

My notes

AV Source information

Your Virgin TV V6 box is connected to your TV on...

Your Virgin TV V6 box PIN

You may need to enter a Virgin TV V6 box PIN before you can view programmes or use certain services. Some content we've locked, others you can choose to lock yourself. Your default Virgin TV V6 box PIN is 1234 and you can change this if you fancy.

Want to set up a PIN in apps like Netflix and BBC iPlayer? You can set them up inside each app.

Forgotten your Virgin TV V6 box PIN? You can reset it via the Help section. Just look for TV Care. Find out more by going to our Help section from Home.



**The telly you love,
the way you want it.**

Your guide to your new Virgin TV service.



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The TV you love, brilliantly brought together

Snuggle up. You're in for a treat.

Now that your Virgin TV V6 box is plugged in and fired up, it'll open up a whole world of awesome telly.

An epic range of channels. Brilliant services like Netflix, Hayu (if you have accounts with these services) and YouTube on your TV (because we know great telly can come from anywhere). Plus, all your favourite free to air Catch Up services, too – like BBC iPlayer, All4, ITV Hub – and even Sky On Demand if that's part of your TV package.

Not to mention those must-see Box Sets. And movies to rent.

Plus, Virgin TV is the only place to watch our Exclusives – handpicked, critically acclaimed shows – with our top TV pack. Wherever the telly you love is hiding, we help you bring the best bits together. So it's easier to find, watch and save what you want to watch. And all of that is powered by your clever V6 box and our TV apps: Virgin TV Go and Virgin TV Control.

**Ready to press play?
It's showtime.**



Discover the telly you love. There are simple steps to find out how in this guide.



Download our TV apps: **Virgin TV Go** and **Virgin TV Control**



You can always find the latest version of this guide online at virginmedia.com/community



The Virgin TV V6 box,
powered by TiVo®

What your box can do

A ton of new tricks.

Search

Now that the TV you love comes in many forms (on different channels, in Catch Up, Box Sets and in places like Netflix), you need an easy way to find the shows you love. Virgin TV brings it together. Press the Search button on your remote and you can search across live TV, Catch Up services and players, services like Netflix, or anything in our On Demand world. And even search from your mobile or tablet with Virgin TV Control, too.

Save

Once you've found your shows, you can watch them right away. Or Bookmark them and save them for later. Or even better still, set a Series Link+ and let your box do the legwork to record the series, and also find any other episodes hiding in Box Sets, Catch Up and in places like Netflix. We'll stick them in one handy folder – ready for you to watch when you want to.

Stream

The way you watch your shows is up to you.

At home:

Watch what you want, where you want:

- Pause selected recordings from your V6 box in one room, and play in another, on another TiVo or V6 box, or compatible device with Virgin TV Control
- Watch over 110 live channels* and hundreds of Box Sets on your mobile or tablet – perfect for watching different things, side by side or in another room with Virgin TV Go on WiFi, 3G or 4G.

On the go:

Take telly with you with our TV apps

- Live TV: watch over 110 channels live*, on the go, wherever there's WiFi, 3G or 4G**
- Box Sets: Watch a range of Box Sets on the go anywhere in the EU, wherever there's WiFi, 3G or 4G**
- Set and manage your recordings from anywhere in the world with 3G, 4G or WiFi on our website or with your Virgin TV Control app

* Number of channels you can watch depends on which package you have.

** Register 2 compatible devices to watch on the go and change one registered device a month.

What you get

Our famous four.



1

The Virgin TV V6 box (powered by TiVo®)

You're now the owner of our smallest, smartest, fastest box yet. It comes with a load of extra features, including Netflix (if you're subscribed) in mesmerisingly clear 4K Ultra HDR*.

* You'll need to own a 4K Ultra HDR TV to watch things in 4K Ultra HDR TV.



2

Our TV apps

Our TV apps work with your box to let you watch the TV you love, the way you want. Virgin TV Go lets you watch telly on the go. While Virgin TV Control lets you watch recordings around your home. Plus, set and manage recordings anywhere in the world. There are even more great TV apps to discover. Explore them on page 20



3

The Virgin TV V6 box remote

Say hello to your new super powered remote. It works like a dream – even when the box is tucked away inside the fanciest TV cabinet. Plus, it comes with a handy way to find it if it gets lost. Genius.

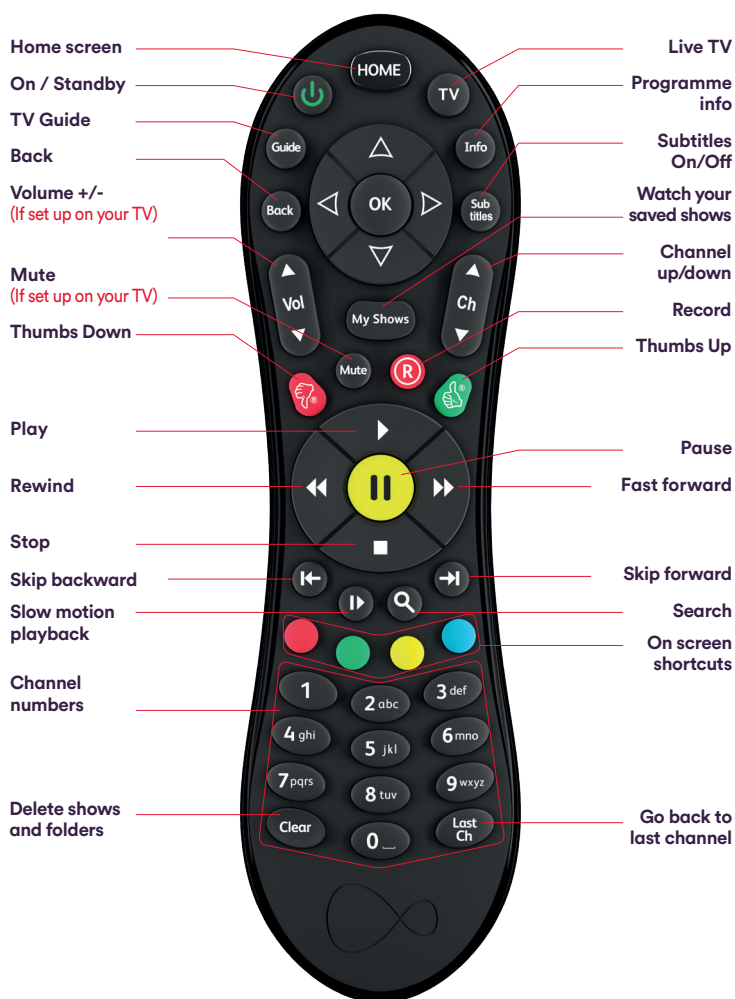


4

Our Hub

For us, brilliant TV and a great connection go hand in hand. Because with more to watch, on more devices, you're going to need a faster connection to power it all. Happily, you have a superfast Hub from Virgin Media!

Control your TV with your V6 remote



Get your remote ready for action

Follow these steps to get set up...

1

Program your remote

To program your remote, so you can control the volume on your TV (and turn it on and off):

1. Press **HOME** on your remote
2. Then go to **Help & Settings**
3. Choose **Help**
4. Then select **Virgin TV box**
5. And select **Program your Remote**
6. Or go online to [www.virginmedia.com/remote](#) for more info.

2

Pair your box and remote

When your box and remote are paired, your remote will work, even if the box is hidden in a TV cabinet. In some cases your remote and box may automatically pair. This will happen in the first five minutes after starting up the box when you pull the battery cover tag out of the remote. If you have more than one Virgin TV V6 box remote, it's important you only pull the tag from one remote at a time, leaving at least a five minute gap before you pull the tag from the second remote control.


If they're not paired automatically, here's how to do it:

1. Press the Channel Down button on the front of the Virgin TV V6 box for 10 seconds.
2. Then, hold the Info button down on the remote for 7 seconds.
3. The light in the top of the remote will flash green twice.
4. Your remote is now paired, so it'll work even if your box is hiding in a cupboard.


Cheeky little shortcuts

If you're watching live TV or recordings, try these shortcuts for size





Search faster

Want to find the telly you love in an instant? Press the  on your remote and you can search across live TV, Catch Up and even things like Netflix.




To go to the Home screen

Hit  on your remote. It's the quickest way to access and search Box Sets, Movies, Catch Up and apps like Netflix and BBC iPlayer.


Not sure how to exit a screen?

Press  at any time to get back to the Home screen and start again. You can also press ,  or  to jump to those locations from anywhere.

See what's on


Press  on your remote, or if you're watching a programme and don't want to miss anything press  to show the Mini Guide. Press  again to hide it. See page 11 for more.

