














Find out
about the
BT Player
on page 12

User Guide



Top five tips

- 1** In the YouView Guide, use **P**  and  to move up or down a page.
Use  or  to move forward or back 24 hours.
- 2** While it's easy to scroll back up to seven days in the YouView Guide, there are lots more shows available in the On Demand library.
To browse everything by genre, press  and choose **On Demand** then press  or .
- 3** If you know what you're looking for, press  and type using the number buttons on your remote. **Search** will only show popular suggestions until you press . If you can't see what you're looking for, press  to see everything that matches the words you entered.
- 4** You have two PINs. You use your **YouView PIN** to control access to programmes with certain age ratings. You use your **BT TV PIN** to authorise any payments within the BT Player. You can use the same PIN for both if you like.
- 5** High definition (HD) Freeview channels are separate from those in standard definition and start at channel 101.
To watch in HD, press  while watching a channel. If it's available in HD, you'll see an option to **Watch Now in HD**.

Welcome to YouView from BT

Before you settle down to watch your favourite programme, it's well worth taking a few minutes to find out more about what your YouView+ box can do. If you want to get going straightaway, check out the top tips on the left.

This guide will help you:

- learn how to use YouView
- find out what to do if you're having problems.

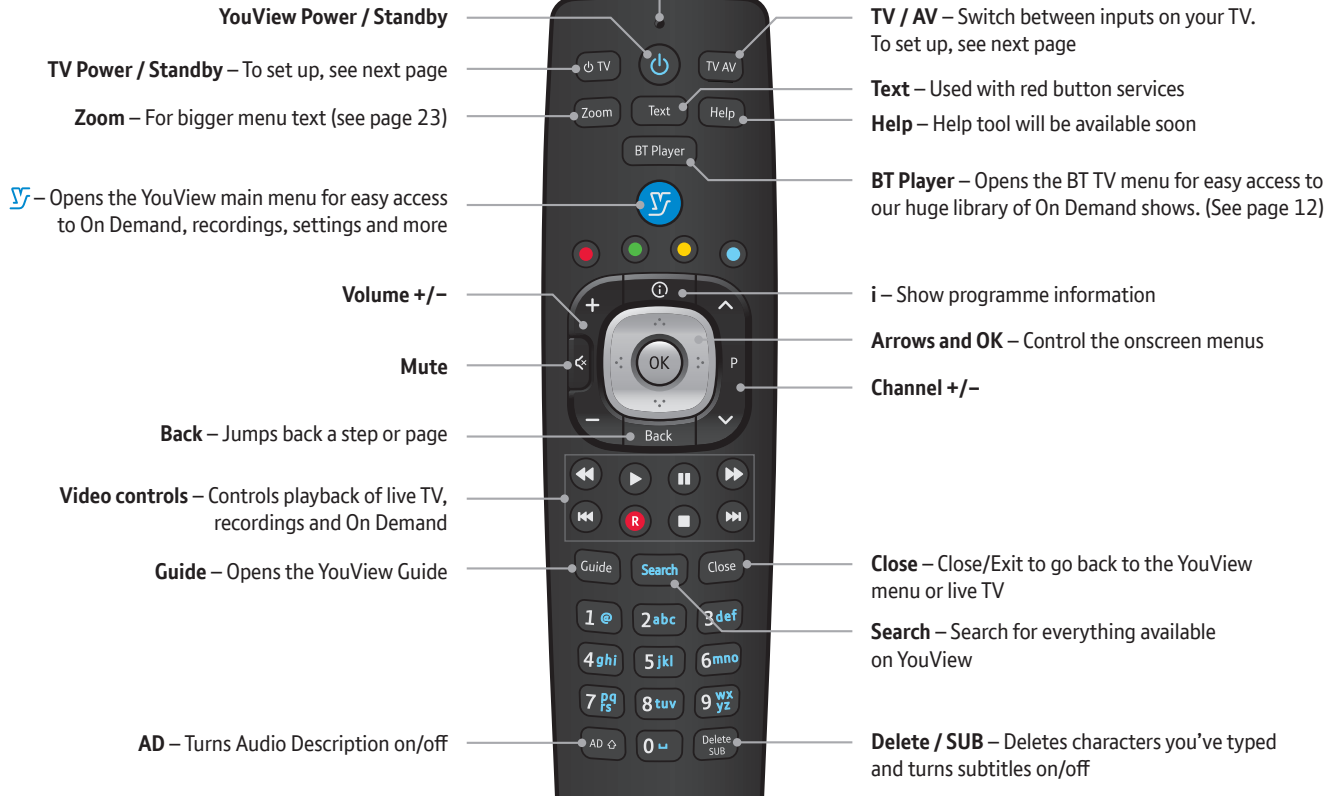
If you haven't set up your YouView+ box yet, just follow the Quick Start Guide to get set up.



Need some help? No problem – go to bt.com/help/youview, check **Help** in the BT Player or give us a call on **0800 111 4567**.

Get to know your remote

Blue light shows when buttons are pressed



Controlling your TV with your YouView remote

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

After putting the batteries in your remote, turn on your TV, then...

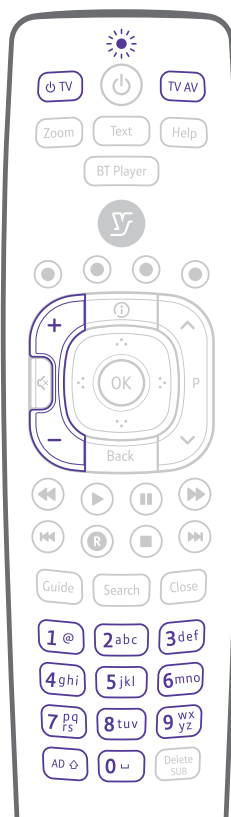
- 1 Hold down **TV** and **TV AV** until the blue light on the remote flashes three times.
- 2 When the flashing stops, enter the four-digit code for your brand of TV (see the table on the right). The blue light will flash another three times.
- 3 Hold down **TV** until your TV turns off. The blue light 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 -**.
- 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 (e.g. 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 (e.g. HDMI 1).

