

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Virgin Media TV box not working: restart and remote problems

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Virgin Media offers several boxes, including the V6, 360, Stream and TiVo. Features differ between them, so check your box type on the front or back before following the steps.

Quick checks

1. Check the box has power and its light is on.
2. Use the **Input** or **Source** button on your TV remote to choose the correct HDMI input.
3. Check the HDMI lead is firmly in at both ends.

Restart the box

1. Press the power button on the box or remote to put it into standby.
2. Switch off at the wall, wait 30 seconds and switch on again.
3. Wait several minutes for the box to start up fully.

Do not unplug the box while it is installing an update.

Remote problems

Virgin Media says its 360, Stream and V6 remotes use Bluetooth and normally pair themselves during installation. If it stops working, or you have a new remote, it needs to be reset and re-paired. Virgin's help pages give the exact steps for each remote.

The TiVo remote uses infrared instead of Bluetooth. It needs a clear line of sight to the box, so remove anything blocking the front.

Try fresh batteries first.

Remote controls the box but not the TV

Virgin's remotes can be set up to control your TV's volume and power. If this stopped, check Virgin's pages for the right set-up steps for your remote.

Box on, but no channels

If you see a connection or service message, check broadband first. Restart the Virgin Media hub if other devices are also offline.

When to get more help

Get help if the box will not start, shows an error code, or the remote still fails after fresh batteries and re-pairing. Virgin Media can replace faulty equipment.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.