



Vodafone Broadband

Wi-Fi Guide

The future is exciting.

Ready?



Welcome to Vodafone Broadband.

Here you'll find all the information you need about how your Wi-Fi works and tips on how to make the most of your new high-speed broadband connection.



The modem

Placing the modem in the centre of the building will provide better coverage to more of your home or business. The speed and strength of the Wi-Fi signal depends on the distance between the modem and the devices you're using (e.g. a smartphone, tablet, laptop).

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 cabinets.

Tip: The front of the modem (the flat side with the lights on it) should face outwards into the room.



Wi-Fi & other devices

Wi-Fi sends information over different channels. If there are too many devices on the same channel, the Wi-Fi can slow down. This can happen in places where there are many different modems and Wi-Fi devices (e.g. apartments, housing estates, offices). It is possible to reduce interference by changing the Wi-Fi channel to one with less traffic on it. Channels 1, 6 and 11 are recommended.

The following links show you how to change the Wi-Fi channel:

Support videos:

youtube.com/user/VodafoneIreland/playlists

Device guides:

deviceguides.vodafone.ie

With the Vodafone Gigabox modem, you can use the Gigabox app to view and change Wi-Fi channels. This feature is in the “My Wi-Fi” section. Download the Vodafone Gigabox app from your Android or iOS store.

Tip: A quick reboot can also put the Wi-Fi on the best channel – all you need to do is turn off your modem for 30 seconds and switch it back on again.



Helpful tips

- Older devices may not be able to achieve fast wireless speeds, as they use older Wi-Fi technology. Using a device with older Wi-Fi technology may reduce the speeds of other devices in your home or business, as the Wi-Fi network defaults to the speed of the slowest device available. This also applies to older software, such as your phone's operating system or internet browsers (e.g. Google Chrome, Internet Explorer). Keep your devices and software updated to ensure the best Wi-Fi experience.
- Multiple people using Wi-Fi at the same time can slow Wi-Fi speeds. It is best to disconnect devices from the Wi-Fi when you're not using them. Simply turn off the devices or turn off Wi-Fi in your settings.

Tip: Check our device guides to see how to update software and control Wi-Fi settings on different phones. Visit deviceguides.vodafone.ie

- Certain activities like video streaming, online gaming and downloading large files can take up a lot of your Wi-Fi signal. It is best to connect the devices using these features direct to your modem with a wired Ethernet connection where possible (e.g. gaming console, smart TV). This will help free up more signal for your wireless devices (e.g. smartphones, tablets etc).