

# Installation guide

**1**  
Activate



 1 min

**2**  
Uninstall



 10 mins

**3**  
Install Virgin TV



 30 mins





**Getting your new Virgin TV box installed couldn't be easier.**

Just follow the step-by-step instructions in this guide and we'll have you up and running in about 40 minutes.

# 1 Activate your service

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

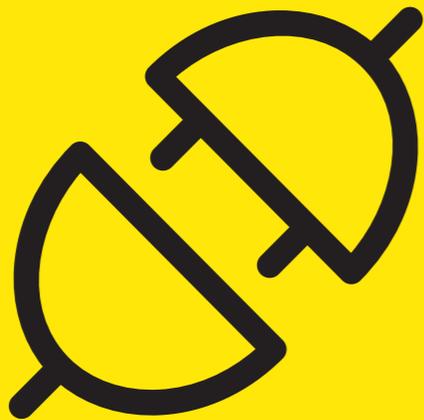
You will need to have your account number and area reference to hand. You can find them in any recent bill or email from us. Doing this now means there will be no delays in accessing your live services when you're all set up.

This section will take about  1 min

1

Activate





## 2 Uninstall

In this section we will be uninstalling your old box. If you need a spanner to undo your connector cables, you'll find one in the box we sent.



Spanner

This section will take about  10 mins



## 2.1

Switch off at the socket and unplug the old box.



## 2.2

Switch off your old box at the back and remove the **Power supply lead**.

**Warning**

Please keep your old TV box and power supply together. Do not re-use the power supply with any other device.



## 2.3

Remove the connector cable. You may need to use the **Spanner** provided.



## 2.4

Remove the **HDMI** or **SCART** lead that connects your old box to your TV. If you are currently using **SCART** you should remove this from your TV as well.



**i Tip**

You don't need to remove the other connector cables from the splitter or the wall socket, as we'll be re-using those later.

**i What to do with the old kit?**



If you're returning it to us there will be a **Collect+** letter in the box that your new **Virgin TV box** came in. If you aren't returning it to us, it will need to be recycled. You can find information on how best to do that at [recycle-more.co.uk](http://recycle-more.co.uk)

## 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 TV

For this section you will need:



Virgin TV box



Power supply



Ethernet cable



IEC cable



Remote



HDMI cable

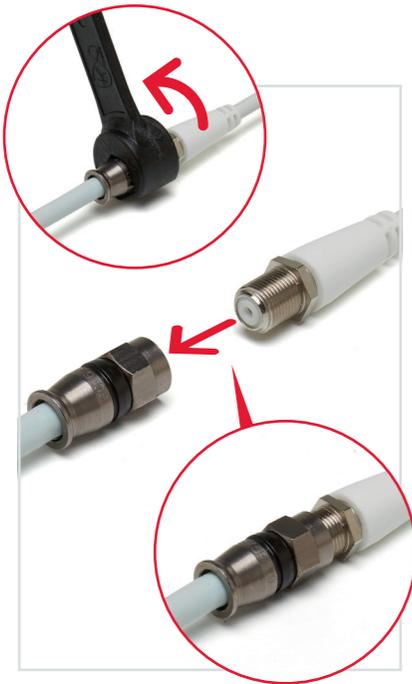


Spanner

This section will take about  30 mins

**3.1**

Connect the short **IEC cable** to the connector cable that was plugged into your old TV box. Depending on the cable type this may require the **Spanner**.

**3.2**

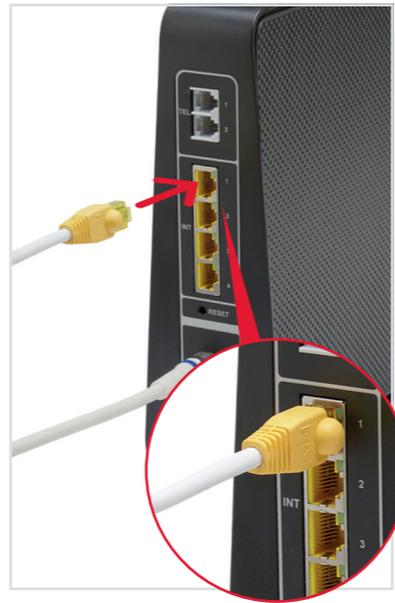
Connect the **IEC cable** to the socket on the rear of your new **Virgin TV box** by pushing it firmly into place.

**3.3**

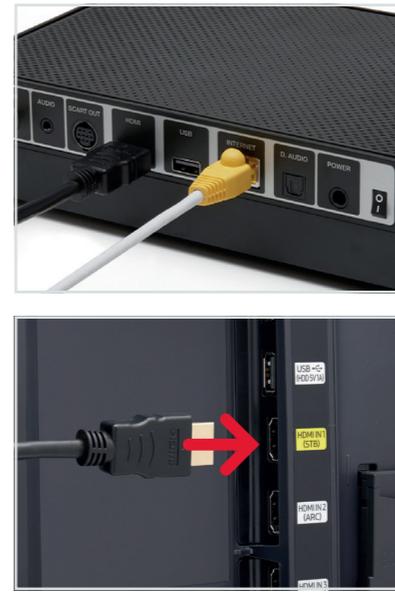
Connect the **ethernet cable** to the rear of the new **Virgin TV box**.

**3.4**

Connect the other end of the **ethernet cable** to your Hub. If your **ethernet cable** won't reach you can connect by WiFi but we recommend a cable connection where possible.

**3.5**

Use the **HDMI cable** to connect your **Virgin TV box** to your TV.

**3.6**

Connect the lead to the power pack of the **Power supply** and then plug your new **Virgin TV box** into a nearby mains socket.



**3.7**

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

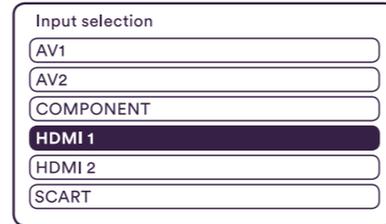
**3.8**

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

**3.9**

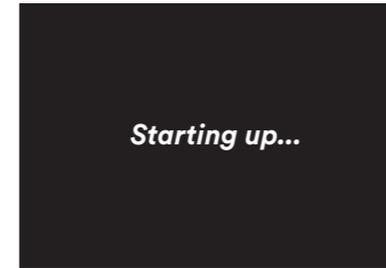
Using your TV remote push the Input, AV or Source button. It may also be a button with this icon: . You should see a list of the input ports for your television. Select the input that relates to the port you connected the **HDMI cable** to.

**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.

**3.10**

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

**3.11**

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.



## Swapping another box?

If you have a second **Virgin TV box** that's not TiVo, we recommend you now swap that box with the TiVo box you have just removed.

Simply remove the power and connection cables and swap over. Please ensure the correct power supply is used.



Once installed, check out your new Virgin TV service guide for details on how to access recordings from another box and other cool stuff.

### What to do with the old kit?



If you do swap your box please recycle the TV box you replace properly. You can find information on how to recycle your old box here [recycle-more.co.uk](http://recycle-more.co.uk).

## 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.

## All done!

Your new **Virgin TV box** is ready for you to enjoy.

## Explore further

Check out the discover guide – it has loads of great information about how to get the most out of your new **Virgin TV box**.



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

### 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.





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