Vodafone TV application (Web, Mobil/Tablet, Smart TV)
Web interface (tv.vodafone.cz)   ⓘ

Requirements and information:
- Vodafone TV will run in EU countries (In other countries, we cannot guarantee the correct operation of the application).
- You can manage all devices through the My Vodafone self-service.
- The application can be registered on up to 10 devices, but you can always actively use it on a maximum of 2 devices at a time.
- The location services must be enabled on the device. (The website checks if you are in an area where it is possible to watch Vodafone TV, see point 1).
- Cannot be used when connecting a monitor via the VGA connector or when using a docking station.
- Both the laptop/PC and monitor must support HDCP encryption.
- Cannot be used over VPN.
- Supported browsers: Chrome, Firefox, Edge (in the case of Edge, you need to turn off hardware acceleration in "Settings" - "System").
- Minimum OS: Windows 8.1 and above (legal and updated).
- OS not supported: Linux and MacOS.

Most common known errors:
- **WA251** when logging in – It should be enough to clear cookies..
- **WT1806**, **WT1807**, **WT1809** – Device does not support HDCP encryption. (Not much to solve, except to buy better hardware that can do HDCP encryption). The device must have the correct date and time. It may also indicate an unsupported device.
- **WA103**, **WA108** when logging in - Wrong login name or password was entered.
- **WA104** – Account blocked (for 30 minutes), the only way to bypass the blocking is to create a new password in the My Vodafone self-service.

Mobile version (Mobil a Tablet)

Requirements and information:
- Vodafone TV will run in EU countries (In other countries, we cannot guarantee the correct operation of the application).
- You can manage all devices through the My Vodafone self-service.
- The application can be registered on up to 10 devices, but you can always actively use it on a maximum of 2 devices at a time.
- The location services must be enabled on the device. (The application checks whether you are located in an area where it is possible to watch Vodafone TV, see point 1).
- Cannot be used over VPN.
- Minimum OS: Android 5 and above, iOS 11 and above.OS.
- Not Supported: Kai OS, Windows Phone.

Most common known errors:
- **MG004** the app thinks the phone/tablet is rooted - Reinstall the app, if that doesn't work, contact Vodafone technical support.
- **MT1803** for Apple devices - It may not be an app error. Apple has a "privacy feature" in the settings where we can't detect the IP address on the device and this causes the MT1803 error.

TV version (Chytré televizory)

Requirements and information:
- For non-compliant TVs, the application is not even offered to download.
- You must have a TV connected to the Internet and you must be registered with a Google account to access the app store.
- On smart TVs you can watch Vodafone TV on a maximum of 2 devices simultaneously.
- It is not possible to create user profiles in the smart TV app.
- In the application for smart TVs, there is no possibility to sort programs yourself.
- There are programs for adults in the application for smart TVs.
- The location services must be enabled on the device. (The application checks if you are in an area where it is possible to watch Vodafone TV, see point 1).
- Cannot be used over VPN.
- Minimum OS: Android TV 5.0 and above (2017+ models).
- Unsupported OS: WebOS, Tizen (should be supported in 2023).
- The control of the application is determined by the type of smart TV - It is controlled by the settings of the TV remote control.

Most common known errors:
- **TAV103** – A problem with connectivity. We recommend restarting the Internet and then restarting the television from the electrical socket.
- **TAA103** - When logging in - wrong login name or password was entered.