INSTALLING YOUR VIRGIN MEDIA SUPER HUB

Virgin media

HELLO
WELCOME TO
VIRGIN BROADBAND

We're sure you're itching to get online, so we've put together this guide to take the hassle out of getting set up.

Before you start, you need to have had your computer connected to our network by one of our engineers, or by yourself if installing services using QuickStart. All done? Then we're ready to begin.

CONTENTS

A QUICK CHECKLIST
EVERYTHING YOU NEED TO GET UP AND RUNNING

First, check you've got all the bits and pieces you need to get set up:

Cable service
Your cable service should be installed
and ready for this set up process,
if not, just give our team a call on
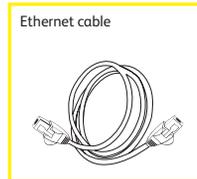0845 454 1111* .

Super Hub
This will have been connected by our
engineer or by yourself if installing
services using QuickStart.

Super Hub

Ethernet cable
This is the lead which connects your
computer to your Super Hub, **but only**
if you decide not to go wireless.

Ethernet cable

*Longer Ethernet cables are available
to purchase at your local computer shop.*

Missing anything?

Just give our team a call on 150 from your Virgin Media phone, or on
0845 454 1111* from any other phone. We'll arrange to get you what you need.

*For details about how much it costs to call our team, visit our website at **virginmedia.com/callcosts**

HOW TO SET UP
CONNECTING YOUR COMPUTER
TO YOUR SUPER HUB

Setting up your wireless connection

First plug in and switch on the Virgin Media Super Hub. The power button is located underneath. The large button on the front of the unit should flash and then become a blue colour. Now switch on your computer.

If the large button fails to light up, please check that the power cable is securely connected to the back of your Super Hub and the power is switched on at the wall.

Power button

How you connect wirelessly depends on your computer's operating system.

Wireless light

Check that the Super Hub's wireless light is on. If it isn't, press the large button on the front of your Super Hub for 5-10 seconds, release and re-check.

If you are using the Super Hub USB Adapter, please skip to **page 6.**

If you are using a Mac, a different USB adapter, or an internal wireless card please follow the instructions that relate to your operating system:

Windows XP   page 8
Windows Vista/Windows 7   page 10
Mac OSX   page 12

Your Wireless USB Adapter / internal Wireless Card will need to be connected and enabled for you to proceed.

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CONNECTING VIA THE SUPER HUB WIRELESS USB ADAPTER

Connecting your computer to the Super Hub is easy because it uses the latest 'Push 2 Sync' wireless technology.

This allows you to connect your computer securely by pressing a button on the Super Hub and the wireless USB adapter.

The Super Hub Wireless USB Adapter is not compatible with Mac computers. If you have a Mac, use the inbuilt wireless card instead.

Installing the Virgin Media Super Hub Wireless USB Adapter

To install the adapter, connect it to a spare USB port and the adapter will install itself. Once installed the adapter will display the following information panel:

Connecting to the Super Hub

Step 1

To connect your Computer to the Super Hub, press the large button on the front of your Super Hub. This should be a static blue colour.

Step 2

Press and hold this button for 2-3 seconds and then release it. After a moment, the button will start flashing purple. This puts your Super Hub into a 'Listen mode' for 2 minutes – waiting for your Super Hub Wireless USB Adapter to sync with it.

Step 3

Now locate the 'Sync' button on your Super Hub Wireless USB Adapter:

Step 4
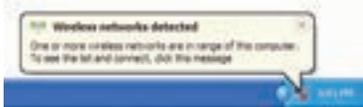
Press and hold this button for 2-3 seconds until the adapter's LED starts flashing blue and then release it. The adapter will now wirelessly connect to your Super Hub with a successful sync indicated in the adapter's information panel and on your Super Hub. The Virgin Media button on your Super Hub becomes static purple for around 5 minutes until returning to its original static blue state.

WINDOWS XP SET UP

Step 1

Click **Start** and then **Control Panel**. From **Control Panel** double click **Network and Internet Connections**.
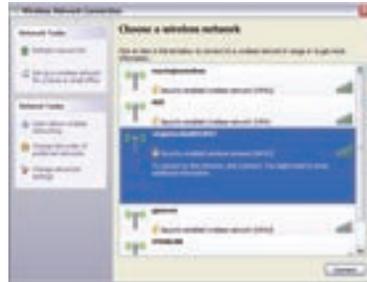

Step 2

Right click on the **Wireless Network Connection** icon and select **View Available Wireless Networks**.

