



TV user guide

Hello

Use this guide to see what's what with your new BT TV.

Here's what's in this guide

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Grab your remote and get going

Meet your new best friend – your BT TV remote control. Use it to wander around, see the sights, pick what you'd like to watch.

Want to control your TV using your BT TV remote?

Sometimes it's hard enough keeping track of one remote, let alone two. Why not just use one? To work your TV using your BT TV remote, see page 15.

Switch your box on or off

To find out how to also control your TV using your remote, have a look at **page 15**.



BT Player Explore the BT Player

You'll find a huge library of on-demand entertainment, sport, films, music and kids' shows.



Open the main menu

It's the home of BT TV and where you go to get on-demand programmes, players, apps and settings. **See page 4**



See more about a programme

For when you want more information about the show.



Pause live TV

You can pause, rewind and fast forward live TV, so you never miss a thing. **See page 8**



Record

This button won't work as this box doesn't have a record function.

Search Your super-smart search tool




Use this to search across all TV and on-demand players. **See page 9**



Guide Open the TV guide

See what's on and scroll back to catch programmes you might've missed. **See page 6**

The main menu





To open the main menu, press  on your remote

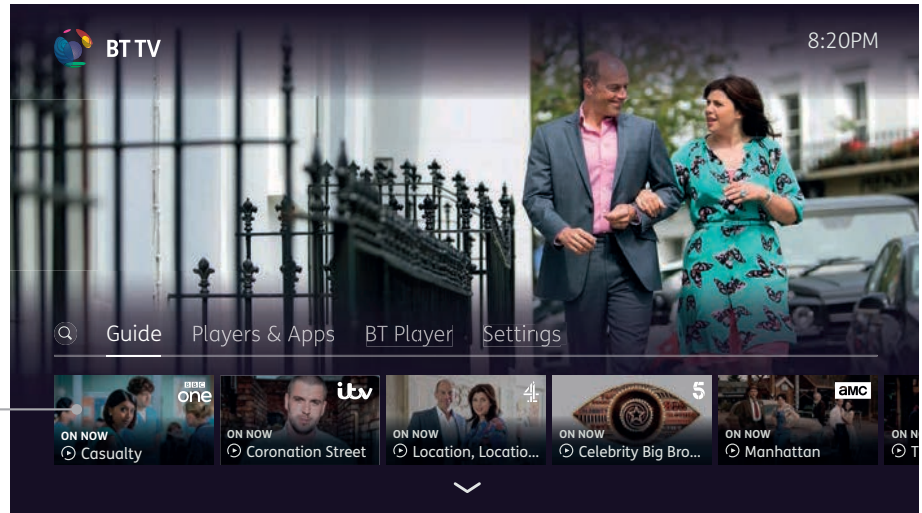
Use the  and  arrow keys and  to find your way around.

Press  to go back a step or  to exit.

The preview bar

Below each menu item is a handy row of shortcuts. For example: when **Guide** is highlighted, you'll see what's on TV now. You can then find and jump straight to a channel.

Press  to get to this row. Then use  and  and  to pick a shortcut.



Guide

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

See page 6

Players & Apps

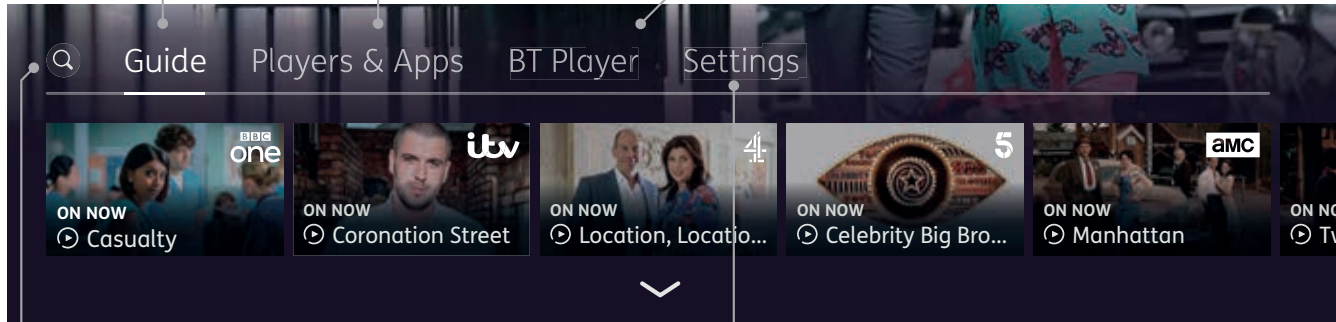
Find all the on-demand players and apps, like BBC iPlayer.

