

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

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 for more information.

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  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 . The remote control will automatically pair with the TV Box and programme itself to control your TV as well.

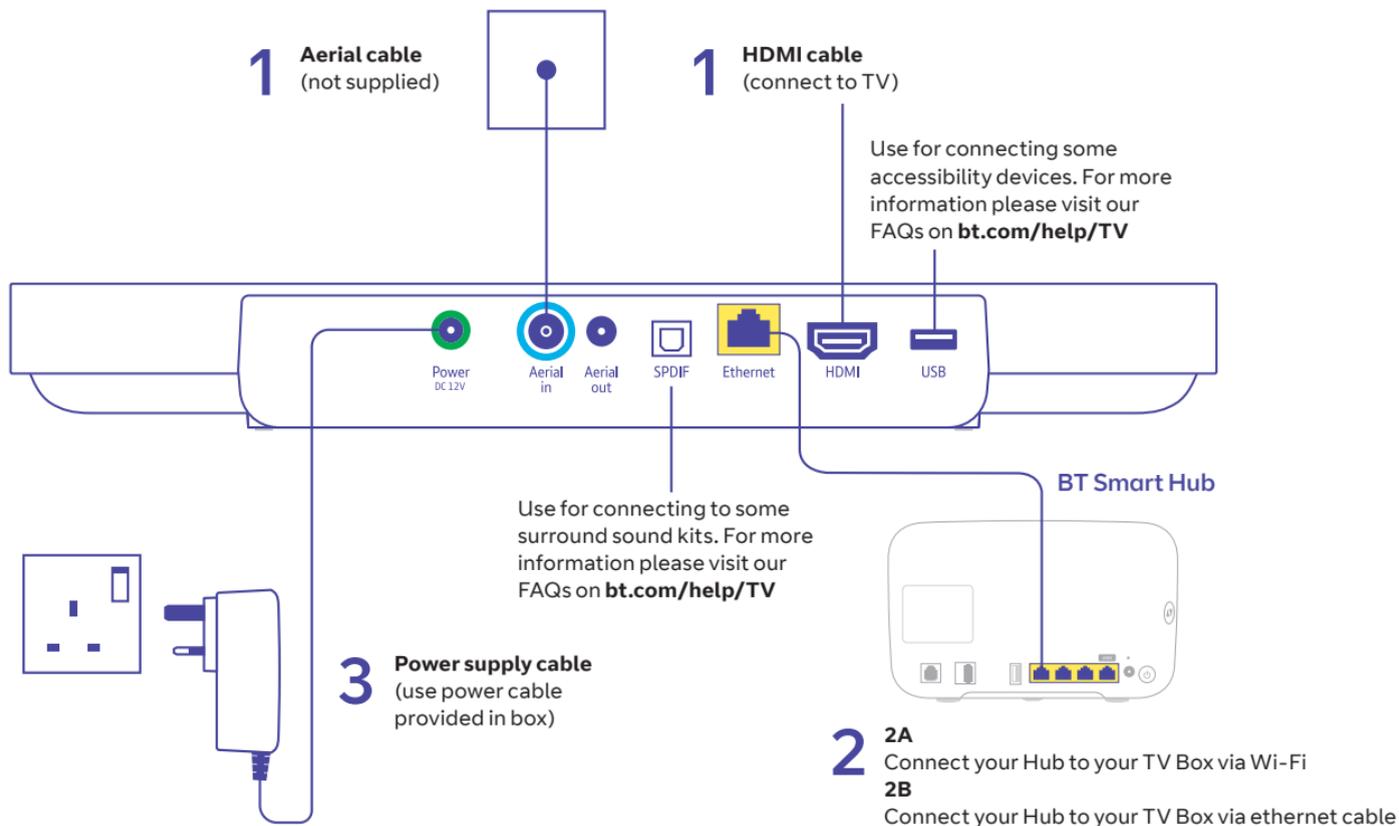
5

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.



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.

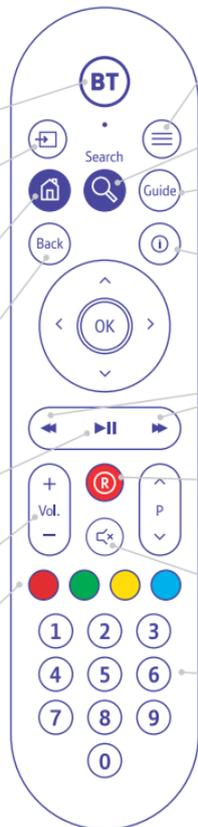
Home
Brings up the main menu, apps and recordings.

