# SIMPLY SMART TV



Your YouView Guide



70+

radio channels









Use this guide to see what's what with your new YouView service.

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# GRAB YOUR REMOTE AND GET GOING

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

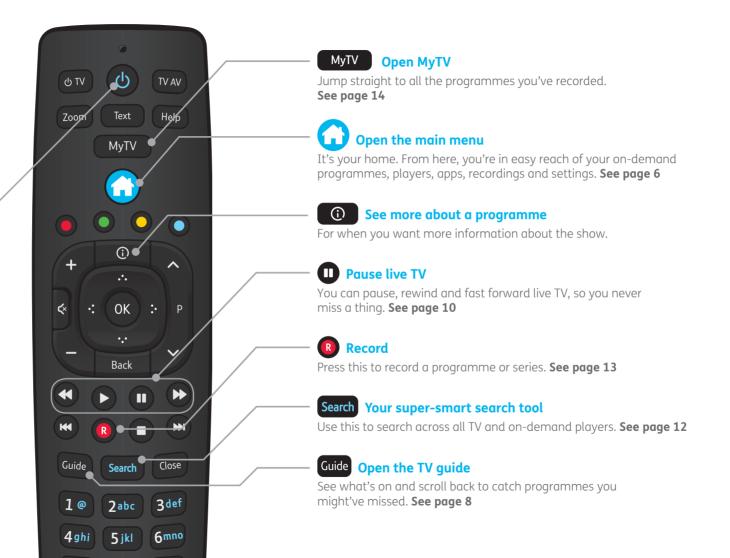
Switch your box on or off



To find out how to also control your TV using your remote, have a look at page 20.

i Want to control your TV using your new 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 YouView remote, see page 20.



# THE MAIN MENU

# To open the main menu, press on your remote

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

Press Back to go back a step or Close 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 and ok to pick a shortcut.



### Guide

See what's on, set recordings and catch up on programmes from the last seven days. See page 8

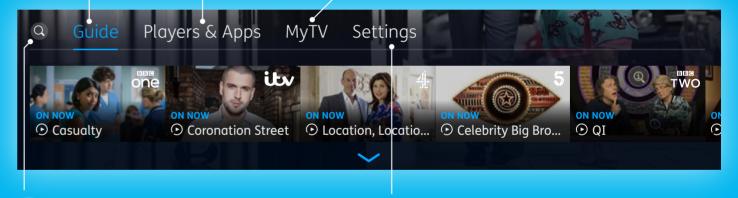
### Players & Apps

Find all the on-demand players and apps, like BBC iPlayer. **See page 16** 

### MyTV

Watch and manage the programmes you've recorded or scheduled to record.

See page 14



### Q Search

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

See page 12

### **Settings**

Where you can manage your box settings.

6 The main menu

# 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.

### **(C)** 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**.

### R Record

Press R to record the selected programme.

If it's a series, you can choose to record all its episodes once you've pressed **R**.

Press 8 twice to record the series while watching the actual programme. See page 13 for more on recording.

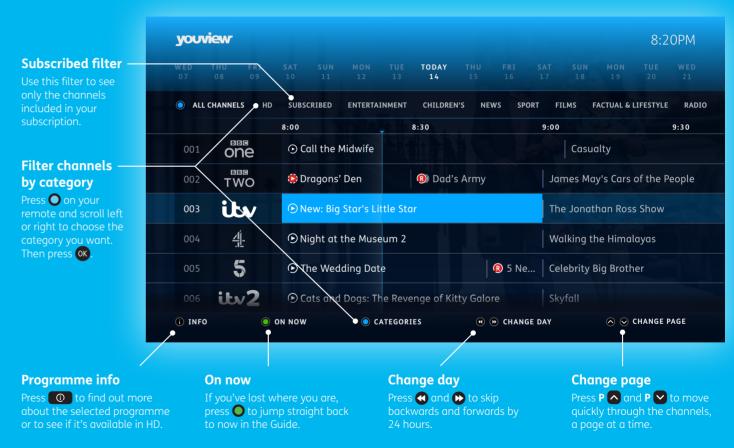
# (E)

### 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 or to get started.

# The Guide



8 Watching live TV

# Pause, rewind and fast forward 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 two hours. To resume, 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.

# Previous Programme Where you Where you start started watching are now Live TV Programme Next end programme

The rest of the recorded bit (you can fast forward this)

## 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 record, set reminders and get more information on programmes using the mini guide.



# Take control home or away

The YouView mobile app is a perfect companion to your box.

It lets you browse the guide, search for a programme, set reminders and set recordings – all on the go. So you never have to miss a thing.





It's a free download in the Apple® App Store (for iOS 8 or later) and Google Play™ store (for Android 4 or later). Just search for 'YouView'.

