Generic RTIW387

User Manual: BT/EE TV Box Pro

Model: RTIW387
Brand: Generic

INTRODUCTION

This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your BT/EE TV Box Pro (Model RTIW387). This device is a 1TB 4K Wireless Freeview TV Box designed to enhance your television viewing experience with recording capabilities and access to popular streaming services.

WHAT'S IN THE BOX

Please ensure all the following components are present before proceeding with the setup:

- BT/EE TV Box Pro (RTIW387)
- Remote Control
- 2 x AAA Batteries (for remote control)
- Power Adapter
- HDMI Cable

Image: The BT/EE TV Box Pro, a sleek black rectangular device, shown alongside its accompanying remote control. The box features a central illuminated logo and indicator lights. The remote is black with various colored buttons.

SETUP GUIDE

1. Connecting Your TV Box

1. **Connect to TV:** Use the provided HDMI cable to connect the HDMI OUT port on the TV Box Pro to an available HDMI IN port on your television.

2. **Connect to Aerial:** Connect your TV aerial cable to the ANT IN port on the TV Box Pro. If your TV also has an aerial input, you can use an aerial loop-through cable (not supplied) to connect the ANT OUT on the TV Box Pro to your TV's aerial input.

3. **Connect to Power:** Plug the power adapter into the DC IN port on the TV Box Pro, then plug the adapter into a wall socket.

4. **Network Connection (Optional but Recommended):** For the best experience with streaming services and software updates, connect an Ethernet cable from your broadband router to the ETHERNET port on the TV Box Pro. Alternatively, you can connect wirelessly during the initial setup.

Image: A close-up view of the rear panel of the BT/EE TV Box Pro, highlighting the various input and output ports for power, HDMI, aerial, and Ethernet connections.

2. Initial Setup Wizard

Once powered on, your TV Box Pro will guide you through the initial setup process on your TV screen:

- **Language Selection:** Choose your preferred language.
- **Network Setup:** Select your Wi-Fi network and enter the password, or confirm your wired connection.
- **Channel Scan:** The box will automatically scan for available Freeview channels. This may take a few minutes.
- **Account Linking:** Follow on-screen prompts to link your BT/EE account if required for premium features or subscriptions.

3. Remote Control Setup

Insert the 2 AAA batteries into the remote control, ensuring correct polarity. The remote should automatically pair with your TV Box Pro. If not, follow the on-screen instructions or refer to the troubleshooting section.

OPERATING YOUR TV BOX PRO

Basic Navigation

- Use the **directional buttons** (up, down, left, right) and **OK** button on the remote to navigate menus and select options.
- Press the **Home**/**Menu button** to access the main menu, where you can find Live TV, Recordings, Apps, and Settings.
- Use the **Channel Up**/**Down** buttons to change channels.
- Press the **Guide button** to open the Electronic Programme Guide (EPG).

Recording Programs

- **Record Live TV:** While watching a program, press the **Record button** (usually a red circle) on the remote.
- **Record from EPG:** Navigate to the desired program in the EPG, select it, and choose the 'Record' option. You can often set a 'Series Link' to record all episodes of a show.
- All recordings are stored on the internal 1TB hard drive and can be accessed via the 'Recordings' section in the main menu.

Streaming Applications

Your TV Box Pro supports popular streaming services such as Netflix and Amazon Prime Video. Access these

applications from the 'Apps' section of the main menu. You will need active subscriptions and internet connectivity to use these services.

4K Resolution

The TV Box Pro supports 4K resolution output. To enjoy 4K content, ensure your television is 4K compatible, and you are watching content broadcast or streamed in 4K. Check your TV Box Pro's display settings to ensure 4K resolution is selected if available.

MAINTENANCE

Cleaning

To clean your TV Box Pro, disconnect it from the power supply. Use a soft, dry, lint-free cloth to wipe the exterior. Do not use liquid cleaners, aerosols, or abrasive materials, as these can damage the device.

Software Updates

Your TV Box Pro is designed to receive automatic software updates when connected to the internet. These updates provide new features, performance improvements, and bug fixes. Ensure your box is connected to the internet and powered on (or in standby mode) regularly to receive these updates.

Storage Management

The 1TB internal storage allows for extensive recording. To manage your recordings and free up space, navigate to the 'Recordings' section and delete unwanted programs. The box may also automatically delete the oldest recordings if space runs low, depending on your settings.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No Power	Power cable loose; wall socket off.	Check power connections. Try a different wall socket.
No Picture/Sound	HDMI cable loose; incorrect TV input selected.	Ensure HDMI cable is securely connected. Select the correct HDMI input on your TV.
No Freeview Channels	Aerial cable loose; poor signal; channel scan not performed.	Check aerial connection. Perform a channel rescan in settings. Check aerial signal strength.
Network Connection Issues	Wi-Fi password incorrect; router issues; Ethernet cable loose.	Re-enter Wi-Fi password. Restart your router. Check Ethernet cable.
Remote Control Not Responding	Batteries low/dead; line of sight blocked; remote not paired.	Replace batteries. Ensure no obstructions. Re-pair remote if necessary (refer to on-screen instructions).
Recording Problems	Insufficient storage; signal loss during recording; conflicting recordings.	Delete old recordings to free space. Check aerial connection. Resolve recording conflicts in the EPG.

SPECIFICATIONS

Feature	Detail

Feature	Detail
Model Name	RTIW387
Brand	Generic
Storage Capacity	1024 GB (1TB)
Resolution	4K
Connectivity Technology	Wi-Fi, Ethernet
Supported Internet Services	Netflix, Amazon Prime Video
Controller Type	Remote Control (App Control also listed in specs)
Compatible Devices	Television, Personal Computer, Tablet, Laptop, Smartphone
Batteries Required	2 AAA (included)
Package Dimensions	45 x 25 x 6 cm
Weight	1.5 kg

WARRANTY AND SUPPORT

For information regarding your product's warranty, please refer to the documentation provided at the time of purchase or contact your retailer. Warranty terms and conditions may vary.

For technical support or further assistance, please contact the customer support service of your retailer or the product manufacturer. Keep your purchase receipt and product model number (RTIW387) ready when seeking support.