

Discover it. Love it.

A guide to your V Box.

Need some help?

From your TV:

Press **HOME**, go to **Help & Info**,
select **Virgin TV**

Online:

Visit virginmedia.com/help
and select **TV**

On the phone:

Call us on 150 from your Virgin Media
home phone or on 0845 454 1111*
from any other phone.

*For details of how much it costs to call our team from a
Virgin Media home phone, visit virginmedia.com/callcosts
Call costs from other networks and mobiles vary.



A more exciting place to live

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Telly will never be the same again

**All your favourite channels. Plus the chance
to watch what you want, when you want it,
with Catch Up TV and On Demand.
Discover it... Love it...**

Your remote

Time to show your TV who's boss.

Use one remote, not two

You can programme the volume keys on your V Box remote to control your TV sound. To find out how to do this, press **HOME**, select **Help & Info**, choose **Virgin TV** and then **Remote Control Features**. Alternatively for online help go to virginmedia.com/help/TV



Get started








Master your V Box and start exploring the brilliant TV at your fingertips.

What do you want to watch?

With your V Box you can watch live TV from a range of top channels or take your pick from our massive library of On Demand TV shows, movies and music – all starting when you say so.


Ready?

Your Smart Card lets you receive your TV service. Our expert installer will take care of this for you. But if you have any problems with your service, just check it is in correctly with the yellow arrow facing up. Switch on your TV.

1. Turn on your V Box by pressing  on your remote or on the box itself. If you still don't have a picture, switch your TV to the AV channel tuned into Virgin Media. Your TV's user guide will show you how.
2. Press  to start browsing the main menu.
3. Use the , ,  and  buttons to scroll through the menu options. Press  to select an option. You can also use the number keys as a shortcut.



Need a hand?

It'll take you no time to get the hang of it. But if you do get lost, just press  to start over.

What's on?

There are three easy ways to decide what to watch. Choose from full listings, your favourites or a quick look at what's on now and next.



TV Guide

Get a complete picture of what's on, and when, with a list of all the channels that are available. Channels that you aren't subscribed to will appear in grey.

1. Press **HOME**
2. Select **TV Guide**.
3. Press **▲**, **▼**, **◀**, **▶** to scroll through the menu and **OK** to select an option.
4. Press **i** for more information on each show. Press it again or **OK** to make it disappear.
5. Press **▲** or **▼** to move up or down entire pages.

Mini Guide

A mini version of the TV Guide, so you can see what's on now and next – without channel-hopping.

1. The Mini Guide appears every time you change channel. Alternatively, press **TV** to open or close it.
2. Press **◀** and **▶** to see what's on other channels.
3. Press **▲** and **▼** to see what programmes are coming up later.
4. Get more info about a show by pressing **i**
5. Press **OK** to start watching a programme that's on now.
6. If the show's on later, press **OK** to set a reminder. Then choose from a simple alert or a reminder that automatically changes channel for you when the programme starts.

Create your own TV guide

Create a list of your favourite channels, so you only view their schedules. You can then go straight to the TV you want to watch without scrolling through the listings.

Set-up or edit your favourite channels:

1. Press **HOME**
2. Select **Settings**.
3. Select **Set Your Favourite Channels**.
4. Choose your favourite channels and press **OK** to add or remove them.

Watching your favourite channels:

1. Press **FAV** (or **▲** if you're in the Mini Guide).
2. Press **▲**, **▼**, **◀** and **▶** to scroll through the options.
3. Press **OK** to jump straight to that channel.

Subtitles

Get a text version of your show's dialogue.

1. Select **Settings** on the **Home** screen.
2. Choose **Change Display & Audio Settings**.
3. Select **Subtitles**.
4. Set subtitles as **On** or **Off**.
5. Press **OK** to save and close.

Catch Up TV & On Demand

With TV On Demand, you get to watch exactly what you want, when you want. And we give you Catch Up TV too, because we know what it's like to miss your favourite show.

