



Think inside the box

Your guide to all the
goodies that your new
Horizon box can offer.



Contents

Explore the possibilities

Setting up your Remote	4
Pairing your remote to your TV	5

Unleash your Horizon TV

Whats on telly	8
Your TV guide	9
Channel Hopping	10
The quick menu	11
Set it up the way you want it	12-13
Manage your recordings	14-15
Supernova telly is yours On Demand	16-17
Apps	18-19

Red- hot broadband

Broadband that rocks	22-23
Making the most of your Wi Fi	30-31

Phone home

Dial V for Virgin Media	34-35
A phone app that saves you money	36-37

Useful Stuff	38-39
What's in the box	40-41
When its time to say goodbye	42-43

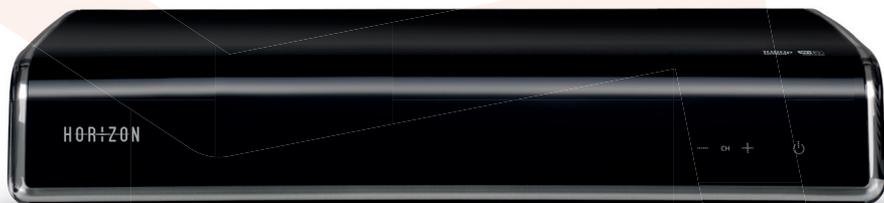
Please make yourself familiar with the full terms and conditions that apply to your contract with Virgin Media; they can be found at virginmedia.ie/termsandconditions/ and in the booklet inside your product box.

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Explore the possibilities

Explore all the fab features of your Horizon box. The more you know about it, the more you'll get from it.

So press all the buttons, read all the bumph, and become the master of your own couch.



Setting up your remote

To get started, remove the orange tab. Your remote should pair automatically, but if not, here's all you need to do:

1. Check that the Horizon box is switched on and that there is clear sight between the Horizon box and the remote control.
2. On the keyboard part of the remote control, press and hold the pairing key  while aiming it at the Horizon box until the lock key flashes. 





Pairing your remote to your TV

1. Make sure the TV set is switched on then press and hold the “VOL Down”  key followed by the “SOURCE” key  until the “ON/OFF” key  flashes red twice and then stays red (this takes 5 seconds). Then release both keys.
2. Carefully enter the brand code for your TV using the remote control number keys (see below for the most popular TV codes).
3. Press and hold the “ON/OFF” key  on the remote control to verify a successful match. Your TV set should turn off. Once your TV turns off, release the “ON/OFF” key  immediately. If the TV set does not turn off, repeat from step 1.
4. Now press and hold the “VOL Down” key  followed by the “SOURCE” key  at the same time. Hold down until the “ON/OFF” key  flashes red 3 times to save the settings.

Visit us at virginmedia.ie/horizonsupport for more info.

TV Codes

BEKO	0346	SAMSUNG	2448
LG	1628	SHARP	2550
PANASONIC	2153	SONY	2679
PHILIPS	2195	TOSHIBA	3021

You'll find a more extensive list of TV codes at virginmedia.ie/tvcode

Unleash your Horizon TV



What's on telly?

The Main Menu

The main menu is where all the magic starts. It'll take you to the home screen of the Horizon box, with seven different menu options. You can access the main areas from here.



Tip

Pressing MENU then BACK at any time clears the menu screen.

Press MENU and use the left and right arrow keys to navigate all seven Main menu options.





Your TV guide

Can't wait to see what's up next?

Browse through programmes for the next fourteen days in your TV guide.



Once in the TV Guide use the fast forward  and rewind  buttons on your remote control to skip forward or backwards through days on your TV Guide.

Tip

The transparency of the guide can be changed in the SETTINGS menu. The darker and less transparent the background you choose the easier it will be to read the TV Guide.

Channel hopping

When you press BACK while watching TV, you open the Channel menu. Here you can see an overview on the current and next programme, links to On Demand content and any apps that you can use while you're on this channel.

Press BACK to access the Channel Menu.



- Now: An overview of the channel you are currently watching.
- Next: Next programme in the schedule
- On Demand: Access On Demand content from the channel you are watching.
- More Like This: Browse through TV and On Demand Suggestions similar to the programme you're currently watching.
- Connected Apps: Access the world of connected Apps for interactive entertainment and information.
- Suggestions: Suggestions based on what your TV knows you and your family enjoy watching. Discover new shows that will quickly become family favourites.

