## Installation guide





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



Before we do anything else, reply GO to the text message we sent you. This will activate your services.

Didn't get a text? Call us on **0800 953** 9500. Make sure you have your account number and area reference to hand they will be in the email we sent you.

### What's included?

The yellow labelled parts have been supplied in the box.

Your existing equipment may look different to what is shown here.



### Uninstall

We will start with step-by-step instructions on uninstalling your old kit.





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

Please don't pull the tab out of your **new remote** until your **360 box** is switched on.



### 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.



### Turn the page to get started



# **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.





# **2** Uninstall old box

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









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### 2.1

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



### 2.2

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

### ! Warning

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



### 2.3

Un-plug the cable adaptor. Keep this though as you can use it later. For certain cables you may need to use the **spanner** provided.

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



Remove the **HDMI** and **Ethernet** cables that connects your **old box** to your TV and Hub.



### 2.5

Once uninstalled put your box to one side. It looks the same as the **360 box**, keep them separate so they don't get mixed up.

## What to do with your old kit?

There will be a **Collect+** letter with instructions on how to return your old kit and cables.



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### For this section you'll need:



**)** Install 360 box

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 **cable adaptor** to the socket on the rear of your new **360 box** by pushing it firmly into place.

### Cable adaptor

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



### 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 3.5**. The instructions for WiFi set up are included later.

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.

### 3.4

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

### 3.5

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.









# Install 360 box

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

### 3.7

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

### 3.8

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







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**.



### 3.10

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:

Input selection	
HDMI1	
HDMI 2	
USB 2.0	
USB 3.0	
OPTICAL AUDIO	

### i 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.

### 3.11

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

 Bienvenue

 Witamy
 Wilkommen

 Vítáme Vás
 Bine al venit
 Benvenuto

 Vitajte
 Welcome
 Odvozoljúk

 Hospeldiniz
 Welkom
 Bienvenido





Install 360 box

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



### 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.



# Install 360 box

### **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**.

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

### 3.12

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**.

### 3.13

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

# 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







# + 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



### 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.

### 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'.

### Source

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

### 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





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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.

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-					
	Subtitle options				



# 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** 







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