Read me first

I'll make installation really clear and easy

HORIZON

CH

Let's get started

All set? Let's go!
It's going to be easy and it's going to be amazing. Just follow these instructions really carefully and everything will be hunky dory.

Your contents

Horizon TV HD+ box

Coax cable

Remote control

Do not remove the orange tab until instructed later in your installation process
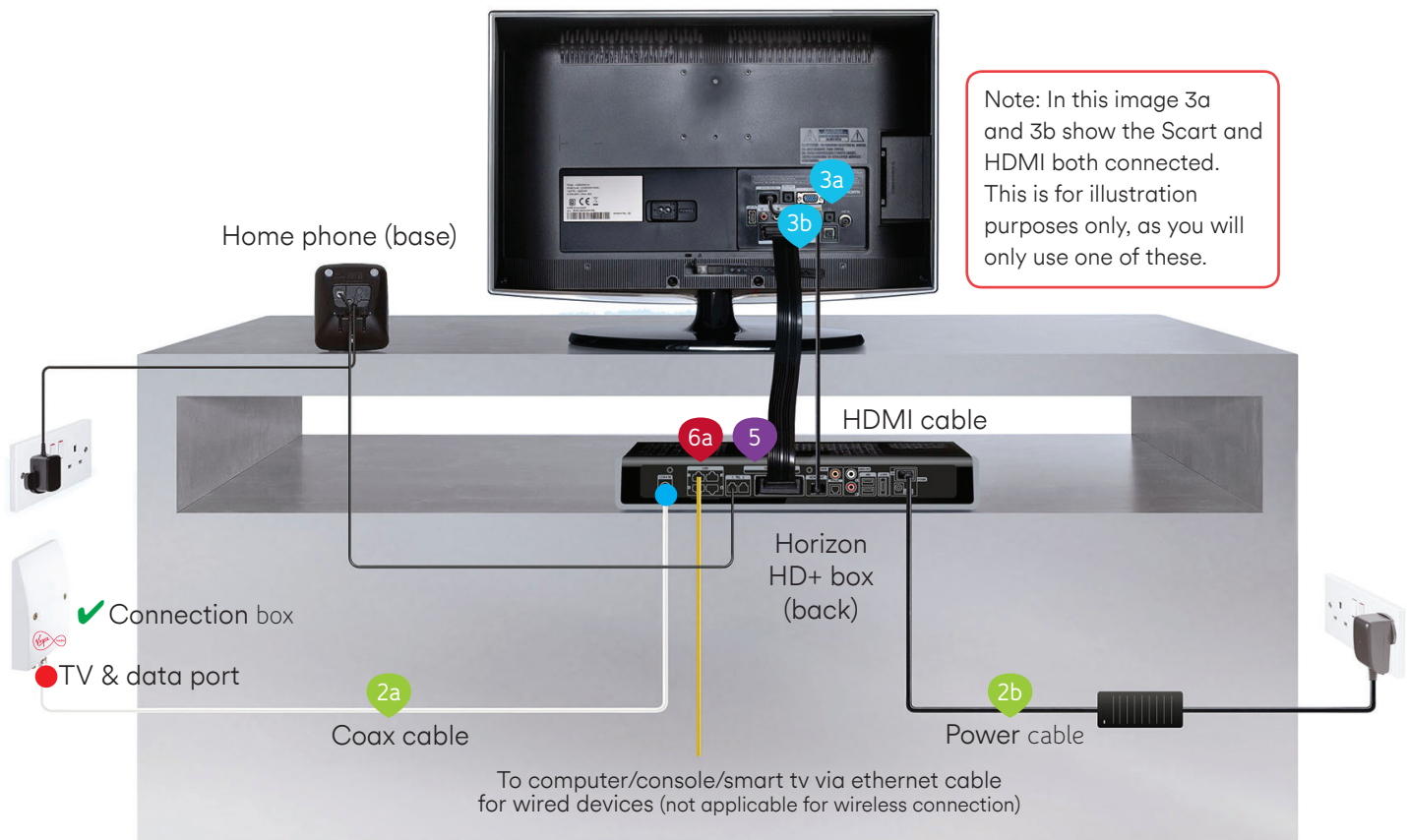
Power cable

HDMI cable

Power supply

AAA batteries already installed in the remote.

Looking for the nitty-gritty? You'll find it all in our Horizon product guide and Terms & Conditions booklets included in this pack.

*Images used throughout this guide are for illustration purposes.

Installation diagram

Note: In this image 3a and 3b show the Scart and HDMI both connected. This is for illustration purposes only, as you will only use one of these.

