

# IMPORTANT STUFF

Keep these details safe.

4-digit PIN

Your Customer Account Number

Smart Card Serial Number

## Calling us

If you have any questions, just give us a call free from a Virgin Media phone on **150**.

Not got a Virgin Media phone line? Call **0845 454 1111**.

You can check how much it costs to call our team from a fixed line by visiting our website at [virginmedia.com/callcosts](http://virginmedia.com/callcosts) or check the Help & Info menu from your TV Home Page.

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



# HOW TO USE YOUR VIRGIN TV SERVICE

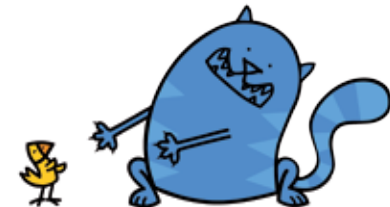


# WELL, HELLO. WELCOME TO VIRGIN TV

If you're itching to find out what your Virgin TV can do, then keep reading. With the help of Cat and Bird, we'll help you explore your new service. They love telly. Well, we all love telly and they know all about it. So let them show you how things work. You can also watch Cat and Bird's collection of help videos anytime you like by choosing Help & Info from the TV Home Page and also on [virginmedia.com](http://virginmedia.com)

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# MEET YOUR NEW TV REMOTE

## IT'S EASY TO USE

You will have one of two remote controls. See [page 5](#) or [page 7](#).

- 1 Power.** Switches your Set Top Box in and out of standby mode.
- 2 Favourites.** Takes you to your Favourites menu. That's your own tailor-made TV guide with the channels you watch most often.
- 3 Help.** Offers help about the screen you're on.
- 4 On Demand.** Takes you to On Demand.
- 5 Settings.** Takes you to the Settings menu.
- 6 Page Up/Down.** Only when page up or down is available.
- 7 Interactive.** Takes you directly to the Interactive Menu.
- 8 Guide/Home.** Takes you to your TV Home Page where you can access your TV Guide, On Demand, Interactive Services, TV Settings and Help & Info.
- 9 TV.** Returns to the TV channel and displays the Mini Guide.
- 10 Mute.** Turns the sound off and on.
- 11 Back.** Returns to the previous menu or channel.

- 12 Text.** This button isn't functional yet. But you'll find text services by going to the Interactive Menus (refer to point 7 – **Interactive**).
- 13 Information.** Tells you more about whichever programme is on screen or currently selected in the Mini Guide.
- 14 Volume +/-.** Turns the volume of the Set Top Box up/down. These controls can also be used to set the volume of your TV\*.
- 15 Channel Up/Down.** Lets you hop from channel to channel.
- 16 OK.** Allows you to select an option from any menu.
- 17 Arrows.** Lets you play/pause, rewind, fast forward and stop the On Demand service. Also lets you navigate the TV and menus.
- 18 Coloured buttons.** Clever shortcuts to help you navigate faster, including the all important red ●.
- 19 Number buttons.** Allow you to change channel and make menu selections.



\*TV volume control feature may not be available with some TV sets.



# MEET YOUR NEW TV REMOTE

## IT'S EASY TO USE

- 1 **Mute.** Turns the sound off and on.
- 2 **Power.** Switches your Set Top Box in and out of standby mode.
- 3 **Home.** Takes you to your TV Home Page where you can access your TV Guide, On Demand, Interactive Services, TV Settings and Help & Info.
- 4 **Guide.** Displays the Mini Guide. It tells you what's on now and next.
- 5 **TV.** Returns to the TV channel and displays the Mini Guide.
- 6 **Favourites.** Takes you to your Favourites menu. That's your own tailor-made TV guide with the channels you watch most often.
- 7 **OK.** Allows you to select an option from any menu.
- 8 **Volume +/-.** Turns the volume of the Set Top Box up/down. These controls can also be used to set the volume of your TV\*.
- 9 **Channel up/down.** Lets you hop from channel to channel.
- 10 **Arrows.** Let you navigate through menus on screen.
- 11 **Back.** Returns to the previous menu or channel.
- 12 **Information.** Tells you more about whichever programme is on screen or currently selected in the Mini Guide.
- 13 **Coloured buttons.** Lets you play/pause, rewind and fast forward the On Demand service. Also to help you navigate your TV service faster.
- 14 **Number buttons.** Allow you to change channel and make menu selections.
- 15 **Text.** This button isn't functional yet. But you'll find text services by going to the Interactive Menus (option 7 from your TV Home Page).
- 16 **Help.** Offers help about the screen you're on.



