What should I do if I have a problem with the image and sound of devices connected by a coaxial (antenna) cable?

- Vodafone uses several devices that require the connection of a coaxial (antenna) cable for their operation.

- The devices are:

- CA modul: A module with an embedded decoding card that is inserted into the TV slot and the TV itself is connected by a coaxial cable from the socket to the TV.

- Set-top box (all types of exUPC set-top boxes and Vodafone set-top boxes that are set for a coaxial network): The set-top box is connected to the rear input from the socket with a coaxial cable.

- Direct connection of a coaxial cable to the TV from the socket..

- In case you have a problem with the image stuttering or sound stuttering during live broadcasts:

- First, disconnect the coaxial cable connected from both sides, then plug it back in.

- If you have multiple devices connected across set-top boxes, CA modules and thus multiple coaxial cables or a hub, unplug and plug them back in all terminals up to the socket.

- Then restart the device (set-top box, or TV with a CA module or the coaxial cable itself).

- If the cable is visibly damaged, broken, or you have a spare available, try replacing it.

- Also try the replacement if the above steps did not help.

If none of these options help, you need to contact us on our customer line 800 770 077 or through the chatbot Tobi on our website.