See page 10

BT Player

Explore the BT Player to watch a huge library of on-demand entertainment, sport, films, music and kids' shows.

See page 10



Search

Use this handy, super-smart search tool to find what you want to watch across all your channels and on-demand players.

See page 9

Settings


Where you can manage your box settings.

Watching live TV

To open the TV guide, press **Guide** on your remote

Use the arrow buttons to move up and down through the channels and left and right through the schedule. The selected programme is highlighted.

Press **OK** when selecting:

- a programme that's on now to jump to that channel
- a past programme (which has the  icon) to play that programme on demand (this will open a player like BBC iPlayer and play the programme)
- a future programme to set a reminder.

Press **Close** to get back to live TV.

Reminders

In the Guide, find the programme you want to be reminded about. Then press **OK** on your remote.

To cancel a reminder, find the programme and press **OK**.

BT TV App

You can also watch Live TV in the BT TV app by going to the TV Channels section.

Seven-day catch-up

If you see this symbol, it means the programme is available on catch-up.

Scroll back over seven days to catch up on programmes you might've missed. When you've got to the programme you want, press **OK** to get started.

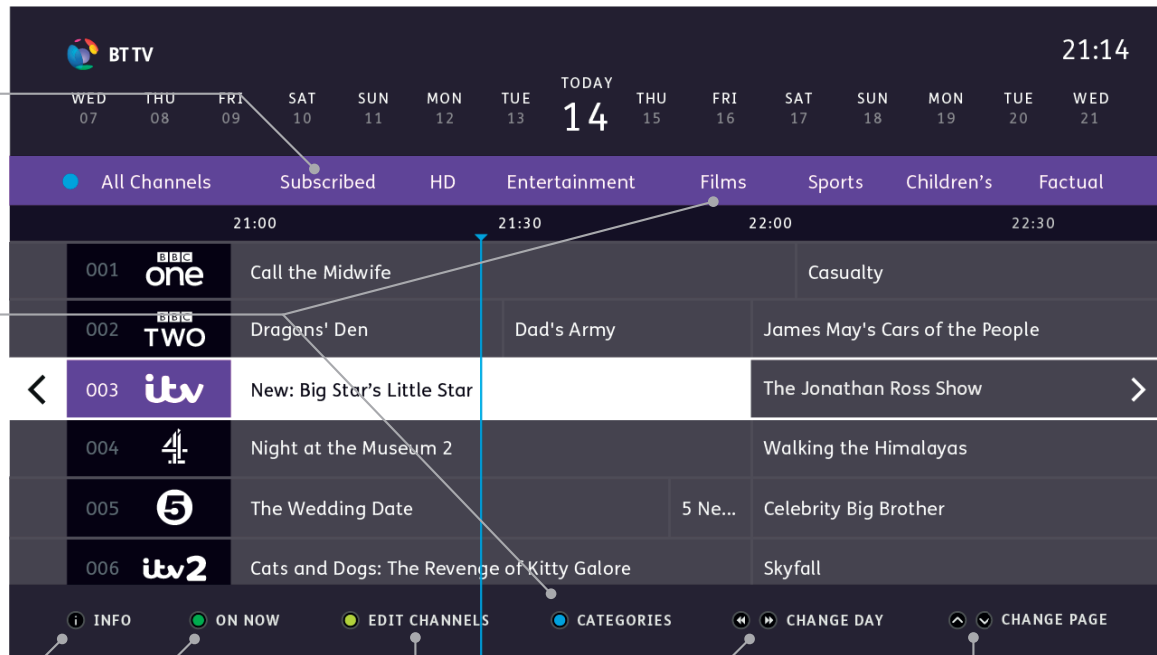
The Guide

Subscribed filter

Use this filter to see only the channels included in your subscription.