Maximum volume too low?

If you need to change the volume on your YouView+ 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 brand of TV isn't listed here, you can find a full list of brands and codes at bt.com/help/remotes

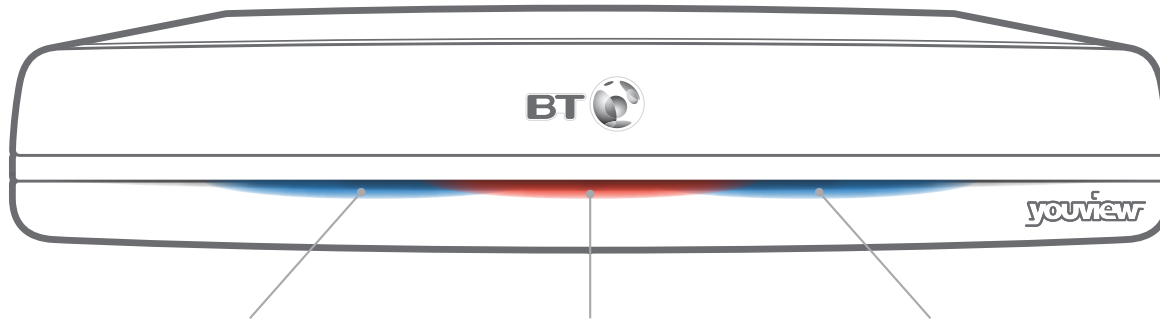
i Once you've set up your remote, you can:

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

Get to know your YouView+ box

The lights

The lights on the front of your YouView+ box show you what it's doing:



Power light

Red Standby in Eco mode:
High (see page 21)

Purple Standby in Eco mode:
Low (see page 21)

Blue On

Record light

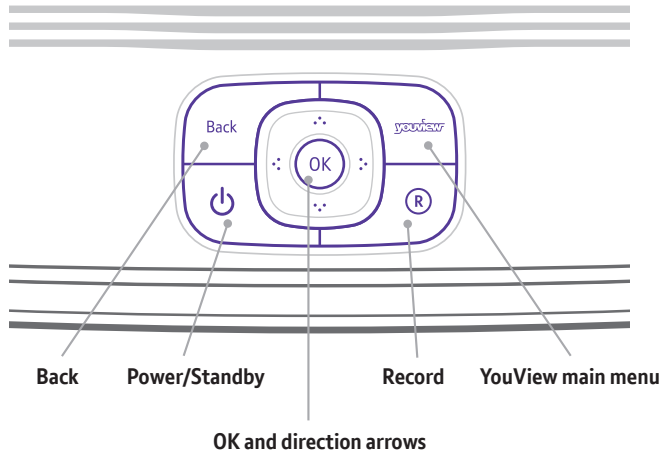
Red Recording one or
more channels

Broadband light

Blue Connected to
your broadband

The buttons

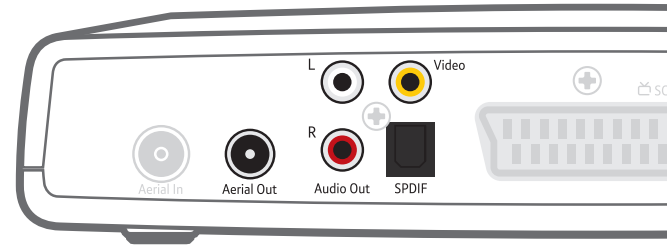
As well as using the remote, you can also control your YouView+ box with the buttons on the top.



Each button works in exactly the same way as they do on your remote.

Extra connections

Your YouView+ box supports Dolby Digital Surround sound through the audio outputs, so it's easy to hook up your box to a separate sound system.




i If you want to, you can watch TV channels using your TV when your YouView+ box is in standby. See page 29 to find out more.

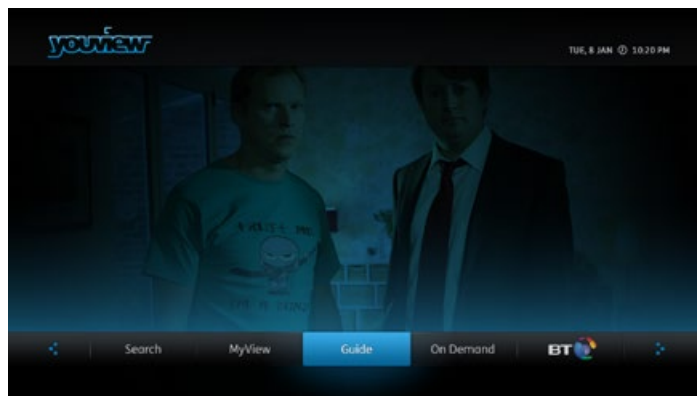
Using YouView

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The YouView main menu

To open the YouView main menu, press  on your remote.

Use the arrow keys   and  to find your way around. Press  to go back a step.



Search

Find any programme available on YouView – both On Demand and what's on Now & Next. [See page 10.](#)

MyView

Browse and manage the programmes you've recorded or have scheduled to record. [See page 19.](#)

Guide

Find out what's on over the next seven days and where available, catch up on programmes from the last seven days. [See page 14.](#)

On Demand

Browse the entire range of On Demand programmes or go to a player. [See page 11.](#)

BT

With BT TV, you can watch a huge library of On Demand shows. [See page 12.](#)

 You can also set parental controls, change PINs and other settings using **Settings** on this menu.

Search

Use this handy, super-smart search tool to find available programmes both in On Demand and what's on Now & Next.



How to search for programmes

- Press **Search** on your remote control, or choose **Search** from the main menu.

Use the number buttons to type what you're searching for (e.g. press **2abc** twice to get 'b'). If you see the programme in the suggestions that appear, navigate up and select it.

