-clicking on the screen will bring out the app with more options to interact with the call. We can mute or terminate the call with the buttons presented on the right.

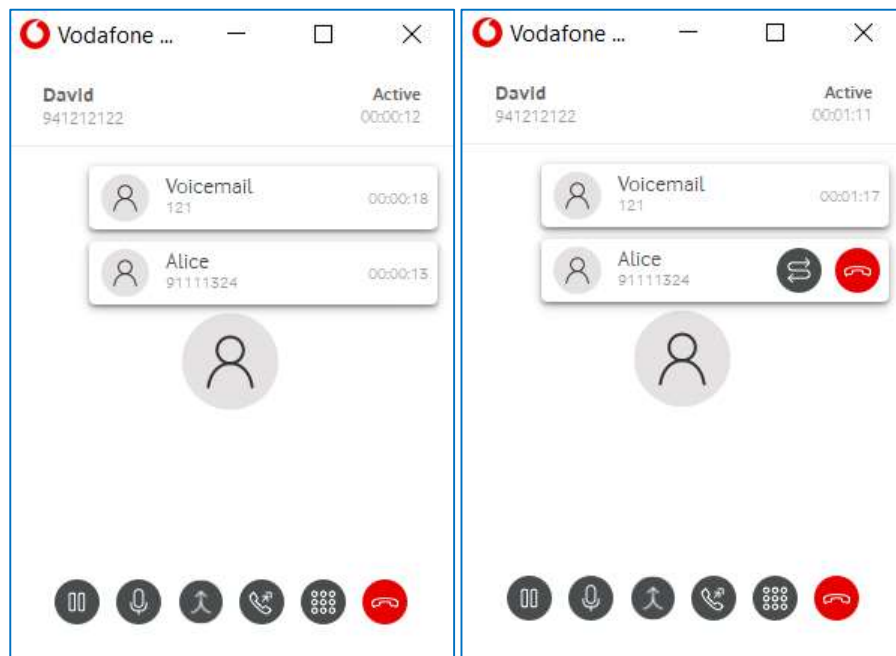


Figure 33 - Current calls list / hovering over items from list

There will be a list of calls being presented, on Split window mode, when we have multiple calls ongoing. We can select another call by double clicking on the call or by clicking on the left button when hovering one of the items from the list. To terminate the hovered call, click on the hang up button.

4.8.3. Blind or unattended transfer

You will want to do blind transfers when you need to transfer an on-going call directly to a specific number or contact without having to consult that remote peer.

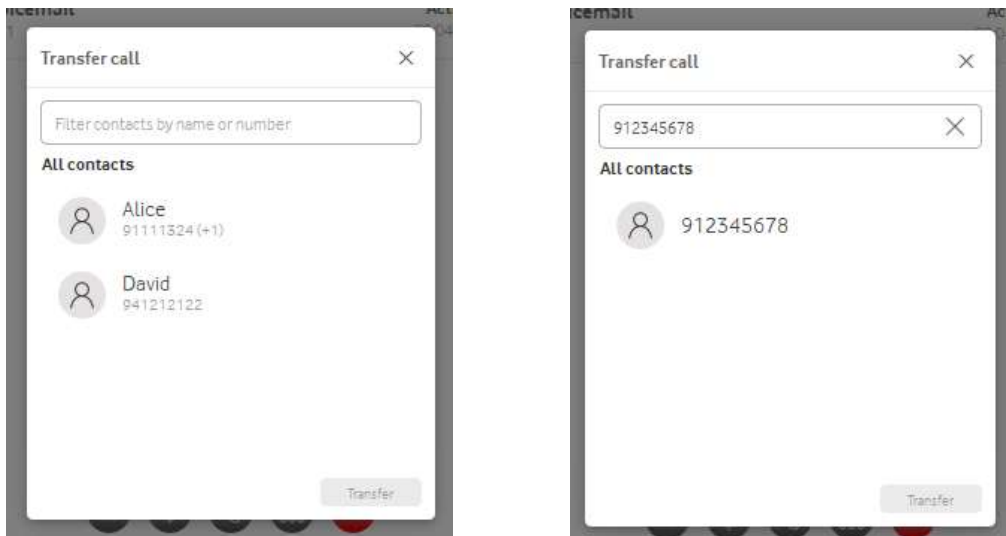


Figure 34 – Blind call transfer

The transfer button only becomes enabled with a valid target.

Additionally, if you input a phone number in the filter, you can choose transfer the call to that number.

4.8.4. Consultative or attended transfer

Unlike blind/unattended transfers, consultative/attended transfers require making a call to the transfer destination before making the transfer.

Once you have two calls, you can transfer one call to the other. You can do this by following the same steps as for a blind call transfer, but selecting a call instead of a contact from the list.

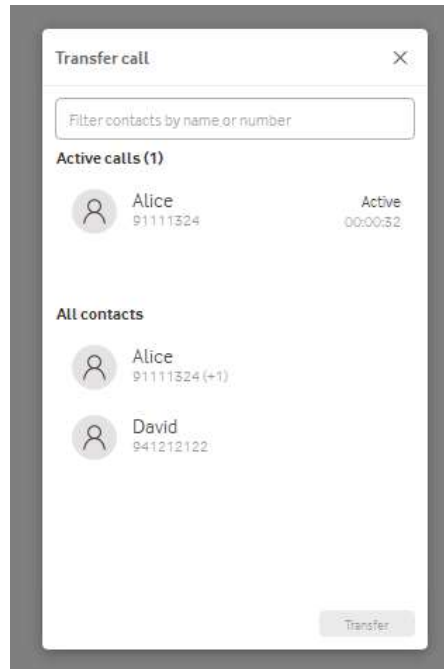


Figure 35 - Transfer current call into another

4.8.5. DTMF Dialpad

If necessary, you can open a Dialpad to send number tones during the call.

