

# Installation guide

**1**

**Install your  
Broadband**



 30 mins

**2**

**Install  
your TV**



 30 mins

**3**

**Install  
your Phone**



 5 mins



## This guide contains step-by-step instructions on how to:

### 1 Install your Broadband

Follow the step-by-step instructions to install your **new Hub** and get your broadband connection working. This has to be done before we install your **Virgin TV V6 box**.

#### ! Do this first

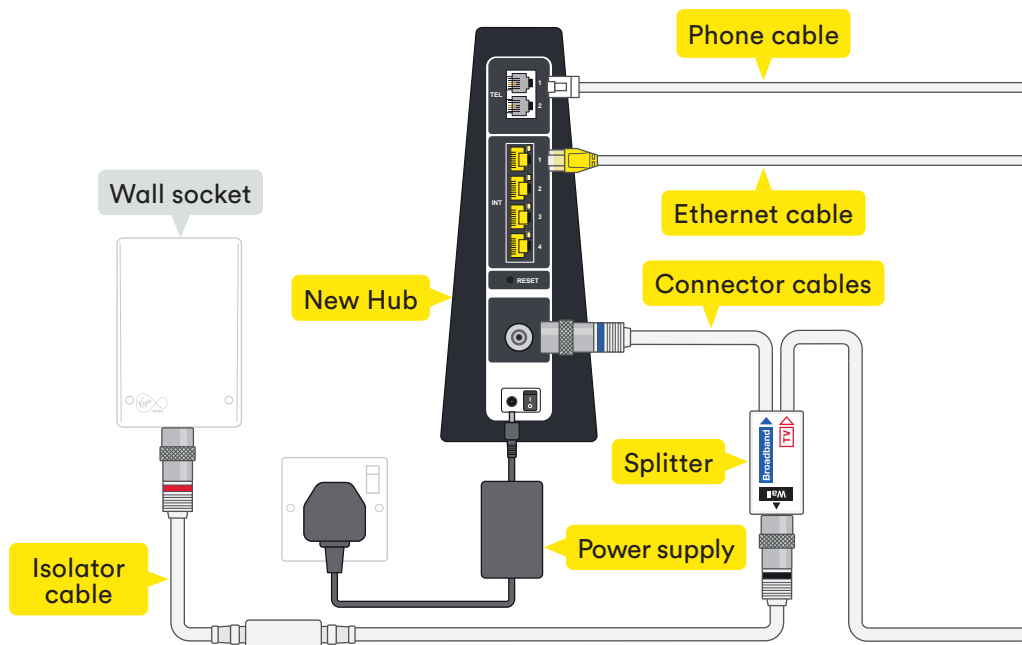
Your **new Hub** must be working and online before you install your **new box**.

#### ! Automatic activation

Our new boxes automatically activate when connected correctly to the Virgin Media wall socket, please follow these instructions to get set up.

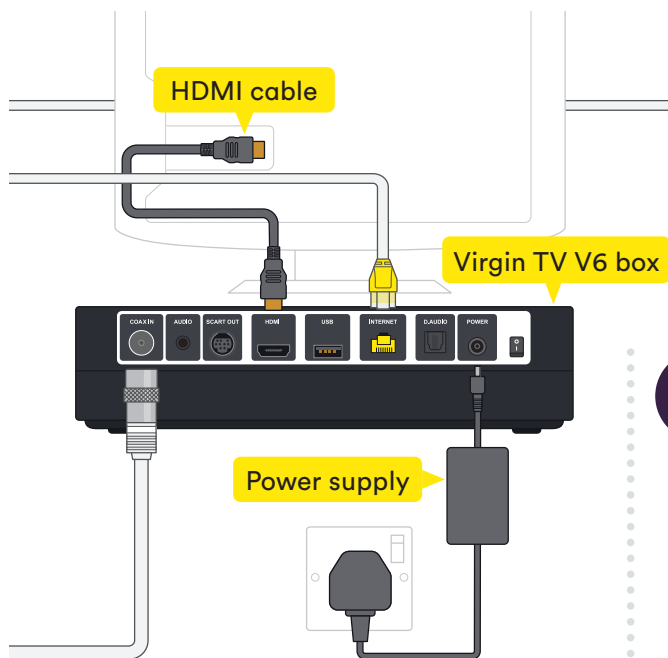
#### ! Virgin TV V6 box remote

Please don't pull the tab out of your **new remote** until your **new box** is switched on.



## 2 Install your TV

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



## 3 Install your Phone

Finally, we'll get your home phone connected.



## + Customisation & extras

Once the install is complete this section will show you how to get the most from your new kit, including services like Virgin TV Go.

Turn the page to get started







# 1

## Install your Broadband

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



Hub



Hub power supply  
(this has a blue label)



Connector cables



Isolator cable

This section can take about  30 mins

1

Install your Broadband



5

# 1

## Install your Broadband



6

### 1.1

Connect the end of the **1.5m isolator cable** with the **black band** to the socket marked '**Wall**' on the **connector cables**.

