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How to set up the Vodafone TV set-top box

This guide covers what you need to know to install Vodafone's new TV set-top box (STB). The process described was created for the pre-launch phase of Vodafone TV provisioning, starting 9 October 2017.

Background

From 1 November 2017, Chorus is supporting the full launch of Vodafone's new TV STB, by using this process to install the STB plus any in-home wiring that Vodafone's agreed to on the service order, needed to connect it.

This new installation work will mean many changes to the Provisioning and Assure Guide for Vodafone (ND0607), and the Vodafone CPE Inventory Stock Management Guide (ND0633) once we've agreed them with your service company. For now, the following process will take priority over the related content in those documents.

Introduction and installation guide video   ⌄

How to connect it all together

A Typical Vodafone TV Set Top Box contains:

1. Mains power supply to the STB
2. RJ45 Ethernet cable, connect the STB to the customer's Residential Gateway (or modem)
3. HDMI® cable connecting the STB to the customers television

Vodafone TV STB Setup

What the customer gets to enjoy with Vodafone TV ⌄

What you need to know

Technicians

Step 1 – what to look for on the service order ⌄

Step 2 – activate the Vodafone TV STB   ⌄

The Vodafone TV STB needs to be activated with Vodafone BEFORE you open the box, install it, or 'power-on'. Activate by calling an automated Vodafone STB Activations IVR (It's powered by Sky TV)

Have this information ready before you make the call

1. the Vodafone TV STB **serial number** ,and

2. the **customer's Vodafone customer number**

3. **Technician account number** = 98000

4. **Technician PIN** = 1111

Call Vodafone's STB Activation number

Call **0800 005 665** and follow the IVR prompts:

○ **Option 1** – to **activate a new STB** device

○ **Option 2** – to **swap an activated STB for a different new one**. Use this if you find that the new device you've just activated for the customer is faulty when you physically connect it.

Once activated

Connect the Vodafone TV STB to the TV and RGW, then power on.

The device will display a series of start-up screens – see NGA Provisioning & Assure Guide for
Vodafone (ND0607), for details.

When successfully connected

The TV will display "**Basic Connection Configuration Completed**".

The system will automatically check that the software version is up-to-date, and once updated will
restart. This should occur automatically but if it hasn't, select the MENU button on the STB universal remote control – this will display the configuration screen – then select the UPDATES option.

Once the software is confirmed as up-to-date, the Vodafone TV STB will then pair with the customer's Vodafone account and make available the channels and services that they have subscribed to

What if the STB fails to register as you use the IVR?

Call Vodafone on **0800 800 138** so that they may make arrangements to fix the problem.

If Vodafone is unable to fix it while you're on the call and on-site, they'll tell you what to do with the Vodafone STB - typical options are:

○ Leave it set up and plugged into the customers TV ready to go (Vodafone will fix the problem remotely, and work with the customer directly), OR

○ You'll take the unopened Vodafone TV STB box away with you for re-use at a later installation.

In either case, after talking to Vodafone sign the job off as complete.

If Vodafone asks you take the STB away, what happens next?

Vodafone may:

○ make further arrangements with Chorus, for you or another available techinican, to attend the job at a later date /time, OR

○ send the customer a new replacement Vodafone TV STB directly, this will mean the customer will be required to complete as a self-install

NOTE: If there's likely to be a long delay in sorting out a solution with Vodafone (e.g. due to a Vodafone or SKY provisioning system outage), talk to your field manager about whether to remain on-site with the customer.

Step 3 – where to install the STB   ⌄

Step 4 – demonstrate the on-screen Help   ⌄

Dispatchers

Dispatch information   ⌄

NGA Provisioning

Make sure that your technicians are aware of:

1. the number of STB units that they need to take to each Vodafone installation job and,

2. if any STBs have been ordered, which jobs they've been approved to install any extra in-home wiring (premise network wiring) that the customer might ask for during the installation. If Vodafone hasn't approved extra wiring on the order, then they won't pay for it.

NGA Assure

In the event of a faulty STB, Vodafone will work with their customer to make arrangements directly to resolve it.

They'll send a pre-activated replacement STB directly to the customer, togther with a self-addressed return courier bag. The customer returns the faulty unit back to Vodafones' agent.

Support Information

STB STOCK MANAGEMENT
(/stb-stock-management)

BILLING CODES AND PAYMENTS
(/vodafone-stb-billing-and-payments)

OUT OF BOX FAILURES
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