

## **Important Stuff**

Make sure you fill in the following details; you'll find them very useful when you're using your Virgin TV.

To protect your security and any parental control settings, and to safeguard against unauthorised purchases, please keep the following details in a secure place.

4-digit PIN (On Demand, Live Events and Parental Control)

Your Customer Account Number

Smart Card Serial Number

Your Card No. can be seen by pressing the **Home** button and selecting 'Settings'. Now choose 'Technical Stuff'.

***That's about it.  
But if we've missed anything,  
just call us.***

### **Customer Care**

Call us free on 150.

Need help with a fault? Call us free on 151.

If you're not a Virgin phone customer call 0845 454 1111.

For all the latest contact details see **Help & Info** from your Virgin TV Home Page or check the back of your bill.

Calls cost no more than 5p per minute from cable landlines. 6p connection fee applies to all chargeable calls made by Virgin telephone customers. Calls from non-cable lines may vary. Calls may be monitored. Information correct at 01/07.

**VTP2 0107**



# **Virgin TV User guide**

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## **Get the most out of your V+ service**

# Welcome to your Virgin TV

*This simple guide will show you how to get the most from your V+ service. In no time at all we'll show you how to get started and how to use your V+ HD set-top box. You'll soon be enjoying all your favourite channels, plus over 500 films On Demand – which means that they start when you want them to.*

*Check out the TV Guide, which shows the next eight days of programmes, so you can start planning what you want to watch, and don't forget that our pick of last week's TV is saved for you to enjoy at your leisure.*

## Contents

Getting started	4
Using your V+ remote	5
V+ menus	6
V+ HD set-top box	7
Things you need to know / Watching TV	8
Record a programme from LiveTV	9
Record from TV Guide / Record by Category	10
Manual recordings / View Planned Recordings	11
Recording clashes	12
Find a recorded programme	13
Play a recorded programme	14
V+ Extras	15
Copy to VCR/DVD / Auto Delete	16
Extend Recordings / Recording Priorities	17
Other TV services / On Demand services / TV Guide	
Settings / Interactive / Help & Info	18
HDTV Set-Up (High Definition TV)	19

## Getting started

To start making the most out of your V+ service take a few moments to read through and follow these simple instructions.

Select Help & Info from the Home Page for instructions on how to programme your remote into your TV.



## Using your V+ remote

1. **Power** Puts V+ into standby.
2. **Mute** Turns the TV sound off.
3. **Instant Replay** Jumps back 8 seconds from the current viewing position in LiveTV, DelayTV and playback.
4. **Rewind** Rewinds back from the current viewing position in LiveTV and DelayTV (playback). Press rewind again to increase the speed.
5. **Fast forward** Fast forwards from the current viewing position in LiveTV and DelayTV (playback). Press fast forward again to increase the speed.
6. **Stop** Stops watching recorded programme, or On Demand programme. Also used to end DelayTV and return to LiveTV.
7. **Play/Pause** Resumes viewing from pause or pauses LiveTV, DelayTV, playback or On Demand programmes.
8. **Record** Records current LiveTV. Also used to set and cancel future recordings when on the Mini Guide or TV Guide.
9. **V+** Accesses V+ menus.
10. **Favourites** Displays your favourite channels (once set).
11. **Guide** Displays the Mini Guide.
12. **Information** Shows more information about the current or highlighted programme.
13. **Channel Up/Down** Changes the channel up or down.
14. **Volume +/-** Changes your TV volume up or down once set (go to Help & Info from the Home Page to learn how to set your V+ remote to control the volume of your TV so you only need one remote).
15. **Arrows** Moves around menu screens, TV Guide and Mini Guide.
16. **OK** Confirms action or selects your current choice. Also shows/hides Mini Guide when watching TV.
17. **Back** Returns back to previous channel or menu.
18. **TV** Returns to last viewed TV channel and displays the Mini Guide.
19. **Home** To access non-V+ services including On Demand.
20. **Coloured buttons** Follow on-screen instructions.
21. **Number buttons** Changes channel or enters numbers on screen.
22. **Help** Displays additional on-screen help about the screen you are on.
23. **Text** This service is currently unavailable.

## V+ menus



From the V+ screen you can either:

- Select previously Recorded Programmes
- Set New Recordings
- Review Planned Recordings
- Change your V+ settings
- Or watch Help videos, which help you understand how your Virgin TV services work

Throughout the V+ screens you can see the Recording Space display. This shows how much recording space you have left. As you record programmes the red area in the display increases. If you delete programmes the red area decreases. You can record up to 80 hours of standard definition and up to 20 hours of high definition programmes.

