Hello.
Welcome to
Virgin Broadband.

We're sure you're itching to get online, but first it's worth spending a few minutes reading this guide. It's got plenty of really useful detail on how to get the best from your superfast fibre optic broadband service along with some useful tips should you have any hiccups along the way.

All areas in this guide, along with lots more tips and tricks can be found at **virginmedia.com/discoverbroadband**. So it's really worth taking a look there too.

Want to set Parental Controls for your family?
More information can be found on page 20 or go to **virginmedia.com/parentalcontrols**

Discover the internet with Virgin Broadband

With a superfast connection, you've got the whole web at your beck and call. Just hook up your computer, your mobile, your games console or tablet and you're away. Watch a movie. Stream that album everyone's talking about. Tap into your social networks. Work hard and play harder. The online world is your oyster.

Play now

Like being entertained? You do? Then you'll want superfast broadband. It lets you watch movies, listen to music, play online games and catch up on your favourite TV. You'll never be bored again.

To learn more on how to play, go to **virginmedia.com/playnow**

Play later

A reliable, superfast broadband connection is handy if you want to download stuff to play later; like games, music, apps, films and tv shows. Ready to enjoy when and where it suits you.

To learn more on how to play later on, go to **virginmedia.com/playlater**

Share

Missing your loved ones? A speedy broadband connection makes it easier to catch up with anyone, anytime. It's a wonderful way of feeling closer and more connected to friends and family, regardless of the distances between you.

To learn more on how to share, go to **virginmedia.com/share**

Learn

Got a question? Chances are the answer's online. Want to learn a new skill? The web's your endless source of info and shared knowledge. Use it wisely.

To learn some more, go to **virginmedia.com/learn**

Organise

Lead a busy life? The web's here to make everything that bit easier – from organising your diary to sorting out your finances or helping you plan a holiday.

To learn more on how to get organised, go to **virginmedia.com/organise**

Getting to know your Super Hub

Want to do the really fun things on the web like streaming, downloading and playing games? Want to do them all at the same time? Anything's possible with the Super Hub.

- The Super Hub gives you our fastest ever wireless connection and is capable of more than 100Mbps* (12x faster than the UK average)

- Enjoy using a 5GHz frequency wireless signal (to avoid wireless congestion on 2.4GHz) and work with the latest gadgets

- Packed with the latest wireless N technology for blazing fast downloads and better wireless coverage around your home, real-time HD media streaming, gaming and maximum internet bandwidth

- Benefit from the latest wireless security standards, keeping your connection safe and sound

Take the Super Hub for a spin at **virginmedia.com/superhub**

* Depending on your broadband package. 12x faster claim: UK average download speeds, November 2011, measured using SamKnows technology (published by Ofcom, February 2012) vs up to 100Mb broadband average download speeds (February 2012) measured by Virgin Media using SamKnows technology.

Top tips on getting the best wireless connection

1. Make a fresh start

Turning off your computer and your Super Hub, waiting 60 seconds and then turning back on again (Super Hub first, then your computer) ensures that the connection to our network is refreshed.

2. Find a happy home for your Super Hub

Your Super Hub sends radio waves through the air to and from your computer and other devices. If there are obstacles in the way, those radio waves don't get there as easily as they could. Dense objects like stone, metal and concrete are the usual culprits – even fish tanks can affect your wireless signal. Your wireless connection works best when your Super Hub is near and in the line of sight of your device.

Give it space – the more space around your Super Hub, the better its signal can spread.

Keep the front clear – your Super Hub broadcasts from its front panel so don't hide it away on a bookshelf or behind the TV.

For more information on where best to place your Super Hub, go to
virginmedia.com/superhublocation

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3. Change the wireless signal channel

Your Super Hub transmits a wireless signal on a particular channel. If another nearby wireless device (which may be in your neighbour's house) is transmitting on the same channel, the two devices could be fighting it out for the airwaves. Try changing the channel on your wireless router to avoid congestion.

To learn how to do this, go to
www.virginmedia.com/channelchange

4. Give your gadgets and gizmos a break

You can add so many things to your network: computers, games consoles, smartphones, TVs and even music systems. Use them all at the same time, however, and your broadband speed might suffer. Try to leave downloading large files till later, or download movies and music beforehand so you don't have to stream them in real time. If you still feel like you need a bit more oomph, you might want to increase your broadband speed.

To find out more on how to connect your devices to a wireless network, go to
virginmedia.com/wirelessconnection

Setting up your Super Hub and connecting wirelessly to a computer

If you're new to Virgin Broadband and one of our engineers installed your kit then your connection should be up and running.

If installing Virgin Broadband yourself via QuickStart, then an installation CD came with the QuickStart package – please insert CD and follow the instructions.

If you need to set up your Super Hub from scratch, or add a new wireless device, then please follow these steps:

1. Plug in and switch on your Super Hub. The large button on the front of the unit should flash before becoming static blue.

