

TROUBLESHOOTING – EE TV BAY

Thanks for completing the recent TV survey. We've identified that some stores have limitations with their TV demo experience due to slow network speeds and connectivity.

We've put the following tips together to help you solve issues you might face!

TIPS

- If you have issues with the Apple TV content not loading, when you pick up the remote, press and hold the power button for 5 seconds. This should enable content to start playing
- If you see a request for Apple ID, factory reset the box as we are not required to enter Apple IDs for this box
- If you find that your TV screen is blank, try changing the source – make sure it's set to HDMI
- Make sure you turn your TV boxes on otherwise they won't work!
- Remember to use the "virtual experience" on Discover EE for each TV box. The touch screen on your TV bay has lots of useful content you can show your customers.

Please refer to the TV box set up pack and follow the instructions to make sure the boxes are set up properly. It is the responsibility of the store to set up their TV boxes so please follow the instructions

- Due to varying broadband speeds across stores, some stores may have a different experience when demo'ing the TV boxes
- Any store with a copper line and stores with speeds of below 30mbps will not have access to the full TV experience (impact will be on Live TV channels, HD content, speed of content loading etc)

LOOKING AFTER YOUR TV

General information about your TV

- We know that a few of you like to use your TVs for personal use and therefore play around with the HDMI ports. Please do not do this as we've seen many incidents where the store is unable to get the TV back to normal. If you try and move the TV, cables can become loose which causes the screen to go blank so please avoid tampering with your TV bay!
- If you are in the unfortunate situation of seeing a blank TV screen in your store, there are a few things you can try to get it working again:
 - Using the remote or the buttons on the TV, select "source" and make sure that "HDMI1" is selected. This may fix the issue.
 - If it's within your reach, you can reboot the media player by switching it on and off. This may get the content running again.
 - Check that the power cable to your TV isn't loose and is firmly in place in its port – loose cables can cause the screens to go blank!

Report an issue with your TV:

- If you experience any issues with your TV screen that you cannot fix yourself (blank screen, screen burn etc), call the IT helpdesk and raise a ticket.
- After your ticket is logged, the helpdesk will get back in touch with you for more information – please ensure you reply with the information they need to help get the screens back up and running as normal otherwise the issue will not get resolved!