Step 3

This will display all wireless networks in range of your computer: The **SSID** (wireless network name) of your wireless network should be shown in the list. Your **SSID** can be found on the label on the back of your Super Hub and will be something like 'virginmedia1234567'. If you don't see your wireless network name, click the **Refresh Network List** in the upper left corner. Select your wireless network and click **Connect** in the lower right corner.
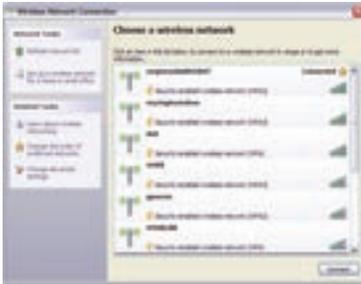

Step 4

Windows now prompts you to enter a network key (Passphrase) to connect to your wireless network. Your Passphrase can be found on the label on the back of your Super Hub. Enter your Passphrase into the Network Key fields and then click **Connect**.

Step 5

Windows will show its progress as it connects to your wireless network. If it fails to connect, you may have mistyped the Passphrase (remember this is case sensitive). Once you've successfully connected, you can close the **Wireless Network Connection** window. Your computer is now connected to your Super Hub wirelessly.

Now you've completed this section, go to page 14 to activate your Virgin Broadband.

WINDOWS VISTA / WINDOWS 7 SET UP

Step 1

Click start, and then **Connect to a network** from the Windows Vista desktop.

Step 2

The **Connect to a network** dialog box will appear and display all wireless networks in range of your computer:

The **SSID** (wireless network name) of your wireless network should be shown in the list. Your **SSID** can be found on the label on the back of your Super Hub and will be something like 'virginmedia1234567'.

If you don't see your wireless network name, click **Refresh** icon in the upper right corner. Select your wireless network and click **Connect** in the lower right corner.

Step 3

Depending on your version of Windows, you may be presented with the following screen:

If so, click the link at the bottom of the screen **I want to enter the network key or Passphrase instead**, Windows now prompts you to enter a network key (Passphrase) to connect to your wireless network. Your Passphrase can be found on the label on the back of your Super Hub. Enter your Passphrase into the **Security key or Passphrase box**, and then click **Connect**.

Step 4

Windows will show its progress as it connects to your wireless network. If it fails to connect, you may have mistyped the Passphrase (remember this Passphrase is case sensitive).

Once you've successfully connected, you can close the **Wireless Network Connection** window. Your computer is now connected to your Super Hub wirelessly.

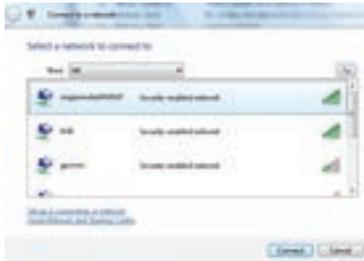*Now you've completed this section, go to page 14 to activate your Virgin Broadband.*

MAC OSX SET UP

Step 1

From the **Apple** menu choose **System Preferences,** and then click **Network**.

Step 2

Select **AirPort** in the list of network connection services on the left and make sure that AirPort is **turned on**.
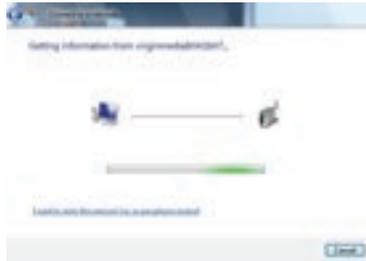

Step 3

From the **Network Name** drop down list, select the **SSID** (wireless network name) of your wireless network (your **SSID** can be found on the label on the back of your Super Hub and will be something like 'virginmedia1234567').

Step 4

In the **Password** field, you will need to enter the password (Passphrase) for your wireless network and click **OK** (your Passphrase can be found on the label on the back of your Super Hub).

If your Mac fails to connect, you may have mistyped the password (remember this password is case sensitive).

Step 5

Once you've successfully connected, you can close the **Network** window. Your Mac is now connected to your Super Hub wirelessly.

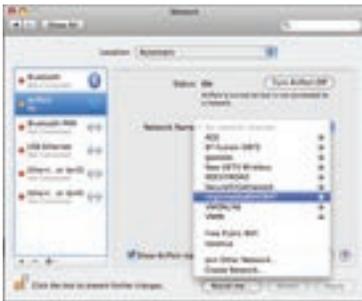*Now you've completed this section, go to page 14 to activate your Virgin Broadband.*

WIRED CONNECTION

First make sure your computer is switched off. Switch on the Super Hub and the large button on the front of the unit should flash. When the large button is a static blue colour, switch on your computer.

