Discover Broadband

A quick guide to your Virgin Broadband service

Virgin media

Keep up

Contents

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

How to get the best wireless connection

Faster? Further? Here's how to make sure your kits is working at its best.

1. Stand the Super Hub upright

Stand the Super Hub on its base and face into the room.

2. Don't tuck your Super Hub away

Placing the unit inside a TV cabinet or closed shelving can block your wireless signal.

3. Get a clearer signal

Place your Super Hub away from other electrical devices, like baby monitors, cordless phones and wireless speakers as it may be affected by interference from these.

4. Switch channel by rebooting

Your Super Hub transmits a radio signal on a particular wireless channel within the 2.4GHz band. If another nearby wireless device (for example, your neighbours' wireless network) 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 virginmedia.com/channelchange.

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5. Some devices (like smartphones) have limits

Some devices are better for wireless than others. For example, the more modern your computer the better the wireless performance is likely to be. But it isn't just about how old your device is; tablets and smartphones are a brilliant way to access the internet, but at present their small size means they cannot deliver the same wireless performance as modern computers.

6. Get a clearer signal

You can add so many things to your wireless network: computers, games consoles, smartphones, TVs and even music systems. Use them all at the same time, however, and your speed is shared across those devices.

A good tip is to try and download large files late at night, or download movies and music beforehand so you don't have to stream them in real time.

Setting up your Super Hub and connecting wirelessly to a computer

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

Manual method

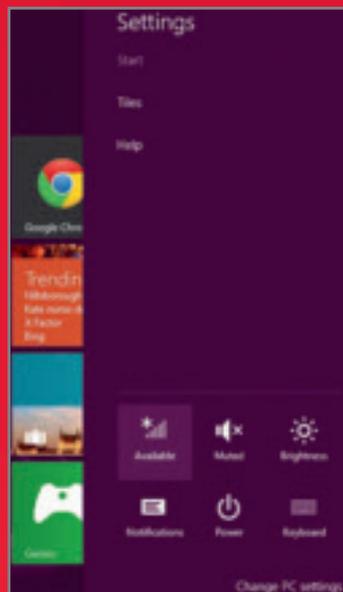Please follow the instructions that relate to your Operating system

Windows 8 set up

Step 1

From the Start menu move your mouse cursor to the top-right or bottom-right corner of the Start screen. A sidebar with five icons will open.

Step 2

Click the icon at the bottom of the side-bar and the settings panel will open.

Step 3

Click the Available icon to show a list of WiFi connections available.

Windows 8 set up continued

Step 4

Your wireless network name (also known as SSID) will appear and will be something like **'virginmedia1234567'**.

Click the network name and then click **Connect**.

If you don't see it in the list, click **Flight mode** to **On** and then **Off** to scan again for available wireless networks.
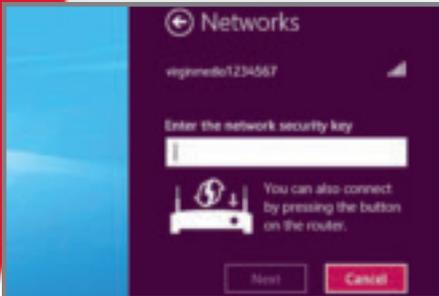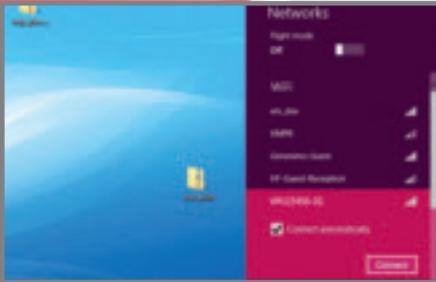
Step 5

Tick **Connect automatically** and click **Connect** if you want this to be your default wireless connection. Otherwise just click **Connect**.

Step 6

Finally, you'll be asked to enter the Network Security Key (Passphrase) for your Super Hub. This is printed on the base of the unit. Once entered, click **Next**.

That's it! You should be connected.

