

Installation guide

1
Activate



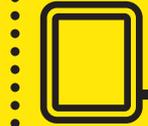
 1 min

2
Get ready



 10 mins

3
Install Virgin
Broadband



 30 mins

4
Install
Virgin TV



 20 mins

5
Install
Virgin Phone



 5 mins



Step-by-step instructions on how to:

1 Activate

Step one is to call us and activate your services. Make sure you have your account number and area reference to hand – they will be on the email we sent you – then call us on **0800 953 9500**.

2 Get ready

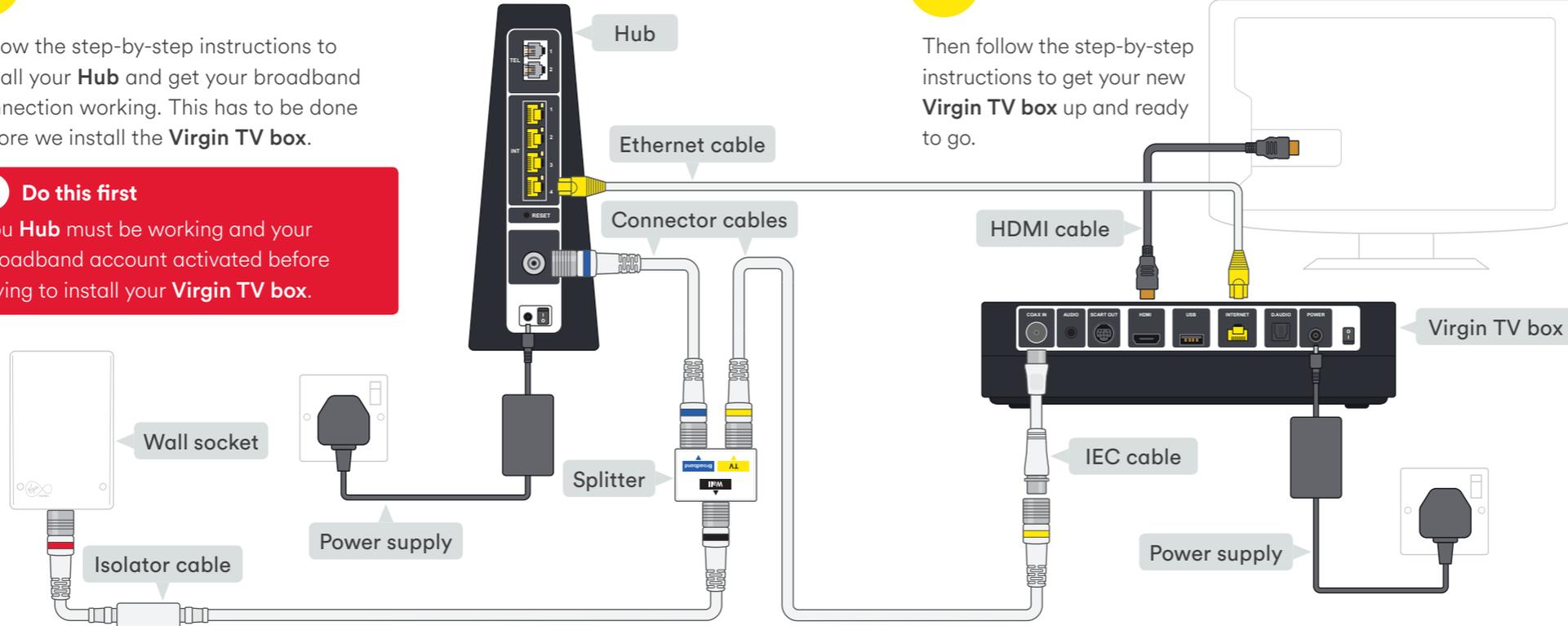
Once activated we will go through a few steps that will get you ready to do the install. Once that is done we're ready to get started on the fun stuff.

3 Install Virgin Broadband

Follow the step-by-step instructions to install your **Hub** and get your broadband connection working. This has to be done before we install the **Virgin TV box**.