Ethernet port

Ethernet cable
(wired connection only)

Cable
wall socket

Power
socket

Super Hub

Laptop

Take the Ethernet cable and connect one end to one of the LAN ports on the Super Hub. Connect the other end to your computer's Ethernet port.

Now you've completed this section, go to page 14 to activate your Virgin Broadband.

ACTIVATING YOUR BROADBAND
READY, STEADY, GO!

Step 1

Click on your internet browser, for example **Internet Explorer**, **Safari** or **Firefox**.

Step 2

Type **activation.virginmedia.com** into your browser address bar – you should see the web page below.

Step 3

Simply follow the instructions on your screen to complete your set-up. This process takes around 20-30 minutes.

During this process you'll set up your email address, take a few seconds to read the next page as this will help get things sorted.

And that's it! When you've completed all the steps, you'll be ready to start surfing the web. You'll know you've finished, when you see this screen welcoming you to Virgin Media.

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PASSWORDS AND EMAILS
A FEW THINGS TO NOTE

During set-up you will create your email account. The password you need to create when setting up your email doubles as your online account management password, so it's a good idea to write it down and keep it somewhere safe.

As part of this process, you'll also create a 'secret question' which will allow you to reset your password if you need to change it at a later date.

How to select a password

- Your password must be between 6 and 10 characters long.
- The first character must be a letter.
- It must include numbers as well as letters.
- The password is case sensitive. That means it can have both upper and lower case characters, so 'a' is different to 'A'.
- To improve security, you should ideally add 3 numbers to the end of your password.

Examples of how to set your password

Base it on your mother's maiden name:
Smith123

Base it on your pet's name:
fluFFy246

Base it on your favourite place:
Beach729

Virgin Media Mail

We recommend you check your Virgin Media emails regularly – that's because we'll use your email address to send you important information about your account.

You can check your emails from any computer, wherever you are, anywhere in the world!. Just visit **virginmedia.com t**o learn more about Virgin Media Mail go to **virginmedia.com/help/email**

Got a question? Go to page 19

CHANGING YOUR SUPER HUB SETTINGS

Your Super Hub allows you to easily change some of the more commonly used functions of your home network, such as **SSID** (your wireless network name), Passphrase (security password), **'Auto detect'** or **'Manually set'** (wireless channel) and **WEP/WPA/WPA2** (security encryption type).

To access/change your Super Hub settings you need to do the following:

If you wish to change your Super Hub settings you should access the Super Hub Settings area.

Step 1

Open your internet browser and enter **http://192.168.0.1** into the address bar and the following screen will appear:

Step 2

You are prompted to enter your '**Super Hub Username'** and **'Super Hub Password'**. These can be found on the label on the back of your Super Hub under **'Super Hub settings'**.

Wireless Network Settings

The Wireless Network Settings area will allow you to change the following settings:

Wireless on/off

This allows you to enable or disable the wireless function of your Super Hub. Disabling this will prevent any devices connecting wirelessly.

Security mode

This allows you to change the wireless security encryption used by your Super Hub. This defaults to WPA Auto, which allows WPA and WPA2 (higher

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security) devices to connect. We strongly advise against using WEP wireless security, due to the ease in which someone else can breach this security encryption.

SSID

This allows you to change the broadcast name of you wireless network.

Passphrase

This allows you to change the security password for your wireless network.

Broadcast SSID

This allows you to disable broadcasting of your SSID to aid security. When disabled your Network will not appear when devices scan for available networks. These devices will have to be manually connected.

WPS

This allows you to view your WPS pin. This is useful when connecting devices that allow this connection method.

Wireless Band

This allows you to select 2.4Ghz or 5Ghz modes. Selecting the 5GHz mode may improve performance for any wireless devices/adapters which operate in 5GHz mode (such as the

Super Hub Wireless USB Adapter) However any older devices (2.4GHz only) may not be able to connect to your wireless network when operating in this mode.

Wireless Channel Setting

This allows you to 'Auto detect' or 'Manually set' your Super Hub's wireless channel. As wireless uses radio frequencies, or channels, to transmit from your Super Hub to your computer, if the channel used is congested/noisy (from neighbourhood wireless networks using the same channel, for example), this will affect your networks performance.

Setting this to 'Auto detect' will ensure your Super Hub scans for and uses the cleanest wireless channel every time you switch it on. However if you wish, you can manually set a wireless channel to use.

Guest Networks

This allows you to configure two additional SSIDs (wireless network names) and associated access privileges for friends or family, for example.

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Super Hub Settings

The Super Hub Settings area will allow you to change the following settings:

Super Hub Access

Allows you to change the default login password for your Super Hub settings area.