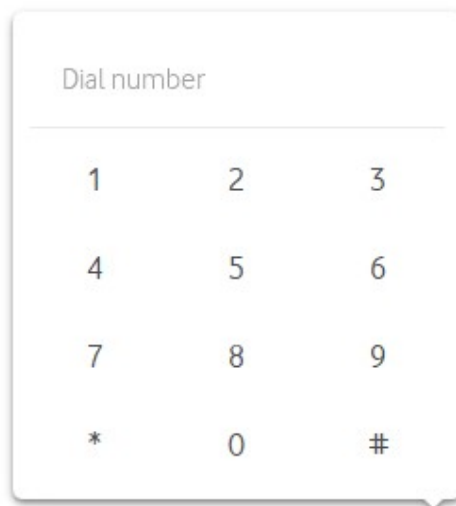


Figure 36 – Dialpad during call



4.8.6. Conference Calls

Conference calls can be made by merging multiple active calls as described in 4.8.2.

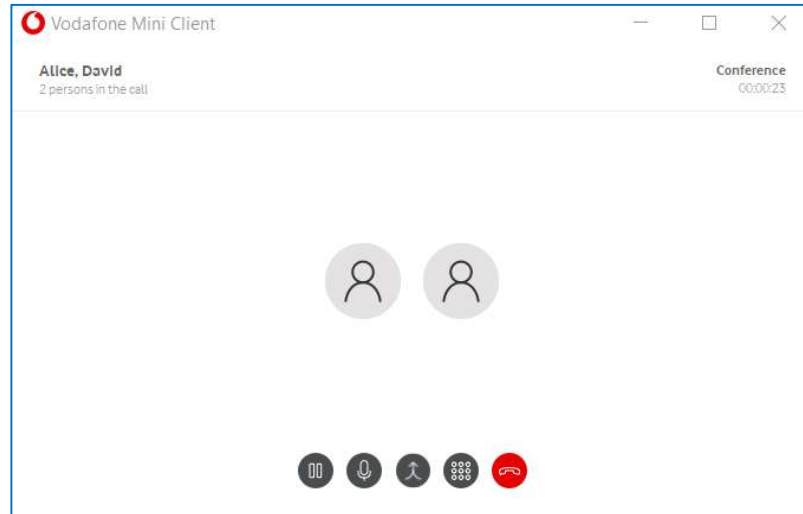


Figure 37 - Conference call being done

The button (👤) is now used to remove active participants from the call.

The removed participants are placed in a different call on hold.

If the conference call gets less than two people it will revert to a normal call.

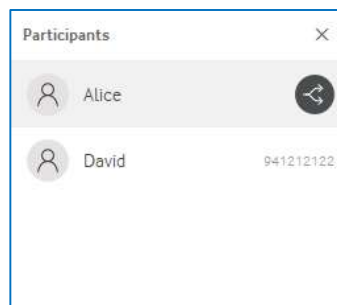


Figure 38 - Menu with the active participants

4.9. Tray icon

When Vodafone Mini Client is running you will see a tray icon.



Figure 39 – Tray icon on macOS and Microsoft Windows

The left click will show you the main window. The right click will show these options:

- **Open:** opens the main window
- **Do Not Disturb:** activate/deactivate Do Not Disturb status (see §4.6);
- **Settings:** access application settings (Microsoft Windows only):
 - On macOS, the application settings are accessed through the standard application menu;
- **Export diagnostics data:** lets users export useful debug information that can later be sent for analysis;
- **About:** shows window with application version and short description;
- **Quit:** starts logout process and terminates the application.

On macOS, some of the tray menu options (“Settings” and “About”) are available in the application menu, as per Operating System guidelines.

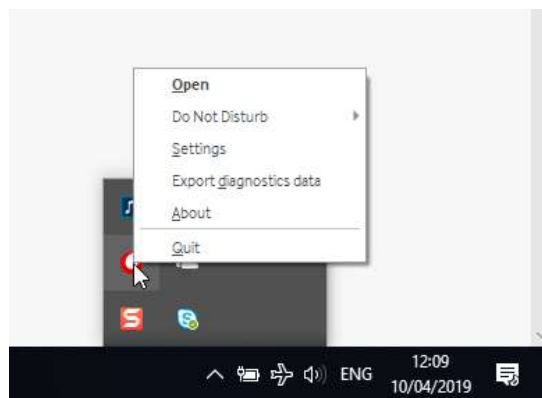
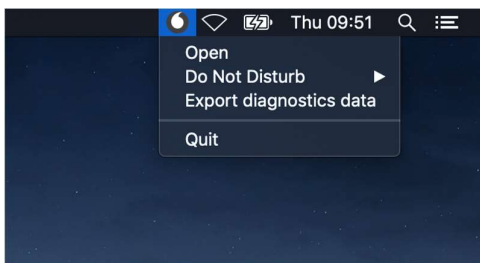
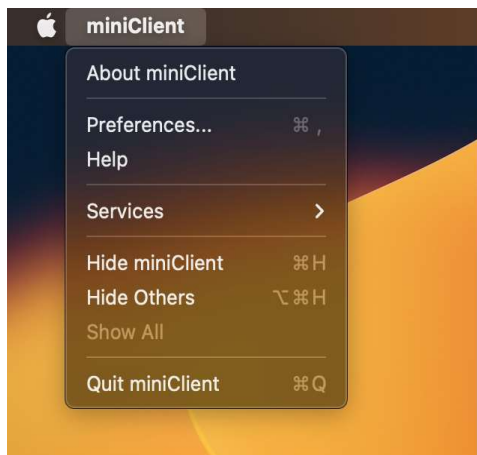


