Virgin Media Boosters

Installation guide

What are Boosters?

If you're familiar with Boosters, also called Powerline, you can skip this bit and go straight to the next page.

Boosters use the electrical mains circuit in your home to create a connection. Here we'll use them to create a connection between your Hub, which is in one room, and your device in another room.

Your Boosters also have a socket on the front – you can use this to plug in other electrical devices, such as your Hub.
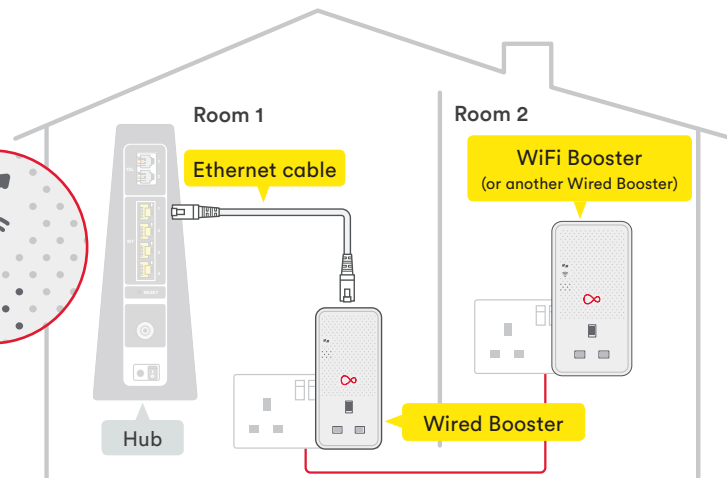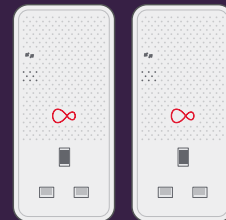
Types of Booster

Wired Booster

WiFi Booster

Room 1

Ethernet cable

Hub

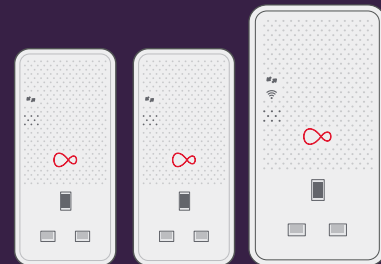Wired Booster

Room 2

WiFi Booster
(or another Wired Booster)

How many Boosters did you order?

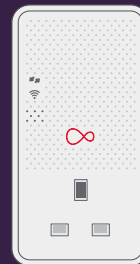**!** Important: Please follow the correct instructions for your order.

If your kit contains a pair of Wired Boosters, please go to Section 1.

1

If your kit contains three or more Boosters please go to Section 2.

2

If your kit only contains one booster, please go to Section 3.

3

1 Install your Wired Boosters

Follow these instructions to set up your Boosters.

Installing your Wired Boosters

This will take less than 20 mins.

Make sure you plug each **Booster** directly into a mains socket, not an extension lead, power strip or surge protector.

! Already have Boosters installed?
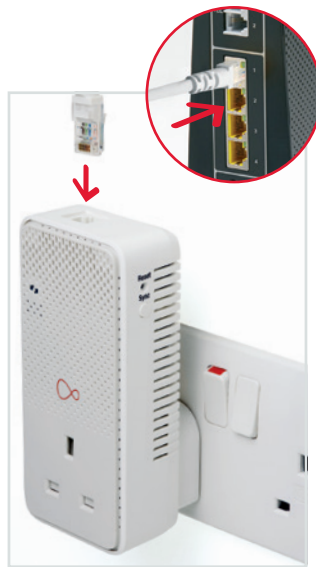Please turn off any other make of Booster until you are finished installing.

1.1

Plug the **smaller Booster** into a mains socket close to your **Hub**. Switch on at the mains socket, the **white power light** will come on and the **arrows** will be **flashing amber or red**.

1.2

Connect the Booster to your Hub using the **Ethernet cable** provided.

1.3

Plug the **second Booster** into a mains socket in the same room and switch on. The **connection lights** will initially be amber, before flashing **green**.

1.4

To **pair** the second Booster, press the **Sync** button on the side of the Booster connected to your Hub for **3 seconds**. The **connection light will flash rapidly**.

1.5

Within **2 minutes** press the **Sync** button on the second Booster for **3 seconds**. The connection light will also flash rapidly.

1.6

When working normally the power light will be on and **the connection light will be off**. This may take up to **2 minutes.**

Please leave for a **further 10mins** for software updates. Your Boosters may not operate correctly without these updates.

