**Virgin Cable Connection Guide,
Last updated 7/11/2009
Author – Fraser Catlin**

CIC LTD. • Email:- info@cic-ltd.co.uk • Tel:- 0845 8691126

A Virgin cable connection involves a few components and there are some simple and easy steps involved in correcting the most common of these problems. If you find you cannot get email and no web pages are loading then this simple guide may help you. If you have a virgin connection it may be worth printing or saving this document so you can follow it if you have a connection issue.

You however will not have a connection issue if either of the following is true

- If you can get email but web pages are not loading then there is a firewall or configuration issue on your computer.
- If you can get web pages but you cannot get email, in this case contact your email provider as the first step to confirm there are no current issues.

Connections using a router or wireless router

- Power off the Virgin modem by disconnecting the power
- Power off the router or wireless router you are using
- Leave for 5 minutes
- Power on the Virgin modem first and leave for a minute to connect
- Ensure there is a cable from your Virgin modem going to the port marked as internet or WAN on your router device and it is securely fitted into both
- Power on the router or wireless router you are using
- Wait for a minute while it connects to the Virgin modem
- For non-wireless connections ensure a cable connects one of the ports numbered 1 to 4 to your computer. For wireless connections you can follow the guide to check wireless access.
- Go to your computer and try to get internet access using a web browser
- If you do not get an internet connection then confirm if there are any problems with the Virgin network
- If you still cannot get internet access and there are no problems with Virgin in your area you can call us and arrange a site visit for us to investigate your problems further.

Connections using computer directly connected to Virgin modem

- Save all work
- Shutdown your computer
- Turn off the Virgin modem by disconnecting the power

- Leave for 5 minutes
- Turn on the Virgin modem by reconnecting the power
- Once the lights have come on
- Ensure there is an Ethernet cable between your Virgin modem and your computer and it is securely fitted into both. (Always use the Ethernet cable and not a USB cable – For information on cables see our cable Guide)
- Turn on the computer and let it start up
- Try to get internet access using a web browser.
- If you still do not get internet access call Virgin to confirm if there are any current problems.
- If you still do not get internet and there are no problems at Virgin in your area you can call us and arrange a site visit for us to investigate your problems further.