

Business Broadband installation guide

1 Install your Hitron



🕒 30 mins



2 Phone line setup



🕒 5 mins



BUSINESS

This guide contains step-by-step instructions on how to:

1 Install your Hitron Chita

Follow the step-by-step instructions to install your **Hitron modem**.

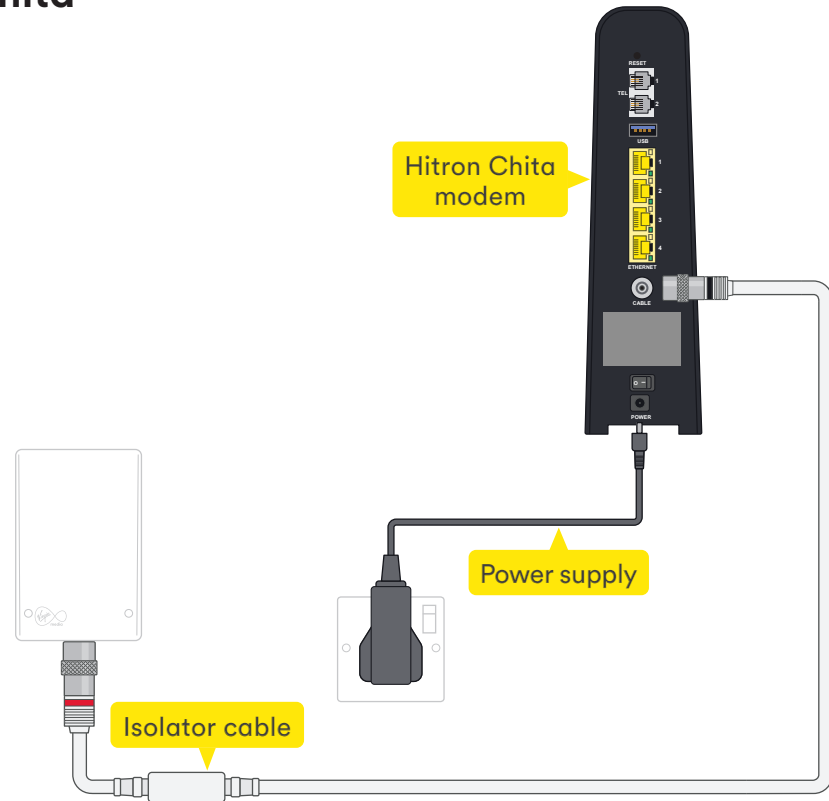
! Automatic activation

Just connect the Hitron, and you are up and running. It may take 24 hours for the signal to fully stabilise.

If there are any problems, please call **0800 052 0800**.

If you have requested a static IP, please call this number and we will add your static.

Please have your account reference to hand.



1



Install your Hitron

In this section we'll be setting up your Hitron Broadband Router.

What you'll need:



Hitron modem



Hitron power supply



Isolator cable



Ethernet cable

This section will take about  30 mins

1.1 Find your isolator cable

You can use the **isolator cable** that is plugged into your Virgin Media socket on your wall. It will look something like this.



i Different kind of wall socket?



If your wall socket has a plug attached to it, please make sure it's plugged in and turned on at the wall.



Some properties may have this style socket.

1.2 Getting you connected

Connect the **black-banded** end of the **isolator cable** to the socket of your **Hitron**. Push it firmly into place. Depending on which cable you have you might need to use the **spanner**.



1.3 Power supply

Plug the **power supply** into a mains socket.



1.4 Connect power supply

Connect the **power supply** to your **Hitron**, switch on at the mains socket and then switch on your **Hitron**.



1.5 Getting you connected

Your **Hitron** will now connect to our Fibre network and download the latest software update. During this time your **Hitron** may reboot as it downloads the updates. This can take up to 30 minutes.

When the Wi-Fi light is on, and the downstream (DS) and upstream (US) lights are solid blue, you should now have internet connectivity.

If your internet connection ISN'T working after following the install process, please call **0800 052 0800**.



1.6 WiFi settings & connection details

Your new WiFi network will be called something like **VM123456**.

The connection details are on the back of your **Hitron**.

Your **Hitron** operates on two networks, 2.4 and 5GHz - each have their own SSID (Service Set Identifier).

We recommend you change your password for your own security.

If you're familiar with connecting to WiFi networks you can use these details to connect now.

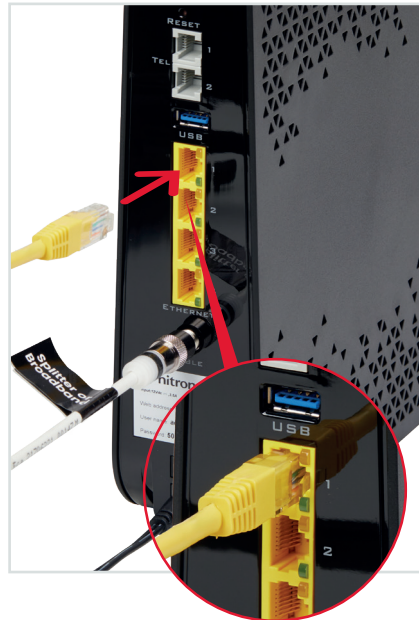
i Example only

Please check the details on your **Hitron** – the details shown here are just an example.



