A guide to...

Mobile Diagnostics

Vodafone Sure Signal.

There are a few conditions that need to be in place before the Sure Signal will work.

We need to clarify that all the below conditions are in place, as one or more of these will be causing the issue.

- The Sure Signal needs to be registered with the correct details on the Vodafone network
  (YOU WILL NEED TO CALL YOUR DEDICATED DAISY CUSTOMER SERVICE TEAM TO DO THIS

- The Sure Signal needs to be connected directly to the router (not in a switch etc)

- The relevant ports need to be open on the router for both way Comms and also open on the ISP's network

- The minimum throughput speed being achieved needs to be downstream 4.13mb and upstream 0.3mb

- The protocol the router is using needs to be PPPoA and not PPPoE

Please make sure the below ports are open on the router for both way Comms. This will need to be done by either your ISP or IT:

PORT	TCP/UDP	PROTOCOL	USE
8	TCP + UDP	N/A	Keep Alive uses unassigned port to ensure the VSS is active
50	TCP + UDP	Encapsulating Security Payload (ESP)	ESP is used to transmit encrypted data
53	TCP + UDP	Domain Name System (DNS)	DNS Queries. Most commonly needed for Virgin Super Hubs
67	UDP	Bootstrap Protocol (BOOTP) Server, also used by Dynamic Host	Configuration Protocol (DHCp RX). Most commonly needed for Virgin Super Hubs
68	UDP	Bootstrap Protocol (BOOTP) Client, also used by Dynamic Host Configuration	Protocol (DHCP TX). Most commonly needed for Virgin Super Hubs
123	TCP + UDP	Network Time Protocol (NTP)	NTP is used to sunchronise transmissions
500	TCP + UDP	Internet Security Association and Key Management Protocol (ISAKMP)	ISAKMP firstly handles the encryption of transmissions but also defines the header structure and how data payload with be formatted
4500	TCP + UDP	IPSec NAT Traversal	Works in Conjunction with port 500 but dealing specifically with VPN control
1723	TCP + UDP	Point-to-Point Tunnelling Protocol	The PPTP through port 1723 is used to establish a VPN Connection. Most often needed for BT Home Hubs
33434-33445 (range)	UDP	IP Location check	Traceroute for IP location check and bandwidth estimation. Most commonly needed for Virgin Super Hubs

If all of these are in place and the correct lights are not shown on the Sure Signal, then we need to make sure the hardware isn't at fault. Try an alternate Ethernet cable in an alternate LAN port on the router. If there is still an issue then you need to test the Sure Signal at an alternate location with all the above bullet points in place (this is to prove if the Sure Signal is faulty etc).

If all these are in place and the correct lights are shown on the Sure Signal then it will be a connection issue between the Sure Signal and the handsets. If it's one of the numbers you've requested to be registered and there hasn't been a SIM swap on this number since then, please make sure that 3G is enabled on the handset, as this is the way in which the devices connect to the Sure Signal.

Please note: Sure Signal devices are not compatible with almost all BT Hub 5'S. If all the above has been done, there is still an issue and you are using a BT Hub 5, then you will need to source an alternate router.

If there is still an issue after all this then please let us know, however the fault will lie with one of the above.