



Virgin

media

Read me first

Installation Guide

A simple guide to setting up TV,
broadband & home phone yourself.





Welcome to

**Virgin
Media.**



Welcome to Virgin Media

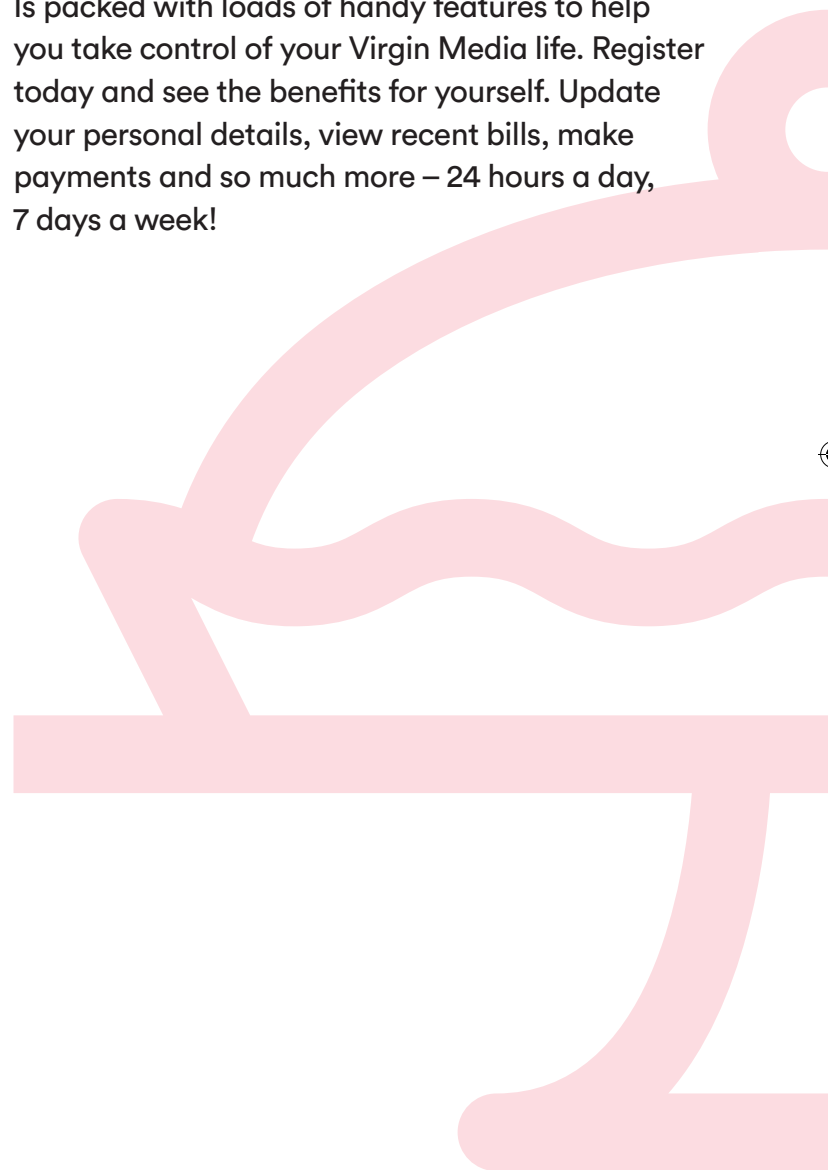
This easy-peasy guide to installing your TV, broadband and home phone is designed to make everything, well, easy peasy! But if even this guide doesn't answer all your questions, give our Customer Care team a call on the numbers at the back of this guide and they'll sort you out.

BEFORE YOU START

Note your SSID details in the space provided, i.e. your network name and password. This is located on the bottom of your Virgin Media Hub, or on the WiFi card provided.

MY VIRGIN MEDIA

Is packed with loads of handy features to help you take control of your Virgin Media life. Register today and see the benefits for yourself. Update your personal details, view recent bills, make payments and so much more – 24 hours a day, 7 days a week!



SSID (network name)

PASSWORD
















.....