## V+ HD set-top box



1. Press **Reset** to restart your V+.
2. **Play** and **Record** buttons are on the left.
3. The buttons to access your V+ and Home menu screens are on the immediate right of the digital display. Use these to move around the menu and list screens and to change channel.
4. You can press standby when you are not using your V+ and any programmes set to record will still record.

**The digital display shows you what mode your V+ service is in.**

- LiveTV lights up when you're watching a programme as it is being broadcast
- RECTV lights up when you press **Pause** or **Rewind** a live TV programme as you are entering DelayTV
- There are two recording lights. Each one lights up when you start to record a programme. You can record up to two programmes at the same time, while watching a third
- The number display shows either the channel number when you're watching TV, playback counter when you're watching a recorded programme or the time when your V+ is on standby
- Playback symbols will appear when you're watching a recorded programme or DelayTV

## Things you need to know

Your V+ is designed to be on at all times. If you are not using it for a period of time, such as a weekend or a holiday, you can press Standby. When V+ is on Standby a blue halo is lit around the buttons on the right of the display. Your V+ will still record planned programmes.

**If you switch V+ off at the socket it will have no power and therefore will not record any planned programmes.**

Your V+ HD set-top box should be kept well ventilated and in a horizontal position.

V+ will automatically rest when it's not in use. When resting you won't be able to press **Pause** or **Rewind** on LiveTV. Press **OK** or any other key on the remote during the rest period to activate your V+ service.

## Watching TV

Press **Channel Up** or **Down** on your remote to change the channel you are watching or press **Guide** to show the Mini Guide. Alternatively you can enter the three digit number and press OK for a specific channel.



Press **Left** and **Right** arrows to change channel and **Up** and **Down** arrows to move between programmes. Press **OK** to watch a current programme or to set a reminder for a future programme.

Whenever you turn on your V+ service (and every time you change channel) your V+ begins a temporary recording of the channel you are watching for up to 90 minutes. This allows you to pause and rewind LiveTV programmes.


You can press **Pause**, **Rewind** or **Instant Replay** while watching LiveTV. This takes you into DelayTV so you can watch that winning goal over and over again.


Once you're in DelayTV press **Fast forward** to advance towards real time or press **TV** or **Stop** to exit and return to LiveTV.


If you change channel the temporary record will start again on the new channel.


Any reminders set to Change Channel At Start will automatically take you out of Delay TV. Remember to cancel the reminders if you want to stay in Delay TV. (To cancel your reminders go to the Home Page and select TV Guide, More than Your Reminders.)


## Record a programme from LiveTV

To record the programme you're watching press  on your remote control. Recording automatically stops when the programme ends.

If you do want to stop a recording before the end, press  again.

To record a future programme while watching TV, press **Guide** and use the arrow buttons on your remote control to select your programme and then press .





The Mini Guide displays programmes for the next 24 hours. To set a recording for a programme further in the future press the  button to go to the main, 8 day TV Guide.

If you'd like to cancel a future recording, select the programme and press  again.



## Record from TV Guide

- Press **V+** on your remote and select Set New Recordings from menu. Next select Record from TV Guide



- To record programmes from the TV Guide, press  on a current programme to start recording immediately or on a future programme to set a future recording. Programmes that are recording or set to record have a red background. Press  again to cancel the recording
- Press the  button – available when the highlighted programme is a series – to record a complete series, you can even choose the episodes you want to record
- The TV Guide displays up to 8 days' programming information in advance. Press the  button to see the next day's programmes

## Record by Category

- From the main V+ menu select Set New Recordings followed by Record by Category
- To record by category, first press the **Arrows** on your remote to highlight a category and press **OK** to select it
- Press  on a current programme to start recording immediately or select a future programme to set a future recording. If you change your mind, press  again to cancel the recording

## Manual recordings

Choose manual recordings to enter your own start and end recording times rather than choosing programmes from the guide. This is useful for recording sports events that might run over time or to set recordings for programmes that are beyond the 8 days of the TV Guide.

- Press the **Up** and **Down** arrows to select date, start time, end time and channel then press **Left** and **Right** arrows to change settings or use the numbers on your remote to enter the recording manually
- Press **OK** to save settings and close





## View Planned Recordings

- From the V+ menu select Planned Recordings
- To review programmes that are set to record select either Planned Programmes to review individual programmes or Planned Series to review a whole series

## Planned Programmes






Planned Programmes lists all individual programmes set to record, in date order along with channel, date, time and duration.

