

# Installation guide

**1**

Upgrade  
V6 box to  
Virgin TV 360



 30 mins

**2**

Uninstall  
TiVo box



 10 mins

**3**

Install  
Virgin TV  
360 Mini box



 15 mins

**4**

Install  
Virgin TV  
Go app



 5 mins



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

### 1 Upgrade V6 box to Virgin TV 360

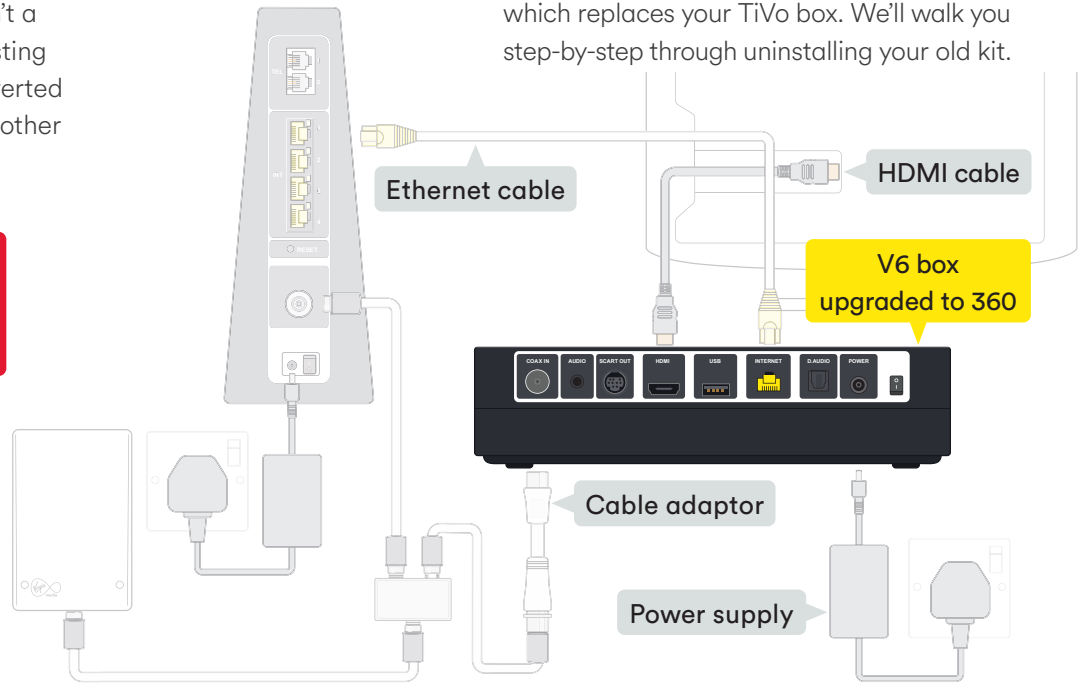
You'll get two shiny new 360 remotes, but only one new box. This isn't a mistake, it's because your existing **V6 box** will be magically converted to **360** with one of them - the other will be used with your new **360 Mini box**.

#### ! Cables

At this stage no cables need replacing or unplugging.

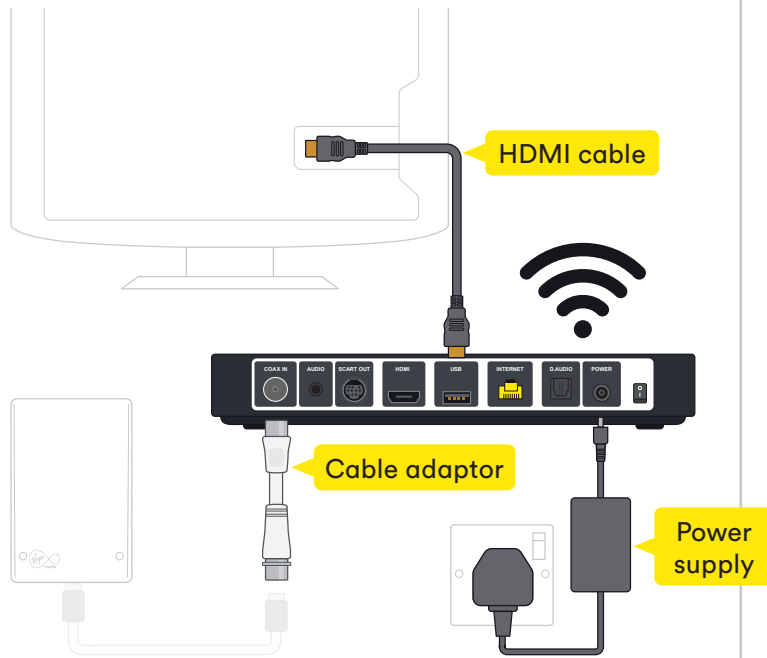
### 2 Uninstall TiVo box

The extra box is the **Virgin TV 360 Mini box**, which replaces your TiVo box. We'll walk you step-by-step through uninstalling your old kit.



