Virgin broadband

Wireless Set-up guide

Get going in a flash

Welcome to Virgin Wireless Broadband

This is a quick guide to help you get going with wireless broadband. There's no jargon in here, so you'll be surfing the net in no time.

Oh, and just a quick note to start off – please, please don't connect your cable modem to your wireless router until you're told to.

Thanks, and have fun with wireless broadband.

First things first

We know you're keen to get started, but before you start plugging everything in, take a minute to read through these instructions.

Whether you're a new customer setting up broadband for the first time, or an existing customer adding wireless to your set-up, this guide will help you get up and running in minutes.

Make sure you follow each step in the order listed, or you may have problems with your wireless service.

Note:

- Don't connect any PCs to your wireless router via wired 'Ethernet' connection before or during set-up, unless you are specifically instructed by the Installation Wizard.

- If you're an existing customer, the new set-up disk supplied with your wireless package should be used. From now on, don't use any previously supplied installer disks.

- Don't connect your wireless adapter to your PC until instructed by the Installation Wizard in **Step 4**.

- If you're adding a PC or laptop to an existing wireless network, go straight to **Step 4** and follow the instructions.

Before you begin

Make sure you have all the items below:

Ethernet cable
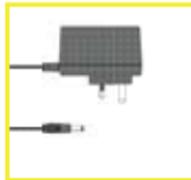
Router stand

Wireless set-up Guide and Wireless CD (cable)

for desktops (optional)

Your cable modem is not provided in this pack – it should've been installed separately.

[1] Optional item included only if ordered.

Setting up

Please make sure you follow each step in the order listed, or you may have problems setting up.

Step 1

Switch off the power at the wall to your cable modem.

Step 2

If your cable modem is connected to your PC, disconnect it. You no longer need this cable.

Step 3

Place your wireless router close to your cable modem and near a wall power socket, using the stand included if you want to.

Note:

Because connection from your PC to the router is wireless, the position you choose for the router can affect its performance. Here are some tips to find the best place:

- Keep as far away as possible from potential sources of interference (common sources are digital cordless phones, baby monitors and wireless video senders.)
- Where possible, position in line-of-sight of your PC – this should provide maximum performance.
- Place as high and clear of obstructions as possible.
- Keep a metre away from metal features such as sprinklers, pipes, metal ceilings, reinforced concrete and metal partitions.
- Keep away from large amounts of water such as fish tanks or water coolers.
- Thick walls and a large distance between the wireless router and your computer can affect signal performance.

Step 4

Now insert the Virgin Broadband Wireless Set-up CD into your computer's CD drive.

After a few seconds the Installation Wizard should appear. Follow the on-screen set-up instructions. When you click **Finish** on the final screen your wireless set-up is complete.

If the program doesn't start automatically, click on the **My Computer** icon on your desktop, or on the Start menu. In **My Computer**, double-click on the icon for your CD drive. Then double-click on setup.exe. The Wizard will then launch.

Note:

If you've ordered a wireless adapter (such as those shown) don't connect it to your PC until indicated by the set-up software.

Step 5

If you are new to Virgin Broadband you will need to run through broadband set-up after completing step 4, to get all the benefits that come with Virgin Broadband such as free email, free PC security suite, free webspace and much more. Follow the on-screen instructions that appear.

Congratulations!

You are now connected to Virgin Media Wireless Broadband.

Don't forget to remove the CD from your computer and keep it safely in its case with this Set-up guide – you'll need it if you want to add more computers to your wireless network.

Troubleshooting

If you encounter set-up or connection problems, here are some quick fixes.

Set-up problems

1. My Set-up CD hasn't started

Open Windows Explorer or My Computer on your PC and click on your CD drive (usually D) then double click on the file setup.exe

2. I already have a wireless enabled PC but the Set-up CD doesn't detect it

Our software supports many 54Mbps (802.11g) adapters/cards. If you have an older adapter/card (802.11b) then you'll need to upgrade it. We can provide them, please visit **www.virginmedia.com/shop** or call us on **0845 454 1111**

3. I need to set-up broadband and the on-screen instructions haven't appeared

If you're an existing broadband customer, you don't need to set-up broadband again – just start surfing wirelessly! For new broadband customers, on-screen instructions should have already appeared. If not, visit **http://allyours.virginmedia.com/wbbsetup**

Connection problems

1. Check your cables

Check that all your cables are correctly plugged into your cable modem, router and PC.

2. Restart all your equipment

Switch off the power at the wall to your wireless router and cable modem. Shut down your PC as well and wait for 20 seconds.

Now, restart your wireless router first by switching it on at the wall. Then switch the cable modem back on (when working properly, the power and internet lights on your router will be solid – though the Internet light may flicker occasionally) and most of the lights on your cable modem should be solid, this means that you have connection to the Internet. You may find that one or two may still flicker, this is normal and shows your modem is working.

Finally, restart your computer.

3. Check your wireless network details

Check that you have the correct wireless **Network Name** and **Password** entered into your Wireless Manager software. Often you can see your neighbours networks listed as well! If your **Network Name** and **Password** are wrong you won't be able to connect to the internet and will get a disconnect icon in the system tray.

4. If you see a disconnect icon in the system tray

The wireless signal has failed completely. If you get a signal when your PC is closer to the router, then go through **Step 3** of 'Setting up' on page 4 again to improve the performance. If this doesn't help, turn off your modem and router and shut down your PC. Wait for 20 seconds before restarting the modem first, then the router, and finally your PC.

General issues

Service Status Line

Any network service issues in your area will be announced on the Service Status line, call freephone **0800 561 0061**. When you get online, Service Status is also published on our website. Visit **www.virginmedia.com/status**

Broadband Technical Support

If you've tried all the above but you still get stuck, you can check the help section on our website at **www.virginmedia.com/help** or call our broadband technical support team on **0906 212 1111** [1]

[1] Calls are charged at 25p a minute from landlines plus 10p connection fee. (Calls from mobiles and some networks may vary.)

*That's everything.
But if you have any questions,
just call us.*

Customer Care
0845 454 1111 [1]

**For any network service issues please call our
Service Status Line**
0800 561 0061

or visit

www.virginmedia.com/status

For Broadband Technical Support please call
0906 212 1111 [2]

or visit

www.virginmedia.com/help

[1] Calls to this number cost no more than 5p per minute from your Virgin phone.
4p connection fee applies. (Calls from mobiles and other operators may vary.)
[2] Calls are charged at 25p a minute from landlines plus 10p connection fee.
Calls from mobiles and some networks may be higher.

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