For more information and help using the YouView app, go to **support.youview.com** 



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# SEARCHING FOR PROGRAMMES

Press Search on your remote

### Or choose of 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 On your remote control to enter a space.

Press Delete 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.

# RECORDING PROGRAMMES



You can press (R) while watching live TV, browsing the **Guide** or looking at Search (On Now & Next) results.

Recordings will automatically start and finish at the times listed in the Guide. You can't add extra time before or after the recordina.

### Recording a series

When in the Guide, you can choose to record all episodes once you've pressed 🔞

Press R twice to record the series while watching the actual programme. You'll always get a confirmation message when you've set a recording.

### Cancelling a recording

Go to the Guide and find the programme you want to cancel. Then press Delete SIR.

You can also cancel a recording through MyTV. To do that, find the programme in your list of scheduled recordings. Then press Pelece. See page 14 for more on MyTV.



### **Recording two programmes**

You can record two programmes at the same time while watching another from Players & Apps or MyTV. You can record up to 300 hours of your favourite programmes and series (or around 125 hours in HD)

### Recording clashes

If you try to record too many programmes at the same time, you'll create a clash. If this happens, we'll let you know how to fix it (for example, by cancelling another scheduled recording).

12 Searching for programmes Recording programmes 13

# WATCHING YOUR RECORDINGS

### Press (1) to open the main menu and choose MyTV

Highlight the programme you want to watch and press ox or **D**.



The **Recordings** area of MyTV lists all your watched and unwatched recorded programmes. The **Scheduled** area lists all your upcoming recordings.

If you've got a lot of recordings, they'll be split across two or more pages and series recordings will be grouped together. You can order the list of recordings by date or alphabetically.

(i) To watch a recording from an Extra TV channel, your set-top box needs to be connected to the internet.

### **Deleting recordings**

To delete a programme you've recorded, select the recording and press pelete on your remote.

To delete a series you've recorded, select the series and press

on your remote. Then press ok to confirm.

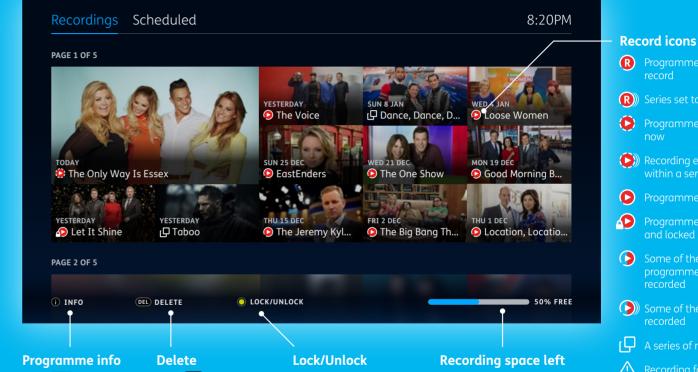
If you're worried about accidentally deleting recordings, go to Settings > Recordings > Confirm Delete and choose between on or off.

### **Auto deleting recordings**

If your set-top box gets full and there isn't enough space to record a new programme, it'll automatically delete a recording, starting with the oldest one you've watched.

To stop a programme being deleted, you can lock it. Highlight the recording and press on your remote.

To unlock a recording, highlight it and press o again.



Press ① t out more about the Press Delete to delete the or series.

Press O to lock the and stop it being

- R Programme set to
- R) Series set to record
- Programme recording
- Recording episode
- Programme recorded
- Programme recorded
- Some of the
- Some of the series is
- A series of recordings

• Recording failed

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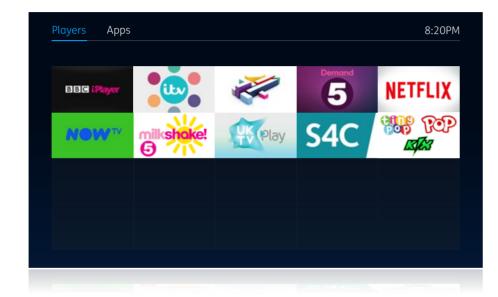
# PLAYERS & APPS

# Press and choose Players & Apps

Here you can access all the on-demand and catch-up players. Players like BBC iPlayer offer free programmes. Others, like NOW TV, offer subscriptions to get more programmes. New players will be added automatically as they become available on YouView.

Use the arrow buttons to choose a Player or App, then press ox to open.

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



# NEED SOME HELP?

Take a look at plus.net/help/tv or support.youview.com

Or chat with us any time between 7.30am and 10pm at **plus.net/help/chat** 

If you need to talk to us, give us a ring on **0800 013 2634** (option 2) between 7.30am and 10pm.