Control my TV

Want to use your Virgin TV V6 box remote to control your TV set, for example, turn the volume up or down or turn your TV off? Simply select  **> Help & Settings > Help > V6 box** and then **> Program your remote**


Find my remote

Top Tip


Lost your remote? If you've followed the steps on page 6 and paired your remote with your box, press the  button on the front of your Virgin TV V6 box for about 10 seconds until you hear the beep. Your remote control will beep from wherever it's hiding. Press any button on your remote to turn it off.

Paging up and down





This couldn't be easier. Press  to move up or down a page at a time through the TV Guide and lists.

Jumping to the bottom of a list

Press  to jump to the bottom of a list, like **My Shows**. Press it again to go back to the top.

Jumping back and forwards in the TV Guide


Get where you want to be, faster. To jump to a specific time or date in the TV guide press  in the full TV Guide. Pick the time and date you want to see and choose View Guide. To come back to the present, press .

Go faster

In a hurry? You can now speed up your recordings. Press Play when you're watching a show, and then OK and you're off!

Be sharp

Top Tip


Want to see if your favourite show is available in HD? Just hit the  button and it'll give you the option to head straight there.

Going back a step

To move back a step press .

To go back to the previous screen press .


To go back to the **Home** screen, or live TV, press  button.

Switched from Sky? The  button works the same way your old 'back up' button used to.

Deleting recordings

Press  to quickly remove a show or folder from My Shows or My Planned Recordings.

Undelete recordings

Go to the Recently Deleted Recordings folder in My Shows. Press  to recover any recently deleted show in the list. Don't forget, you can only undelete a show if you have room on your box.

Deleting groups of shows

To delete a whole series or group of shows press  on the folder you want to ditch.


More info on the show you're watching

Press  to show the Info Banner.

Hide the Info Banner

Just press  to hide it straight away.

Skipping forward

If you've paused live TV, just press  once to fast-forward 30 seconds. Press it again and you'll jump forward another 30 seconds.



How about an instant replay?

Press  while watching a show to jump back 8 seconds.

Want to jump quickly through a show?

Press  and then  to jump to the next tick mark. To go back, press  and .

Quickly play a show

In My Shows press  on any show to start watching. You can even press  on a folder to watch all its recordings as a playlist from oldest to newest.

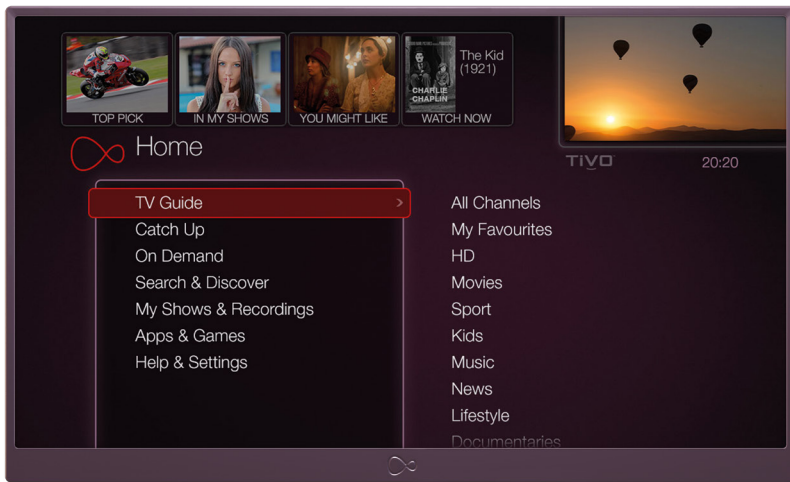
Turn your mobile or tablet into a remote

Top Tip

Did you know, you can do lots of the things on this page on your sofa with your mobile or tablet if you fancy? Just download the Virgin TV Control app onto your device. See page 19 for more.

Home screen

The Home screen will take you anywhere you need to go. Ready? It all starts here.





How to use it

Press **HOME** on your Virgin TV V6 box remote to see the **Home** screen.

1. To move around the screen, press **▲ ▼ ◀ ▶**
2. When you highlight the menu on the left of the screen, the right side of the screen tells you what further options are available.
3. When you find a section you want to explore some more, press **▶** or **OK** to access it.


Watch while you explore

The Video Window on the top right of the **Home** screen lets you keep watching live TV, On Demand programmes or a recording while you browse the **Guide**. To pause what's showing, press  on your remote, then press  to pick up where you left off.

Take a look

From the **Home** screen, you can browse the TV guide, watch a show on Catch Up or On Demand, search, find your saved shows, open apps like Netflix or BBC iPlayer or get help. Here are your options below:

1. TV Guide

Browse the full TV listings for something to watch or record. You can also look through past TV listings to watch shows available in Catch Up TV. Shows available as Catch Up TV are indicated with the .

2. Catch Up and On Demand

Watch your favourite players and free to air Catch Up services - like BBC iPlayer, All4, ITV Hub and Sky On Demand. Plus, watch the latest movies on demand and lose yourself in a ton of Box Sets. Find out more on pages 21 and 22.

1. Virgin Media Store

You can now find the latest movies to buy and keep before the DVD is released or available to rent. You can also buy much-loved TV box sets to stream to your heart's content at home, or download to watch on the go.

1. Search

Search across live TV, Catch Up, Box Sets and Netflix. See page 13 and 14 for more.

1. My Shows & Recordings

My Shows is where you'll find all your Series Link+ shows, Bookmarks and any other shows you've recorded or saved. See pages 25-30 for more.

1. Apps & Games

Got a Netflix or Curzon Home Cinema account? Or want to watch BBC iPlayer? Select Apps & Games and you'll see all your favourite Apps and Games, brilliantly brought together. See page 24 for more.

1. Help & Settings

Get help, personalise your box's settings and set Parental and Purchase Controls. See page 39-42 for more.

See what's on

Using the TV Guide and Info Banner.

The TV Guide

Want to know what's on when? TV Guide shows the next two weeks of live TV and the past week. Here's how to navigate your way around:

1. Press **Guide**
2. Now, move to the channel you want by pressing **▲**, **▼** or **Ch**
3. Press **OK** to start watching that channel or show.

Mini Guide

Want to carry on watching live TV while seeing what's on elsewhere or setting a recording?

While watching live TV, press **OK** to see the Mini Guide.

The show you're watching now will be highlighted in the guide, and you'll also see listings for the next two channels.

Use **▲** and **▼** and **◀** and **▶** on your remote to move around the Mini Guide.

Highlight a show and press **OK** to watch it, or set up a recording if the show hasn't started yet.

Create your own guide

Want to see what's on your favourite channels at a glance? Set up your Favourites and with a tap of the **●** button on your remote, you can see what's coming up.

To set up your Favourites

1. Press **Guide**
2. Now, move to the channel you want by pressing **▲**, **▼** or **Ch**
Press **◀** to highlight the channel name.
3. Next, just press **👍** to make the channel a favourite. Or, to remove it from your favourites list, press **👎**

Live Guide Option

The TV Guide layout can be changed to text only by pressing **● > Style > Live Guide**.

Catch Up

If you missed a show and want to find it on one of our Catch Up TV channels, you can go back in time in the TV Guide or Mini Guide. Just press **◀◀** to go back two hours or press **⏮** to go back a whole day and look out for **🔄**.

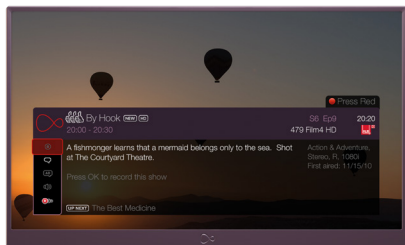
Top Tip

Info banner

The Info banner appears whenever you change channel, showing you what's on now and next. It also lets you change your settings in a flash.

How to use it:

- The mini Info Banner pops up when you change channel – it tells you what's on now and next.
- To see the full Info Banner, press **Info**
- Use **▲** and **▼** to scroll through the icons and press **OK** to select.
- When you're finished, press **Info** again to make it disappear.



Want to know what's on TV right now?

Top Tip

A handy way to get a glimpse of what's on now is to press **HOME** >

Search & Discover > What To Watch Now. There you'll see listings for some of our most popular channels and if you want to see the full guide, simply press **Guide**

What you can do:

- R** Select to set or manage recordings.
- Speech bubble** Turn Subtitles on or off
- AD** Turn on or off Audio Description – if the show comes with an audio description for the blind or partially sighted, this icon will be white.
- Speaker** Adjust your Audio settings – if there's an alternative audio track available for this programme, this symbol will be white.
- R R B** Select to see what else you're recording at the same time or flick and pause between channels. Ideal for watching multiple sports events at the same time.

Jump back and forth in time

Top Tip

To jump to a specific time or date in the TV guide, press **Time** button in the full TV Guide.

Pick the time and date you want to see, then choose **View guide with these options.**

If you're ahead or behind the current time and date in the guide, press **Now** to return to now.


Search


Find what you want, faster.