Windows Vista / Windows 7 set up

Step 1

Click **Start**, and then **Connect to a network** from the Windows Vista or Windows 7 desktop.
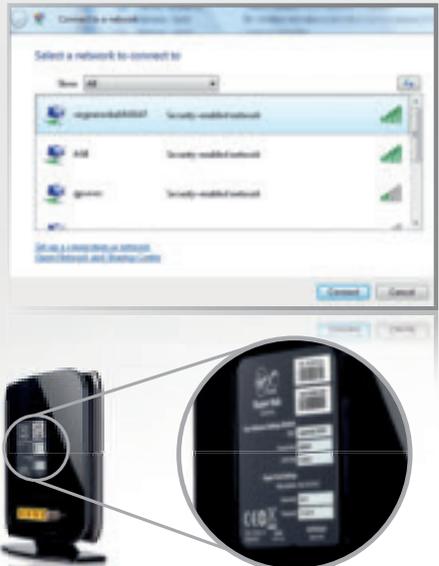
Step 2

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.
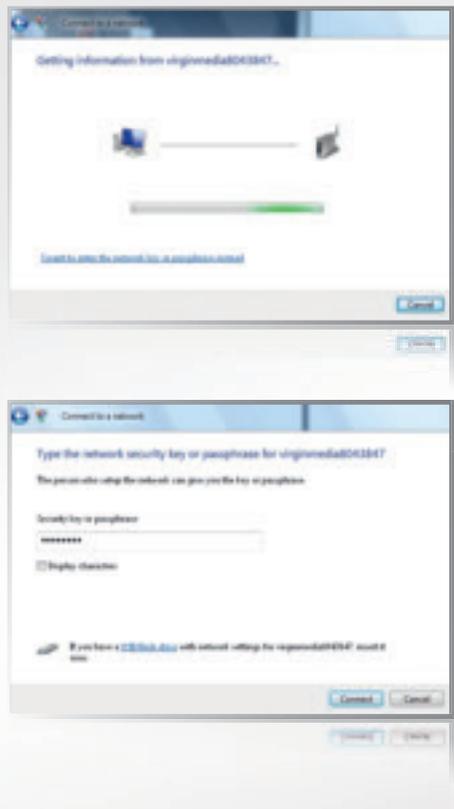
If so, click the link at the bottom of the screen: '**I want to enter the network key or Passphrase instead**'. Windows now prompts you to enter a network key (Passphrase) to connect to your wireless network. Your Passphrase can be found on the label on the back of your Super Hub. Enter your Passphrase 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
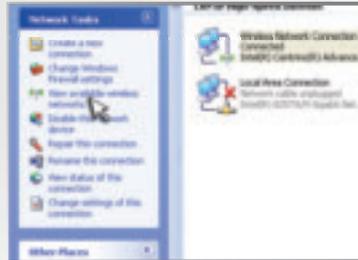
Windows XP set up

Step 1

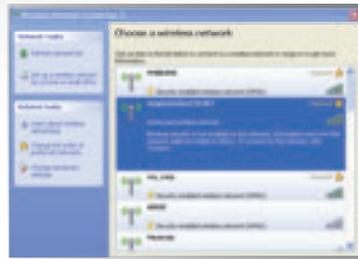Click **Start** and then **Control Panel**. From Control Panel double click **Network Connections**.

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.
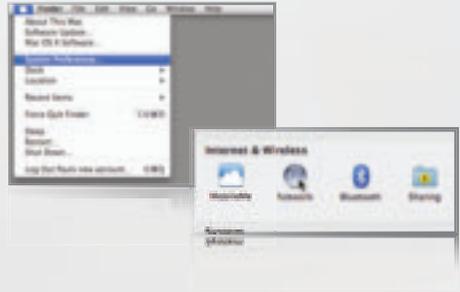

Check out our video that shows how to connect to the Super Hub with Windows XP by visiting virginmedia.com/connectXP

Mac OS set up

Step 1

From the **Apple menu** choose **System Preferences**, and then click **Network**.
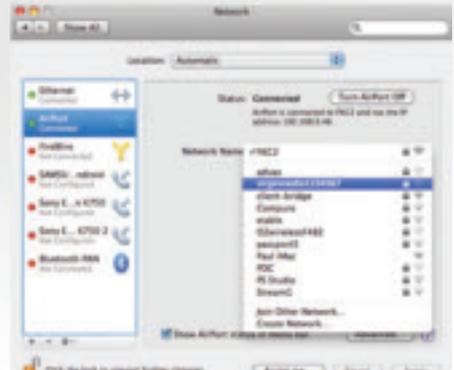
Step 2

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.
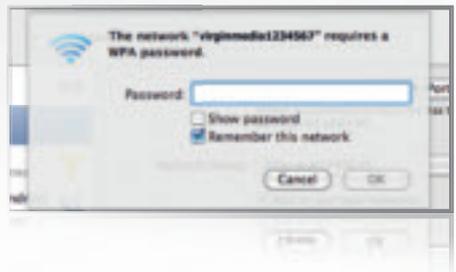
Step 4

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.

