

Installation guide

1 Uninstall



🕒 10 mins

2 Install your TV



🕒 30 mins



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

! Automatic activation

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

i Tip

Set up all of your kit within 12 hours to avoid any delay and get the services you have signed up to.

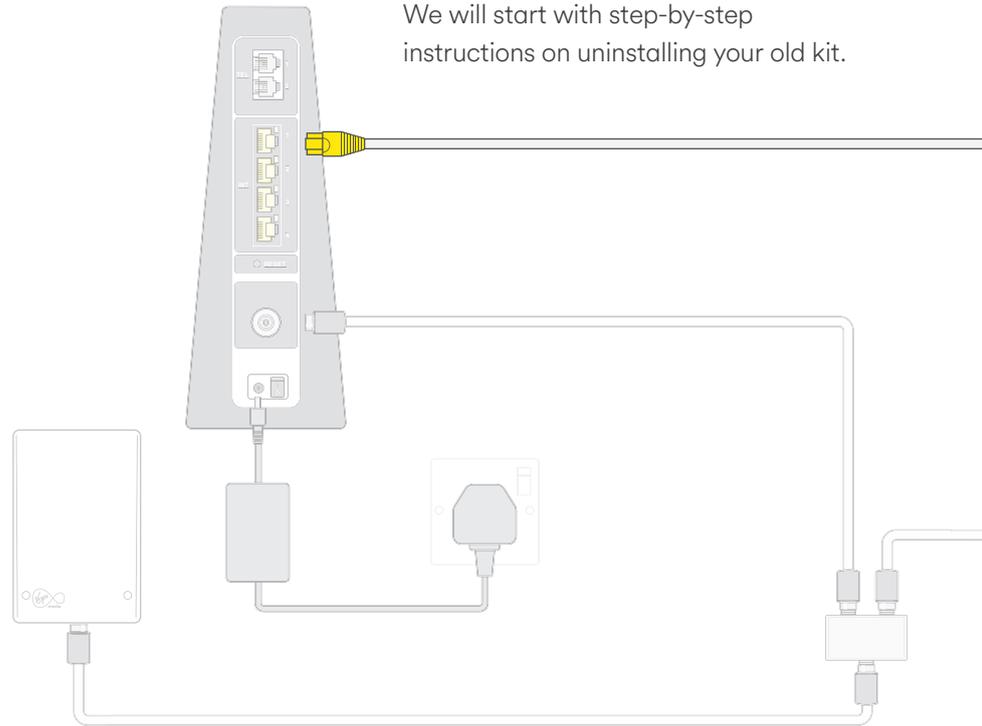
i What's included?

The yellow labelled parts have been supplied in the box.

Your existing equipment may look different to what is shown here.

1 Uninstalling your old TV kit

We will start with step-by-step instructions on uninstalling your old kit.



2 Install your TV

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

! **Virgin TV V6 box remote**
Please don't pull the tab out of your **new remote** until your **new box** is switched on.

Ethernet cable

HDMI cable

Virgin TV V6 box

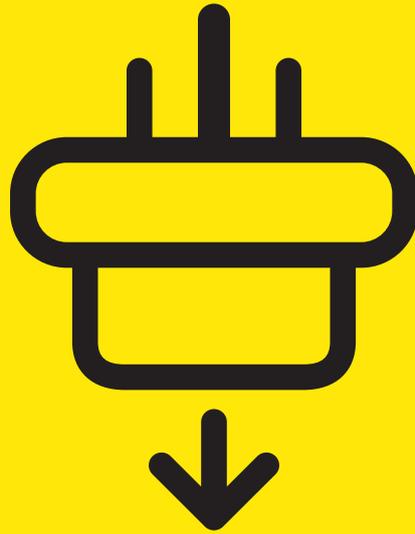
Cable adaptor

Power supply



Get more from your kit

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.



1

Uninstall your old box

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



Spanner

This section will take about  10 mins



Uninstall your old box



1

Uninstall your old box



6

1.1

Switch off at the socket and unplug your **TV box**.



1.2

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

! Warning

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



1.3

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



1.4

Remove the **HDMI** or **SCART** lead that connects your old box to your TV.

i Tip

You don't need to remove the connector cable from the wall socket, as we'll be re-using that later.



i What to do with your old kit?