3a

3b

Home phone (base)

HDMI cable

6a **5**

✔ Connection box

● TV & data port

Horizon
HD+ box
(back)

2a

Coax cable

2b

Power cable

To computer/console/smart tv via ethernet cable
for wired devices (not applicable for wireless connection)

Step 1 — Before you start

a) If all your services are through your Horizon TV HD+ box disconnect your current equipment – i.e. your set top box, your modem and all of the cables and splitters. If you have asked to keep your existing modem disconnect only your set top box. The good news is you don't need a smart card, splitter or cable modem because your Horizon TV HD+ box is a one box, one cable solution.

b) Note your SSID details in the space provided, ie your network name. This is located on the bottom of your Horizon TV HD+ box, or on the sticker provided. Remember to select the 'Wi-Fi 2.4Ghz' option.

c) If your TV doesn't have a HDMI connection, keep your Scart cable at hand as you will need this in a later step.
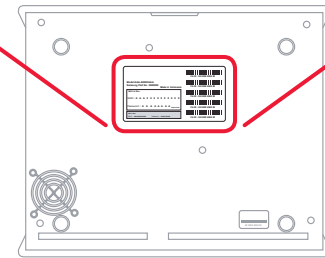
TIP 1 — We recommend that you change your default Wi-Fi password. For more information on how to change your password visit us at virginmedia.ie/reset-password

SSID (network name)

Password

Note: Image shows the bottom of your Horizon TV HD+ box.

Step 2 — Time to get connected

a) Connect the red end of the coax cable to the right side of the connection box situated on the wall and then to the COAX IN socket on your Horizon TV HD+ box, making sure that both ends are secure.

b) Take the black power cable and connect this to the power adapter. Then place the plug end of the cable into the power socket and the opposite end into the slot at the back of your Horizon TV HD+ box, just below the power button.

Please do not remove the orange plastic strip from your Horizon Remote Control yet, as the best time to do this is during step 4.

Use connection on the right
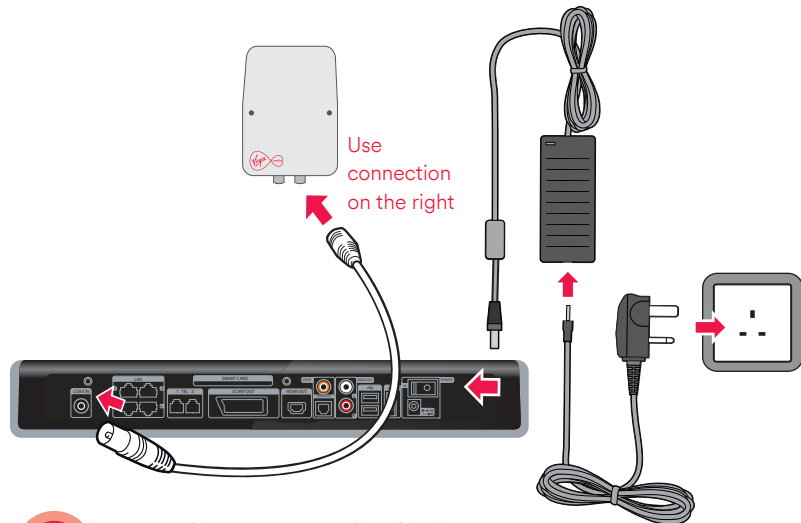
TIP 1 — Remember to remove the plastic packaging from the front of your Horizon TV HD+ box.

Join the dots to see the full picture

a) To make the most of the HD channels that you have as standard from Horizon, connect your Horizon TV HD+ box to your TV using the HDMI cable provided.

b) If you do not have a HDMI connection on your TV, you can connect through a Scart lead (not included).
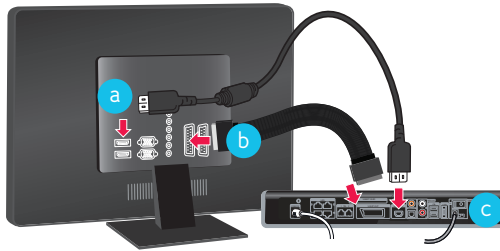
c) Connect the HDMI cable from your Horizon TV HD+box to your TV. Switch on your Horizon TV HD+ box on, this switch is located at the back of the box. Now go to the HDMI channel number you have connected to by pressing the source button.

Good things go together

Your Horizon TV HD+ box will now attempt to connect to the network. During this time you may see messages on your TV displaying codes 1010 and 1030, these are part of the normal process. This may take up to 30 minutes so please be patient and do not switch your Horizon TV HD+ box off at this stage as it will disrupt installation.