#### **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.



### 1.2

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



#### **i** Different kind of wall socket?



If your wall socket has a plug attached to it, please make sure it's plugged in and turned on at the wall.



Some flats or apartments may have this style socket.

### 1.3

Find the cable with the **blue band** on the end and connect it to the socket of your **new Hub**. Push it firmly into place.



### 1.4

Connect the **Ethernet cable** to your **Hub**. Push it firmly into place.

Your ethernet ports may face the opposite direction to the ones shown below.



#### **i Where to put your Hub**

You'll get the best performance from your **Hub's** WiFi if it is upright, out in the open and at least 1 metre away from cordless gadgets. If you have trouble with the quality of your WiFi signal please check out the tips in WiFi Wins at the end of this guide.

1

Install your Broadband



# 1

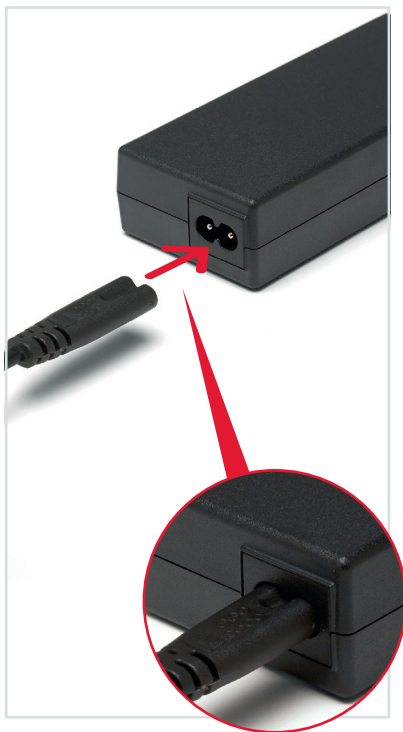
## Install your Broadband



8

### 1.5

Connect the **power supply** for your **Hub**. It is the one with the blue label on the wire.



### 1.6

Plug the **power supply** into a mains socket.



### 1.7


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



## Getting you connected

Your **Hub** will now make a connection to our Fibre network. This will take a few minutes and the lights on your **Hub** will flash as it connects.



When the WiFi light  is on and the base light is solid white you are ready to move on. The arrows may still be flashing green.

### **30 minutes**

Once your Hub is connected, it can take up to 30 minutes before your connection is stable. Check that all your cables are securely connected.

#### Connection issues?

If you're still having trouble connecting after following all of the steps, waiting 30 minutes for your Hub to set up and making sure the connections are secure – call us on **0800 953 9500**.

## 1.8

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.



# 1

## Install your Broadband





If you're familiar with connecting to WiFi networks you can use these details to connect now or follow the more detailed instructions in section 1.9.

However you connect you must complete the instructions in section 1.10 before installing your **new box**.

#### **Example only**

Please check the details on your **Hub** – the details shown here are just an example.

## 1.9

### 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**.

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 1.8.

### 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.

## Connect with WPS

If your computer supports WPS you can use it to connect. Find the network on your computer, click the connect button and then press the **WPS button** on your **Hub** until the WiFi light 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.



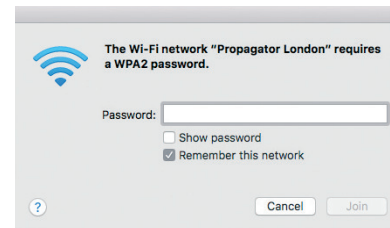
If this icon isn't there you'll need to go to System Preferences > Network > Wi-Fi.

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

### ! Get more from your WiFi:

Check out our WiFi Wins in the Customisation & extras section.

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 your **Hub** with an **Ethernet cable** and use the internet to help you troubleshoot the issue.

1

# Install your Broadband





## 1.10

### Almost there

To help provide your household with a safer internet experience, Virgin Media's Web Safe products, Child Safe and Virus Safe, are now automatically switched on.

**Web Safe** is included at no extra cost for Virgin Fibre customers and helps to protect devices that are connected to your home network as follows:

**Child Safe** helps block access to websites that are unsuitable for children. As the account holder, you can personalise your Child Safe settings at any time in My Virgin Media.

**Virus Safe** filters help to protect your device against websites that might be fraudulent or contain viruses.

As the account holder, you can adjust the level of protection Web Safe offers, or turn the products on or off at any time.

Please note, you'll need to go through the registration process if you want to change your Web Safe settings. Just go to [virginmedia.com/myvirginmedia](https://virginmedia.com/myvirginmedia) and click 'Register'.

#### My Virgin Media

Register or sign in to manage your account.

[Sign in](#)[Register](#)

Your Web Safe settings can be found in My Virgin Media under 'My Apps'.



Virgin Media Web Safe will help to protect your devices and family online, but we can't guarantee that it'll block all inappropriate or harmful content.

For further information please visit our FAQ page at [virginmedia.com/help](https://virginmedia.com/help).