Tip

The programmes suggested in the MORE LIKE THIS section may be available to view right now or at some point in the future. Press OK to either watch the suggested programme now or to record it.

Tip

Use the  and  keys to browse what's on now and next on other channels without having to change the channel you are currently watching.

The Quick menu

Change the settings of the channel you are currently watching with the Quick menu. You can also get extra info about the programme you're watching.



OK

To access the Quick menu, press OK when watching TV or when a programme is highlighted.

You can pause or resume the programme you're watching, switch subtitles on or off and even get access to your favourite channels, all from the Quick menu. Handy!

Tip

To be sure of not missing out on the beginning or end of your recordings you can add more time to ALL of your recordings in the SETTINGS menu under PREFERENCES.

Set it up the way you want it

Favourites

There's lots of great channels on your Horizon box. That's why it can be handy to set up favourite mode, which lets you select the channels you use most. It's quicker, easier and if you change your mind about your favourites, it's no hassle - you can add and remove channels or even disable favourite mode completely in the Quick menu.



Enable Favourite Mode in the Quick Menu.

Tip

The numbers on your remote control can be used to access your favourite channels when Favourite Mode is enabled. "1" can be used to access the channel at the top of your favourite list and "2" for the second and so on.

To set up your favourites and prioritise/reprioritise them go to PREFERENCES in the SETTINGS menu and follow the instructions below:



Select your FAVOURITE CHANNELS from the menu and press confirm to save your selection.



Select RENUMBER FAVOURITES. SET FAVOURITE lists all the available channels you can build your list from.



Follow the on-screen instructions to reprioritise your channels.



Once confirmed, the list displays your new order of priority.



Manage your recordings

Catching up can be so much fun

1. Record 4 programmes at the same time and watch a 5th.

Use the **RECORD** button on your remote control or access the record function on the **Quick** menu.

2. Protect recordings so they don't automatically delete after watching them.

Select the recorded programme you wish to protect, then press **OK** and select the **PROTECT** option from the menu list that appears.

3. Manage and monitor the amount of storage space left on your Horizon box with the disc space management feature.

Press the **Menu** button on the remote control,
Select **SETTINGS**,
Select **DIAGNOSTICS** and see 5th line on the list (used disk space).





Auto Delete

Auto Delete manages your recordings when your recording storage is almost full. We never want you to miss your favourite show so when the Horizon box recognises that you don't have enough space to record a future programme it will delete the oldest previously viewed recording (a recording that has been played, even if only for a few seconds). The best part is you don't have to do a thing because your box is automatically set up like this! But, if you want to switch it off, that's no problem either.

Switch off Auto Delete

When you switch off 'Auto Delete' your box won't delete older recordings to make space for a new one. To switch it off simply change your settings to 'Never Delete Recordings' in the settings menu.

Follow these simple steps...

- 1 Press the Menu button on your remote
- 2 Select Settings and press OK for Preferences
- 3 Select Disk Space Management
- 4 Select Never Delete Recordings
- 5 Then click the return to TV button on your remote control or click BACK to clear menus

My Library

Access your recordings, On Demand rentals and connected Apps here in My Library.



Access the world of connected Apps for interactive entertainment and information.

Tip

TIP: If you switch off Auto Delete, don't forget to check back regularly to make sure you have enough space for your planned recordings.



Supernova telly is yours On Demand

My Prime

With Horizon TV, you can enjoy thousands of hours of box sets, movies and kids' favourites, anytime, anywhere, on any device*, with lots available in HD.

Unmissable back catalogues of your favourite TV series, an impressive library of box office movies and a huge range of kids' programmes. You'll never get bored because the library of box sets, movies, and kid's programmes is constantly being updated with new titles.

You can watch as much as you like and the good news is that it's available at no extra cost.

To watch what you want, when you want press the On Demand button now to access My Prime.

*Subject to a limit of 2 devices excluding set top box





On Demand

With On Demand you never have to miss your favourite show again.

Players

You can watch shows you've missed during the week at a time that suits your calendar, rather than your TV's. You won't have to press record or rewind, they'll be there waiting for you for a full seven days after they've first been aired.

