Error codes and troubleshooting

Virgin media Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1001	Connection error	The Hub can't connect to the internet. Please check the cables are securely connected, then try restarting the Hub. For more info and help, visit virginmedia.com/tvcode	**Step 1. Check your Hub's connections** Make sure the white cable from the wall socket to the Hub is tightly connected. **Step 2. Check your Stream box's connections** See if your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi or Ethernet connection – make sure your Stream box is still connected to the internet. **Step 3. Still having issues? Try rebooting the Hub** Just turn it off, wait a bit and turn it back on again. That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1002	Connection error	The Hub can't connect to the internet. Please check the cables are securely connected, then try restarting the Hub. For more info and help, visit virginmedia.com/tvcode	**Step 1. Check your connections** Make sure your HDMI and power cables are tightly connected to the Stream box. Then check that your Ethernet cable's connected to the Stream box and the Hub. **Step 2. Reboot the Hub** Just turn it off, wait a bit and turn it back on again. That should do the trick. Can you watch TV now? Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1003	Download error	Unable to download software update. For help, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS1004	Connection error	Please contact us for help fixing this issue. Call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS1006	Download error	NA	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.

∞ **Stream**

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CS1010	Settings retrieval error	We couldn't pull up your settings. Please try again by rebooting the Stream box. If this issue continues, call 150 from your Virgin Media phone, or **0345 454 1111** from another network. For more info and help, visit virginmedia.com/tvcode	
CS1011	Account error	We're unable to retrieve your account details. Please contact us.	
CS1020		Unable to download the software update. Please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS1021	Download error	If the problem persists, call **150** from your Virgin Media phone, or **0345 454 1111** from another network	

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1022	Download error	Unable to download the software update. Please check your internet connection. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Step 1. Check your Hub's connections** Make sure the white cable from the wall socket to the Hub is tightly connected. **Step 2. Check your Stream box's connections** See if your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi or Ethernet connection – make sure your Stream box is still connected to the internet. **Step 3. Still having issues? Try rebooting the Hub** Just turn it off, wait a bit and turn it back on again. That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ **Stream**

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CS1023	Download error	Unable to download the software update. Please try again by rebooting the Stream box. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**You'll need to reboot your Stream box – here's how:** 1. Unplug the power cable from the Stream box 2. Leave it unplugged for one minute 3. Plug the power cable back in 4. Turn your Stream box back on That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. Don't forget you can also watch Stream on your mobile or tablet at home or on the go wherever there's a WiFi or data connection in the UK – with our Virgin TV Go app. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1025	Hardware error	Unable to download the software update. Please try again by rebooting the Stream box. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS1026	Download error	Unable to download the software update. Please try again by rebooting the Stream box. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**You'll need to reboot your Stream box – here's how:** 1. Unplug the power cable from the Stream box 2. Leave it unplugged for one minute 3. Plug the power cable back in 4. Turn your Stream box back on That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS1027	Configuration error	Unable to configure. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS1028	Download error		
CS1150	Hardware error	There might be a problem with the Stream box's hard drive. Please try rebooting your box. If the problems continues, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**You'll need to reboot your Stream box – here's how:** 1. Unplug the power cable from the Stream box 2. Leave it unplugged for one minute 3. Plug the power cable back in 4. Turn your Stream box back on That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ **Stream**

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CS1151	Hardware error	Unauthorised hardware detected. For help, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS1160	Provisioning error	Sorry, there's a temporary issue with displaying your TV channels. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2000	Channel failed	We're currently unable to show this channel. Please check your cables, reboot and then try again. For more info and help, visit virginmedia.com/tvcode	**You'll need to reboot your Stream box – here's how:** **1.** Unplug the power cable from the Stream box **2.** Leave it unplugged for one minute **3.** Plug the power cable back in **4.** Turn your Stream box back on That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.
CS2001		We're sorry, but due to a temporary hiccup at our end, we can't show your channel at the moment. If the problem continues, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2002	Channel failed	We're currently unable to show this channel. Please check your cables, reboot and then try again. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**You'll need to reboot your Stream box – here's how:** **1.** Unplug the power cable from the Stream box **2.** Leave it unplugged for one minute **3.** Plug the power cable back in **4.** Turn your Stream box back on That should do the trick. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.
CS2005		Due to low bandwidth, you're not able to watch this channel. Visit Diagnostics to help find and sort the problem.	**Check your internet connection** You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2010	Channel failed	We're sorry, but due to a temporary hiccup at our end, we can't show your channel at the moment. If the problem continues, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2012		Sorry, but there's an issue with this channel at the moment. Please try again later. If the problem continues, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2014		Sorry, but due to an issue with this channel, you can't wait it at the moment. If the problem continues, please call 150 from your **Virgin Media** phone, or **0345 454 1111** from another network.	
CS2017			
CS2050	Data retrieval error	Sorry, we're currently unable to fetch this information for you. Please try again later.	

