

Installation guide

1

**Install
Broadband**



 30 mins

2

**Install
Virgin TV
360 box**



 15 mins

3

**Install
Virgin TV
360 Mini box**



 15 mins

4

**Install
Virgin TV
Go app**



 5 mins

5

**Install
Phone**



 5 mins



This guide contains step-by-step instructions on how to:

1 Install Broadband

Follow the step-by-step instructions to install your **new Hub** and get your broadband connection working. This has to be done before we install your **360 box**.

! Automatic activation

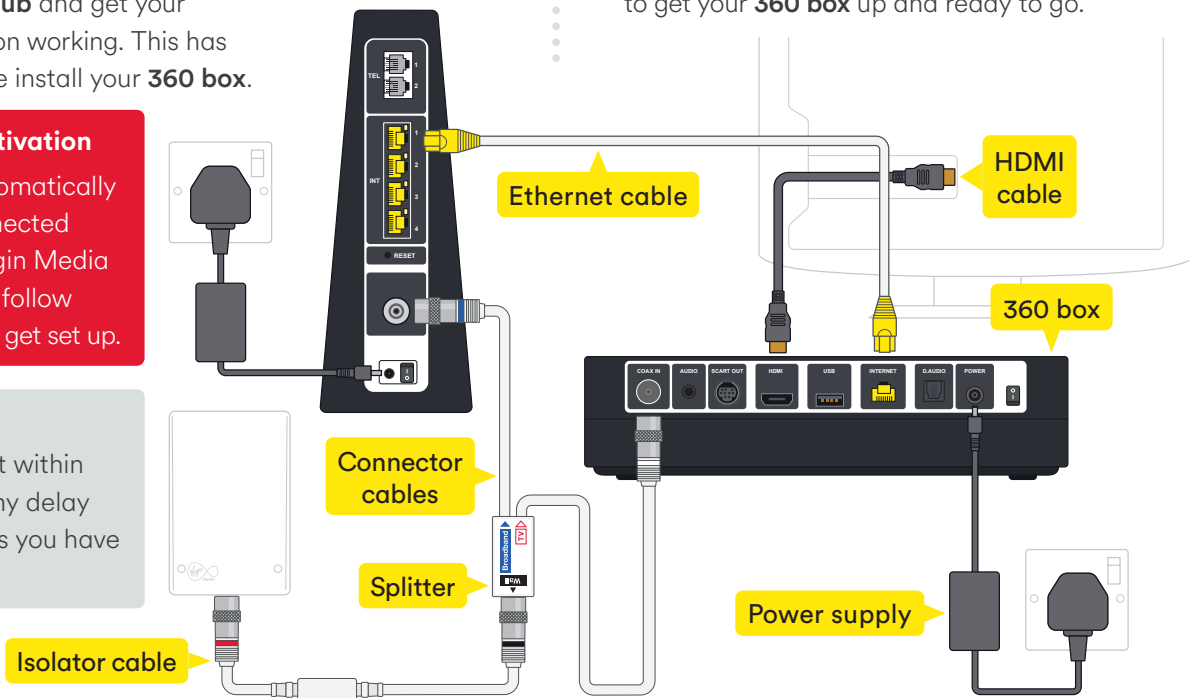
Our new boxes automatically activate when connected correctly to the Virgin Media wall socket, please follow these instructions to get set up.

i Tip

Set up all of your kit within 12 hours to avoid any delay and get the services you have signed up to.

