

# BT TV Box Pro

User Guide





# Welcome to BT TV

Over the next few pages you'll find everything you need to get your BT TV Box Pro up and running.

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# Getting started

**Important:** before you set up your TV Box, make sure your broadband is up and running.

# 1

## Plug in (optional)

If you want to stream via the internet, go straight to step 2.

If you have an aerial, plug your aerial (blue socket) and HDMI® cable (purple socket) into the right places (see page opposite).

Depending on your TV, you might need to use a specific HDMI port for Ultra HD and HDR.

To get the best possible picture quality, make sure you use the HDMI cable we sent you. Visit [bt.com/help/ultrahd](http://bt.com/help/ultrahd) for more information.

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# 2

## Choose how you want to connect

You can connect your TV Box to your Smart Hub using either Wi-Fi or ethernet.

### **A: Connecting by Wi-Fi?**

The range of the TV Box Pro can vary significantly depending on location, obstructions and interference.

Place your TV Box Pro no more than one wall, ceiling or floor away from your Hub or Wi-Fi Disc and limit the amount of electrical equipment and other Wi-Fi devices close to your TV Box Pro.

For optimum Wi-Fi performance the TV Box Pro should be set up within 5 metres line of sight of your hub or Wi-Fi Disc. Go to step 3.

### **B: Connecting by ethernet cable?**

Connect your hub to your TV Box (yellow socket) using the ethernet cable we sent you (see page opposite).

# 3

## Power up

Plug your TV Box into the nearest socket on the wall.

**Important:** use the power supply unit provided in your TV Box pack.

Press the power button **(BT)** on the front of your TV Box to turn it on.

# 4

## Set up your remote

Install the batteries by removing the plastic protector and press the power button **(BT)**. The remote control will automatically pair with the TV Box and programme itself to control your TV as well.

# 5

## Follow the on screen instructions

Simply follow the on screen instructions which will guide you through the set up process and introduce you to your BT TV service.

### **Problems connecting by Wi-Fi?**

The TV Box can only connect to the 5GHz Wi-Fi band. Go to your Hub Manager to check your Wi-Fi settings.

1

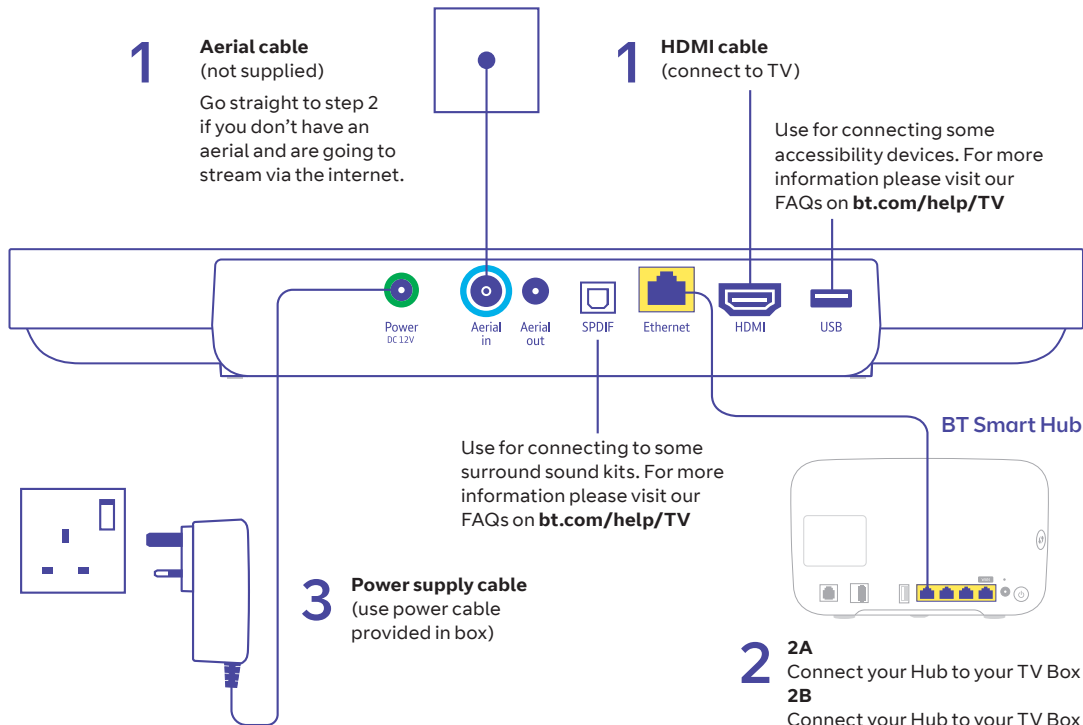
**Aerial cable**  
(not supplied)

Go straight to step 2 if you don't have an aerial and are going to stream via the internet.

