



Broadband Set-up Instructions

Microsoft Windows Vista Help and advice

Hello and welcome

We've put together some useful information and advice to help get your brilliant Virgin Broadband service set up when using Vista.

Here you'll find everything to get yourself online in no time at all.

And, if you need more information or any help at all call us for free on **151** from a Virgin Media landline (or **0845 454 1111** from any other phone¹).

So, have fun and don't forget to visit us at **www.virginmedia.com**

¹Calls cost no more than 5p from Virgin Media landlines (plus 6p connection charge).

Calls from mobiles and other networks may vary.

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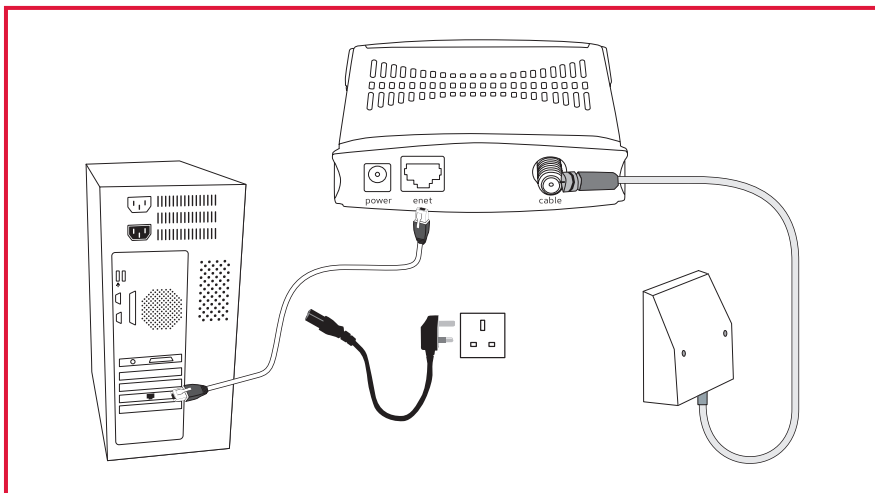
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Getting connected

Getting your PC connected using an ethernet cable couldn't be simpler, just follow our four easy steps and you'll be surfing in no time.

Step 1

Plug one end of your ethernet cable into the back of your cable modem, and the other end into the back of your PC. Then ensure the power cable and coaxial cable are connected to your cable modem and switch the power on, just like in the diagram below:



Step 2

Now turn on your PC.

Step 3

Next double click on Internet Explorer on your desktop or click on **Start > Internet Explorer**. You'll now need to type <https://autoreg.autoregister.net> into your address bar and then hit enter. Now select the 'Broadband' button.

Step 4

Once you've done this, follow the on screen instructions to set up your account. This will include creating an e-mail address, password and a security question.

You'll need to have to hand the letter we sent you with your PIN, surname & serial number. This was sent to you separately. If you don't have the letter, then give us a call free on **151** from a Virgin Media landline (or on **0845 454 1111** from any other phone).

Note: You'll notice your email address is **@ntlworld.com**. We'll be changing this soon to **@virginmedia.com**, just like you'd expect. Before we do it, we'll send you an email giving you all the information you need to know about the change – and letting you know if there's anything you'll need to do.

Step 5

Once you've set up your account, you'll be online and ready to go. Check out www.virginmedia.com and see what the internet is all about.

You can now start using your email account, either logging on via Webmail or by setting-up Windows Mail. Check out the **Useful Links** section of this guide for more details.

You can make a note of your username and password here:

Username:

Password:

Staying secure

At the moment we're working really hard to make PCguard, our security software fully compatible with Microsoft Vista. We're not quite there yet, but as soon as we are we'll be in touch.

In the meantime, once you've completed your Virgin Media registration, we strongly recommend that you protect your computer from potential viruses or hackers. You can do this by checking that the following are switched on in your Windows Security Centre:

- Firewall – to help stop unauthorised access to your PC.
- Virus Protection – to make sure all your emails and files are free from viruses.
- Automatic Updates – to make sure your PC is up to date with the latest fixes from Microsoft.

For more information on security, go to www.microsoft.co.uk and click on Security and Updates. You'll find loads about staying safe online, and details on the added security features available with Windows Defender.

Get PCguard

Don't forget we'll be making PCguard available for Windows Vista in the very near future. Once we have, you'll be able to download it free of charge, and benefit from your own personal firewall, plus a blocker to shield you from annoying pop-up advertising – check out our website soon.

Plus, if you have our L or XL package, you'll get an extra level of protection for your family with PCguard Total.

Go to www.virginmedia.com/pcguard to find out more.

Useful links

You can find out more on all aspects of your Virgin Broadband service at www.virginmedia.com in the following sections:

- Help & Support – www.virginmedia.com/help – Here you'll find the answers to loads of Frequently Asked Questions and ways to troubleshoot problems.
- Web Mail – <http://email.virginmedia.com> – The place to learn what Web Mail is and how to start using it.
- Windows Mail – www.virginmedia.com/vista – Full instructions on setting up Windows Mail to receive your emails.
- Forgotten password? Simply give us a call free on **151** from a Virgin Media landline (or call **0845 454 1111** from any other phone) and we'll reset it for you.

And, if you want more information on Microsoft Vista and how to make the most of its features go to www.microsoft.com/windows, then select **Products > Windows Vista**.

Technical support

Need a little help? No problem, just give us a call free on **151** from a Virgin Media landline (or on **0845 454 1111** from any other phone). We'll get you up and running with an e-mail address and solve any connection problems you have.

That's everything. Job done. You're ready to go.

Enjoy!