\*TV volume control feature may not be available with some TV sets.

# YOUR SPEEDY GUIDE TO GETTING STARTED


CAN'T WAIT TO GET UP AND RUNNING?



Your Set Top Box may look different to this one.




## Getting started

Let's start with your Set Top Box. It's the brains of your Virgin TV.

- Switch on your TV set, press Power/Standby  on your Virgin Media remote control – and you're off.
- If you still have no picture, switch your TV to the AV channel tuned to Virgin Media.




## The Home Page

Now that you've got Virgin TV, there's loads of extra stuff to discover. To find out what, you need to go to the TV Home Page. Just press Home  on your remote control, or if you haven't got a Home  button press Guide .

Now you're at the TV Home Page, where the world of Virgin TV will open up for you.

### How to use

Use the Up and Down buttons to scroll through the options and press OK  to select an option.

You can use the number keys on your remote as a short cut. It's even quicker.

That's the skill factor done – Home, Up, Down, numbers, OK.

## What do you fancy watching?

There are two ways to watch Virgin TV.

### Either:



- Watch live TV, on a whole range of channels.
- Or pick from our massive library of TV, Film and Music On Demand.

That way you get the best of all worlds – top live TV and a massive stash of the best comedy, drama and film On Demand.


## How to choose channels

If it's live TV you're after, there are 3 easy ways to find out what's on.


### Use the TV Guide

The TV Guide shows every channel available. Any channels that you aren't subscribed to will be greyed out. Press Home  or Guide  and choose **TV Guide** to get a complete picture of what's on when. Flick to **page 12** to find out more.

### View the Mini Guide

The Mini Guide shows you what's on a particular channel now and next. You can make the Mini Guide appear and disappear by pressing TV  on your remote control. For more on the Mini Guide, flick to **page 12**.

### Create your own TV Guide

If you find you watch some channels more than others, you can create your own tailor-made TV guide using the Favourites button  – that shows what's on your favourite channels at a glance. Find out how by turning to **page 13**.

### On Demand

As a Virgin TV customer, you have a whole stash of top quality TV, films and music to dip in and out of when you want to.

Any chargeable On Demand content is available for 24 hours from purchase time. When you go to the On Demand menu it shows the price of the content.

#### Virgin Central

Virgin Central gives you a taste of what's available On Demand, from the best comedies to cutting edge drama. It's available – free – to all our TV customers. Flick to **page 14** to find out more.

#### Catch Up TV

Catch Up TV stores the pick of the last seven days of TV so you can watch it now – or later. This includes programmes from BBC iPlayer and 4oD that you can watch whenever it suits you best. It's also available – free – to all our TV customers. Find out what you've been missing on **page 14**.

#### TV Choice

TV Choice means you can take your pick from the virtually inexhaustible library of great dramas, cutting edge comedy and award winning documentaries. If you're on our **XL** TV package, it's included in your subscription too, so you can watch as much as you like. Check it out on **page 15**.

#### Movies

Who wants to trek off to the video store, or wait for the next DVD to arrive by post, when you can hire a film without even leaving your sofa? There are over 500 films to choose from, including the latest blockbusters and classics. Everyone can get them and you only pay for what you watch. Find out more on **page 14**.

