Installation guide

1
Activate

⏱ 1 min

2
Install your Broadband

⏱ 30 mins

3
Install your TV

⏱ 30 mins

4
Install your Phone

⏱ 5 mins

Virgin media

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

1 Activate

Before we do anything else, reply **GO** to the text message we sent you. This will activate your services.
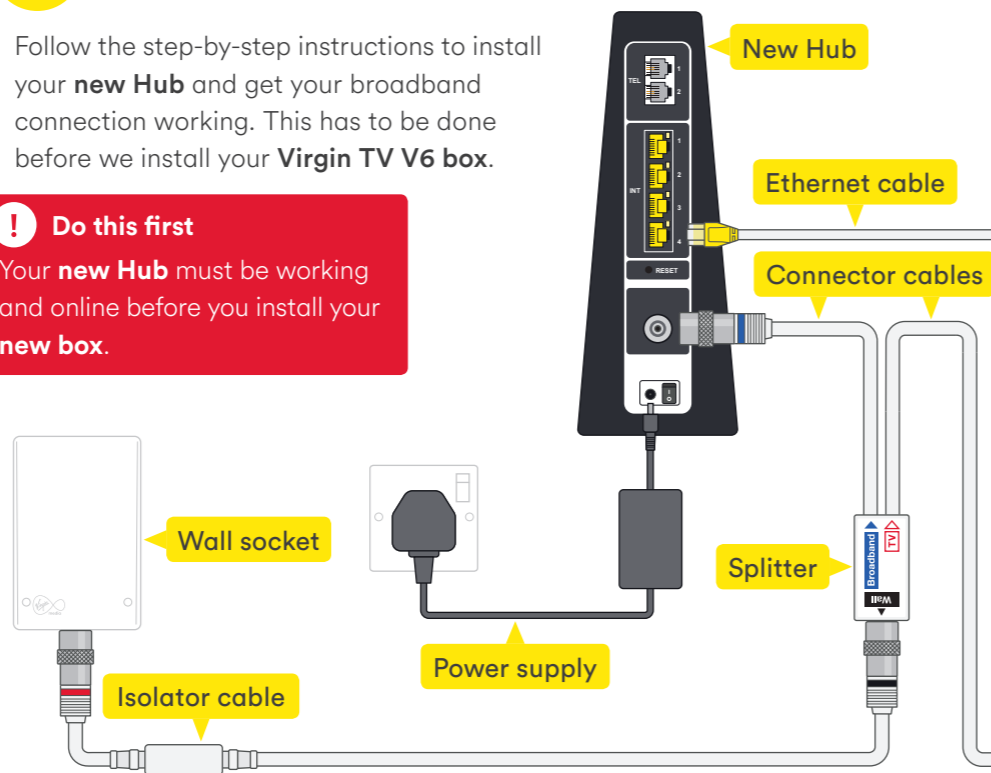
i Didn't get a text?

Call us on **0800 953 9500**. Make sure you have your account number and area reference to hand - they will be in the email we sent you.

2 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**.

New Hub

Ethernet cable

Connector cables

Wall socket

Power supply

Splitter

Isolator cable
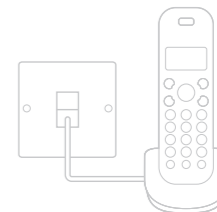
3 Install your TV

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.

