# Install your Virgin TV 360 Mini box

# 1 Activate your service

**If you haven't done so already, make sure you reply GO to the text message we sent you. You must do this within 48 hours of receiving your new kit otherwise you may lose service.**

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

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

This section will take about 1 mins

# 2 Install 360 Mini

For this section you'll need:

360 Mini box

360 Mini box power supply

360 Mini remote

New HDMI cable
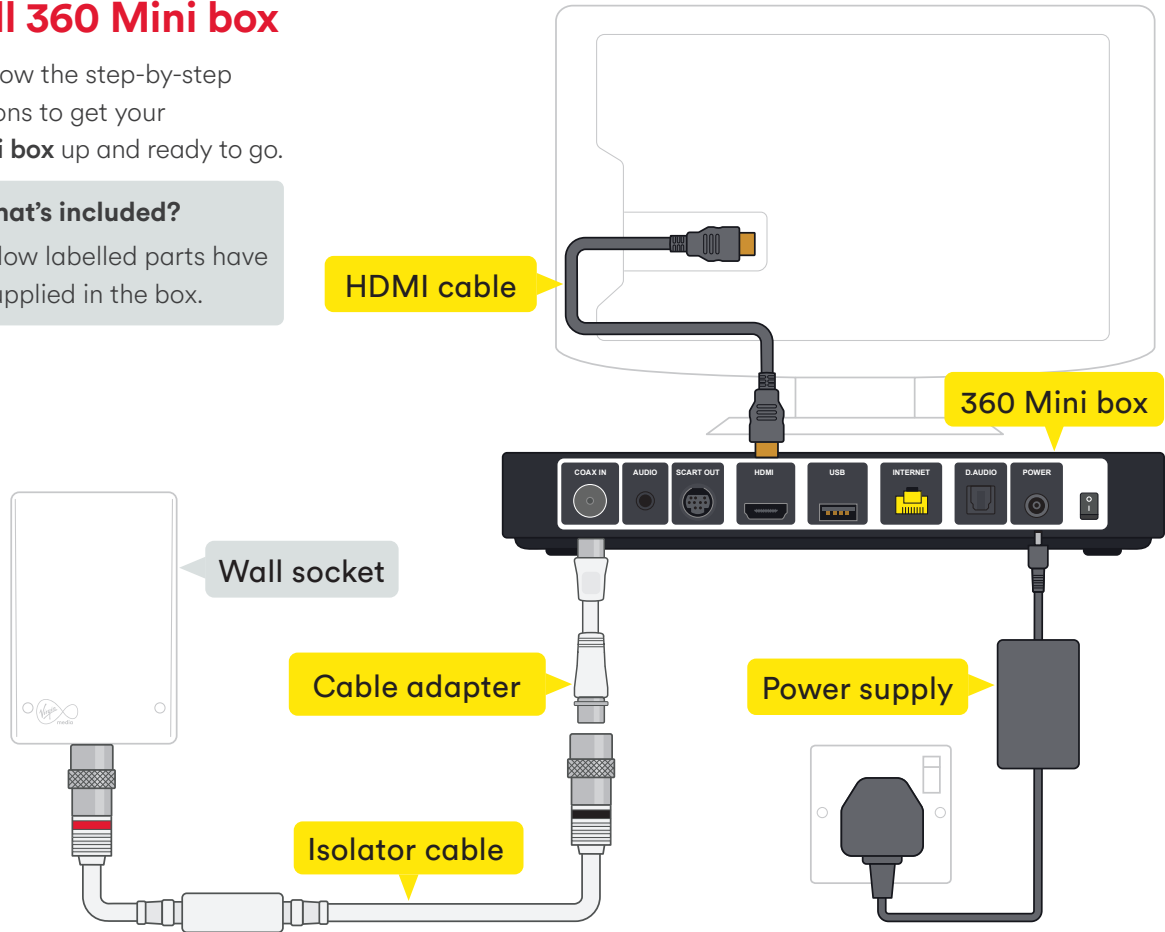
Cable adaptor

This section will take about 15 mins

# Install 360 Mini box

Then follow the step-by-step instructions to get your **360 Mini box** up and ready to go.

ℹ **What's included?**

The yellow labelled parts have been supplied in the box.