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

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

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.

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

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

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

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

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

Go to the top right of your screen for

 Select to manage the settings on your TV Box.

 Help and Troubleshooting.

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 4 programmes at the same time.

If you record a fourth programme, you can't then watch a fifth on live TV. You can still watch something in an app or a programme you've already recorded.

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.

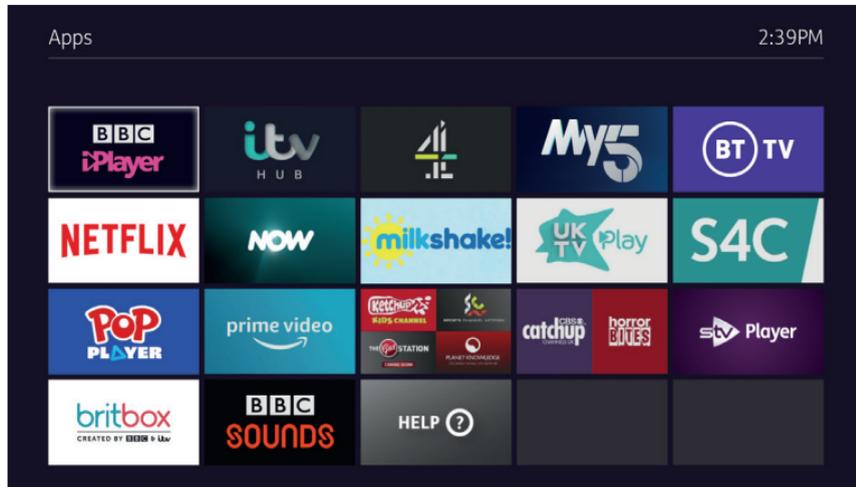
On Demand

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

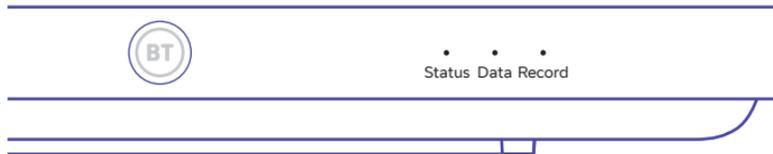
If you've gone out and forgotten to record something, all is not lost. You can start a recording remotely through the BT TV App.



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 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

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 and 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

Safety and legal information



Your BT TV Box Pro (Model RTIW387) is manufactured to comply with international safety standards. Please read the following instructions carefully before installing and using it. Keep these instructions safe for future reference.

Safety information

Power supply unit (adaptor)

To avoid risk of electric shock or fire, you must only use the power supply adaptor provided.

Connect the appliance to the mains following the information on the label of the appliance and on the power supply adaptor.

Never connect your appliance to a socket that has come loose or is damaged or defective (risk of electrical shock and fire).

Children and pets

Make sure that the power supply adaptor and the remote control are out of reach of children or pets.

Batteries

The batteries must not be exposed to excessive heat such as the sun, a fire or similar sources.

It is required to replace the primary (non-rechargeable) batteries supplied only with strictly equivalent types (voltage, chemistry, size).

Liquid

Keep all liquids at a safe distance from your TV Box and power adaptor.

Keep them away from damp areas and sources of water.

Don't put anything filled with liquid on top of it (like a vase of flowers).

If liquid does enter the TV Box, unplug it immediately from the mains taking all necessary precautions to avoid getting an electric shock and contact BT on **0800 111 4567**.

Cleaning

Always unplug your TV Box (Model RTIW387) from the wall socket before cleaning.

Clean the appliance and the mains power supply adaptor only with a soft dry cloth.

Don't use cleaning fluids or solvents. Dust it with a soft damp cloth. Always unplug your TV Box from the wall socket before cleaning.

Ventilation

Place your TV Box (Model RTIW387) somewhere that's well ventilated.

Don't cover it or keep it in a confined space (like a cupboard) or stack other electronic equipment on top of it or below it.

Don't cover it and ensure that vents are not blocked.

Environment

Install the appliance and the power supply adaptor indoors, in a dry, well aired place.