Filter channels by category

Press **OK** on your remote and scroll left or right to choose the category you want. Then press **OK**.



Programme info

Press **INFO** to find out more about the selected programme or to see if it's available in HD.

On now

If you've lost where you are, press **ON NOW** to jump straight back to now in the Guide.

Edit channels

Press **EDIT CHANNELS** on your remote to choose which channels you want shown or hidden.

Change day

Press **CHANGE DAY** to skip backwards and forwards by 24 hours.

Change page

Press **CHANGE PAGE** to move quickly through the channels, a page at a time.

Pausing live TV

You won't miss a minute. You can pause the programme, rewind to catch the bit you missed, then fast forward to catch up to live TV again.

Press **⏸** to pause

You can pause live TV for up to 30 minutes. To start watching again, press **▶**.

You can return to live TV at any time by pressing **⏪**. If you change channel while pausing, you'll lose your paused position.

Where are you?

When you pause live TV, you can see when your pause started, where you are now, and the programme start and end times.

Press **⏮** to rewind

Keep pressing it to change the rewind speed. To start watching again, press **▶**. To skip back 15 seconds, press **⏮**.

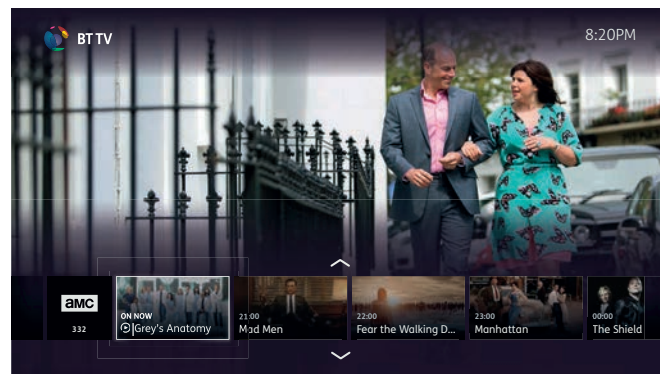
Press **⏭** to fast forward

You can only do this when you've paused or rewound live TV. Keep pressing it to change the forward speed. When you reach the bit you want to watch, press **▶**. You can also skip forward 60 seconds by pressing **⏭**.

Now and next

To see what's on next, press **⏮**. The mini guide will show you what's coming up over the next 24 hours. Scroll up and down to see what's on other channels.

You can also set reminders and get more info on programmes using the mini guide.



Searching for programmes

Press **Search** on your remote

Or choose **Q** from the main menu

Use the number buttons to type what you're searching for (for example, press **2abc** twice to get 'b').

As you type, suggested programmes appear. Press **⌂** and press **OK** to pick a programme.

Some programmes might be available On Demand and On Now & Next. If you choose a programme from the On Demand search results, it will launch a player (like BBC iPlayer).

To return to live TV at any time, press **Close**.



i Search tips

Press **0** on your remote control to enter a space.

Press **Delete SUB** to delete the last letter you entered.

Press **OK** to see all results that match your search.



Press **⏪** to clear your search and start another.

