

Read me first

Installation Guide

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

Welcome to Virgin Media.

Welcome to Virgin Media

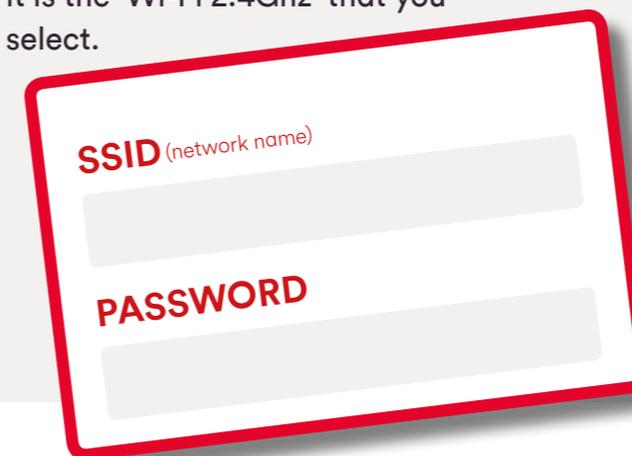
This easy-peasy guide to installing your TV, broadband and home phone is designed to make everything, well, easy peasy! But if even this guide doesn't answer all your questions, give our Customer Care team a call on the numbers at the back of this guide and they'll sort you out.

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 modem, or on the sticker provided.

HANDY TIP:

When you are noting your SSID details (network name and password), make sure it is the 'Wi-Fi 2.4Ghz' that you select.



SSID (network name)

PASSWORD



MY VIRGIN MEDIA

If you want to enjoy oodles of lovely stuff, register now for My Virgin Media at virginmedia.ie. View and pay your bills, enjoy remote record, watch TV and even access our new Horizon TV app.



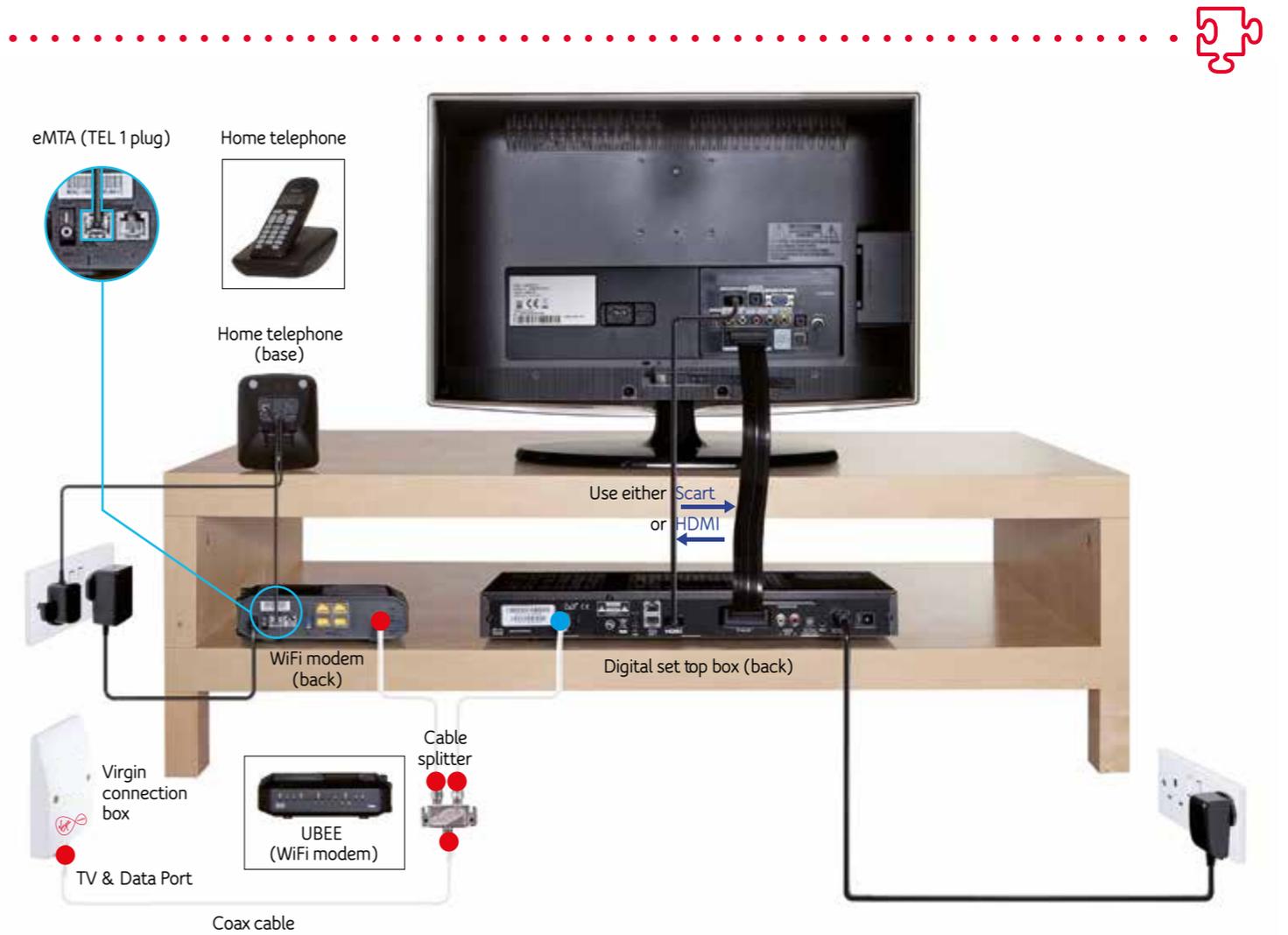
What's in the box?