1.7 Connect Ethernet cable

If you wish to connect a device like a laptop or PC to your Hitron, connect one end of the **Ethernet cable** to one of the **Hitron's** Ethernet ports and push it firmly into place, then connect the other end to your device.



1.8 Connect tablet or mobile

Tablet or mobile

Connecting to WiFi is very similar on Android or on iOS. On your tablet or mobile go to the settings area. Select WiFi from the list of options. Make sure it is on.

Your device will list all nearby WiFi networks. The one that you are looking for will be called something like **VM123456**.

Click on that network and you will be asked to enter your password.

The information on network name and password can be found on the back of your **Hitron**.

Connect with QR code

Your **Hitron** has a QR code for each SSID that can be scanned on a mobile device to automatically connect to the network.



Windows computer

Finding your network is easy but it's a bit different depending on which version of Windows you have. For **Windows 10, 7** and **Vista** you're looking for a network icon in the bottom right of your screen. It might look like:



For **Windows 8**, that network icon can be found in the settings area, which is on the Home screen marked by a



Your WiFi network name will be something like **VM123456**.

Connect manually

To connect manually with Windows find the network on your computer first, click the connect button and then enter the **WiFi password**. Click to confirm.

! USB port

The USB port on your **Hitron** will not work as it has been deactivated.

! WSP button

The WPS button on your **Hitron** will not work as it has been deactivated.

Mac computer

On Mac OS a list of networks can be found under the WiFi icon at the top of your screen.



If this icon isn't there you'll need to go to System Preferences > Network > Wi-Fi.

Your network name will be something like **VM123456**.

! Get more from your WiFi

Check out our WiFi Wins in the Get more from your kit section.

To connect manually with Mac OS, first find the network on your computer. Click the network name then enter the **WiFi password** and click **OK** to confirm.



i Trouble with WiFi?

If for any reason you're having trouble setting up WiFi, you can connect to your **Hitron** with an **Ethernet cable** See 2.2 and use the internet to help you troubleshoot the issue.

2



Phone line setup

In this section we'll be setting up your Phone line.

What you'll need:



Adaptor



Phone cable

2.1 Install new Hitron

Please install the new Hitron (following steps 1.1 to 1.9) before activating your voice services in step 2.2.

2.2 Phone line

First, disconnect the cable from the back of your phone. It should pop out easily but depending on your phone it may need a bit of elbow grease. Once you've removed the cable, replace it with the one we have provided.



2.3 Connect adaptor(s)

Next, take the **adaptor(s)** provided and connect it to the 'Line' port(s) on the back of the Hitron, starting with **port 1**. Then plug the other end of the cable from your phone into the adaptor.

Use the ports in numerical order for any additional lines purchased.



2.4 Activate

Allow a couple of minutes for the phone to be recognised by the **Hitron**. Then check the phone for a dial tone, and make a test call to check everything is working.

If your line hasn't auto-activated, please call **0800 0520800**.

i Number Transfers

If you have requested to transfer your phone number from a Virgin Media residential service or from another provider, this request has been actioned by your Order Manager.

However, please be aware that it can take up to 5 days to transfer your number from Virgin Media residential and up to 14 days for other providers to release your phone number to us. Often the timescales are less, but we like to think it's better for you to be aware of the worst case scenario, just in case.



Get more from your kit

Get more from your Virgin Media Business setup.

WiFi Wins

Need help?

Here are some simple WiFi Wins that may help...

WiFi Win #1: Find your Hitron's happy place

Keep your **Hitron** in the open – away from objects that can block and slow WiFi, and a metre clear of cordless gadgets with signals that can interfere.

WiFi Win #2: Reboot your Hitron for a boost

Hitrons talk to your gadgets on invisible links. We call these links 'channels'. Sometimes, other cordless devices use the same channels, causing interference which can slow your WiFi. Reboot your **Hitron**, and it'll automatically find the quietest channel.

WiFi Win #3: Get up to speed with your gadgets

Hitrons use two frequencies to talk to your gadgets. The 2.4GHz frequency has the longest range, covering longer distances. The 5GHz frequency covers short distances, faster, so it's best for gadgets near your **Hitron**.

Your gadgets can pick the best frequency as you move around the house. If you're losing signal, turn your gadget's WiFi off and on.

WiFi Win #4: Use the best connection for the job

Needy gadgets can monopolise and slow your WiFi – so it's better to use a wired connection. As it's a dedicated connection between the Hitron router and your device, you'll get the fastest possible speed. Use the enclosed **Ethernet cable**.

Need help?

Most things are pretty easy to resolve – please call if you are having problems.

Call us on **0800 052 0800** and select option 3.

For full terms and conditions please go to: virginmediabusiness.co.uk/quickstart





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