



# Discover how to get more out of your connection

A quick guide to your  
Virgin Media Hub 3.0 and WiFi



# Contents

## The basics

- Six tips for winning WiFi 02
- Hub 3.0 LEDs explained 04
- WiFi card 05

## Setting up your Virgin Media Hub 3.0

- Connecting to your Hub 3.0 wirelessly 06
- Connecting to your Hub 3.0 manually 07
- Windows 10 setup 08
- Mac setup 09

## Other useful stuff

- Troubleshooting 10
- Jargon buster 11
- Meet The Inclusives 12

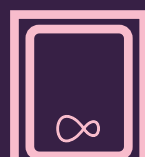
# Six tips for winning WiFi

Here's 6 simple tips to make sure you enjoy the full range and power of your new Virgin Media Hub 3.0



## Keep your Hub 3.0 upright

Your Hub works best when it's standing on its base, lights facing into the room.



## Don't tuck your Hub 3.0 away

Hiding your Hub in a TV cabinet or closed shelving can block your wireless signal. It's best out in the open.

10  
11  
12

## Switch channel with a reboot

Your Hub transmits signals on wireless channels in the 2.4GHz and 5GHz bands. If another gadget nearby is also using one of the same channels (for example, your neighbour's router), the two devices could be duelling it out for the airwaves. Turn your Hub off and switch it back on again. It'll automatically pick up the least congested channels, giving your Hub more room to do what it does best.



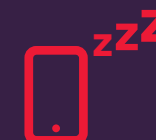
## Get a clearer signal

Interference can weaken your Hub's powers, so it's best to position it away from other electrical devices, like baby monitors and wireless speakers.



## Remember that some devices have limits

New devices tend to be better for wireless connectivity than older kit. But it isn't just about age – tablets and smartphones are a brilliant way to get online, but right now their small size means they can't quite keep up with newer computers when it comes to speed.



## Give your gadgets and gizmos a break

You can add so many things to your wireless network: computers, consoles, smartphones, TVs and even music systems. Just bear in mind that your WiFi is shared out between them, so if you've got a busy household it's probably better to download large files late at night, or download movies and music before you play them.

# Hub 3.0 LEDs explained

The lights on the front of your Hub tell you what's on and connected. Here's what each one means.

## Internet LED

This flashes during setup, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there's a problem. This light flashes green when the Hub's downloading a software update.

## WiFi LED

This flashes during setup, then stays green for 2 minutes when you're done. It isn't on during normal use, but turns red if there's a problem. This light flashes green if you press the WPS button.

## Base LED

Lights up when your Hub's turned on, then flashes and changes colour during set up. It's white during normal operation but turns red if there's a problem. If you spot any issues, try our Troubleshooting tips on page 10.

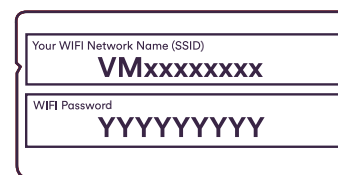
## WPS button

Pressing this button lets you use WiFi Protected Setup (WPS) to add a wireless device or computer to your network.



# Here's my card

It's always good to have your WiFi ID and password handy – so we've popped them on a removable card.



# Connecting to your Hub 3.0 wirelessly

Ready to get online? If your Hub's on, you're just a few easy steps from the action.

## Installed by our technician?

Your computer should already be connected to your Hub. Want to add another computer or device, like your tablet or smartphone? Just go to your device's wireless manager, find your SSID and enter your WiFi password (see page 5), or follow the instructions for your computer's operating system on the next few pages.

Try a wired connection by plugging one end of an ethernet cable into one of the four internet ports (marked INT 1-4) on the back of your Hub 3.0, and the other end into your computer or laptop. Or head to [virginmedia.com/help](http://virginmedia.com/help) for a hand.

## Did you plug the Hub in yourself?

When everything's connected and you've called the Virgin Media activation number, your Hub will take about 15 minutes to download the latest software and reboot itself. When that's done, it'll be online and broadcasting a wireless signal. All you need to do then is connect up and go. Don't forget, it can take about 30 minutes after you've called to activate your broadband service for it to go live.

