

Handy hints and tips

Make the most of your Virgin Media products

Here's your handy guide, full of hints and tips to help you make the most of your Virgin Media services. From the best location for your Virgin Media Hub, to everything you need to know about TiVo[®], you can find it all here. So get stuck in.



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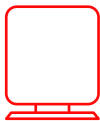
Virgin Media WiFi app

Max your WiFi signal

Here are a few tips to help you make the most of your superfast broadband, wherever you are in the home, however many devices you're using.

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Where to put your Virgin Media Super Hub

It's where all the WiFi magic happens. So to make sure the signal is working hardest for you, all over your home, put your Hub in the right place. It's where all the WiFi magic happens. So to make sure the signal is working hardest for you, all over your home, put your Hub in the right place.

- 1. Stand your Hub upright** on its base with the front lights facing into the room.
- 2. Don't hide it away.** Putting it in a TV cabinet, closed shelving, or even near a fish tank, can block your signal.
- 3. Place it away from electrical devices** like baby monitors, cordless phones and wireless speakers. Interference from these could stop you from getting the best possible signal.

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TiVo[®], your brilliant box of tricks

If you have a TiVo box, you've probably already mastered pausing and rewinding live TV. But that's not the half of what your amazing TiVo box can do for you.

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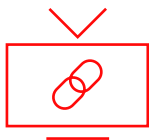
Find the stuff you love with smart Search

You can search for any genre, show or actor's name, and TiVo will show you everything available for you to watch across all channels, On Demand, Netflix, Box Sets and more.

So how do you search? Well, let's say you're a die-hard Bruce Willis fan. You can find everything that features everyone's favourite bald action hero with one simple search. Just:

1. Go to the **Home** screen, choose **Search & Discover** then hit Search.
2. Type in your search words (if you're looking for a particular actor or director enter the name like this: Last Name, First Name).
3. Your TiVo box searches all live TV for the next two weeks, and any on Demand shows, containing that word.
4. Found what you're searching for? Great. Once highlighted, hit **OK**.
5. Select **Get this show** to watch live or On Demand, to record the next showing or [set up a Series Link+](#).

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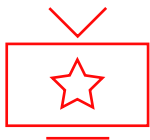


Don't miss a thing with Series Link+

Want to make sure you catch every episode of your favourite show? Meet Series Link+. It's so clever, you can tell it to record all episodes, just new ones – or even include repeats.

1. One way to do this is to press the **Guide** button on your remote.
2. Highlight the show you'd like to record and press the red **R** button.
3. Select **Get a Series Link**.
4. Press **OK**.
5. To view or amend your Series Links, click on **Manage My Series Links**.

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How to create WishLists™

If the actor, director or subject you're looking for isn't listed in your search results, set up a WishList. This will automatically record any shows that match your search. Clever eh?

1. From the **Home** screen choose **Search & Discover**, then **My WishList Searches**.
2. Choose **Create a WishList Search**.
3. Search by one or all of: keyword, title keyword, actor, director or category.
4. Happy with your search? Choose **Finished creating this WishList Search**.

You can see a list of the programmes that match your search and are showing within the next two weeks by going to **Upcoming**.

To watch any of the shows recorded by the WishList, just go to **My Shows**. WishList recordings are marked with a star icon. When this changes to an egg timer icon, it means your programme will soon be deleted – so get watching!

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Deleting and undeleting shows

Finished watching a recorded show and don't want to keep it?
It's easy to delete stuff on your TiVo box.

1. Go to **My Shows** and press the **Clear** button at the bottom left of your remote.
2. To delete a whole series, select the Series folder, press **Clear**, then **Okay**.

If (eek!) you didn't mean to delete the programme or folder you can easily get it back.

1. Press **Skip Forward (show icon)** which takes you to the bottom of the list on the screen
2. Look for the grey **Recently Deleted** folder.
3. Select the show/folder that you want to undelete, press **OK** and **Recover this show**.

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Virgin TV Anywhere

With Virgin TV Anywhere, you can control your TiVo box from anywhere in the world, when you're online through our app on a compatible device or from our desktop website. Watch live and on demand TV on the go in the UK via WiFi and search and record while you're out and about using your laptop, tablet or mobile. You can even turn your device into a second TV remote!

Download the Virgin TV Anywhere app

Go to the TV Anywhere website

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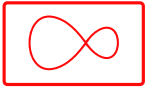


Download the Virgin TV Anywhere app

The first thing you need to do is download the app...

- 1.** Just go to the App Store, Google Play or Amazon App Store, and search Virgin TV Anywhere.
- 2.** Download the app and sign in with your My Virgin Media account details. If you haven't already registered, [you can do it here](#) (you'll need your Virgin Media account number).
- 3.** Once you've signed in, you can register two compatible devices to watch TV.
- 4.** Want to use your device as a remote control? You'll need to connect your TiVo box to your home network first. The app should link to your TiVo box automatically when your device connects to the same network.

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Go to the TV Anywhere website

1. Visit the [Virgin TV Anywhere website](#).
2. Sign in with your My Virgin Media account details. If you haven't already registered, [you can do it here](#) (you'll need your Virgin Media account number).
3. Once you've signed in, you can register two compatible devices, including any mobiles or tablets you watch TV Anywhere on.