Figure 40 – Tray icon: options

Besides providing these options, the tray icon is also an indicator of the connection status, changing to a greyed-out colour when Mini Client is disconnected and unable to make calls.



Figure 41 – Tray icon: disconnected state

OS-Specific notifications will appear to provide additional assistance and information to the user on some occasions:

- First Login – On a user’s first login, suggesting the user to check settings;
- Welcome back – On successive logins, if the user never changed any settings;
- Skype for Business integration issues – E.g.: when Skype signs out or closes;
- Runtime errors – E.g.: failure to make call or change DND state.

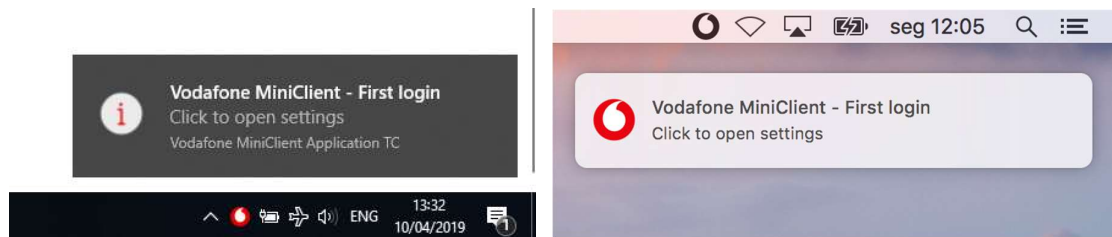


Figure 42 – Windows and macOS notification examples

4.10. Settings

The Settings option on the tray icon a configuration window where is possible to tweak some application settings.

4.10.1. General

The General tab allows you to change the user interface language. Changes are applied as soon as the user presses save, without the need of restarting the application.

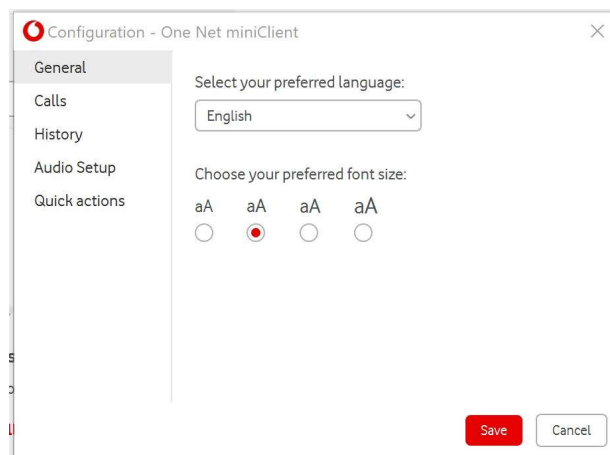


Figure 43 – General settings



4.10.2. Calls

The calls tab lets you change the default ringtone when receiving an incoming call, it also allows the ability to monitor parked calls.

Ring sounds can be configured to play on:

- Selected speaker only;
- All available speakers.

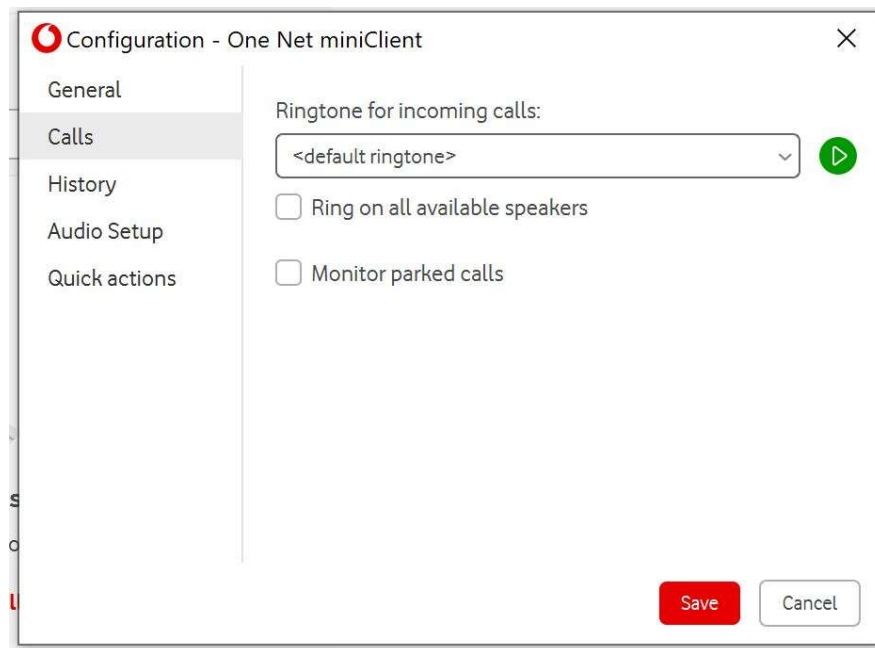


Figure 44 – Calls settings

4.10.3. History

The history tab lets you define for how long history entries are kept. Additionally, it is also possible to delete the entire history or export it to a CSV file.