### 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 five registered devices.



Turn the page  
to get started





# 1

## Upgrade V6 box to 360


In this section we'll be upgrading to 360. You will need your current V6 remote and the new one we sent when prompted.



V6 remote



360 remote

This section will take about  30 mins

# 1

Upgrade V6 box to 360



# 1

## Upgrade V6 box to 360



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### 1.1

#### **!** Your new remotes

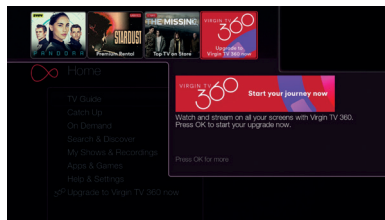
Please don't pull the tabs out of your new remotes until asked.

Turn your **V6 box** on and make sure you are connected to the Internet. To start your upgrade select (with your current **V6 remote**) "Upgrade to Virgin TV 360 now" from the Home screen.



### 1.2

When you see this screen press **OK** on your **V6 remote** to continue.



#### **!** Recorded shows

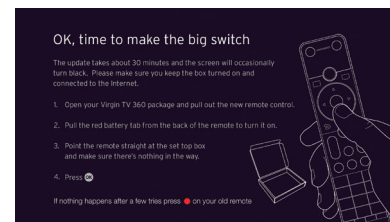
Make sure you watch any recorded shows you want to see as they won't be transferred over.

#### **i** Automatic update


Bear in mind your service will automatically update 5 days after this package arrived.

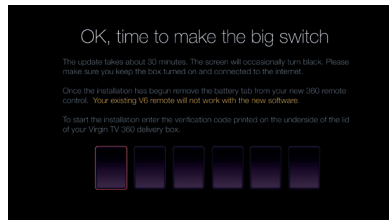
### 1.3

When you see this screen, it's time to take one **360 remote** out of the box we sent and pull out the tab. Then follow the on screen instructions.



## 1.4

If nothing happens after a few tries of pressing OK with your **360 remote**, use your **V6 remote** and press the  button.



Then enter the verification code: **847446**

## All done!

Congratulations, your **360 box** is all upgraded and ready to use. Now it's time to install your **360 Mini box**!

## Need a hand?

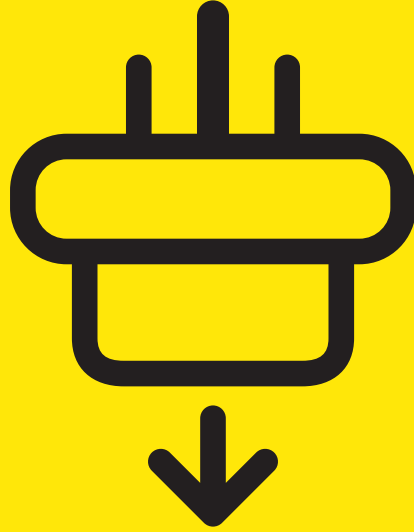
Find help, FAQs and handy tips at: [virginmedia.com/360install](http://virginmedia.com/360install)

Please recycle your old remote. To see how, head to [recycle-more.co.uk](http://recycle-more.co.uk)



Upgrade V6 box to 360







# 2 Uninstall TiVo box

In this section we'll be uninstalling your **TiVo box**. If you need a spanner to undo your connector cables, you'll find one in the box we sent.



Spanner

This section will take about  10 mins



# 2

## Uninstall TiVo box



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### 2.1

Switch off at the socket and unplug your **TV box**.



### 2.2

Switch off your **old box** at the back and remove the **power supply lead**.

#### **Warning**

Please keep your old TV box, HDMI cable and power supply together. Do not re-use them with any other device.



### 2.3

Remove the connector cable. You may need to use the **spanner** provided.



## 2.4

Remove the **HDMI** or **SCART** lead that connects your old box to your TV.

