Installation guide

1. Activate
   - 1 min

2. Uninstall
   - 10 mins

3. Install Virgin TV
   - 30 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. **Uninstall your old TV box**
   Next we’ll walk you step-by-step through uninstalling your old kit.

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

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**What’s included?**
The yellow labelled parts have been supplied in the box. Your existing equipment may look different to what is shown here.

**Connector cables**
Power supply
SCART cable or HDMI cable
Hub
Splitter
IEC cable
Power supply

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**Won’t reach?**
If the Ethernet cable won’t reach you can connect using one of the options at the end of section 3.

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

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.
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.
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.

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.

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.

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

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.

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

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<thead>
<tr>
<th>Input selection</th>
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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.

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.

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.
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

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.

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

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.