

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.

Heads up

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

Is your WiFi Hub in modem mode?

This might cause some issues with setting up Stream. Head to virginmedia.com/stream-help for how to sort it.



Your setup in 7 easy steps

Already have another Virgin TV box?

Please unplug it before you install Stream and follow the return instructions to send it back to us.

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.**

If your Stream remote isn't working, press and hold the power button on the Stream box for 10 seconds, then the **TV** and **0** buttons on the remote for another 10 seconds to pair it again.

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 LED light flashes white and press OK on your remote.

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

To enjoy the latest features available on Stream, your device may need to update to the most recent software version during set up. Stream will download and install the update, then re-boot once complete.

5 Your setup is sorted!

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.

6 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.

To manage your subscriptions, please head to **virginmedia.com/manage-stream**



7 Grab the 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.



Say it, Stream it

Say it, Stream it

Get to know the Stream remote.



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.

Home

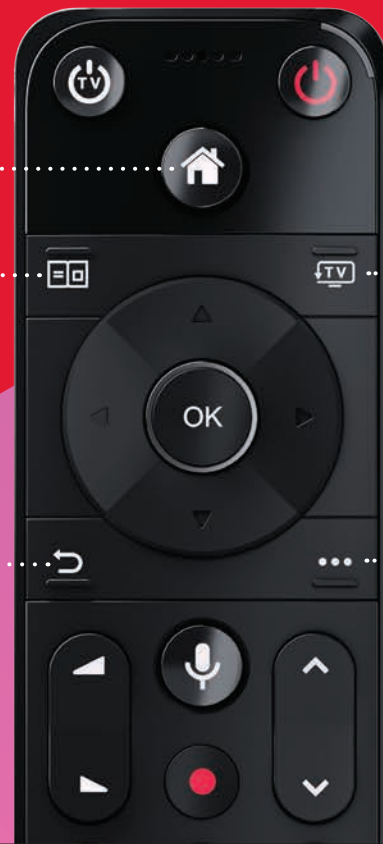
Here you'll find everything on your box, in one easy menu.

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.

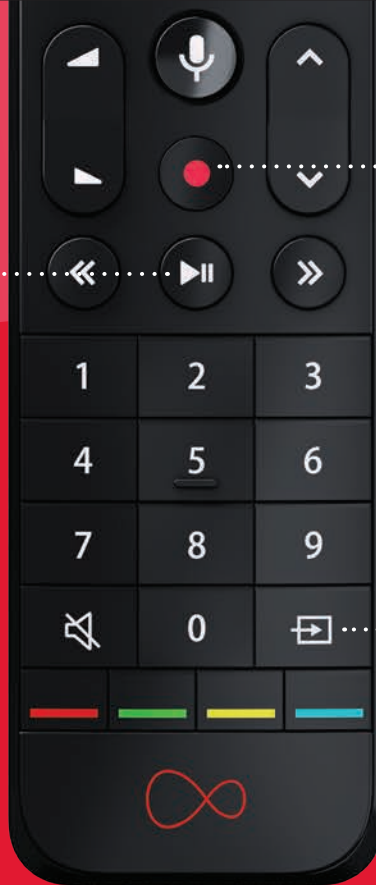
Context

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

Say it, Stream it

▶|| Play/Pause

Hit this button to pause live TV and rewind for up to 30 minutes on any channel on Stream.



● Recordings

You can't record stuff on Stream. To save content to stream later, hit the 'Add To Watchlist' button on the show's page instead.

TV 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.



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.

Homescreen

The Stream homescreen brings all the entertainment you love together in one place.

Scroll through the rails for personalised recommendations based on what you watch. Hop straight onto your Watchlist and continue watching where you left off, or discover new stuff we think you'll like. All across different apps like Netflix, BBC iPlayer, Amazon Prime Video and loads more.



Upgrade app

Head to the **Apps** section then to the Upgrade app for quick access to premium telly including Kids Pick, BT Sports, Sky Cinema and more.

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.

Helpful bits and bobs

Parental Controls

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

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.

Need more help?

For more on Stream's accessibility features as well as extra support, tips and handy FAQs, please head to virginmedia.com/stream-help

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**.



Stream

Let's get you set up.