Time to Boost your WiFi

With our intelligent WiFi Booster, you can tackle blackspots in a hard-to-reach room. 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.

Install your Boosters

Follow these instructions to set up your Boosters.
Installing your 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.

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 larger Booster into a mains socket in the same room and switch on. The connection lights on it will initially be amber for up to 2 minutes before turning off and the white power light will remain on. Please leave for a further 10 minutes for software updates. Your Boosters may not operate correctly without these updates.

1.4 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 Booster for about 10 seconds and release it. The Wireless and Power lights will start to blink.

Already have Boosters installed? Please turn off any other make of Booster until you are finished installing.
1.5
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.

1.6
When the Wireless light on the WiFi Booster stops blinking and goes off, the copying process is complete. The power light will remain on.

1.7
You can now unplug the larger Booster and move it to where you need it in your home. When you switch the Booster back on in your desired location, it will repeat the light sequence in 1.3.

Placing your Boosters
Getting the best performance from your Boosters

- 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.

Different Hub?
The Hub you have may be different to the one shown. It will work in the same way.
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

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!

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.

Troubleshooting
Get to know the Booster lights

<table>
<thead>
<tr>
<th>Power light</th>
<th>Connection light</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Off</td>
<td>No power to the Booster</td>
</tr>
<tr>
<td>On</td>
<td>Off</td>
<td>Operating normally</td>
</tr>
<tr>
<td>On</td>
<td>Flashing red</td>
<td>Ready to pair</td>
</tr>
<tr>
<td>On</td>
<td>Amber</td>
<td>Making connection</td>
</tr>
<tr>
<td>Blinking</td>
<td>Off</td>
<td>Copying settings from your Hub</td>
</tr>
</tbody>
</table>

Troubleshooting & extras

- Troubleshooting

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 the 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:

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

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.
- 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.
- 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 or on your device to prompt a new connection.
- 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 or on your device to prompt a new connection.

Can’t copy Hub settings?
Instructions for how to copy the Hub settings are covered in the initial setup. 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.
- Make sure you 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.

Troubleshooting

Need some more help?
If none of these steps work why not try asking at virginmedia.com/community
Frequency range and Output Max. power

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

1. This radio equipment is in compliance with directive 2014/53/EU.
2. 5150 MHz ~ 5725 MHz is for indoor use only.
3. Computers or network devices with wired or wireless network interface card.
4. Any connected devices must feature a network port.
5. Web browser (Microsoft Internet Explorer 4.0 or above, Google Chrome web browser, Opera web browser, or Safari web browser).

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.

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