1.7

You can now unplug the second Booster and move it to where you need it in your home and connect it to another device using the Ethernet cable.

When you switch the Booster back on in your desired location, it will repeat **the light sequence in 1.3.**

> ⓘ **Can't connect?**
>
> If your Boosters don't automatically connect then you will need to pair them. Please follow the instructions in the Troubleshooting section.
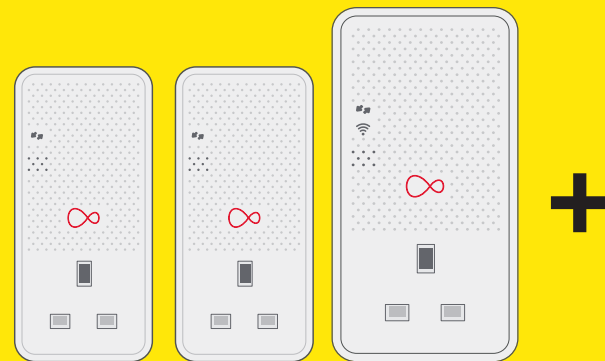
2 Install multiple Boosters

Follow these instructions to set up your Boosters.

Your combination of Boosters may be different to those shown here.

Installing your Boosters

This will take about 30 mins.

Make sure you plug each **Booster** directly into a mains socket, not an extension lead, power strip or surge protector.

> **⚠ Already have Boosters installed?**
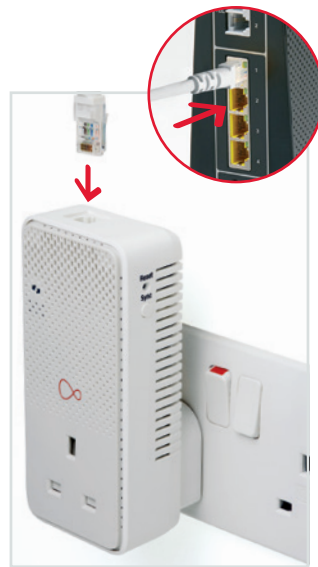> Please turn off any other make of Booster until you are finished installing.

2.1

Plug the **smaller Booster** into a mains socket close to your **Hub**. Switch on at the mains socket, the **white power light** will come on and the **arrows** will be **flashing amber or red**.

2.2

Connect the Booster to your Hub using the **Ethernet cable** provided.

2.3

Plug your **second Booster** into a different mains socket in the same room and switch on. When the connection light is **flashing red** and the **power light is solid white** on both Boosters, they are ready to be paired. It may take **up to 2 minutes** for the lights to start flashing red on the second **Booster**.

2.4

To **pair** the first two Boosters, press the **Sync** button on the side of the Booster connected to your Hub for **3 seconds**. The **connection light will flash rapidly**.

2.5

Within **2 minutes** press the **Sync** button on the second Booster for **3 seconds**. The connection light will also flash rapidly.

2.6

When the **connection lights stop flashing** your Boosters are paired. This may take up to **2 minutes**. In normal operation the power light will be on and **the connection light will be off**.

2.7

Repeat the process to pair your other Boosters. Plug each one into a mains socket and switch on. When the **connection light** is **flashing red** and the **power light** is solid white you are ready to pair. Then follow steps **2.4** to **2.6**.

All paired?

Once your new Booster is paired. Please leave for a further **10mins** for software updates. Your Booster may not operate correctly without these updates.

Got a WiFi Booster?

If you have a WiFi booster please follow the next steps to get set up. If you have wired boosters, you can skip to step 2.11.

2.8

To make it easier to connect and move around your home, we'll make your Booster's WiFi network name and password the same as your Hub.

Press and hold the **WPS button** on the **larger Wifi Booster** for about **10 seconds** and release it. The **Wireless and Power lights will start to blink**.
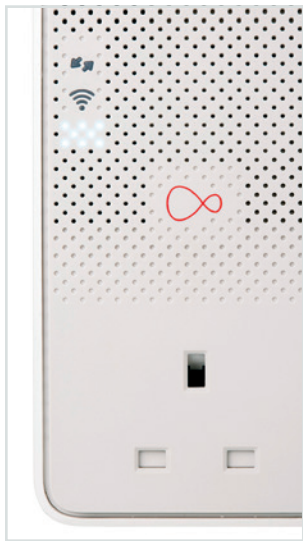
2.9

Press and hold the **WPS/Virgin Media button** on your **Hub** until the lights start blinking. The WiFi Booster will start copying your Hub's details.

