

# Now you can start enjoying all your favourite TV shows



**VODAFONE TV**  
**Welcome Guide**

Together we can



# Getting started

---

Welcome to Vodafone TV. You'll find the essential details you'll need to get started here, so you can jump straight into enjoying all your favourite TV shows. We've included lots of handy hints and tips to help you make the most of your service. You can find even more information at [vodafone.ie/tv](https://vodafone.ie/tv)

## Contents

















1. Remote control
2. Connecting the remote control to your TV
3. TV features
4. The Vodafone TV Anywhere app
5. Additional features
6. Basic troubleshooting

# 1

# Remote control



Your default parental control PIN is "0000".

	TV Power	Turn your TV set on/off
	Vodafone HD box power	Turn the Vodafone HD box on/off
	Skip Back	Skip the action back by 7 seconds
	Skip Forward	Skip the action forward by 30 seconds
	Rewind/Play/Fast Forward/Stop/Pause/Record (press twice for series record)	These buttons allow you to record as well as pause, play, rewind, scan and stop live or recorded action.
	Back	Return to previous menu or screen
	Main Menu	Show main menu
	Exit to live	Exit to live TV/return to live TV
	Volume/Channel Up/Down/Left/Right/OK	Allows you to browse through channels, adjust the volume, confirm selections and more.
	Mute	Mute audio
	TV guide	View TV guide menu
	Options	View TV options
	Search	View search menu
	Recordings	View your recorded programmes
	Information	More information about a programme
	0-9	Use to type in channel numbers

# 2 Connecting your remote to your TV



In order to control your television's Power, Volume Up/Down and Mute buttons, please follow the steps below:










- I. Press **OK** and **0** at the same time. The **TV Power** button will flash white.
- II. Press the **TV Power** button once. Hold your TV remote control in front of the Vodafone remote control and press the **Power** button. The Vodafone remote can now power your **TV On/Off**.
- III. Press **Exit** to complete.
- IV. Repeat above process for **Volume Up, Down and Mute**.
- V. Test each action works correctly:
  - a. **Power On/Off** TV set test
  - b. **Volume Up and Down** test
  - c. **Mute** TV test.

In order to cancel or reset the remote back to original setting press "OK" and "2" together for 5 seconds. The TV Power button will blink white confirming the reset. A small percentage of TV manufacturer devices do not support this feature.

# 3







## TV Features –

### How to make the most of your Vodafone TV

	Navigation Panel	Use the arrows to access the menu, browse channels and customise your viewing options. The arrows are also used to navigate throughout the Menu, TV guide and other features.
	Menu	Press the Menu button on your remote control to access the TV Menu. The menu allows you to access all your favourite content as well as search and settings.
	On Now/TV Guide	Press the Menu button and OK to access the TV guide and your favourite channels. The Guide button on remote control will bring you directly to the TV guide.
 Smart Mode Inactive	Smart Mode	When in the Menu, to the right of the TV Guide icon, you will see channels based on most popular and those you usually watch at this time. This is enabled by Smart Mode.
 Smart Mode Active		To the right of the TV Guide icon, you can see if the Smart Mode is Active or Inactive. This will default to be inactive when your TV is first installed. This can be switched on by clicking on the Smart Mode icon.
	Recently Viewed	When watching a live TV channel, press the Up Arrow to bring you to the 5 most recently viewed channels and/or recordings.
	Live TV Filters	Press the right arrow on the navigation panel to access Live TV filters. This allows you to see live previews of what's on across all channels on the one screen.
	Profiles	Everyone in the family can create a profile of their favourite channels. Press the right arrow on the navigation panel. Press edit Profile and then Set Up to create a new profile. Follow the on screen prompts to add/remove channels. Press the Options button on the remote control to Rename or Delete a profile.
	7 Day Catch Up	Press the Menu button and scroll across to access Catch Up TV. You will have a number of different viewing options here including: 'View All', 'Continue Watching', 'Most Watched' and quick access to popular channels. Press OK on the remote to see the programmes in each category.