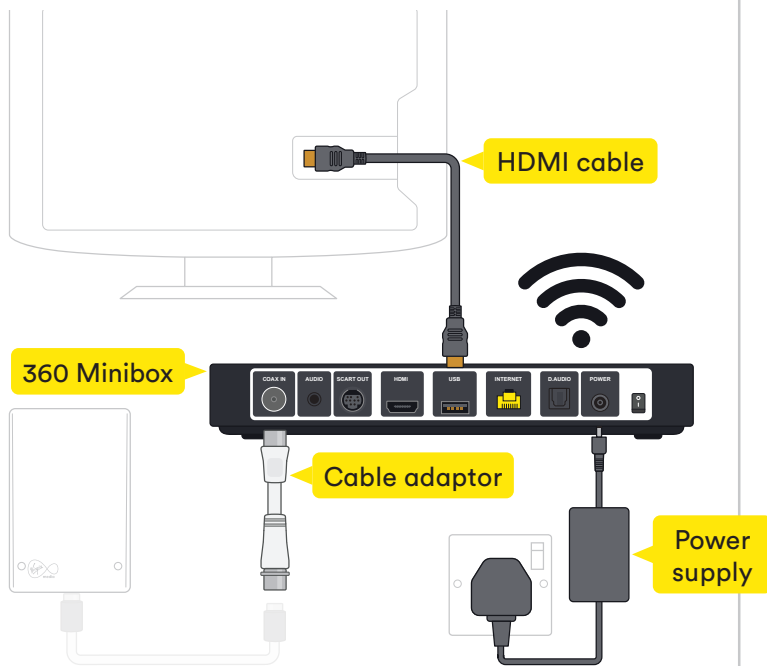
2 Install 360 box

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



3 Install 360 Mini box

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



4 Install TV Go app

TV Go app lets you watch live TV and On Demand on your mobile or tablet on up to four registered devices.



5 Install Phone

Finally, we'll get your home phone connected.



**Turn the page
to get started**





1

Install Broadband

In this section we'll be getting you online. You'll need:



Hub



Hub power supply
(this has a blue label)



Connector cables



Isolator cable

This section will take about  30 mins

1

Install Broadband



5

1

Install Broadband



6

1.1

Connect the end of the **1.5m isolator cable** with the **black band** to the socket marked **'Wall'** on the **connector cables**.

i Just push to fit

Firmly push the end of the cables into the sockets. You can test they're secure by checking they don't move when pulled gently.



1.2

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



i Different kind of wall socket?



If your wall socket has a plug attached to it, please make sure it's plugged in and turned on at the wall.



Some flats or houses may have this style of socket.

1.3

Find the cable with the **blue band** on the end and connect it to the socket of your **Hub**. Push it firmly into place.



1.4

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

Your Ethernet ports may face the opposite direction to the ones shown below.



i Where to put your Hub

You'll get the best performance from your **Hub's** WiFi if it is upright, out in the open and at least 1 metre away from cordless gadgets. If you have trouble with the quality of your WiFi signal please check out the tips in WiFi Wins at the end of this guide.

1

Install Broadband



1

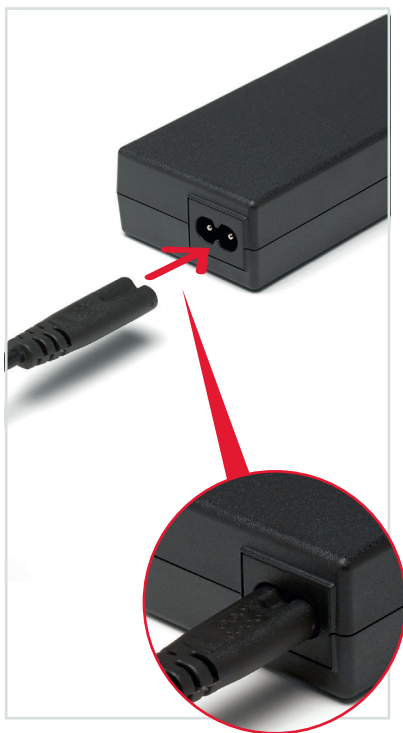
Install Broadband



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1.5

Connect the **power supply** for your **Hub**. It is the one with the blue label on the wire.



1.6

Plug the **power supply** into a mains socket.



1.7


Connect the **power supply** to your **Hub**, switch on at the mains socket and then switch on your **Hub**.



Getting you connected

Your **Hub** will now make a connection to our Fibre network. This will take a few minutes and the lights on your **Hub** will flash as it connects.



When the WiFi light  is on and the base light is solid white you are ready to move on. The arrows may still be flashing green.

30 minutes

Once your Hub is connected, it can take up to 30 minutes before your connection is stable. Check that all your cables are securely connected.

Connection issues?

If you're still having trouble connecting after following all of the steps, waiting 30 minutes for your Hub to set up and making sure the connections are secure – call us on **0800 953 9500**.

1.8

Your new WiFi network will be called something like **VM123456**.

The connection details are on the base of your **new Hub** and on a removable card as shown here.

If you're familiar with connecting to WiFi networks you can use these details to connect now or follow the more detailed instructions in section 1.8.

Example only

Please check the details on your **Hub** – the details shown here are just an example.

1

Install Broadband



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1

Install Broadband



10



1.9

I want to connect with a tablet or mobile

Connecting to WiFi is very similar on Android or on iOS. On your tablet or mobile go to the settings area. Select WiFi from the list of options. Make sure it is on.

