



EE TV

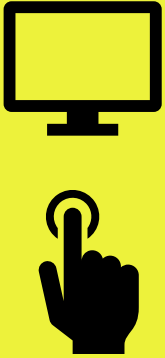
How to use your TV Demo

THE EE TV BAY CREATES AN
IMMERSIVE,
INTERACTIVE
EXPERIENCE FOR OUR CUSTOMERS TO
BRING EE TV TO LIFE



HOW TO USE AND DEMO

EE TV



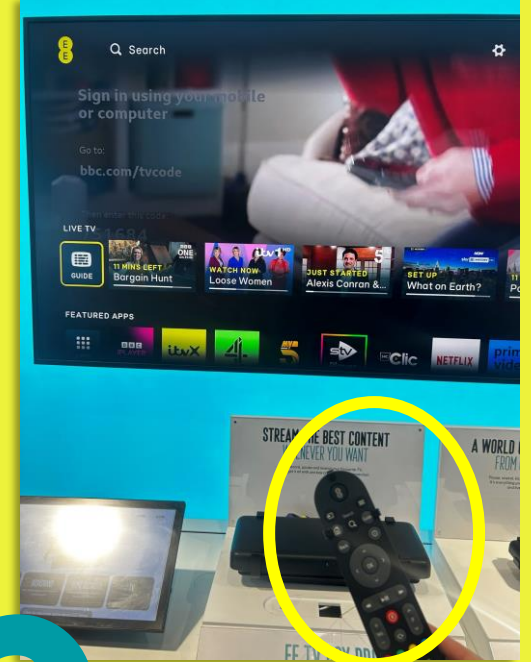
1

Press the EE Logo to switch the box on



2

Wait until the logo lights up blue, this means it is on



3

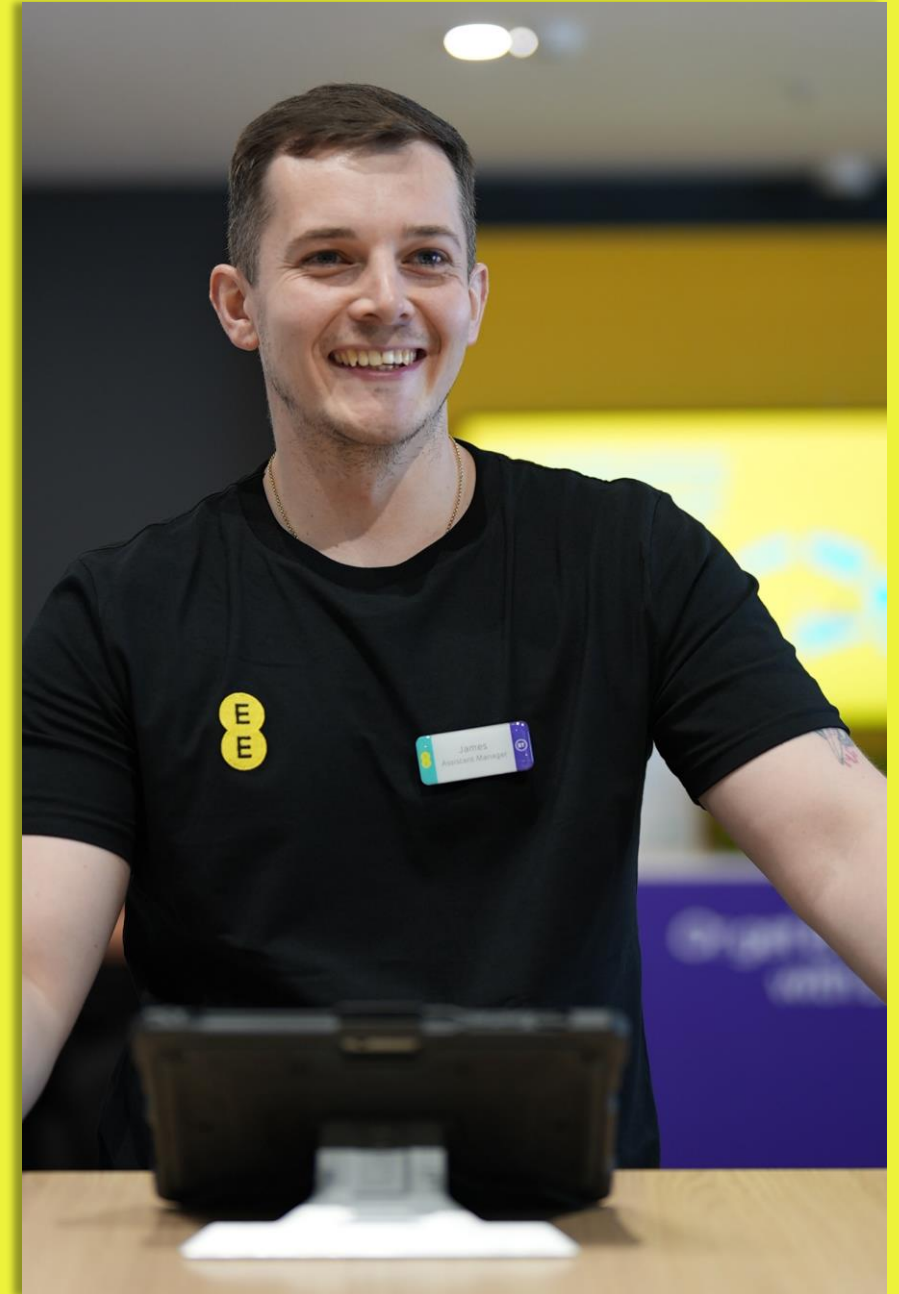
Lift the remote to activate the lift & learn, then use the remote to navigate the channels and apps

