

A very quick guide to getting online

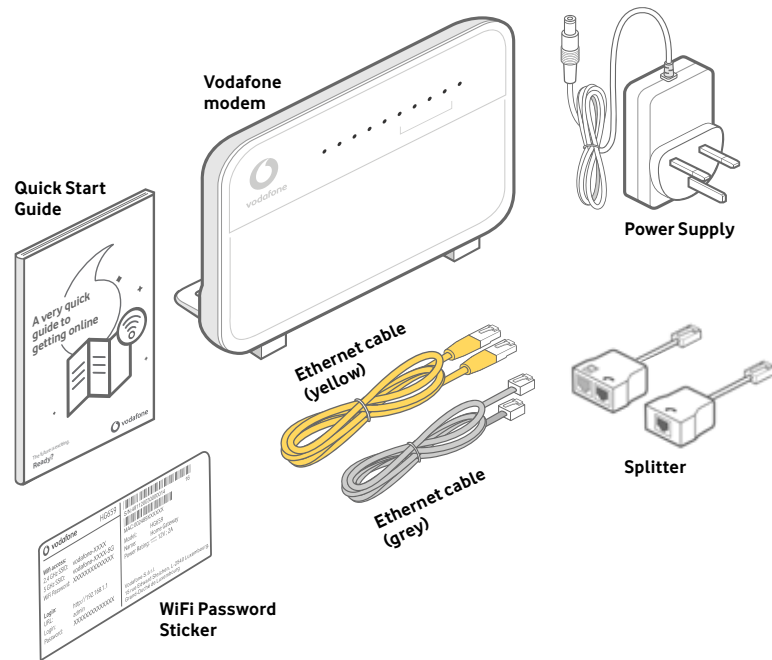


The future is exciting.

Ready?



What's in the box?



Thanks for choosing Vodafone Home. This quick guide will help you get set up in minutes. If you have any questions or need more detailed information, you can find it all in 'Your Vodafone Modem Setup Guide' in the modem box.

New to Vodafone Home broadband or upgrading to Fibre broadband?

You will receive an SMS and/or email when your broadband is active and ready to use so keep this in mind when plugging in your new Vodafone modem.

There are **two sets** of instructions in this guide. The one you should follow depends on what type of broadband you have (non-fibre or fibre), which will be made clear to you through any of the letters, emails or texts we send to you.

A **master socket** is the point where the external phone line enters your home. It's a square, white socket that's been fitted into one of the walls in your house. This is where the **broadband signal is strongest** and where you should set up your new Vodafone modem.

You may have one of two types of phone sockets – a single port or a double port – both will connect you to your new fibre broadband connection, however if you want to connect a phone to your single port phone socket, you will need to use the splitter provided in the modem box.

What sort of broadband and master socket do I have?

Single Port Phone socket: non-fibre broadband



If your master socket has only one port, then it's a standard socket. This means you'll need a broadband splitter installed to work with your Vodafone modem. This splitter separates your broadband and phone signals, preventing your home phone from interfering with your broadband, and vice versa.

Please note – this step is still necessary even if you have ordered one of our Simply Broadband packages (i.e. have no landline service active).

Dual Port Phone socket: fibre broadband



If your master socket already has separate phone and data ports built in, then it's a pre-filtered socket, so it doesn't require any broadband splitters.


Modem Setup A: Fibre Broadband

Note

If you've ordered Vodafone Fibre broadband, please wait until the engineer has completed their work. You will then receive an SMS/email confirming your broadband is ready to use, which means you can now set up your modem.

1. Connect your new Vodafone modem

Connect one end of the grey **broadband cable** to the grey port on the modem marked **DSL**

Connect the other end of the cable to the port on your **master socket** marked with this symbol 


Connect the modem's power supply into a mains socket, press the **On/ Off** button on the side of the modem, and wait for the lights. Here's a handy diagram showing how it's all set up. Please see diagram on page 5.

Modem Setup for Home Phone (Broadband Voice)

2. Connect your telephone to your modem

You'll receive an email and text when your home phone is ready to use. If you're getting a home phone number for the first time we will send this number to you also.

To start using your Home Phone service, simply unplug your phone cable from your phone socket and connect it into "Phone 1" port at the back of your modem. Check to make sure that the "Voice/VOIP" light is green. This means your Home Phone service is ready to use. Pick up your telephone receiver and listen for a dial tone. If you hear a dial tone you can begin making and receiving calls. If you don't hear a dial tone, please restart your modem.

If you don't have a broadband voice service, plug your telephone handset into the port on the broadband splitter marked with this symbol. .

To set up any additional voice services, such as Voicemail, that you may have included in your bundle, please register for Self-Care at vodafone.ie/athomeselfcare using your Customer Number.

3. Connect using Ethernet cable for wired connection

When setting up for the first time, it's easier to use the yellow Ethernet cable. You can check everything is working, and get online right away. Then, set up a wireless connection later. If you'd prefer to use wireless right away, **skip to step 4**.

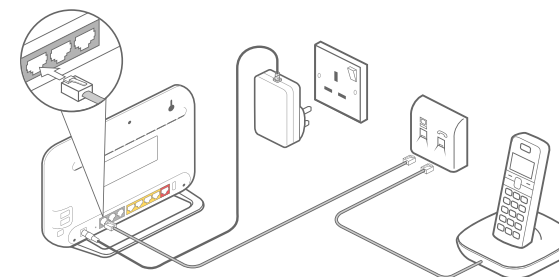
Plug one end of the yellow Ethernet cable into any of the four yellow Ethernet sockets on the back of your modem. Connect the other end to your computer's Ethernet socket.

You can now open your computer's web browser and visit vodafone.ie/setupwireless for handy information on how to wirelessly connect your computer and other devices.