If the programme you want doesn't appear in the list of suggestions, press **OK** to see all results.

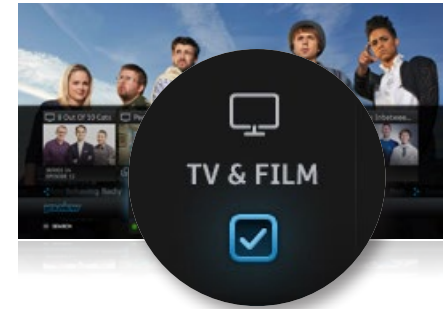


On Demand / On Now & Next

When you press **OK** to choose a programme, the results might be split between **On Demand** and **On Now & Next**.

Find out more about **On Demand** on the next page.

On Now & Next shows programmes coming up over the next seven days. You can set recordings from here by pressing **R** or set reminders by pressing **OK**. See page 18 for more on Recording and page 17 for more on Reminders.



Filtering

To filter your search results by **TV & Film**, **Radio** or **Music Videos**, press the green button **TV & FILM**.

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.

On Demand

Here's where you can browse, by player or category, all the On Demand programmes that are available for you to watch.



- Press **TV** to open the YouView main menu and choose **On Demand** to see all the players that are available.

BT Player offers a wide range of On Demand and subscription programmes. See page 12.

Other players, like BBC iPlayer and 4oD, 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.



From the **On Demand** menu, press **TV** or **TV** to start browsing all the programmes from all the players. There are lots of categories and sub-categories to browse (e.g. **TV > Factual > Travel**) and you can change how they're displayed using the options at the top of the screen (e.g. **A to Z**, or **Popular**).

i Press **TV** to get more information about a programme, or find other episodes.
Use **TV** and **TV** on your remote to skip between pages when browsing.

Making the most of the BT Player


With BT TV, there's something for everyone, including complete TV box sets, kids' shows, films and music – all without the ads.

▶ To use the BT Player, just press **BT Player** on your remote control.




For You

The **For You** page shows the programmes we think you'll like, based on things you've watched before.

My TV – Bookmarks

While browsing, you can bookmark programmes to watch later. Select a programme, then press the green button  on your remote control. You'll see a tick to show it's been bookmarked.

My TV – Playlists

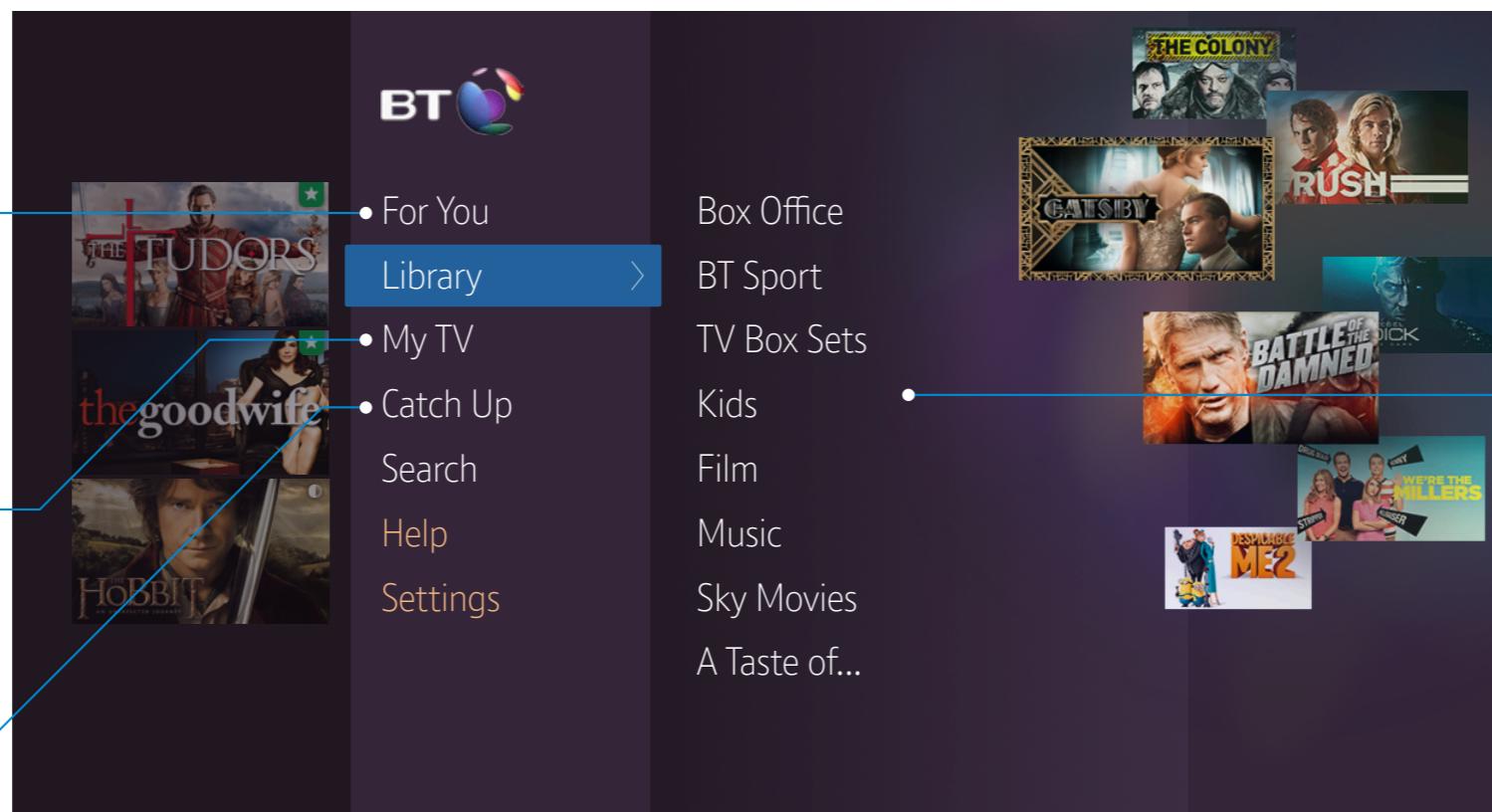
If you have a Music or Kids subscription, you can create playlists. To select music or video, press the yellow button  on your remote control, then choose **Add to Existing Playlist** or **Create New Playlist**. Once you've added something, you'll see a tick next to it. Tip: Use  or  to skip videos in a playlist.

