



BUSINESS

TROUBLESHOOTING

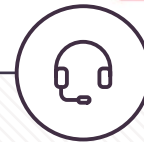
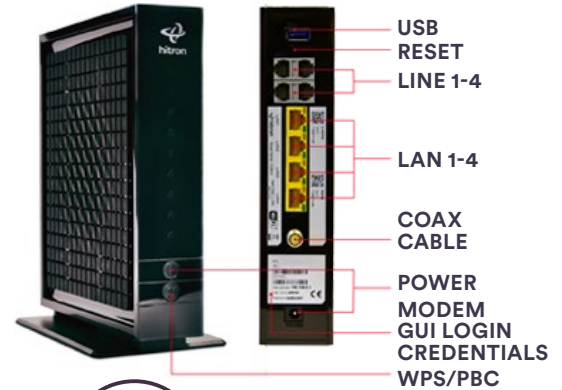
Welcome to your new Virgin Media Voom Broadband Service.



Step 1: Using the service for the first time

Please ensure your Hitron modem has:

- Been plugged in both at the wall and the back of the modem.
- The white Coax cable both connected at the Omni Box (box fixed to wall) and at the back of the modem.
- All of the lights on.



Step 2: Once you've checked you're all plugged in

- Now you need the information displayed on the back of your modem.
- Ensure you are connecting to the 1. WiFi Network Name (SSID) and using the 2. Passphrase when prompted.



1 — 2



Step 3: If your service isn't working

- Your first port of call is always to 'hard reset' the modem.
- Using a pin or similar push the 'Reset' button on back of modem and count for 30 seconds.*
- Allow the modem to reboot fully.
- Once all the lights are on, repeat Step 2.

*30 seconds is important, when the modem is reset using this method it will renew the Dynamic IP address and ping our network. Turning the modem on and off will not have the same affect.

Step 4: Still experiencing problems?

- That's where we come in.
- Call Virgin Media Business Faults on **0800 052 0800** and select option 3 followed by option 2 for data faults when prompted.

You'll then be asked to provide:

- Your Account Name
- Your postcode at Site
- Your Broadband product



Getting the most out of your WiFi

For the best WiFi performance please ensure:

- Your modem is in an open space.
- Your modem is upright and away from large numbers of electrical devices.
- Please be aware that some devices will only connect to the 2.4Ghz network. This will result in slower speeds but stronger signals. This is a device limitation not the broadband.
- When using devices that are capable of connecting to 5Ghz then always select that option.
- It's also worth remembering that a wired Ethernet connection will always be more stable and in most instances faster than a wireless connection.