! Do this first

You **Hub** must be working and your broadband account activated before trying to install your **Virgin TV box**.

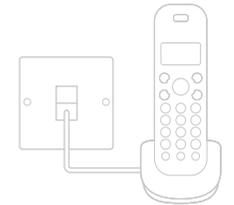


4 Install Virgin TV

Then follow the step-by-step instructions to get your new **Virgin TV box** up and ready to go.

5 Install Virgin Phone

Finally, we'll get your home phone connected.



+ Customise your remote

Make life a little simpler by customising your **Virgin TV box** remote to control some functions of your TV.

Setting up your new kit couldn't be easier.

Just follow the step-by-step instructions in this guide and we'll have you up and running in about an hour.

1 Activate your services

If you haven't done so already, call our automated line on **0800 953 9500** to activate your services. It'll only take a minute.

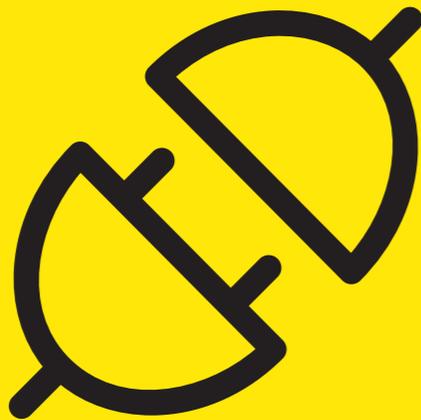
You will need to have your account number and area reference to hand. You can find them in the welcome email we sent you. Doing this now means there are no delays in accessing your live services when you're all set up.

This section will take about  1 min



Activate





2 Get ready

In this section we'll be setting up ready to begin the install.
You'll need:



Splitter



Connector cables x2



Isolator cable



IEC cable



Hub power supply
(this has a blue label)



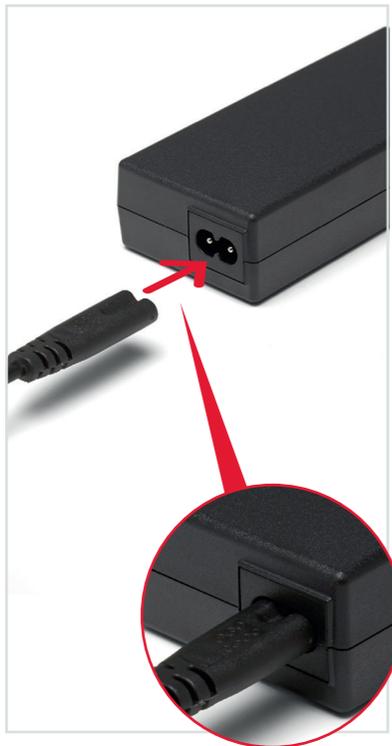
Virgin TV box
power supply

This section will take about  10 mins



2.1

Connect the **power supplies** for both the **Hub** and the **Virgin TV box**.



2.2

Connect the end of the **isolator cable** with the **black band** to the socket marked **'Wall'** on the **splitter**.

i Just push to fit

Firmly push the end of the cables into the sockets. You can test they're secure by checking they don't move when pulled gently.



2.3

Connect one end of the **connector cable** with the **blue band** to the socket marked **'Broadband'** on the **splitter**.



2.4

Connect one end of the **connector cable** with the **yellow band** to the socket marked **'TV'** on the **splitter**.



2.5

Finally, push the short **IEC cable** into the other end of the cable with the **yellow band**. This is the end that will connect to your **Virgin TV box**.



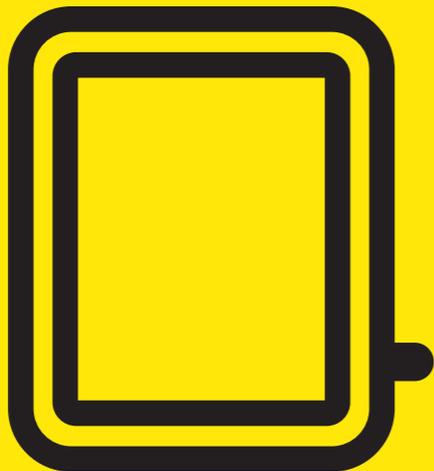
Great!

