



Understanding my Blackbox TV



How do I build a PLAYLIST for my FAVORITES?

Once you are on Live Tv. Choose any category you would like to explore. Scroll down to a channel and hold down the center (OK) button on your remote. Then select ADD to FAVORITES

How do I know when my code will expire?

It shows on the bottom center of your main screen - as well you will be notified with a reminder notice 2 days prior to expiration. You can also find your due date in the Account Tab, at the top of the main menu page.

Can I take my firestick outside of my house?

Only if you have 1 stick on your account. If you have multiple sticks on the account, only 1 can leave the home of the location it was originally set up. If you were to use your username and password at different IP addresses, on any other device it will *void your current subscription* and is non-refundable.

I'm being asked to refresh my EPG?

Yes - always refresh and update anytime you see it, that includes Live Channels too.

I bought a 1 month subscription - how do I renew?

Go to blackboxtvshop.net/billpay and click on Bill Payment. There you will see several options for payment. If you are doing payments through the site, please set up an account and password. That will allow you to do quick pay from the site. Be sure to input all info when you check out. Please allow up to 3 hours to process payments.

Will my tv programs show perfect all the time??

No, but it will 90% of the time. Please understand this service is not perfect. Most of the time all your channels will play, but if you have one that goes down give it about an hour or two. If for some reason the channel(s) still don't come up, contact us or submit a ticket on the website and give us 24-hours to get it back up and running. Make sure you do a Speed Test before calling. The key is to be patient, any channels that go down usually work themselves out by the end of the day.

What are the steps to getting to the tv app?

From the home button, look for Blackbox on the screen. Click on that icon and wait for the app to load. Choose from Live TV, Movies, or episodes. Once in there choose your viewing pleasure.

Is there an easy way to search for channels?

Yes. Once you go into the live tv function, go into the ALL category, then arrow up to the magnifying glass in the top right corner. Click on it then type in the network (BET, ABC) you are searching for and it will give you a list of them. Click on it to go to that channel or hold the center button down and add it to favorites.

Is this service legal and will I face any fines?

Yes, it is legal to use this app, but some internet companies do not approve of online streaming. If ever you get any letter from your internet provider you need to use an IPblocker. We have already installed the app on your device. You can get 1 year of service for \$80. We can provide that for you.

Can I set up another profile on this firestick?

The firestick you have received from us comes with a Generic account so you can plug and play. Do not set up and any new profiles under this account, it will be seen by everyone. If you want to customize your stick go to Amazon.com create an account and login to your own account. Be aware by doing this, you will erase all firestick apps and it will have to be reinstalled.