4. Connect your computer

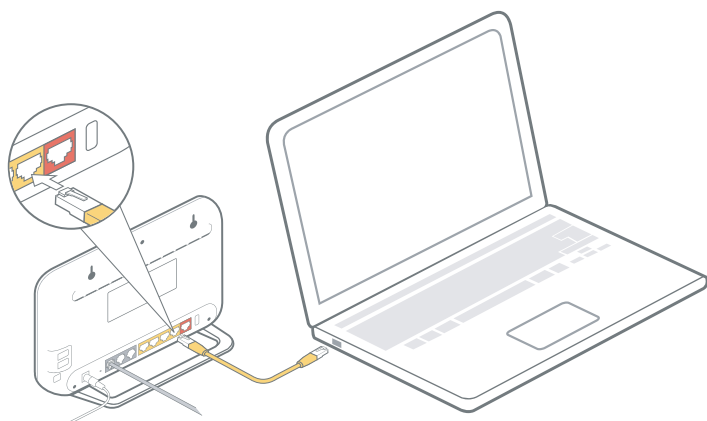
When setting up for the first time, it's easier to use the yellow **Ethernet** cable. You can check everything is working, and get online right away. Then, set up a wireless connection later.

If you'd prefer to use wireless right away, **skip to step 6**.



5. Connect using Ethernet cable for wired connection

Plug one end of the yellow **Ethernet** cable into any of the four yellow **Ethernet** sockets on the back of your modem. Connect the other end to your computer's **Ethernet** socket.



You can now open your computer's web browser and visit vodafone.ie/setupwireless for tips and video tutorials, which will help you wirelessly connect your computer and other devices.

6. Connect using WiFi

You'll find your WiFi sticker in the box with the modem. This contains your WiFi password and WiFi name (SSID), which you'll need to connect devices to the internet.

If you're sure your internet connection is working, you can unplug the Ethernet cable. But keep the computer you're wirelessly connecting to nearby. This will help to avoid interference or going out of range. Once you're up and running, you'll be able to pick up WiFi anywhere in your house. You can now open your computer's web browser and visit vodafone.ie/

setupwireless for useful tips, which will help you wirelessly connect your computer and other devices. Once you know what operating system you're using, you can skip directly to the steps shown below:

Mac users:

In this guide you'll find the setup for **Mac 10.8**. If you have an older version, you'll find the setup guide on vodafone.ie/setupwireless

To check which version of the Mac operating system you have:

1. Click the **Apple** icon in the top left-hand corner of your screen
2. From the drop-down list, select **"About This Mac"**
3. The window that pops up will tell you which version your computer is running.

Windows users:


To check which version of **Microsoft Windows** you are running:


1. Click the **Start** button
2. Click **Run** or if you see a **"Search"** field click in it
3. Type **winver** and press **Enter** on your keyboard
4. The window that pops up will tell you which version your computer is running.

Modem Setup B: Non-Fibre Broadband

1. Connect your new Vodafone modem

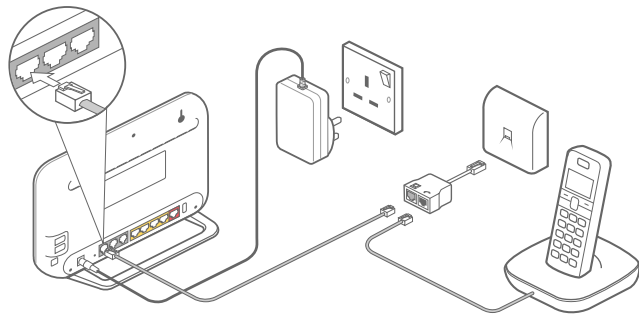
Connect one end of the grey (DSL) broadband cable to the grey port on the modem marked **DSL**

Connect the other end of the cable to the port on the **broadband splitter** socket marked with this symbol 


Connect your phone cable to the port on the **broadband splitter** marked with this symbol 

Plug the other end of the broadband splitter (marked "line") into your master socket on the wall with the second grey (DSL) cable provided

Connect the modem power supply into a mains socket, press the **On/Off** button on the side of the modem and wait for the lights.



2. Connect your telephone

Plug your telephone handset into the port on the **broadband splitter** marked with this symbol 

3. Filter any other extension socket

If you have another phone socket in use for an additional phone in your home, then you need to use the phone filter supplied within the modem box to manage the speed on your modem. To do this please:

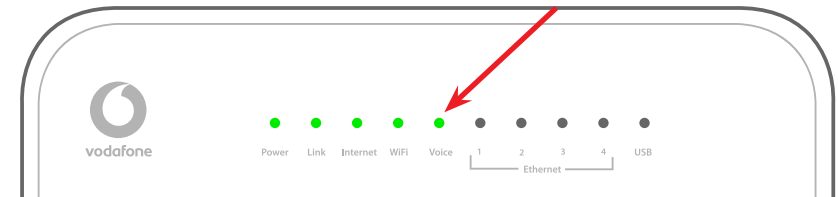
Unplug the existing cable from the extension socket.

Plug in the phone filter (the one in the modem box), then plug the device's cable into the filter.

Without a filter on all your phone sockets you may experience a slow and/or intermittent broadband connection. If you have more than two phone sockets in your premises, then you will need to purchase additional phone filters.

4. Wait for the internet light to turn green

Once the **Link** light on the modem stops flashing and stays solid, the **Internet** light will turn green.



This may take a few minutes.

Turn to Step '5' (Connect your Computer) on the other side of this guide.

How to get in touch

Visit vodafone.ie/tobi to chat to our Virtual Assistant, **TOBI**
Discover hints and tips for your broadband on our dedicated support page vodafone.ie/support

Call us on **1907**

Manage your account by using our self-serve site
vodafone.ie/athomeselfcare



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