On Demand

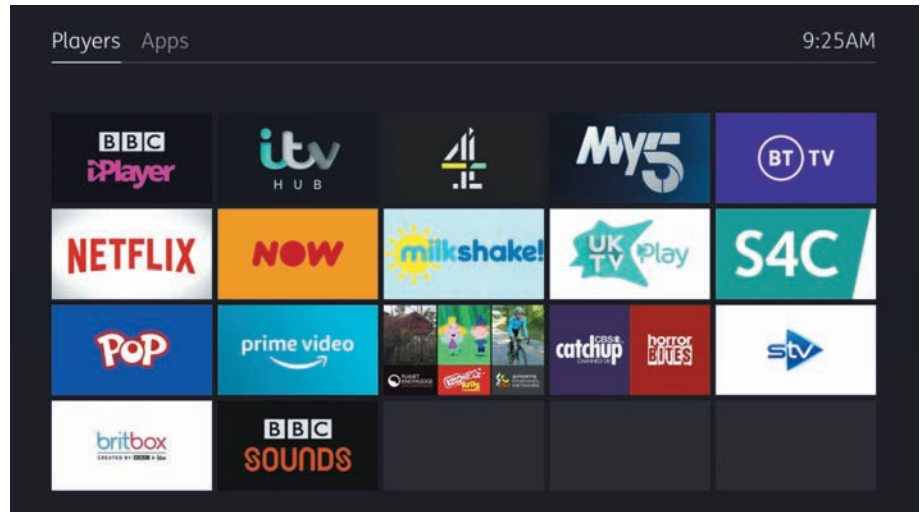
Press and choose **Players & Apps**

There's loads of on-demand content available within the 'Players' section.

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

Press  and choose **Players & Apps**. To return to live TV at any time, press .

With on-demand services you can watch what you like, whenever you like.



*Britbox Player coming soon

The BT TV app

Watch the latest episode of your BT TV content (doesn't include Freeview content) wherever you are, using the BT TV app.

You can start watching something on your TV, stop it, and pick up where you left off on your mobile or tablet. We call that our **Continue Watching** feature.

Here's what else you can do with the app:

- Watch all your live BT TV subscription channels
- Watch your BT TV shows via on-demand catch up
- Download films and TV that you've bought to watch offline

Who can use the BT TV app?

If you've got BT TV, you're in. Just download the app and log in 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.



Need some help?

Where to start

Take a look at bt.com/help/tv

Or chat with us online (any time between 7am and 11pm) at bt.com/chat

If you need to talk to us, give us a ring between 8am and 9pm on **0800 111 4567**. We're usually less busy between 12pm and 6.30pm.



You can report a fault at bt.com/faults

Here's what's in help

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Help with set-up

Can't connect using BT Mini Connectors (powerline adaptors)?

Try connecting your Hub directly to your BT TV box using an Ethernet cable. If they're both in the same room, the ten-metre cable that came with your BT TV box should be long enough. If it isn't, or they're in different rooms, use a longer Ethernet cable or try your Mini Connectors again. For more help on this, take a look at bt.com/help/tv

Can't see the welcome screen or the screen says 'No Signal'?

This could mean your TV is using the wrong source or input. Here's what to do.

- 1 Check that your BT TV box is correctly connected to an HDMI port on your TV.
- 2 If they're connected okay, check that your BT TV box has a blue light on its top. (You can find out more about lights on page 16.)
- 3 If the light's blue, press the 'Input' or 'Source' button on your TV remote (it'll look something like ) and select **HDMI1**, **HDMI2** or **HDMI3**.

You should have the right input now. If not, please have a look at your TV maker's guide for more help.

What's the best way to connect surround sound?

You should be able to find this in the maker's guide that came with your surround sound equipment.

You can connect your box to a surround sound system using an HDMI cable. But there are some programmes you might not be able to get in surround sound. Take a look at bt.com/help/tv for more information.

Help with Freeview

You might find some or all of your Freeview channels are missing or they're poor quality. Most of the time, the problem will right itself. Or you might need to make a quick and easy fix. Here's what to do.