## Scan your WiFi



You can use the Virgin Media Connect App to scan your home for WiFi blackspots.

Once you've downloaded the app you can also:

- Reboot your Hub 3 without leaving the sofa (and tackle common connection problems)
- Connect to Virgin Media WiFi hotspots when you're out and about
- Share your WiFi password with guests

Download for iOS or Android



1

Install your Broadband





# 2 Install your TV

For this section you'll need:



Virgin TV V6 box



Virgin TV V6 box  
power supply



Virgin TV V6  
box remote  
(do not pull red tab)



HDMI cable

This section will take about  30 mins

2

Install your TV



# 2

## Install your TV



16

### 2.1

Attach the **connector cable** with the **white end** to the socket on the rear of your **new Virgin TV V6 box** by pushing it firmly into place.

#### **i Did you know?**

Your **box** remote uses radio so you can hide it away and still control it. For more information see Customisation & extras at the end of this guide.

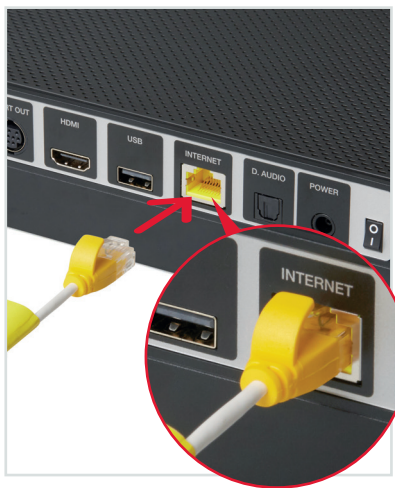


### 2.2

Connect the other end of the **Ethernet cable** to the rear of your **box**.

#### **! Are you online?**

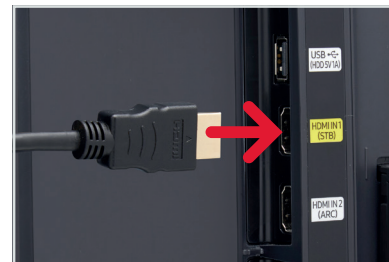
You need to fully install your broadband and select your settings before attempting to install your **Virgin TV V6 box**.



### 2.3

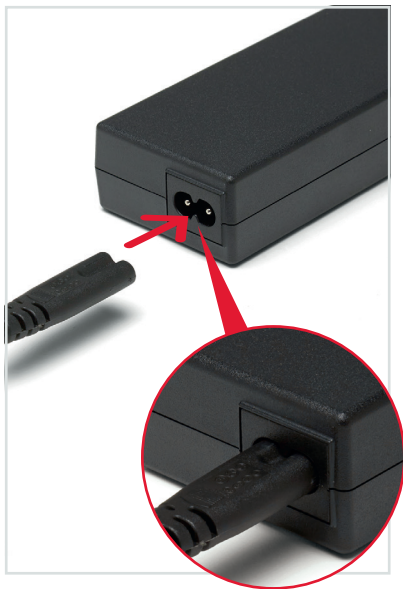
Use the **HDMI cable** provided to connect your **box** to your TV. Take a note of the name of the HDMI port you have connected to, e.g. HDMI 1.

If you have a 4K TV make sure you connect to a 4K compatible HDMI socket.



## 2.4

Connect the **power supply** for your **Virgin TV V6 box**.



## 2.5

Plug your **box** into a nearby mains socket.



## 2.6

Connect the **power supply** to the back of your **box**.



# 2

## Install your TV



# 2

## Install your TV




18

### 2.7

Switch on at the mains socket and then use the switch at the back of your **box** to turn it on. You will see an amber light on the right hand front side of your **box**.



### 2.8

Turn on your TV, then using your TV remote press the **Input, AV** or **Source** button. It may also be a button with this icon: . Select the correct HDMI input for your **box**.

**Example:**

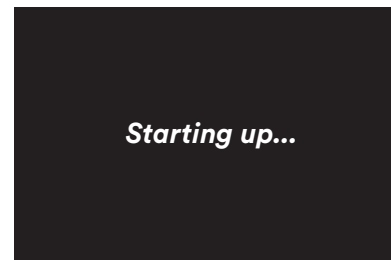
Input selection
AV1
AV2
COMPONENT
<b>HDMI 1</b>
HDMI 2
SCART

#### Using the right remote?

You need to use your TV remote for this bit. Your Virgin TV V6 box remote won't work for finding your HDMI port.

### 2.9

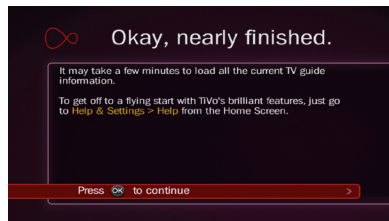
When you see the Starting up screen, you can pull the tab out of your **Virgin TV V6 remote**.



## 2.10

Your **box** will now download the latest software.

At the end of the update you will see the following screen.