1

**HDMI cable**  
(connect to TV)

Use for connecting some accessibility devices. For more information please visit our FAQs on [bt.com/help/TV](http://bt.com/help/TV)



3

**Power supply cable**  
(use power cable provided in box)

Use for connecting to some surround sound kits. For more information please visit our FAQs on [bt.com/help/TV](http://bt.com/help/TV)

2

**2A**

Connect your Hub to your TV Box via Wi-Fi

**2B**

Connect your Hub to your TV Box via ethernet cable

# Your remote

Your remote uses Bluetooth to control your TV Box. It can only be paired to one BT TV Box Pro at a time. You can also use it to control most TV's, so there's no need to use separate remotes.

## On/off

To switch off your TV, press and hold.

## Source

Use to select your TV box and switch between devices connected to your TV.

## Home

Brings up the main menu, apps and recordings.

## Back

Return to the previous page.

## Play/Pause

Play and pause whatever you're watching.

## Volume

Controls your TV volume when paired.

## Coloured buttons

Look out on-screen for the coloured buttons as these allow quick navigation to certain features and screens.



## More

Access to accessibility features like audio description, subtitles and zoom.

## Search

Search for content across all TV and on demand players.

## Guide

See what's on TV and radio for the next 7 days.

## Information

For more information about a TV programme.

## Fast Forward/Rewind

Press and hold to skip forward or back.

## Record

Record a one-off programme or a whole series. Can also be used to delete recordings.

## Mute

Mute/unmute sound.

## Numeric keypad

Can be used to type in letters and to jump through recordings, for example, 1 = 10%, 9 = 90% through.

# Parental control and payment PINs



Take control over what your kids stumble across (and rent) by setting up parental control.

## About your PINs

There are two PINs: one for parental control and one for payments in BT Player.

Use your **parental control PIN** to control access to programmes with an age rating.

The default PIN is 1234.

You can change it at any time. Press  then go to  (**Settings**) at the top right of your screen and select **Change Parental Control PIN**.

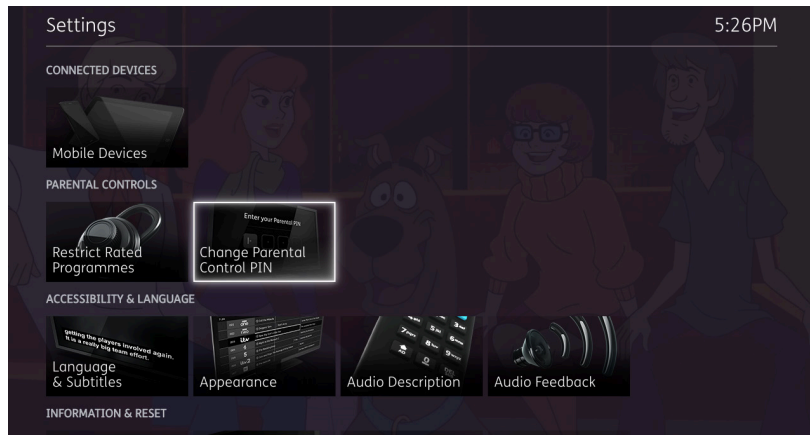
If you forget your parental control PIN, you'll need to reset the TV Box. Go to [bt.com/help/resettv](http://bt.com/help/resettv)

Use your **payment PIN** to buy films or TV shows on the BT Player.

You can have the same PIN for both if you like.


If you forget your payment PIN, call us on 0800 111 4567 or go to [bt.com/PIN](http://bt.com/PIN)

**Note:** You may need to set up other PINs or passwords to access other players like Amazon or Netflix.




# Using BT TV

## Press the to access the main menu and start using BT TV.

 **Search** for film and TV across all of your TV channels and apps.

**MyTV** – access recordings, your watch list and scheduled recordings.

### Go to the top right of your screen for

 Select to manage the settings on your TV Box.

 Help and Troubleshooting.