- 1 **Check the coverage in your area** at freeview.co.uk. Type in your postcode and house number to see which channels you should be able to get.
- 2 **Check your aerial connections.** Your aerial needs to be in good working order to get Freeview channels. Make sure the aerial cable is going straight into the Aerial IN socket on the back of your TV Box. You might also get better picture quality by removing any amplifiers or splitters that you've got connected.
- 3 **If you're stuck**, you can report a fault at bt.com/faults or call us on **0800 111 4567** and we'll send a specialist to check your aerial. It might be out of place, or something might be restricting the signal. Or you can contact a local professional to help. If you need outside or roof access to your aerial, we recommend getting someone in to do it for you.

Help with extra channels

Extra channels come to you over your broadband, so make sure your TV Box is always connected.

- 1 **Check your box is up to date** by pressing the **BT Player** button on your remote. Then go back to the channels you're trying to watch. If they're still not working, follow the steps below.
- 2 **Check that the connection between your box and broadband is working** by playing an on-demand programme. If that doesn't work, check the connection to your Hub. If your broadband isn't working on other devices, get in touch to let us know.
- 3 If you're able to watch other on-demand programmes, you'll need to check that the box software is up to date by going to **Settings**, then **Software Information** and then **Update Software**.
- 4 If that doesn't work, switch your Hub off at the power and then back on again and do the same with your TV box.
- 5 If you're still having problems, let us know by reporting a fault at **bt.com/faults** or call us on **0800 111 4567**.

How to control your TV using your BT TV remote

You can set your BT TV remote to control both your BT TV box and your TV. Here's how.

- 1 Turn on your TV, then look up the four-digit code for your brand of TV (see the table on the right). Then hold down **TV** and **TV AV** until the blue light on the remote flashes three times.
- 2 When the flashing stops, enter your code. The blue light will flash another three times.
- 3 Hold down **TV** until your TV turns off. The blue light will blink while it turns off.
- 4 When your TV turns off, let go of **TV** and press it again – your TV should turn back on. Next try **Vol +**, **Vol -**.

For some TV brands, you need to press **OK** instead of **TV**. So if it's not working, try this step again but press **OK**.

- 5 If the volume control works, press **OK**. And that's it!
If it doesn't work, start again from Step 3.



Using your remote to switch to another device

When switching to another device on your TV (like a games console), press **TV AV** on your remote, then keep pressing **TV AV** (not the up or down arrows) to scroll through your choices (like HDMI1).

Maximum volume too low?

If you need to change the volume on your BT TV box after setting up your remote, hold down **AD** while pressing **Vol +**, **Vol -**.



TV brand	Code
Goodmans	2037
Hitachi	2424
JVC	2788
LG	2992
Panasonic	3846
Philips	3951
Samsung	4483
Sharp	4848
Sony	4985
Toshiba	5523

If your make of TV isn't listed here, you can find a full list of brands and codes at bt.com/help/remote



Once you've set up your remote, you can:

- turn your TV on and off (standby)
- switch to another device
- adjust or mute the volume.

Get to know your TV box



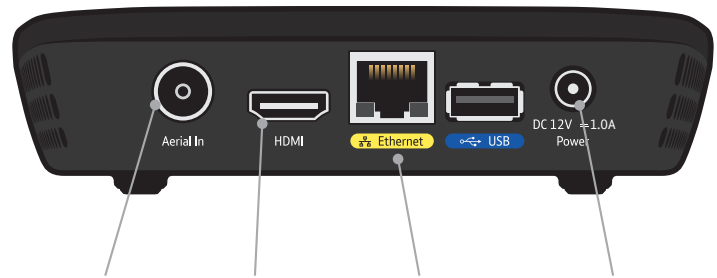
The lights

The lights on the top of your box show you what it's doing.

Red Energy Saver

Purple Always ready standby (gives a faster start-up).
Or change to **Smart Standby** in **Settings**

Blue On



Aerial In
Connects to the
aerial wall socket

HDMI
Connects to
your TV

Ethernet
Connects to your
Hub for a broadband
connection

Power
Connects to the
mains power using
the supplied cable

Parental Controls and PINs

It's easy to control access to BT TV, if you want to.

Parental Controls

With BT TV, you only need to set these once. They'll cover all channels, players and programmes.