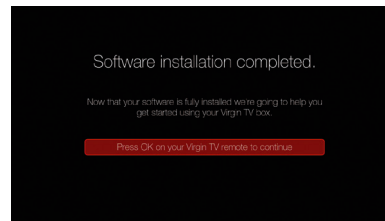


### ! 30 minutes ⌚

The download will take up to 30 minutes and will involve 2-3 restarts where the screen will go back to the Starting up screen, so don't worry if you see the welcome and starting screens several times.

## 2.11

Press **OK** and you will see this confirmation screen:



When you press **OK** again we will run a speed check to ensure everything is working properly. You will then be shown how to **program your new remote** to control your TV.



# 2

## Install your TV



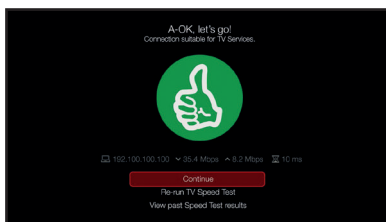


## Connection trouble?

Your box will test the connection strength and show one of the following.

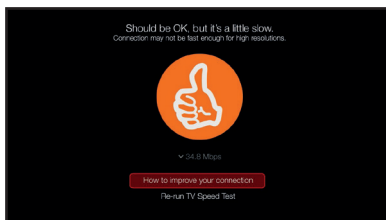
### Green thumbs up?

Your **Virgin TV V6 box** has a good connection to your **Hub** and you're all set.



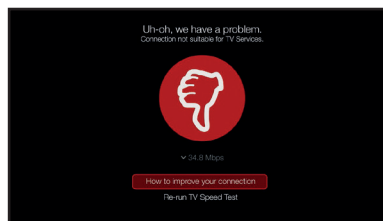
### Amber thumbs up?

The connection is a little slow, so you may have some issues streaming at high resolution.



### Red thumbs down?

Your connection isn't good enough for TV services.



If you do not get a **green thumbs up**, check the Ethernet cable connection on both your **box** and your **Hub**, then follow the onscreen instructions.

## 2.12

You will now be given the option to set up your remote so it can control your TV. To do this follow the instructions on screen.

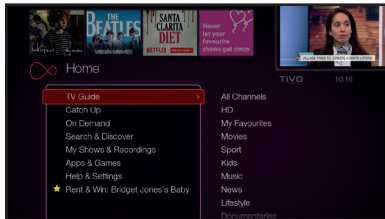
If you would rather do this later you can select **No thanks, maybe later**.

Instructions on how to set up your remote control can be found in the Customisation & extras section at the back of this guide.



## 2.13

When complete you'll see the home screen.



## All done!

Congratulations, your **TV box** is all set up and ready to use.

# 2

## Install your TV





## Can't use the Ethernet cable?

The Ethernet cable can be detached from the other cables to extend its reach, however, if your **Hub** and your **box** are more than 3 metres apart you won't be able to use it. If you have a longer cable available please use that.

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

If you do not have a longer cable available you can use WiFi to connect your **Hub** and your **box**.

### Connecting with WiFi

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



### Connect with WPS

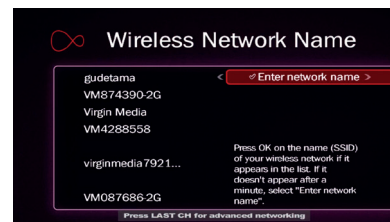
To connect using WPS press the **WPS button** on your Hub until the light flashes, then press **OK** on your remote to continue. Your **box** will attempt to connect automatically.

If the connection fails, select **try again** to return to the Connect to WiFi screen and follow the connect instructions below.

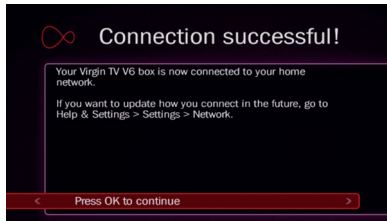
### Connect manually

From the Connect to WiFi screen select **Search for WiFi networks** with your remote and press **OK**.

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 new remote.



Once connected you will see the following screen – press **OK** to continue.



Your TV box will now download the new software and restart.

Once restarted the installation screens indicated in 2.9 to 2.13 will complete. Don't forget to set up your remote as explained in 2.12.

#### **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.

## 2

### Install your TV





# 3 Install your Phone

For this section you'll need either:



Phone cable



Adaptor

## **i** Not taking Virgin Phone?

Skip ahead to the next section if you have a second TV box or to the final section where you can find out how to make the most of your new services from Virgin Media.

This section will take about  5 mins

3

Install your Phone



25



## 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. When your phone is ready you'll receive an email and a text message.

### **i** Don't know your number?

If you didn't get an email and text message letting you know your phone number, please dial **174** to find out what it is. You may get a call back from this.

## 3.1

First, disconnect the cable from the back of your phone. It should pop out easily but depending on your phone it may need a bit of elbow grease. Once you've removed the cable, replace it with the one we have provided.



