


**Status: Connected**

 Searching for an available agent

You have been re-queued.

You have left the queue. If you still need assistance please try back later.


You have left the queue. We hope you have found what you were looking for.

There are no agents available to chat with you right now. Please try again later.


There are no agents available to chat with you right now. Please try again later.

You have been removed from the queue. Please contact us by email.

You are currently number 1 in the queue. We apologize for the delay. We will assign you to an agent as soon as one is available. The average amount of time a customer has to wait is 07:40.

 Davy Navaluna (Responding)

 Davy Navaluna: Hi, my name is Davy Navaluna. How may I help you?

 Neil Holbeche: Hi Davy mine name is Neil I have had trouble with a device that throws up a 3G network in my home for vodafone called a Sure Single their help desk has requested that I make the following changes to my router and I don't know how to.Hi nholbeche,

There's a few things we need to check before we can get this raised further for you.

Firstly, check that the following ports are still open for forwarding on the router. A change by Plusnet or an update to the router may have affected these.

- 8
- 50
- 123
- 500
- 1723
- 4500


Also, you need to make sure the following IP ranges are allowed on the router and firewall:

212.183.133.177-179


212.183.133.181-182

212.183.131.128-191

Dave


 Davy Navaluna: As I understand, you want to hook up a Sure Single Vodafone to the router and you want to verify if the ports stated above are opened, is that correct?


 Neil Holbeche: Yes please


 Davy Navaluna: I will be glad to assist you with your case today. In case this session gets disconnected; please log back in. You may look for me or continue with the next Expert for case resolution. Please take note of your customer ID 2886317, this will serve as your reference ID when you contact us.


 Davy Navaluna: To complete the registration, May I ask for your Post Code?


 Neil Holbeche: Its BN8 6QF


 Davy Navaluna: Thank you. More so, be informed that your router is bundled with 90 days for the free technical support and 730 days for the hardware warranty from the date of purchase.


 Davy Navaluna: One probable reason why we have this case, it might be that

 Davy Navaluna: I am sorry, I mean, One probable reason why we have this case, it might be that the router is not communicating with your Sure Single Vodafone because they might have different IP address range. What we are going to do is to make sure their IP addresses are in range and we will check as well if the ports are already opened, to do this, we will enable the DMZ.


 Davy Navaluna: With this, we expect that the Sure Single Vodafone will communicate with your router.

 Neil Holbeche: That's sounds great just let me know what you want me to do.


 Davy Navaluna: Okay. May I ask, do you know the IP address of your Sure Single Vodafone?


 Neil Holbeche: yes I will go and get it for you


 Davy Navaluna: Thank you.


 Neil Holbeche: I cant see it on the router were will it be?


 Davy Navaluna: Kindly check on the Vodafone device itself for the IP address.


 Davy Navaluna: Within 5 minutes from my last response, having no reply on your end will disconnect the chat session automatically. Please give us your response as soon as possible to further assist you.

 Neil Holbeche: Its not on the device bot vodaphone did ask me to run a traceroute command to this Ip address 212.183.133.177 so this could be it

 Davy Navaluna: I see. Is the Vodafone connected hardwired to your NETGEAR router via ethernet cable?

 Neil Holbeche: Not at the moment but it normally is

 Davy Navaluna: I see. This might be the reason why it is not working, the IP address of the Vodafone is not in range with the router which is 192.168.0.1 by default.


 Neil Holbeche: I note that Vodafone support desk made the following comment in their reply


 Neil Holbeche: Also, you need to make sure the following IP ranges are allowed on the router and firewall:


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212.183.133.181-182


212.183.131.128-191

 Neil Holbeche: How would I make the changes so that they become in range?

 Davy Navaluna: The Vodafone must be set to static IP address for it to be in range with IP address of the NETGEAR router.

 Neil Holbeche: I don't know how to find out if it is, and if not how to make it static.

 Davy Navaluna: It would be best to be assisted by the Vodafone support on how to set a static IP address on the device. Moreover, we cannot proceed in opening the ports if the Vodafone is not in range with the router.

 Neil Holbeche: Okay I will get back to vodaphone and get their advice thanks for you help