### Here's what's in help

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# Help with set-up

### Can't connect using powerline adapters?

Try connecting your router directly to your set-top box using an Ethernet cable. If they're both in the same room, the ten-metre cable that came with your set-top box should be long enough. If it isn't, or they're in different rooms, use a longer Ethernet cable or try your powerline adapters again. For more help on this, take a look at plus.net/help/tv or support.youview.com

# 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 set-top box is correctly connected to an HDMI port on your TV.
- 2 If they're connected okay, check that your set-top box has a blue light on its front. (You can find out more about lights on page 21.)
- 3 If the light's blue, press the 'Input' or 'Source' button on your TV remote (it'll look something like (a)) and select HDMI 1, 2 or 3.

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 either a TOSlink or an HDMI cable. But there are some programmes you might not be able to get in surround sound. Take a look at plus.net/help/tv for more information.

# Help with saving power

There are three different standby modes. To change these, go to **Settings**, then **Power and Standby**. You can adjust Deep Sleep timings here, too.

Standby mode	Approximate energy When connected using Ethernet	With no network		
Energy Saver	0.3 watt	0.3 watt		
Always Ready	17.2 watts	17 watts		
Smart Standby (default 1am–5am)	0.3 watt	0.3 watt		
Smart Standby (default 5am–1am)	17.2 watts	17.2 watts		
Other box states	Approximate energ	Approximate energy use		
In full operation	Up to 19.0 watts	Up to 19.0 watts		
Off	0.0 watts			

Note that if you switch power off (at the socket) overnight to save energy, it won't pick up software updates and you can't record during this time.

# 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 digitaluk.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 set-top box. You might also get a better picture quality by removing any amplifiers or splitters that you've got connected.
- 3 If you're stuck, check your aerial. It might be out of place, or something might be restricting the signal. 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 TV channels are only available through a Plusnet Unlimited Fibre or Plusnet Unlimited Fibre Extra broadband connection, with a minimum estimated line speed of 15Mb.

Your Extra channels appear in the TV guide from channel 307. These channels are delivered through your broadband connection, so you'll need to make sure it's working to watch them, and that your set-top box is always connected.

- 1 Check your box is up to date by pressing the MyTV 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 the connection between your TV box and broadband is working by playing an on-demand programme. If that doesn't work, check the connection to your router. 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 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 router off at the power and then back on again and do the same with your set-top box.
- 5 If you're still having problems, let us know at plus.net/help/chat or give us a ring on 0800 013 2634.

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# How to control your TV using your YouView remote

You can set your YouView remote to control both your new set-top 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 over and tvay until the blue light on the remote flashes three times.
- 2 When the flashing stops, enter the four-digit code for your brand of TV (see the table on the right). The blue light will flash another three times.
- 3 Hold down our TV turns off. The blue light will blink while it turns off.
- 4 When your TV turns off, let go of otv 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 **OTV**. 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.

### (i) Using your remote to switch to another device

When switching to another device on your TV (like a games console), press TVAV on your remote, then keep pressing TVAV (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 set-top box after setting up your remote, hold down ADA 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 plus.net/tv/remote

### (i) Once you've set up your remote, vou can:

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

# Get to know your set-top box



### The buttons

As well as using the remote, you can also control your set-top box with the buttons on the top.

### The lights

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

Connecting a separate sound system

To find out more about this, go to plus.net/help/tv or see your sound system's user guide.



Connects to the aerial wall

Connects to your home cinema socket system

Use to connect to your TV if it doesn't have HDMI

Connects to your Hub for your TV a broadband connection

### **Power**

Connects to the mains power using the supplied cable

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# Accessibility tools

There are lots of things you can do to make your set-top even easier to use. 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 ADO to turn Subtitles and Audio Description on and off.

For sign language settings, go to **Settings** and scroll down to **Accessibility and Language** to get to the options available. All ondemand programmes have a subtitles or audio description option.

### Using audio feedback

If you aren't sure you've pressed a key or not, turn on audio feedback so there's a bleep on the TV every time you press a key on the remote. Partially sighted and blind viewers might find it makes navigation easier.

To switch this on or off, go to **Settings** and scroll down to **Accessibility and Language** and choose **Audio feedback**. When pressing **ok**, you can go left or right to turn audio feedback off or on.

### Switching 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.

To switch this on, go to **Settings** and scroll down to **Accessibility** and Language and choose **Appearance**.



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

### How to zoom when in 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 to return the text to its original size.

### **Using Grid 2**

Grid 2 is software for Windows computers. You can use it to control your set-top box without a remote or keyboard. It accepts input from a wide range of devices, like switches, head pointers and eye gaze systems.

You can find out more about this at **support.youview.com** and **sensorysoftware.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 and the left-hand side of the box.

- This option supports popular 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.

A number of keyboard layouts are supported, like Jumbo, Clevy and multimedia.

For more about YouView accessibility features go to support.youview.com/youview-box/accessibility

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### Parental Controls and PINs

It's easy to control access to your YouView service, if you want to.