**Guide** – see what's on, set recordings and catch up on programmes from the last seven days.

**BT Player** – your very own on demand library for BT TV, including films, box sets, Sport, and much more.

**Apps** – home to loads of free and paid for on demand content.


**TV Shows & Films** – find something to watch on demand from across BT TV.




## Select MyTV from the main menu to watch and manage your recordings.

### Watching live TV

You can find all the Freeview channels from 001 to 299 and your BT subscribed channels from 300 to 599.

Select **Guide** to see what's on. When in the **Guide**, you can press  to access the channel categories.

### Recording TV

Your TV Box comes with up to 600 hours of recording space. Press  to record something you're watching live (it'll record from the time you press the button).

### Recording four programmes


You can record up to four programmes at once when your TV Box is in '**Aerial Mode**'. (If your box is in '**Internet Mode**' you can only record two programmes at once.)

When your TV Box is full, it'll automatically delete the oldest one you've watched. You can lock an old recording to prevent this from happening.

### Watching and managing your recordings

Your recordings are stored in **MyTV**. Press , and highlight **MyTV**, the menu options are at the top right of the screen.

### Recordings



Go here to watch something you've recorded, select it and press .

### Watch List

Your watch list is stored here. You can pick up where you left off viewing on demand content.


### Deleting recordings

If your TV Box is full of recordings, it'll automatically delete the oldest one you've watched.


You can save an old recording from being deleted automatically by locking it. Go to **MyTV**, select **Recordings**, and then  to lock, press  again to unlock it.

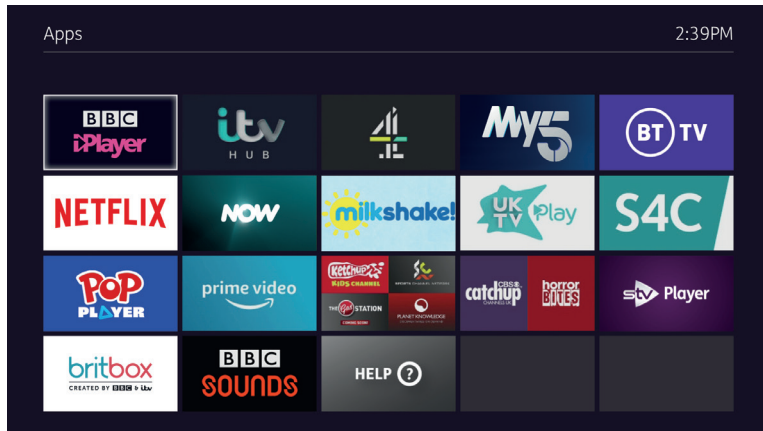
# On Demand

There's lots of on demand content available within the 'Apps' section.

Press  and select **Apps** for all your free apps such as BBC iPlayer, as well as paid for apps like Netflix & Amazon Prime.

**BT Player** is the place to go to watch, buy or rent the latest blockbuster movies and most talked about TV shows.

To return to live TV at any time, press .



# BT TV App

## Download the BT TV App to watch live and catch up content across AMC, BT Sport and Kids TV.

You can also download films and TV shows that you've bought in BT Player to watch offline.

### Who can use the BT TV App?

If you've got BT TV, you're in. Just download the app and login with your BT ID and password.

### Recording on the move

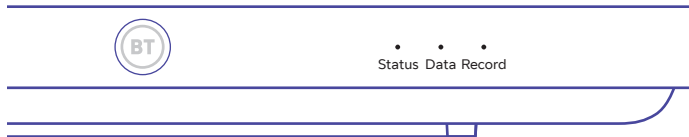
If you've gone out and forgotten to record something, all is not lost. You can start a recording remotely through the BT TV App.



# What your TV Box lights mean

When you press the buttons on the remote control, the status light blinks purple to confirm the command has been received.

Front of your BT TV box



	Power	Status	Data	Record
Box on	Purple	Off	Off	Off
Box on, recording	Purple	Off	Off	Red
Box in standby	Off	Off	Off	Off
Box in standby, recording	Off	Off	Off	Red

# Need some help?

If you need any help, [bt.com/help/tv](https://bt.com/help/tv) is a good place to go. We've got common questions and answers that will help you solve any problems you may be having, and other tips with getting the most out of your service.

Or you can chat with us online (any time between 07:00 and 23:00, 7 days a week) at [bt.com/contact](https://bt.com/contact)


You can speak to us on the phone too. Just call **0800 111 4567** anytime between 08:00 and 21:00 Monday to Friday and 08:00 and 20:00 Saturday and Sunday.