CUSTOMER EXPERIENCE WITH

EE TV

Bringing it to life

- During your explore conversation with the customer, discuss our packages with EE TV
- Take the customer to the EE TV bay
- Give the customer a demonstration on how easy it is to use EE TV
- Encourage the customer to experience the lift and learn demo
- Discuss the offers and benefits of EE TV with the customer



THAT'S NOT ALL...WE HAVE MORE!

Navigation: HOME • LEARN • WORK • GAME

YOUR HOME RUNS SMARTER

WIFI CONTROLS
The EE app lets you take charge of every aspect of your digital life at home.

BROADBAND
Fast, reliable and secure broadband. Powered by BT.

HOME SECURITY
Keep your loved one's safe 24/7. Powered by Verisure.

TV
Explore EE TV

Click to discover more about EE Home

Navigation: BACK NEW EE TV

WELCOME TO A WHOLE NEW WORLD OF ENTERTAINMENT.

WELCOME TO EE TV.

WITH UP TO TWO EXTRA EE TV MINI BOXES AT NO EXTRA COST.

EE TV is here to bring you all the entertainment and sport you know and love.

EE TV BOXES

EE TV PACKAGES

APPLE TV+

EE TV exclusive
Watch live TV on an Apple TV 4K
Choose the Apple TV 4K and you'll get a proper TV guide with live channels built-in—including Sky. All through the EE TV app.

Unbeatable flexibility
Change your TV package month by month
No more paying for stuff you're not watching. EE TV lets you flex your package up or down monthly. Choose a package today, swap it later.

Navigation: BACK EE TV BOXES

EE TV Box Pro
The UK's only streaming box which can record live TV. Watch live and on-demand TV in 4K HDR quality, with Dolby Atmos Sound and Dolby Vision.

Learn More Virtual Experience

EE TV Box Mini
Pause and rewind live TV with the EE TV box that takes up less space. Powerful enough to watch shows in up to 4K HDR quality with Dolby Atmos Sound.

Learn More Virtual Experience

Apple TV 4K
Watch live TV and stream in stunning 4K Dolby Vision and HDR10+. And find shows and films with voice search, built into Siri.

Learn More Virtual Experience

EXPLORE EXTRA BOX OPTION

Navigation: BACK EE TV BOXES

TRY THE DEVICE

Search

SETTINGS ? 11:40AM

LIVE TV

ON NOW: Homes Under the Hammer

WATCH NOW: This Morning

7 PMS LEFT: The Great British Bake Off

WATCH NOW: Storm Huntley

SET UP: Yeh Un Din...

28 F

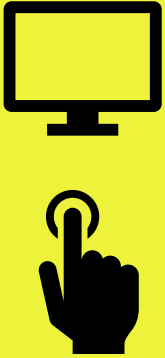
FEATURED APPS

BBB, UxX, 5, TV, NETFLIX, prime video, NOW, 95 (Play)

We have a huge section now accessible on Discover EE in all stores where you can explore all things EE TV, packages and features! (this is available on the small touch screen on your TV bay)

HOW TO USE AND DEMO

APPLE TV



Refer to the troubleshooting page in this pack if you need further help with your Apple TV