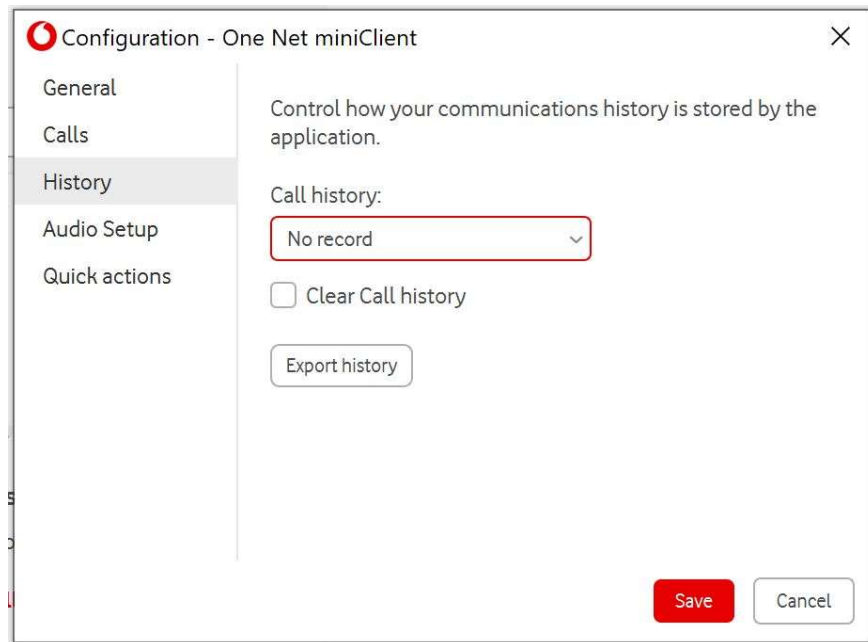


Figure 45 – History settings

4.10.4. Audio

The Audio Setup lets you configure speaker and microphone settings. If your computer has several sound devices, you can define here which ones will be used during calls.

On this tab you can:

- Use the Play Sound to test the audibility;
- Adjust device volumes by moving the sliders along the bars.

macOS Audio Setup notes

The application is not able to display audio devices plugged in after its start-up. Any audio device that you wish to use has to be connected prior to the application start-up.

Also, depending on your macOS version and Mac hardware, you may experience different behaviours when plugging in 3.5mm headsets with control button.

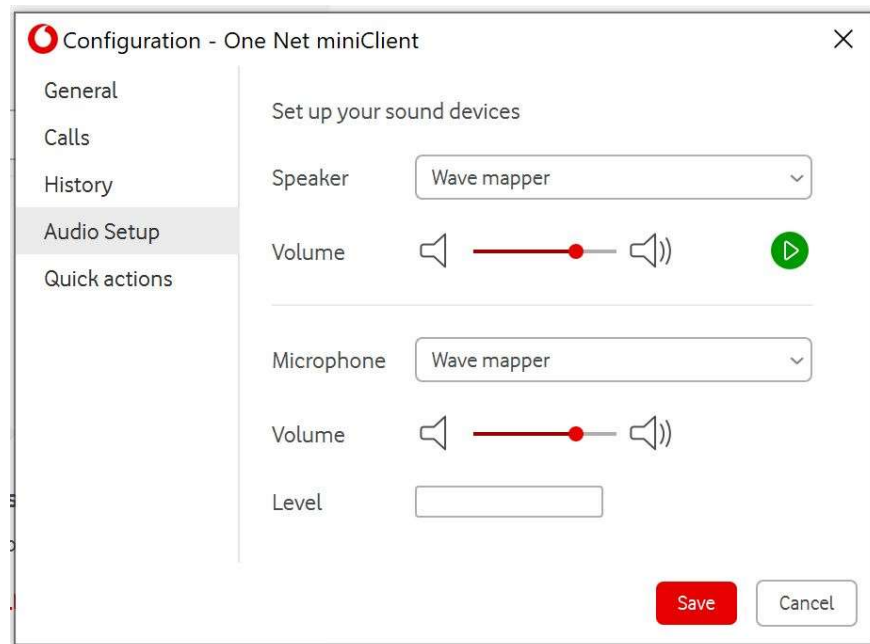


Figure 46 – Sound settings

4.10.5. Quick Actions

Quick actions can be seen on the Home tab. Here you can select which quick actions will be seen on Home tab.