RTÉ player  **3player**

Movies

Get the latest blockbusters and more without leaving your couch. Massive range of movies from every era and every genre. It's your silver screen in your own living room.

Apps

It's your shortcut to joined-up entertainment

Opening any app that's installed on the Horizon box is as easy as 1,2,3. Just follow the steps below:

Step 1: Press the "MENU" button on the remote control

Step 2: Select "MY LIBRARY" and press "OK"

Step 3: Go to "APPS", select the app you require and confirm by pressing "OK".

The Apps available on your Horizon box include:

YouTube, Twitter, Irish Times, The Journal, The Score, MyHome.ie, AA Ireland, Cúla Caint and many, many more.



Browse through available apps.



Select an App for lots of extra news, sport, traffic, lifestyle and weather content.

Tip

For more information on setting up Twitter on your Horizon box see: <http://bit.ly/twitteronhorizon>

Horizon Go

Horizon Go transforms your tablet, smartphone and laptop into a TV, so you can watch your favourite shows in & out of your home.

Watch live TV including RTÉ One and RTÉ2, TV3, all the BBCs, ITV2, 3 & 4, UTV Ireland and many more.

Browse our extensive library of latest movies, box sets and kid's content. Choose what you want to watch and sit back and relax.

RTÉ One*	Sky Arts*	Nat Geo Wild*	Disney Channel*
RTE Two*	EI*	History Channel*	Disney Junior*
TV3*	Discovery Quest*	Lifetime	Cartoonito*
TG4	Discovery Shed*	MGM Movies	Cartoon Network*
3e*	Discovery Turbo*	Sky Sports News HQ	Cartoon Network +1
BBC1	FOX +1*	Extreme Sports*	MTV*
BBC2	RTE News Now*	Extreme Sports*	MTV Rocks*
UTV Ireland*	BBC News 24	Eurosport*	MTV Hits*
BBC3	Sky News	Eurosport 2*	MTV Base*
BBC4	CNN*	ID*	MTV Dance*
TLC*	BBC World	Food Network*	VH1*
Sky Living*	Discovery Channel*	RTE Junior*	MTV Classic*
FOX*	Discovery Channel +1*	Boomerang*	MTV Music*
Comedy*	Discovery Home and Health*	Nickelodeon*	The Box*
Comedy +1*	Discovery Science*	Nick +1	Smash Hits*
ITV 2*	Discovery History*	Nick Toons*	Magic*
ITV 3*	Animal Planet*	Nick Junior*	Heat*
ITV 4*	D Max*	CBBC	Kerrang!*
Comedy Extra	National Geographic*	Cbeebies	Kiss*

How to get it?

- To watch Horizon Go on your laptop go to horizon.tv
- To watch Horizon Go on your Apple or Android devices you will need to download the Horizon Go App from the Apple App Store or Google Play Store
- You will need to use your Virgin Media account to enjoy the full benefits of the Horizon Go App and Horizon Go. If you have not yet registered for My Virgin Media visit virginmedia.ie
- Just so you know it can take up to 24 hours before you can use Horizon Go. We do like to keep things fresh so your channel line up might change, but not too often.

*Channel also available out of home.

Red-hot broadband





Broadband that rocks

Virgin Media is the home of Ireland's fastest broadband. Why? Because we invested over half a billion Euros in our network. This means that we can offer you unbeatable and unlimited broadband.

Enjoy endless online entertainment, connect with friends and family instantly, download videos, share your photos and stream games in superfast time. And if everyone is online at the same time, you won't even notice a difference!

We have also invested in lots of broadband extras like Wi Free - a free Wi Fi service that lets our broadband customers seamlessly connect to fast reliable broadband when they visit the home of another Virgin Broadband customer.

Wi Free

Virgin Media Broadband customers have crazy-fast broadband at home. You knew that. But did you know they also get free Wi Fi when they're near someone else's Horizon box? It's true! There are over 300,000 Wi Free spots across the country and we're always adding more.

It's called Horizon Wi Free. And you just have to sign up once, to enjoy it for keeps.