#### Music

Think of your Set Top Box as your own personal music player. There are over 1000 music videos, plus a whole range of concerts from artists such as Beyoncé or Bob Marley to choose from. If you're on our **XL** package, you can watch as much as you want. If you're on our **L** package or **M** package, you can pay-per-play. Find out more on **page 14**.

#### Live Events

Fancy catching the big fight live? You can with Virgin Media. Events such as pay-per-view boxing or wrestling are available through our On Demand menu. Just go to **More On Demand**, then choose **Live Events**.

### Pausing and Rewinding On Demand

There you are, feet up, enjoying a rip roaring action flick on Movies on Demand and the phone rings. You could ignore it or you could pause the action with one touch of a button. You can also rewind and fast forward to your hearts content. Here's how:

- Press **pause** (⏸) – to stop the action.
- And then press it again to resume.
- Press **rewind** (⏮) – if you've missed a bit.
- Press **fast forward** (⏭) – to skip stuff.
- Press **stop** (⏹) – to leave the On Demand video.

### Setting your PIN

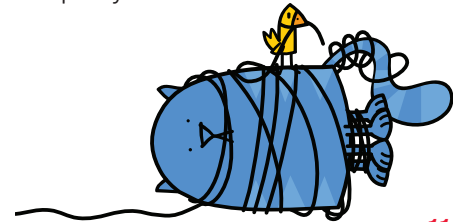
To watch some TV programmes and films On Demand, you'll need to enter a PIN first. That's because some content is only suitable for over 12s, over 15s or over 18s. If you want to set extra Parental Controls on your account, you can. We can show you how on **page 17**.

It is really important to protect the little ones with an appropriately secure PIN. When your Set Top Box is set up, you can agree your new PIN with the installer when they visit, or if you don't, it defaults to either '1234' or '0000'. If you'd like to change it again, here's how:

- Press Home (Home) or Guide (Guide).
- Choose **Settings**.
- Select **Change your PIN**, enter your existing PIN and follow instructions from there.

Just to let you know, if you accidentally enter the wrong PIN more than three times, your TV account will be locked. If this happens, wait 15 minutes and try again. If your PIN still won't work, call our team using the contact details on the back page of this guide.

Sky Movies may be broadcast with compulsory PIN access.



# CHOOSING CHANNELS

## 3 EASY WAYS TO WATCH WHAT YOU WANT

### 1. TV Guide

Your complete guide to what's on when. If you'd like to check out what's on for the remainder of the day, you can get the complete picture by using the TV Guide.

To use the TV Guide:

- Press Home **Home** or Guide **Guide**.
- Then choose **TV Guide** from the menu to see all the channels.
- Just scroll up and down and press OK **OK** to select what you want to watch.
- It'll show you what there is to watch during the remainder of the day, by pressing the right arrow.
- If you want to find out more about a programme, just press info **i** on the remote. Then press info **i** or OK **OK** to make it disappear.

You can move up and down through entire pages by pressing red **Red** or green **Green** button. It's heaps faster.



### 2. Mini Guide

A handy guide for channel-hoppers. We've got a mini version of the TV Guide, too. It appears each time you change channel to show you what's on now and next.

You can also make the Mini Guide appear (and disappear) anytime you like by pressing TV **TV** on your remote control.

What's good about the Mini Guide?

- You can use the Mini Guide to check what's on other channels, without actually changing channel. Just press the left and right buttons on your remote. If you see something you'd like to watch, just press OK **OK** to get straight there.
- If you're wondering what's on the same channel later, just use the up and down buttons to scroll through the schedule.
- You can also get info about the programmes by pressing the info **i** button.

If you like to be organised, you can use the Mini Guide to remind yourself about a programme before it starts. Just open the Mini Guide, select the programme and press OK **OK**. There are two options – a simple alert reminder, where an info box pops up on screen just before the programme starts, or a reminder which switches channel automatically when the show starts. How clever.