## 3.2

Next, plug the other end of the new cable into the top grey port, Port 1, on the back of your **Hub**.



### 3.3

Allow a couple of minutes for the phone to be recognised by the **Hub**. Then check the phone for a dial tone, and make a test call to check everything is working.

#### **i Can't remove the cable?**

If you can't remove the cable from your phone, you'll need to use the adaptor provided. Simply plug your existing cable into the adaptor and then plug the adaptor into the top grey port, Port 1, on the back of your Hub.



### No dial tone?

Make sure you are using the new cable or adaptor. If your phone is still not working, press the WPS button on the front of your Hub. A green phone icon should flash showing the phone is set up. If the phone light is red or not showing, check the connections to your Hub, reboot and try again.

#### **! Use the cable provided**

Even if the connections on the existing cable in your phone look like the one we've sent, you will still need to change it. The connections may be slightly different and it could mean your services will not work.

### All done!

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

3

Install your Phone







# Installing a second Virgin TV box

Select your TV box:



Virgin TV V6 box  
follow



Page 30



TiVo box  
follow



Page 34

## **i** Not installing a second Virgin TV box?

Skip ahead to the final section where you can find out how to make the most of your new services from Virgin Media.

This section will take about  30 mins





## Install your TV



# Install your second V6

To install your **Virgin TV V6 box** you'll need:



Virgin TV V6 box



Virgin TV V6 box  
power supply



Virgin TV V6  
box remote  
(do not pull red tab)



Cable adaptor



HDMI cable



3m Isolator cable

## 1.1

### → Go to your second room

Let's start by getting your second V6 connected to your Virgin Media socket.

Take the **red-banded** end of the **3m isolator cable** and push it firmly into the Virgin Media socket on your wall.



## 1.2

Connect the **cable adaptor** to the black banded end of the **3m isolator cable**.



## 1.3

Attach the **cable adaptor** to the socket on the rear of your new **Virgin TV V6 box** by pushing it firmly into place.



## Install your TV



# A

## Install your TV

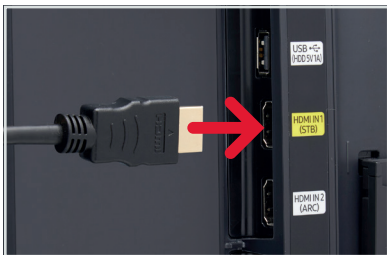


32

### 1.4

Use the **HDMI cable** provided to connect your **box** to your TV. Take a note of the name of the HDMI port you have connected to, e.g. HDMI 1.

If you have a 4K TV make sure you connect to a 4K compatible HDMI socket.




### 1.5

Connect the **power supply** to the back of your **box**.

Switch on at the mains socket and then use the switch at the back of your **box** to turn it on. You will see an amber light on the right hand front side of your **box**.



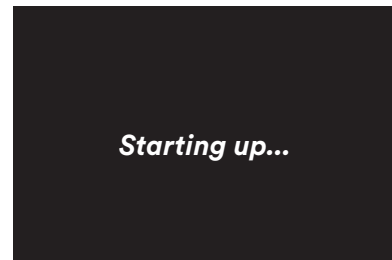
### 1.6

Turn on your TV, then using your TV remote press the **Input, AV** or **Source** button. It may also be a button with this icon: . Select the correct HDMI input for your **box**.

#### Using the right remote?

You need to use your TV remote for this bit. Your Virgin TV V6 box remote won't work for finding your HDMI port.

When you see the Starting up screen, you can pull the tab out of your **Virgin TV V6 remote**.



## 1.7

During the setup you'll need to connect your **new box** to your WiFi network. You can do this with WPS or manually.



### Connect with WPS

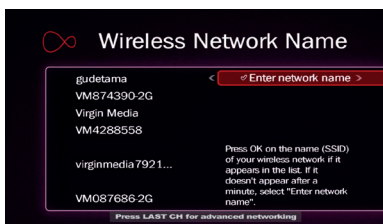
To connect using WPS press the **WPS button** on your Hub until the light turns blue, then press **OK** on your remote to continue. Your **new box** will attempt to connect automatically.

If the connection fails, select **try again** to return to the Connect to WiFi screen and follow the connect instructions below.

### Connect manually

From the Connect to WiFi screen select **Search for WiFi networks** with your remote and press **OK**.

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 new remote.



Once connected you will see the following screen – press **OK** to continue.



### i 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.



## Install your TV





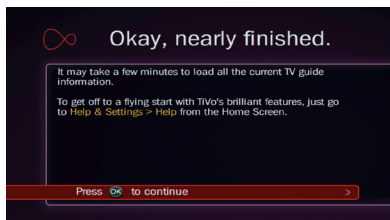
## Install your TV



### 1.8

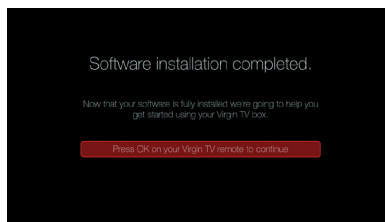
Your **box** will now download the latest software.