Your device will list all nearby WiFi networks. The one that you are looking for will be called something like **VM123456**.

Click on that network and you will be asked to enter your password.

Information on network name and password can be found on the base of your **new Hub** or on the pull-out card as shown in 1.8.

I want to connect with a Windows computer

Finding your network is easy but it's a bit different depending on which version of Windows you have. For **Windows 10**, **7** and **Vista** you're looking for a network icon in the bottom right of your screen. It might look like:



For **Windows 8**, that network icon can be found in the settings area, which is on the Home screen marked by a



Your WiFi network name will be something like **VM123456**.

Connect manually

To connect manually with Windows find the network on your computer first, click the connect button and then enter the **WiFi password**. Click to confirm.

Connect with WPS

If your computer supports WPS you can use it to connect. Find the network on your computer, click the connect button and then press the **WPS button** on your **Hub** until the WiFi light flashes. It should automatically connect.



I want to connect with a Mac computer

On Mac OS a list of networks can be found under the WiFi icon at the top of your screen.



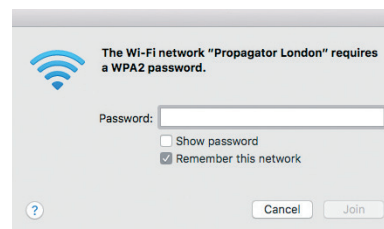
If this icon isn't there you'll need to go to System Preferences > Network > WiFi.

Your network name will be something like **VM123456**.

! Get more from your WiFi:

Check out our WiFi Wins in the Customisation & extras section.

To connect manually with Mac OS first, find the network on your computer. Click the network name then enter the **WiFi password** and click **OK** to confirm.



i Trouble with WiFi?

If for any reason you're having trouble setting up WiFi, you can connect to your **new Hub** with an **Ethernet cable** and use the internet to help you troubleshoot the issue.

1

Install Broadband



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Lights on your Hub

During installation the lights will flash regularly. Once the installation has finished and your **new Hub** is connected the only light that will be lit is the white light at the base.

If any of the other lights are lit, or the base light is any colour other than white, your **new Hub** may have connection issues.

Take a look at the **new Hub** service guide or the Troubleshooting section at the rear of this guide for advice on how to fix any problems.

Scan your WiFi



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



Virgin TV 360 boxes



This is a **360 box**. It is the bigger of the two. Please install this first.



This is a **360 Mini box**. It is the smaller of the two. Please install this after the **360 box** is set-up.



2 Install 360 box

For this section you'll need:



360 box



360 box
power supply



360 remote



New HDMI cable

This section will take about  15 mins

2

Install 360 box



15

2

Install 360 box



2.1

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

i Did you know?

Your **box** remote uses radio so you can hide it away and still control it. For more information see Customisation & extras at the end of this guide.



Connecting 360 box to the Hub

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

Ethernet

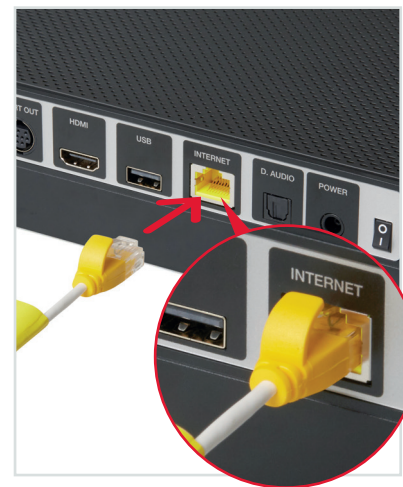
If your **360 box** is close enough an Ethernet connection provides the best connection.

WiFi

If your **360 box** is too far away to connect the Ethernet cable, you can connect via WiFi instead. Keep following this guide from **step 2.3**. The instructions for WiFi set up are included later.

2.2

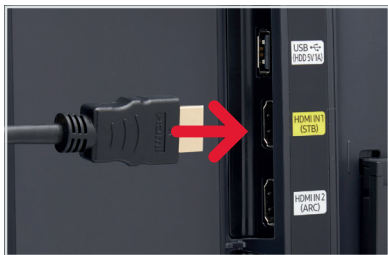
Connect the other end of the **Ethernet cable** to the rear of your **360 box**.