Catch Up TV

Un-miss your favourites, such as Corrie, EastEnders or The Apprentice. With Catch Up TV you'll find a pick of the last seven days TV, saved to watch at a time that suits you.

There's BBC iPlayer, ITV Net Player, 4oD and Demand 5. And we're the only ones to offer them all in one place and on your TV.



Who gets it?

Everyone. It doesn't cost a penny extra, so go on, give it a go.

Movies On Demand

Bring the big screen to your smaller screen with an ever-changing line-up of over 500 films available at the touch of a button with FilmFlex. Plus up to 20 new movies updated weekly, and loads available the same day the DVDs hit the shops.

Who gets it?

Anyone can pick a movie at any time from just £1.50 a go, to watch as many times as you like within 48 hours. There are loads of HD and 3D titles to choose from too.

Music On Demand

Turn your TV on to over 3000 music videos plus gigs, concerts and playlists, cued up and ready to start when you are. You want to sing too? Then do your worst with the karaoke option.

Who gets it?

It's all included with XL TV or just 20p a video with M, M+ or L. Sounds good, right?

TV Choice On Demand

From cop shows to kids' shows and everything in between, TV Choice On Demand is like a giant DVD library with thousands of series to choose from. So once you find a show you love, you can watch each episode back to back.



Here are just a few of the channels available in TV Choice On Demand.



Who gets it?

It's all completely free to XL TV customers.

How to watch Catch up TV or On Demand

1. Press **HOME** on your remote.
2. Use **▲** and **▼** to scroll the menu and select either Catch Up TV On Demand, Movies, Music or TV Choice on Demand.
3. Follow the steps to start watching.

Pausing and rewinding

Take control of your TV, just like a DVD.

1. Press **⏸** to hold what you're watching.
2. Press **⏸** again to carry on viewing.
3. Press **⏮** to go back.
4. Press **⏭** to skip forward.
5. Press **⏹** to exit On Demand or Catch Up TV.


How to set your PIN

Movies and some shows may require a PIN. This is how to set yours.

1. Press **HOME**
2. Select **Settings**.
3. Select **To Change Your PIN**.
4. When your V Box is installed, the PIN is 1234. Input your old/default PIN (twice) then set your new PIN.


Red button and interactive services

In a world full of apps, it's no surprise that you can enjoy great games, news and services on your V Box. Get stuck in.

Fun, casino games and even a flutter with the bookies await you. Plus, local news and services – and all you have to do to find it is press .

Access to the interactive area is completely free, as is much of the content, but if you do have to pay for any extras we'll always tell you up front before you proceed. You'll pay for these bits through your monthly Virgin Media bill, or in some cases, directly and securely using your credit card.

Push the red button

Press  whenever you see the on screen prompt in order to go interactive. It won't cost you a penny, but it will take you to a menu of great interactive services and if there is a charge attached, this will be clearly indicated.

You may want to set a PIN to protect certain interactive areas, like Games, Voting, Chat and Mobile content. To find out how to set Parental Controls and change your PIN, turn to page 12.



Parental Controls

It's brilliant TV, but not all of it's suitable for all the family. Parental Controls will fix that.



Parental Controls

If you've got children in the house, there might be certain channels and shows that you don't want them to watch. That's where your PIN comes in.

Remember to change your PIN as soon as your V Box is set up. A PIN is always needed to watch:

Programmes rated 12, before 8pm.

Programmes rated 15, before 9pm.

Programmes rated 18, before 10pm.

A channel you've chosen to lock.

Any adult channel.

Protecting your PIN

It is important that you keep your PIN safe and don't give it to children.

Set or Change your PIN

1. Press **HOME** or **GUIDE**
2. Select **Settings**.
3. Select **Change Your PIN**.
4. When your V Box is installed, the PIN is 1234. Input your old/default PIN (twice) then set your new PIN.

Setting your Parental Controls

1. Press **HOME** or **GUIDE**
2. Select **Settings**.
3. Select **Parental Control Settings**.
4. Input your PIN.
5. Follow the on-screen options and Press **OK** to save and return to the **Settings** menu.