At the end of the update you will see the following screen.

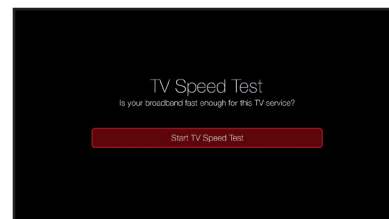


### 1.9

Press **OK** and you will see this confirmation screen:



When you press **OK** again we will run a speed check to ensure everything is working properly. You will then be shown how to **program your new remote** to control your TV.



### ! 30 minutes ⌚

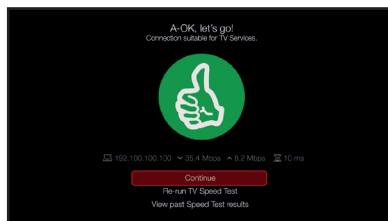
The download will take up to 30 minutes and will involve 2-3 restarts where the screen will go back to the Starting up screen, so don't worry if you see the welcome and starting screens several times.

## Connection trouble?

Your new box will test the connection strength and show one of the following.

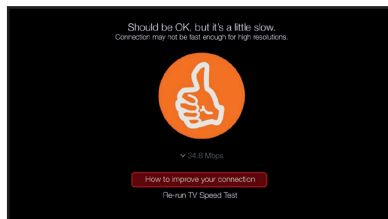
### Green thumbs up?

Your **Virgin TV V6 box** has a good connection to your **Hub** and you're all set.



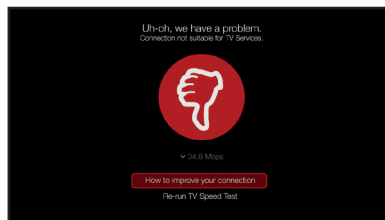
### Amber thumbs up?

The connection is a little slow, so you may have some issues streaming at high resolution.



### Red thumbs down?

Your connection isn't good enough for TV services.



If you do not get a **green thumbs up**, check the connection on both your **new box** and your **Hub**, then follow the onscreen instructions.

## 1.10

You will now be given the option to set up your remote so it can control your TV. To do this follow the instructions on screen.

If you would rather do this later you can select **No thanks, maybe later**.

Instructions on how to set up your remote control can be found in the Customisation & extras section at the back of this guide.



Install your TV





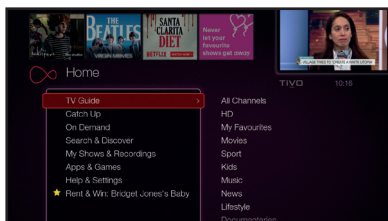
## Install your TV



36

### 1.11

When complete you'll see the home screen.



### All done!

Congratulations, your **TV box** is all set up and ready to use.





## Install your TV



**B****Install your TV****38****B**

# Install your TiVo

To install your **TiVo box** you'll need:



TiVo box



Power supply



Remote



HDMI cable



3m Isolator cable



## Go to your second room

Let's start by getting your TiVo connected to your Virgin Media socket.

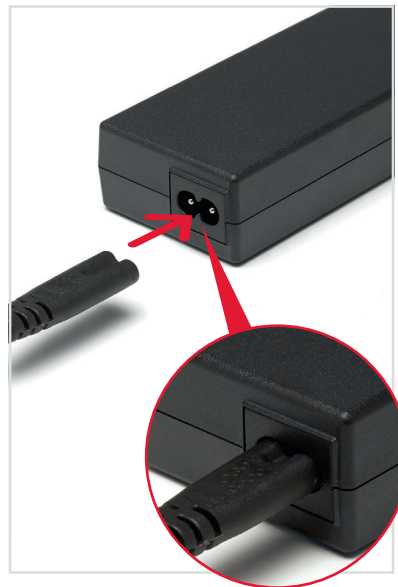
### 1.1

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



### 1.2

Connect the **power supply** for your **new box**.



## Install your TV



# B

## Install your TV



40

### 1.3

Attach the **black-banded** end of the cable you attached to the wall socket to the rear of your **new box**.



### 1.4

Use the **HDMI cable** to connect from your new **TV box** to your TV. Take a note of the name of the HDMI port you have connected to, e.g. HDMI1.

Alternatively you can use SCART, but we recommend HDMI for the best picture. Do not connect both.



### 1.5

Ensure the two parts of the power supply for your **TV box** are firmly connected.



## 1.6

Plug your **TV box** into a nearby mains socket.



## 1.7

Connect the **power supply** to the back of your **TV box**.



## 1.8

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



# Install your TV




# B

## Install your TV



42

### 1.9

Turn on your TV, then using your TV remote press the **Input**, **AV** or **Source** button. It may also be a button with this icon: . Select the correct HDMI input for your **box**.