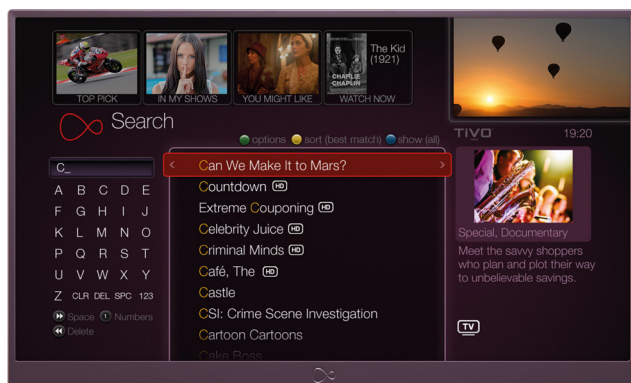
Now that the TV you love can be found in many places (on live TV, in Box Sets, on Catch Up or even in Netflix), you need a clever way to search the lot. One tap of the Search button on your remote – and hey presto! Your telly is at your fingertips.

Search by title or name

Your Virgin TV V6 box searches live TV, Catch Up, Box Sets and Netflix.

1. On your remote, press 
2. Type in the show, movie or actor you'd like using the on-screen keypad or the number buttons on your remote.

5. When you see what you're searching for, use  to move into the search results. Then highlight the one you want and press to select it.
6. Select **Get this show** to watch it if it is available from live TV or On Demand, to record the next showing or set up a Series Link+, which will record the whole series. See page 25 for more on Series Link+.



Faster Catch Up and On Demand search

Top Tip

Know what you're looking for? If you know the show you want to watch is available in Catch Up or On Demand, here's how to find it faster:

To search On Demand, go to **Home > On Demand > Search**. Or to search Catch Up, go to **Home > Catch Up > Search**. Then type in what you're looking for, using the on-screen keypad or your remote control's number buttons.

1. When you see it, use **→I** to move to the search results, highlight the one you want, and press **OK** to select it.
2. If it doesn't find what you're looking for you will be given the option to **Search All for...**

How to use Virgin TV Control to search

Top Tip

Want to search smarter?


- Download our clever Virgin TV Control onto any compatible device - mobile or tablet - and you can turn it into a smart remote.
- Use your device's QWERTY keyboard to make searching a cinch. Plus you can be searching on your device while everyone else is watching TV. And when you've found something you want to watch, you can select to play it on your TV from your device. Magic!
- Flick to page 20 to see how to connect your Virgin TV V6 box and app.



Watching live TV

**Want to watch what's on TV now?
We call that live TV. It's the telly you love,
the channels that matter - all in one place.**


Getting started

If the channel you're watching is available in glorious HD, we'll tell you and you'll just need to press the blue button to switch.

Live TV is anything that's being broadcast live on any channel, right now – press  on your remote to start watching.

To skip one channel at a time press   on your remote.

To go to a specific channel just type in the number.

To jump back to the previous channel press .


To see the full listings in the TV Guide press  or use the Mini Guide (see page 11).

Watch live TV on the go





Download our clever Virgin TV Go app and you can watch live TV on any 2 compatible devices, anywhere in the UK with WiFi, 3G or 4G. Find out more on page 19.

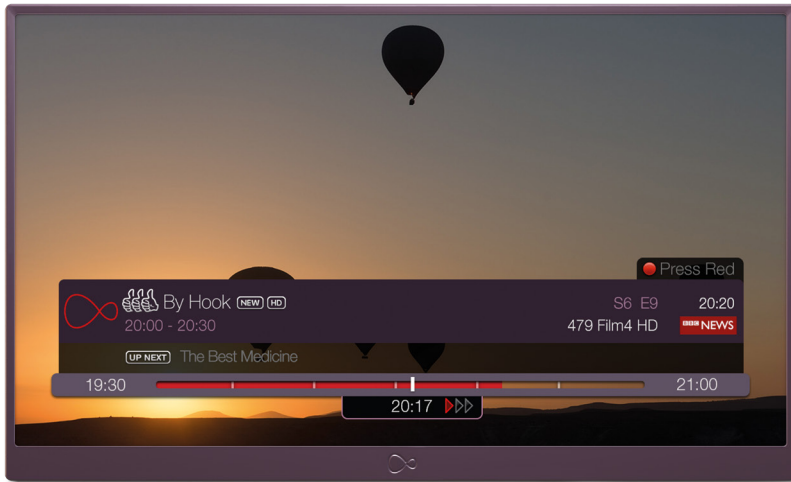
Pausing live TV

Your Virgin TV box automatically records any live TV channel in the Live Cache so that you can control it like a DVD. You can pause, rewind, fast forward, or playback in slow motion.

To pause live TV just hit  on your remote. The Trickplay Bar (on the opposite page) will appear. The channel can stay paused for up to an hour.

When paused you'll see the Live Cache grow as the live TV Point keeps moving with the clock on the wall and the current broadcast. Anytime the Play/Pause Point is to the left of the live TV Point you are watching the Live Cache and have access to the DVD-like controls.

To resume playback press  or . To return to the live broadcast press  or press and hold  and the Play/Pause Point will jump ahead to the live TV Point.



Rewinding

Want to see something again? It's easy to go back a bit too.

Press **⏮** and the show rewinds. Press it up to three times to increase the speed and **⏭** to slow down.

To stop rewinding and start watching, just press **▶**

Press **⏮** once to skip back 8 seconds.

And if you want to go back to the beginning of the recording or cached portion of the show, press and hold **⏮**

Fast forwarding



So you're watching a live show you paused, but now you want to fast forward?

Press **⏭** once to fast forward. Press it up to three times to increase the speed and **⏮** to slow down.

To stop fast forwarding, and start watching, just press **▶**



If you've fast forwarded a bit too far press **⏮** to go back a bit, then press **▶** to start watching again.

Create your own slow motion replay

Want to do a double take? To see a slow motion replay press  followed by .

Worried about missing a show?

Just set a Reminder and your Virgin TV V6 box will record the show for you - ready to watch when it starts or any time you like.



1. To set a Reminder, go to the TV Guide or Mini Guide and find a programme that's not on yet.
2. Press  or  or  Select **Record and Remind this episode.**
Your reminder appears while you're watching live TV, a recording, or an On Demand show. Don't worry if you miss it, as you'll find it in **My Shows**.

For more on Recording, go to page 25.



Clever ways to rewind and fast forward

Top Tip

Rewind or fast forward in chunks

Did you know, you can rewind or fast forward in 15 second chunks? On the Trickplay Bar (see page 16), you'll notice the bar is marked by 15 second tick marks. The red bit shows your Live Cache (that's how much of the show your box has stored). You can press  or  to skip to each tick mark.

Gone too far?

If you're fast forwarding or rewinding and you accidentally go past the bit you wanted to watch, don't worry. If you're quick to press , your Virgin TV V6 box will auto-rewind/fast forward 8 seconds so you can watch the show from where you intended to. If you're fast forwarding or rewinding and you want to play your show from the exact point you're on, just press  twice.



.....
Get our TV apps. Watch TV the way you want.

Virgin TV Go

Watch live TV and Box Sets on your mobile or tablet, at home or on the go.

This clever app lets you watch telly on your mobile or tablet on the go or at home. Watch live TV or sneak in a few episodes of your favourite Box Set on the go. Or watch stuff on your tablet, when someone else is watching the main TV at home..

- Watch live TV (up to 110 channels*) with WiFi, 3G or 4G
- Watch Box Sets (if they're included in your subscription) with WiFi, 3G or 4G
- Reorganise your TV Guide – with favourites first
- Available at no extra cost to all Virgin TV customers.

Compatible with iOS, Android, Windows 10 desktop, mobile or tablet. Or watch online with your laptop, PC or Mac. Watch TV on up to 2 devices wherever there's WiFi, 3G or 4G in the EU.

*Depending on your subscription

Virgin TV Control

Control your TV from your mobile or tablet.

The easy way to control your box and manage recordings. The Virgin TV Control app lets you set a recording, browse the TV Guide or change channel – all from your mobile phone or tablet. If you have a Virgin TV V6 box, you can even watch recordings anywhere at home with your mobile or tablet.

- With a Virgin TV V6 box and Virgin TV Control, you can watch recordings anywhere at home on your mobile or tablet.
- Browse the TV Guide and set a recording from anywhere in the world
- Use your mobile or tablet as an extra remote to change channel at home
- Fix a recording clash or delete an old recording to make space
- Available at no extra cost to all Virgin TV customers with a Virgin TV Box powered by TiVo.

Compatible with iOS, Android, Amazon Kindle. Use it on as many devices as you like, wherever there's 3G, 4G or WiFi.