My TV – Watching

See the BT TV programmes you've watched or you're currently watching. If you've already watched part of a programme when you press play, you'll be asked if you want to start again or carry on from where you left off.

Catch Up

Catch up with shows you've missed from the last seven days.



Library

With BT TV, you can add bolt ons to build your perfect package. Just choose the ones you want to get unlimited access to On Demand box sets, kid's shows, music and more. Plus there's Box Office, where films are available to rent or buy individually.

The library is divided into these categories:

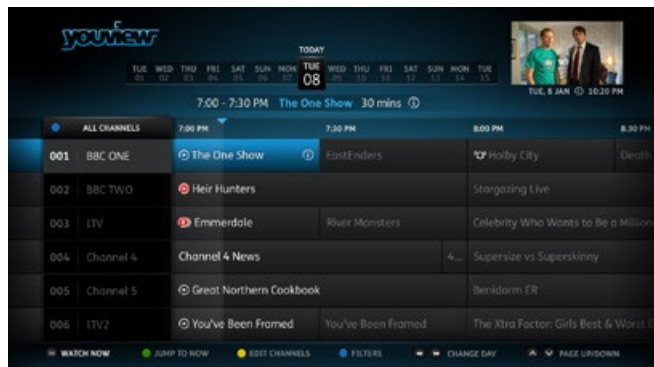
- **Box Office** – rent or buy the latest blockbusters, downloaded straight to your TV; no post, no returns, no late fees, no hassle.
- **BT Sport** – dedicated sport TV channels that will deliver top-flight sport, plus features, insight and expert commentary.
- **TV Box Sets** – complete series box sets of the most popular dramas, comedies and documentaries.
- **Kids** – hundreds of episodes of ad-free, kids' programmes from pre-school to tween.
- **Film** – films you know, films you love.
- **Music** – a huge selection of albums and videos from the biggest superstars, plus live concerts and music documentaries.
- **Sky Movies** – there's something for everyone, from recent box office hits to all-time classics and family favourites on Sky Movies Disney.
- **A Taste of...** – the top five from each category, updated each week.

BT TV PIN

You'll need your BT TV PIN to authorise any payments within the BT Player, if you've set this up. For more help on your BT TV PIN, go to page 20.

Using the YouView Guide and Mini Guide

With the YouView Guide and Mini Guide, you can see what's on for the next seven days and scroll back to catch programmes you might have missed over the past seven days.



Using the YouView Guide

- Press **Guide** on your remote
- Use the arrow buttons to move around, then press **OK** to watch.
- Press **R** to record the selected programme (see page 18 for more on recording).
- Press **P** (up) and **V** (down) to move up and down a page at a time.
- Press **◀** and **▶** to skip backwards and forwards by 24 hours.
- Press **i** to find out more about a programme or to see if it's available in HD.
- Use the coloured buttons to use the shortcuts shown at the bottom of the screen.
- To return to live TV at any time, press **Close**.



Seven day catch up

With the YouView Guide, not only can you scroll forward to see what's coming up, but you can also scroll back over seven days to catch programmes you might have missed.

Programmes that are available from the past seven days will be shown in white text with a **▶** icon.

i How to filter channels by category

Open the YouView Guide, press **Guide** on your remote control and scroll left or right to choose the category you want. Then press **OK**. The Guide will then show the channels from that category.



Using the Mini Guide

Use the Mini Guide to browse through channels as you watch TV.

- Press **OK** while you're watching any TV channel.
 - Use the arrow keys to move between channels and times, press **OK** to jump to a channel.
 - Press **i** to find out more about the currently selected programme or to see if it's available in HD.
 - Press **R** to schedule or start recording the currently selected programme (see page 18 for more on recording).



Extra TV channels

Extra TV channels include those that come with the Entertainment pack, BT Sport and Sky Movies. Like On Demand programmes, Extra TV channels are delivered through your broadband connection.

Once you've signed up, it can take up to 24 hours for the channels to appear. You'll find them in the YouView Guide between 407 and 599 – with three blue dots below the channel number.

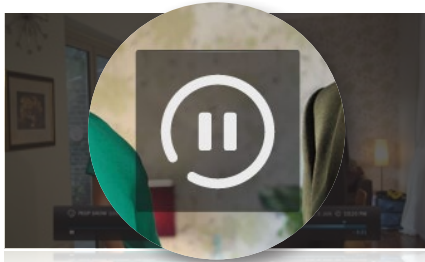
Check out the full line up at bt.com/help/extratvchannelslineup

Set up and watch your Extra TV channels

Before you can watch your Extra TV channels you'll need to activate them. Go to one of the channels, press **OK** and follow the steps on the screen.

Pausing live TV

YouView gives you complete control over your TV, so even if you get interrupted, 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.



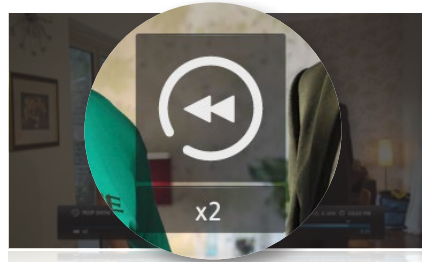
Pause

To pause live TV for up to two hours, press **⏸**. When you're ready to start watching again, press **▶**.

i Get back to live TV

You can return to live TV at any time by pressing **⏸**.