# Accessibility tools


## There are a range of accessibility features to help you watch your BT TV service.

### Audio Description and subtitles

If the broadcaster provides these features, they're available on live TV, on demand programmes and your recordings.

To switch on the **Audio Description** or **Subtitles** features, press  (**More**).

Highlight the feature from the menu top of the screen and press .

To switch it off, just highlight it again, and press .

### Change Accessibility and Language settings

Press , then  (**Settings**) and select **Accessibility and Language** to change your settings.

### Language and Subtitles

If the broadcaster supports **Sign Language**, you can switch it on here. You can also switch **subtitles** on and off.

### Appearance

Select this menu to change the on screen text and appearance.

#### – High Contrast

If you find the menus difficult to read, switch on **High Contrast**, to change to a high contrast colour scheme instead. It has white text on black and the menu options don't blend in with the background.

#### – Remove channel logos

You can also stop channel logos appearing in the **Guide** by selecting **Remove channel logos** to make it easier to read.

#### – Remove transparency

You can switch off the 'transparent' background image of a programme while you're browsing the **Guide** to make the text easier to read.



### Audio Description

You can also switch **Audio Description** on and off here.


### Using zoom

If you're finding it difficult to read some of the text on screen you can use **zoom** to make it bigger. Zoom can be used in the main menu, in **Guide** (where you find live TV channels) and in **Apps** (where you find on demand apps).

### How to zoom

Press  (**More**). Highlight the **zoom** from the top of the screen and press .

Select **Move Screen** and use the arrow buttons on your remote to go to other areas of the screen.

To return to normal view, go to the top of the screen using the arrow buttons, select **zoom** and press  again.

### Grid 3 Software

Software is available for Windows PC's and tablets. You can use it to control your TV Box without a remote or keyboard. It allows you to control with touch, switch, eye gaze and pointing devices. You can find out more about this at [bt.com/tvaccessibility](http://bt.com/tvaccessibility) and [thinksmartbox.com](http://thinksmartbox.com)

### Using your keyboard as a remote

You can use a UK USB keyboard to interact with your TV box, either alongside the remote or instead of it. There's a USB connection on the back of the box.

- This option supports USB keyboards.
- Certain keys imitate the buttons on the remote.

- You can use the standard alphabet keys to enter text.
- The '1' key also cycles through punctuation.

The keyboard number keys work in just the same way as the number keys on the remote. Your TV box supports a number of keyboard layouts including Jumbo, Clevy, and multimedia. Read more about this and print out keyboard overlays at [bt.com/tvaccessibility](http://bt.com/tvaccessibility)

# Safety and legal information



## Important safety and care instructions Keep for future reference

Your TV Box (model RTIW387) from BT is manufactured to comply with European safety standards. Please read the following instructions carefully before installing and using it.

## Safety information

### Installation and location

- For indoor use only in the UK
- Position all parts, including power adapters away from heat and sun (e.g. away from radiators, window sill or other electrical equipment which can get hot)
- Keep area ventilated (e.g. don't put in cupboards or back of sofas) and don't block any vents with objects or thick carpets
- Keep device flat on its feet at all times. Not standing it as designed could cause overheating
- Keep device and cables out of young children's reach
- Only use power adapters provided by BT for this specific device; see [bt.com/tvboxinfo](https://www.bt.com/tvboxinfo) for further information or contact our helpdesk if you need a replacement
- Electronic devices hate liquids; don't place devices and power adapters in damp areas or near sources of water or splashes
- This device uses wireless technology; check before using or installing where restrictions may apply such as in hospitals
- The Ethernet port is intended to be connected to devices in the same building and on the same earth circuit
- When connecting a USB peripheral device, respect the way of insertion and don't use force

- Product may cause scratches or marks if placed on fragile surfaces (e.g. veneered wood or delicate fabrics); place on a mat if required
- Don't use near flammable substances or in a flammable atmosphere (e.g. warehouse or garage)
- Designed for use at room temperatures between 0 and 40°C

### Care and maintenance

- Treat all parts with care; no shock or vibration, and don't pull or twist any cables
- Regularly check your product for damage to ensure small parts aren't exposed
- Don't move your set-top box or turn the power off suddenly while the hard disk drive is running
- BT won't be liable for any corruption of data on the hard disk drive caused by carelessness or misuse
- Unplug from the mains socket before cleaning
- Dust with a soft dry cloth; no water or solvent
- Regularly check that objects don't cover any parts or any vents which could cause overheating
- When not in use, store in a dry place and away from extreme heat or cold