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2100	Player failed	Sorry, but due to a playback error we're returning you to live TV. Please try again later. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2105	Low bandwidth	Due to low bandwidth, we're having trouble playing this content. Visit Diagnostics to help find and sort the problem.	**Make sure you're getting the best internet connection to the Stream box** The internet connection to your Stream box slow. This might affect the quality of your TV. Check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. If you're using a wired WiFi booster, please make sure: • The booster's plugged directly into the wall • The booster isn't too far from the Hub • Other devices aren't plugged in near the booster **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2107	Action not possible	This isn't possible at the moment. Please try again later. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2111	Playback not possible	Sorry, but due to a playback error we're returning you to live TV. If the problem continues, please call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2112			
CS2114			
CS2117			
CS2118			
CS2130	Function not possible	This function isn't working due to an issue with your Stream box storage. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9031	WPS connection failed	Press and hold the Power button on the Stream box for 10 seconds or choose a different type of connection.	**Please try to connect to WiFi again** Either press the WPS button on your Hub or manually enter your password to reconnect to WiFi. If these don't work, please use the Ethernet cable provided to connect the Stream box directly to the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.
CS9040	Weak connection	Your current connection is too weak. You could try connecting through Ethernet instead. All you have to do is plug one end of the Ethernet cable into your Stream box and the other end into your Hub.	**Get the best connection with an Ethernet cable** The internet connection to your Stream box is slow. To get the best connection possible, we recommend using an Ethernet cable to connect the Stream box to the Hub.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9041	Weak connection	The Stream box is connected to WiFi, but the signal is weak. This might affect the quality of your experience. For more info and help, visit virginmedia.com/tvcode	**Check you're getting the best internet connection to the Stream box** The internet connection to your Stream box is slow. This might affect the quality of your TV. Check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. If you're using a wired WiFi booster, please make sure: • The booster's plugged directly into the wall • The booster isn't too far from the Hub • Other devices aren't plugged in near the booster **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9042	Weak connection	The Stream box is connected by Ethernet, but the connection is slow. This might affect the quality of your experience. If you're using a Wired Booster, please check: 1. The Booster is plugged directly into the wall. 2. The Booster isn't placed too far from the Hub. 3. Other devices aren't plugged in near the Booster. For more info and help, visit virginmedia.com/tvcode	**Check you're getting the best internet connection to the Stream box** The internet connection to your Stream box is slow. This might affect the quality of your TV. Check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. If you're using a wired WiFi booster, please make sure: • The booster's plugged directly into the wall • The booster isn't too far from the Hub • Other devices aren't plugged in near the booster **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

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CS2004	Channel failed	360 - Due to low bandwidth, we're returning you to live TV. Visit Diagnostics to help find and solve the problem Stream - Visit Diagnostics to help find and solve the problem.	**Step 1. Check your connections** Make sure your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. **Step 2. Reboot the Hub** Just turn it off, wait a bit and turn it back on again. **Step 3. Try connecting via Ethernet if you haven't already** To get the best connection possible, we recommend using an Ethernet cable to connect the Stream box directly to the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2305	Playback not possible	Due to low bandwidth, we're having trouble playing this title. For more info and help, visit virginmedia.com/tvcode	**Step 1. Check your connections** Make sure your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. **Step 2. Reboot the Hub** Just turn it off, wait a bit and turn it back on again. **Step 3. Try connecting via Ethernet if you haven't already** To get the best connection possible, we recommend using an Ethernet cable to connect the Stream box directly to the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. Don't forget you can also watch Stream on your mobile or tablet at home or on the go wherever there's a WiFi or data connection in the UK – with our Virgin TV Go app. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ Stream

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CS2307	Action not possible	This isn't possible at the moment. Please try again later. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2311	Playback not possible	There's currently a problem playing this title. Please try again later, or try another title. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2312			
CS2314			
CS2317		Sorry, this service is temporarily unavailable. Please try again later. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

∞ **Stream**

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2318	Playback not possible	There's currently a problem playing this title. Please try again later, or try another title. If the problem continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2500		There's currently a problem playing this programme. Please try again. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2505		Due to low bandwidth we're having trouble playing this programme. Visit Diagnostics to help find and sort the problem.	
CS2507	Action not possible	This isn't possible at the moment. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS2511	Playback not possible	There's currently a problem playing this programme. Please try again. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS2512			
CS2514		There's currently a problem playing this programme. Please try again. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	
CS2517		Sorry, this service is temporarily unavailable. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2518		There's currently a problem playing this programme. Please try again. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

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CS2400	App isn't accessible	Sorry, the app isn't launching at the moment. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS2401	App store unavailable	Sorry, the app store isn't available at the moment. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS3200	Content unavailable	Sorry, this content is unavailable. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS3300	Service unavailable	Sorry, this service is temporarily unavailable. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	

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CS3400	Content unavailable	Sorry, this content is unavailable. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	
CS4100		Sorry, there seems to be a temporary problem. Any movies or series you rented aren't available right now. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.
CS4101	Ordered events not available	Sorry, there seems to be a temporary problem. We can't display any events you ordered right now. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	