HDMI cable

Virgin TV V6 box

Power supply
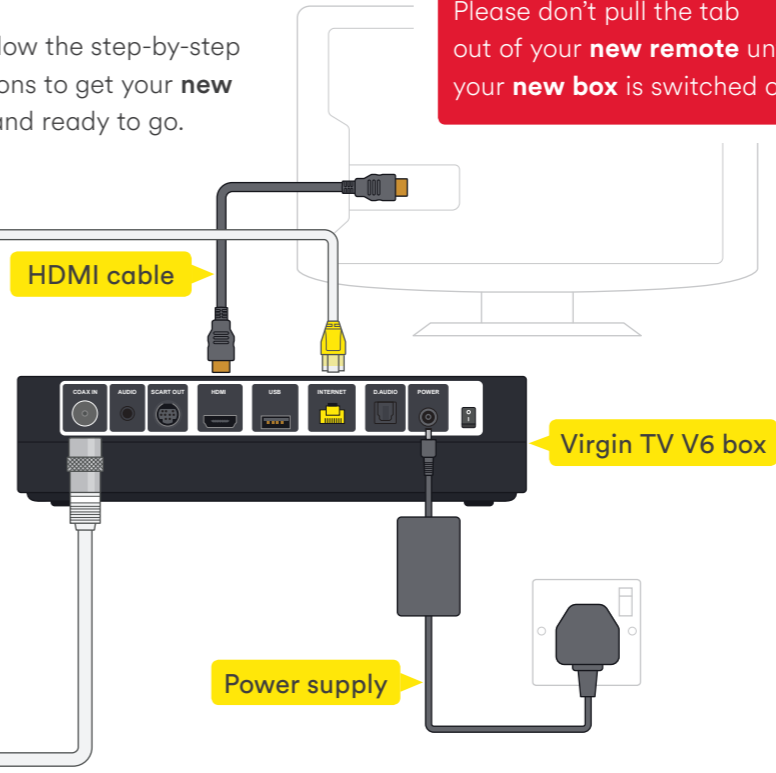
4 Install your Phone

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.

Setting up your new kit couldn't be easier.
Just follow the step-by-step instructions in this guide
and we'll have you up and running in just over an hour.

1 Activate your service

If you haven't done so already make sure you reply GO to the text message we sent you.

If you didn't get a text message give our automated line a quick call on **0800 953 9500**. It'll only take a minute.

When you call you will need to have your account number and area reference to hand. You can find them in the welcome email we sent you. Doing this now means there are no delays in accessing your services when you're all set up.

This section will take about 1 min

2 Install your Broadband

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

Hub

New Hub power supply
(this has a blue label)

Connector cables

Isolator cable

This section will take about 30 mins

2.1

Connect the end of the **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.

2.2

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?**
>
> Some older sockets may have NTL or Telewest written on them. Some new sockets may look like one of the below. The socket you need will be marked with the Virgin Media logo.

Are your services activated?

If you haven't replied **GO** to the text message we sent, you need to do it now, otherwise you may suffer delays accessing your services.

If you didn't get a text message, give us a call on **0800 953 9500**. You'll need your account number and area reference to hand – you can find them in the email we sent you.

2.3

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.
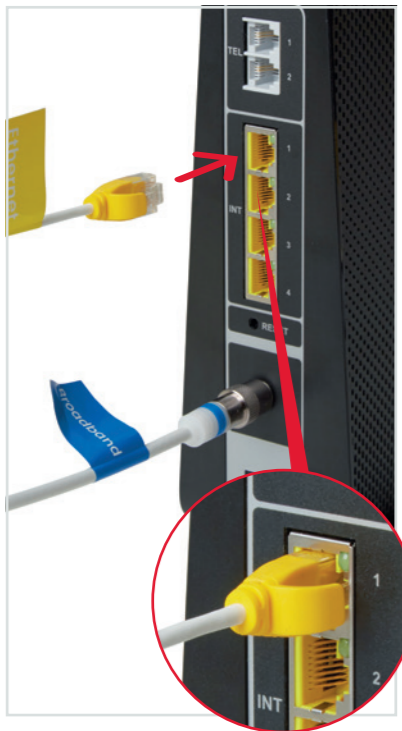

> ℹ **Where to put your new Hub**
>
> You'll get the best performance from your **new Hub's** WiFi if it is upright, out in the open and at least 1 metre away from cordless gadgets. If you have trouble with the quality of your WiFi signal please check out the tips in WiFi Wins at the end of this guide.
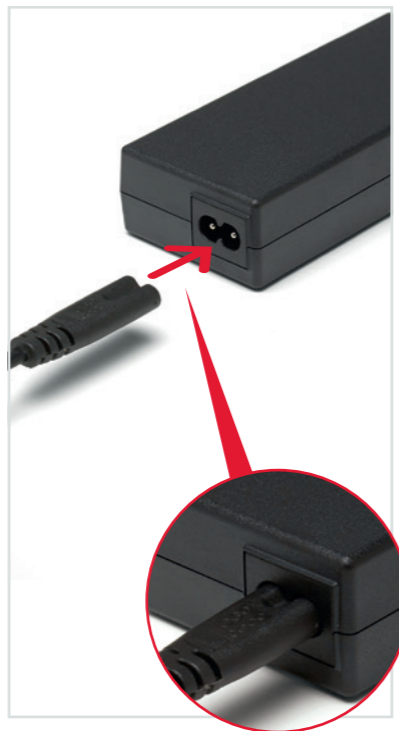
2.4

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

2.5

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

2.6

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

2.7

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

Before you move on

Your **new Hub** will now make a connection to our Fibre network. This may take a few minutes and the lights on your **new 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.

