

SIMPLY SMART TV



Your YouView Guide

youview

70+

Live TV and
radio channels



Pause and
rewind live TV



Seven-day
catch-up



TV
on demand



SD and HD
channels

HELLO

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

Here's what's in this guide

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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 17**.

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 17.



MyTV **Open MyTV**

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

Open the main menu

It's your home. From here, you're in easy reach of your on-demand programmes, players, apps and settings. **See page 6**

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 10**

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 12**

Guide **Open the TV guide**

See what's on and scroll back to catch programmes you might've missed. **See page 8**

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 and catch up on programmes from the last seven days.

See page 8

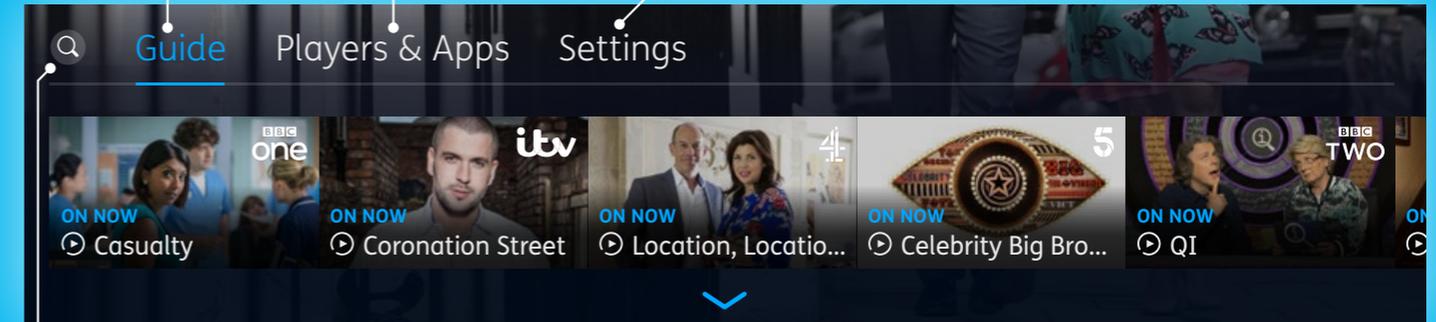
Players & Apps

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

See page 13

Settings

Where you can manage your box settings.



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 12

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 **HD** 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**.

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

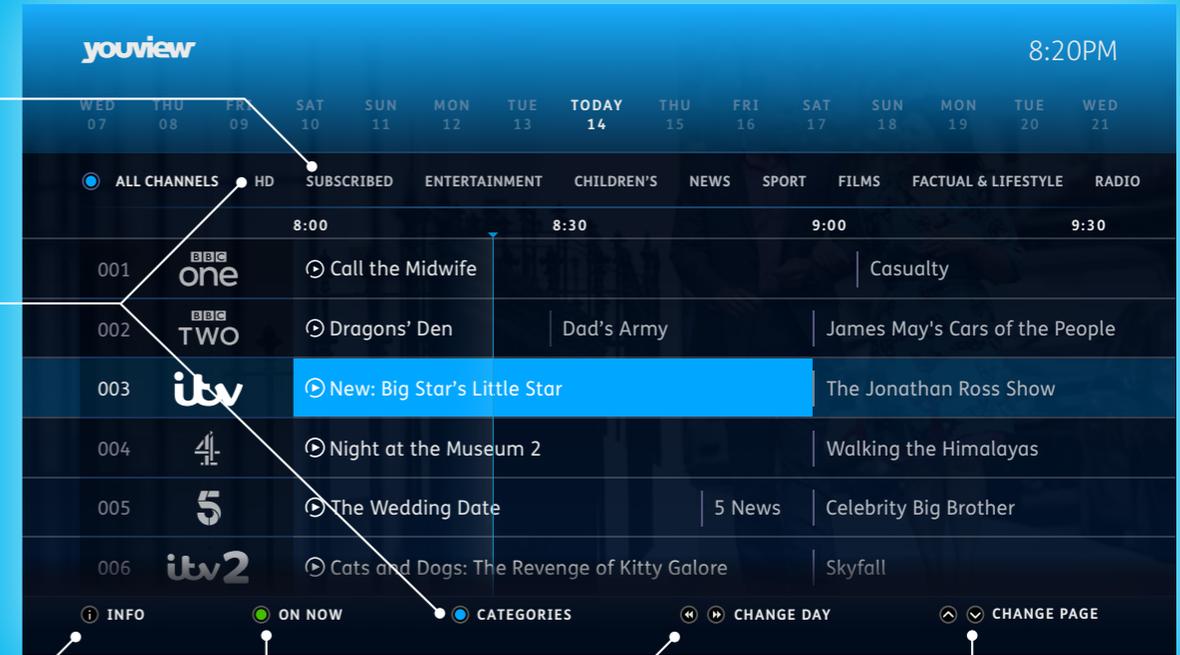
If you've lost where you are, press **On Now** to jump straight back to now in the Guide.

Change day

Press **Left** and **Right** to skip backwards and forwards by 24 hours.

Change page

Press **Up** and **Down** to move quickly through the channels, a page at a time.



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 30 minutes. 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.



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.

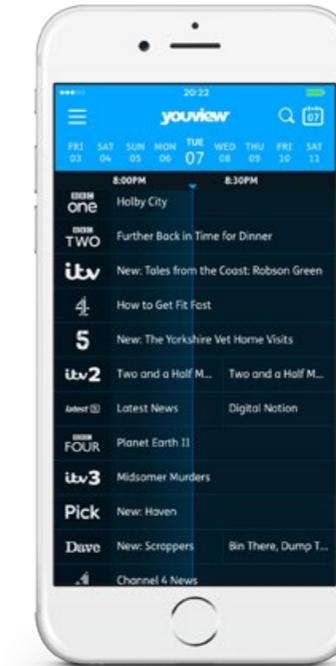
You can also set reminders and get more information on programmes using the mini guide.