If you forget this password, you'll need to re-set your Super Hub to default settings (**see page 21**).

Remote Access

Allows you to enable remote access to your Super Hub.

Our support teams may request you do this to help us remotely access/support you Super Hub, for example. We highly recommend that you don't enable this option unless specifically requested by a member of the Virgin Media support team. Please remember to disable it once support has been given.

Super Hub Version

Allows you to view the Software and Hardware versions of the Super Hub.

This can help our support teams diagnose problems you may be experiencing.

Restore Factory Defaults

Allows you to restore your Super Hub settings to their 'default' state (you can find this on the label on the rear of your Super Hub).

Device Connection Status

The Device Connection Status area will provide information on your Super Hub and any wired or wireless devices connected to it.

Advanced Settings

The Advanced Settings area will provide access to further settings for your Super Hub. Note that this area is designed for advanced users only.

FREQUENTLY ASKED QUESTIONS
YOUR QUESTIONS ANSWERED

Will going wireless affect my broadband speed?

Because of the way wireless technology works, you might see a slight reduction in your speed when you go wireless. To maximise your speed, use a wireless 'N' enabled computer (if you are a computer user, you can purchase a wireless 'N' Super Hub USB adapter from virginmedia.com/shop) or connect your computer directly to your Super Hub with an Ethernet cable.

Why is my wireless broadband slower than I expected?

The performance of your Super Hub can be affected by factors ranging from the thickness of internal and external walls, interference from cordless phones, baby monitors and even microwaves.

It can also be affected by your neighbours' wireless networks, the position of the Super Hub in your house or even the wireless security encryption used.

For more information go to virginmedia.com/wireless If your speed is still affected, connect your computer directly to your Super Hub with an Ethernet cable.

What wireless encryption should I be using? WEP, WPA or WPA2?

Full wireless 'N' performance can only be achieved on devices that use the latest WPA2 wireless security encryption (such as our wireless 'N' Super Hub USB adapter). If your existing wireless adapter is only capable of using WEP or WPA wireless security encryption, performance will be impacted.

Your Super Hub comes with the latest Wireless Security enabled ensuring maximum performance with WPA2 devices, whilst providing compatibility with older WPA only wireless devices.

Please note that if you want to connect WEP only devices, you will need to adjust the default wireless security for your Super Hub.

For information on how to access these settings, please refer to **page 16.**

IMPORTANT: We strongly advise against WEP wireless security because a third party can breach this security encryption easily.

If you are using Windows XP you must have installed Service Pack 2 (or above) as it facilitates the use of WPA2 wireless security encryption.

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Having issues with your wireless adapter?

Your wireless adapter must be 802.11n (**wireless 'N'**) compliant and must be connected to a USB 2.0 port, or performance will be impacted.

How can I access/change my Super Hub settings?

If you wish to change your Super Hub settings (such as SSID, Passphrase, wireless channel or security encryption type), you should access the Super Hub Settings area.

To do so, open your internet browser and enter **http://192.168.0.1** into the address bar. More information on your Super Hub settings can be found on **page 16**.

What's a 'SSID' and 'Passphrase'?

The 'SSID' and 'Passphrase' are used when connecting other computers or devices to your Super Hub's wireless network.

The 'SSID' is basically the name of your wireless network. The default will be something like 'virginmedia1234567', but you can change this if you like.

The 'Passphrase' is a password used to securely connect to your wireless network. The default will be something like 'abcdefgh', but you can change this if you like.

The default 'SSID' and 'Passphrase' for your Super Hub is printed on the label on the rear of the unit.

For more information on how to change these, refer to **page 14**.

How can I switch off wireless?

You can switch off your Super Hub's wireless function either via the Super Hub Settings area (**see page 16**), or using the button on the front of your Super Hub. Press the large button for 5-10 seconds, release and the wireless light should switch off to indicate that wireless is off.

To switch wireless back on, repeat this process.

How can I switch off the Super Hub?

You can switch off your Super Hub using the wall socket or its power button (this is located underneath in the bottom left corner).

How can I reset the Super Hub to their default settings?

You can restore your Super Hub settings to their 'default' state (this can be found on the label on the rear of your Super Hub) either via the Super Hub Settings area (**see page 14**), or using the 'Rest' pin-hole which can be found on the bottom left edge of your Super Hub. Place a pin (or similar) into the hole, pressing the concealed button down until you see the lights on the unit re-set themselves.