Virgin TV Kids app

Got Full House TV? Enjoy kids' TV, books and games on the go.

hayu app

Enjoy thousands of thousands of hours of reality TV on tap^.

Virgin Media Store app

Buy the latest and greatest blockbusters and TV Box Sets from the Virgin Media Store, then watch them on the go.

Sky Sports and Sky Cinema apps

Got Sky Sports or Sky Cinema? Get the apps and take the sports and movies you love on the move.

All these apps are available in your phone's app store.

^ If hayu is included in your package. Watch TV on up to 2 devices at the same time.

* Available on mobiles or tablets wherever there's 3G or 4G and WiFi. You can watch TV on up to 4 registered devices per account. And up to 2 registered devices can stream content at the same time.

TV Box Sets and Movies

Totally addictive telly. Must-see movies.
All at your fingertips.

Box Sets

With Virgin TV Box Sets, there are stacks of series to discover... and rediscover. They're available on our top TV pack, and if you're not on this already, it's easy to upgrade by visiting My Virgin Media online at virginmedia.com

How to find them:

- Go to **On Demand** on **Home** and select **Box Sets**. You'll see them in Genre and Series folders.
- You can access Virgin TV Exclusives here too - they're available to anyone on our top telly package.

Virgin Movies

Our movies are available to all. Simply pay for them as you watch them (and watch them as many times as you like in 48 hours). There's no additional monthly subscription. And no faff. Select the movie you want to watch, and remember you'll need to use your TV PIN to confirm purchase. For more details on setting or using your PIN, see page 35.

Virgin Media Store

You can also take your pick of the newest and best movies in the Virgin Media Store - many available to buy before the DVD comes out. Plus, there are brilliant TV Box Sets to buy, too.

How to find it:

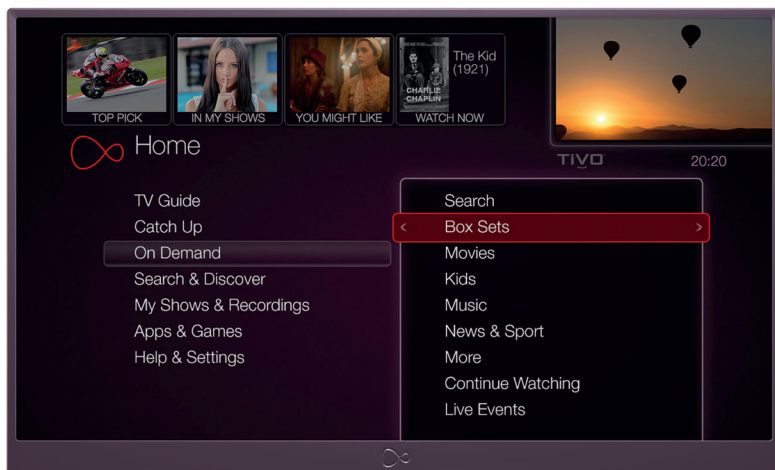
- Go to **On Demand** > **Movies** and select Virgin Media Store
- To buy from Virgin Media Store, you'll need to register online first. Go to virginmediastore.com

Next Episode

Top Tip

Just one more? With our Next Episode feature, it's never been more tempting to keep on watching. When you finish an episode of something on demand, you can skip right to the next one - instead of going back to the menu.

You can watch
Box Sets on the go
with Virgin TV Go,
as long as you are
connected to WiFi,
3G or 4G in the EU.



Watch Netflix & Curzon Home Cinema on your Virgin TV V6 box

Top Tip

Love movies? If you're already subscribed to **NETFLIX** or have an account with **CURZON HOME CINEMA** or Hayu, you can enjoy them in all their glory on your TV. From the **Home** screen, just select **Apps & Games**, then choose the **Netflix** or **Curzon Home Cinema** icon.

Add Sky Cinema

Top Tip

Did you know that you can add **sky CINEMA** to your Virgin TV pack for a little extra each month? For even more movies each month, press **HOME** on your remote, then select **Apps and Games > All Apps and Games**, and select **TV Channel Upgrade**.

Found something you want to watch later?

Top Tip

If you're browsing On Demand movies, shows or Box Sets and spot something you want to watch later, Bookmark it and we'll save it in My Shows – ready for you watch when you want to. Just select 'Add to My Shows' and select 'Bookmark in My Shows'. If the show is part of a series, you can Bookmark the whole thing. The best thing is, Bookmarking doesn't take up any of storage space on your box, but you'll need to make sure you watch it before it expires (most Catch Up shows are available for 7 days).

Catch Up, players and apps

All the good stuff, in one simple place.

At Virgin Media, we think you should enjoy all the telly you love, no matter who made it. So on top of all your channels, you get the Catch Up services and players you want, plus YouTube on your TV and access to Netflix if you're subscribed.

The wonderful world of Catch Up

Catch Up lets you unmiss the must-see TV of the last 7 days. There's tons of top telly to enjoy. Head straight to Catch Up to watch BBC iPlayer, ITV Hub, All4, Sky On Demand and loads more. You can select shows by channel, genre or day.

How to watch BBC iPlayer

1. From the **Home** screen choose **Catch Up**.
2. Then select **Channels** and choose **BBC iPlayer**.

*You can also find BBC iPlayer in **Apps & Games** too. Or open it by pressing  on some BBC channels.*

How to watch All4

1. From the **Home** screen choose **Catch Up**.
2. Then select **By Channel** and choose **All4**.

Dial up the fun with Apps on your TV

For apps like YouTube, Vevo and hayu, select Apps & Games. If you're subscribed to Netflix or Curzon Home Cinema – you'll find those there too.

How to watch Netflix

Already subscribed to Netflix? Then you can watch it on your TV.

1. From the **Home** screen, choose **Apps & Games**.
2. Then select the **Netflix** icon.
3. If you don't have a subscription, you can upgrade via your Virgin TV box.
4. Follow the instructions in the app to view all Netflix content on your TV.

Keep it real with hayu

Want to keep up with the Kardashians? For a shot of reality telly on demand, there's hayu (if this is included in your package).

1. From the **Home** screen, choose **Apps & Games**.
2. Then select the **hayu** icon.
3. If you don't have a subscription to hayu, follow the instructions in the app to view this content.

How to watch movies and Box Sets from the Virgin Media Store

Want to buy the latest movies and TV Box Sets? Hop onto Virgin Media Store.

1. First register online at **virginmediastore.com**
2. Go to **Apps & Games** on **Home** and select Virgin Media Store
3. Buy your movie or Box Set and watch it on your TV. Or download the app and watch on your mobile or tablet.

How to watch YouTube

Want to watch clips from the wonderful webiverse of YouTube? Here's how:

1. From the **Home** screen, select **Apps & Games**.
2. Choose the **YouTube** icon.

Did you know, you can watch YouTube videos from your phone or tablet on your telly, too? Simply pair your device with your Virgin TV V6 box and off you go. Here's how:

1. Open **YouTube** on your TV by following the steps above.
2. Under the settings, highlight the **Pair** option and press **OK**
3. On your device, go to **youtube.com/pair** and enter the code displayed on your TV.
4. Hey presto! You can watch the YouTube clips from your phone on your TV.

4K Ultra HD and HDR

Top Tip

Want to watch your favourite box set in mesmerizing 4K Ultra HD? All you need is a 4K Ultra HD TV plus a premium Netflix subscription that includes 4K Ultra HD shows. There are loads of YouTube clips to explore, too. Just go to **HOME** > **Apps & Games** > **YouTube** then search for 4K

Recording

Found the telly you love? Here's how to save it, so you never miss a thing.

Recording live TV

Your Virgin TV V6 box lets you record 6 live TV shows while you watch a show you've recorded earlier, or shows from apps like BBC iPlayer or Netflix.

Here's how to set a recording

Press **R** on a live channel. The show will be recorded from when you started watching, not recording.

You can choose to either just record this episode, or record the whole series using a Series Link+.

To stop recording what you're watching, just press **R** again and choose **Stop the current recording**.

Recording from the TV Guide

1. Press **Guide** on your Virgin TV V6 box remote.
2. Highlight the show you'd like to record, press **R** and select **Record this show** then follow the on screen instructions.

Changing your recordings

1. To change a planned recording into a reminder go to **Home**, then **My Planned Recordings** and select the show.
2. Choose **Modify Recording**, then **Recording Options** and change the Reminder option from **Off** to **On**. This is also how to remove a reminder.