### **Parental Controls**

With your YouView service, you only need to set these once. They'll cover all channels, players and programmes.

### **About your PIN**

You use your Parental Control PIN to control access to programmes with certain age or guidance ratings.

Your default PIN is always 1234. But you can change it at any time. To do that, go to **Settings**, scroll down to **Parental Controls** and choose 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 support.youview.com

### 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.

# The small print

### Safety instructions and precautions

Your set-top box has been made to comply with international safety standards. Please read the following safety precautions carefully.

Keep all kinds of liquids away from your set-top box. Don't put anything filled with liquid (like a vase of flowers or an oil-burning candle) on it.

### Cleanina

- Unplug your set-top box from the wall outlet before
- Use a light damp cloth (no solvents) to dust it.

### Ventilation

- Keep the ventilation slots uncovered to allow proper airflow into your set-top box.
- Don't stand it on soft furnishings, carpets or delicate surfaces
- Don't stack other electronic equipment on top of it.
- · Don't keep it in a confined, unventilated space (like a cupboard).

### Environment

- · Don't expose your set-top box to direct sunlight.
- Avoid putting your set-top box on a delicate surface or antique or veneered wood.

### Warning

### To avoid damaging the power cord or plug

- Don't change the power cord or plug.
- Don't bend or twist the power cord.
- Make sure you unplug the power cord by holding the plug.
- Keep heating appliances as far away as possible from the power cord to avoid the vinyl cover melting.
- You should have easy access to the mains plug at all times.

### To avoid electrical shock

- Don't open the main body of your set-top box.
- Don't insert metal or flammable objects into it.
- Don't touch the power plug with wet hands.
- Unplug it to install the aerial cable.

- **To avoid damaging your set-top box** Don't use your set-top box if it's out of order. If you keep using it when there's something wrong with it, you might cause serious damage. Please contact Plusnet if it isn't working properly.
- Unplug it from the mains socket if there's severe lightning

### To avoid damaging the hard disk drive

- Don't move your set-top box or turn the power off suddenly while the hard disk drive is running.
- Plusnet won't be liable for any corruption of data on the hard disk drive caused by carelessness or misuse.

### 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 2010-2017. 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.

### Open source software

Your set-top box uses open source software. To find out more, go to plus.net/tv/opensource

### EMC and Low Voltage Directives Declaration of Conformity

This product is intended for use within the UK for connection to the public telephone network and compatible switchboard

This equipment complies with the essential requirements for the EMC Directive (2014/30/EU) and the Low Voltage Directive (2014/35/EU).

The full text of the EU declaration of conformity is available at uk.humaxdigital.com/ec

### Warranty

### Your set-top box is guaranteed for 12 months from the date you bought it.

Subject to the terms listed below, the guarantee covers the repair or, at Plusnet's or its agent's discretion, the option to replace the set-top box or any of its components (other than batteries) - if any are found to be faulty or below standard, or not put together well or using unsuitable materials.

A set-top box over 28 days old from the date you bought it may be replaced with a refurbished or repaired product.

### **Guarantee conditions**

- Only covers defects that occur during the guarantee period.
- Proof of purchase is needed.
- The equipment is returned to Plusnet or its agents as instructed.
- Doesn't cover any faults or defects caused by accidents. misuse, fair wear and tear, nealect, tampering with the equipment, or any attempt at adjustment or repair other than by approved agents.
- · Doesn't affect your statutory rights.

### Within the 12-month guarantee period

If you have problems using your set-top box, don't return it before you've contacted the Plusnet Technical Helpdesk on 0800 432 0200. In the unlikely event of a occurring, please follow the Helpdesk's instructions for replacement or repair

### Outside the 12-month augrantee period

If your set-top box needs repair after the end of the augrantee period, the repair must meet the approval requirements for connection to the broadband and telephone network. Contact the Plusnet Technical Helpdesk on 0800 432 0200 for details of Plusnet's approved repair agents.

### Recycling

### How to recycle your equipment

Your set-top box, remote control and powerline adapters (if you have them) are classed as electrical or electronic equipment, so DO NOT put them in your normal rubbish bin. It's all part of the Waste Electrical and Electronic Equipment (WEEE) Directive (2002/96/EU) to recycle products in the best way - to be kinder to the planet, get rid of dangerous things more safely and bury less rubbish in the ground.

### The Plusnet Electrical Take Back Scheme

If you'd rather send your kit back to us, for details of our WEEE take back scheme, please visit our website at plus.net/support/WEEE

Sorry, but we can only deal with Plusnet equipment. You can usually take other old equipment to your local recycling centre.

Remember, batteries need to be disposed of responsibly too.

### 24 Need some help?

HUMAX Electronics Co. Ltd The Mille Building, 8th Floor, 1000 Great West Road, Brentford, London, TW8 9HH, UK humaxdigital.co.uk

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