HDMI cable

360 Mini box

COAX IN  AUDIO  SCART OUT  HDMI  USB  INTERNET  D.AUDIO  POWER

Wall socket

Cable adapter

Power supply

Isolator cable

## 2.1

→ **Go to your second room**

Let's start by getting your second 360 Mini box connected to your Virgin Media socket.

Take the **red-banded** end of the **3m isolator cable** and push it firmly into the Virgin Media socket on your wall.



## 2.2

Connect the **cable adaptor** to the black banded end of the **3m isolator cable**.



## 2.3

Attach the **connector cable** with the **white end** to the socket on the rear of your **360 Mini box** by pushing it firmly into place.

## Connecting 360 Mini box to the Hub

There are two options for connecting your **360 Mini box** to your Hub.

**WiFi**
As **360 Mini boxes** are usually set up in a second room, we advise connecting via WiFi.

**Ethernet**
If your **360 Mini box** is close enough to your Hub, Ethernet cable provides the best connection.
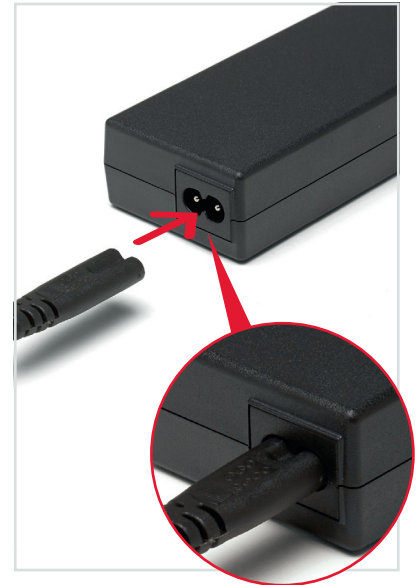
## 2.4

Use the **new HDMI cable** provided to connect your **360 Mini box** to your TV. Take a note of the name of the HDMI port you have connected to, e.g. HDMI 1.

Virgin TV 360 supports 4K, please make sure you check your TV instructions and connect to the correct HDMI socket.
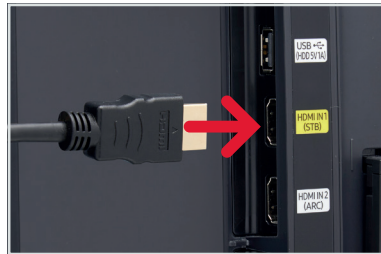




## 2.5

Connect the **new power supply** for your **360 Mini box**.

## 2.6

Plug your **360 Mini box** into a nearby mains socket.



## 2.7

Connect the **new power supply** for your **360 Mini box**.



## 2.8

Switch on at the mains socket and then use the switch at the back of your **360 Mini box** to turn it on. You will see an amber light on the front of your **360 Mini box**.
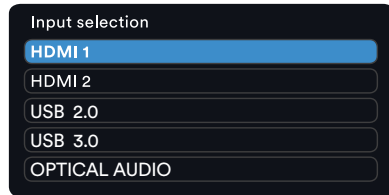
## 2.9

Turn on your TV, then using your TV remote press the **Input, AV** or **Source** button. It may also be a button with this icon: →. Select the correct HDMI input for your **360 Mini box**.

**Example:**

Input selection
| **HDMI 1** |
| HDMI 2 |
| USB 2.0 |
| USB 3.0 |
| OPTICAL AUDIO |

ⓘ **Using the right remote?**

You need to use your TV remote for this bit. Your 360 Mini remote won't work for finding your HDMI port.

## 2.10

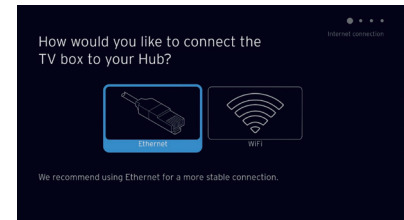When you see the Welcome screen, you can pull the tab out of your **360 Mini remote**.

Bienvenue
Witamy          Willkommen
Vítáme Vás   Bine ai venit   Benvenuto
Vitajte   **Welcome**   Üdvözöljük
Hoşgeldiniz        Bienvenido
Welkom

# Connect with WiFi

During the set-up process if your **360 Mini box** can't find an Ethernet connection to your **Hub** it will show this screen.