For more info, including details on how to register and use the service visit virginmedia.ie

Easy steps to Wireless Connection

You can connect your PC, smartphone, tablet or laptop to the Horizon box using Wi Fi. Instructions for how to connect to your devices are provided for the following operating systems:

Android	Go to page 24	Windows 8	Go to page 27
Apple	Go to page 25	Windows 10	Go to page 28
Windows Phone	Go to page 26	MAX OS X	Go to page 29



Speed Test

Discover what broadband speeds you're receiving by logging on to our speed test at **virginmedia.ie**. Not only will this help you understand your results, it will also show you some simple ways of improving your speed. Want the best possible speed from your broadband? Simply connect using an Ethernet cable rather than Wi Fi.

Changing Your Wi Fi Password

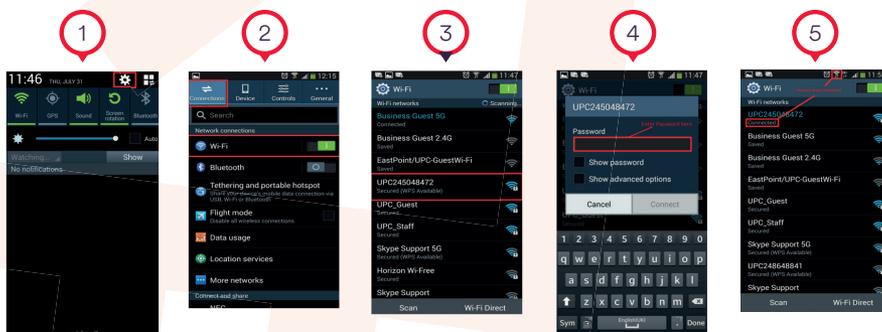
You can find your default password on the bottom of your Horizon box. Changing it is easy as pie and it goes like this:

- Whilst at home and connected to your Horizon box, open your browser and type gwlogin.net into the address window
- Username: admin
- Password: admin
- Select the WIRELESS section from the menu at the top
- On the left hand menu, select Radio
- Your current settings are detailed in the centre of the screen. Type in a new SSID and click Save
- Then, on the left hand menu, select Security
- Enter a new Password. We advise that you use a combination of letters, Upper and Lower case, numbers and special characters *&@
- Retype the Password and click Save. Remember to write down this password and store in a safe place
- You may need to instruct your device to forget the old network name to be able to re-connect to your network.
- Go to the Wi Fi Settings on your device and select the new SSID name
- Enter your new Password to connect to your Network

Android



- Step 1:** Select Settings in your App Menu
- Step 2:** Ensure wireless is activated and Tap Wi Fi
- Step 3:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box
- Step 4:** Enter the password you have changed to or the default will be found on the bottom of the Horizon box
- Step 5:** Tap 'Connect' and your device should be connected to Horizon Broadband



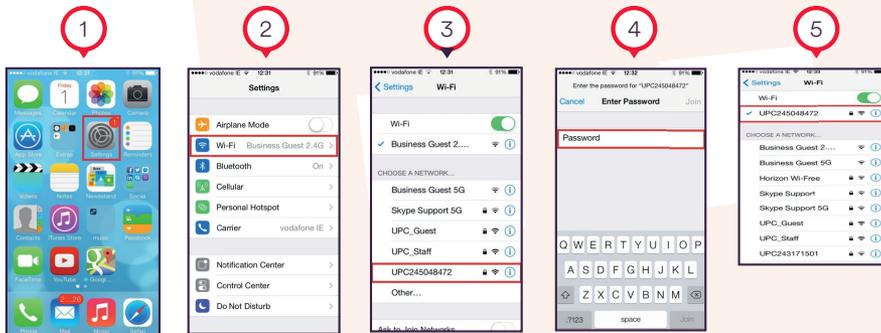
Apple

Made for



iPod iPhone iPad

- Step 1:** Select Settings option on your device
- Step 2:** Tap Wi Fi
- Step 3:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box
- Step 4:** Enter the password you have changed to or the default will be found on the bottom of the Horizon box
- Step 5:** Tap 'Join' and your device should be connected to Horizon Broadband



Windows Phone

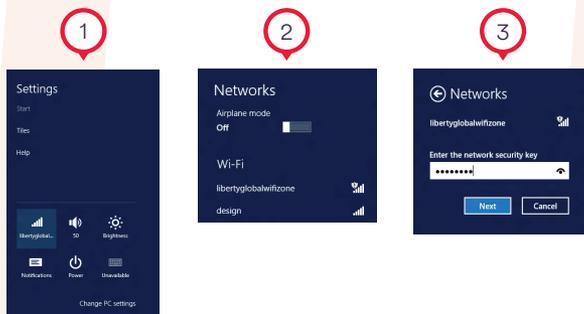
- Step 1:** Select Settings in your App Menu
- Step 2:** Ensure wireless is activated and Tap Wi Fi
- Step 3:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box
- Step 4:** Enter the password you have created (otherwise the default password can be found on the bottom of the Horizon Box) and then tap 'done'.