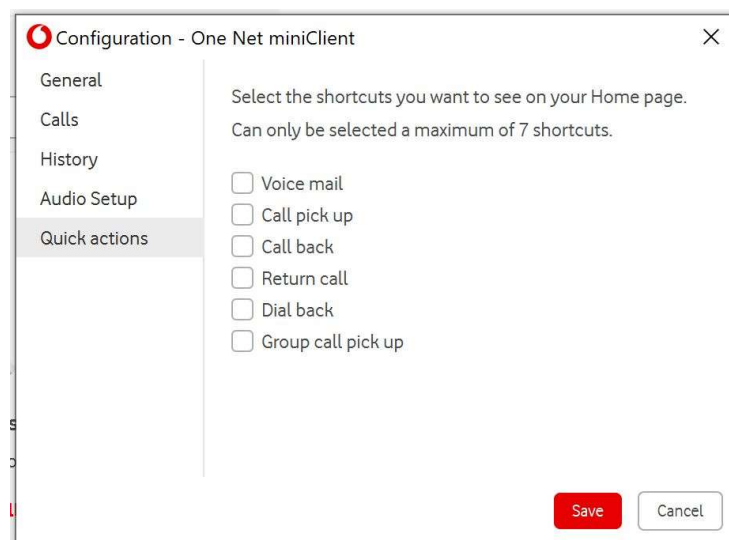


Figure 47 - Checkable quick actions



5. Skype for Business Integration

This section describes the integration with Skype for Business.

Note that this is only available on Microsoft Windows operating systems.

5.1. Call interception

When the user tries to call a phone number the library will terminate the Skype for Business call and forward it to Vodafone Mini Client.

There are several ways to start a call on Skype for Business.

5.1.1. Contact

You can hover with your mouse over the contact picture to see some quick actions and then start a call.

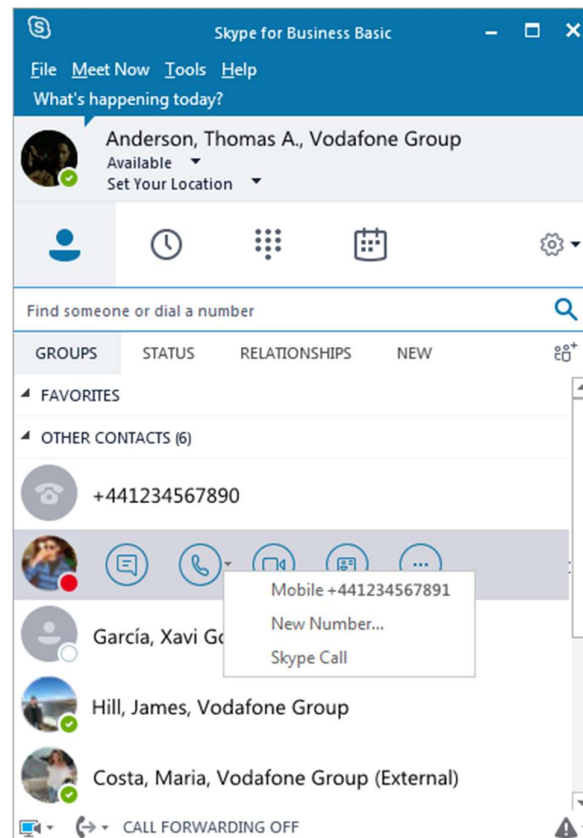


Figure 48 – S4B call from contact

When you start a call, a Skype for Business call window will appear but quickly disappear and a new call will start on Vodafone Mini Client.



5.1.2. Keypad

Skype for Business also lets you dial a phone number – if for some reason this was not visible to you before installing Vodafone Mini Client, it will be visible after since its installation will change Skype for Business configuration.

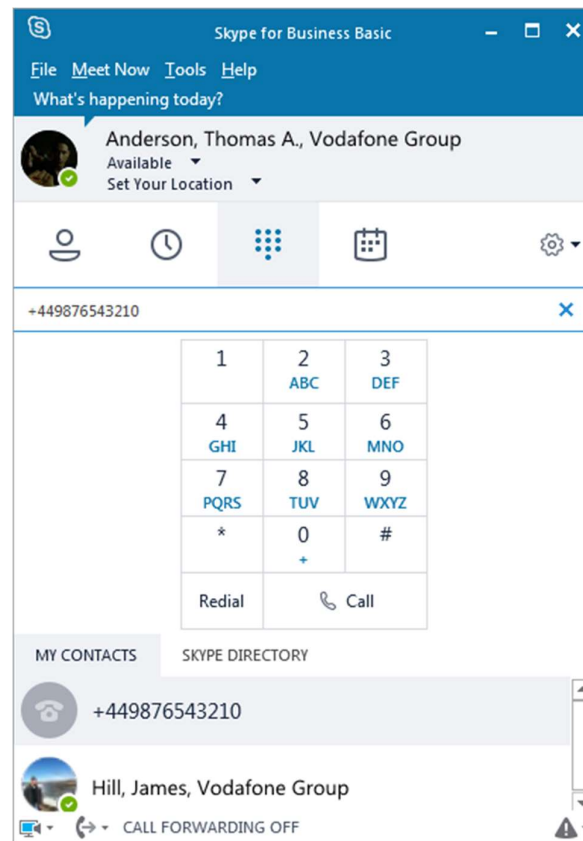


Figure 49 – S4B call from keypad

As shown in the previous example, dialling a number and starting the call will start a Skype for Business call that is quickly intercepted and terminated by Vodafone Mini Client. Then a new call starts with the same number you dialled.

5.1.3. Outlook

You will also be able to use Skype for Business integration with Microsoft Outlook. This is done by checking a contact details and try to call a phone number. Skype for Business will start to handle this request from Outlook, but the call will be intercepted and restarted by Vodafone Mini Client.



5.2. Presence

When you are Available on Skype for Business, Vodafone Mini Client will handle Presence state changes by setting Busy state whenever a call starts.