### 3. Favourites

Create your own TV guide.

If there are some channels you watch more than others, you can create a list of your favourite ones. It works just like a tailor-made TV guide, showing you only what's on your favourite channels. Your Favourites also work like shortcuts, letting you get straight to the TV you want to watch without having to scroll through the rest of the channels.

Setting your Favourites:

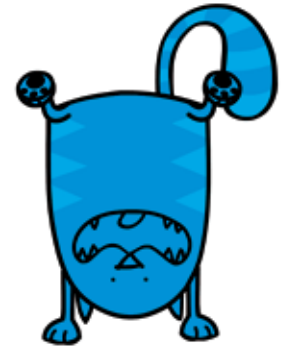
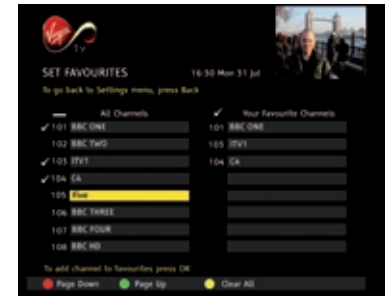
You can add or remove channels from your Favourites any time you like, via the Home Page.

- Press Home **Home** or Guide **Guide**.
- Choose **Settings**.
- Select your favourite channels from the list then press OK **OK** to add them and OK **OK** to remove them.

Using Favourites:

There are two easy ways to use your Favourites.

- Either press Favourites **Fav** on your remote or press red **Red** when you're in the Mini Guide.
- Then use the Up, Down, Left and Right arrow buttons to scroll through them.
- And press OK **OK** to skip straight to that channel.



# ON DEMAND

500 FILMS, 1000s OF TV SHOWS AND MUSIC VIDEOS

## Virgin Central

**Drama. Comedy. Kids. Action.**  
**Your taste of TV On Demand now.**  
**On Virgin Media. All free.**  
 Wondering what this TV On Demand business is all about? Well, Virgin Central gives you a taste of what you can find On Demand, on your Virgin TV, right now. You can catch the very best dramas, cutting edge comedy, top kids' programmes and award-winning documentaries, now. Plus you can watch them all – back to back. The best thing is – it's all absolutely free.  
**To watch Virgin Central, flick to channel 119 and press red ● or find it in More On Demand.**

## Catch Up TV

**Watch the pick of last week's TV now.**  
 Sometimes we're just too busy to get home for our favourite programmes. Catch Up TV stores the pick of the last 7 days of TV so you can watch it now – or later. This includes programmes from BBC iPlayer and 4oD that you can watch whenever it suits you best. Catch Up TV doesn't cost a penny extra either.  
**Option two from your TV Home Page.**



## Movies On Demand

**500 films all starting now – as soon as you press play.**  
 Fancy a film? It's never been this easy, and you don't even have to move. Take your pick from over 500 films right away – without even having to leave the sofa. The clever thing is they all start as soon as you press play. Plus, you can pause and rewind them – just like a DVD.  
 All our TV customers can get films On Demand. You only pay for what you watch and we'll always tell you clearly how much each film costs, so there won't be any surprises on your bill.  
**Option three from your TV Home Page.**

## Music On Demand

**1000s of music videos at your beck and call.**  
 Why wait for your favourite videos to get played on the music channels when you could play them anytime you like with Music On Demand. From old skool classics to the best new bands, you can take your pick of our music video collection. Watch them one by one, or choose a whole playlist to provide the beats.  
 If you're on our **XL** package, watching music videos On Demand is free. If you're on our **L** package or **M** package, you can watch as many as you like on a pay-per-play basis.  
**Option four from your TV Home Page.**

## TV Choice

**Introducing Virgin Media's virtually inexhaustible library of TV shows – on now.**  
 Feel like some comedy? Flick over to TV Choice On Demand now and take your pick from cutting edge comedy, great dramas and award-winning documentaries from channels such as those below. Plus you can watch them all back to back.