What's in the box?





| TV | | Horizon TV HD+ | Digital TV with Digital + | Digital TV |
|----------------|---|----------------|---------------------------|------------|
| Coax cable |  | ✓ | ✓ | ✓ |
| Remote control |  | ✓ | ✓ | ✓ |
| HDMI cable |  | ✓ | ✗ | ✗ |
| Scart cable |  | ✗ | ✓ | ✓ |
| Batteries |  | ✓ | ✓ | ✓ |
| Power cable |  | ✓ | ✓ | ✓ |

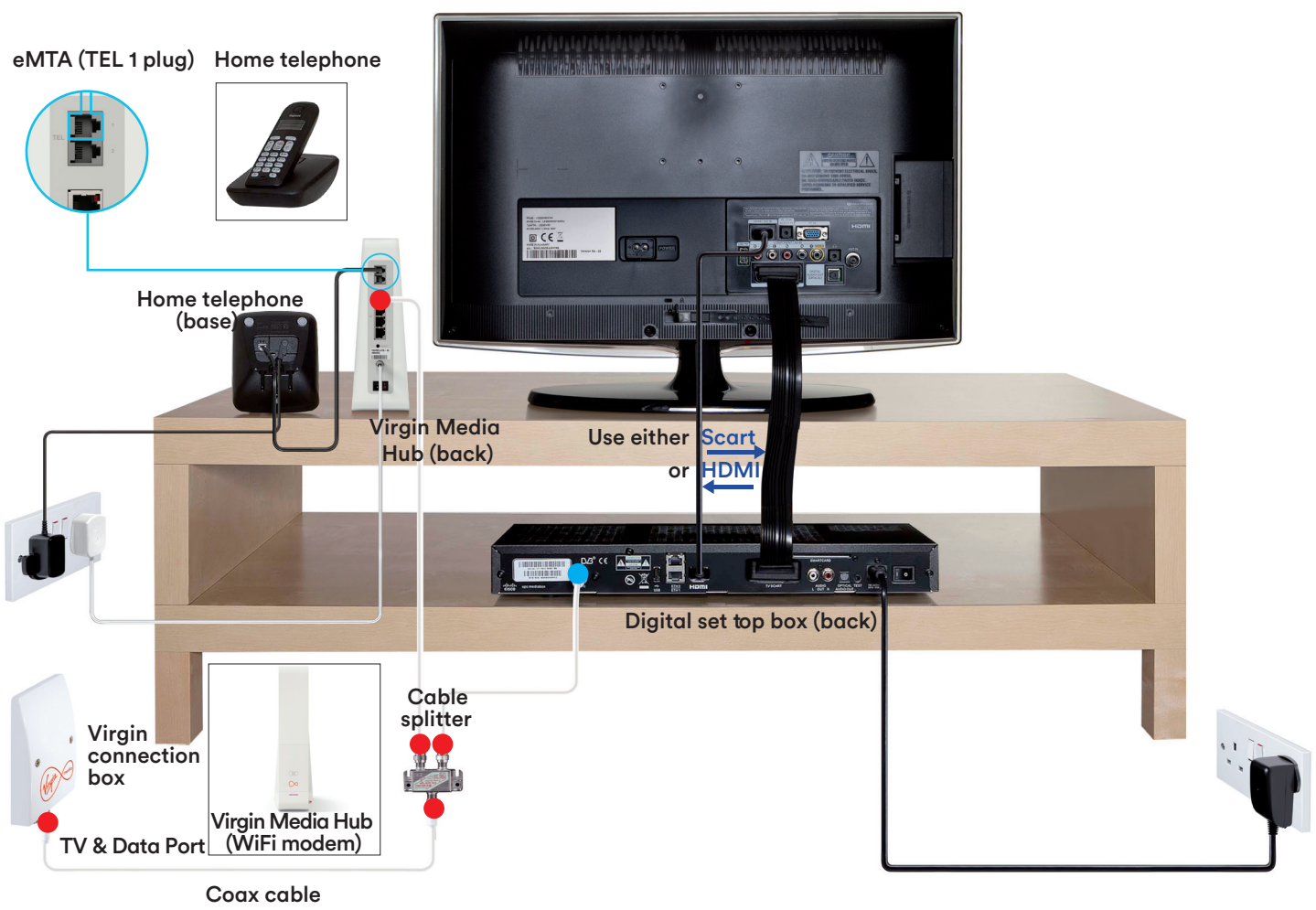
| Broadband & home phone | | Technicolor TC7200 | UBEE EVW3226 | Virgin Media Hub | |
|--------------------------|---|--------------------|--------------|------------------|---|
| Coax cable |  | ✓ | ✓ | ✓ | |
| Power cable |  | ✓ | ✓ | ✓ | |
| Antenna |  | ✗ | ✗ | ✗ | |
| Two-way splitter |  | Optional | Optional | Optional | Required if you wish to use broadband TV from the same connection point |
| Digital cordless handset |  | Optional | Optional | Optional | If purchased |