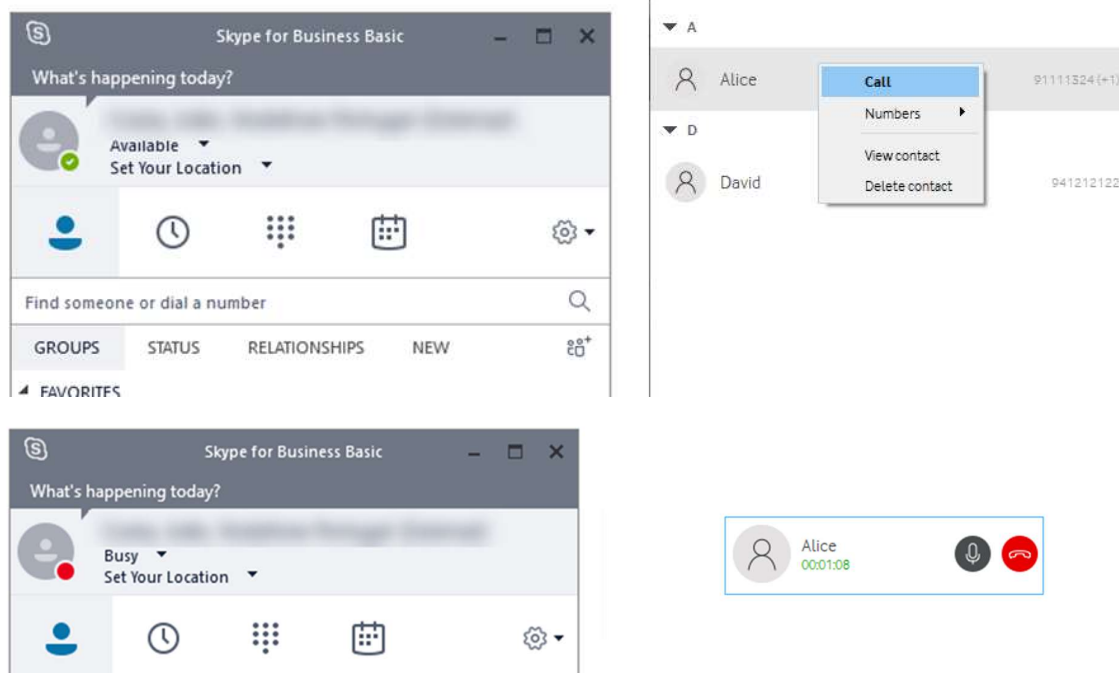


Figure 50 – S4B presence change

Please notice that if you are in another state when the call starts, Vodafone Mini Client will not change your state. Also, if you change state during a call the application will not reset it to Available when the call ends.

5.3. Vodafone Mini Client Shortcuts

For you to have a complete integration between Skype for Business and Vodafone Mini Client, when you install the application some new options will appear on Skype contextual menus.

You will see these in two menus:

- Right click on contact on the contact list
- More options quick action on the contact list
- More options action on the chat window.

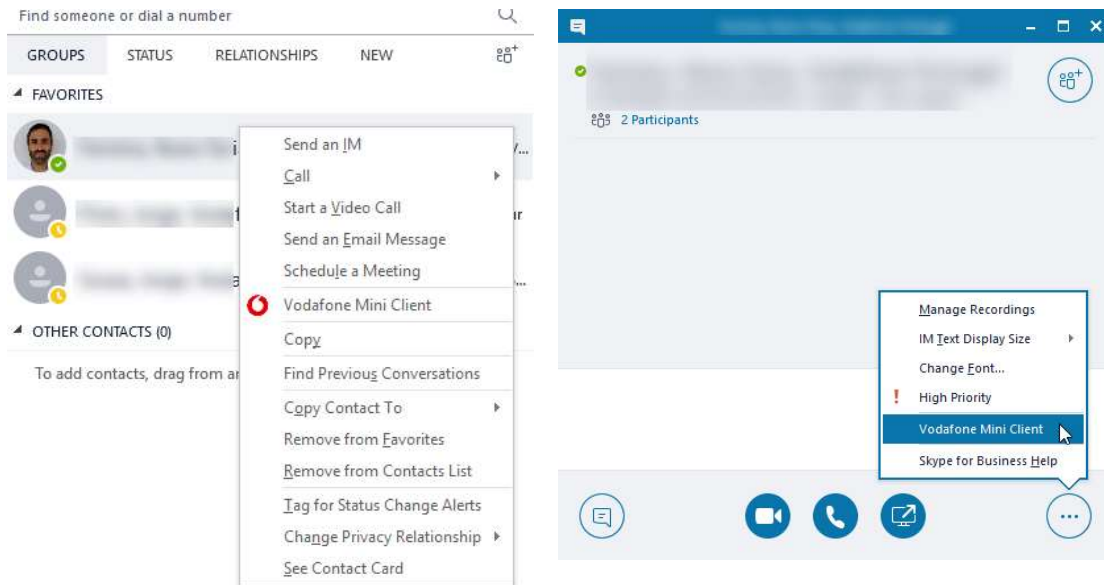


Figure 51 – Skype for Business integration options with Mini Client

When you choose Vodafone Mini Client option on any of those menus, a search is triggered on Vodafone Mini Client. There is no further action because this integration is limited only providing the application with the value that is inserted on the search field.



6. Uninstallation

This section provides uninstallation steps for both types of supported Operating Systems.

