



Vodafone Gigabit Broadband

Installation Guide

The future is exciting.

Ready?



Thanks for choosing Vodafone Gigabit Broadband. This guide will help you prepare for your Gigabit Broadband installation.



Your appointment

Your Gigabit Broadband will need to be installed by one of our engineers. This is because you will get your very own dedicated connection to our fibre broadband network. Normally, this is done using the existing infrastructure coming into your home. However, depending on your location and the existing set up, more work may be required.

The day before your installation appointment, your engineer will contact you by phone to confirm your appointment.

Tip: It is important to confirm your address and ensure your order details are correct so the installation can go ahead as planned.



On the day of your installation appointment

Our engineers will contact you when they are on the way to your house, about 30 minutes before they arrive.

- Please note, engineers can be delayed by factors outside of their control including other customer installation appointments. In this unlikely event, we will contact you to arrange another appointment.

In some cases, there may be more than one engineer on site. This is to help make your Gigabit Broadband installation quick and efficient.



Before installation

When the engineer(s) arrive, they will check how best to connect fibre broadband direct to your home. This can be done using the existing small underground tubes (ducts). However, some houses will be connected via overhead poles or by wiring along the front of the house.

- In a small number of cases the engineer may not be able to connect your home on the first visit as further work may be needed (e.g. if underground tubes or overhead poles are not accessible).
- If this happens the engineer will explain the next steps required. Don't worry, Vodafone and our engineers will work through the process with you to get your home connected.



Installation process

In order to connect your house, the engineer will bring the cable into your home. To do this, they will need to drill a small hole, no bigger than a standard biro pen or your little finger, through the wall. They will advise you on the best location.

Two power sockets will be needed where the connection enters the home, so keep this in mind when choosing the location of the hole.

The sockets will power your modem and the fibre connection box. The fibre connection box is a small white box which connects your modem to the fibre network – similar to a phone socket for a traditional landline.



Modem location

Normally, your modem will be set up within a metre of the fibre connection box. In some cases, internal wiring may be required to locate the modem in the best possible position in the home. Our engineers will work as neatly and unobtrusively as possible. Once again, they will consult you on the route of the cabling before they start working.

Make sure the modem is in an open space and positioned as high off the ground as possible (at least on a table or piece of furniture). Windows, walls, and anything metal can affect the Wi-Fi signal. Avoid placing the modem behind the TV or in cupboards.

Tip: To get the most from your new Gigabit Broadband, we advise that the modem is placed in the centre of your home. This will help you get the best Wi-Fi coverage possible.



Vodafone TV

If you are getting Vodafone TV, wiring will be needed to connect your modem and set top box. Multi-room boxes can be connected wirelessly, but the main TV set top box must be wired directly to the modem to ensure an uninterrupted service.



After installation

Once installation is complete, the engineer will check your services are working and will set up your devices on the Wi-Fi network.

Now all you need to do is sit back and enjoy the superfast speeds Vodafone Gigabit Broadband delivers to your home.

For further information and support, visit **[vodafone.ie/gigabit-broadband-support](https://www.vodafone.ie/gigabit-broadband-support)**

The Gigabox modem offers faster upload and download speeds, extended Wi-Fi range in your home and a smart Wi-Fi solution with the Gigabox app.

Download the Vodafone Gigabox app from your Android or iOS store and take control of your Wi-Fi through your mobile.