Windows 8



- Step 1:** Open the charms bar and select 'settings'. Select the wireless network icon.
- Step 2:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box and select 'Connect'
- Step 3:** Enter the password you have changed to or the default will be found on the bottom of the Horizon box.





Windows 10

- Step 1:** Click the network icon in the system tray at the bottom of your screen
- Step 2:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box
- Step 3:** Enter the password you have changed to or the default will be found on the bottom of the Horizon box.

MAC OS X



- Step 1:** Click on the icon in the status bar at the top of your computer screen and select Turn Airport On/Turn Wi Fi On.
- Step 2:** Select the correct network. This will be the network name (SSID) you have changed to or the default will be found on the bottom of the Horizon box and select 'Connect'
- Step 3:** Enter the password you have changed to or the default will be found on the bottom of the Horizon box.



Making the most of your Wi Fi

Keep your browser up to date

For the best experience use the latest version of your preferred internet browser (e.g. Internet Explorer, Chrome, Safari, Firefox, etc.). You can find the latest version to download on your browser supplier's website.

Select the best Wi Fi channel

We all need a little reboot from time to time. This is the same for the Horizon box. To do this just unplug your box from the socket, leave it for 30 seconds and plug it back in again.

Occasionally you might need to choose a specific channel to get the most from your Wi Fi. To do this simply follow the steps below:

- Use an ethernet cable to connect your laptop to the Horizon box.
- Go to gwlogin.net and enter the following username and password: Sometimes you may need to choose a static channel to get the most from your

USERNAME: admin

PASSWORD: admin

- Click on the WIRELESS tab
- Click on the Radio option
- The fourth option down is the channel
- Change the channel from Auto, to Channel 1 or 6 or 11.
- Then click Save to store this new setting.

Disconnect the Ethernet connection and connect to Wi Fi in the normal way.





Location and obstacles

To help spread your Wi Fi signal far and wide, put your Horizon box in a central place, off the floor and give it some space. Remove any clutter and keep it away from things like baby monitors or microwaves.



Tip

Remember...To ensure that you get the best possible speeds we recommend that you connect using an Ethernet cable rather than by Wi Fi.

Phone home





Dial V for Virgin Media.

Discover home phone

Home phone from Virgin Media makes catching up with family and friends easy and affordable. The telephone cable from the base of the phone should be connected into the Tel 1 socket on the back of your Horizon box.

Free features include:

- Voicemail, so you need never miss a call again.
- Call waiting, enabling you to take two incoming calls at once by switching easily between them.
- If you're not home, you can forward your calls to another phone, even your mobile, with call forwarding.
- Caller display, so you'll always know who's calling.



Voicemail

Dial 171 to personalise your voicemail or listen to your messages. All you need to do is follow the instructions you hear.

