

Vodafone GigaTV

Frequently Asked Questions

Need help?

Get more information on Vodafone GigaTV në www.vodafone.al

Or write to us on Whatsapp +355699000140.

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How can I use Vodafone TV smart features?

You can open the Vodafone TV main menu by pressing the Menu button on the remote control. The main menu is divided into five columns, you can switch between the columns with the left and right navigation buttons in the middle of the remote control, or by going to the texts at the top of the columns (My TV, On now, On Demand, Apps). In the upper left you will find "Search", Here you can search by title, actor or director among the available movies and programs. Use the icons on the left to access the following features.

- Select TV Guide to watch programs from the last 7 days on each channel. Some of the contents of the last 7 days can be viewed, distinguished by a "Play" icon and for current programs, the "circular" icon indicates whether the content can be played from the beginning.
- Recordings: Here you can find and manage your recordings: delete, protect or modify the recordings you have already set.
- Kids Mode allows your child to watch TV safely. In Kids Mode, kids only watch shows that are appropriate for their age group. In this mode, you can create multiple profiles where you can enter the age, the name of the child and choose an avatar. In addition, the parent can set a regular sleep schedule or a countdown timer to turn off the TV automatically.
- On My TV, scroll down with the navigation button on the remote control to access: recordings; a list of favorite content; programs started earlier but not completed.
- In the section On Now, you will find programs of your most watched channels that you can access directly from the main menu.
- Video On Demand
- In the Apps section, you can use additional applications, such as YouTube, Amazon Prime, DaVinci Kids, Facebook Watch, France24.

How many devices can I use with Vodafone TV?

You can connect a total of 4 devices with your Vodafone TV subscription via Selfcare in the app, but you can watch live programs or other content on only 2 mobile devices at the same time.

What device can I use with the Vodafone TV app?

The Vodafone TV application can only be used by Vodafone TV subscribers. The mobile application is available on mobile devices and tablets with Android and iOS operating systems.

How do I search for different programs?

In the main menu click "Search" or click "Search Magnifier" on the remote control.

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How can I watch a live show from the beginning?

If the live show is being broadcast on one of the interactive channels (GigaTV Super), click the OK button to open the Program Details, where you can start the program from the beginning by clicking the Start Over button. Alternatively, you can use the TV Program by pressing the MENU button and selecting the TV Program menu item. On TV, use the arrow keys and navigation buttons on the remote to find the content you want to watch; in the case of a live broadcast, the circular arrow indicates that the program can be restarted. If the circular arrow does not appear next to a program, this indicates that the Start Over function is not available for that program.

What are GigaTV Super channels and which channels are included?

The channels part of the GigaTV Super list have special functionalities for the programs that are broadcast. All broadcast programs have the following set of features:

- Record
- Catch Up (can be viewed up to 7 days in the past)
- Start over
- Can be viewed on mobile or tablet.
- GigaTV Super channels are: RTSH, RTSH Fëmire, RTSH Film, RTSH Shqip, more channels coming soon...

Which programs can be viewed with Catch Up?

For programs of the last 7 days, a PLAY icon indicates that you can watch the program with Catch Up, and for programs that are currently being broadcast, the circular icon indicates that the content can be Played from scratch.

How can you see the details of the program?

While watching a live program, or if you select a program from the TV Guide, press the OK button on the remote control to view the program details.

How can you access HD quality TV channels?

If a channel is available in HD quality, Vodafone TV will provide it with that quality, usually indicated by the suffix 'HD' at the end of the channel name. The channel list does not include SD quality channels if they are provided in better HD quality.

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How can you register a program?

After turning on the STB, you can access the TV Guide from the main menu or by pressing the MENU button on the remote control and selecting the menu item TV Program. In TV Program, use the arrows and navigation buttons on the remote control to find the program you want to record, then press the OK button and click the 'Record' button. For series, it is possible to set the recording of the whole series or to record only individual episodes. You can also use the <recording button in the middle, marked with an 'R' in a red circle> on the remote control, which allows you to record the entire program that is currently being broadcast. In the case of individual programs, pressing the 'R' key once will record the program, pressing it twice will cancel the recording. For series: press once to record the entire series, press twice to record only the episode, press a third time to delete / record.

How many programs can I record in parallel?

You can record an unlimited number of programs in parallel, and you can save a total of 90 hours of content and save up to 90 days.

How many hours of content can I record?