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

3. Now follow the instructions that relate to your computer's operating system over the next few pages
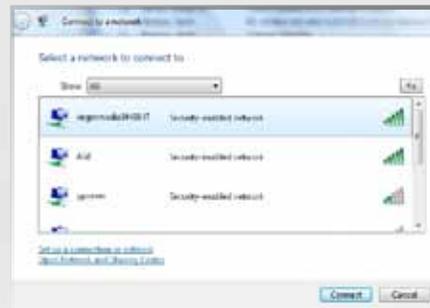
Windows Vista / Windows 7 set up

Step 1

Click **Start**, and then **Connect to a network** from the Windows Vista or Windows 7 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 'Getting information...' 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.

Check out our video that shows how to connect to the Super Hub with Windows 7 by visiting virginmedia.com/connectwin7. Or if you're using Windows Vista, you'll find our help videos here: virginmedia.com/connectvista

Windows XP set up

Step 1

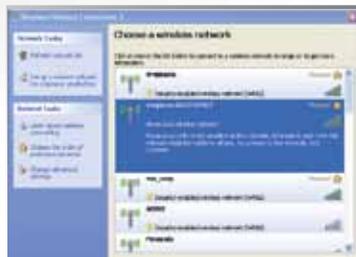Click **Start** and then **Control Panel**. From Control Panel double click **Network Connections**.

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.

Check out our video that shows how to connect to the Super Hub with Windows XP by visiting virginmedia.com/connectXP

Mac OS 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'). Select your wireless network and click **Connect** in the lower right corner.

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.

How to add a new device to your wireless network

From computers to laptops, games consoles to printers, smart phones to stereo systems – you'll be surprised at how many devices you can connect to your home network. And its really simple – here's how:

1. Bring your device into the same room as the Super Hub

This will give you the strongest wireless connection. (Don't worry, once it's connected you can move around the whole house.)

2. Select your wireless network from those available

Locate the wireless or network manager on your device. Once opened, all the networks broadcasting in your area will show. Select your SSID (network name). If you can't remember what it is, you can find it on the back of your Super Hub.

Select your network

VM_home_wifi
Private_network_01
Home_network
Guest Wifi

3. Enter the password for your network...

... when asked to (assuming you have one set up). You should now be able to enjoy the freedom of wireless!

Network
VM_home_wifi
Password
••••••••••

More help, tips and videos around what you can connect and how to do this can be found at virginmedia.com/connect

Troubleshooting

From time to time, you might have a bit of a glitch with your wireless connection. Here's our guide to getting it back up and running.

Restart the Super Hub and your computer
Turn off the Super Hub and your computer. Wait for 60 seconds, then turn on the Super Hub. Wait for another 60 seconds, then turn on your computer.

Check your computer's wireless is switched on
Many laptops have a small side button or keyboard function that switches wireless on and off. If yours is on, you'll see a small glowing wi-fi logo or light.

Check the positioning of your equipment
Interference from electronic devices such as baby monitors, microwaves and even fish tanks, plus nearby walls and other obstacles can all affect your connection.
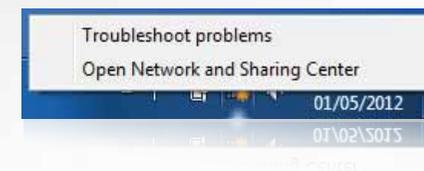
The wireless signal is sent out from the front of your Super Hub, so make sure the front is facing into the room (so, not stored on a bookcase like a book).

Are you choosing the right network name
from the list of available wireless networks on your computer? Have you entered your password correctly?

Is your computer's Wireless Manager set up correctly?
You can normally find your Wireless Manager by clicking on an icon in the bottom right hand corner of your screen. Then, try clicking 'Diagnose and Repair', so your computer can find the connection problem and fix it.

Check the connections to your Super Hub
Make sure that the power and coaxial cables are properly connected to your Super Hub.

Connect through a wired connection (Ethernet)
If you can't get your wireless connection to work, try connecting the Ethernet cable between your computer and the Super Hub. Your computer will know that the Ethernet cable has been plugged in and you should be able to get online immediately.

Troubleshoot problems
Open Network and Sharing Center
01/05/2012

Protect your family on the web

At Virgin Media we're committed to making the web a safe place for the whole family. We've got a wealth of information online to help parents understand the issues and to take control. Just go to **virginmedia.com/parentalcontrols**.

All Virgin Broadband customers get a market leading security package called **Virgin Media Security**, free of charge. The package contains Parental Controls, providing an effective way to stop your children watching unsuitable content online. You can even select times of the day when your child is or isn't allowed to access the internet.

To find out more about why you might want to install parental controls go to: **virginmedia.com/parentalcontrols**. Downloading and setup only takes a few minutes.

Working in partnership with CEOP

Virgin Media work in partnership with the Child Exploitation and Online Protection Centre (CEOP) – the UK's national law enforcement agency dedicated to tackling child exploitation online. For further information, please visit **ceop.police.uk/safety-centre**