2.8

Your new WiFi network will be called something like **VM123456**.

The connection details are on the base of your **new Hub** and on a removable card as shown here.

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 2.9 opposite.

However you connect you must complete the instructions in section 2.10 before installing your **new box**.

> ⓘ **Example only**
>
> Please check the details on your **new Hub** – the details shown here are just an example.

2.9

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 **new Hub** or on the pull-out card as shown in 2.8.

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 **new 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 > Airport.

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.
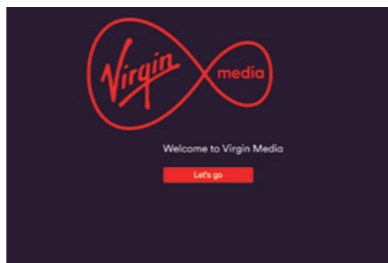

> **ⓘ Trouble with WiFi?**
> If for any reason you're having trouble setting up WiFi, you can connect to your **new Hub** with an **Ethernet cable** and use the internet to help you troubleshoot the issue.

2.10

Almost there

To get online open your browser and enter **virginmedia.com/activation** (this page may automatically appear).

Follow the on-screen instructions to register for My Virgin Media. This is your online account management area which allows you to fully manage your services.

You should also select the options for parental controls (if not selected already) and free anti-virus software from F-Secure.

F-Secure is our internet security partner. If selected, a separate email with instructions on how to install the software will be sent.
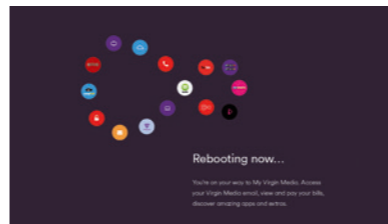
Once registered, your **new Hub** will reboot and then download the latest software. This should take approximately 20 minutes. While this is happening you will have internet access but please be aware that the Hub will reboot a final time after the new software has downloaded.

Once the download is complete and installed, the only light on your **new Hub** will be the base light which will be solid white.

> **❗ You must go to:**
> **virginmedia.com/activation** before attempting to install your **new box**.

> **ⓘ Lights on your Hub**
> During installation the lights will flash regularly. Once the installation has finished and your **new Hub** is connected the only light that will be lit is the white light at the base.
>
> If any of the other lights are lit, or the base light is any colour other than white, your **new Hub** may have connection issues.
>
> Take a look at the **new Hub** service guide or the Troubleshooting section at the rear of this guide for advice on how to fix any problems.

3 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

3.1

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.

ⓘ Did you know?

Your **new 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.
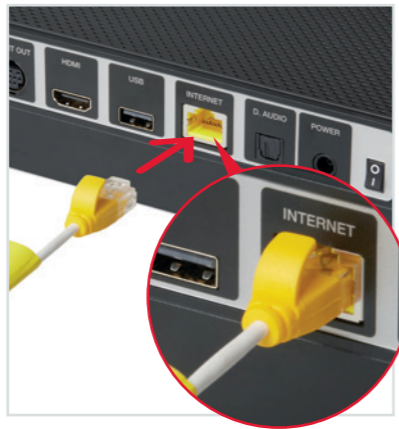

3.2

Connect one end of the second **Ethernet cable** to the rear of your **new box**.

❗ Are you online?

You need to fully install your broadband and select your settings before attempting to install your new **Virgin TV V6 box**. For details on activating your broadband account see section 2.11.

