



Discover how to get more out of your connection

A quick guide to your Virgin Media Hub



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What's in the box?



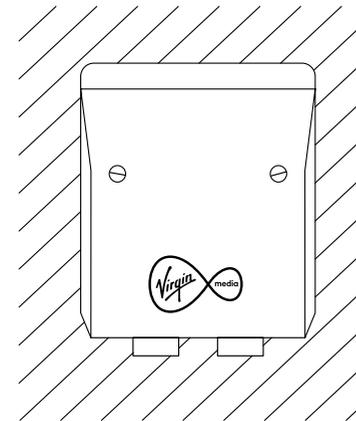
Virgin Media Hub

- 
Coax Cable
- 
Power Cable
- 
Two-way splitter

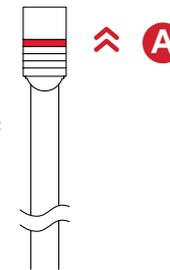
Setting up your service.

Setting up Broadband

First, remove all the items from the box provided. Grab the red end of the Coax cable and connect to the right side of the Virgin Media Connection box situated on the wall in your home. **A**



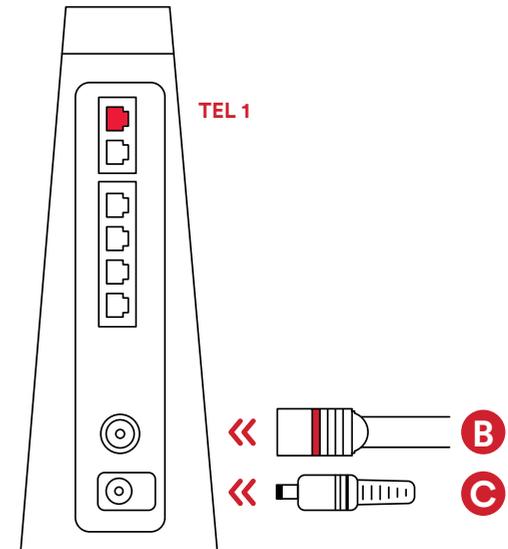
Note:
Older connection boxes may have UPC written on them



Then grab the other end of the Coax cable and connect to the pokey-out socket on the back of the Hub. **B**

Next, grab the power adapter and plug it into the small round socket on the back of your Hub. **C** Then connect the plug into the nearest wall socket and switch it on. Please ONLY use the power adapter provided.

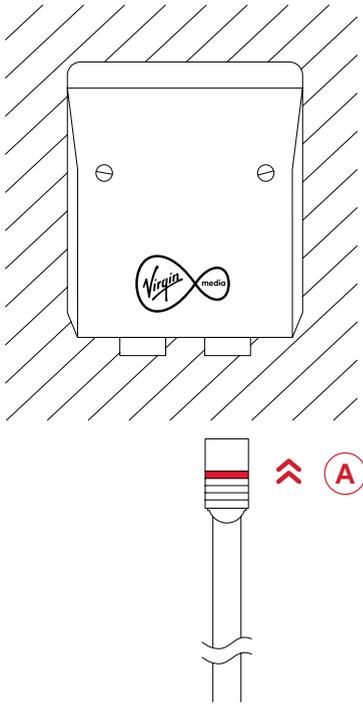
Press the power button; it may take up to 30 minutes for the Hub to connect to the internet and download the latest software.



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**.

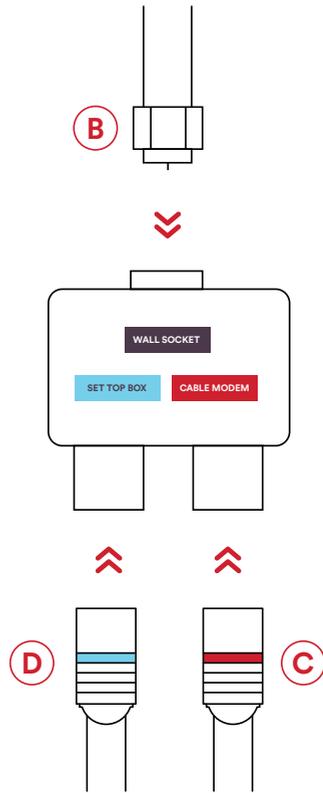
Setting up your Broadband with TV

First, remove all the items from the box provided. Grab the red end of the Coax cable and connect to the right side of the Virgin Media Connection box situated on the wall in your home. **(A)**



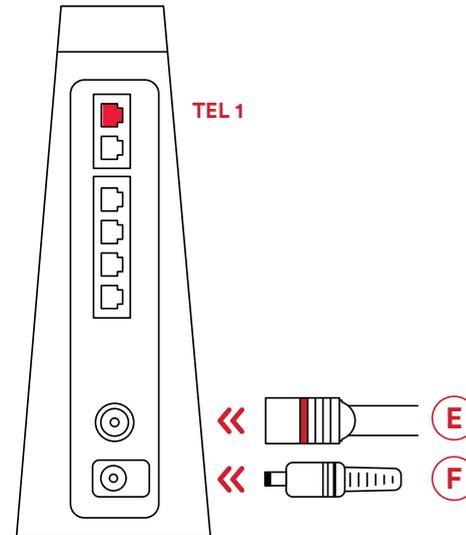
Connect the free end of the white coaxial cable to the port marked as wall socket on the splitter. **(B)** Get a new coaxial cable and push one end into the splitter connection where it says 'Cable Modem'. **(C)**

You'll now have one spare connection on the splitter for 'Set Top Box'. Grab another white coaxial cable and push one end into 'Set Top Box' on the splitter **(D)** and the other end back into your set top box.