If you're on our **XL** package, TV Choice On Demand is free. If you're on our **L** package or **M** package, you can watch as much TV Choice as you like for £7\* extra each month. Find out how online at [virginmedia.com](http://virginmedia.com) or by calling us on the number on the back page of this guide.

**Option five from your TV Home Page.**

## How much it costs



	<b>M</b>	<b>L</b>	<b>XL</b>
<b>VIRGIN CENTRAL</b>	Free	Free	Free
<b>CATCH UP TV</b>	Free	Free	Free
<b>TV CHOICE</b>	Watch as much as you like for £7 extra per month.	Watch as much as you like for £7 extra per month.	Free
<b>MUSIC ON DEMAND</b>	Pay-per-play from 20p	Pay-per-play from 20p	Free
<b>MOVIES ON DEMAND</b>	Pay-per-film from £1.50	Pay-per-film from £1.50	Pay-per-film from £1.50

\*price correct at time of print



# INTERACTIVE SERVICES

## MAKE YOUR TV DO MORE

Your Virgin TV brings you even more than top telly. It opens a whole world of gaming, news and info. See for yourself by pressing Home  or Guide , selecting **Interactive** and taking your pick!

Think of it as a special area of interactive content, designed just for your telly. You'll find things in here that are designed only for Virgin Media customers.

Access to the Interactive area is completely free and the best thing is, you don't need to use your telephone line to receive it.

So take a look around and see what takes your fancy. Lots of it is free and if you do have to pay for extra bits and bobs



it'll always tell you clearly how much this costs before you proceed.


You'll pay for these bits through your Virgin Media bill or, in some cases, directly and securely through the interactive area of your telly using your credit card.

There are tons of games where you can win prizes, plus a selection of bookmakers and casino games. You'll also find local and national news, and some local councils also have their own sites, where you can keep up to date with your local area – and even book a doctor's appointment or look at the job pages.

# RED BUTTON

## GET READY FOR ACTION

Whenever you see the red button or another on-screen prompt appear on your TV, you can press red  on your remote and go interactive. If you prefer, you can make it disappear by pressing blue . There's loads to discover; On Demand music and TV, not to mention different broadcast options, including BBC iPlayer, which shows the last 7 days' BBC programmes for free.

Pressing red  doesn't cost you a penny, it just takes you to a menu of interactive services – and if these do cost anything, it'll be clearly marked so you can stop whenever you want.





**Press the red button and set the music free**

# SETTING YOUR PIN

## GET PROTECTED



To give absolute peace of mind, your Virgin TV uses a PIN protection system to confirm purchases and limit access to certain channels and On Demand services. When your service is installed your PIN will be set to a default of either 0000 or 1234. We advise you to change your PIN to a number that you can remember.


### To change your PIN:

- Press Home  or Guide .
- Select **Settings**.
- Select **To change your PIN**.
- You will be asked for your old PIN, and then to input your new one twice.
- A screen will appear to confirm that your PIN has changed.





### Restricting access with Parental Control

If there are certain programmes and services you'd like to restrict access to, you can with Parental Control.

- Press Home  or Guide .
- Choose **Settings**.

- Choose **Parental Control Settings**.
- Enter your PIN.
- The Parental Control screen will show you what measures you can put in place to protect your little people.
- When you have made your changes, press OK  to save and return to the **settings** menu.


### Locking and unlocking TV channels

- Press Home  or Guide .
- Choose **Settings**.
- Select **Locked Channels**.
- Enter your PIN.
- Select the channels you'd like to lock or unlock by pressing OK .
- You can also hide all adult channels by pressing yellow .
- Press back to keep your changes and exit.

# USING SUBTITLES

## GETTING THE FULL PICTURE

### To turn subtitles on:

- Press TV to show the Mini Guide and press the blue button  to switch them on or off.