2.10

When the **Wireless light** on the WiFi Booster **stops blinking** and goes off, the copying process is complete. The power light will remain on.

If you have **more than one** WiFi Booster you will need to repeat this process.

2.11

You can now unplug your additional Boosters and move them to where you need them in your home. Remember to connect your Wired Boosters to another device using the Ethernet cable.

When you switch the Boosters back on in your desired location, the **connection lights** will initially be amber, before flashing **green** as it reconnects.

When working normally the power light will be on and **the connection light will be off**. This may take up to **2 minutes.**

Placing your Boosters

Getting the best performance from your Boosters

- If you've conducted a home scan with the Virgin Media Connect app, you need to return to that blackspot and plug in the Booster. Once installed, scan your home again to check that no more blackspots exist.

- Use power sockets on internal walls as opposed to external walls.

- Avoid any direct obstruction to the unit, such as cupboards or shelves.

- Ensure ventilation as the Boosters can get warm during normal use.

- Connect your device using an Ethernet cable for optimum speed.
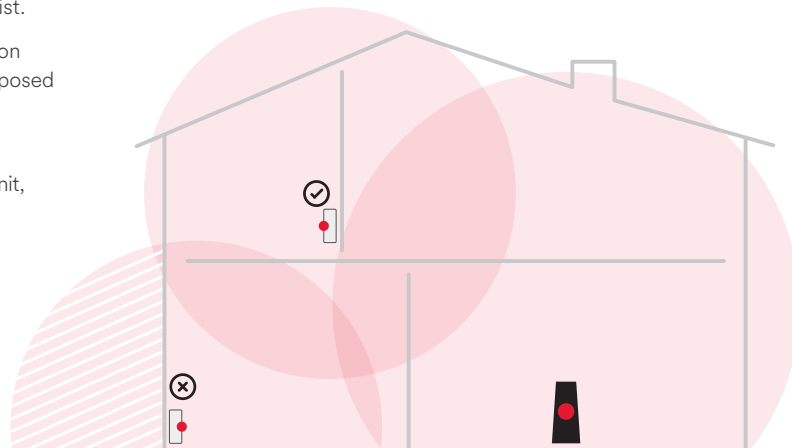
③ Install an additional Booster

Follow these instructions to set up a Wired or WiFi Booster
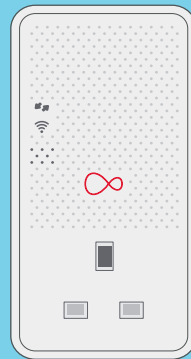
Installing your Booster

This will take about ⏱ 15 mins.

Make sure you plug the **Booster** directly into a mains socket, not an extension lead, power strip or surge protector.

3.1

Plug your additional **Booster** into a different mains socket in the same room as the Booster connected to your Hub and switch on. When the connection light is **flashing red** and the **power light is solid white** it is ready to be paired. It may take **up to 2 minutes** for the lights to start flashing red.

3.2

To **add your new Booster** to your network, press the **Sync** button on the side of the Booster connected to your Hub for **3 seconds**. The **connection light will flash rapidly**.

3.3

Within **2 minutes** press the **Sync** button on the additional Booster for **3 seconds**. The connection light will also flash rapidly.

3.4

When the **connection lights stop flashing** your Boosters are paired. This may take up to **2 minutes**. In normal operation the power light will be on and **the connection light will be off**.
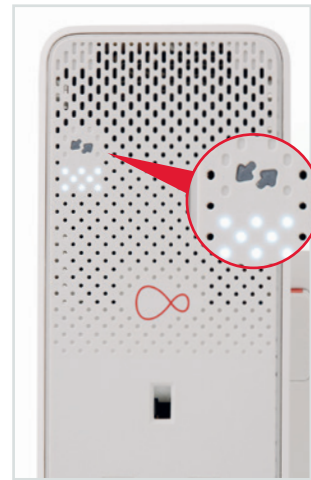
Once your new Booster is paired. Please leave for a **further 10mins** for software updates. Your Booster may not operate correctly without these updates.

3.5

If your additional Booster is a **WiFi Booster**, we'll make your Booster's WiFi network name and password the same as your Hub to make it easier to connect and move around your home.Press and hold the

WPS button on the **larger Wifi Booster** for about **10 seconds** and release it. The **Wireless and Power lights will start to blink**.

3.6

Press and hold the **WPS/Virgin Media button** on your **Hub** until the lights start blinking. The WiFi Booster will start copying your Hub's details.

