



assist

# Virgin Media Wifi Pod White

Manual



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# Virgin Media Wifi Pod White

When you want to do things right or the automated approach doesn't work.

## 1. Begin with the Hub

- Make sure your hub is on and all lights are functional. Give it five minutes to cool down after restarting.
- Record your WiFi settings, including the SSID and password, if you change them.

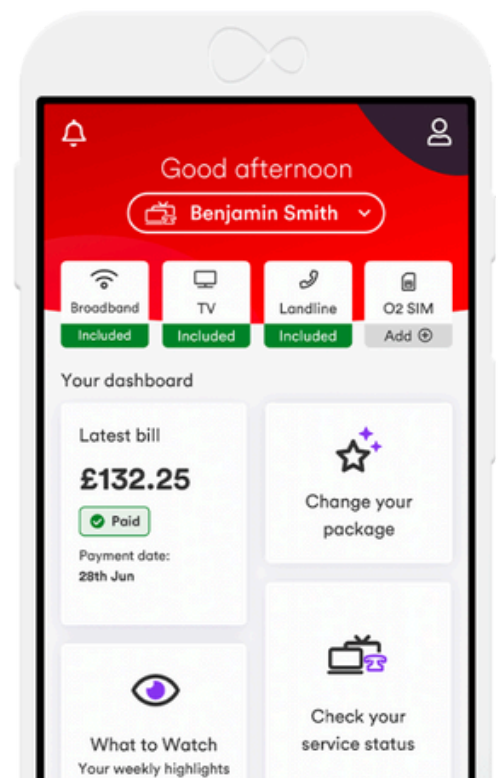
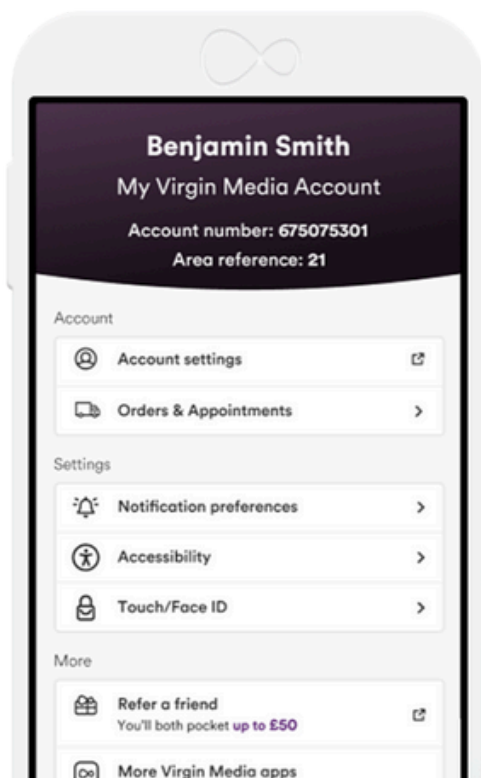
## 2. Connect the Virgin Media White Pod

- Choose a socket that is about midway between your Hub and the room with the poor signal.
- Stay away from behind TVs, in cabinets, or near microwaves (they mess with signals).



### 3. Download the Virgin Media Connect app

- Launch the app. Click on "Home Devices."
- Tap on your pod if you can see it. If not, refresh after a few minutes.
- Upon connection, the message "Pod Connected." should appear.



## Give it time to learn

- Don't expect miracles right away. It will take a day or two for devices to properly adjust and balance.
- Keep it plugged in. Don't keep moving things around.

## Different Types of Setups

Let's pretend your walls are thick. Or the light on your pod is blinking red. Or the Virgin Media Connect app doesn't display anything. Here are some more things you may try.

### 1. Pairing by restarting

A simple reset might help sometimes.

- Take the pod out of the wall.
- Restart your Hub.
- Wait for it to finish restarting.
- Put the pod back in. Take a break for ten minutes. Look at the app.

## 2. A lot of Pods? Start with one at a time

Don't put all three pods in your residence at once.

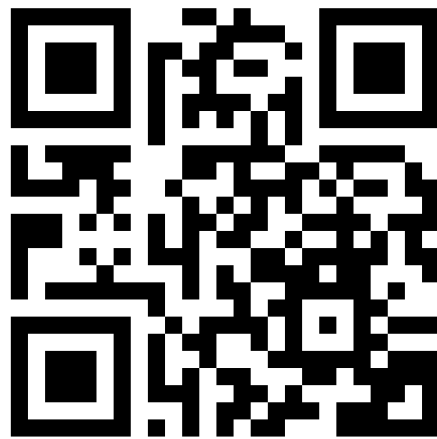
- Set up the first pod and wait for it to become stable.
- After that, add the second, and finally the third.
- Don't put them all adjacent to the Hub; space them out intelligently.





# THANK YOU

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