#### Example:

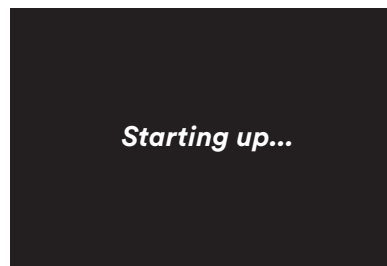
Input selection
AV1
AV2
COMPONENT
<b>HDMI 1</b>
HDMI 2
SCART

#### Using the right remote?

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

### 1.10

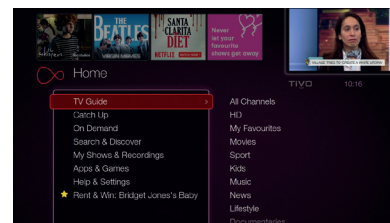
You'll then see the **Virgin Media** start up screen. It may look like this. You can now put the batteries into the remote. Both batteries go the same way round.



### 1.11

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

Please don't turn the TV box off during this process. When requested, press the **OK** button on your Virgin TV box remote. When complete you'll see the **Home screen** appear.



**! 30 minutes ⌚**

The download will take up to 30 minutes and will involve 2-3 restarts where the screen will go back to the Starting up screen, so don't worry if you see the welcome and starting screens several times.

## All done!

Congratulations, your **TV box** is all set up and ready to use.



## Install your TV









# Customisation & extras

Get more from your Virgin Media setup.

**Controlling your TV with your new remote**

**Do more with your new kit**

**Get the Virgin TV Go and Virgin TV Control apps**

**Download the Virgin Media Connect App**

**WiFi Wins**

**Troubleshooting**



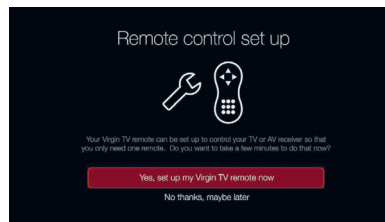


## Controlling your TV with your remote

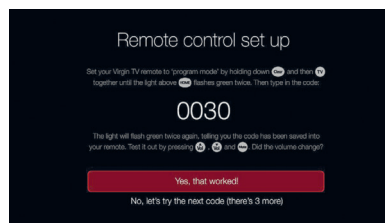
You can use your **Virgin TV box remote** to control the volume function and turn your TV on and off.

Make sure your TV and your **box** are switched on.

Press **Home** and go to Help & Settings, then select **Help**, and press **OK** to enter the Help area. Select **Program your remote** and press **OK**.



Follow the instructions on screen. At each stage you will be provided with some questions – use the remote to select the right answer and press **OK**.



If the initial code doesn't work, or one can't automatically be detected, you will be given more instructions, which may include manually entering the make of your TV or scanning for signals.

Your **box** will select the right option. Just keep following the instructions on screen.

## Do more with your kit

Everything you need to know about your **box** and **Hub** can be found in the service guides that came with your QuickStart pack.



Service guides.

Some essentials from the Virgin TV guide:

**Find remote feature** – press and hold the **Channel Up** button on your **box** and your **remote** will beep so it can be rescued from the depths of the sofa!

**Parental Controls** – your **TV box** has a default PIN of 1234. To change, select Help & Settings on the Home screen, choose Parental Controls and follow the on-screen instructions.

**How to videos** – go to the Home Screen on your TV, select Help & Settings then Help.

**FAQs** – go to [virginmedia.com/help](http://virginmedia.com/help)

**Accessibility** – please refer to the service guide for help with the visually impaired and hard of hearing.

## Talk to us

Need more help or to talk to the team? Go online to [virginmedia.com/contact](http://virginmedia.com/contact)

You can also go online to see our how to videos and top tips at [virginmedia.com/help](http://virginmedia.com/help)





## Get the Virgin TV Go and Virgin TV Control apps

Your **Virgin TV V6 box** and our TV apps are a match made in telly heaven.

**Virgin TV Go** lets you watch live TV and On Demand on your mobile or tablet wherever there's an internet connection with 3G, 4G or WiFi on up to four registered devices.

**Virgin TV Control** lets you control your Virgin TV V6 box or TiVo box. That includes setting recordings from anywhere in the world, using your mobile or tablet as an extra remote, or watching recordings from your Virgin TV V6 box at home.

Go to your app store and search for '**Virgin TV Go**' and '**Virgin TV Control**'. Once you've downloaded the apps, sign in with your My Virgin Media username and password. If you haven't already registered for My Virgin Media, you can do it in the app with your Virgin Media account number.

Need some help? Head over to [virginmedia.com/helpvontheho](http://virginmedia.com/helpvontheho)



## Download the Virgin Media Connect App



You can use the Virgin Media Connect App to scan your home for WiFi blackspots.

Once you've downloaded the app you can also:

- Reboot your Hub 3 without leaving the sofa (and tackle common connection problems)
- Connect to Virgin Media WiFi hotspots when you're out and about
- Share your WiFi password with guests

Download for iOS or Android



## Where to place your Virgin TV box

Not only is your **box** small and fast, but you can place it out of sight too. Your **remote** doesn't have to have a line of sight to work either.

