

Installation guide

1 Activate



 1 min

2 Uninstall



 10 mins

3 Install your TV



 30 mins



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 on a recent bill.

2 Uninstall

Next we'll walk you step-by-step through uninstalling your old kit.

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.

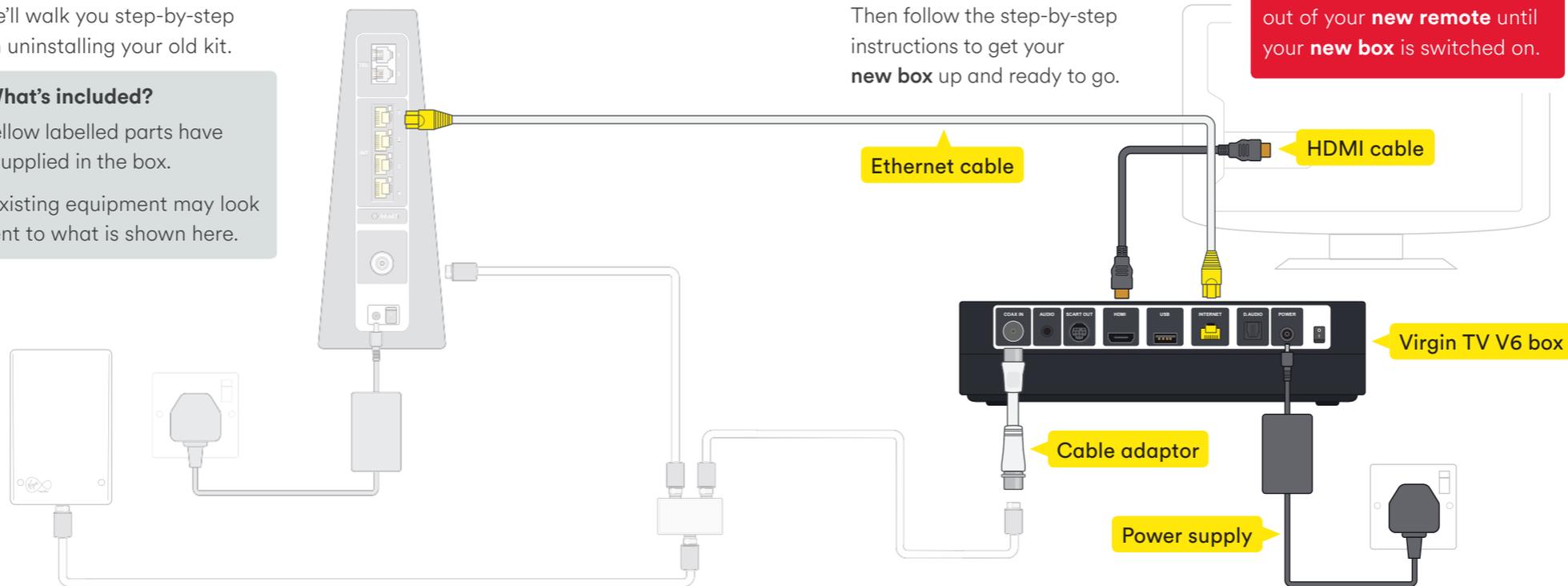
3 Install your TV

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.

+ 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.



Getting your new 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.

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.

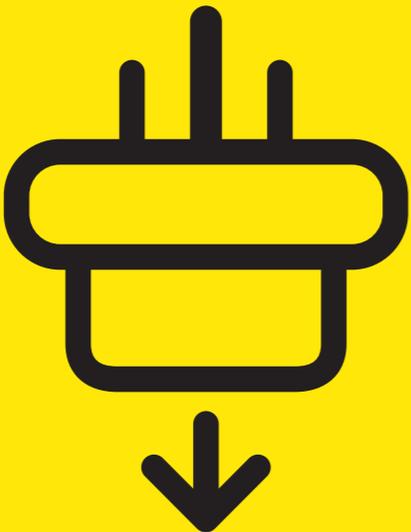
When you call you will need to have your account number
and area reference to hand. You can find them on a recent bill.
Doing this now means there are no delays in accessing your
services when you're all set up.

This section will take about  1 min



Activate





2 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





2.1

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



2.2

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 the power supply with any other device.



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.

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

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 on a recent bill.