The network "virginmedia1234567" requires a WPA password.

Password:

☐ Show password
☑ Remember this network

Cancel   OK
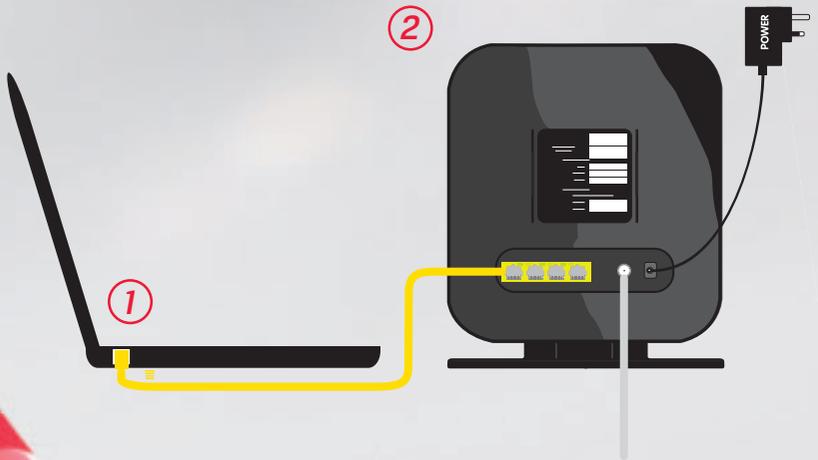
How to set up a wired connection

Step 1

Check that your computer has an ethernet socket (it's usually marked LAN 品) and plug it in.

Step 2

Plug the other end of the Ethernet cable into one of the four Ethernet ports at the back of the Super Hub. You can add 3 more wired devices by using the remaining ports.

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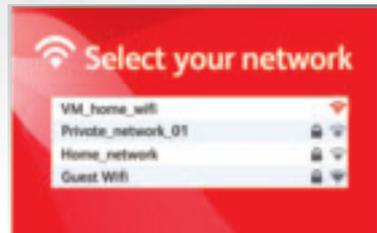
1. Bring your device into the same room as the Super Hub

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. You should now be able to enjoy the freedom of wireless!

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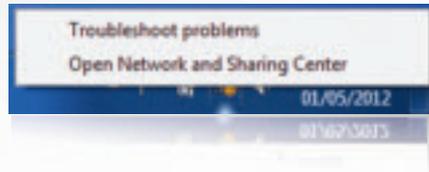
Are you choosing the right network name from the list of available wireless networks on your computer? Have you entered your password correctly?

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 'Troubleshoot problems', so you can find the connection problem and fix it.
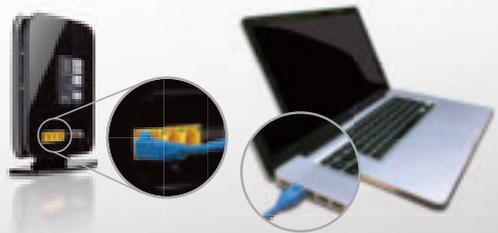

Check the connections to your Super Hub
Make sure that the power and coaxial cables are properly connected to your Super Hub.

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.

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**

Help and information

If you need help anywhere along the way, or just a bit of extra information, there are two ways you can find it.

Go online

Discover the fun of fast broadband, get top tips to keep your broadband purring and see your devices come to life in our interactive connected home, all at **www.virginmedia.com/discoverbroadband**

Talk to us

Want to chat things through with an expert? Call 150 from your Virgin Media home phone or **0345 454 1111*** from any other phone to speak to our team.

Please be kind to the environment

At Virgin Media, we're committed to running our business in a way that's good for both people and the environment. So if you're going away for a holiday, we suggest you consider turning your Super Hub off in order to save energy.