If you're having any hiccups, check your QuickStart guide.

Remember: if you've already had broadband in your home you'll need to reconnect all your devices to your Hub. For example newer versions of alarms and energy monitors may connect to your broadband. If you're unsure, check the device instructions or contact the manufacturer.

# Connecting to your Hub 3.0 manually

Whether you're on Windows or a Mac, here's how to get going with WiFi on your machine.

## Windows 8 setup

### • Step 01

From the Start menu, move your mouse to the top right or bottom right corner of the Start screen. A side bar with 5 icons will appear.



### • Step 02

Click the icon at the bottom of the sidebar and your settings panel will pop open.



### • Step 03

Click the Available icon to show a list of WiFi networks, then choose your own WiFi network (its name will be on your Hub WiFi card – see page 5).



## Windows 10 setup

### • Step 01

From the Start menu, choose Settings, then Network and Internet. Or, click the Network icon in the notification tray right next to the clock.

### • Step 02

Choose the WiFi option to see available networks. One of these should be the network name printed on your Hub's WiFi card – see page 5.

### • Step 03

Click to choose your WiFi network, and tick the box saying 'Connect automatically' before you click Connect.

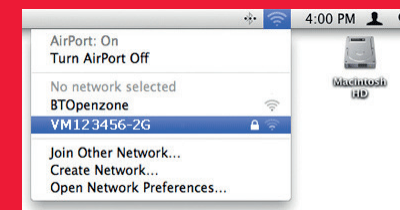
### • Step 04

Enter your WiFi password (it's also on your Hub's WiFi card), and click to confirm. That's it!

## Mac setup

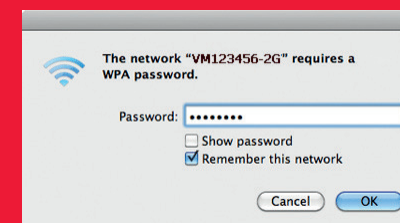
### • Step 01

First click the AirPort wireless icon in the top right of your screen, just near the clock. Can't see this icon? You'll want to connect to your Hub by going to Apple > System Preferences > Network > AirPort. Or, on older Macs, through Applications > Internet Connect. Your router should appear in the list as something like VM123456 (your actual network name will be on your Hub WiFi card).



### • Step 02

Click your network name. You'll then be prompted for the password printed on your Hub WiFi card, then click OK – and that's it! You're away.



# Troubleshooting

Your Hub 3.0's designed for plain sailing. But if you've noticed a dropped signal, there are plenty of easy fixes.

## 1. The old off-and-on trick

Turn everything off and wait 60 seconds. Then turn on the Hub again. Wait a few minutes while your Hub reconnects to the internet, then turn on your computer or device.

## 2. Check your connections

Have a quick look at all your cables and connections and make sure everything's firmly in place.

## 3. Got the right passphrase?

Have you entered your WiFi password correctly? Check the WiFi card that comes slotted into the base of your Hub. If you've changed your Hub's WiFi password, you'll need to log into the Hub's settings page from a connected device to look this up.

Details to access the settings page are printed on the base of your Hub.

## 4. Is your WiFi turned on?

Double-check that your computer's wireless is switched on. On a laptop, there might be a small side button. Some tablets and phones also give you the option to turn wireless on and off, or to go into flight mode.



## 5. Have a word with your WiFi manager

Your computer's Wireless Manager might not be set up properly. On Windows computers you can normally find your Wireless Manager by

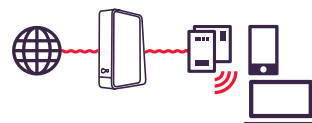
clicking the wireless icon in the bottom right-hand corner of your screen.

## 6. Wire it up

If you aren't having much luck with a wireless connection, try creating a wired connection (see page 6). When you're online, head to [virginmedia.com/help](http://virginmedia.com/help) for more help with your wireless connection.