How would you like to connect the TV box to your Hub?

Ethernet          WiFi

We recommend using Ethernet for a more stable connection.

With your **360 Mini remote** highlight and select WiFi.

ⓘ **Can't see your network?**

If your network isn't visible in the list you can click on **Enter network name** to search for it manually.
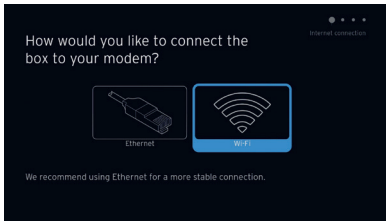
**Select "WPS setup" and follow on screen messages**

To connect using WPS press the **WPS button** PAIR WPS on the front of your Hub until the light flashes, then press **OK** on your remote to continue.
Your **360 Mini box** will attempt to connect automatically.

**Connect manually**

From the Connect to WiFi screen Select known WiFI network and enter password when prompted.

A list of local networks will be displayed. Look for your network name. Unless you have changed it, it will look something like VM123456. You will then be asked for your password which you should enter using your **360 Mini remote**.



Your **360 Mini box** will now download the new software and restart.

## 2.11

The **360 Mini box** will now download the latest software.

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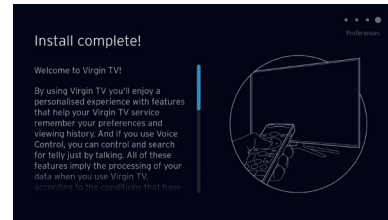


> ⚠ **10 minutes** ⏱
> The download will take up to 10 minutes and will involve 1 restart where the screen will go back to the Please wait screen several times.

## 2.12

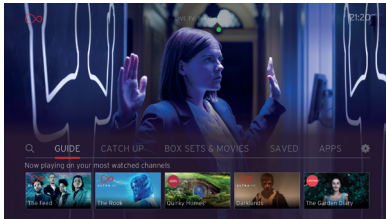When complete you'll see the home screen.



**Use the best connection for the job**

If you're having trouble connecting via WiFi and can't connect with Ethernet, please **visit virginmedia.com/help**

# 3 Install TV Go app

Your **360 Mini box** and our TV apps are a match made in telly heaven.

This section will take about 5 mins

# Watch telly wherever you are with the Virgin TV Go app

**Thanks to the TV Go app – available to Virgin TV customers at no extra cost**

You can access over 110 live TV channels on up to four devices, including Android, iOS, Windows 10 and PC/Mac. This includes BT Sport, FOX, Comedy Central and Sky One (depending on your TV package). You can also access On Demand content and stream to your heart's content! (Again, content available is dependent on your package.)

## 3.1

Open the App Store or the Play Store. Search for Virgin TV Go.

**App Store**

**Google Play**

**For existing customers**

Got a MyVM account already? Use your Username (email address) and password to sign in to the app.

**Not yet registered?**

Just follow the on screen instructions. You'll need your Account number and Area reference number to register, you can find this on a recent bill.

---

**ⓘ Need help**

Need some help? Head over to **virginmedia.com/ helptvonthego**

---

## All done!

That's it. All of your Virgin Media services are set up. Enjoy!

---

**+**

# Get more from your kit

Get more from your Virgin Media setup.

**Controlling your TV with new remote**

**Do more with your new kit**

**Download the Virgin Media Connect app**

**Troubleshooting**

# Controlling your TV with the remote

**Power**

Turn the Virgin TV **360 box** on or off.

**Home**

Here you'll find everything on your box, in one easy menu.

**Guide**

The fastest way to find whats on.

**Back**

Clever little way to navigate back.

**Record**

Record 6 things while you watch a 7th you recorded earlier, or something on BBC iPlayer, Amazon or Netflix.

**Personalise**

Open the profiles menu to switch between them.

**TV**

Go back to your last-watched channel or live TV from any menu.

**Context**

Get more info about what you're watching and accessibility options.

**Source**

Switch between your TV's different inputs in a jiffy.

