



# Understanding My Blackbox Tv Service

## **\*Am I allowed to purchase other stuff besides what's on the stick already?\***

No, we have used a temporary account, just to deliver the services. If you want to purchase and try out other apps, you must go to Amazon.com and create you a new account. (It will require a credit card). If you use our account and purchase anything other than free apps, you **WILL BE BILLED FOR THOSE CHARGES** and must pay it before you renew your cable bill.

## **How do I build a PLAYLIST for my FAVORITES?**

Choose and click on a category on the left. Arrow down to a channel. Press and hold down the center button on your remote. Then arrow down and select ADD to FAVORITES.

## **How do I know when my code will expire?**

Your Expiration date will always show at the bottom of your Blackbox Main Menu screen. You will also be notified with a POP UP notice 2 days prior to expiration, on your cellular device.

## **Can I take my box to my Brother's house?**

No, you can only access and enjoy the service using the same IP/internet for up to 3 devices. In fact by trying to use your username and password at different IP addresses, on any other device will *void your current subscription* and is non-refundable.

## **I'm being asked to refresh my EPG?**

Yes - always refresh and update your system. Go to Settings, locate and click On EPG and arrow up to Refresh. Once you click on it you will see updated. (Platinum users) Click on the 3-line Menu button on remote or Settings in top right corner. Arrow down and click Refresh Channels/Refresh TV Guide.

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

There are several payment options available for users. Cash app: \$blackboxtech    Paypal: paypal.me/blackboxtech    Website account pay: [www.blackboxtvshop.net/billpay](http://www.blackboxtvshop.net/billpay) or call in a payment: (334)249-6283. Remember it is always better to call before your due date, to avoid interruptions.

## **Will my tv programs show perfect all the time??**

No, but it will 95% of the time. Please understand this service is not perfect. Most of the time all of 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 this website and give us 24-hours to get it back up and running. In most situations, channels that go down usually work themselves out by the end of the day or you will be credited.

## **What are the steps to getting to the tv app?**

Click the Home button on your firestick remote, Arrow down to your line of apps and look for Blackbox Tv. If you don't see it. Click on the last box and go to your full list of apps. Look for Blackbox there. If it isn't listed, you may need to reinstall it. Go to Downloader and enter [www.blackboxtvshop.net/bbtvinstallnow](http://www.blackboxtvshop.net/bbtvinstallnow) Find the app & install.

## **Is there an easy way to search for channels?**

Yes. Once you go into the Live Tv box, Click on All, 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(VPN). We are one of many streaming services that provide Live Tv and more for viewers. So far no one affiliated with our organization has ever been fined.