Then grab the other end of the Broadband Coax cable and connect to the poke-out socket on the back of the Hub. **(E)**

Next, grab the power adapter and plug it into the small round socket on the back of your Hub. **(F)** Then connect the plug into the nearest wall socket and switch it on. Please ONLY use the power adapter provided.



Press the power button; it may take up to 30 minutes for the Hub to connect to the internet and download the latest software.

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**.

Six tips for winning WiFi

Here's 6 simple tips to make sure you enjoy the full range and power of your new Virgin Media Hub



Keep your Hub upright

Your Hub works best when it's standing on its base, lights facing into the room. Make sure its not lying on its side, as it will not perform very well in that position.

5



Don't tuck your Hub away

Hiding your Hub in a TV cabinet or closed shelving can block your wireless signal. It's best out in the open.

10
11
12

Switch channel with a reboot

Your Hub transmits signals on wireless channels in the 2.4GHz and 5GHz bands. If another gadget nearby is also using one of the same channels (for example, your neighbour's router), the two devices could be duelling it out for the airwaves. Turn your Hub off and switch it back on again. It'll automatically pick up the least congested channels, giving your Hub more room to do what it does best.



Get a clearer signal

Your wireless signal is strongest when you're in line-of-sight of your Hub. Large dense obstacles like brick walls or fish tanks reduce its strength, and sources of electrical interference like wireless speakers or baby monitors can cause interference.



Remember that some devices have limits

New devices tend to be better for wireless connectivity and speed than older kit. But it isn't just about age – tablets and smartphones are a brilliant way to get online, but right now their small size means they can't quite keep up with newer computers when it comes to speed.

6



Give your gadgets and gizmos a break

You can add so many things to your wireless network: computers, consoles, smartphones, TVs and even music systems. Just bear in mind that your WiFi is shared out between them, so if you've got a busy household it's probably better to download large files late at night, or download movies and music before you play them.

Hub LEDs explained

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

Internet LED

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

Phone LED

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 button

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

WiFi LED

This flashes during setup, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there's a problem. This light flashes green if you press the WPS button.

Base LED

Lights up when your Hub's turned on, then flashes and changes colour during set up. It's white during normal operation but turns red if there's a problem. If you spot any issues, try our Troubleshooting tips on page 10.



Here's my card

It's always good to have your WiFi ID and password handy – so we've popped them on a removable card.



Connecting to your Hub wirelessly

Ready to get online? If your Hub's on, you're just a few easy steps from the action.

When everything's connected, your Hub will take about 30 minutes to download the latest software and reboot itself. When that's done, it'll be online and broadcasting a wireless signal. You will know your Hub is ready to connect to, when all lights have gone out, except the Base LED (see page 7). All you need to do then is connect up and go.

Want to connect via cable? Simply plug one end of an ethernet cable into one of the four internet ports (marked INT 1-4) on the back of your Hub, and the other end into your computer or laptop.

If you're having any hiccups, call customer care on 1908

Remember: if you've already had broadband in your home you'll need to reconnect all your devices to your Hub. For example newer versions of alarms and energy monitors may connect to your broadband. If you're unsure, check the device instructions or contact the manufacturer.

Connecting your devices to WiFi

Whether you're on Windows or a Mac, here's how to get going with WiFi on your machine.

Windows 8 setup

• Step 01

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.



• Step 02

Click the icon at the bottom of the sidebar and your settings panel will pop open.



• Step 03

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 – see page 8).



Windows 10 setup

- **Step 01**

From the Start menu, choose Settings, then Network and Internet. Or, click the Network icon in the notification tray right next to the clock.

- **Step 02**

Choose the WiFi option to see available networks. One of these should be the network name printed on your Hub's WiFi card – see page 8.

- **Step 03**

Click to choose your WiFi network, and tick the box saying 'Connect automatically' before you click Connect.

- **Step 04**

Enter your WiFi password (it's also on your Hub's WiFi card), and click to confirm. That's it!

Mac setup

- **Step 01**

First click the AirPort wireless icon in the top right of your screen, just near the clock. Can't see this icon? You'll want to connect to your Hub by going to Apple > System Preferences > Network > AirPort. Or, on older Macs, through Applications > Internet Connect. Your router should appear in the list as something like VM123456 (your actual network name will be on your Hub WiFi card).