Handy reminders

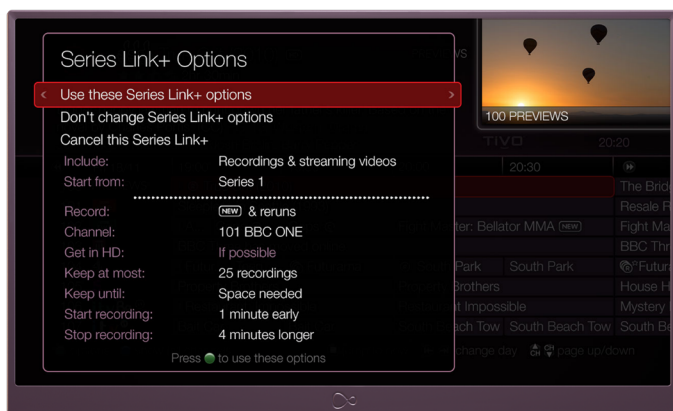
Don't want to miss a show? Set a reminder and your telly will tell you when the show is starting. It also records it too - just in case you miss the start.

1. To set a Reminder, go to the TV Guide or Mini Guide and programme that's not on yet.
2. Press **R** or **Info**, or **OK**. Select **Record and Remind this episode**.

Series Link+

Set a Series Link+ and let your Virgin TV V6 box do the legwork to record the series, and also find and show you any other series or episodes hiding in Box Sets, Catch Up and in places like Netflix. We'll stick them in one handy folder in My Shows - ready for you to watch when you want to.

1. Press **Guide** on your Virgin TV V6 box remote.
2. Highlight the show you'd like to record and press **OK**.
3. Select **Get a Series Link+**, and your Series Link+ will be created and added to **Manage Series Link+** for you.



Changing a Series Link+

Series Link+ saves shows from live TV, Box Sets, Catch Up, On Demand and Netflix. But if you'd rather just save shows from live TV, you can adjust your settings. You can change the number of episodes it saves, too. Here's how:

1. From the **Home** screen, choose **My Shows & Recordings**.
2. Then go to **Manage Series Link+**, select the programme, press **OK** and go to **Modify options**.
3. If several of your Series Link+ are set to record at the same time, you can tell your Virgin TV V6 box which is most important to you. On the **Manage Series Link+** screen use the toggle button next to a series to move it up and down the list.
4. Just highlight what you want to record and follow the instructions on the screen.

Series Link+

Top Tip

After a specific series?

You can ask your Virgin TV V6 box to just record a specific series by adjusting your Series Link+ settings. Handy, if you're pressed for storage space.

Want HD only?

You can adjust your settings, so it just records the show you love in HD, too.

You'll find them all in My Shows.

You can manage your Series Link+ recordings anywhere in the world, with WiFi, 3G, 4G, through Virgin TV Control.

Copying your settings to another box

If you've swapped your old Virgin TV box or added an extra one, you won't need to set up all your Series Link+, Suggestions or WishLists™ again*.

* If your TiVo box has been swapped for a new one or you have taken an extra TiVo box you can copy some settings to the new box when it's on the same account. This needs to be done within 14 days of getting the new TiVo box, after that your original settings won't be available.

Here's how you do it:

1. Go to virginmedia.com/tvgo and sign in using your My Virgin Media username and password.
2. Select **Manage My TiVo** from the menu.
3. Select **Copy TiVo settings** from the menu.
4. Choose the box you'd like to copy the settings from.
5. Pick the settings you'd like to copy.

Got more than one Virgin TV Box?

If you want to copy your settings, or watch recordings from one box on another, here's how to tell which box is which.

1. Use your Virgin TV V6 box remote and go to **Home > Help & Settings > System Info > System Info**.
2. You'll find the TiVo Service Number (that's your box's unique serial number) on the first screen you see. The last 4 characters of the TiVo Service Number will match the Selected TiVo box.
3. You can rename your box, so it's easier to tell which one's which. Just go to **Home > Help & Settings > Settings > Devices > Name this TiVo box**. See page 40 for more.

Recording more than 6 shows at the same time?

Top Tip

Your clever Virgin TV V6 box will find and record the other shows you'd like to record, next time they're on. And with a whopping 1TB of storage space, there's more than enough room for all your favourites.

Accessing recordings on another box

Want to watch that movie you've recorded on the box downstairs, on the TV (and box) you've got upstairs? If you have two Virgin TV boxes powered by TiVo, and you've connected them to your Hub – either using an Ethernet cable (if the boxes are close by) or by using a Powerline kit (if they're far apart), you can watch the recordings you've stored on either box.

Here's how:

1. Select **My Shows**. Scroll down to the end of the My Shows list. There you'll see the name(s) of the boxes you have connected together.
2. Select the box you want to watch from, press **OK**
3. Then choose the show you want to watch and press **OK**
4. Choose **Play** now to watch from the start. Or **Resume playing** to pick up where you left off. Or, you can also choose to delete the show.
5. Once you start watching a show you can pause, rewind and fast-forward just as you normally would. Genius!

To find out more, including how to set up go to virginmedia.com/box2box

My Shows


One simple place to find all the telly you've saved.

My Shows is where you'll find all your Series Link+ shows, Bookmarks and any other shows you've recorded or saved.

Your recordings

My Shows is divided into categories and folders to make it easier to find your recordings. If you've set a Series Link+, it'll also store episodes from places like Catch Up, Box Sets or even Netflix. But these won't take up your storage space. They're available to stream as long as the shows are available on our service (Catch Up usually lasts for 7 days). It's easy to pick up shows you're half way through, too. Just look in the **Partially Viewed folder**. You'll find your other recordings sorted by TV & Radio, Movies, Sport and Kids. Suggestions is where the telly your Virgin TV V6 box stores the telly it thinks you'll love.

Sorting


You can sort your recordings by alphabetical order or date recorded (with the newest at the top) by pressing the  button on your remote.

Available space

Can you see a small bar and a percentage amount underneath where it says **My Shows**? That indicates how much recording space you have used.

It's good to know that the Catch Up and On Demand shows that Series Link+ pops into your **My Shows** folder don't take up any space - that's because they're not saved to your box - you stream them instead. Suggestions work just the same way too.

Programme details

You can find out more about any of your recordings in **My Shows** by highlighting the show and pressing . From here you can also choose to play, delete or stop recording it. If it's a show from Box Sets, Catch Up or Netflix, the logo in the bottom right of the screen will tell you which provider it is from.



How to delete shows quickly

Highlight a recorded show and press **Clear** to remove it from **My Shows**. You can always find it again in the **Recently Deleted Recordings** folder, if you decide to watch it after all. If you want to scrap a whole series, press **Clear** on the series folder.

Find planned recordings quickly

When you've scheduled recordings, you can find them in **My Planned Recordings**. Choose **My Shows & Recordings** on the **Home** screen to bring up the **My Planned Recordings** folder. If it's a show you've saved, but not recorded, remember to watch it before it disappears (for example, most Catch Up shows are available for 7 days).

Recording Hiccups

If you have any issues with failed recordings then try looking in **Recording Hiccups** to see what happened. You can find this option when you highlight **My Shows & Recordings** on the **Home** screen.

Manage My Shows on the go

If you've downloaded the Virgin TV Control app you can manage your Series Link+ on the move. It'll even let you know if you have any recording clashes, when setting up new Series Link+, too.

Pause in one room, watch in another.

Plus, watch recordings on your other Virgin TV boxes.

Want to start watching a show or selected recordings in your living room, pause it, and pick up where you left off in bed? Or swap to another TV or a compatible tablet or phone?

Here's how. First you need to connect your boxes. You can connect your Virgin TV V6 box to another Virgin TV box powered by TiVo, wherever they are in your home.

You can do this in two easy ways: either use an Ethernet cable (if the boxes are close by) or connect them by using a Powerline kit (if they're far apart). Find out how at virginmedia.com/box2box

Go from one TV to another

1. Watching a show on live TV? Press the **R** button. This will let you pick up the action when you stream the recording in another room. Watching something on demand (a Box Set, movie or show on Catch Up)? Press **■**
2. Get yourself comfy in the new room, then grab your remote and select **My Shows**. On the left tab select **Other TiVo Boxes** and you'll see your other box listed.
3. Select the box you want to watch from. Press **OK**

4. Then choose the show you want to watch and press **OK**. If you were watching something on demand or from Catch Up, just select **Home > On Demand > Continue Watching**. To find out more, including how to set up, go to virginmedia.com/box2box.

Watch on TV, then switch to another device

1. Start watching a recording on your TV.
2. Open the Virgin TV Control app on your mobile or tablet, tap **My Shows**, find the show you've been watching then tap 'Watch Now' and select your mobile or tablet to continue watching.

Access your recordings from another box

Top Tip

Want to watch a recording that's stored on a TV box in another room? It's easy to do - flip to page 28 to find out how.

WishList™

Create a WishList

If the actor, director or subject you're looking for isn't listed in your search results, create a WishList. A WishList will automatically record any shows that match your search.