# HAVING PROBLEMS?

## LET'S FIX THEM FAST

If things have gone wrong with your TV, here's a set of quick fixes that may help you solve the problem straight away.

### Is the Set Top Box frozen or failing to load?

Try rebooting your Set Top Box by holding down the power button for 5 seconds. If this doesn't work, it might be because your Set Top Box has overheated, possibly because it has not been kept well ventilated. Make sure it's in a cool area and avoid putting anything on top of it (like the DVD player). If it does feel hot, turn it off and let it cool down.

### Can't get your channels?

Then it might be that your Smart Card has been pulled out or is not sitting properly in its slot. This card looks like a credit card and fits into slots in front of the Set Top Box. Make sure that the arrow is facing in and the gold chip is facing down.

### Picture gone funny?

If the picture appears blue, green or red, that's because your scart connection lead is loose – make sure it's pushed in tight at both ends.



### PIN won't work?

If you've tried the correct PIN a couple of times, it could be that one of your family has changed your PIN. If you'd like to change your PIN, just flick to **page 17** to find out how.

### Remote control misbehaving?

If the remote control isn't working or starts to do things it shouldn't, this could mean your batteries are flat.

It's also worth making sure that there's nothing blocking or interfering with the path of the infra-red signal.

If you have any more questions go to Home  or Guide  and select **Help & Info**.



of this user guide, meanwhile there are some useful buttons on the front of the box to keep you going.

### Do I need an analogue aerial?

No, we'll deliver your channels through cable, so you won't need your old TV aerial anymore. However, if you want to record

onto VHS/DVD-R whilst watching another channel you will still need the channels received by the aerial on your roof. A much better solution would be to upgrade to our V+ service where you can record two channels directly onto your V+ Box whilst watching a third. It makes recording so much easier and you'll never need to set a video to record again! If you do not have a V+ Box give us a call on **0845 454 1111**.

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

- Press Home  or Guide .
- Select **Help & info**.
- Select **Help** with your remote control.
- Follow the instructions on screen.

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

Yes, we can send one of our expert installers round to help move it for a small charge. Don't forget you can also add up to 2 more Set Top Boxes if you like.

### What happens if I move house?

We can check if your new home supports Virgin Media services. Just visit [virginmedia.com](http://virginmedia.com) enter your new postcode and see.

## Last but not least

### The safety bit.

Your Set Top Box fully complies with international safety standards.

### Warning.

Remember that if you touch the mains electricity, you can receive a severe electric shock that can kill. To avoid accidents, follow these simple rules to look after your box:

- For your safety, never remove the top of the Set Top Box.
- Make sure all electrical connections are secure.
- Before you plug the Set Top Box into the mains and switch it on, connect all the leads from it to your TV, video and any other equipment.
- Similarly, if you need to disconnect equipment from your Set Top Box, switch the power off and unplug the Set Top Box from the mains first.
- Don't ever try to disconnect your Set Top Box from the Virgin Media cable connection.



### The perfect place for your Set Top Box.

- Place it somewhere well ventilated, not too damp, cool or hot.
- Don't let anything cover the top of the Set Top Box.
- Make sure there are no drinks, vases or anything that might spill near it either.

### Your Set Top Box and the mains supply.

If you look at the label on the base or back panel of the Set Top Box, that tells you the correct mains supply for it. Don't connect the box to a different supply. The lead supplied with the Set Top Box comes ready fitted with a plug and has a connector at the other end. Connect the Set Top Box to the lead before putting it into the mains socket.

If you want to disconnect the Set Top Box from the mains, it's important to unplug the lead from the mains before removing the connector from the Set Top Box. If you are in any doubt about the mains lead, plug or connection, contact a qualified electrician.

If you have any more questions go to Home  or Guide  and select **Help & Info**.

# YOUR QUESTIONS ANSWERED

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

Just give us a call on the number on the back of this user guide. We'll sort you out as quick as we can.

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

No problem, you can buy another one by calling us on the number on the back