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



Cable adaptor



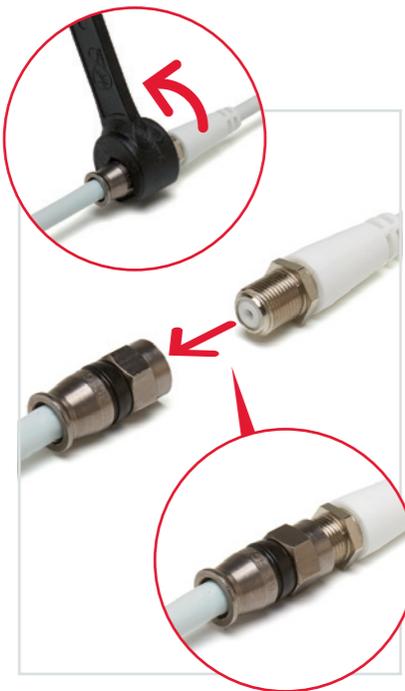
Ethernet cable

This section will take about  30 mins



3.1

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**.



3.2

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

i 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.



3.3

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



3.4

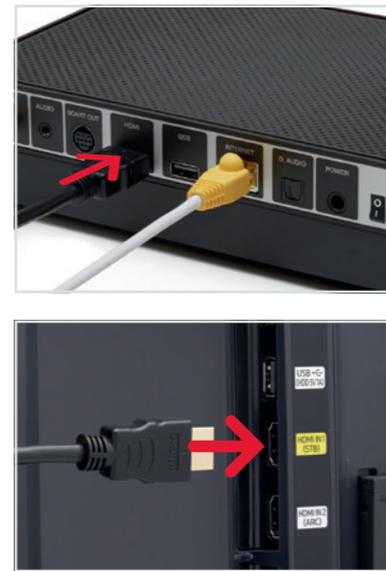
Connect one end of the second **Ethernet cable** to the rear of your **new box**.



3.5

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.



3.6

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



3.7

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



3.8

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



3.9

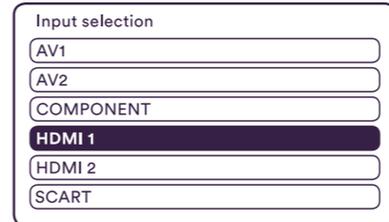
Switch on at the mains socket and then use the switch at the back of your **new box** to turn it on. You will see an amber light on the right hand side of your **new box**.



3.10

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 **new box**.

Example:

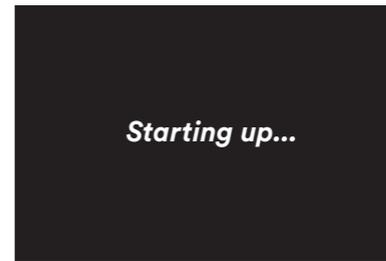


i **Using the right remote?**

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

3.11

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



3.12

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.



3.13

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.

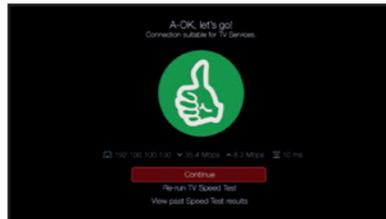


Connection trouble?

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

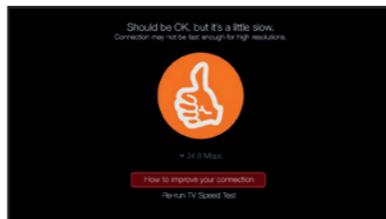
Green thumbs up?

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**, then follow the onscreen instructions.

3.15

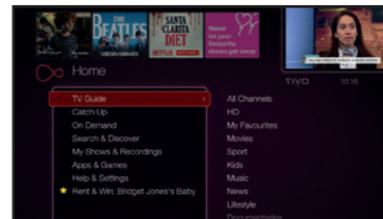
You will now be given the option to set up your remote so it can control your TV. To do this follow the instructions on screen.

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.

3.16

Once you have set up your remote you'll see the screen below, meaning 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 **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 cable connection as this ensures the best possible performance from your **new box**.

If you do not have a longer cable available it is possible to use WiFi to connect your **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 **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 3.11 to 3.16 will complete. Don't forget to set up your remote as explained in 3.15.

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.

Swapping another box?

If you have a second **Virgin TV box** that's not TiVo, you will now have to 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 your old kit?

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





Customisation & extras

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

Troubleshooting



Customisation & extras



Controlling your TV with your new remote

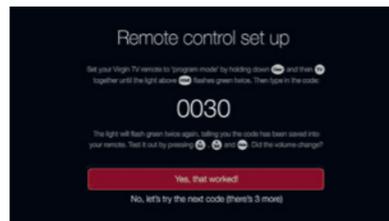
You can use your **Virgin TV box remote** to control the volume function and turn your TV on and off.

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** 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 **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





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/helptvonthego
- 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 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.



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

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 **Hub** has come back online).

Using WiFi to connect?

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

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

V6 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.



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off for you and
a mate when
they join



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