3.7

When the **Wireless light** on the WiFi Booster **stops blinking** and goes off, the copying process is complete. The power light will remain on.
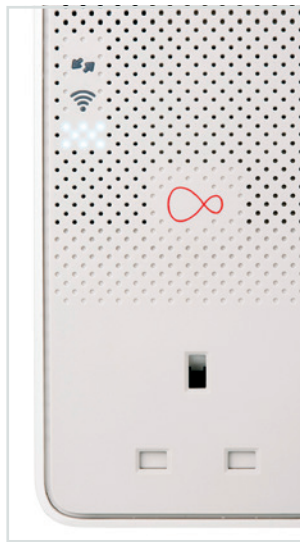
3.8

You can now unplug your additional Booster and move it to where you need it in your home.

When you switch the Booster back on in your desired location, the **connection lights** will initially be amber, before flashing **green** as it reconnects.

When working normally the power light will be on and **the connection light will be off**. This may take up to **2 minutes.**

Please see the next page for information on where best to place your new Booster.

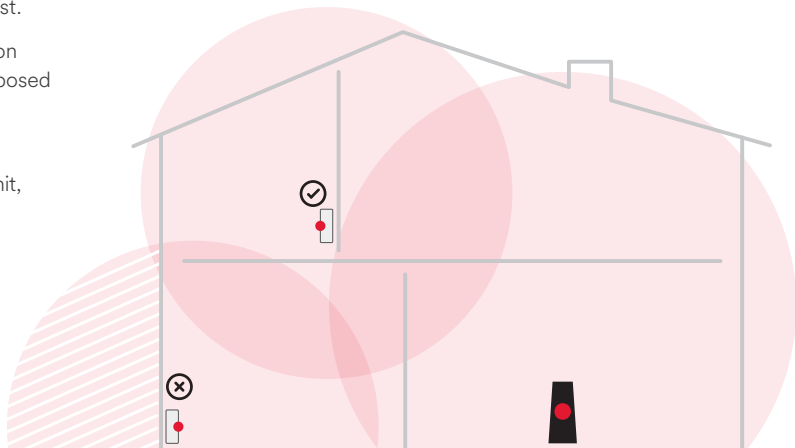# Placing your Boosters

Getting the best performance from your Boosters

- If you've conducted a home scan with the Virgin Media Connect app, you need to return to that blackspot and plug in the Booster. Once installed, scan your home again to check that no more blackspots exist.

- Use power sockets on internal walls as opposed to external walls.

- Avoid any direct obstruction to the unit, such as cupboards or shelves.

- Ensure ventilation as the Boosters can get warm during normal use.

- Connect your device using an Ethernet cable for optimum speed.

✛ Customisation & extras

Get more from your Virgin Media setup.

Do more with your WiFi Booster

Troubleshooting

Customisation & extras

Get more from your Virgin Media setup.

Do more with your WiFi Booster

Troubleshooting

Do more with your WiFi Booster

You can do a number of things with the **WiFi Booster**:

- Use WPS (WiFi Protected Setup) to connect devices
- Customise the WiFi settings

i Trouble connecting?

Make sure you are in range of the **Booster** - or try using an Ethernet connection.

Connect with WPS

You can connect devices to your **WiFi Booster** quickly and easily using **WPS**.

To connect a Windows computer with WPS

Find the network on your computer, click the connect button and then press the **WPS button** on the **WiFi Booster until it flashes**. It should automatically connect.

To connect a WPS device

Press and hold the **WPS** button on the **WiFi Booster** for about **3 seconds** and release it. The **Wireless light** will start to blink.

Customise the WiFi settings

If you want to manually change the password or network name for your **WiFi Booster**, you can do so through a web browser.

1 Make a note of the **settings password** on the rear of the **WiFi Booster**. You will need it to log in.

2 With your computer or WiFi device connected to the **WiFi Booster**, open a web browser.

3 Go to this address: **http://virginmedia-vmp**

4 Follow on-screen instructions.

5 Make a note of the new details. Keep them somewhere safe!

Troubleshooting

Get to know the Booster lights

Power light	Connection light	Status
Off	Off	No power to the Booster
On	Off	Operating normally
On	Flashing red	Ready to pair
On	Amber	Making connection
Blinking	Off	Copying settings from your Hub