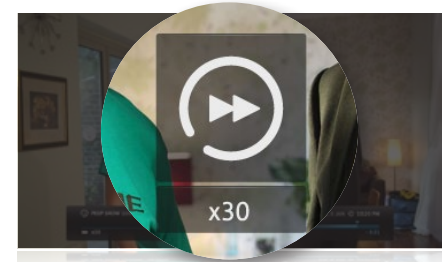
If you change channel while pausing, you'll lose your paused position.



Rewind

To rewind live TV, press **⏮**. You can rewind at different speeds by pressing **⏮** again, up to four times. When you reach the part you want to watch, press **▶**.

If you rewind too far, you can easily fast forward. You can also skip back 15 seconds by pressing **⏮**.



Fast forward

If you've paused or rewound live TV, you can fast forward it by pressing **⏭**. You can forward at different speeds by pressing **⏭** again, up to four times.

When you reach the part you want to watch, press **▶**. You can also skip forward 60 seconds by pressing **⏭**.

Reminders

Set reminders for your favourite programmes and YouView will let you know that they're about to start.



Set or Cancel a reminder

Use the **YouView Guide** or **Mini Guide** to find the programme you want to be reminded about and then press **OK** on your remote control.

To cancel a reminder you've already set, find the programme, and press **OK** to cancel the reminder.

The YouView mobile app

Pair your YouView+ box with the YouView app to set recordings while on the move. Once paired, you can also browse the app's YouView Guide to see what's on now and next.



It's available as a free download in the Apple® App Store (for iOS6 or later) and Google Play store (for Android 2.3 or later). Just search for 'YouView'.

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



Recording

YouView makes it easy to record up to 300 hours of your favourite programmes and series (or around 125 hours in HD). You can also watch at least one other programme while recording another.



Setting a recording

- Press **R** on your remote control to start recording the programme you're currently watching.

You can also set recordings within the **YouView Guide** or **Mini Guide** or from a **Search** (On Now & Next) or the YouView mobile app (see page 17).

Recordings will automatically start and finish at the right time. You can't add extra time before or after the recording.

Series recording

If the programme you want to record is part of a series, you'll be asked whether you want to record the selected episode or the whole series.

If you choose to record a whole series, every episode that airs on the channel will be recorded automatically, even if the time changes.

All recordings and scheduled recordings are shown in **MyView**. See page 19.

Recording two programmes

You can record two programmes at the same time while watching another from Catch Up, On Demand or MyView.

Recording clashes

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

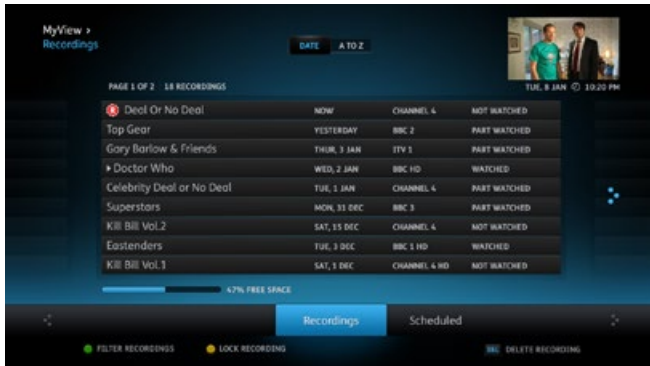
Cancelling a recording

To cancel a recording, go to the **YouView Guide**, find the programme that's set to record and press **R** on your remote control.

You can also cancel a recording through **MyView** or the **Mini Guide** – find the programme in your list of scheduled recordings, press **ⓘ** and then select **Edit Recording**.


Managing recordings

Managing your recordings is really easy. Just press the  button and select **MyView**.




Browsing your recordings

The **Recordings** area of MyView 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 screens and series recordings will be grouped together. You can order the list of recordings by **date** or **alphabetically**. To find out more about a programme, highlight it and press  on your remote control.

Watching a recording

Highlight the programme you want to watch and press  twice. If you only watch part of a recording, you can carry on from where you left off or start from the beginning.

To watch a recording from an Extra TV channel, your YouView+ box needs to be connected to your Hub.



Deleting recordings

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


If you're worried about accidentally deleting recordings, go to **Settings > Device Management** and turn on **Delete Recordings Confirmation**.

Auto deleting recordings

If your YouView+ 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 from being deleted you can lock it. Highlight the recording and then press the yellow button  on your remote control. To unlock a recording, highlight it and press the yellow button  again.

Parental controls, PINs and settings

Use the **Settings** menu to change how your YouView+ box works and to arrange things how you want them. To access any of the options covered on these two pages, press  and select **Settings**.

Parental controls

With YouView, you only need to set parental controls once and they cover all YouView channels, players and programmes.

About your PINs

You have two PINs. You use your **YouView PIN** control access to programmes with certain age or guidance ratings. You use your **BT TV PIN** to authorise any payments within the BT Player. You can use the same PIN number for both if you like.

YouView PIN

Your YouView+ box comes with a default PIN **1234**. You can change your PIN any time. Just go to **Settings**, then **Parental Controls** and then **Change PIN**. If you change your PIN, you'll need to create a security question. You'll be asked for this in the future if you can't remember your existing PIN.

Can't remember your YouView PIN and security question?

You'll need to reset the box. **This will delete all of your preferences and recordings.**

To reset your box, go to **Settings**, then **Device Management**, then **Reset your YouView+ box**. Once reset, you'll need to set up again and create a new YouView PIN.

BT TV PIN

The first time you enter the BT Player you'll need to set up your BT TV PIN. To switch this PIN on or off go to the **BT Player**, then choose **Settings** and **BT PIN settings**.

If you forget your BT TV PIN call the BT helpdesk on 0800 111 4567.

Restricting access to age-rated programmes and films



If you set the **Restrict Rated Programmes** option to ON, you can choose to restrict access to programmes rated PG and over, 12 and over, 15 and over, and 18. You can also choose whether parental controls apply to programmes that are guidance labelled.