3.3

Use the **HDMI cable** provided to connect your **new 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.
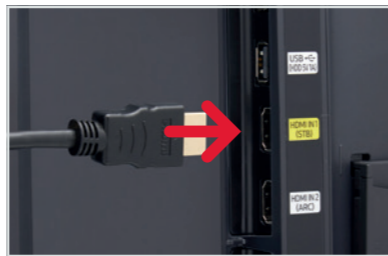
3.4

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

3.5

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

3.6

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

3.7

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

3.8

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 **new box**.
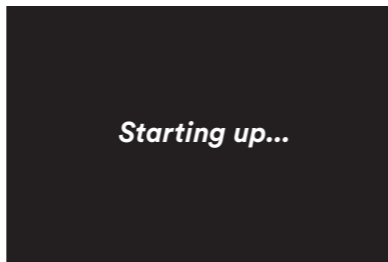
Example:

Input selection
AV1
AV2
COMPONENT
HDMI 1
HDMI 2
SCART

ℹ **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.

3.9

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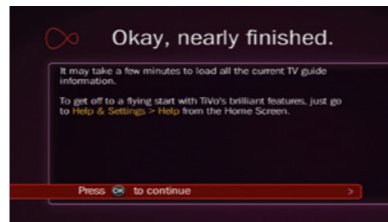
Starting up...

3.10

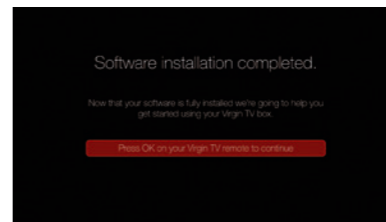Your **new box** will now download the latest software.

The download may take up to 20 minutes and involve 2-3 restarts, so don't worry if you see the welcome and starting up screens several times.

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

Okay, nearly finished.

It may take a few minutes to load all the current TV guide information.

To get off to a flying start with TiVo's brilliant features, just go to Help & Settings > Help from the Home Screen.

Press OK to continue

3.11

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

Software installation completed.

Now that your software is fully installed we're going to help you get started using your Virgin TV box.

Press OK on your Virgin TV remote to continue

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.
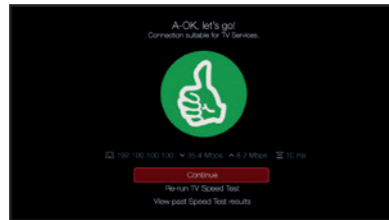
TV Speed Test
Is your broadband fast enough for the TV service?

Start TV Speed Test
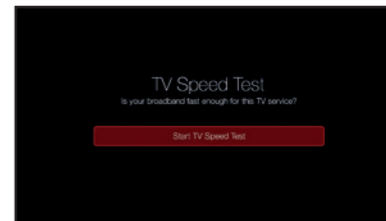
Connection trouble?

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 **new 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 **new Hub**, then follow the onscreen instructions.

3.12

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 and extras section at the back of this guide.

3.13

When complete you'll see the home screen. That's it, you're all set up ready to enjoy your Virgin TV services!
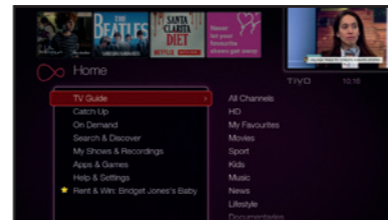
Can't use the Ethernet cable?

The Ethernet cable can be detached from the other cables to extend its reach, however, if your **new Hub** and your **new 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 **new box**.

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

Connecting with WiFi

During the set-up process if your **new box** can't find an Ethernet connection to your **new 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 **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.
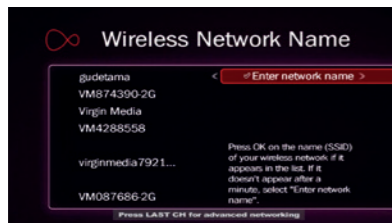
Connect manually

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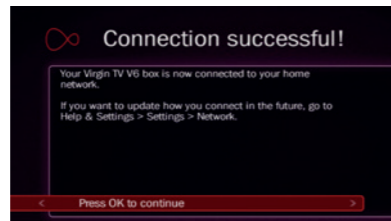
Your TV box will now download the new software and restart.

Once restarted the installation screens indicated in 3.9 to 3.13 will complete. Don't forget to set up your remote as explained in 3.12.

> **ⓘ 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.

4 Install your Phone

Taking phone as well?

If you're taking the phone service from us, you should have had a card through the letterbox confirming your new Virgin Phone is live and telling you your new number.

> **ⓘ Not taking Virgin Phone?**
>
> 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 ⏱ 5 mins

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 a card through the letterbox.

> **ⓘ Don't know your number?**
>
> If you didn't get a door card letting you know your phone number, please dial **174** to find out what it is. You may get a call back from this.