### **i** Tip

You don't need to remove the connector cable from the wall socket, as we'll be re-using that later.



### **i** What to do with your old kit?

Please dispose of your old kit responsibly.

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Uninstall TiVo box



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# 3

## Install 360 Mini box

For this section you'll need:



360 Mini box



360 Mini box power supply



360 remote



New HDMI cable



Cable adaptor

This section will take about  15 mins

# 3

## Install 360 Mini box





### 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.



## 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, an 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.

360 supports 4K, if you have a 4K TV connect to a 4K HDCP 2.2 compliant socket. If you are unsure, check your TV manual.



### 3.4

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



### 3.5

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



Install 360 Mini box



# 3

## Install 360 Mini box



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### 3.6

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




### 3.7

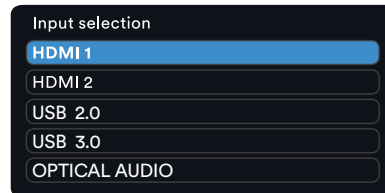
Switch on at the mains socket and then use the switch at the back of your **360 Mini box** to turn it on. You will see an amber light on the front of your **360 Mini box**.



### 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:**





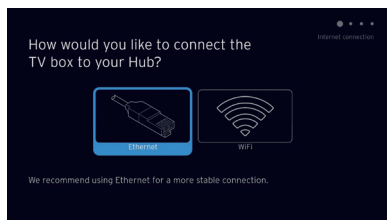
## 3.9

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



## Connect with WiFi

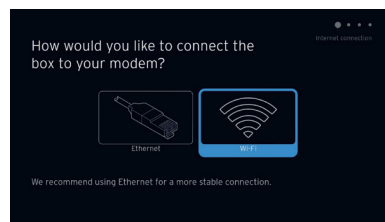
During the set-up process if your **360 Mini box** can't find an Ethernet connection to your **Hub** it will show this screen.



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

### **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.



Select "**WPS setup**" and follow on screen messages

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



Install 360 Mini box

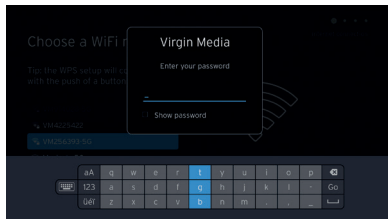




### Connect manually

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

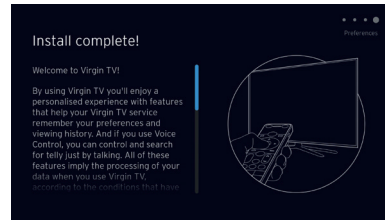
A list of local networks will be displayed. Look for your network name. Unless you have changed it, it will look something like VM123456. You will then be asked for your password which you should enter using your **360 remote**.



### 3.10

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

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

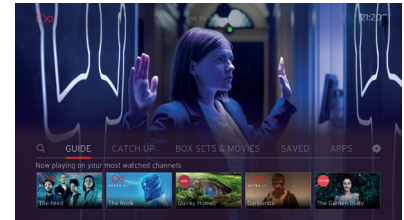


**! 10 minutes** ⌚

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](http://virginmedia.com/help)

# 4 Install TV Go app

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

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Install TV Go app



4

Install TV Go app



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



### Available to Virgin TV customers at no extra cost

You can access over 110 live TV channels on up to five 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](http://virginmedia.com/helptvonthego)



# 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**

**Virgin Media Internet Security powered by F-secure**

**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 what's 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

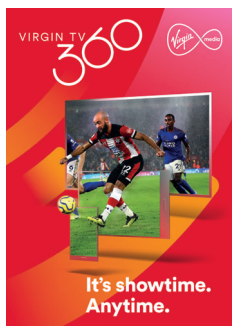
Your new remote has voice control to make navigation quicker. With this feature you can perform various actions, including:

- 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](http://virginmedia.com/contact)

You can also go online to see our how to videos and top tips at [virginmedia.com/help](http://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