You'll always be asked to enter your YouView PIN if you try to watch a live programme with an age rating of 15 or above between 5.30am and 8pm.

How to hide adult programmes

Access to the **Adult** section of the **On Demand** menu is YouView PIN protected. You can turn this off, but you must also turn off restrictions on rated programmes. You can also hide this section so it doesn't even appear in **On Demand**. Choose the **Restrict Adult Category** option to set this control.

How to hide (or unhide) channels


If you don't want certain channels to show in the YouView Guide, you can hide them by pressing  when in the YouView Guide. (Press  to unhide them.)

TV signal and quality

Re-tune channels

Sometimes, you might need to re-tune your digital TV channels. For example, if you've moved home or you're having trouble getting a clear picture.

To re-tune, go to **Settings**, choose **TV Signal and Quality** then **Re-tune Channels**.

 New channels will be added to your YouView Guide automatically when they're available.

Play On Demand in HD

The default setting for **Play in High Definition** is **NO**. If **YES** is selected, YouView will automatically look for and play High Definition versions of On Demand programmes, when possible.

Viewing On Demand programmes in HD will need a broadband speed of about 5Mbps.

To turn HD on, go to **Settings**, choose **TV Signal and Quality** then **Play in High Definition**.

Power saving (Eco mode)

Eco mode controls energy usage. The standard setting is **HIGH**, but you can change it to **LOW**. If you do, your YouView+ box will use more power but will start up faster from standby.

Eco mode	Energy use in standby	Time to start up
HIGH	Approx. 0.5 Watt	Up to 96 seconds
LOW	Approx. 10 Watts	Up to 10 seconds

To change the Eco mode, go to **Device Management** and choose **Eco mode**. Note that if you power off your box overnight to save energy, your box will not pick up software updates. We recommend you leave it in standby overnight occasionally to keep your box up to date. Remember: you can't record overnight if you turn the power off.

Other settings

The standard settings should suit most cases, but if you'd like to delve a little deeper into your YouView+ box settings you can:

- change the programme soundtrack and subtitle language (where available)
- check your TV signal quality and network connection.

You can find out more about your settings at support.youview.com

Accessibility

There are lots of things you can change to make your YouView+ box even easier to use.

Subtitles, Audio Description (AD) and Sign Language

If provided by the broadcaster, these features are available on live TV, On Demand and your recordings.

Use **Delete SUB** and **AD** to turn Subtitles and Audio Description on and off.

For sign language settings, go to **Settings** and then **Subtitles & Accessibility**.

i Recording Subtitles and Audio Description

These are automatically recorded even if you have them switched OFF at the time of the recording.

Remove the TV screen from the YouView Guide

The mini screen TV picture shown in the top right hand corner of the YouView menus and Guide can be hidden. This can be useful for users who find the moving image distracting when reading the text.

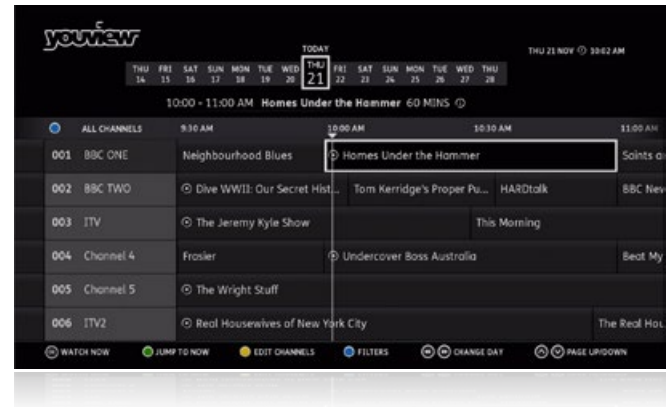
To remove this mini screen, press **TV** on your remote control then go to **Settings** then **Subtitles & Accessibility** then **Mini TV Screen**.

When pressing **OK** on this setting, move left and right to turn the mini screen 'ON' or 'OFF'.

High contrast colour scheme

If you find the YouView menus difficult to navigate, an alternative high contrast colour scheme is available. This uses white text on black and menu options don't blend in with the background.

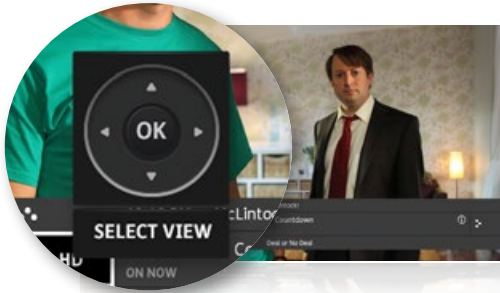
You can switch this on or off by going to **Settings**, choosing **Subtitles & Accessibility** and then **Colour Scheme**.



'Zooming' the screen

If you're finding it difficult to read some of the text on the YouView screens, you can use the Zoom tool to make it bigger.

Simply press **Zoom** on your remote control when using the YouView menus and guides to make them bigger (you'll be able to use the options on the screen as normal). Press **Zoom** again and you'll be able to use the arrow buttons on your remote control to move around the screen. Press **Zoom** for the third time to go back to the normal view.



Grid 2 compatibility

Grid 2 is software for Windows computers, which can be used to control your YouView+ box without a remote control or keyboard. It accepts input from a wide range of devices including switches, head pointers and eye gaze systems.

You can find out more about this at support.youview.com and sensorysoftware.com

Keyboard control



You can use a UK USB keyboard to interact with your YouView+ box, either alongside the remote control or instead of it. There's a USB connection on the back and the left hand side of the box.


- Keyboard key mapping supports popular accessible keyboards.
- Certain keys are mapped to replicate the buttons on the remote control.
- The standard alphabet keys can be used for text entry.
- The '1' key also cycles through punctuation.
- The number key mimics the remote control's multi-tap number buttons.