You can record 90 hours in total, which you can save up to 90 days. In "Settings / Content settings" / "Records" you can find out how many hours have been recorded so far. Your recordings are stored in the cloud, which you can access at home via the STB or even on the go from your mobile or tablet from the Vodafone TV app.

What if it reaches 90 hours of recordings?

If it reaches 90 hours and you configure a new recording, the storage space will be optimized, and the older recorded programs will be deleted so that the new recording can be completed. If you have old content but want to save it and do not want it deleted automatically, you can save that recording. To do this, go to Recordings and select Protect Recording near that record so that you can save that record for up to 90 days. Of course, a protected record can be deleted manually in the same way as the Delete Recording option.

After how long will the recorded programs be deleted?

You can record a total of 90 hours, if you reach this limit, the oldest recorded content will be automatically replaced with the newest recording. Recordings older than 90 days will be automatically deleted regardless of whether the storage space is full.

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I have registered a program before, but I can not find it in my recordings. Why?

You can record a total of 90 hours, if it reaches this limit, the oldest recorded content will be automatically replaced with the newest recording. Also, entries older than 90 days will be deleted automatically. You may have accidentally pressed the <'R' Recorder> button several times while recording a program and the program has not been recorded.

What is a PIN code?

The PIN code is a four-digit number that can be used for the Parental Control function or for purchases, if enabled. The PIN code can be changed in Settings / Parental Controls / Manage PIN, the default value is (until changed) 1234.

What is parental control?

With Parental Controls, you have the ability to lock content or channels by entering an age rating or channel restriction, or a PIN that you can use to unlock it at any time. The PIN code can be entered in Settings / Parental Controls / Manage PIN, the default PIN code is 1234. Age Rating Options: 0/12 / X / Adult. You will need to enter a PIN code to view the age-rated programs and the age rating. When you select options, a description of that category appears on the screen. For example, if you select programs that are not recommended for children under the age of 12, parental control will also apply to programs that are not recommended for those under the age of 16 or 18. In the adult settings, you can choose whether the content for adult programs can be displayed on the TV show with the content description or if it should be completely hidden, and a PIN must be set to display the content. You also have the option to turn on the selected channels, regardless of age, which can be done in Settings / Parental Controls / Key Channels. You will then need to enter the PIN code to view the locked channels.

How can you change the subtitles or audio of a program?

To change the subtitles or audio language of a program, press OK on the remote control to display the program details. You can find the available subtitles under the Subtitles button and the languages under the Audio button, and you can change them there. You can also save subtitles automatically, regardless of the channel, in Settings / Accessibility / Subtitles. The setting saved here will be set for all channels and where the selected language is available, this will be the default setting.

Can I use my existing YouTube account?

If you have a previously registered YouTube account, you can also log in to the Vodafone TV YouTube app with your username and password, or you can start a new TV recording. You can also use the application without creating an account.

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What is Self Care?

You can use Vodafone TV Self Care to manage devices, such as a smartphone or tablet. To launch the application, press the MENU button on the remote control and navigate to the Self Care application, then press OK. On the page that opens after a few seconds, you will see the mobile devices connected to your subscription.

How do I remove a device?

To remove a device, select the device that you want to remove from the Self Care app and press OK. The Vodafone TV decoder will ask for the PIN to complete. If you entered it correctly, you will have to confirm once again that you want to remove the selected device.

Why am I not authorized to remove my device?

You can change devices once a month.

SET-TOP BOX

To use Vodafone TV, do I need to have a Vodafone internet connection?

No, as long as you have an internet connection it does not have to be with Vodafone.

If I do not connect the decoder to the internet, can I watch VOD or use applications?

No, to access VOD, applications or interactive channels must have internet connection.

How can I connect Vodafone TV?

The Vodafone TV decoder can be connected to a TV with HDMI only.

What is the minimum internet speed to use smart functionalities?

The minimum speed is 8 Mbps, but for a better experience we suggest 50 Mbps.

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MOBILE APP

If I am not a mobile customer with Vodafone, can I use the Vodafone GigaTV mobile app?

Yes, it is enough to have a Vodafone GigaTV subscription.

How can I login to the mobile app?

Username: CASID (you can find this on your TV box)

Password: a unique password will be given to you in our shops at the moment of activation

OR

1. Go to the Self-care App in the apps section in the main menu of Vodafone GigaTV
2. Click add device and a QR code will show up on the screen
3. Open the mobile app
4. Click QR code
5. Scan QR code

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