2.3

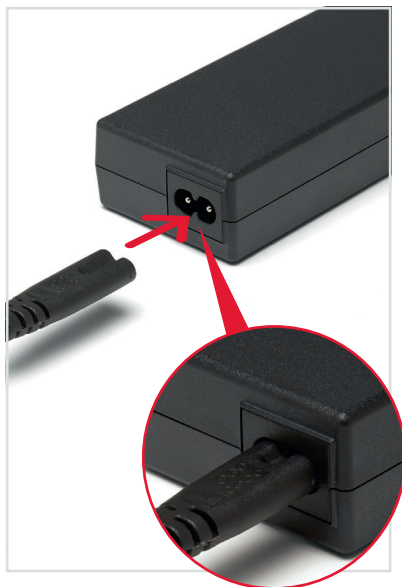
Use the **new HDMI cable** provided to connect your **360 box** to your TV. Take a note of the name of the HDMI port you have connected to, e.g. HDMI 1.

Virgin TV 360 supports 4K, if you have a 4K TV connect to the 4K HDMI socket. If you're unsure, check your TV manual.



2.4

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



2.5

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



2

Install 360 box



2

Install 360 box



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2.6

Connect the **new power supply** to the back of your **360 box**.




2.7

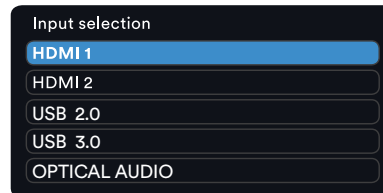
Switch on at the mains socket and then use the switch at the back of your **360 box** to turn it on. You will see an amber light on the front of your **360 box**.



2.8

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 box**.

Example:



Using the right remote?

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

2.9

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



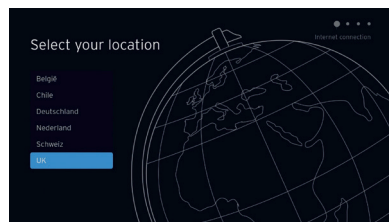
Can't use the Ethernet cable?

We recommend a direct **Ethernet cable** connection as this ensures the best possible performance from your **360 box**.

If you do not have a long enough cable available you can use WiFi to connect your **Hub** and your **360 box**.

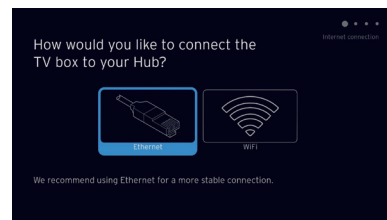
Connecting with WiFi

There is a location selection screen if you connect via WiFi, not via Ethernet immediately. Point remote at **360 box**, select UK.



Follow the onscreen instructions.

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



With your **Virgin TV 360 remote** highlight and select WiFi.

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 box** will attempt to connect automatically.

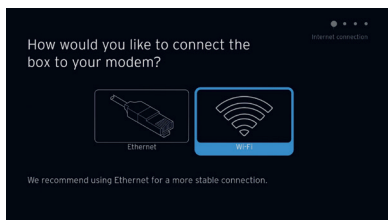
2

Install 360 box





If the connection fails, select **try again** to return to the Connect to WiFi screen and follow the instructions on screen.



i 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.

Connect manually

From the Connect to WiFi screen select **your WiFi network**. Unless you have changed it, your network will be called something like **VM123456**. You will then be asked for your password which you should enter using your **360 remote**.



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

2.10

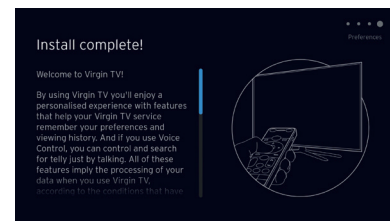
Your **360 box** will now download the latest software.



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.

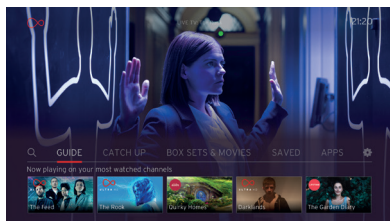
At the end of the update you will see the following screen.



Scroll down and read the information before pressing **OK**.

2.11

When complete you'll see the home screen.