A number of keyboard layouts are supported including Jumbo, Clevy and multimedia. You can read more about this and print out keyboard overlays at support.youview.com

Accessibility features in the YouView app

If you're visually impaired, you can use the YouView app with Apple and Android's text-to-speech tools.

YouView has optimised areas, like the Guide, to navigate and read out menu options or information about different programmes, e.g. the programme description and when it's on. You can also use search for channels and programmes using speech-to-text entry. On the search page, compatible devices will show  near the bottom left of the keypad. Press  to use the voice entry feature then, when asked, say the name of a channel or programme. You'll then get the search results as normal.

 For more about accessibility, go to bt.com/help/tvaccessibility or youview.com/features/accessibility-features

Help and troubleshooting


- What to do if YouView isn't working 25
- Digital TV channels 26
- Catch up and On Demand 28
- Extra TV channels 28
- TV without YouView 29
- Extra Box 29




Need some help? No problem – go to bt.com/help/youview, check **Help** in the BT Player or give us a call on **0800 111 4567**.

YouView isn't working

The power light isn't blue. Check:

- the power cable's connected and the switch on the back of your YouView+ box is ON
- if the light is red/purple, press  to switch it on.


The power light is blue but there's no picture (or welcome screen). Check:

- your TV's on and not in standby
- your TV's on the right AV input  for the HDMI connection (see your TV's manual if you need help with this)
- all your cables are securely connected, including those going to your TV, aerial and broadband extenders (if you've used them)
- to see if there's a problem with your HDMI cable, you can try using a SCART cable instead if you have one.

It says I'm not connected. Check:

- your Hub's connected and your broadband's working
- the broadband light on the front of your YouView+ box is blue.


If either of these aren't right:

- if you have an Openreach modem, turn it off, wait a moment, then turn it on again
- press **Restart** on your Hub and wait a few minutes
- now press **Standby**  on your YouView+ box until the power light goes red, then blue
- if you're using broadband extenders (Powerline adapters), try restarting them. To find out how to do this, go to bt.com/help/tvpowerlines


Tried all the above and YouView still isn't working?

Go to bt.com/help/youview or give us a call on **0800 111 4567**.

Can't see the Welcome screen?

Check that you've selected the right AV input  on your TV. If you still can't see anything, make sure all the cables are connected properly, then try each AV input in turn. If you still can't see anything, try connecting your TV and YouView+ box using a SCART cable (not supplied).

How to restart your YouView+ box

To restart your YouView+ box, use the switch on the back, or press and hold in **Standby**  on the top of your box until the power light turns red, then blue. Your box will then restart – this can take a minute or two.

Can I use wi-fi to connect my YouView+ box?

No. To give you the best picture quality when watching Catch up, On Demand or Extra TV channels (where available), your YouView+ box uses an Ethernet cable to connect to your Hub instead of having built-in wi-fi.

Digital TV channels

Channel availability

Channel availability depends on where you live. To check what you can receive in your area, go to **youview.com**

Almost all digital TV problems (e.g. missing channels or pixilation) relate to the quality of your aerial or wiring. So, make sure that you've got a good quality external or loft aerial that's capable of receiving a digital TV signal and that it's aligned with your local transmitter. This shouldn't be a portable aerial (even with a booster).

Digital TV signals can be affected by:

- **local geography** – tall trees, hills or buildings in direct line with your local transmitter
- **weather** – low pressure or windy conditions, especially if the aerial isn't securely mounted. Weather can disrupt picture quality, cause pixilation and/or picture freezes. It might even cause missing channels
- **wiring** – make sure you're using good quality cables. These are vital to ensure the signal from the aerial reaches your YouView+ box with the least interference.

If you have trouble watching live or recorded Freeview programmes, or you're missing Freeview channels, it could be because your aerial or cables need replacing. To get them checked, to order a new aerial or to get help with Freeview, call **0800 800 150** or go to **bt.com/help/freeview**

I'm missing channels, or having problems with the picture on live or recorded TV

This is likely to be a problem with the signal reaching your YouView+ box. Try this:

- 1 Check that your cables are connected correctly and securely. In particular, check your aerial cable's connection to the wall socket and your YouView+ box.
- 2 Restart your YouView+ box (see page 25 for help with this).
- 3 Re-tune your channels. Go to **Settings**, then **TV Signal and Quality**, then **Re-tune Channels**.
- 4 If you're trying to watch a programme in high definition, switch to standard definition instead.

Moving home

If you've moved home, you might not get the same channels you did before as signal strength and channel availability depend on where you live.

There's no sound

If you can't hear anything while watching TV or when watching a recording, try this:

- 1 Check that the volume on your TV isn't muted or turned all the way down.
- 2 Check that the volume on your YouView+ box isn't muted or turned all the way down.
- 3 Try another channel to see if the sound is missing from all channels or just the one you're watching.
- 4 Check that all your cables are connected properly.
- 5 If connected to a surround sound system, check that the system is on and cables are connected correctly.
- 6 Restart your YouView+ box (see page 25 for help with this).

The TV sound isn't in time with the picture



Connecting your YouView+ box to speakers or a surround sound system might cause syncing issues. If this happens, you'll need to adjust the audio delay.



Go to **Settings**, choose **TV Signal and Quality**, then **Synchronise Picture and Sound**.

I can't see any channels in the YouView Guide

Check that your aerial cable is connected properly. If it is, exit the YouView Guide, go to **Settings**, choose **TV Signal and Quality**, then **Re-tune Channels**.

Why am I seeing subtitles or hearing voices over my programmes?

You may have accidentally pressed the Subtitles  or Audio Description  buttons on your remote.

- Press  again to turn off Subtitles
- Press  again to turn off Audio Description

For more details about Subtitles and Audio Description, see page 22.