6.1. Microsoft Windows

When you want to uninstall the application, you can do so via the computer Control Panel or you can search for the uninstaller on the Start Menu.

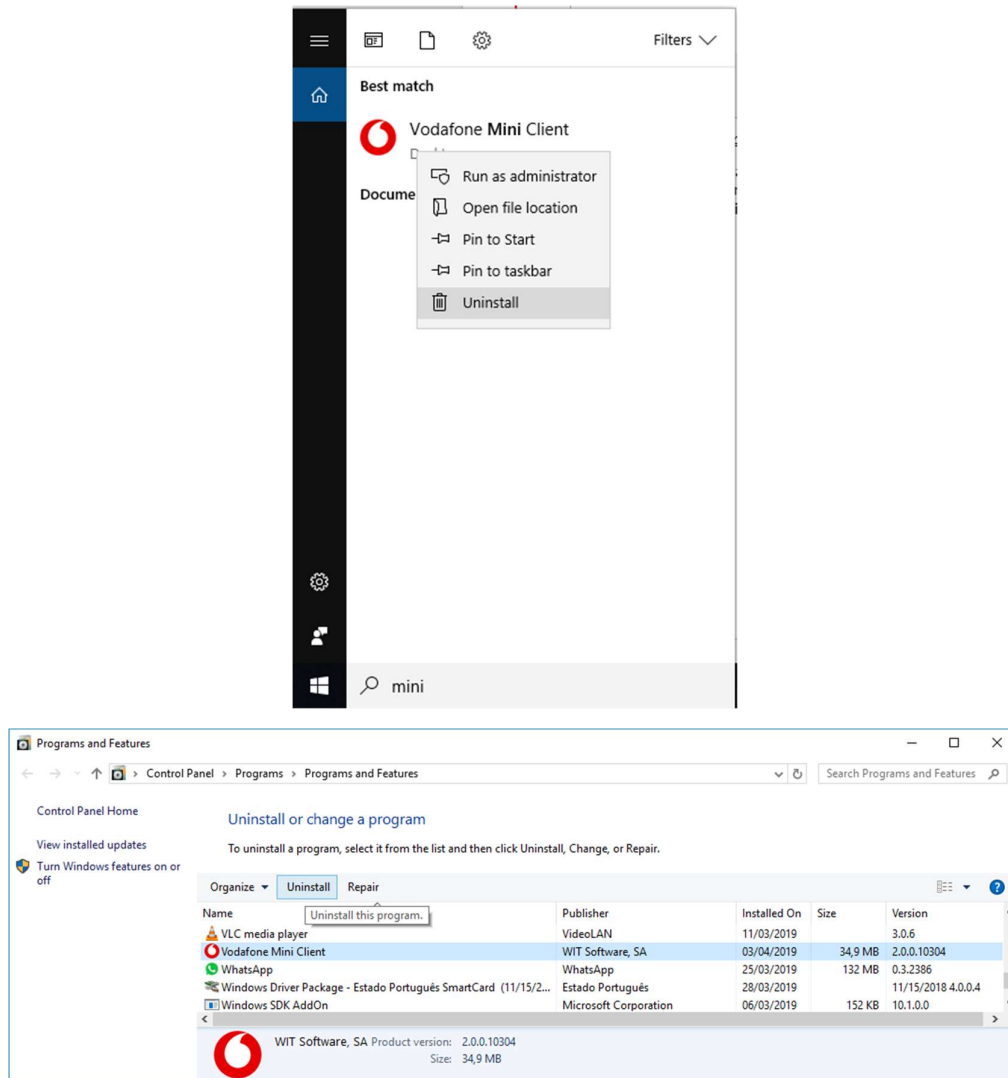


Figure 52 – Windows 10 uninstall



6.2. Apple's macOS

Uninstalling requires only the deletion of the application bundle from the location where it was installed (e.g.: "/Applications").

If only the bundle is removed, some application data will still be kept and available in case the application is reinstalled:

- Selected Operator & Language;
- Accounts and Contacts.

To remove all application data, a bash script is provided inside the bundle, which can be executed from a terminal. E.g.:

```
$ /Applications/MiniClient.app/Contents/MacOS/delete_appdata.sh -all
```

Note: the script will only remove the application data from the active OS user. If multiple OS users have used the application, they all must run the script in order to remove all data.

7. Troubleshooting

7.1. Frequently Asked Questions

7.1.1. I can't log in to Vodafone Mini Client...

Generally, sign in problems can occur for numerous reasons:

- **Computer or Installation issues** typically occur on a small group of PCs with similar configurations and restrictions;
- **Authentication and provision issues** are usually experienced by a single user who may not be entering his credentials correctly or might not yet have his account provisioned;
- **Network issues** can affect all the users at a specific site or network location;
- **Service temporarily unavailable issues** might happen to all users of the service, usually for a short period of time.

If connection is lost after logging in, the application will automatically try to reconnect periodically, or once it detects the connection has recovered.



Figure 53 – Connection lost error

If you get an error message during the sign in process, you should search Table 3 for a potential solution to your problem. If your problem remains and you get a “No connection to server” error, check if the question below describes your situation.



7.2. Common login errors and how to fix them

Below is a listing of common errors, their causes, and – if applicable – a potential solution.