TIP 1 If you see an on-screen message advising of Code 1090, we recommend that you unplug your Horizon TV HD+ box power source, leave it off for 15 seconds and plug it back in. If the message remains on screen, please call our Self-Install Helpdesk on 1908 and select option 2.
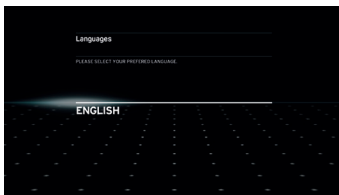
When you see the screen that displays the word 'English' it's now time to remove the orange plastic strip from your remote control which will automatically pair to your Horizon TV HD+ box.

TIP 2 If you do not see the 'English' screen appear on your TV after 30 minutes, we recommend that you unplug your Horizon TV HD+ box power source, leave it off for 15 seconds and plug it back in. The installation process will now restart.

To comply with EU regulatory guidelines, the standby power usage setting of your set-top box has to be set to Eco Mode by default. As a result, your broadband and home phone services will not work when the box goes into standby.

We recommend you change this setting in order to be able to use your broadband, wi-fi and home phone services even when the box is in standby.

To change this follow the instructions on the "Power opt-in" screen that appears after the Personal Suggestions opt-In screen.

TIP 3 If you have removed the orange strip from your remote control and it does not respond, you can manually pair it with your Horizon TV HD+ box by following the instructions in our Horizon product guide.

Step 5　Make yourself heard

Connect your telephone cable from the base of the docking unit to the Tel 1 socket on the back of your Horizon TV HD+ box. Once this is complete you can connect your phone base to its power supply, ensuring that it is correctly plugged in.

Remember, if you are in Eco Mode your home phone will not work when your box goes into standby. To change this setting see step 4 or the sticker on your box for more information.

We do not provide a telephone or telephone cables but if you would like a handset from us simply visit virginmedia.ie/phone/handsets to order one. An additional one off charge will apply.
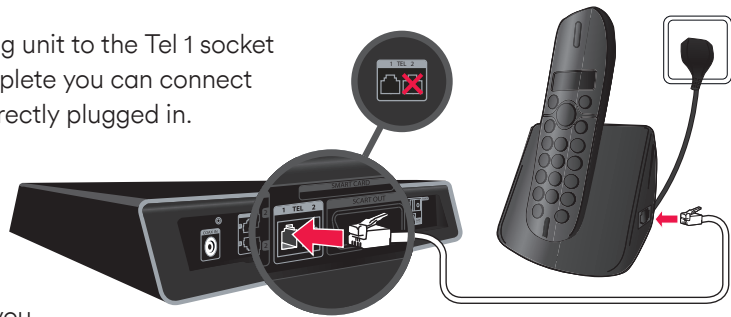
Step 6　Together at last!
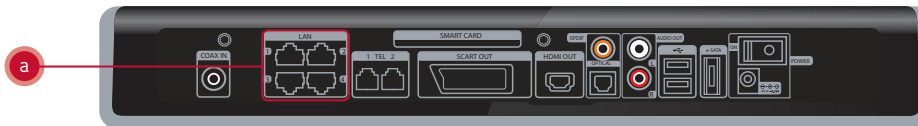
a) Wired Devices

This includes: Desktop, PC, Laptop, Games Consoles.

Connect your Ethernet cable (not supplied) to any of the 4 LAN ports on the back of your Horizon TV HD+ box and connect the other end to your device. We would recommend that you use Cat5e Ethernet cable to ensure that you get the best possible experience.

b) Wireless Devices

To connect any wireless device you will need to have the SSID details, ie your network name and password, that you gathered in step 1 of this process. When entering your password make sure you enter this in uppercase.

Wireless speeds may vary depending on your surroundings. Virgin Media has no control over these surroundings and cannot guarantee wireless speeds.

The broadband section in your Horizon product guide gives you more information on setting up wirelessly if you need it

TIP 1　To ensure you get the best possible speeds we recommend connecting to your Horizon HD+ box using an Ethernet cable rather than by Wi-Fi.

Top marks! You've followed the instructions and installed your Horizon TV HD+ box. Now for the fun stuff, which you can learn all about from the Horizon Product Guide included in your box.

HORIZON

We've got oodles of information about the awesome stuff that Horizon can do on our website at virginmedia.ie
If you want a little extra help to get started, just check out virginmedia.ie/horizontv/getting started

In a pickle? We're here to help
Freephone 1908 and Select Option 2
Monday – Friday 9am to 9pm
Saturday 9am to 6pm

Need extra help with your PC?*
1550 924 124 (calls cost €1.20 per minute from a Virgin Media landline,
other networks may vary)
Monday – Friday 9am to 9pm
Saturday 9am to 6pm

Premium PC Support
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.

VM/HZNSIG7400/08.15/v1