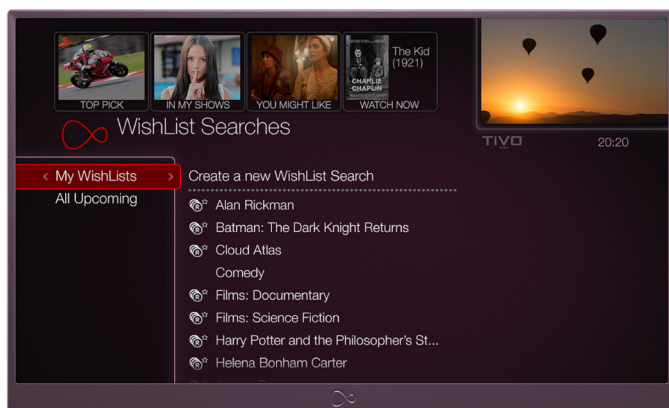
How to set up a WishList Search

1. From the **Home** screen choose **Search & Discover**, then **My WishList Searches**.
2. Choose **Create a new WishList Search**.
3. You can now choose the things you'd like to search by. Search by one or all of these: keyword, title keyword, actor, director, category.
4. Once you're happy with the search you've set up, choose **Finished creating this WishList Search**.
5. Your Virgin TV V6 box will automatically record anything that matches your WishList search.
6. You can also 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 look for the folder with the Star on it.



Edit or delete a WishList

You can change an existing WishList, to correct a spelling for example, or delete a WishList completely any time. From the **Home** screen go to **Search & Discover**, select **My WishList Searches** and choose an existing search to edit or delete.



Suggestions

Like that? You might like this...

Your box learns what you like and makes Suggestions for you. They're based on what you've watched, recorded and what you've rated (using the  and  on your remote).



Recorded Suggestions

All your recorded Suggestions are listed in **My Shows** in a Suggestions folder. You can watch, rate, and delete them just like any other shows.



If there's space on your box, it'll automatically record your Suggestions for you. But don't worry, Suggestions won't replace the shows you've chosen to record. And they're always the first to be deleted to make room for specific recordings you've set up.

Upcoming Suggestions

Check out your Virgin TV V6 box's suggested shows and review them.



1. Choose **Search and Discover** from the main menu, then **Discover TV & Movies**, then **TV**.
2. Now select **Suggestions** which you'll see displayed on the screen.
3. You can then use  and  to tell your Virgin TV V6 box what you think of its suggested shows, or cancel the recording.

How to rate

1. You can rate any show – whether it's live and showing now, recorded, or listed in the TV Guide.
2. If you like it, press  on your remote, up to three times if you think it's brilliant. If you don't like it, press  on your remote, up to three times if you really didn't like it!

Improve your Suggestions

If your Suggestions aren't hitting the spot, it's easy to improve them. Here's how:

1. See what your box has suggested for you, go to the bottom of the **My Shows** list and select **Suggestions** on the left hand side. Scroll down to the bottom of the folder and select **Improve my TiVo Suggestions**.
2. Highlight the show and from here you can make improvements by pressing  or .

Turn off Suggestions

1. Go to **Help & Settings** from the main menu.
2. Choose **Settings**.
3. Choose **Recordings**, then **Suggestions** to change your settings.

Adding another box?

Flip to page 27 to see how to transfer Suggestions.

Discovery Bar

The latest stuff to watch, handy help suggestions and even more.

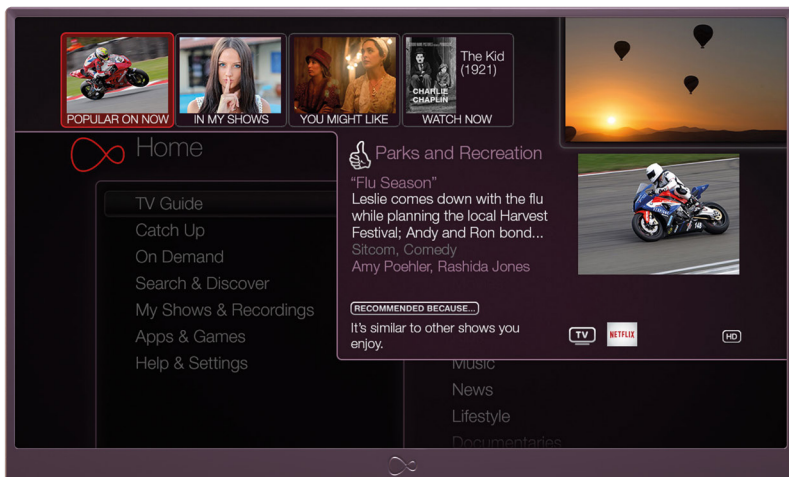
Here to help

The Discovery Bar recommends new things for you to try.

There's a constantly updated list of shows you might like, based on the TV programme that you're browsing, the most popular shows and our favourites too.

How to use it

1. From the top item in the menu, use **A** to move into the Discovery Bar. When you highlight something in the bar, you'll see more details about it.
2. Press **◀** and **▶** to move around the bar.
3. Press **OK** to find out more about a show.



Parental Controls

You've got all this incredible TV, but not all of it's suitable for everyone. Take control of who can see what with your Parental Controls.

Setting your PIN

It's a good idea to change your PIN as soon as your box is set up. A PIN is always needed to watch:

- Programmes rated 12, before 8pm.
- Programmes rated 15, before 9pm.
- Programmes rated 18, before 10pm.
- A channel you've chosen to lock.
- Any adult channels.

On Demand content carries either an age rating (such as PG, 15 or 18) or a 'G' for 'Guidance' as used by some broadcasters. All our On Demand programmes and movies carry a synopsis containing the Guidance information.

Protecting your PIN

It's important that you keep your PIN number safe and don't give it to any younger children.

Changing your PIN

Your box comes with a default PIN of 1234. We recommend changing this straight away. You can change it again any time if you think your child may have discovered it.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Parental Controls** then enter your current PIN.
3. Select **Change PIN**.

Changing purchase controls

You can also extend the PIN to control some purchases such as movies.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Purchase Controls** then enter your PIN.
3. Choose **Require a PIN to purchase** or **Allow purchases without a PIN**.

Locking channels

If you lock a channel, a PIN will always be needed to access it. You can lock or unlock as many channels as you like.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Parental Controls** then enter your PIN.
3. Select **Lock channels**.
4. Highlight the channel you want to lock or unlock.
5. Press **OK**.
6. Press **◀** to exit and save your settings.

PIN checking for recordings

If you don't want to be asked for your PIN when you're playing a recording from My Shows, you can just switch it off, except for some movies that have 12+ ratings on them.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Parental Controls**, then tap in your current PIN.
3. Now pick **Request a PIN to Watch Recordings**.
4. Then choose **Do not request a PIN**.

New box. New PIN.

Top Tip

If you're replacing your Virgin Media box with a new Virgin TV V6 box, your PIN will switch back to the default of 1234. So you'll need to change it to a number of your choice.

Hiding adult channels

You can hide any adult channels so they won't appear in the TV Guide or Mini Guide. To hide the channels:

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Parental Controls** then enter your PIN.
3. Select **Hide adult channels**.

Setting controls on Virgin TV Go

It's easy to set up a parental control PIN for Virgin TV Go. Just go to 'Settings' in the app, tap 'Parental Settings' and then 'Parental Control'. Enter your username and password then choose the settings that suit your family best.

Lost your PIN?

Top Tip

Lost or forgotten your PIN? You can reset your PIN using your TV by going to **HOME** > **Help & Settings** > **Help** > **TiVo box** and selecting > **Reset my PIN**.

On-Screen Icons

These icons will help you around your Virgin TV V6 box.



Recording ready to play
on your box's hard disk.



Planned recording.



Recording that's kept
until you delete it.



Planned recordings
using Series Link+.



Suggestion ready to play.
Suggestions are auto-recorded
based on what you've
watched, recorded or rated.
They're only recorded when
space is available.



At least one of the
tuners in the background
is recording.



Recording that will be deleted
soon to make space.



Deleted recording.



Programme recording now.



Series folder.



Subtitles available.*



Series recording now.



Audio Description
available for people
affected by sight loss.*



One or more shows recorded
by a WishList search.



Extra audio tracks
available.*



Deleted recordings. You can recover
any deleted show from this folder.



Content available in 4K Ultra HD if
you have a 4K Ultra HD TV.



Programme available in
Catch Up TV.

Help & Settings

We all need a little help every now and then.
This is where you'll find it.

Help direct to your sofa

There's tons of help hiding in your TV. To find what you're looking for, just follow the simple steps below:

1. From the **Home** screen, select **Help & Settings**.
2. Then choose **Help** or hop online and check out our list of FAQs at virginmedia.com/V6help or jump onto the forums by visiting virginmedia.com/community
3. Or watch our How to Videos to get the most from your Virgin Media services by going to **Home > Help > How To Videos**.

Reset your PIN

Lost or forgotten your PIN? You can reset your PIN using your TV by going to **Home > Help & Settings > Help > V6 box > Reset my PIN**.