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 and set reminders – 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



SEARCHING FOR PROGRAMMES

Press **Search** on your remote

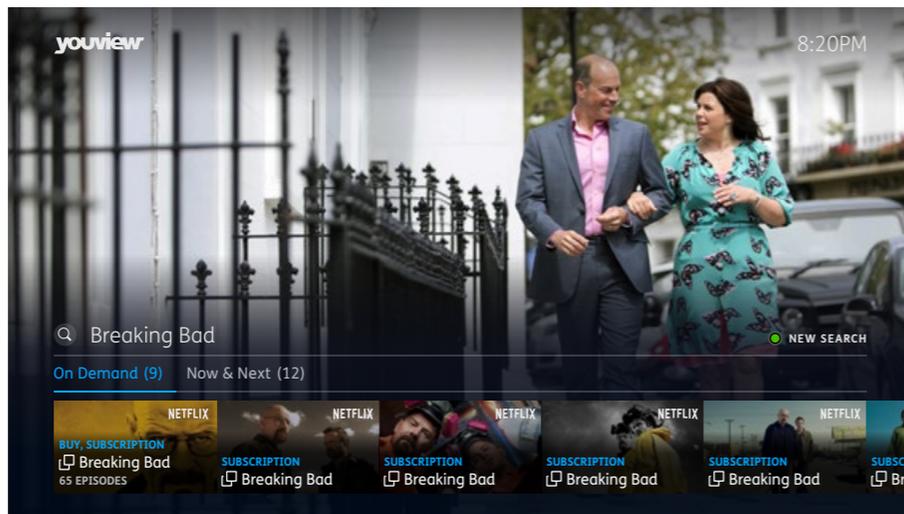
Or choose **Q** from the main menu

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 **OK** 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 **Green** to clear your search and start another.

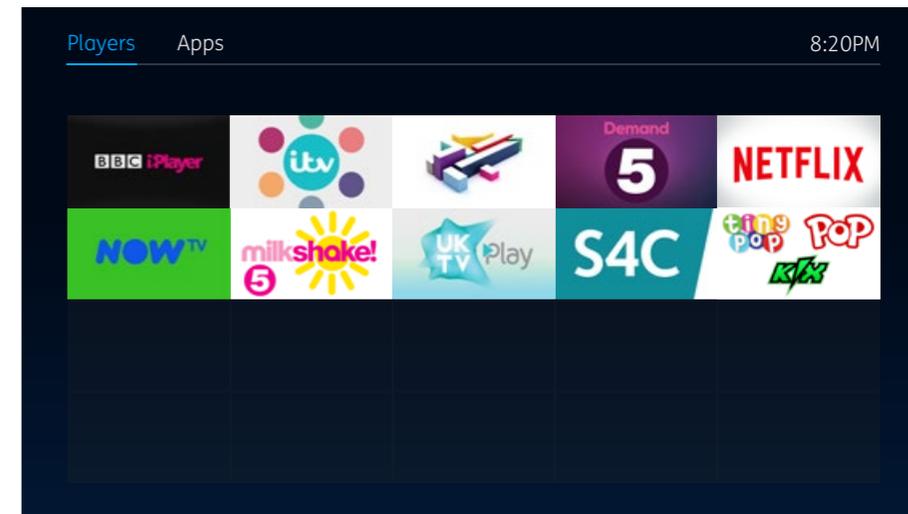
PLAYERS & APPS

Press **Home** 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 **OK** 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 top. (You can find out more about lights on page 18.)
- 3 If the light's blue, press the 'Input' or 'Source' button on your TV remote (it'll look something like ) 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 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 use	
	When connected using Ethernet	With no network connection
Energy Saver	0.3 watt	0.3 watt
Always Ready	8.3 watts	8 watts
Smart Standby (default 1am-5am)	0.3 watt	0.3 watt
Smart Standby (default 5am-1am)	8 watts	8 watts

Other box states	Approximate energy use
In full operation	Up to 8.0 watts
Off	n/a

Time to switch from On to Standby in Energy Saver mode
180 seconds

Note that if you switch power off (at the socket) overnight to save energy, it won't pick up software updates 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.** Just 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.
- 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**.
- 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.
- If you're still having problems, let us know at plus.net/help/chat or give us a ring on **0800 013 2634**.

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.

- 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.
- 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.
- Hold down **TV** until your TV turns off. The blue light will blink while it turns off.
- 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**.
- If the volume control works, press **OK**. And that's it!

i 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 set-top 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 plus.net/tv/remote

i 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.

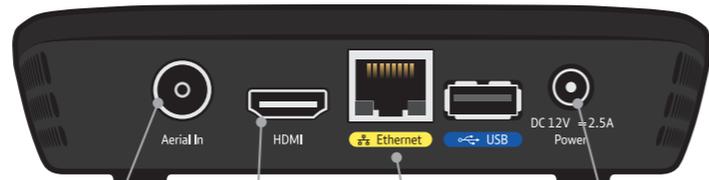
Get to know your set-top box



The lights

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

- Red** Low power standby
- Purple** Active 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

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 and on-demand programmes.

On your remote, use **Delete SUB** and **AD** 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 on-demand 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 **Zoom** on your remote 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 on your remote to move around the screen. Press **Select** to use the options again. Press **Zoom** 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

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.

Liquid

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.

Cleaning

- Unplug your set-top box from the wall outlet before cleaning.
- 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 switchboards.

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, neglect, 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 guarantee period

If your set-top box needs repair after the end of the guarantee 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.



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