### Warnings

- If any parts of your product, power adapters or any cables appear damaged or make unusual noises, discontinue use immediately. Switch off your electrical socket if it is safe to do so and contact BT on 0800 111 4567
- Don't try to open your device or power adapters. There are no serviceable parts and you risk an electrical shock
- This device has been evaluated for and shown to be compliant with European Guidelines when installed and operated with a minimum distance of 20cm between the unit and your body

- If you've got a pacemaker please check with your doctor before installation

### Battery safety information

- Replace batteries with same size, voltage and type as supplied originally
- Take care when disposing of your product. The battery could explode if placed in a fire, a hot oven or is crushed or cut
- Don't subject the product to extremely low air pressure as the battery may explode or leak flammable liquid or gas

## Returning and Recycling Equipment



### Disposing of your old electrical and electronic equipment

The Government has a legal requirement to minimise the unsorted waste disposal of electrical and electronic equipment and to maximise its separate collection and environmentally sound management. The symbol shown here and on a product, means you shouldn't throw it in your normal rubbish at the end of its working life.

This product may contain substances that could be harmful to people or the environment if it's not recycled correctly. The equipment provided to you will remain the property of BT at all times (excluding outright sale equipment). You'll need to return it back to us within 60 days of telling us you want to cancel or we may need to charge you for it. You can do this by following the easy steps on [bt.com/returns](https://www.bt.com/returns)

As the environment is important to BT, simply send your equipment back to us so we can get rid of it in an environmentally friendly way.

If this equipment is a replacement for something similar, then you can also dispose of your old kit by following the instructions above.



## Legal information

### EU – Radio Equipment

#### Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type TV Box (Model RTIW387) is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at: [bt.com/tvboxinfo](http://bt.com/tvboxinfo)

### UK – Radio Equipment Directive Declaration of Conformity

Hereby, British Telecommunications plc declares that the radio equipment type TV Box (Model RTIW387) is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at: [bt.com/tvboxinfo](http://bt.com/tvboxinfo)

#### Restrictions:

This radio equipment is subject to certain restrictions when it is placed on the market in Belgium (BE), Bulgaria (BG), Czech Republic (CZ), Denmark (DK), Germany (DE), Estonia (EE), Ireland (IE), Greece (EL), Spain (ES), France (FR), Croatia (HR), Italy (IT), Cyprus (CY), Latvia (LV), Lithuania (LT), Luxembourg (LU), Hungary (HU), Malta (MT), Netherlands (NL), Austria (AT), Poland (PL), Portugal (PT), Romania (RO), Slovenia (SI), Slovakia (SK), Finland (FI), Sweden (SE), Northern Ireland (UK(NI)), Norway (NO), Switzerland (CH), Iceland (IS), Turkey (TR), Lichtenstein (LI).

Wi-Fi 5 GHz: The frequency band 5150-5350 MHz is limited to indoor use.

This radio equipment is also subject to certain restrictions when it is placed on the market in United Kingdom (UK).

In accordance with the relevant statutory requirements in the UK, the 5150 to 5350 MHz frequency range is restricted to indoor use in the United Kingdom.



## Radio transmission information TV Box (Model RTIW387)

Frequency in range (GHz)	Max power in the range (dBm)
2.4 – 2.4835	20
5.15 – 5.35	23
5.47 – 5.725	30
5.725 – 5.850	14

### Remote Control

Frequency in range (GHz)	Max power in the range (dBm)
2.4 – 2.4835 GHz	3.9

## Power consumption and power supply information

Information can be found at [bt.com/tvboxinfo](http://bt.com/tvboxinfo)

### Opensource software

The TV Box (Model RTIW387) contains code that is covered by the GNU (General Public Licence (GPL). In accordance with the GPL, BT has made the relevant code available for download at [bt.com/tvboxinfo](http://bt.com/tvboxinfo)

## Trademarks

### YouView

YouView is subject to terms of use, suitable broadband speed, TV aerial and coverage.

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### Dolby

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### Bluetooth

Bluetooth® is a registered trademark of Bluetooth SIG, Inc.



Digital Video  
Broadcasting

### DVB

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Covered by one or more claims of the patents listed at [patentlist.hevcadvance.com](http://patentlist.hevcadvance.com)

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No license is granted or shall be implied for any other use. Additional information may be obtained from MPEG LA, LLC see [www.mpegla.com](http://www.mpegla.com)

### Microsoft PlayReady

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