4.1

Plug your phone into the phone socket. The correct socket will look like the one shown with a tick below. The port will be in the bottom section of the socket. It may be marked with a Virgin Media, Telewest or NTL logo.

All done!

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

＋ Customisation & extras

Get more from your Virgin Media setup.

Controlling your TV with your new remote

Do more with your new kit
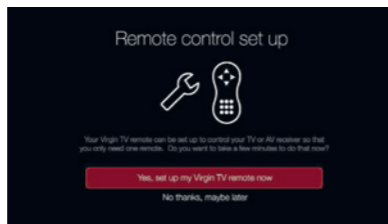
Troubleshooting

**WiFi Wins**

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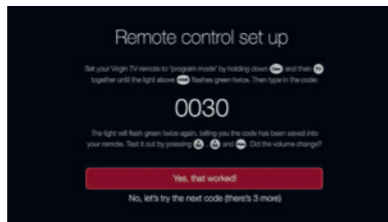
If the initial code doesn't work, or one can't automatically be detected, you will be given more instructions, which may include manually entering the make of your TV or scanning for signals.

Your **new box** will select the right option – just keep following the instructions on screen.

Do more with your new kit

Everything you need to know about your **new box** and **new 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 **new box** and your **new remote** will beep so it can be rescued from the depths of the sofa!

Parental Controls – your **new 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 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 two 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/helptvonthego**

Want to hide your Virgin TV V6 box?

Not only is your **new box** small and fast, but you can hide it away too. Your **new remote** works by a radio signal as well as normal infra-red, so it doesn't have to have a line of sight to work.

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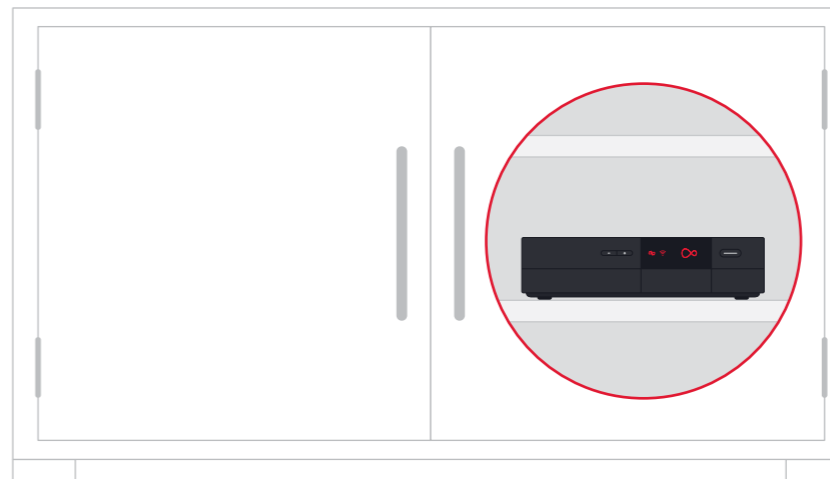
Remote not working with your new box?

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

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

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

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

Need to pair your new remote to your new box?

Using your **new remote**: Go to Home > Help & Settings > Settings > Devices > Remote Control Pairing.

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

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

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

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

If the top of your **new remote** flashes red twice the pairing hasn't worked. Move closer to your **new 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.

If you need further help or to talk to the team, go to **virginmedia.com/help**

Troubleshooting

Already called, but the new 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 **new 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.

Speed test

If you have a red or amber result screen or have been using your **new 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 Powerline?

Reboot your Powerline sockets (after your **new Hub** has come back online).

Using WiFi to connect?

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

Can't move your new Hub closer to your new 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 **new box** or **new 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 Powerline to connect your **new Hub** and **new box**. You can purchase a Powerline from **virginmedia.com/powerline**

Here are some simple WiFi Wins that may help…

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

Keep your **new 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 new 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 **new 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 **new 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 Powerline.

WiFi Win #5: Get rid of blackspots

If you have a big house or thick walls, some rooms might get a weaker WiFi signal. Try Powerline to cover these blackspots – it uses home wiring to extend WiFi range.

SHARE THE EXPERIENCE

Refer a friend today at
virginmedia.com/raf

£50
off for **you and a mate** when they join

V6TRIP

10012424
V6TRIP0618