One remote to rule them all



Want to program your remote to control the volume and mute on your TV? Select **Home > Help & Settings > Help > V6 box > Program your remote**.

Want to pair your remote, so you can hide your Virgin TV V6 box in a cupboard or use the 'find my remote' feature? Here's how to do it:

1. Press the Channel Down button on the front of the Virgin TV V6 box for 10 seconds.
2. Then, hold the Info button down on the remote for 7 seconds.
3. The light in the top of the remote will flash green twice.
4. Your remote is now paired, so it'll work even if your box is hiding in a cupboard.

Watch our How to Videos to get the most from your Virgin Media services by going to **Home > Help > How To Videos**.

Setting My Favourites

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Settings**.
3. Choose **Favourite Channels**.
4. Highlight a channel and press  on your remote to make it a Favourite.
5. To remove a channel from your Favourites, press .

Recording settings

Series Link+ will automatically record the show you've chosen, wherever it appears. But if you'd like to only record new episodes or adjust what channels it records from, you can change your Series Link+ settings:

1. From **Home** select **My Shows & Recordings > Manage Series Link+**
2. Choose the Series Link+ you want to modify by pressing OK, then select **'Modify Options'**. Then you can choose:
 - Whether you want to record new shows or repeats, too.
 - Channels to record from (or all channels).

- How many episodes you want to keep as well as when the recording should start and stop.
- Whether you want to record in HD or not.
- These new settings will apply to all the recordings and Series Link+ that you set from now on.

Give your Virgin TV V6 box a name

If you use your Virgin TV V6 box with our TV Control App, or, have more than one Virgin TV V6 box and want to use it to watch box to box, you might want to give it a friendly name. Go to **Home > Help & Settings > Settings > Devices > Name this TiVo box**. You can select one of the suggested names or enter one from scratch.

The simplest way to fix most issues

Top Tip

Restart the set top box

Shuts down your box, then starts it back up again. If there are recordings in progress, they will be interrupted for the period of the reboot (around five minutes). It won't affect scheduled recordings, Series Link+ settings, WishList searches or Suggestions.

Clear or Reset your set top box

Want to restart your box, or delete what's stored? You'll find the instructions here.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Clear** or **Reset set top box**.
3. Select **Restart** or **Reset System**.
4. Follow the instructions on screen.

Keep your telly up-to-date

The latest version of your TV's software will include fixes to bugs and issues, which may have an impact on your services. Make sure you're using the latest version.

Network settings

Your box regularly connects to our fibre optic network to get updated programme listings and other info. You may be asked to access this screen if you phone us for help.

To see your network settings:




1. Select **Help & Settings** on the **Home** screen.
 2. Choose **Settings**.
 3. Select **Network**.
 4. Choose one of the available options.
- **Connect to the Virgin Media TV service now**
Normally, you won't need to choose this option as your box connects to the network automatically every few hours. But if you choose to connect manually you'll be able to see the status of the connection. While your box is connecting, you can still watch live TV, set up recordings and search for shows.
 - **Change Network Settings**
From here, you can change or update your WiFi settings. If you are connected via Ethernet cable (recommended) you may not see this option.
 - **View network status**
View details about your network connection.
 - **View Network Diagnostics**
Test your connection and run tests related to your network.

Messages

We'll keep in touch with news on what's new, important TV schedule changes and any other details you need to know about your service.

When you get a message, an envelope will appear next to the Help & Settings menu on the **Home** screen.

Access your messages:

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Messages**.
3. A list of your messages will appear. Any unread messages are marked with .
4. Highlight the message you want to read and press .
5. If the whole message doesn't fit on your screen, use  to scroll through it.

System Info

Here's where you'll find technical info about your TV service.

To see System Info:

1. Select **Help & Settings** on the **Home** screen.
 2. Choose **System Info**.
 3. Select any of the options available to view:
- **System Info**
If you get in touch with us about your service, you'll find all the info we need to help you here.
 - **Copyright & Trademarks**
All the details on copyright, trademarks and other details for your Virgin TV V6 box are here.
 - **Diagnostics**
You might be asked for Diagnostics information if you contact our Customer Care team. Don't worry, we'll remind you where to find it when you call us.

Restart your Virgin TV V6 box

The best way to solve most issues is to restart your box. Here's how to do that:

1. Select **Help & Settings** on the **Home** screen
2. Choose **Clear or Reset set top box**
3. Choose from 4 options:
 - **Restart the TiVo box**
Follow the on screen instructions to restart your box.
 - **Clear Thumb ratings and Suggestions**
Removes all Thumbs Up and Thumbs Down ratings and deletes the list of upcoming Suggestions. It won't delete anything in My Shows. So you can't do this by mistake, this option is PIN protected as well.
 - **Clear & delete everything**
Wipes your box clean. This clears everything from the box including Series Link+ settings, WishList searches, Thumbs Up and Thumbs Down ratings, Suggestions, information, everything from My Shows and resets Parental Controls. This option is PIN protected and takes about an hour to complete.
 - **Clear programme information & My Planned Recordings**
Clears all programme information, cancels Series Link+ settings and everything in My Planned Recordings, and removes all Thumbs Up and Thumbs Down ratings. It won't delete anything in My Shows. So you can't

do this by mistake, this option is PIN protected as well. Next time the box connects to the Virgin Media network it will gather new programme information. It takes about an hour to complete this process.

Lean, mean, energy-saving machine

Want to make sure your box is as energy efficient as possible? You can change your power saving setting by going to **Home > Help & Settings > Settings > Devices > Power Saving Settings**.

Just to let you know, if you want to keep watching Virgin TV Go at home or you want to watch recordings from this box on another box, you'll need to leave your box turned on.


Watching in 4K Ultra HD

To watch shows available in 4K Ultra HD and HDR, you'll need a 4K Ultra HD TV. Use the HDMI cable that came with your box to connect it to the 4K or HDCP2.2 compliant socket on your TV (have a peep at your TV manual if you're not sure which one it is). For the best viewing experience, make sure your Virgin TV V6 box is connected to your broadband Hub with an Ethernet cable and your TV has been updated to its latest software release.

Accessibility

Help for the visually impaired and hard of hearing.

Subtitles

The quickest, easiest way to switch subtitles on and off is to press the  on your remote control.

To have them on permanently, follow these steps:

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Settings**.
3. Choose **Display & Subtitles**.
4. Select **Subtitles**. You can then select your preferred language.
5. Set subtitles as **On** or **Off**.
6. Select **Finish setting subtitles options**.

Just to let you know, if you're watching a show on Netflix or BBC iPlayer, you'll need to go into the app's settings to switch on subtitles.

Sound Effects

If you have difficulty seeing your screen, your Virgin TV V6 box 'audio cues' might help you find your way around your menus. These are sounds that show actions and reactions to button presses on the remote control. These are turned on by default, but if you'd rather switch them off, just go to: **Help & Settings > Settings > Audio > Sound Effects Volume**.

Audio Description

Audio Description can transform TV viewing for blind or partially sighted people who have difficulty seeing what's happening on screen. Like a narrator telling a story, Audio Description is an additional soundtrack that describes body language, expressions and movements. Audio Description is only provided by broadcasters on certain programmes but, whenever it's available, Virgin Media customers can hear it.

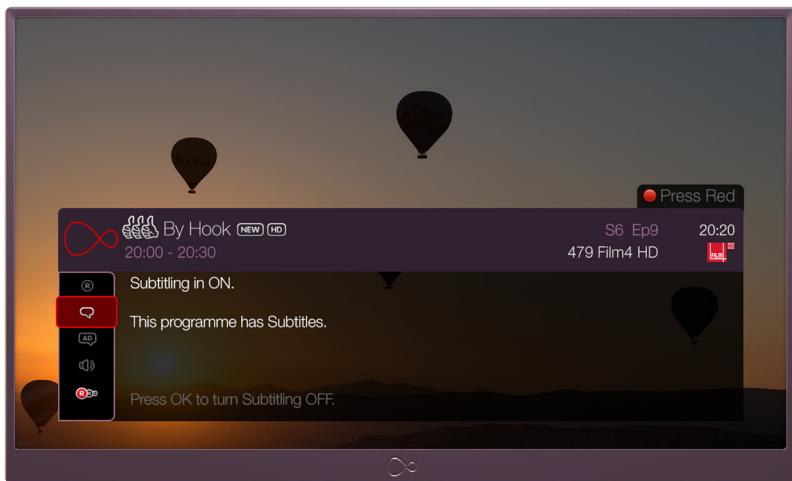
High Contrast TV Guide

If you would prefer to view the TV Guide, Info Banner and Mini Guide in a higher contrast black and white format then go to **Home > Help & Settings > Settings > Display and Subtitles > High Contrast Display > Use High Contrast Display**.