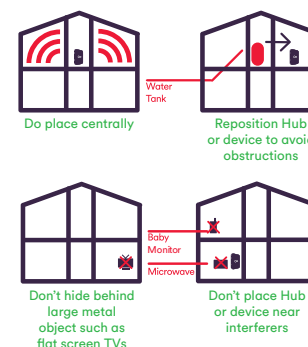
## 7. Add a bit more oomph

To improve coverage in hard-to-reach areas at home, try adding Powerline adaptors to your network. Take a look at [virginmedia.com/powerline](http://virginmedia.com/powerline) for more details.



## 8. Find the right spot for your hub.

Where you put your Hub can sometimes affect its wireless performance. A quick look at this handy picture should help you find the best location.



# Jargon buster

## Breaking down some broadband barriers

### SSID (wireless network name)

An SSID, or Service Set Identifier, is the network name attached to your Hub, and what you connect to with your computers and devices. You'll find the name of yours on the WiFi card at the bottom of your Hub.

### WiFi password

This is the WiFi password you'll be asked to enter when you've chosen your SSID.

### Settings page

Enter this web address into your browser to change Hub settings, like your SSID or WiFi password.



# Meet The Inclusives

Your new package is bursting with added value.  
And you can start enjoying these perks straight away.



## TV on the go

Stream the TV you love, wherever you are.

Grab the Virgin TV Anywhere, Sky Movies and Sky Sports apps, and you can stream your favourite stuff when you're out and about (or the kids are watching Frozen again). On your computer, tablet or phone, TV on the go means up to 120 live channels of free-roaming telly, wherever there's WiFi. You'll just need Virgin TV with the Virgin Media: TiVo® Service to enjoy it.



## F-Secure SAFE

Protecting your devices at home and on the go.

F-Secure SAFE protects up to 5 of your devices from viruses, identity theft and dodgy websites. And whether you're in the house or on the go, you're covered – it works on everything from PCs and Macs to your mobiles and tablets. Plus, it's free for a whole year – saving you £79.99.



## No charges for service and repairs

Superhero service and repairs as standard.

Unlike some, we won't charge you a bean extra to keep your equipment and services in tip-top condition. It's a peace of mind guarantee that if something goes wrong, you won't pay a penny more to have it sorted.



## Web Safe

Protecting your family online at home



## WiFi on the Underground

Stay connected in the capital at no extra cost



## Gadget Rescue

The UK's best value 24/7 tech support service

For more about The Inclusives, head to [virginmedia.com/theinclusives](http://virginmedia.com/theinclusives)

### Legal Stuff

**Virgin TV Anywhere:** Content depends on TV package. Not all channels available. Broadband/WiFi required. UK only. Maximum 2 devices. On Demand only available to M+ TV packages and above. Virgin TV Anywhere app: Compatible device required. End User License Agreement applies. Visit [virginmedia.com](http://virginmedia.com) for full terms and conditions. **Service & Repairs:** Excludes misuse/mistreatment. **Web Safe:** Web Safe will not automatically be set to on. Requires activation. Web Safe does not block all unsafe or inappropriate online content & is intended only to assist parents with keeping their family safe online. Virgin Media accepts no responsibility for personal online activity. **F-Secure:** Not available on BlackBerry. iOS compatibility coming soon. **WiFi on the Underground:** Activation required. WiFi services available in the station only. Use of WiFi is subject to Virgin Media's terms and conditions.



## Need a hand?



### Go online

Get top tips to keep your services purring at [virginmedia.com/help](http://virginmedia.com/help)

Find out how to get more out of your broadband at:  
[virginmedia.com/discoverbroadband](http://virginmedia.com/discoverbroadband)

Ask questions or join in discussions with our community  
of experts at [community.virginmedia.com](http://community.virginmedia.com)



### Talk to us

Call our team on 150 from your Virgin Media home phone or mobile,  
or dial 0345 454 1111\* from any other phone.

\*For details about how much it costs to call our team from a Virgin Media home phone,  
visit [virginmedia.com/callcosts](http://virginmedia.com/callcosts) Call costs from other networks and mobiles vary.



### 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, consider turning off your  
Hub 3.0 to save a little energy. Never use a wireless connection?  
You can switch it off by going to the settings page.