Your TV Box (Model RTIW387) is for indoor use only, in the UK, at room temperatures of 0 – 45°C and between 20 % RH and 90 % RH ambient relative humidity.

Protect the TV Box and power supply adaptor from moisture and dust.

Don't put your TV Box (Model RTIW387) or the power supply adaptor on soft furnishings, carpets, delicate surfaces including antique or veneered wood or temperature sensitive surfaces to avoid alteration of colour or cause damage to the surface.

Position your TV Box (Model RTIW387) and all parts, including power supply adaptor away from heat and sun (e.g. away from radiators, windows sill or other electrical equipment which can get hot) and ensure to always avoid extreme temperatures.

Don't place incandescent objects such as candles on or near the appliance and the power supply adaptor.

Warning

If your TV Box or power adaptor appears damaged, stop using it immediately. If it is safe to do so, switch off and disconnect from the electrical socket, then contact BT on **0800 111 4567**.

It's important to avoid damaging the power cord:

- Always unplug the power cord by holding the plug (not the cord).
- Only use the power adaptor provided with your TV Box. Don't change the power cord or plug.
- Don't bend or twist the power cord.
- Keep the power cord away from heat sources (like a radiator) so the plastic cover doesn't get damaged.
- Ensure you have easy access to the mains plug at all times. As a precaution, in case of danger, the mains plug of the power supply adaptor acts as a disconnect device for the 230 V supply.
- Keep cables out of young children's reach.

To avoid electrical shock and risk of fire

Don't open the main body of your TV Box (Model RTIW387) or power adaptor.

Don't insert metal or flammable objects into it. Don't touch the power plug or power adaptor with wet hands.

Unplug it from the electrical socket before connecting (or disconnecting) any cables.

Never squash the power cable by placing objects on top of it, walking or wheeling something over it.

Plugging the power supply adaptor incorrectly may cause intermittent disconnection and may cause a risk of fire or electric shock.

The coaxial connector “Aerial In” of this TV Box (Model RTIW387) is intended to be connected either to an indoor antenna or antenna socket that is fully galvanically isolated (core and shielding) to at least 1.5 kV ~, or an antenna, or an antenna outlet, whose shield of the coaxial cable is imperatively earthed, in accordance with 6.2 (g) and 6.2 (l) of IEC/EN 60728-11 standard concerning the safety of cable distribution networks, and in accordance with the national installation rules.

The Ethernet port is intended to be connected to indoor cable circuits that are exclusively located within the building where the appliance is installed and are not earthed to a different earthing network.

Avoid violent mechanical shocks. Don't use the appliance if it is damaged.

If there is any suspicious noise coming from the mains socket or mains power supply adaptor or cord, unplug the power supply adaptor from the mains socket with all necessary precautions to avoid getting an electric shock and contact BT on **0800 111 4567**.

To avoid damaging your TV Box

If your TV Box (Model RTIW387) isn't working properly, stop using it to avoid causing serious damage and contact BT on **0800 111 4567**.

Unplug it from the mains socket if there's thunderstorms.

Only hand-tighten connectors don't use any tools. You are likely to damage the connectors if you tighten them too hard.

When connecting a USB peripheral device, respect the way of insertion and never use force.

To avoid damaging the hard disk drive

Don't move your TV Box (Model RTIW387) or suddenly turn the power off while the hard disk drive is running. We won't be liable for any corruption of data on the hard disk drive caused by carelessness or misuse.

Returning and Recycling Equipment

How to return or recycle your 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 item may contain substances that could be harmful to people or the environment if it's not recycled correctly.

Before you dispose of your product, please log into your 'MyBT' account and check if you need to return it to us, as we'll need the kit back if it's been loaned to you.

You can return it for free by following the easy steps here: [bt.com/returns](https://www.bt.com/returns)

If this equipment is a replacement for something similar, we are also happy to recycle your old kit, just send it to us by following the instructions at the website above.

If you don't wish to return it to us (and you are not contracted to do so), lots of electronics shops have their own 'take back' schemes where you can recycle very small electrical and electronic goods. If you're a household user, you can also take it to your local recycling centre – go to [recyclenow.com](https://www.recyclenow.com) to find the one nearest to you.

Please dispose of this carefully and help to protect our planet.

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](https://www.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](https://www.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

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

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

Trademarks

YouView

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Offices worldwide

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