2

Install 360 box





3 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

3

Install 360 Mini

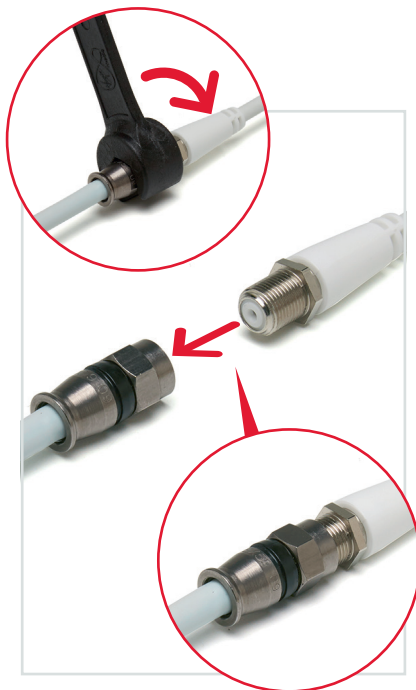


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3.1

Connect the short **cable adaptor** to the connector cable that was plugged into your old TV box if you need to. Depending on the cable type this may require the **spanner**.



3.2

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.

i Cable adaptor

Depending on which old TV box you have, you might not need to use the cable adaptor.



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.

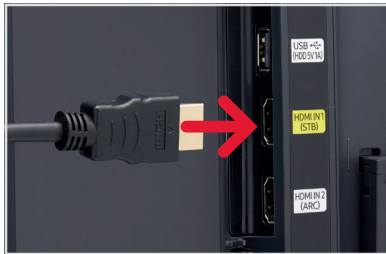
Ethernet

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

3.3

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.



3.4

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



3.5

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



3

Install 360 Mini



3

Install 360 Mini



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3.6

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




3.7

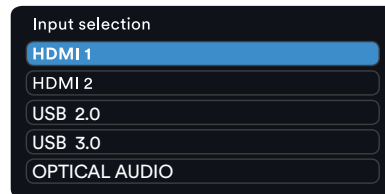
Switch on at the mains socket and then use the switch at the back of your **360 Mini box** to turn it on. You will see an amber light on the front of your **360 Mini box**.



3.8

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:



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.

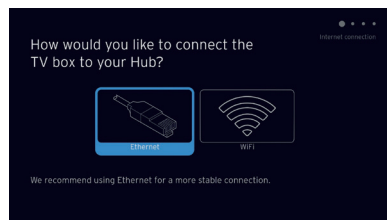
3.9

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



Connect with WiFi

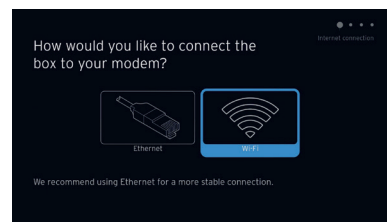
During the set-up process if your **360 Mini box** can't find an Ethernet connection to your **Hub** it will show this screen.




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**  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.

3

Install 360 Mini

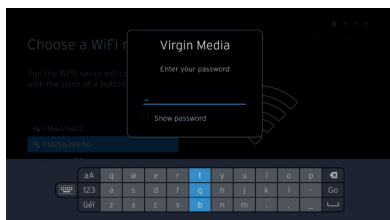




Connect manually

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**.

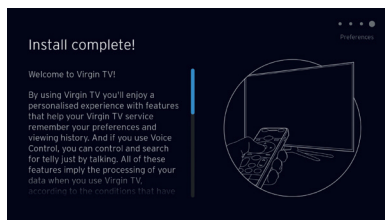


Your **360 Mini box** will now download the new software and restart.

3.10

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

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

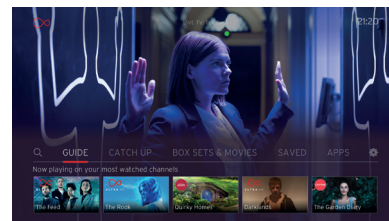


! 10 minutes

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.

3.11

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

4 Install TV Go app

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

This section will take about  5 mins

4

Install TV Go app



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4

Install TV Go app



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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.)



4.1

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



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



Install TV Go app





5 Install Phone

For this section you'll need either:



Phone cable



Adaptor

i Not taking Virgin Phone?

Skip ahead to the next section if you have a second TV box or to the final section where you can find out how to make the most of your new services from Virgin Media.

This section will take about  5 mins

5

Install Phone



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5

Install Phone



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Transferred your old number?

If you've decided to transfer your old number to us, please remember this may take up to 10 days. In the meantime you can use the temporary number we've supplied. We'll be in touch when the transfer is complete. When your phone is ready you'll receive an email and a text message.

i Don't know your number?

If you didn't get an email and text message letting you know your phone number, please dial **174** to find out what it is. You may get a call back from this.