That's all the boring bits done. We're now ready to install your new equipment.

You should be enjoying all of your new services from Virgin Media in less than an hour.

Have you called to activate?

If you haven't done it yet you need to call us to activate, otherwise you may suffer delays in accessing your services. Make sure you have your account number and area reference to hand – you can find them in the email we sent you – then call on **0800 953 9500**.



3 Install Virgin Broadband

In this section we will be getting you online. You'll need:



Hub



Power supply assembled
(this has a blue label)



Ethernet cable



Assembled splitter and cables

This section will take about  30 mins





3.1

Take the **red banded** end of the **isolator cable** and push it firmly into the Virgin Media socket on your wall.



i Socket doesn't look like this?

Some older sockets may have NTL or Telewest written on them. Some new sockets may look like one of the below. The socket you need will be marked with the Virgin Media logo.



3.2

Find the **blue banded** end of the **connector cable** and connect it to the socket of your **Hub**. Push it firmly into place.



3.3

Connect one end of the **ethernet cable** provided to the **Hub**.



3.4

Plug the **power supply** with the blue label into a mains socket.



3.5

Connect the **power supply** to the **Hub**, switch on at the mains socket and then switch on the **Hub**.





Before you move on

Your **Hub** will now download the latest software and get ready to go online. The lights on your **Hub** will flash throughout this process and it may turn on and off a few times. When it is ready the white light at the base will turn white and stay on steadily.

The download may take up to 30 minutes, so you might want to make yourself a cuppa while waiting for the solid white light.



Up to  30 mins

3.6

Your new WiFi network will be called something like **VM123456**.

The connection details are on the base of your **Hub** and on a removable card as shown here.

If you're familiar with connecting to WiFi networks you can use these details to connect now or follow 3.7 for more detailed instructions.

However you connect you must complete the instructions in section 3.8 before moving on.



3.7

I want to connect with a tablet or mobile

Connecting to WiFi is very similar on Android or on iOS. On your tablet or mobile go to the settings area. Select WiFi from the list of options. Make sure it is on.

Your device will list all nearby WiFi networks. The one that you are looking for will be called something like **VM123456**.

i Lights on your Hub

During installation the lights will flash regularly. Once the installation has finished those lights are used to tell you if there are any issues with the **Hub**. If any of those lights are lit, or the base light is any colour other than white, your Hub may be having connection issues. Take a look in the **Hub** services guide for more information on what to do if that happens.

-  WiFi
-  Internet connection
-  Phone (not used)
-  Base status light



Click on that network and you will be asked to enter your password.

The information on network name and password can be found on the base of your **Hub** or on the pull-out card as shown in 3.6.



I want to connect with a Windows computer

Finding your network is easy but it's a bit different depending on which version of Windows you have. For **Windows 10, 7** and **Vista** you're looking for a network icon in the bottom right of your screen. It might look like:



For **Windows 8**, that network icon can be found in the settings area, which is on the home screen marked by a



Your WiFi network name will be something like **VM123456**.

Connect manually

To connect manually with Windows find the network on your computer first, click the connect button and then enter the **WiFi password**. Click to confirm.

Use Push 2 Sync

If you use Windows you can Push 2 Sync with WPS to connect. Find the network on your computer, click the connect button and then press the **WPS button** on your **Hub** until it flashes. It should automatically connect.



I want to connect with a Mac computer

On Mac OS a list of networks can be found under the WiFi icon at the top of your screen. If this icon isn't there you'll need to go to System Preferences > Network > Airport.

Your network name will be something like **VM123456**.

To connect manually with Mac OS first, find the network on your computer. Click the network name then enter the **WiFi password** and click **OK** to confirm.



i Trouble with WiFi?