# TV Features –

## How to make the most out of Vodafone TV

	Recommended	Press the Menu button and scroll across to access the Recommended section. Here you can access specifically selected programmes that are the 'Pick of the Day', coming in the 'Next 6 Days' and available on 'Catch Up'.
	Restart	When you see the restart icon on a live TV channel or beside the name of a programme on the TV Guide, press OK and you will be brought back to the start of the TV programme of your choice.
	Recordings	<p>Press the Menu button and scroll across to access Recording or press the Recordings button on the remote.</p> <p>The Recordings icon will show you how much storage space has been used for your recordings. Press the red R button to instantly start or schedule a recording. Press a second time to series link the recording where available. Press a third time to cancel the recording.</p>
	Search	When in the Menu, press the Up Arrow to access the Search feature. Type the name of the programme or movie you want to watch using the Arrows, or use your Vodafone TV Anywhere app remote control to access the phone keyboard to type in your search. Suggested search results are shown below the keypad. If you do not find what you are looking for here, a full display of suggested results will be presented on the right side of the screen.
	Settings	Press the Menu button and scroll across to access Settings. Here, you can configure settings for user profiles, subtitles, audio output, parental controls and more.
	Parental PIN	Your default PIN is '0000'. If you wish to change this PIN go to Settings. Parental settings are only applied to the individual set top box. To apply a PIN to multiroom boxes, you will need to repeat the above step on all individual boxes.

# 4 The Vodafone TV Anywhere app



Watch live TV



Schedule recordings and reminders



7 Day catch up



Chromecast from your mobile to your TV screen

## Get set up

1. Register as a Vodafone Home customer at [vodafone.ie/athomeselfcare](https://vodafone.ie/athomeselfcare). You will need your **customer number\***, **email address** and your **mobile number, landline number** or **CRN** in order to register.
2. Log in to the Vodafone TV Anywhere app with the email address and password you used to register at My Vodafone Home.
3. Start watching TV anywhere.

## Download the Vodafone TV Anywhere app



### Things to note:

- Access to certain programmes may be limited due to content right restrictions.
- Vodafone Mobile customers get Vodafone TV streaming included in all Vodafone TV bundles. All other networks will charge for data usage. Contact your network or see [vodafone.ie/terms](https://vodafone.ie/terms) for further information on data allowances.
- Use our **Help** section to learn more about using the Vodafone TV Anywhere application.
- **The Vodafone TV Anywhere app is supported on most devices.** To check if your device is supported and to find the answers to any more questions you may have, visit [vodafone.ie/vodafonetvanywhereapp](https://vodafone.ie/vodafonetvanywhereapp)

\*This can be found in your welcome letter, email or in the confirmation text you would have received when placing your Vodafone TV order.

# 5 Additional features

---

## Multiroom

Enjoy Vodafone TV throughout your home, with no messy cables. You can view and schedule your recordings across all your boxes, so there's no more fighting over the remote.

If you did not get your multiroom box set up by the engineers and you need support, please visit our support playlist on YouTube. Just search for '**Vodafone Home Support**' on YouTube and you'll find our Vodafone TV multiroom support video.

To ensure that your Vodafone TV and multiroom order is complete, you will need to connect your multiroom box to an additional television in your home as soon as you receive it. If you do not connect the multiroom box to an additional television after a certain amount of time, your multiroom order may be cancelled and service may not be available.



## Subtitles

There are a number of options as to how you can access subtitles on your Vodafone TV.

1. Subtitles are available on a number of channels, including BBC channels. To activate subtitles, please press the Info button on your remote control, then Subtitles and On.
2. Some of the national stations, for example RTE, Virgin Media and TG4, require a dedicated remote control with subtitle options. To request this specialised remote control, please let us know by contacting our Live Chat team at [vodafone.ie/support](https://vodafone.ie/support) or by contacting us on 1907.
3. You can also access subtitles using the remote control in your Vodafone TV Anywhere app. Select the Text button followed by 888 on the remote control to display the subtitles.

In order to sync your TV Anywhere app remote control to your TV box, follow the below steps:

- Ensure you are connected to your home Wi-Fi network.
- Select 'Remote and TV Box' option from the app menu. Select the TV box icon at the top of screen. Your device will search for your TV box.
- Tick the Mediaroom Device and you are ready to go.

# 6

## Basic troubleshooting

---

Many basic issues can be resolved by rebooting (powering off and on) your **Set Top Box** and/or **Multiroom Box**.

- To access further support:
  - Visit the TV Hub in the Support section of **vodafone.ie** website
  - Go to **YouTube** and search for 'Vodafone Home Support' to view our easy-to-follow support videos
  - Visit the Customer Zone app on your TV, by accessing the Apps section in the TV Menu
- To speak with an agent you can:
  - Contact our Live Chat team at **vodafone.ie/support**
  - Call customer care on **1907**
- To manage your account, view your Vodafone Home services and pay your bill online, register for My Vodafone Home. Just go to **vodafone.ie/athomeselfcare** to sign up.

You will need your customer number when you contact us. This is located on the SMS/welcome letter/welcome email or at the top of your bill.

# Notes

---



VPOSTXXXX

Together we can