Power light   **Connection light**
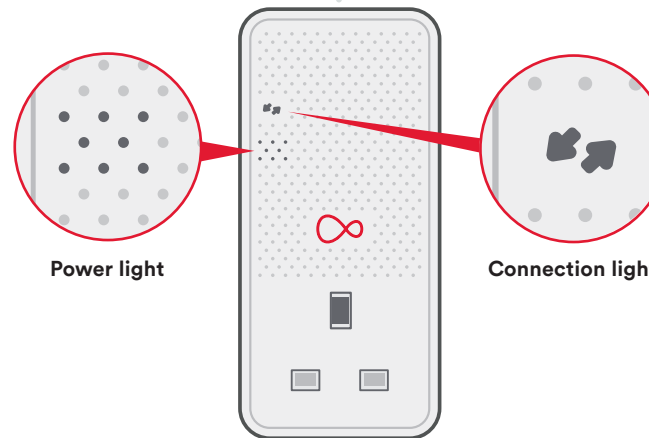
Boosters not working?

- Turn off the power at the sockets, unplug the Boosters, plug them back in and switch on.
- When paired and working correctly, **only the power light will be on**.
- If **connection light** is **flashing red** and the **power light** is solid white your units have failed to pair. You can manually pair them by doing the following:

Pairing your Boosters

Press the **Sync** button on the side of the Booster connected to your Hub for **3 seconds. The connection light will flash rapidly**.

Within **2 minutes** press the Sync button on the second Booster for **3 seconds**. The connection light will also flash rapidly.

When the **connection lights stop flashing** your Boosters are paired.

Slow or no connection?

If the Boosters are on but can't establish a good connection, try the following:

- Make sure any Ethernet cables are securely plugged into the devices and Boosters.

- Move the Boosters to other mains sockets.

- Make sure the Boosters are plugged directly into wall sockets, not extension leads or other Boosters.

- Remove any devices which may be causing interference, such as surge protectors or mobile chargers.

- Move Boosters away from any devices which have a motor, such as a washing machine, as this can cause interference.

- Try switching off Booster/ Powerline devices from any other manufacturer.

Losing wireless signal?

- Check that the WiFi button on the side of your Booster hasn't been accidentally pushed. This button turns the Booster WiFi on and off. To switch WiFi on again press for at least 2 seconds.

- Devices may drop connection when moving between the Hub WiFi area and the WiFi Booster area. Staying in one place will help minimise interruption to downloads or media streaming.

- Sometimes a device will stay connected to the weaker signal even when near to a stronger one. Try switching WiFi off and on your device to prompt a new connection.

> ⓘ **Need some more help?**
> If none of these steps work why not try asking at **virginmedia.com/community**

Can't copy Hub settings?

Instructions for how to copy the Hub settings are covered in the initial set up. If you are having trouble:

- Check the lights on your Boosters, if they are connected properly on each Booster only the white power light should be on.

- You are pressing the right button on your Hub. On the Super Hub it has the Virgin Media logo, on the Super Hub 2 it says **WPS** and on the Hub 3.0 it says **Pair WPS**.

- Copying has been successful if the network name starting VMP is no longer visible.
- Between each attempt to copy the Hub settings switch off the WiFi Booster and switch it on again, then wait a couple of minutes for the lights to stop flashing.

Problems connecting to additional Boosters?

Virgin Media Boosters use G.Hn technology and will only connect to other Boosters using G.Hn. If the Booster is using G.Hn your security settings may be the issue. Follow steps earlier in this section to pair the Boosters and sync the security settings.

Still not working?

Use the tip of a pen to press the **Reset** button on each Booster for **7 seconds** to return them to their default factory settings.

Use the instructions at the start of this section to pair the units.

Frequency range and Output Max. power

	Channel	Frequency range	EIRP Max. Power
2.4G	CH1 - CH11	2402 ~ 2472 MHz	20 dB
	CH12	2457 ~ 2477 MHz	20 dB
	CH13	2462 ~ 2480 MHz	20 dB
5G	Band 1	5150 ~ 5250 MHz	23 dB
	Band 2	5250 ~ 5350 MHz	23 dB
	Band 3	5470 ~ 5725 MHz	30 dB

1. This radio equipment is in compliance with directive 2014/53/EU.
2. 5150 MHz ~5725 MHz is for indoor use only.

System Requirements: 1. Computers or network devices with wired or wireless network interface card. **2.** Any connected devices must feature a network port. **3.** Web browser (Microsoft Internet Explorer 4.0 or above, Google Chrome web browser, Opera web browser, or Safari web browser).
Product power rate: Input: 100-240Vac, 50/60Hz, 13A, **Output:** 100-240Vac, 50/60Hz, 13A

For further support go to
virginmedia.com/help

C €

Powerline
PG 9072/3LG-VM

Virgin media

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