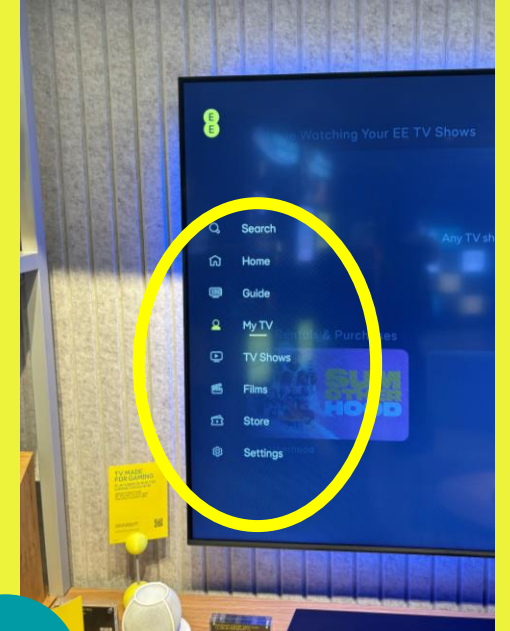
1

Lift the remote and press and hold the power button for 5 seconds



2

Once the Apple TV Box is loaded you should see this screen



3

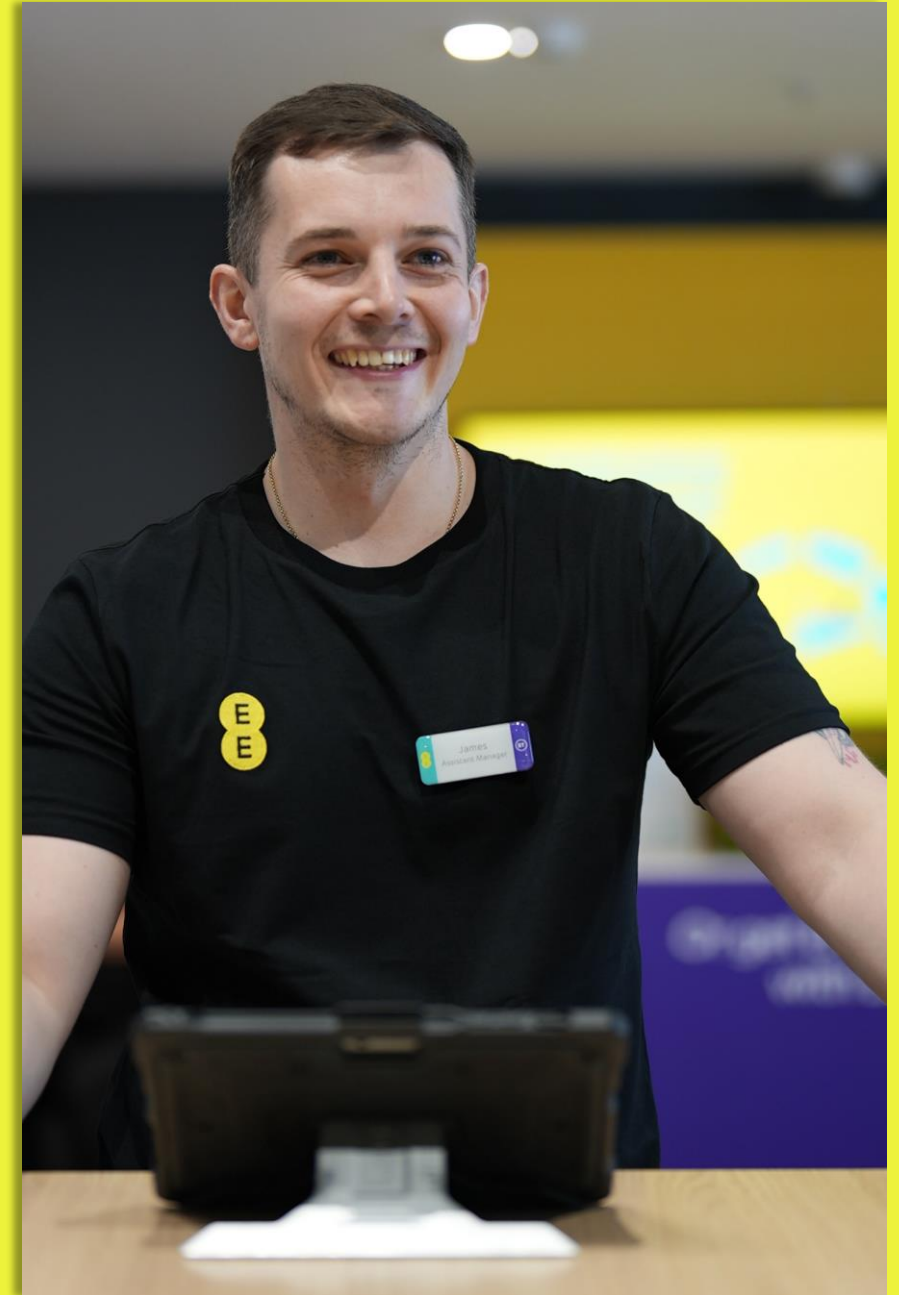
Then use the remote to navigate the different features of the box

CUSTOMER EXPERIENCE WITH

APPLE TV

Bringing it to life

- During the explore with the different apps and features included with the Apple TV Box
- Discuss how customers can enjoy EE TV on their Apple TV Box
- Use the menu on the EE TV App as a guide to show all the different features
- Encourage the customer to experience the lift and learn demo



THAT'S NOT ALL...WE HAVE MORE!

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☰ ⬅️ BACK EE TV ON APPLE TV 4K

EE TV ON APPLE TV 4K



Enjoy EE TV on Apple TV 4K. All your favourite live TV, apps and streaming content in one place.

[VIRTUAL EXPERIENCE](#)

EE TV on Apple TV



[Learn More](#)

Apple TV 4K



[Learn More](#)

Apple TV+ free for 6 months



[Learn More](#)

☰ ⬅️ BACK EE TV ON APPLE TV 4K

TRY THE DEVICE



[Learn More](#) [Learn More](#) [Learn More](#)

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TROUBLESHOOTING

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!