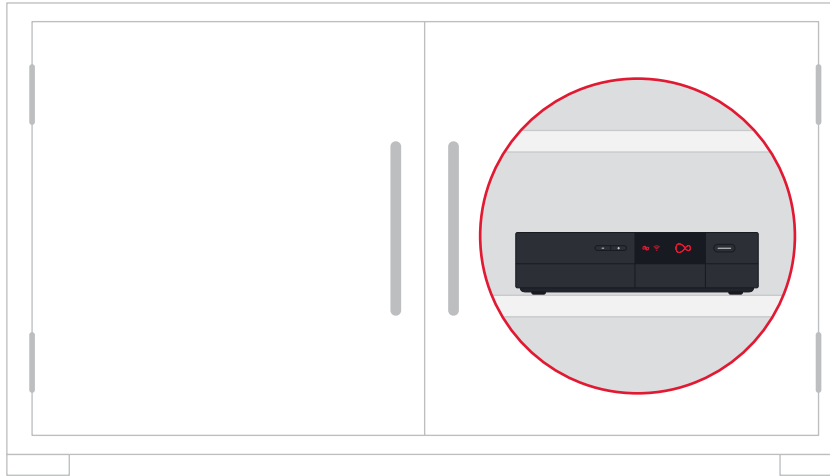
Get more from your kit

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## Where to place the 360 box

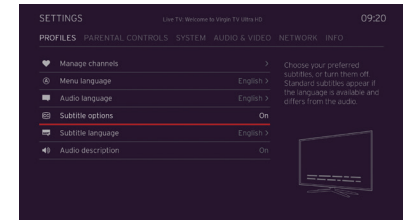
Not only is your **360 box** small and fast, but you can place it out of sight too. Your **remote** doesn't have to have a line of sight to work either.

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.





## Virgin Media Internet Security



On top of Web Safe, we also offer all our customers award-winning **Virgin Media Internet Security powered by F-Secure** on unlimited devices.

It gives you extra protection against viruses, malware, phishing and other nasties. So you can kick back and enjoy yourself, knowing somebody's got your back.

### Viruses, be gone

Virgin Media Internet Security automatically detects and removes viruses, malware, ransomware and spyware that can delete your files and photos and steal your money.

### Safer shopping sprees

It'll make sure all your online banking and shopping sessions are secure and keep your money and details safe from hackers.

### Keep your family safe online

Set parental controls on all your kids' devices, block any dodgy websites and apps, and manage their screen time.

### Peace of mind on any device

It works on all your Android, iOS, Windows (PC) and Mac devices, meaning you can stay safe on whatever you love to use.

### Extra protection for your Android devices

Virgin Media Internet Security will help locate, lock and wipe your Android devices to keep your personal information safe if they're ever stolen or go missing.

Go to My Account at **virginmedia.com** and register for Virgin Media Internet Security.

For full Pricing and T&C's please go to - **www.virginmedia.com/shop/virgin-media-internet-security**



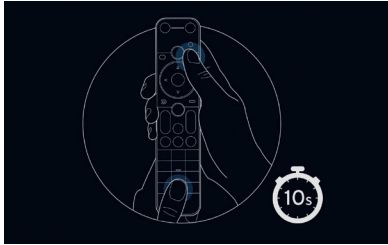
Virgin Media Internet Security



# Troubleshooting

## How to re-pair your Virgin TV 360 remote

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



If you receive an on screen message saying pairing has failed, please check the batteries and try the steps to the right.



### Issues with pairing? Try new batteries

Please remember to check the remote control batteries.



Make sure the batteries are the right way round as shown above. The **+** ends of each battery should face the same end of the remote.

**If re-pairing doesn't work, please try these steps:**

1. Check the remote control batteries
2. Check the TV box is plugged in and on
3. Check you are using the correct remote control for the correct TV box
4. Switch the TV box off and then on again
5. Try re-pairing once more as shown above
6. If this doesn't work, reset your TV box by pointing your remote at your box while pressing the **TV** and **◀** buttons

You will get an on screen message confirming the pairing was successful.

## 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](http://virginmedia.com/QShelp)

### Connected and have working services?

Go to: [virginmedia.com/help](http://virginmedia.com/help)

### Still not fast enough?

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



Getting a pal involved is pretty easy. Send a text to **80011** saying:

- **RAFQS** (this needs to go first)
- **Your account number**
- **Your postcode**
- **Friend's name**
- **Friend's phone number, door number and postcode**

# Fancy a quick £50?

## Share the good stuff

Make besties for life when you refer your friends to Virgin Media. And to say thanks, we'll treat you both to £50.

Just go to [www.virginmedia.com/raf](http://www.virginmedia.com/raf), drop us a text to **80011** following the process on the left or, scan the QR code below:



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