



Stream

Let's get you set up.

Think inside the box

Before you jump in, take a look inside this box and get to know all the bits you'll need to set up Stream.

You should have:

- Stream box
- Stream remote (with batteries)
- HDMI cable
- USB power cable
- Power adaptor
- Ethernet cable

All good? Let's get started.



Your setup in 5 easy steps

Heads up

If you need to install your broadband as well, please do that first before you install Stream.

1 Grab the cables

First, the **HDMI cable**. Plug one end into the HDMI port on the Stream box and the other end into an HDMI port on your TV.

Next, the **power cable** and the **power adapter**. Plug one end of the power cable into the Stream box and the other end into the power adapter, then plug the power adapter into an electric socket. Make sure the socket switch is turned on.

2 Turn on your TV

Select the correct HDMI input using your TV remote.

3 Find the Stream remote

We've already popped some batteries in your new Stream remote, so it's good to go.

Once you see the welcome screen on your TV, that's your signal to pull the plastic tab out from the back of the remote.

4 Connect to WiFi

Select 'WiFi' and the WPS option on your Stream box, then press the WPS button on your Virgin Media Hub until the light flashes and press OK on your remote.

You can also do this manually by picking your WiFi network name and popping in your password.

Once that's all done, your installation is complete and you should see the home screen.

Psst!

If you're connecting Stream to the internet with an Ethernet cable, just pop one end of the cable into your Hub and the other end into the Ethernet socket on the Stream power adapter. Job done.

5 Sign up for My Virgin Media

My Virgin Media is the easiest way to add, cancel and keep track of your Stream subscriptions, manage your Virgin Media services, check your bills and loads more.

Hop over to **my.virginmedia.com** and register to set up your account, then grab the **My Virgin Media app** from your device's app store.

Say it, Stream it

Say it, Stream it

Get to know the Stream remote.



Profile

Open the profiles menu to make one for up to 6 people and get recommendations just for you.

Home

Here you'll find everything on your box, in one easy menu.

Guide

The fastest way to find out what's on.

Back

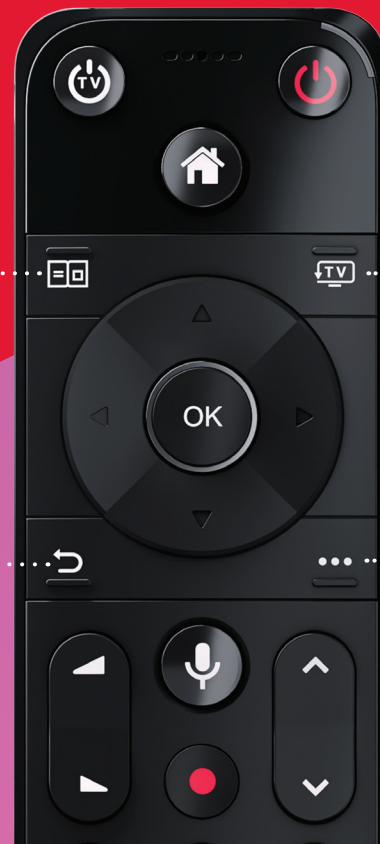
Clever little way to navigate back.

TV

Go back to your last-watched channel or live TV from any menu.

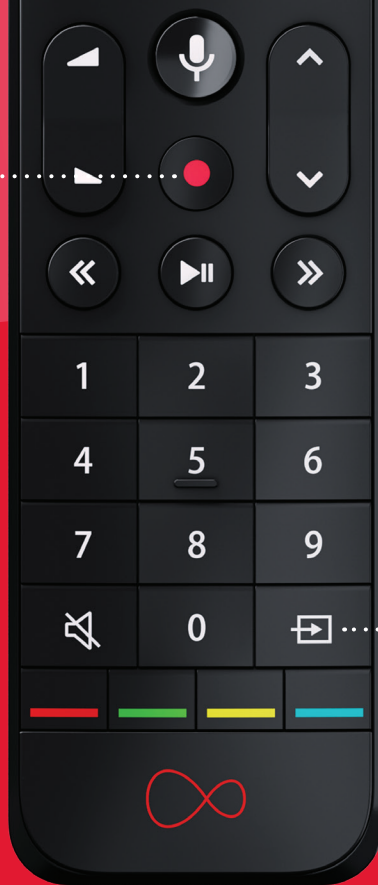
Context ...

Get more info on what you're watching, or turn on subtitles or audio description where available.



Say it, Stream it

Sorry but this one's just for show. You can't record stuff on Stream.



Source* 

Switch between your TV's different inputs in a jiffy.


TV Power* 

Turn your TV on and off.

Power* 

Turn the Stream box on and off.

Press and speak 

Hold  and tell the Stream box what to do. Play around: you can get to live TV, Box Sets and apps, just by talking. There might even be a few hidden surprises in there.

*When you pair the remote with your TV, these buttons will also control your TV.



Helpful bits and bobs

Settings you should know.

Parental Controls

Keep tabs on who sees what by setting up a PIN to specific channels. To set this up, pop over to **Settings** then **Parental Controls** and **Lock Channels**.

The default PIN is 1234 – you might want to think of something a bit harder to crack. Just head to **Settings** then **Parental Controls** and **Change PIN**.

Subtitles and audio description options


Enable them by going to **Settings** then the **Profiles** section, or just press **•••** on your Stream remote to see accessibility options for the show you're watching.



The fun stuff

Here's how to make the most of Stream.

Voice Control

Your voice is our command. Simply hold  and make a wish – whether it's to find a programme, pick a film, load up an app, or hop to a channel, we've got you covered.


Here's a few examples:

- 'Netflix'
- 'Open YouTube'
- 'Settings'
- 'Peppa Pig'

Yep, it's as simple as that.



Apps

We've loaded a bunch of awesome TV apps on Stream for you. Hold  and name your favourite app to get started. Or just select **Apps** with your remote the old school way.



Profiles

You get a Profile, you get a Profile,
you get a Profile!

Create a Profile for yourself and up
to 5 other people in the house to
make the experience truly yours.

Select your Profile to carry on
watching where you left off, or skip
right to your favourite channels. Plus,
your personalised recommendations
won't be affected by what the rest
of the family watches.

Watchlist

Add shows to your watchlist by pressing the – you guessed it – **‘Add To Watchlist’** button on the show or programme’s page. They’ll live in the watchlist on your personal home screen for your Profile.

TV Go app

Download our Virgin TV Go app on your mobile or tablet to watch your Stream content on the go or in another room when someone’s hogging the main TV.



Need more help?

Head to **[virginmedia.com/help](https://www.virginmedia.com/help)** for extra support, tips and handy FAQs.

And if your Stream remote isn’t working, press and hold the power button on the Stream box for 10 seconds, then press **TV** and **0** for 10 seconds to pair it again.