About your PINs

There are two PINs. Use your Parental Control PIN to control access to programmes with an age rating. Use your Payment PIN to make purchases on the BT Player. You can have the same PIN number for both if you like.

Parental Control PIN

Your default PIN is always **1234**. But you can change it at any time. To do that, go to **Settings**, then **Change Parental Control PIN**. You'll also need to create a security question, which you'll be asked for the answer to if you forget your PIN.

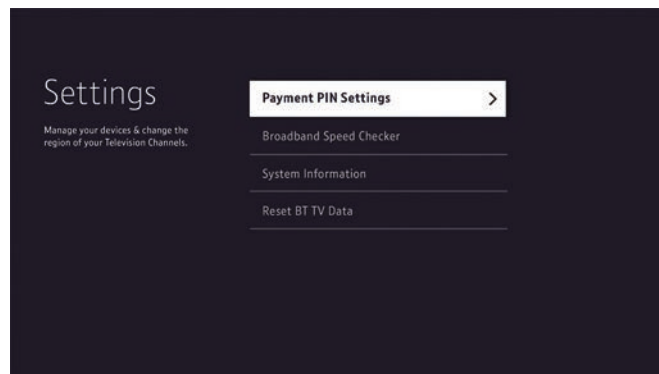
Can't remember your Parental Control PIN and security question?

You'll need to reset the box. To find out how, pop over to bt.com/help/resettv

Payment PIN

When you set up your box you'll be asked to set a Payment PIN. To turn this PIN on or off, go to the BT Player, then choose **Settings** and **PIN Settings**.

If you forget your Payment PIN, call the BT helpdesk on **0800 111 4567** or go to bt.com/help/tv




Unhiding age-rated programmes and films



When you activate Parental Controls, all programmes rated PG, 12, 15 and 18 are hidden. You can also choose to put Parental Controls on programmes that have a guidance warning.

You might need to type in your Parental Control PIN if you try to watch a live programme with an age rating of 15 or above between 5.30am and 9pm.

Accessibility tools

To review and change your accessibility settings, press  then select **Settings** and scroll down to **Accessibility** and **Language**. Here's a summary of what's what.

Turn on Subtitles, Audio Description (AD) and Sign Language

If the broadcaster provides these features, they're available on live TV, on-demand programmes and your recordings. On your remote, use  and  to turn **Subtitles** and **Audio Description** on and off.

Make your remote beep when you press a button

If you're not sure if you've pressed a key or not, turn on **Audio feedback** so there's a beep on the TV every time you press a key on the remote. Partially sighted and blind viewers might find it makes navigation easier.

Menus difficult to read? Switch on the high-contrast colour scheme

If you find the menus difficult to read, there's a high-contrast colour scheme you can use instead. It has white text on black and the menu options don't blend in with the background.

Remove channel logos



You can stop these logos appearing in the **Guide** to make it easier to read. Remove transparency You can change settings so that you don't see the 'transparent' background image of a programme while you're browsing the **Guide**.

Using Zoom

The **Zoom** button has two functions: one for the main menu and one for the Guide (where you find live TV channels).

How to zoom when using the main menu

If you're finding it difficult to read some of the text while you're in the main menu or sub-menus (such as **Settings**), you can use **Zoom** to make it bigger.

For example: press  to bring up your main menu, then press **Zoom** to make the text bigger (you'll be able to use the options on the screen as usual). Press **Zoom** again and you can use the arrow buttons to move around the screen. Press  to be able to use the options again. Press **Zoom** for the third time to go back to the normal view.

How to zoom when you're using the Guide

Press **Guide**. When you can see the TV listings, press **Zoom** to make the text bigger (you'll be able to use the options on the screen as usual). Press **Zoom** again and you can use the arrow buttons to move around the screen. Press **Zoom** again to return the text to its original size.