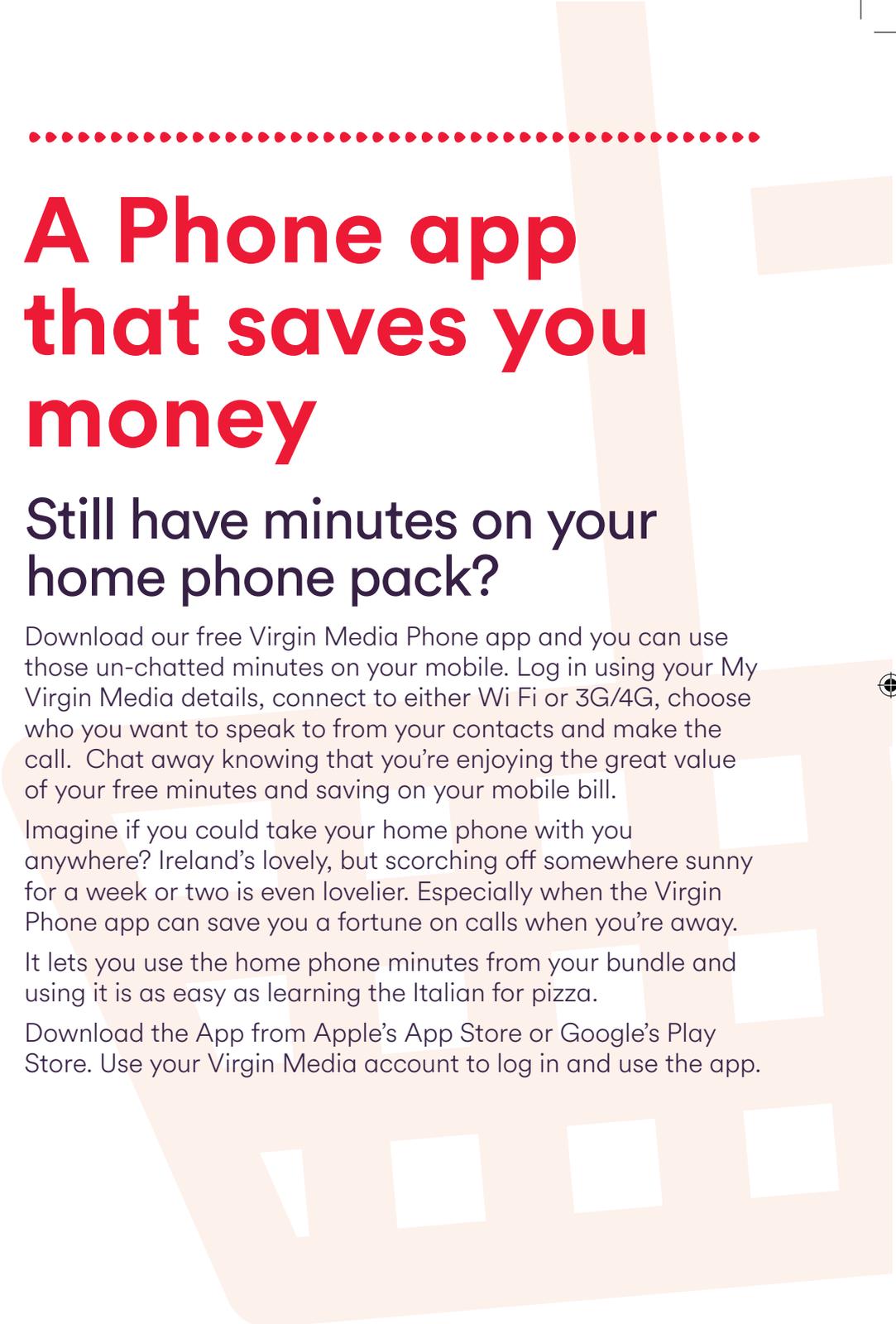
You can even listen to your messages from another phone. Simply call 01 2449805 and enter your Virgin Media phone number and password. Don't forget the area code! Your mailbox will keep 20 messages for you. For more info, see virginmedia.ie

Call forwarding

Busy out and about? With call forwarding you can divert your home phone calls to another number, including your mobile. Set it up in minutes by following the steps below::

- Press *70 followed by the call button.
- Wait 5-6 seconds then enter the number to which you want to forward your calls (include the area code if it differs from your own).
- Wait 5-6 seconds and the call will hang up.
- Call forwarding to that number is now set up.
- Forwarded calls are charged at standard rates i.e. if you forward your calls to a mobile, the caller pays the usual cost of calling your home phone number. You'll pay for the call from your home phone to your mobile.

To switch off call forwarding dial #70 followed by the call button.