- Press the **Up** and **Down** arrows to highlight a programme
- Press  to cancel the recording
- Press the  and  buttons to move between screens in a long list
- Press  for more information about a programme

You will need to enter your PIN to playback recordings that are PIN protected (such as post-watershed programmes)

### Planned Series

Planned Series lists all the series that are set to record along with channel name and series/recording status.

- Press **Up** and **Down** arrows to highlight a programme
- Press the  button to cancel recording of the series
- Press the  button to view the individual episodes in the series that are set to record
- Press  to cancel the recording
- Ongoing indicates a continuous series, like a soap. If it's not a continuous series you'll see the number of episodes recorded out of the total number of episodes
- To give one series priority over others highlight the series name and put it at the top of your list by pressing the numbers on your remote. A programme high in the list (for example 1,2,3) has a higher recording priority in the event of a recording clash. The list is usually ordered by the date the series was first entered. Press **OK** to save your ordered list. Reprioritisation may take a few seconds

### Recording clashes






Your V+ service can record up to two programmes at the same time whilst you are watching a third. If more than two are set to record at the same time a recording clash occurs.

- If you have preset two programmes to record over the same period of time and try to record a third during the same time period, a pop-up screen will appear. This points out the clash on the recordings and explains that to record this programme one of the others must be cancelled
- If a recording clash happens when you're not around, your V+ will choose which programme(s) to record based on your recording priorities. (See section on Recording Priorities on page 17)
- If a programme will not record because of a recording clash it is shown in Planned Recordings and TV Guide with an exclamation mark symbol !
- To fix a recording clash select either the clashing programme or one of the other programmes on at the same time and press the **Record** button to cancel

### Find a recorded programme

To select previously recorded programmes select either Recordings by A-Z, Recordings by Date or Recordings by Series from the Recorded Programmes menu.

If you select Recordings by A-Z you can browse your recorded programmes by title. You can also see the channel name, date of recording, and duration.

- Press the  button or **Left** and **Right** arrows to go to the next letter tab in a long list. Any manual recordings will be listed under M
- Press **Up** and **Down** arrows to highlight a programme
- Press the  and  buttons to move between screens in a long list
- Press  for more information about a programme
- Press **OK** to view
- And press the  button to delete a selected programme. You will always be asked to confirm that you want to delete the programme so that you don't delete a programme accidentally

If you select Recordings by Date you can browse your recorded programmes in date order. The list also displays programme title, channel, date and programme duration.

If you select Recordings by Series you can see your recorded episodes by series title, where a series is linked.

Press **OK** to view the list of episodes in the series. Browse episodes just like any other list screen.

## Play a recorded programme

- To play a recorded programme select your programme and then press **OK** to view it
- Depending on your Parental Control settings, the time you recorded the programme and the time when you want to watch the programme, you may need to enter your PIN. This is the PIN you were issued with when you first subscribed to Virgin TV
- If you can't find or have forgotten your PIN call customer care for free on **150**. If you're not a Virgin Phone service customer, please see Help & Info from your Virgin TV Home Page for all contact details or check the back of your bill.

- Press the numbers on your remote to enter your PIN and press **OK**

A playback graphic appears on screen as the programme starts and automatically disappears after a few seconds. It reappears if you press one of the playback buttons. It shows:

- The playback function and speed
- The current position in the programme and the total duration of the programme

Press **Stop** if you'd like to stop watching the programme and return to TV.

## V+ Extras

Press **V+** on your remote and select Extras.







In V+ Extras you have four additional options:

- Select Copy to VCR/DVD to copy recorded programmes to another device
- Select Auto Delete to change the way your V+ manages the available recording space
- Select Extend Recordings to add time to the beginning and/or the end of all recordings
- Select Recording Priorities to select the most important programme type to record in the event of a recording clash

Press the **Arrows** to highlight a category and press **OK** to select.