Table 3 - List of common login errors

Error message	Error description and Potential solution(s)
Service temporarily unavailable	The One Net service might be overloaded or temporarily down. Try again later.
Authentication error: service unavailable	The authentication service might be overloaded or temporarily down. Try again later.
Authentication error: account disabled	Your account is locked or disabled. Contact Vodafone support.
Authentication error	General authentication error. Try again later. If you're still getting an error contact Vodafone support.
Wrong credentials. Please verify your username and password	The user name and password you've entered don't match an active account. Check you've typed your user name and password correctly. Have you got CAPS LOCK on by accident? If the credentials are in fact correct, reinstall the application and make sure you select "Vodafone UK" when prompted to select an operator.
No connection to server	The application couldn't connect to the necessary servers. Check that you're connected to the internet or see section 7.3 if your connection seems OK.
Unknown error (0x3...)	This is a serious error. You'll need to reinstall Vodafone Mini Client. Check with your IT support team if you need help.
Unknown error (0x5...)	Failure during Auto-Update; Try again later or ignore update if you can.



Unknown error (0x7...)	The network resources required aren't available.
	<ol style="list-style-type: none">1. Try restarting Vodafone Mini Client.2. Try restarting your PC.
	Check your network interface settings. Contact your IT support team for help.
Unknown error (0x9...)	Failure during registration. Some resources required by the application might be in use.
Unknown error (ngpp::xxx)	<ol style="list-style-type: none">1. Try restarting Vodafone Mini Client.2. Try restarting your PC.
	Contact Vodafone support if the problem continues.

7.3. LAN/WAN Firewall

Your network may need to be configured to allow voice and data communication to flow between Vodafone Mini Client and Vodafone's One Net service without any restriction. In scenarios where the application is not receiving calls constantly, even after install and whilst already logged in, if a call is neither received nor made for a time period, then the ports for voice signalling and media may be closed down by the Firewall. This automatic close down of ports, also known as pin hole closing, varies depending on each specific firewall settings, but can be after just 30s or after 3 minutes or more.

Check with your in-house IT support team to find out what firewalls have been set up on your PC and on the network equipment between your PC and the internet. Also avoid using wireless networks with poor signal strength. Although Vodafone Mini Client will work on those, you will very likely benefit from using wired network connections whenever possible.

Reading this section will help you understand what problems you can expect and how to solve them.

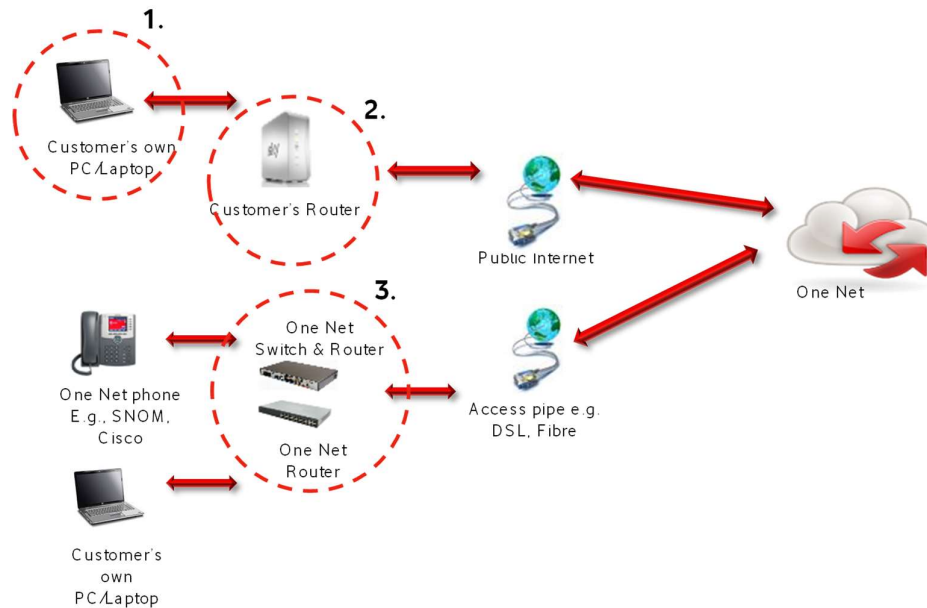


Figure 54 – Network setup

Firewalls which may impact the Vodafone Mini Client are as follows:

1. Firewalls (on Routers) or other on-premises equipment, not provided by Vodafone;
2. Firewalls (on Routers) or other on-premises equipment which have been provided by Vodafone to connect other One Net Clients, such as IP Phones to the Network, already have the correct Firewall settings configured.

From Vodafone Mini Client you can't tell anything is wrong, but you won't get any calls. The signal that alerts the program about an incoming call is being blocked by the firewall.

Unless it's been specially agreed, Vodafone doesn't normally install or set up security for a customer's premises. So, it's also very important to make sure the firewall settings for other equipment in the building will allow Vodafone Mini Client data and voice calls through. That equipment will sit between the application and the broadband connection to the internet. Any firewalls in routers will need rules for:

SIP: Vodafone Mini Client randomizes a local UDP port (usually >50000) on login that will normally connect to 5060 on the SBC. If you're asked to enter a range, put [50000-65535].

RTP/RTCP: Starting from 15350, Vodafone Mini Client uses $(2 * \text{max_calls})$ UDP ports. If you're asked to enter a range, put [15350-15357].

If you're not sure, check with your IT support team to find out what firewalls have been put in place on your PC and on any routers between your PC and the internet.