Locking and blocking channels

If you lock a channel, a PIN will always be needed to access it. You can lock or unlock as many channels as you like.

1. Press **HOME** or **GUIDE**
2. Select **Settings**.
3. Select **Locked Channels**.
4. Input your PIN.
5. Highlight and press **OK** to lock/unlock channels. Pressing yellow blocks all adult channels.
6. Press back to keep your changes and exit.

Troubleshooting

Need some help? If it's a common problem, the answer may be at hand.


We're here to help

We know that it's frustrating when things go wrong. So we always do our best to get you back up and running in double quick time. Here's how to sort out some glitches that we've come across before.

Is the box frozen or failing to load?

1. Try unplugging the box and wait 20 seconds, then plug it back in. This reboots it.
2. Still not working? If it feels hot it may have overheated. Make sure there are no other devices on top of it, turn it off and wait until it feels cool to the touch before trying again.

No picture and/or sound?

This can be caused by a loose lead between the V Box and your TV. Check that both ends are plugged in tightly. Also check that the  button isn't on.

Can't get your channels?

Check your Smart Card is fully inserted. Take it out, check the yellow arrow faces up and points towards the box and then put it back in.

Picture gone funny?

If the picture appears blue, green or red, your SCART lead may be loose. Check that both ends are plugged in tightly.

PIN won't work?

We've known times where other people in the household have changed the PIN and forgotten to tell anyone else. Check that nobody else has reset or changed it. Otherwise, you'll find a number on the back of this guide that you can call for help with your PIN.

Remote control misbehaving?

We have three possible explanations:

1. The most common cause is that the remote's batteries are flat.
2. It's possible that an item may be in the way of the remote and your V Box which is blocking the infrared signal.
3. Energy-saving bulbs have also been known to reflect the infrared signal. To avoid this, you may have to adjust the angle of your V Box.


What do I do if I've forgotten my PIN?

Just give us a call on the number on the back of this guide. We'll sort it out for you.

Help! I've lost my remote. What can I do?

No problem, you can buy another one by calling the number on the back of this guide, meanwhile, use the buttons on the V Box.

How do I set my Virgin Media remote control to control my TV volume?

1. Press 
2. Select **Help & Info**.
3. Select **Virgin TV**.
4. Select **Help with your Remote Control**.
5. Follow the on-screen instructions.

Troubleshooting continued ▶

Troubleshooting

Can I have Virgin TV in more than one room at home?

Yes, you can have up to three set top boxes. Visit virginmedia.com/help to find out more.

Can my Virgin TV service be moved from one room to another?

Yes, we can send an engineer around to move your cable connection for a small charge.

What happens if I move house?

We can check if your new home supports Virgin Media services. Just visit virginmedia.com/TV and enter your new postcode.

Do I need an analogue aerial?

No, we deliver your services through cable instead.

Is your Virgin TV service not working as it should do?

Our Fix It Assistant tool on your TV is good for solving some problems.

Press **HOME** on your remote.

Select **Help & Info**.

Select **Virgin TV**.

Select **Got a Problem**.

Then choose **Fix It Assistant**.

Care & safety

Your V Box fully complies with international safety standards, which is always good to know.

Here are a few simple guidelines to looking after your V Box and avoiding accidents.

Care

Put your V Box somewhere well ventilated – not anywhere too damp, cold or hot.

Make sure there are no vases or drinks left anywhere they can spill onto the V Box.

Make sure nothing is covering the top of the V Box.

Safety

Only connect your V Box to the mains using the lead and power supply provided.

Connect all the leads between your V Box and your TV, DVD player or similar equipment before switching on your V Box.

Switch the power off and unplug your V Box before disconnecting any equipment from it.

Never remove the top of your V Box.

Make sure all electrical connections are

secure. If you are worried about any of the leads, connections or plugs then contact a qualified electrician.

Press **HELP** on your remote control for more guidance. If you need any further help or have any questions just visit our online Help & Support area at virginmedia.com/help for all the answers.