Grid 3 Software

Software available for Windows PC's and tablets. You can use it to control your BT 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 support.youview.com and thinksmartbox.com

Using your keyboard as a remote

You can use a UK USB keyboard to interact with your BT TV box, either alongside the remote or instead of it. There's a USB connection on the back left-hand side 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 BT TV box supports a number of keyboard layouts including Jumbo, Clevy, and multimedia. Read more about this and print out keyboard overlays at btplc.com/inclusion/bttv

Safety and legal information

Your BT TV box (Model DB-T2200) from BT 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.

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 BT TV box (Model DB-T2200) 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. Don't use cleaning fluids or solvents. Always unplug your TV box from the wall socket before cleaning.

Ventilation

Place your TV box (Model DB-T2200) 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.

Do not 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 BT TV box (Model DB-T2200) 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 BT TV box (Model DB-T2200) 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 BT TV box (Model DB-T2200) 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.

Do not place incandescent objects such as candles on or near the appliance and the power supply adaptor.

Warning

If your 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 BT TV box (Model DB-T2200) 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 BT TV box (Model DB-T2200) 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. Do not 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 BT TV box (Model DB-T2200) 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 thunderstorm.

Only hand-tighten connectors do not 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.

Radio Equipment Directive Declaration of Conformity



British Telecommunications Plc declares that the radio equipment type BT TV Box [Model DB-T2200] complies with Directive 2014/53/EU. You'll find the full text of the EU Declaration of Conformity at bt.com/tvboxinfo

BT TV Box Power Consumption and Power Supply Information can be found at bt.com/tvboxinfo

Other information

YouView

YouView is subject to terms of use, suitable broadband speed, TV aerial and coverage. See www.youview.com. Software contained in this device is licensed on a limited basis. All other rights are reserved. YouView and the YouView logo are trademarks of YouView TV Limited and are used under licence. © YouView TV Limited 2010–2020. All logos and content images are trademarks and/or copyright of their respective owners. Images are for illustration only and may differ on screen. Content is subject to availability.

Opensource software

Your TV box uses open source software. Information can be found at bt.com/tvboxinfo

Warranty

We guarantee your TV box for 12 months from the date you bought it. Subject to the terms listed below, the guarantee covers the replacement of the TV box or any of its components (other than batteries) if we find any are faulty, below standard, not put together well, or put together using unsuitable materials.

Replacement is at our discretion. If your TV box is over 28 days old from the date you bought it, we may replace it with a refurbished or repaired product.

Guarantee conditions

Only defects that occur during the guarantee period are covered. Keep hold of your proof of purchase; you'll need it to claim under the guarantee. You must return the equipment to BT or our agents as instructed.

Faults or damage aren't covered if they're caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than by a BT approved agent. These conditions don't affect your statutory rights.

Within the 12-month guarantee period If you have problems using your TV box, don't return it before you've spoken to us on 0800 111 4567. If we find it's faulty, we'll tell you how to replace it.

Outside the 12-month guarantee period If you have a problem using your TV box outside the guarantee period, call us on 0800 111 4567 for technical support.

Recycling your TV box

If you have a BT TV box that you don't need, you can return it for recycling, and we'll pay the postage. Follow the instructions on the return postage leaflet that's inside the pack your TV box came in.

If you don't have it anymore, call us on 0800 800 150 and we'll send you a pre-paid postage bag. Sorry, we can only accept BT equipment for recycling.

Recycling electronic equipment

The TV box, remote control and mini connectors (powerline adaptors) are all classed as electrical or electronic equipment under the Waste Electrical and Electronic Equipment (WEEE) Directive (2002/96/EU). All this equipment should be recycled responsibly to be kinder to the planet. DO NOT put them in your normal rubbish bin. Take them to your local recycling centre for safe disposal. Remember, batteries need to be disposed of responsibly too.



Available in other formats including
Braille, large print and audio CD.
Please go to [bt.com/mediatypes](https://www.bt.com/mediatypes)
or call 0800 800 150.



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See our terms and conditions at [bt.com/terms](https://www.bt.com/terms)

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