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A Phone app that saves you money

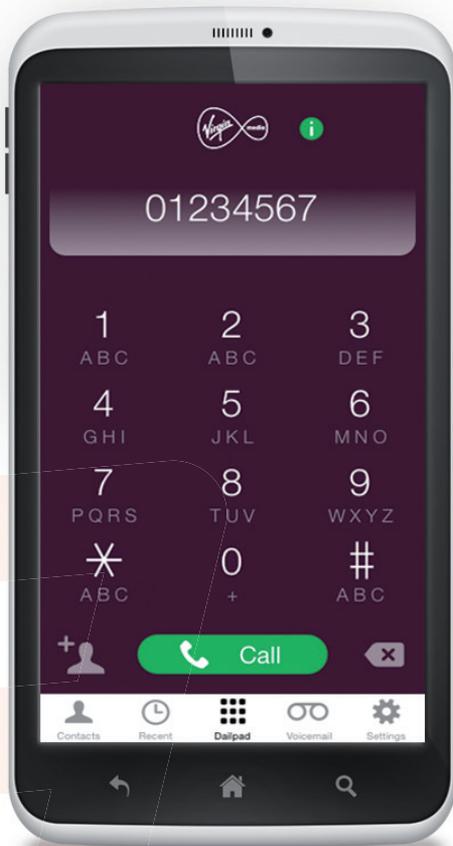
Still have minutes on your home phone pack?

Download our free Virgin Media Phone app and you can use those un-chatted minutes on your mobile. Log in using your My Virgin Media details, connect to either Wi Fi or 3G/4G, choose who you want to speak to from your contacts and make the call. Chat away knowing that you're enjoying the great value of your free minutes and saving on your mobile bill.

Imagine if you could take your home phone with you anywhere? Ireland's lovely, but scorching off somewhere sunny for a week or two is even lovelier. Especially when the Virgin Phone app can save you a fortune on calls when you're away.

It lets you use the home phone minutes from your bundle and using it is as easy as learning the Italian for pizza.

Download the App from Apple's App Store or Google's Play Store. Use your Virgin Media account to log in and use the app.



When using this service at a Wi Fi hotspot, you may be charged for access to that Wi Fi hotspot and you acknowledge that any such charges are governed in accordance with the terms and conditions you have agreed with the Wi Fi hotspot provider. In addition, when using this service over 3G or 4G mobile networks data charges will be applied by your mobile network operator, any such charges are governed by the terms and conditions you have with your mobile network operator.

Download it today from



Useful stuff

Safety instructions

Power:

- Only insert the power plug after firmly connecting the power cable to the product.
- Make sure the Horizon box and your TV are turned off before connecting power cables.
- Do not touch the main body, power cable, or power plug with wet hands.
- Do not connect multiple devices to a single outlet simultaneously.
- If video/sound cables generate heat after connection, pull out the power plug and contact our Customer Care Team on 1908.
- The connection box must be installed near the equipment and should be easily accessible.

Installation & Maintenance

- Install the Horizon box in an area with good ventilation.
- Install the Horizon Box in accordance with the instructions in the quick guide.
- Do not install in humid or dusty areas, and avoid installing near heating devices.
- Keep flammable substances or sprays away from the Horizon box.
- Do not cover the top of the Horizon box.

- 
- Do not put anything heavy on top of the Horizon Box as it can affect the front panel functionality.
 - Do not spray water directly on the unit and do not use chemical solvents such as wax, mosquito spray, alcohol or detergent.
 - Do not place the Horizon box on an unstable support.
 - Do not disassemble, repair or remodel.
 - Do not place any metal items such as pins, paper clips or coins on the top of the Horizon box.
 - Risk of electric shock, DO NOT OPEN.
 - Pull out the power plug during thunderstorms or when not used for a prolonged period of time.
 - Pull out the power plug at once and contact our Customer Care Team on 1908 if an unusual noise or smell comes from your Horizon box.
 - Wipe the box with a soft and dry cloth when cleaning.

General

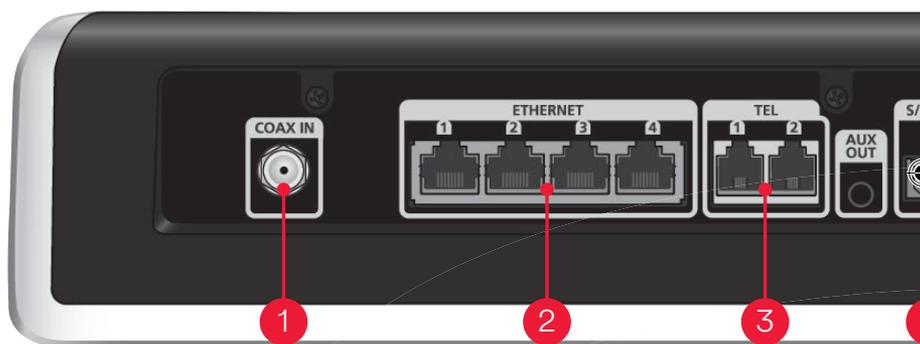
- Check if the coaxial cable is correctly grounded before connecting to the Horizon box.
- Please keep this manual for future reference.
- Remote Control Warning:

Contains small parts which may be a choking hazard. Not suitable for children under 3.