Got a second Virgin TV box? Place the box you have just uninstalled, its remote and power pack to one side, and we'll come back to how you can swap it with your current second box later.

There will be a **Collect+**  letter with instructions on how to return your old kit. If you don't have a Collect+ letter we don't need this kit back so please recycle. You can find information on how best to do that at recycle-more.co.uk

1

Uninstall your old box





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



Cable adaptor



Ethernet cable

This section will take about  30 mins



2

Install your TV



2.1

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



2.2

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.



Connecting your Virgin TV V6 box to your Hub

There are two options for connecting your new box to your Hub.

Ethernet

Ethernet provides the most reliable connection speeds. The Ethernet cable can be detached from the other cables to extend its reach.

WiFi

If you can't connect using Ethernet, you can connect via WiFi instead. Keep following this guide from **step 2.5**. The instructions for WiFi set up are included later.

2.3

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.

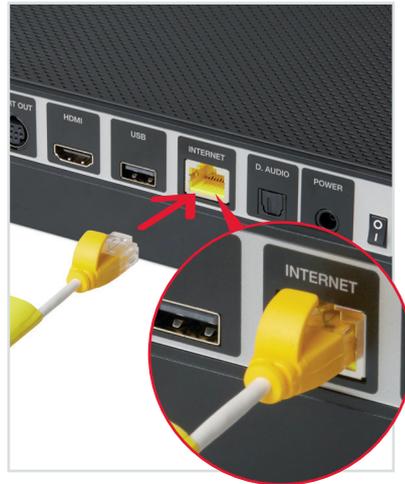


2.4

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**.



2.5

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

Install your TV



2

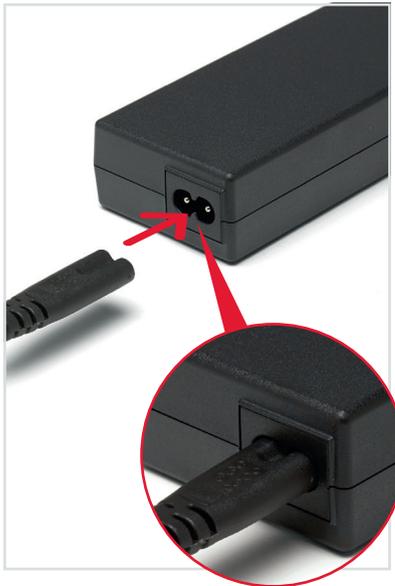
Install your TV



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2.6

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



2.7

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



2.8

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



2.9

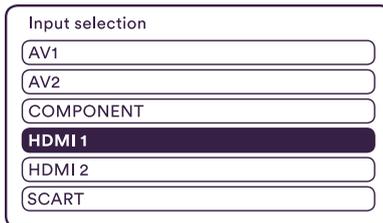
Switch on at the mains socket and then use the switch at the back of your **box** to turn it on. You will see an amber light on the right hand front side of your **box**.



2.10

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:

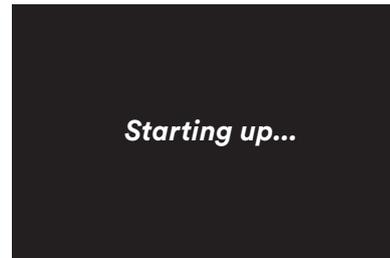


Using the right remote?

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

2.11

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



2

Install your TV



2

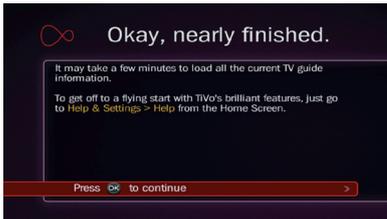
Install your TV



2.12

The **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.

2.13

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



Once the software has completely downloaded you will see this screen, please press **OK** to progress.

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.

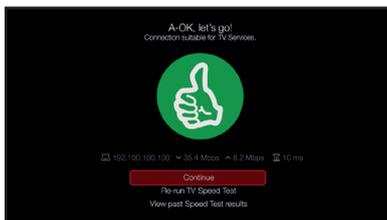


Connection trouble?

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 Ethernet cable connection on both your new box and your **Hub**. If you are connecting via WiFi check that your Hub is switched on and the WiFi signal is accessible where your **TV box** is.