AND JUST TO SAY: Your package contents may vary depending on products ordered.





**What's
what?**



You may have any one of these boxes below:



Horizon TV HD+ box



Digital+ set top box



Digital HD set top box

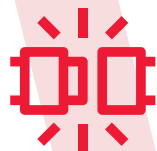
Please note: The Digital+ set top box does not have a HDMI connection.
Your set up will vary depending on what products you have ordered.



.....

Get connected.

Connecting your Virgin Media network is easy



Your Digital TV, broadband and home phone will be up and running before you know it.

- 1..... Have a look in the box and make sure everything you ordered is in there.
- 2..... Connect the red end of the coax cable to the right side of the Virgin Media connection box situated on the wall in your home.
- 3..... Connect the other end of the coax cable to the set top box or Virgin Media Hub provided.
- 4..... Connect the power cable to the set top box and/or the Virgin Media Hub.



If you have two pieces of equipment please connect them as shown in the diagram above paying particular attention to the colours.



.....

Connect to the Virgin Media TV service just like this.



Follow the steps below:

1.....
Connect the scart cable or HDMI cable from your set top box to your TV. (It's important to note the port number of the scart/HDMI port where you have connected to on your TV).

2.....
Turn on the TV. Using the TV Remote Control, select the Scart or HDMI Port (source) that the set top box is connected to. Normally there is a button on your remote called 'source' or 'AV', press this button until you see a screen displaying a selection of national flags.

3.....
On the screen displaying national flags select 'Ireland'.

4.....
Enter the activation code provided in your welcome letter that comes with your package and follow the simple on screen instructions.

You're done!

But remember, it can take 30 minutes from when you complete the screen set-up to the time your channels appear. So, take note of the time.





The easy way to connect to the Virgin Media broadband and home phone service.



Follow the steps below:

1.....
The lights on the front of your Hub tell you what's on and connected. Here's what each one means.

Internet Light

This flashes during set up, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there is a problem. This light flashes green when the Hub's downloading a software update.

WiFi Light

This flashes during set up, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there is

a problem. This light flashes green if you press the WPS button.

Home phone Light

This flashes during set up, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there is a problem.

WPS Light

Pressing this button lets you use WiFi Protected Setup (WPS) to add a wireless device or computer to your network.

Base Light

This flashes during set up and will stay white during normal operation, but turns red if there's a problem.

2.....
Locate the wireless network named SSID to connect your device wirelessly. You'll find the SSID on the underside of your Virgin Media Hub or on the WiFi card at the base of the Hub. You will need to enter your password which is also on the underside of your modem or on your WiFi card. Handy tip: We'd recommend that you change your password regularly.

To get the best performance from your broadband connect your device directly to your Virgin Media Hub via an ethernet cable.

3.....
To connect via the Ethernet cable, simply plug the cable into your device and to any of the four Ethernet ports on the Virgin Media Hub.

4.....
At this stage it would be a good idea to install your phone too. Just connect your own phone or the phone purchased to the port marked TEL 1.

It can take up to 30 minutes to install your Virgin Media Hub.







Check mate.