If for any reason you're having trouble setting up WiFi you can connect to the **Hub** with an **Ethernet cable** and use the internet to help you troubleshoot the issue.

3.8

Almost there.

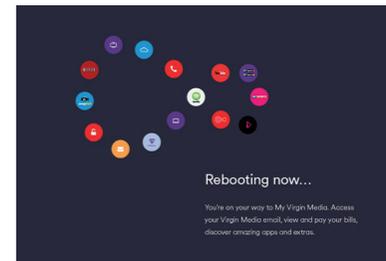
To get online please open your browser and enter **virginmedia.com/activation** (this page may automatically appear).



Please follow the on-screen instructions to register for My Virgin Media. This is your online account management area which allows you to fully manage your services.

You should also select the options for parental controls (if not selected already) and free anti-virus software from F-Secure.

F-Secure is our internet security partner. If selected, a separate email with instructions to install the software will be sent.



When complete you will need to reboot your **Hub**. Once the **Hub** has restarted and the base light is showing solid white your broadband installation is complete.





4 Install Virgin TV

For this section you will need:



Virgin TV box



Power supply assembled



Remote

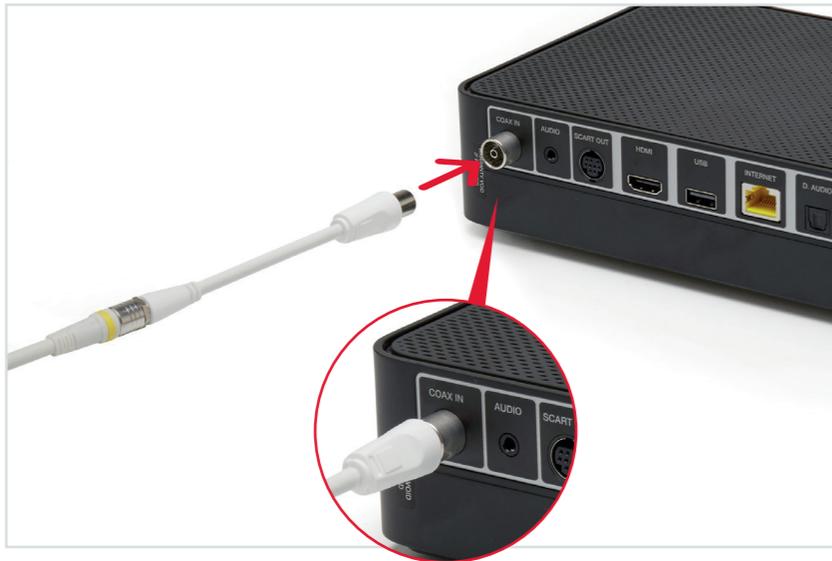


HDMI cable

This section will take about  30 mins

! Are you online?

You need to have activated your broadband account before attempting to install your new **Virgin TV box** otherwise it will not be able to update its settings. For details on activating your broadband account see section 3.8.

**4.1**

Connect the **IEC cable** you attached to your **yellow banded connector cable** to the socket on the rear of your **Virgin TV box**.

4.2

Connect the other end of the **ethernet cable** from your **Hub** to the rear of your **Virgin TV box**.

If your **ethernet cable** won't reach you can connect by WiFi but we recommend a cable connection where possible.

**4.3**

Use the **HDMI cable** to connect from your **Virgin TV box** to your TV. Take a note of the number of the HDMI port you have connected to.

**4.4**

Plug the **Virgin TV box** into a nearby mains socket.

**4.5**

Connect the **Power supply** to the back of the **Virgin TV box**.



4.6

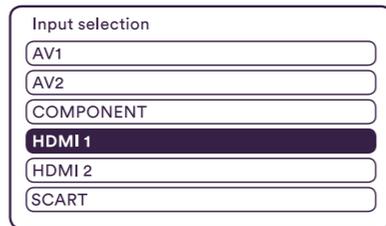
Switch on at the mains socket and then use the switch at the back of your **Virgin TV box** to turn it on.