After those checks follow the onscreen instructions. If you still can't get a **green thumbs up** call the **activation number** at the start of this guide and someone will help you.

2.14

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



2

Install your TV



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2.15

When complete you'll see the home screen.



Can't use the Ethernet cable?

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

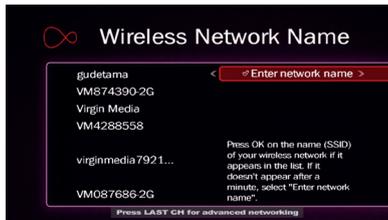
To connect using WPS press the **WPS button** on your Hub until the light flashes, then press **OK** on your remote to continue. Your **box** will attempt to connect automatically.

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 2.12 to 2.15 will complete. Don't forget to set up your remote as explained in 2.11.

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.

Not connected?

Your Hub needs to be connected to the internet for your new TV box to work. If you're having trouble connecting please check all the connections to your Hub and turn it off and on again using the switch on the back of the box.

If you're still having trouble connecting after rebooting your kit, please call us on **0800 953 9500**.

2

Install your TV



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Get more from your kit

Get more from your Virgin Media setup.

Controlling your TV with your new remote

Do more with your new kit

Copy your current TV settings to your new box

Get the Virgin TV Go and Virgin TV Control apps

Download the Virgin Media Connect app

Troubleshooting



Get more from your kit



Controlling your TV with your remote

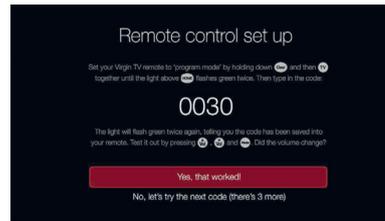
You can use your **Virgin TV box remote** to control the volume function and turn your TV on and off.

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** can be found in the service guide that came with your Quickstart pack.



Service guide.

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 **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/v6help

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

You can also go online to see our how to videos and top tips at virginmedia.com/help



Get more from your kit



Copy your current TV settings to your new box

You needn't worry about losing all your favourites and settings when you upgrade to your **Virgin TV V6 box**. All it takes is a few clicks to make sure you're ready to go.

This transfers your favourite channels, settings and all your Series Link+ information. Unfortunately it won't transfer your recordings, and it won't work if your old box wasn't TiVo.

- Your **Virgin TV V6 box** must be set up first
- Register or sign in to your account at virginmedia.com/helpvonthego
- Select Manage my TiVo > My TiVo Boxes > Copy TiVo Settings
- Choose the box you want to copy settings from, and to

All your favourite channels and settings will then transfer over.

Series Link+ will then find all shows available from On Demand and Catch Up, and record any other shows when they're next on.

Get the Virgin TV Go and Virgin TV Control apps

Your **Virgin TV 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 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 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/helptvonthego



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



Get more from your kit



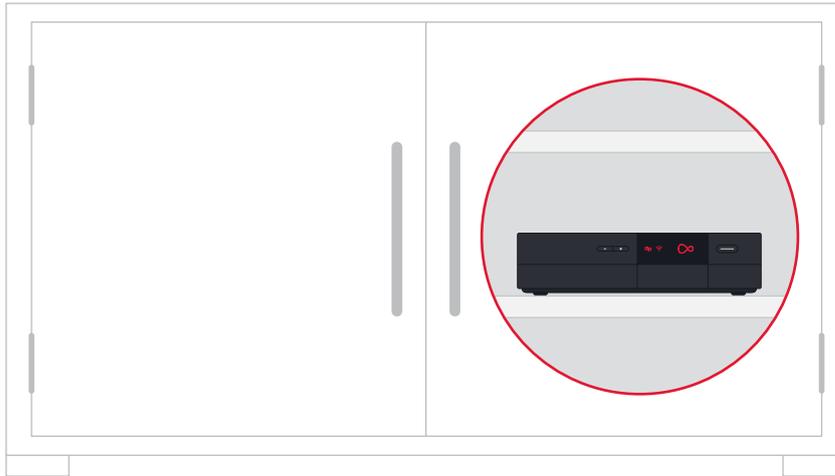
Get more from your kit

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Where to place the V6 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.



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.

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





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

Connected and have working services?

Go to: virginmedia.com/help

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.





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