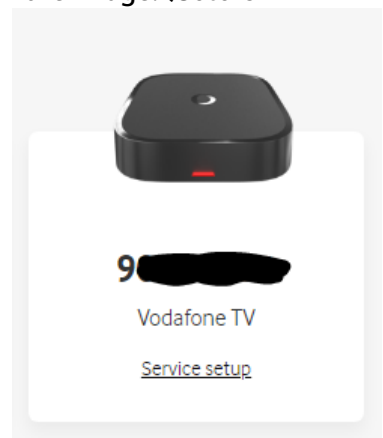


What should I do if I have a problem logging into Vodafone TV?

- You can start Vodafone TV on a smart TV, phone, tablet, website, etc.
- However, the same problem can occur with all variants and that is with logging into the application/website itself.
- **The basis is to have the correct login information**, but thanks to the multiple passwords that each of us has, it can be confusing.
- The login name is always in the form: **VTV9*******.
- The name is unchangeable, always in this form, it is your service number for the given TV service.
- So, if you forget your name, delete the SMS with login data, lose your phone, etc., you can find the login name in My Vodafone.
- When logging in to Vodafone TV, it is always necessary to add **VTV** in front of it.
- Your devices/services that you use can be seen directly on the overview of the home page, the service number is always below them.
- For TV service, it is below the set-top box image as shown in the image. (Colors will be different, set-top box dark on a white page)



- In its basic form, a password is a very long code, consisting of letters, numbers and sometimes characters.
- If such a password does not suit you or you have forgotten it, you can reset it in My Vodafone.
- On the picture where you see the number of your TV service, click on the Service setup option.
- In this section, if you scroll down slightly, you will see an overview of connected devices and below it the option to change the password.

Connected devices overview

You can register up to 10 mobile devices for watching Vodafone TV on up to 2 devices simultaneously.

Login username: VTV9 [redacted]

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| | | | |
|--------------------------|------------|------------|-------------------------------|
| <input type="checkbox"/> | [redacted] | [redacted] | Remove device |
| <input type="checkbox"/> | [redacted] | [redacted] | Remove device |
| <input type="checkbox"/> | [redacted] | [redacted] | Remove device |
| <input type="checkbox"/> | [redacted] | [redacted] | Remove device |
| <input type="checkbox"/> | [redacted] | [redacted] | Remove device |

Want to sign in to Vodafone TV? Just click the button below and set a new password.

If you have already been logged in to the application, do not forget to enter a new password on all your devices the next time you use it.

[Change password](#)

- You do not need to know the original password to change your password.

I changed the settings and it still doesn't work.

- If you have failed to log in more than once, after three unsuccessful attempts, the application will be blocked, but only for a certain period of time (30 minutes).
- Changing the password in the My Vodafone app does not shorten this period, so you need to wait for some time.
- Incorrectly entered data can be recognized by the error code that each platform/device will show you.
- If the error ends with the number 103, you are not entering something correctly, name or password.
- If you already see error 104, the service is blocked, so you need to wait 30 minutes and check which data is wrong or written incorrectly.
- It doesn't even have to be incorrect data, some letters such as i and l or B and 8 are difficult to recognize, so it's a good idea to check them several times or, if you don't like it, change it to your own password in My Vodafone.

If none of these options help, you should contact our technical department on
800 770 077 or via the Tobi chatbot.