∞ **Stream**

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS4200		Sorry, your transaction can't be completed due to a hiccup at our end. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network. For more info, go to virginmedia.com/help	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you
CS4205	Purchase failed	Due to low bandwidth, you won't be able to watch this in Ultra HD quality. Visit Diagnostics to help find and sort the problem, or if possible, choose a lower quality.	**Make sure you're getting the best internet connection to the Stream box** The internet connection to your Stream box is slow. Check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. If you're using a wired WiFi booster, please make sure: • The booster's plugged directly into the wall • The booster isn't too far from the Hub • Other devices aren't plugged in near the booster If these don't help, please get in touch with us. We'll run some extra checks to get Stream back up and running again for you.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9006	Connection problem	This is stopping your Stream box features from working. Please check the Ethernet cable to your box is properly connected at both ends, and isn't damaged. Select 'Network setup' for help or to switch to WiFi connection instead. You can still watch live TV by selecting 'Continue to TV'.	**Make sure you're getting the best internet connection to the Stream box** The internet connection to your Stream box is slow. This might affect the quality of your TV. Please check that your Ethernet cable is securely connected to the Stream box and the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

∞ **Stream**

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9005	Connection problem	The WiFi connection between the Stream box and WiFi network has failed. This is stopping your box features from working. We recommend connecting your box to your Hub by Ethernet instead. Or you can try to repair your WiFi connection. Select 'Network setup' for step-by-step help. You can still watch live TV by selecting 'Continue to TV'.	**Make sure you're getting the best internet connection to the Stream box** The internet connection to your Stream box is slow. Check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using a wired WiFi booster, please make sure: • The booster's plugged directly into the wall • The booster isn't too far from the Hub • Other devices aren't plugged in near the booster **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

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CS9031	Connection failed	Press the power button on the Stream box for 10 second to put the TV box in pairing mode and choose a different connection type.	**Please put the Stream box into pairing mode** Press OK on the Stream remote to put the Stream box into pairing mode for another 2 minutes, or pick a different connection type. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. Don't forget you can also watch Stream on your mobile or tablet at home or on the go wherever there's a WiFi or data connection in the UK – with our Virgin TV Go app. No **Please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.
CS9993	Connection problem	Sorry, some services are temporarily unavailable. We're working hard to fix the issue. Please try again later.	**Sorry about this** Some services are temporarily unavailable. We're aware of the issue and are working hard to fix it. Until it's sorted, you can use the Virgin TV Go app to continue streaming on your mobile or tablet at home or on the go, wherever there's WiFi. Please try again later.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9994	Connection problem	Your Hub isn't connected to the internet, which means many of your Stream box features won't be working properly. Please check the cables from your Hub are securely connected. If this doesn't fix the problem, try restarting your Hub. For more info and help, visit virginmedia.com/tvcode	**Step 1. Check your connections** Make sure your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. **Step 2. Reboot the Hub** Just turn it off, wait a bit and turn it back on again. **Step 3. Try connecting via Ethernet if you haven't already** To get the best connection possible, we recommend using an Ethernet cable to connect the Stream box directly to the Hub. Can you watch TV now? Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. Don't forget you can also watch Stream on your mobile or tablet at home or on the go wherever there's a WiFi or data connection in the UK – with our Virgin TV Go app. No Please head to virginmedia.com/help/diagnostics/i-can-t-watch-my-tv for more help. **If you still can't solve the issue, please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9995	Connection problem	The Stream box isn't connected to your WiFi network. To reconnect through WiFi, go to Network setup. You can also try connecting by Ethernet cable.	**Check your internet connection** Make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics.

∞ **Stream**

Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS9996	Connection problem	You don't have an Ethernet connection between the Stream box and your Hub. Check the cables are securely connected, or try to reconnect in Network setup. For more info and help, visit virginmedia.com/tvcode	**Step 1. Check your connections** Make sure your HDMI and power cables are tightly connected to the Stream box. Then check your WiFi connection and make sure your Stream box is still connected to your home WiFi network. You can do a quick diagnostic on your Stream box by heading to Settings, then Network and picking Diagnostics. If you're using an Ethernet connection, make sure that the cable is securely connected to the Stream box and the Hub. **Step 2. Reboot the Hub** Just turn it off, wait a bit and turn it back on again. **Step 3. Try connecting via Ethernet if you haven't already** To get the best connection possible, we recommend using an Ethernet cable to connect the Stream box directly to the Hub. **Can you watch TV now?** Yes Sweet! Now that's sorted, grab yourself a cuppa and enjoy Stream. Don't forget you can also watch Stream on your mobile or tablet at home or on the go wherever there's a WiFi or data connection in the UK – with our Virgin TV Go app. No Please head to virginmedia.com/help/diagnostics/i-can-t-watch-my-tv for more help. **If you still can't solve the issue, please get in touch with us.** We'll run some extra checks to get Stream back up and running again for you.

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Error code	What's wrong	What you'll see on your TV screen	How to troubleshoot
CS3500	Server unreachable	Sorry, this service is temporarily unavailable. Please try again later. If this issue continues, call **150** from your Virgin Media phone, or **0345 454 1111** from another network.	**Please get in touch with us** We'll run some extra checks to get Stream back up and running again for you.

Stream