## Copy to VCR/DVD


- If you want to copy recorded programmes from your V+ onto a DVD or videotape, select Copy to VCR/DVD and press **OK**
- Press **Up** and **Down** arrows to highlight a programme
- When the highlight is in the left column press **OK** to add the selected programme to To Be Copied. When the highlight is in the right column press **OK** to remove the selected programme
- Press the  button to start copying
- Make sure your DVD/VCR is connected to your V+ HD set-top box via the video output SCART port located at the back of the box and that your videotape or DVD disk is ready. Then press **OK** on Copy Now
- When copying is in progress the programmes being copied are locked and cannot be deleted
- The Copy to VCR/DVD screen shows copying in progress in a red bar above the list of copying programmes
- You can leave this screen at any time and copying will continue
- If you need to change tapes or disks press the  button to pause
- Press the  button to stop copying
- Press the  button on your V+ remote control to continue recording and at the same time restart the VCR/DVD to record

## Auto Delete

By default your V+ assumes you want to keep all the programmes you record unless you change Recording Space options. To change Recording Space options select Auto Delete and press **OK**.

- Press **Left** and **Right** arrows to view setting options
- Press **Up** and **Down** arrows to move between settings
- When Auto Delete is set to Off no programmes will be deleted by your V+. When Auto Delete is set to On, V+ will delete the oldest viewed programmes when recording space is almost full. Your V+ will do this automatically when it needs to make more space for recordings
- When Auto Delete is set to on with alert, V+ will notify you before deleting any programmes viewed and old programmes when recording space is nearly full




## Extend Recordings

- To add time to the beginning and/or the end of all recordings, select Extend Recordings from the V+ Extras menu and press **OK**
- Press **Left** and **Right** buttons to view setting options or use the numbers on your remote to enter the time
- Press **Up** and **Down** arrows to move between settings
- Press **OK** to apply your settings or press the  button to restore settings to default
- Extra time is added to the start/end of all programmes, but will automatically be dropped if it causes a recording clash

## Recording Priorities

Select Recording Priorities from the V+ Extras Menu and press **OK**. You can determine which type of programme is the most important to you in the event of a recording clash.

Press **Up** and **Down** arrows to move between the programme types.

- Press the  button to increase priority of the selected programme type
- Press the  button to decrease priority of the selected type
- Press the  button to restore default recording priorities
- Press **OK** to save your settings. If you already have programmes set to record V+ will recalculate the recording priorities. This may take a few moments and you will be unable to set any new recordings while it prioritises your programmes

**Note:** If when trying to unlock your PIN you enter your PIN incorrectly 3 times in a row, either wait 15 minutes and try again or call customer care for free on **150**. If you're not a Virgin Phone service customer, please see Help & Info from your Virgin TV Home Page for all contact details or check the back of your bill.

## Other TV services

From the Home Page (accessible by pressing the **Home** button on the remote control) it is also possible to access the following additional functionality:



## On Demand services

A huge range of films, TV shows and music videos On Demand.

- To access On Demand, choose from options 2 to 6 on the Home Page
- Simply use your arrow buttons to access the different sections

You can't record On Demand movies or programmes using any device including V+ or a VCR. If you do they'll appear distorted on playback.

## TV Guide

Choose TV Guide from your Home Page to give you access to the next 8 days of TV Listings.

## Settings

- To access choose the Settings option from the Home Page
- To change Visual Settings and Audio Settings select Display & Audio

## Interactive

Choose this option from the Home Page to play games and access lots of fun stuff – see your TV user guide for further information. Interactive services are subject to availability.

## Help & Info

Choose Help & Info from your Virgin TV Home Page to access information on how to use your TV Service.

## HDTV Set-Up (High Definition TV)

If you have an HD-ready TV ('HD Ready' logo on the TV) connect it to your V+ via the HDMI port (or component) on the back of the V+ HD set-top box.

**Note:** It is advisable to use the HDMI port if available on the TV as due to licensing restrictions some content may only be available via this output.

Once you have connected your V+ HD set-top box to your HDTV you will also need to change the Display & Audio settings in order to view HD content:

- Press **Home** on the remote control to go to the Home Page
- Select the Settings option
- Select the Display & Audio option



- Select HiDef HDMI from the Set TV display format option
- Virgin Media currently only support HiDef HDMI
- Then select the V+ Box HiDef output format, either 720 or 1080, depending on the resolution of your HDTV (refer to your TV product guide)
- Then press **OK** to test your settings

**Note:** DO NOT change these settings if you do not have a high definition TV connected or you will lose your picture.

- Your V+ will then test the new picture format and you will be asked to confirm that you can see the picture correctly

To take full advantage of your new high definition set-up, select a high definition programme from the On Demand area (select Home, then More On Demand, then High Definition).