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Watch live, On Demand and Box Sets

Live TV...

If you're a Virgin TV customer, with the Virgin TV Anywhere app, you can watch live channels on the go in the UK, where there's WiFi. Depending on your TV package, you can watch up to 110 live channels – that's more than with anyone else. To start watching live, just fire up the app and tap on the Guide menu button. You can see what's on by channel listing or by programme type. Clever eh?

On Demand...

On Demand is a selection of TV series, collections and one-off shows that you can watch any time. It's like having a shelf full of TV shows that's always being kept up to date. What you can watch depends on what TV package you have. Just tap on the **On Demand** button.

And Box Sets

With Virgin TV Anywhere you can get your Box Set fix wherever there's WiFi. If you're a Full House TV customer, we've currently got Marvel's Agents of S.H.I.E.L.D, Grey's Anatomy and all 8 seasons of Desperate Housewives – with much more added each month. Check out the **Box Sets** tab in the **On Demand** section.

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Record on the go

It couldn't be simpler to set and manage your recordings while you're out (so no more "I forgot to record Corrie!" moments). Just:

- 1.** Open the app and search for the show you want to record.
- 2.** Found it? Tap 'Get this show' and the Record this episode button.
- 3.** You can choose to record just that episode. Or click on Get a Series Link to record the whole series.
- 4.** Your show will be recorded and waiting for you the next time you're snuggled up on your sofa. Enjoy!

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Turn your mobile into a TV remote

The Virgin TV Anywhere app turns your tablet or mobile into a handy remote control when you're at home. You can even search for shows without taking over the main TV screen and change the channel on your TV from your tablet or mobile. It's quick and easy to manage your recordings too.

To get started, just look for the remote control icon at the top right when you open the app. If you're connected to your TiVo box, you'll be able to access the remote control features.

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F-Secure keeps you safe online

Online security F-Secure SAFE helps you steer clear of online nasties, and enjoy the best of the web knowing that you're protected. You can register up to five devices at any one time – and best of all, it's free for Virgin Broadband customers for the first 12 months (usually £79.99).

[Get F-Secure SAFE](#)

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Get F-Secure SAFE

It couldn't be easier:

- 1.** Register or sign into your account at virginmedia.com/myvirginmedia, click on **My Virgin Media** and sign in (you'll need your Virgin Media account number, which you'll find on the letter you recently received).
- 2.** Go to **My Apps**, click on **Internet Security** and select **Overview and Get Security**.
- 3.** You'll be taken to F-Secure's website. Create an account and follow the on-screen instructions to download the security software.
- 4.** You can add the security software on up to five devices (and change these at any time).
- 5.** Your F-Secure SAFE membership will end after 12 months, but if you choose to extend, you can renew it for a special price, currently £25

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Virgin Media WiFi app

Here's a smart way to help beat mobile data charges when you're out and about. If you haven't already, download the Virgin Media WiFi app and register. After that, you can easily, automatically and securely connect to thousands of WiFi hotspots – in places like restaurants, cafes, the high street, airports and 250 London Underground stations. All thanks to our partnerships, including with The Cloud, Arqiva and Transport for London.

[Download the Virgin Media WiFi app](#)

[How to connect to hotspots](#)

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Download the Virgin Media WiFi app

Right now, the Virgin Media WiFi app is only available on iOS, but it will be launching soon for Android.

- 1.** Visit your App Store, search “Virgin Media WiFi” and then download it to your device.
- 2.** Log in using your My Virgin Media details (you can register at virginmedia.com/myvirginmedia if you haven’t already) – once logged in the app will guide you through the setup.
- 3.** Once successfully setup, your device will automatically connect to WiFi when you’re in range of a hotspot.
- 4.** You’ll see a map where you can search for hotspots nearby.

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Check your data usage

Your Virgin Media WiFi app has a handy chart showing you how much data you're using through 3G and WiFi. Just look for the **Usage** tab.

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Legal Stuff: Virgin Media WiFi: App requires iOS 8 or later. Not yet available on AndroidTM. Available on seven registered devices. WiFi connection required. UK only. Experience varies by location and number of users. Terms and conditions apply. **Series Link +:** TiVo only. Not all services and apps are available via Search. Search will only bookmark content available on TiVo platform. **Box Sets:** Box Sets only available on TV XL through TiVo box. Selection of shows/series available vary each month. **Virgin TV Anywhere:** Channels depend on TV package. Not all channels available via App. On Demand only available to M+ TV packages and above. UK only, WiFi connection and compatible device required. Max. 2 devices. End User Licence Agreement applies. Visit virginmedia.com for full terms and conditions. **HD:** Selected HD channels only. Excludes HD channels from add-ons (such as Sky Premium's HD channels). HD TV sets, V HD Box or TiVo box connected with HDMI cables required for HD channels. Number of inclusive HD channels depends on your package. **F-Secure SAFE:** F-Secure SAFE not available on BlackBerry. Current retail price £79.99, see <https://onlineshop.f-secure.com>. Up to 5 devices. Ends after 12 months unless you opt in.