To find out more, just visit virginmedia.com/accessibility

Virgin TV Control

If you're looking for a different way to find the telly you love, you can download the Virgin TV Control app. It turns your device into a remote control and works with many of the access functions of your mobile phone, like VoiceOver, TalkBack, zoom, inverted colours and large text – so it's easier to search for shows. You can also manage your recordings too. To download the apps, just visit your device's app store.



For more on how to set it up on your device, just visit virginmedia.com/helpvonthego

To turn Audio Description off permanently, or on, so it'll always start if it's available on a show:

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Settings**.
3. Choose **Audio**.
4. Select **Alternate Audio**.
5. Select **Default Audio Language**.
6. Then select the **Audio description**.

To turn Audio Description on or off while you're watching a show, press **Info** on your remote to open the info banner. Then select **AD** and select **OK**

Troubleshooting

Got a problem? We've got the solution.
This is how to get a little help if you need it.

Clear or Reset your set top box

Resetting your set top box will solve most of your problems. Want to restart your box, or delete what's stored? You'll find the instructions here.

1. Select **Help & Settings** on the **Home** screen.
2. Choose **Clear** or **Reset set top box**.
3. Select **Restart** or **Reset System**.
4. Follow the instructions on screen.

Power failures: What happens if my box temporarily loses power?

Don't worry, everything will be saved, apart from any recordings that were scheduled to start while the box was without power.


Starting up: My box is taking a long time to start up


If you've switched the power off completely (not just putting it into standby) it may take about 3-5 minutes for your box to start up. Don't worry, it's just warming up.

Watching live TV: Can I watch a show while I'm recording it?

Yes, you can. You can also watch any show from My Shows while something else is recording.

I'm not getting a picture on my TV anymore?



Double check that your box hasn't been put into Standby mode by pressing .

It could be that your TV isn't set to the right input. Most TVs have an input button that says **TV/Video**, **Input** or **Source** on the set itself or on the remote control, or a symbol such as . Try changing the input setting using these buttons. The input for your Virgin TV V6 box can be noted by your installer or yourself on the back cover.

Check to make sure that any cables are properly plugged in to your Virgin Media Virgin TV V6 box, TV and any other equipment you're using with your TV.

Audio and Visual: The picture and sound are out of sync?


Try changing channels, then switch back again.


Go to the  screen, then press  to go back to live TV.

Check that all your cable connections are plugged in properly.

If none of these suggestions work, restart your Virgin TV V6 box.

I know a show's on, but I can't find it in the guide?

Just press the  on your remote and you can search across live TV, Catch Up, On Demand and even Netflix.

If it's not appearing, you might want to check that your box is connected to the internet. You'll know if it is, as the Home Screen will show an  in the top bar. The 'Search & Discover' and 'Apps & Games' menu items will also turn grey.

Missing channels?

Think you might be missing some TV channels from your pack? Refresh your channel list using your TV by going to **HOME** > **Help & Settings** > **Help** > **Virgin TV box** > **TV Care on TiVo and select** > **TiVo Missing Channels**.

Parental Controls: I need to enter a PIN to watch certain shows and channels?

PINs are used to protect younger viewers from adult content, and also to only give access to premium or paid-for channels to certain people using your Virgin TV service. See page 35 for when a PIN is needed.

I've forgotten my Parental Control PIN

You can reset your PIN using your TV by going to **HOME** > **Help & Settings** > **Help** > **Virgin TV box** > **Reset my PIN**.

How can I record shows that aren't in the TV Guide yet?

Set up a WishList for certain words or programme names. That way, when it does appear in the TV listings, it'll be automatically recorded.

If you know the date, time and channel that the show will be on, you can create a manual recording.

Recording shows: Can I record more than one show at a time?

Yes, your Virgin TV V6 box can record six shows while you watch a recording.

What if there's a recording clash?

Go to **Manage Series Link+** to change your recording options.

Alternatively, you could see if the episode you want is on at a different time (e.g. a lot of channels now have a +1 which show the same programmes one hour later). To do this go to **My Planned Recordings**, select the programme you want, and then view **View other Showings** to find an

alternative showing.

You can sometimes solve clashing issues by changing the stop or start time of the recording in **Recording Options**. See page 40 for more details.

I know my show's on, but it's not coming up in my search?

Go to the **Network** screen in the **Settings** menu to see when your box last connected to the network. If it was more than 36 hours ago, it could be that your box is having problems connecting. Select **Test Connection** to test the current settings.

Once you've tested the connection, start a full connection by selecting **Connect to the Virgin Media TV Service now**. All new programme information will be downloaded and organised, and should be available to search soon.

My TV picture has frozen?

Try changing channels a few times.

Press **⏮** on your remote, then press **TV**. If this doesn't work, restart your Virgin TV V6 box.

Why hasn't my show recorded?

If your recording isn't in My Shows, check out **Recording Hiccups** for more info, it may have been deleted or it could be for one of these reasons:

If you've had a recordings clash for a Series Link+ (e.g. you've tried to record too many things at once) your box records the highest priority shows. You can view and change these priorities in **Manage Series Link+**

If the show was a repeat, your Series Link+ might be set up to only record new shows.

There might have been a clash with another show. To get around the clash, you might have been asked to stop recording one show so that you could record another. If you okayed this, one of the shows would have been cancelled.

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A loss of power to your box might have affected the recording.

The show may not have been broadcast as expected.

Why can't I play back a recording?

If the show's recorded from a channel you're not subscribed to anymore, for example a Sky channel, you won't be able to watch the recording unless you subscribe to that channel again.

If the channel is no longer available on Virgin TV, you'll only be able to watch recordings for up to 3 months after the channel has been removed. If it's a Sky channel that's been removed, you won't be able to watch the recording at all.

What if I think a live event I'm recording may run over?


If your Virgin TV V6 box sees that the recording you're setting up is for a live show (like a sporting event or awards ceremony) a message will ask you whether you'd like to add more time at the end, just in case it runs over.

If you're watching the show while it's being recorded, you can add extra recording time from the **Recording Options** screen for the programme in **My Shows**. See page 36.

Remote control: My V6 remote isn't working with my set top box?

It could be that there's interference from another remote. Check any other remotes you have to make sure that the buttons aren't pressed in. If your remote is still not working:

1. Check if the light on the remote flashes when you press it. If it doesn't, check the batteries are in the right way or try a different set of batteries as the old ones may be flat.

2. If the light on the remote flashes, but the light on the set top box doesn't flash, restart your set top box. To do this, press  on your set top box until the lights on the front of your box flash.

3. The input setting on your TV might not be right. Use the Input, Source or TV/Video button on your TV's remote control (not your V6 remote) to change the input.

The box says it's 'organising programme information'?

If you see this message, it means that your box might have lost power while it was gathering all the programme info it needs to work properly. Just give it a little longer.

I've placed my box in a cupboard but my remote won't work

To use this feature, first pair the box to the remote. Flip to page 6 to find out how to pair your remote. You can test that the box and remote are paired correctly by using the 'find my remote' feature. Press and hold the '+' button on the front panel of the Virgin TV V6 box for 10 seconds. The remote will beep if paired. Press any key on the remote to stop.

Connecting your 4K kit to the Virgin TV V6 box

When you're connecting your new 4K Ultra HD compatible kit to the Virgin TV V6 box, make sure you're using the right HDMI cables. We'll have supplied you with a High Speed HDMI cable, which is compatible with our Virgin TV V6 box and your 4K Ultra HD compatible kit.

However if you've purchased additional HDMI cables, make sure they are also High Speed HDMI. Standard Speed HDMI cables aren't guaranteed to work with 4K Ultra HD compatible kit. Using Standard Speed HDMI cables may cause issues with both the picture and sound.

To the rescue!

Need more help? Here are 4 easy ways to get it.

Tune in on your TV

Try our Help App for the latest info on using your Virgin TV V6 box, general help not in the Guide and more on troubleshooting. Go to the **Home** Screen on your TV, select **Help & Settings** then **Help**.

Our How-To videos will help you get the most from your Virgin TV V6 box. Find them on your Virgin TV V6 box by going to the **Home** Screen and selecting **Help & Settings > Help > How To Videos**.

Use the guides

You'll find simple steps for how to do most things, plus help for common problems, right here. Find the most up to date guide online at virginmedia.com/V6guide

Go online

You can find FAQs about your Virgin TV V6 box online at virginmedia.com/V6help and talk it over with other TiVo users on our TiVo Community Forum. Join up by going to virginmedia.com/community Or hop onto the Virgin TV Go and Virgin TV Control help pages by visiting virginmedia.com/helptvonthego and searching for Virgin TV Go or Virgin TV Control.

Talk to us

Need more help? If you need any more help and support or to talk to the team, go online to virginmedia.com/contact