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

Broadband & home phone		Broadband Cisco TC7200 UBEE	Broadband Thomson TWGB70	
Coax cable		✓	✓	
Power control		✓	✓	
Antenna		✗	✓ x 2	
Ethernet cable		✓	✓	
Two-way splitter		Optional	Optional	Required if you wish to use broadband TV from the same connection point
Digital cordless handset		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:



Digital+HD set top box



Digital+ set top box



Digital HD set top box

Please note: The Digital+ set top box does not have a HDMI connection.

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 cable modem provided.
- 4..... Connect the power cable to the set top box and/or the cable modem.



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.



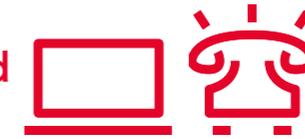
Follow the steps below:

- 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). Now go to the HDMI channel number you have connected by pressing the source button. 
- 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..... Confirm your modem has at least four lights on, and your DS, US and Online lights are not flashing. Just to let you know, it can take up to 30 minutes for the first four lights to go solid.
- 2..... Locate your wireless network named SSID to connect your device wirelessly. You'll find the SSID on the underside of your modem. You'll need to enter your password which is also on the underside of your modem. Handy tip: your password is always written in upper case letters. We'd recommend that you change your password regularly. You can find out how to do this at virginmedia.ie/reset-password.
- 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 cable modem.
- 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.

To get the best performance from your broadband connect your device directly to your modem

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.
- The first four lights from left to right must be solid (not blinking) for connection. It is best not to connect a device before this time as it will corrupt your wireless profile.
- If your DS or US light is flashing for more than 20 minutes, check your modem is connected from the right-hand side of your Virgin Media connection box (or from your cable splitter if used).
- If no lights illuminate on your modem, check the on/off switch beside the power adaptor on the back of the modem, or try switching plugs.
- Once installed successfully your modem's online light will illuminate.
- 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.



Connecting wirelessly to your home network

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

1. Click Start. Collapse or Expand this image.
2. Click Connect to.
3. Click the wireless network to which you want to connect. Then click Connect.

Note: you may be prompted for a Wired Equivalent Privacy (WEP) key – this is on the underside of your cable modem.

B. To connect to an available wireless network with Windows 7 :

1. Open Connect to a Network by clicking the network icon or in the notification area.
2. In the list of available wireless networks, click your network. Then click Connect.

Some networks require a network security key or passphrase – this is located on the underside of your cable modem.

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.
- On your modem the first four lights from left to right must be solid (not flashing) for connection.
- When the TEL 1 light illuminates on the front screen, your voice service is active on your cable modem.
- Just plug in your handset into the TEL1 port on the rear left-hand side of your modem. Your service is already active.

Want to keep your number? It's easy to do. Simply go to virginmedia.ie/customer-support/transfer-my-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 and select option 2

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 and fill in the 'information about our services' form.

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/termsandconditions.

VM/D4ASIG/08.16/V.1