5.1

First, disconnect the cable from the back of your phone. It should pop out easily but depending on your phone it may need a bit of elbow grease. Once you've removed the cable, replace it with the one we have provided.



5.2

Next, plug the other end of the new cable into the top grey port, Port 1, on the back of your **Hub**.



5.3

Allow a couple of minutes for the phone to be recognised by the **Hub**. Then check the phone for a dial tone, and make a test call to check everything is working.

i Can't remove the cable?

If you can't remove the cable from your phone, you'll need to use the adaptor provided. Simply plug your existing cable into the adaptor and then plug the adaptor into the top grey port, Port 1, on the back of your Hub.



No dial tone?

Make sure you are using the new cable or adaptor. If your phone is still not working, press the WPS button on the front of your Hub. A green phone icon should flash showing the phone is set up. If the phone light is red or not showing, check the connections to your Hub, reboot and try again.

! Use the cable provided

Even if the connections on the existing cable in your phone look like the one we've sent, you will still need to change it. The connections may be slightly different and it could mean your services will not work.

Got devices connected to your fibre phone line?

If you have devices like care alarms, telehealth devices, fire alarms or security alarms connected to the fibre phone line, please check out our FAQs at virginmedia.com/help/home-phone/virginphone or our Home Phone Guide. These connected devices may not work in a power cut or network outage.

5

Install Phone



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Install Phone



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! Important to know

- If there's a power cut or network outage, you won't be able to make or receive calls.
- If you have accessibility needs, call us on **0345 454 1111** and we'll send an engineer to provide an Emergency Backup device at no extra cost that allows 999 calls during outages.
- Any devices connected to your phone, such as care, fire or burglar alarms will stop working if there's a power or network outage.

- Some connected devices might not be compatible with our fibre phone line – please check with the device manufacturer.
- Devices connected to extension wiring and sockets will stop working after your phone service has been switched.
- Please keep the Hub switched on 24/7, even overnight, or you won't be able to make or receive calls.

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 your new remote

Do more with your new kit

Download the Virgin Media Connect app

WiFi Wins

Troubleshooting



Get more from your kit



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



Get more from your kit



Get more from your kit

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Where to place the 360 box

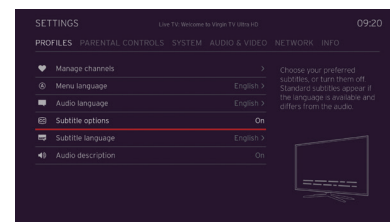
Not only is your **360 box** small and fast, but you can place it out of sight too. Your **remote** doesn't have to have a line of sight to work either.

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.





Here are some simple WiFi Wins that may help...

WiFi Win #1: Find your Hub's happy place

Keep your **Hub** in the open – away from objects that can block and slow WiFi, and a metre clear of cordless gadgets with signals that can interfere.

WiFi Win #2: Reboot your Hub for a boost

Hubs talk to your gadgets on invisible links. We call these links 'channels'. Sometimes, other cordless devices use these channels, causing interference which can slow your WiFi. Reboot your **Hub**, and it'll automatically find the quietest channel.

WiFi Win #3: Get up to speed with your gadgets

Hubs use two frequencies to talk to your gadgets. The 2.4GHz frequency has the longest range, covering longer distances. The 5GHz frequency covers short distances, faster, so it's best for gadgets near your **Hub**.

Your gadgets can pick the best frequency as you move around the house. If you're losing signal, turn your gadget's WiFi off and on.

WiFi Win #4: Use the best connection for the job

Needy gadgets like smart TVs and games consoles can monopolise and slow your WiFi – so it's better to use a wired connection. As it's a dedicated connection, you'll get the fastest possible speed. Use an Ethernet cable, or Boosters.

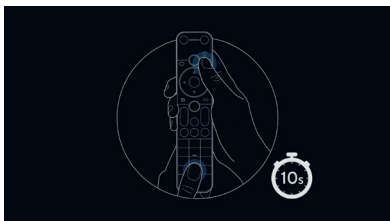
WiFi Win #5: Get rid of blackspots

If you have a big house or thick walls, some rooms might get a weaker WiFi signal. You can use the Virgin Media Connect App to scan your home for WiFi blackspots and then try Boosters to cover any blackspots – they use home wiring to extend the WiFi range.



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.

Phone problems?

Press the WPS button on the front of your Hub. If the phone light shows green you may need to use the adaptor provided to connect your phone to the Hub.

If the phone light shows red, check the connections, reboot and try again.

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





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