

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

BT TV and EE TV boxes: basic fixes

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

BT and EE TV boxes stream programmes over broadband, so a TV fault is often a broadband fault. Box names and menus differ over the years, so check the label on yours.

Check the basics

1. Make sure the box is plugged in and its light is on.
2. Press **Input** or **Source** on the TV remote and choose the right HDMI input.
3. Push the HDMI lead in firmly.

Restart the box

1. Switch off at the wall.
2. Wait 30 seconds.
3. Switch on and wait for start-up. This can take several minutes.

Check your broadband

If apps and channels will not load, check other devices on Wi-Fi. If they fail too, restart the router. If the box connects by cable, check the network cable is firmly in at both ends.

Remote not working

Replace the batteries first. If the remote still fails, check BT's help pages for the pairing steps for your remote type. We cannot give exact buttons here as they differ between models.

Freeview channels on a BT or EE box

Some boxes also receive Freeview from an aerial. If channels are missing, BT's help includes a guide to fixing missing Freeview channels. Look for the retune option in the box's settings menu.

Apps and recording

If an app fails or a recording does not play, a restart is often enough. Make sure the box is on standby rather than unplugged when you are away, so it can update.

When to get more help

Get help if the box shows an error code, will not start, or broadband seems fine but the box still cannot connect. Your provider can swap faulty boxes.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.