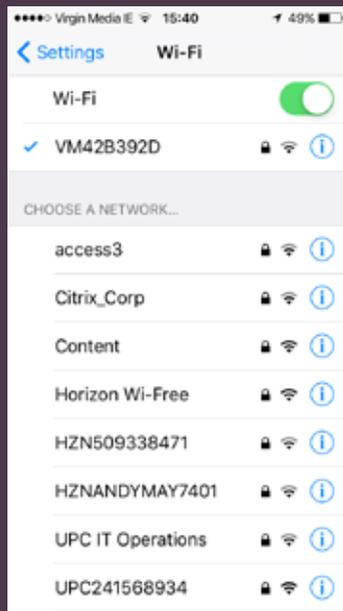
- **Step 02**

Click your network name. You'll then be prompted for the password printed on your Hub WiFi card, then click OK – and that's it! You're away.



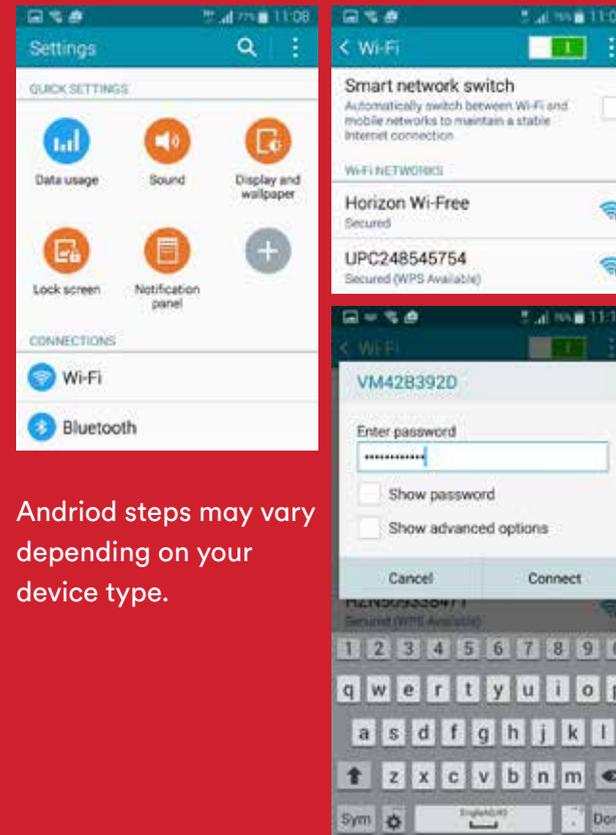
iPhone or iPad set up

1. Go to Settings>WiFi, and make sure your iPhone's Wi-Fi slider is set to ON.
2. Tap on your Wi-Fi network.
3. Enter your WiFi password, and then tap Join.
If you can't tap Join, the password you've entered is incorrect.



Android set up

1. On your Android device's app screen, tap Settings.
2. Select Wi-Fi from the list of options.
3. Make sure that the Wi-Fi option is set to On.
4. Tap on your Wi-Fi network.
5. Enter your WiFi password and tap the Connect button
6. That's it! You're ready to use your Virgin Media wireless internet connection.



Android steps may vary depending on your device type.

Troubleshooting

Your Hub is designed for plain sailing. But if you've noticed a dropped signal, there are plenty of easy fixes.

1. The old off-and-on trick

Turn everything off and wait 60 seconds. Then turn on the Hub again. Wait a few minutes while your Hub reconnects to the internet, then turn on your computer or device.

phones also give you the option to turn wireless on and off, or to go into flight mode.



7. Add a bit more oomph

To improve coverage in hard-to-reach areas at home, try adding Powerline adaptors to your network. Take a look at virginmedia.ie for more details.

2. Check your connections

Have a quick look at all your cables and connections and make sure everything's firmly in place.

5. Have a word with your WiFi manager

Your computer's Wireless Manager might not be set up properly. On Windows computers you can normally find your Wireless Manager by clicking the wireless icon in the bottom right-hand corner of your screen.

8. Find the right spot for your hub.

Where you put your Hub can sometimes affect its wireless performance. A quick look at the picture below should help you find the best location.

3. Got the right passphrase?

Have you entered your WiFi password correctly? Check the WiFi card that comes slotted into the base of your Hub. If you've changed your Hub's WiFi password, you'll need to log into the Hub's settings page from a connected device to look this up. Details to access the settings page are printed on the base of your Hub.

6. Wire it up

If you aren't having much luck with a wireless connection, try creating a wired connection (see page 9). When you're online, head to virginmedia.ie/customersupport for more help with your wireless connection. Remember to always use a wired connection to achieve maximum speeds.



4. Is your WiFi turned on?

Double-check that your computer's wireless is switched on. On a laptop, there might be a small side button. Some tablets and

Jargon buster

Breaking down some broadband barriers

SSID (wireless network name)

An SSID, or Service Set Identifier, is the network name attached to your Hub, and what you connect to with your computers and devices. You'll find the name of yours on the WiFi card at the bottom of your Hub.

WiFi password

This is the WiFi password you'll be asked to enter when you've chosen your SSID.

Settings page

Enter this web address into your browser to change Hub settings, like your SSID or WiFi password.



In a pickle? We're here to help.

Got a question about installing your service?

FREEPHONE 1908, enter your account number and select option 2

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

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