What's in the box?

Find your way around your Horizon box

Here you will find a description of the rear panel components of the Horizon box.



1. COAX IN

For connection to the cable wall socket using the coaxial cable.

2. Ethernet sockets

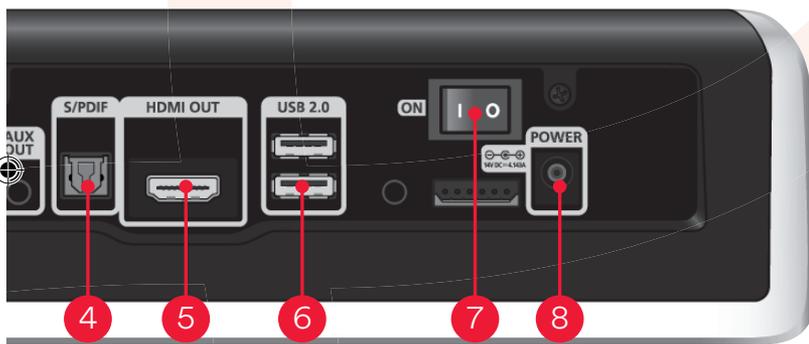
For connection to a PC or a router via an Ethernet cable (RJ-45 type).

3. Phone sockets

For connection to phone services from Virgin Media use TEL 1.

4. SPDIF

For connection to audio devices with Dolby digital 5.1 sound.



5. HDMI socket

For connection to video devices with HD picture and sound.

6. USB ports

For connection to external devices with USB 2.0 connectors (Disabled).

7. Main ON/OFF switch

For turning the Horizon Box ON and OFF.

8. Electrical outlet socket

For connection to a standard electrical outlet socket using the Virgin Media power unit.

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When it's time to say goodbye

The Waste Electrical and Electronic Equipment recycling programme

Where the symbol shown here is found on any of your equipment, it means that the product is classed as Electrical or Electronic Equipment and should not be disposed of with other household or commercial waste at the end of its working life.



WEEE distributed by Virgin Media can be returned to us and we'll dispose of the item free of charge. Choose any of the following return options:

- 1) It can be disposed at your local WEEE recycling plant.
- 2) You can return it directly to Virgin Media yourself. We take back equivalent WEEE on a one-for-one basis free of charge. To speak to us regarding the return of WEEE equipment please call 1908.

Email us before 5:30pm and we can collect your item on the next working day. Or if you prefer you can choose your own collection date (Mon-Fri). Unfortunately, we're not able to give you a specific time for collection.



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If you wish us to collect from a work address or alternative to your home address, please provide this address information. Remember to put the item into the bag provided and affix the return label.

For more info on your nearest WEEE plant visit their websites on weeireland.ie and erp-recycling.ie

WEEE Registration No. IE 01037 WB



We're here to help

If you have questions or would just like to find out a bit more about your Horizon products, our website can help. Check out virginmedia.ie/horizontv for some great tips about features and benefits. Or just visit virginmedia.ie/horizontv/gettingstarted for support.

My Virgin Media

Register for My Virgin Media and get instant free access to your account. For information on how to do this see virginmedia.ie

Need some help?

If you need a helping hand our Customer Care team is here to help. Freephone – 1908 and Select Option 2 Monday to Friday – 9am to 9pm Saturday – 9am to 6pm

Getting in touch with our sales team

Fill out the 'Information about our services' online contact form on virginmedia.ie or call 1890 940 070.

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



Premium PC Support

1550 924 124 (calls cost €1.20 per minute from a Virgin Media landline, other networks may vary).

Monday to Friday – 9am – 9pm Saturday – 9am to 6pm

This service deals 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 at hand for any non Virgin Media related technical issues such as Windows/Mac/Adroid/iOS.

Get social with us

Our social channels are quick and easy and our team are around 7 days a week to help you out.

 /VirginMediaIreland

 @VirginMediaIE