Catch Up and On Demand

My TV picture is breaking up with Catch Up or On Demand TV

This is likely to be a problem with the broadband connection to your YouView+ box or your broadband speed. Try this:

- 1 Are there any other devices connected to the internet, such as laptops or games consoles? These can slow your broadband speed, especially during peak periods. Disconnecting or reducing usage of these when using Catch Up or On Demand should help.
- 2 Run a broadband speed check using your YouView box. Press **BT Player** on your remote control, then select **Settings** from the main menu, then **Broadband Speed Checker**.
- 3 Check that the Ethernet cable between your YouView box and your Hub (and broadband extenders if you're using them) are connected correctly and that they're connected to a yellow Ethernet port on your Hub, not the red one.
- 4 If you're trying to watch a programme in high definition, switch to standard definition instead.

Extra TV channels

These channels are delivered through your broadband connection, so you'll need to make sure it's working to watch them.

These channels aren't available. What can I do?

- 1 Make sure you're using the **BT Home Hub** we sent you. If you aren't, check that the hub or router you're using is compatible at bt.com/help/tv/tvhub
- 2 If you've just ordered these channels, you'll have to wait for up to 24 hours for them to start working. The channels that are available will depend upon your TV and broadband subscriptions.
- 3 Check that your broadband's working and that your aerial and Ethernet cables are connected properly. If they are, exit the YouView Guide and go to **Settings** then **Device Management** then **Software Update** and press **OK**.

Can I use broadband extenders with these channels?

To find out what products are compatible with broadband extenders (Powerline adapters), go to bt.com/help/tvpowerlines

My internet connection seems slower when using these channels. What can I do?

Because Extra TV channels are delivered over your broadband, your internet connection may be a little slower when you're using these channels.

To speed up your internet connection for your other devices, switch off your YouView+ box with the remote when you're not using it, change to a channel that doesn't use your broadband connection (like BBC 1) and if you're watching a programme in high definition, switch to standard definition instead.




Need some help?

You can find more help at bt.com/help/extratvchannels

TV without YouView

If you'd like to be able to watch Digital TV channels on your TV with the YouView+ box in standby, you'll need an extra aerial cable, available from most electrical stores. When connected, this will allow the signal from your aerial to reach your TV, even when the YouView+ box is in standby.

- 1 Using the extra aerial cable, connect the **Aerial Out socket** on the back of your YouView+ box to the **Aerial In socket** on your TV.
- 2 Eco mode needs to be set to LOW. In the YouView menu, go to **Settings** then **Device Management** then **Eco mode** to check that it is.
- 3 Go back to **Device Management** then select **RF Loop through** and change it to ON.

 When watching TV without YouView, you'll need to use your TV's standard remote.

Extra Box

If you've got another YouView or YouView+ box from BT, remember:

- you can buy BT Box Office movies using any of your boxes, but you'll only be able to watch them on the box you used to buy them
- if you have Extra TV channels like BT Sport, you can watch them on both boxes at the same time – if your broadband connection's fast enough
- you can use the same or different YouView PINs on each of your boxes. Your BT TV PIN is the same for both boxes.

You can buy an Extra Box at bt.com/help/extrabox

The small print

Safety instructions and precautions

This product has been manufactured to comply with international safety standards. Please read the following safety precautions carefully.

Liquid

Keep all kinds of liquid away from this product. Don't put anything filled with liquid (like a vase of flowers or an oil burning candle) on the product.

Cleaning

- Unplug the product from the wall outlet before cleaning.
- Use a light damp cloth (no solvents) to dust the product.

Ventilation

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

Warning

To avoid damaging the power cord or plug

- Don't modify or process 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 the product.
- Don't insert metal or flammable objects into the product.
- Don't touch the power plug with wet hands.

- Unplug the product from the mains socket if there's severe lightning.
- Unplug the product to install the aerial cable.

To avoid damaging your YouView box

Don't use the product if it's out of order. If you keep using it when defective, you might cause serious damage. Please contact BT if the product isn't working properly.

To avoid damaging the hard disk drive

- Don't move the product or turn the power off suddenly while the hard disk drive is running.
- BT shall not be liable for any corruption of data on the hard disk drive caused by carelessness or misuse.

Other information

YouView

The YouView service requires a broadband connection and is subject to the terms of use, suitable broadband speed, TV aerial and coverage. See youview.com for details. YouView and the YouView logo are registered trademarks of YouView TV Ltd and are used under licence.

Open source software

Your YouView box uses open source software. To find out more, go to bt.com/vision/opensource

Declaration of Conformance

Low Voltage Directive 2006/95/EC, EMC Directive 2004/108/EC and Energy-related Products Directive 2009/125/EC. This product is intended for use within the UK. The Declaration of Conformance can be found at bt.com/help/tv

Warranty

Your YouView box is guaranteed for 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair, or at BT's or its agent's discretion, the option to replace the YouView box or any component thereof (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12-month guarantee period.
- Proof of purchase is required.
- The equipment is returned to BT or its agents as instructed.
- This guarantee 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.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period

If you have problems using the product, don't return it before you've contacted the BT Technical Helpdesk on **0800 111 4567**. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period

If your product needs repair after the end of the guarantee period, the repair must meet the approval requirements for connection to the broadband and telephone network. We recommend that you contact the BT Technical Helpdesk **0800 111 4567** for details of BT's approved repair agents.

Recycling

How to recycle your equipment

Your YouView 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 BT Electrical Take Back Scheme

If you'd rather send your kit back to us, it's easy and free of charge:

- 1 Call **0800 800 150** and tell us what you want to return. We'll then send you a pre-paid posting bag.
- 2 Pack everything, including any cables, into the original box (if you don't have it, please use another box or bubble wrap as protection).
- 3 Pop it in the posting bag and seal it.
- 4 Peel off the barcode from the address label and stick it next to the postage label on the posting bag.
- 5 Take it to your local Post Office. We recommend you ask for proof of posting – there's no charge for this.

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

Remember, batteries need to be disposed of responsibly too.

Available in other formats including
Braille, large print or audio CD.
Please go to bt.com/mediatypes
or call 0800 800 150



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