TROUBLE GETTING ONLINE?
TIPS THAT ARE ALWAYS WORTH TRYING

Checking a wireless connection

If you are trying to connect wirelessly to your computer, make sure that your cables are plugged in as follows:
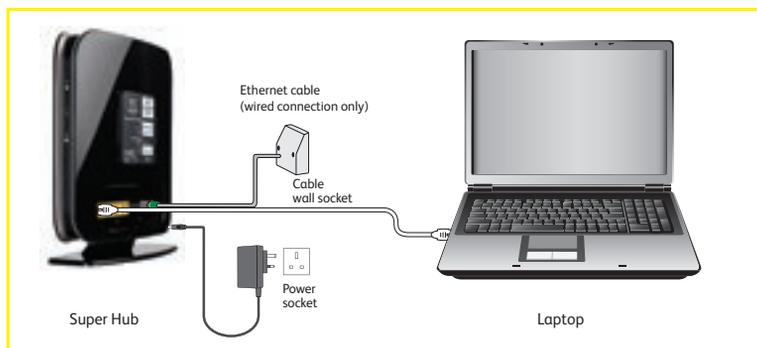
- Super Hub – plugged in and switched on at the wall.
- Co-axial cable – tighten as much as you can by hand and then use the spanner provided until it slips around the connector. Do not over-tighten as this could damage the equipment.
- Reboot everything! First switch your computer and the Super Hub off. Then switch on the Super Hub and the Virgin Media button on the front of the unit should flash. When the button is a static blue colour, you can switch your computer back on.
- Still having issues? Why not connect using an Ethernet cable? This will help show where the problem is should you need to call us.

Checking a wired connection

- All the connections are the same as going wireless, except you also need to check that an Ethernet cable is securely plugged in to both computer and Super Hub.

Ethernet cable
(wired connection only)

Cable
wall socket

Power
socket

Super Hub

Laptop

GETTING THE BEST OF BROADBAND
HOW YOU CAN SPEED UP YOUR CONNECTION

Reboot

It's that old trick of switch off, leave for 60 seconds and turn back on again. Switch the Super Hub back on first, then your computer.

Download the free Digital Home Support tool

This is a really useful tool that helps keep your computer in good health.

It scans your computer every day and automatically fixes common performance problems. To learn more go to **virginmedia.com/dhs**

Make sure you check the minimum computer specification

If your computer or operating system does not meet our minimum specification it will probably be slowing you down. You can check the specification at **virginmedia.com/minspec**

STAY SAFE
PROTECTING YOUR COMPUTER

You'll want your computer to be safe and protected when you're online. We do too. That's why all Virgin Broadband customers get free Security software. Here's what Virgin Media Security covers:

Anti-virus – award-winning virus protection that's safe and fast

Firewall – blocks hackers from accessing your computer and your data

Ad Blocker – shields against annoying and offensive adverts

Privacy Manager – helps ensure that your private information stays private

Anti-spyware* – one of the fastest around, blocks the spyware that tries to steal your personal information

Identity Theft Protection* – protects you from online fraud, warning if you visit a known 'phishing' site

Parental Control* – allows you to control the type of content available to your children on the internet

*Not available on size S or M

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NEED SOME HELP?
HOW TO GET HELP WHEN YOU NEED IT

Find the answers fast, online

If you're having problems but can still get online, visit our online help area at **virginmedia.com/help.** You'll find information on everything from setting up email addresses to wireless internet access.

Your broadband service is down?

To find out about any network issues, call our status line for free on 0800 052 4315 or visit **virginmedia.com/servicestatus**

Need computer or gadget help?

No worries. Whether your computer or wireless network is misbehaving or your BlackBerry® is on the blink, download our free Digital Home Support tool from **virginmedia.com/dhs** or call 0800 014 7392 .

My Virgin Media

This is a dedicated area online where you can manage and take control of your account.

Simply go to **virginmedia.com/myvirginmedia** and login using your username (your Virgin Media email address) and password which was created during broadband set up.

In My Virgin Media you can get free Computer Security, Backup & Storage and Email. You can even manage bills and payments from here.

*For details about how much it costs to call our team, visit our website at **virginmedia.com/callcosts**

IMPORTANT INFO
YOU NEED TO REMEMBER

Please write down your details in the boxes below.

Account Number

Internet Username

Internet Password

Virgin Media Mail Address

Wireless Network SSID

Wireless Network Passphrase

Super Hub Settings Login Username

Super Hub Settings Login Password

Now, put this booklet somewhere safe and have fun surfing the net.
But if you have any questions, just give us a call.

Customer Care
0845 454 1111* or for free on 150 from a Virgin Phone.

*For details about how much it costs to call our team, visit our website at virginmedia.com/callcosts

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