If, after you tuck it away, your **remote** doesn't work you need to pair it with your **box** – check out the instructions in the Troubleshooting section that follows this.





## Here are some simple WiFi Wins that may help...

### **WiFi Win #1: Find your Hub's happy place**

Keep your **Hub** in the open – away from objects that can block and slow WiFi, and a metre clear of cordless gadgets with signals that can interfere.

### **WiFi Win #2: Reboot your Hub for a boost**

Hubs talk to your gadgets on invisible links. We call these links 'channels'. Sometimes, other cordless devices use these channels, causing interference which can slow your WiFi. Reboot your **Hub**, and it'll automatically find the quietest channel.

### **WiFi Win #3: Get up to speed with your gadgets**

Hubs use two frequencies to talk to your gadgets. The 2.4GHz frequency has the longest range, covering longer distances. The 5GHz frequency covers short distances, faster, so it's best for gadgets near your **Hub**.

Your gadgets can pick the best frequency as you move around the house. If you're losing signal, turn your gadget's WiFi off and on.

### **WiFi Win #4: Use the best connection for the job**

Needy gadgets like smart TVs and games consoles can monopolise and slow your WiFi – so it's better to use a wired connection. As it's a dedicated connection, you'll get the fastest possible speed. Use an Ethernet cable, or Boosters.

### **WiFi Win #5: Get rid of blackspots**

If you have a big house or thick walls, some rooms might get a weaker WiFi signal. You can use the Virgin Media Connect App to scan your home for WiFi blackspots and then try Boosters to cover any blackspots – they use home wiring to extend the WiFi range.



## Speed test

If you have a red or amber result screen or have been using your **box** for a while and are experiencing quality issues when using streaming services, such as BBC iPlayer or YouTube, then please try the following tips to improve your connection.



You can complete a speed test at any stage by going to Home > Help & Settings > Help. Then scroll across the top menu to TV speed test.

### Connecting by Ethernet?

Check the cable is pushed in properly at both ends.

### Connecting by VM Booster?

Reboot your VM Boosters sockets (after your **Hub** has come back online).

### Using WiFi to connect?

If possible move your **Hub** next to your **box** and connect with an Ethernet cable.

### Can't move your Hub closer to your box?

If you can't move your devices next to each other you can try:

- Detaching the Ethernet cable from the other cables to extend its reach.
- Small adjustments to the position of your **box** or **Hub**.
- Placing both units out in the open as much as possible.
- Moving any items, such as furniture that might be blocking the signal.
- Selecting the 5GHz WiFi connection where possible.



## Still not fast enough?

If WiFi won't work, we recommend you use VM Boosters to connect your new Hub and new box. To find out more, visit [virginmedia.com/help](http://virginmedia.com/help)

## Remote not working with your box?

Your **remote** can talk to your **box** in two ways:

**Radio** - this means that your **remote** doesn't have to be pointing at your **box** to work.

**Infra-red** - this means that your **remote** has to be in line of sight of your **box** to work.

Your **remote** should automatically be paired with your **box** to work with radio when set up. If you're having problems with your **remote**, it might be that it's not paired and you're using infra-red instead.

## Need to pair your remote to your box?

Using your **remote**:

Go to Home > Help & Settings > Settings > Devices > Remote Control Pairing.

Press and hold the **Info** button down on your **remote** for 7 seconds. The light on the top of your **remote** will flash green twice.





Or, by using your **box** and **remote**:

Press the **Channel Down** button on the front of your **box** for 10 seconds.

Then, hold the **Info** button down on your **remote** for 7 seconds. The light on the top of your **remote** will flash green twice.

If the top of your **remote** flashes red twice the pairing hasn't worked. Move closer to your **box** and give it another go.

## Need help?

Most things are pretty easy to resolve – check out the Troubleshooting advice on this page for some top tips on how to fix common problems.

### Need help with setting up your kit for the first time?

Go to: [virginmedia.com/QShelp](http://virginmedia.com/QShelp)

### Connected and have working services?

Go to: [virginmedia.com/help](http://virginmedia.com/help)

## Phone problems?

Press the WPS button on the front of your Hub. If the phone light shows green you may need to use the adaptor provided to connect your phone to the Hub.

If the phone light shows red, check the connections, reboot and try again.

## Not connected?

If you're still having trouble connecting after following all of the steps, waiting 30 minutes for your Hub to set up and making sure the connections are secure – call us on **0800 953 9500**.

### Already called, but the Hub still isn't connecting?

If you've waited 30 minutes and the base light is not a solid white, please check all the connections to your **Hub** and turn it off and on again using the switch on the back of the box.

## Picture issues?

If you are having problems with your picture, please make sure you are using the HDMI lead that is supplied with your equipment.





# SHARE THE EXPERIENCE

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[virginmedia.com/raf](http://virginmedia.com/raf)

**£50**

off for **you** and  
**a mate** when  
they join



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