4.7

Using your TV remote push the Input, AV or Source button. It may also be a button with this icon: . You should see a list of the input ports for your television. Select the input that relates to the port you connected the **HDMI cable** to.

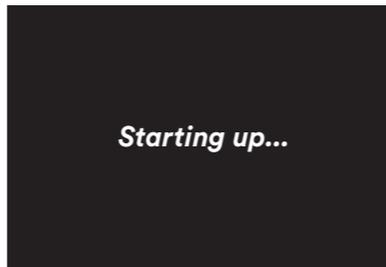
Example:



i Using the right remote?

You need to use your TV remote for this bit. Your **Virgin TV box** remote won't work for finding your HDMI port.

Once selected you will see the **Virgin Media** start up screen. It may look like this.



i Connection trouble?

Your **Virgin TV box** will automatically test the connection strength to the internet. If the connection is weak or borderline, a connection strength indication will be shown. Please follow the on-screen instructions to improve your connection.

4.8

Pull the tab out of the back of your **Virgin TV box remote** to get the remote ready.



4.9

Allow the install sequence to run through. The screen may repeat itself and go blank for a few seconds as the latest software is installed.

Please don't turn off the box during this process and press OK when requested. When complete you'll see the **Home screen** appear.



4

Install Virgin TV

Can't use Ethernet?

If for any reason your **Hub** and your new **Virgin TV box** are more than 3 metres apart you won't be able to use the **ethernet cable** provided. If you have a longer cable available please use that.

We recommend a direct cable connection as this ensures the best possible performance from your **Virgin TV box**.

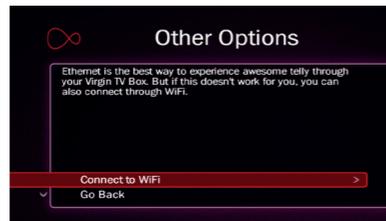
If you do not have a longer cable available it is possible to use WiFi to connect your **Hub** and your **Virgin TV box**.

Connecting with WiFi

During the set-up process if your **Virgin TV box** can't find an **Ethernet** connection to your **Hub** it will show this screen.



Select **Other Options** with your **Virgin TV box remote**, then choose **Connect to WiFi**.



A list of local networks will be displayed. Look for your network name. Unless you have changed it, it will look something like **VM123456**. You will then be asked for your password which you should enter using your **Virgin TV box remote**.

**Can't see your network?**

If your network isn't visible in the list you can click on **Enter network name** to search for it manually.

5

Install Virgin Phone

5 Install Virgin Phone**Taking phone as well?**

If you're taking the phone service from us, you should have had a card through the letterbox confirming your new Virgin Phone is live and telling you your new number.

i Transferred your old number?

If you've decided to transfer your old number to us, please remember this may take up to 10 days. In the meantime you can use the temporary number we've supplied. We'll be in touch when the transfer is complete.

This section will take about  5 mins





5.1

Plug your phone into the phone socket. The correct socket will look like the below, with the port being in the bottom section of the socket. It may be marked with a Virgin Media, Telewest or NTL logo.



All done!

Congratulations, your new services from Virgin Media are all set up and ready to use.

i Don't know your number?

If you didn't get a door card letting you know your phone number, please dial **174** to find out what it is.

Explore further

Check out the discover guides, they have loads of great information about how to get the most out of your new kit.



You can also go online to see our how-to's and top-tips at my.virginmedia.com/discover

Customise your remote

Make sure your TV and your **Virgin TV box** are switched on. Cover the front of your Virgin TV remote and press and hold down **Clear** and **TV** at the same time until the light on top of the remote flashes green twice.

Enter the code **0999** to access the TV code database. The LED will flash green twice. Press Channel up repeatedly until a code turns off your TV.



Press and hold the  button for 5 seconds to turn it back on. Press volume and mute to check that your remote is controlling your TV. If it works press **OK** to store the code. The LED will flash again.

i Didn't work?

If you didn't get a response, or the LED flashed red, repeat these steps. Don't go through the channels too quickly.





V 6 T R I P O 1 1 7



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