Digital TV checks

A few things to remember when installing your TV service:

- Do not use the port on the left-hand side of the connection box; it is used only for FM radio.
- If you can't see the display of national flags on your screen when everything is connect up there are a few things you can do:
 1. check your set top box is powered on
 2. check you have selected the right scart or HDMI source on the TV
 3. check your scart or HDMI lead is secure at both ends
- If your channel set-up doesn't work, check that you are connected from the right-hand side of your connection box (or from your splitter if you're using one).
- When a button on the set top box remote control is pressed, the infinity  button should blink once. If it doesn't blink, or blinks 3 times, the batteries may need to be changed. If the TV button blinks, please press the infinity  button to resume normal functionality.
- Once installed successfully your screen will display the following message: Your set-up is now being finalised (please allow 30 minutes for your box to be authorised to receive services).
- If at this stage you have no TV picture we're here to help. Freephone 1908 and select option 2 to speak to our team.





Broadband checks

A few things to remember when installing your broadband service:

- Do not use the port on the left-hand side of the connection box; it is used only for FM radio.
- Once installed successfully the only light that will illuminate is the Base light, which will be white.
- We recommend all speed tests are carried out by directly connecting your device via ethernet cable. Virgin Media has no control over wireless environment. Wireless speeds will vary.
- If you are swapping your modem, for the best broadband experience use the adaptor that comes with your new modem and not your old power adaptor.
- Remember, it may take up to 30 minutes to install your Virgin Media Hub.



Connecting wirelessly to your home network

A. To connect to an available wireless network with Windows 8:

1. From the Start menu, move your mouse to the top right or bottom right corner of the Start screen. A side bar with 5 icons will appear
2. Click the icon at the bottom of the sidebar and your settings panel will pop open.
3. Click the Available icon to show a list of WiFi networks, then choose your own WiFi network (its name will be on your Hub WiFi card)
4. Enter your WiFi password (it's also on your Hub's WiFi card), and click to confirm. That's it!

B. To connect to an available wireless network with Windows 10:

1. From the Start menu, choose Settings, then Network and Internet. Or, click the Network icon in the notification tray right next to the clock.
2. Choose the WiFi option to see available networks. One of these should be the network name printed on your Hub's WiFi card.
3. Click to choose your WiFi network, and tick the box saying 'Connect automatically' before you click Connect.
4. Enter your WiFi password (it's also on your Hub's WiFi card), and click to confirm. That's it!

Wireless Powerline Solutions : Want to extend wireless home network? A powerline adapter simply plugs into your existing sockets, one next to the device and the other where you would like additional wireless coverage in your home. For more information on this go to virginmedia.ie

Home Phone checks

A few things to remember when installing your home phone service:

- Do not use the port on the left-hand side of the connection box; it is used only for FM radio.
- The Phone light on the front of your Virgin Media Hub flashes during set up, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there is a problem.
- Just plug in your handset into the TEL1 port on the back of your hub. Your service is already active.

Want to keep your number? It's easy to do. Simply go to virginmedia.ie/customer-support/installation/homephone/transfer-number/

Note: your number must still be active with your old provider.



In a pickle? We're here to help.

Got a question about installing your service?

FREEPHONE 1908, enter your account number and select option 1

Lines are open: Monday – Friday, 9am to 9pm

Saturday, 9am to 6pm

Need extra help with your PC?

Premium PC Support can help you with computer problems that are not directly related to our broadband service such as setting up a new computer, firewalls and virus protection. Experienced technicians are available for any non Virgin Media related technical questions. Calls cost €1.20 per minute from a Virgin Media landline, other networks may vary.

Call 1550 924 124

Lines are open: Monday – Friday, 9am to 9pm

Saturday, 9am to 6pm

Want to add extra services?

Great! Just nip onto virginmedia.ie

Or call 1890 940 070

Lines are open: Monday to Friday, 9am to 9pm

Facebook : facebook.com/VirginMediaIreland

Twitter : @VirginMediaIE

Our full terms and conditions can be found in the booklet inside your product box or, if it's easier, you can read them at virginmedia.ie/terms/terms-and-conditions/

VM/D4ASIG/08.16/V:1