**Voice Control** 🎤

Your new remote has voice control to make navigation quicker. With this feature you can perform various actions, including:

● Switch to a channel or open an app

● Search for programmes and content

● Navigate the guide

● Control playback

Access voice control at any time by simply pressing and holding the mic button and speaking. Try opening the episode guide by saying, 'Go to the Guide'.

## Do more with your kit

Everything you need to know about your **360 box** can be found in the User guide that came with your QuickStart pack.

User guide

Some essentials from the Virgin TV guide:

**Parental Controls** – your **box** has a default PIN of 1234. To change, select Settings on the Home screen, choose Parental Controls and follow the on-screen instructions.

**Accessibility** – If you require audio description or subtitles they are available through settings > profiles. You can also use voice control to turn subtitles on or off.

### Talk to us

Need more help or to talk to the team? Go online to **virginmedia.com/contact**

You can also go online to see our how to videos and top tips at **virginmedia.com/help**

## Download the Virgin Media Connect App

You can use the Virgin Media Connect App to scan your home for WiFi blackspots.

Once you've downloaded the app you can also:

● Reboot your Hub 3 without leaving the sofa (and tackle common connection problems)

● Connect to Virgin Media WiFi hotspots when you're out and about

● Share your WiFi password with guests

Download for iOS or Android

Download on the App Store

GET IT ON Google Play

# Where to place the 360 box

Not only is your **360 box** small and fast, but you can place it out of sight too. Your **remote** doesn't have to have a line of sight to work either.

If, after you tuck it away, your **remote** doesn't work you need to pair it with your **360 box** – check out the instructions in the Troubleshooting section that follows this.
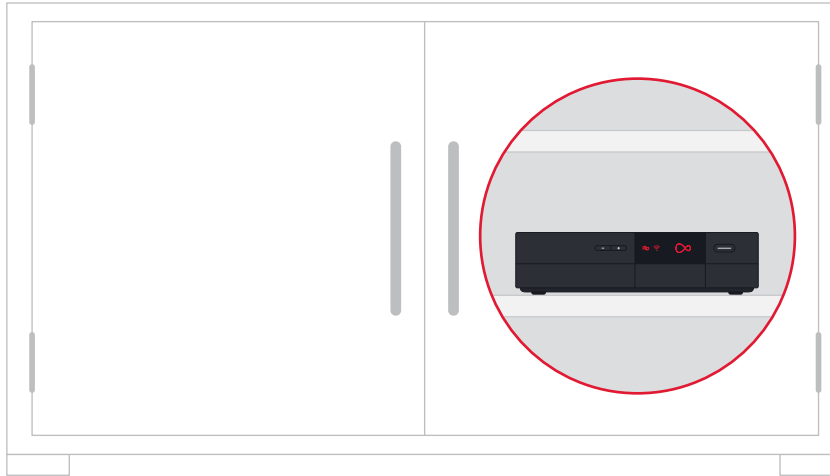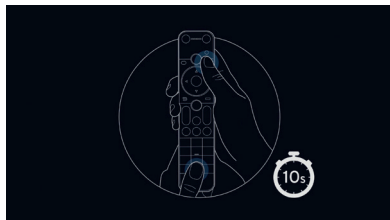
# Set up your amplifier

If you want to set up your remote with your amplifier, go to Settings, select Audio & Video.
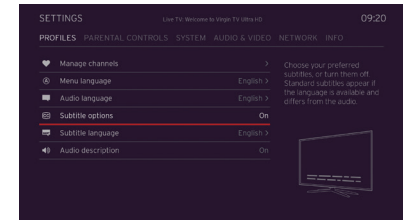
## Remote not working with your box?

If your **360 remote** is not working with your box press the TV button TV and 0 for 10 seconds and point at your box.

Please remember to check the remote control batteries.

## Picture issues?

If you are having problems with your picture, please make sure you are using the new HDMI lead that is supplied with your kit.

## Need help?

Most things are pretty easy to resolve – check out the Troubleshooting advice on this page for some top tips on how to fix common problems.

**Need help with setting up your kit for the first time?**

Go to: **virginmedia.com/QShelp**

**Connected and have working services?**

Go to: **virginmedia.com/help**

**Still not fast enough?**

If WiFi won't work, we recommend you use VM Boosters to connect your new Hub and new box. To find out more, visit **virginmedia.com/help**

10013718
AOTV360MINI0120