Manhattan

FreeviewPlay
RECORDER

GET STARTED

For assistance,
call us on 020 8450 0005
or visit manhattan-tv.com/help
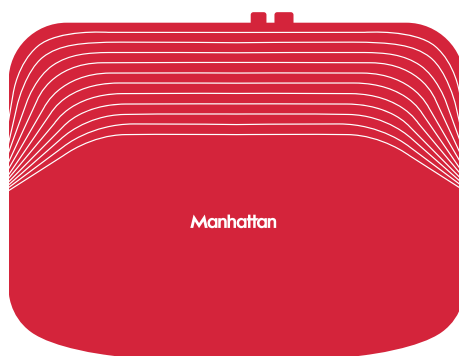
Check Freeview HD
coverage in your area by
visiting freeview.co.uk

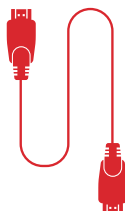# INSTALLING YOUR T3•R

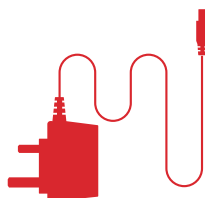Unpack the following from your Giftbox:

Remote control

Manhattan T3•R

2x AAA batteries

HDMI cable

Power adapter

You Need

- A TV with an HDMI input.
- A TV aerial and cable. While some indoor (portable) aerials may pick up Freeview channels, for best results use a rooftop aerial.
- An internet connection using Wi-Fi or an Ethernet cable (not included) for apps and Freeview Play features.

⚠️ Before you plug in, please read the Safety section of the Important Information booklet.

Connect Up

- Connect the aerial cable from your aerial wall socket to your T3•R.

- Next, connect the T3•R to your TV using the HDMI cable provided.

- An internet connection is required for apps, Freeview Play features and to receive software updates over the internet. Wi-Fi can be selected during initial setup but for high-bandwidth 4K content we recommend you connect your T3•R to your internet router using an Ethernet cable (not included).

- Finally, plug the AC power adapter into a wall socket that is turned off, then connect the other end to the T3•R.

If you want to use your TV's tuner, connect an aerial cable from the T3•R's Loop Out socket to the aerial input of your TV. Please note that to conserve energy the Loop Out socket is unpowered in standby by default. See page 18 for details.


Switch On

- Open the battery compartment cover on the back of the remote by sliding the cover. Insert the batteries, matching the + and – symbols to what is marked on the inside of the compartment. Replace the cover.

- Turn on the wall socket you connected your T3•R to and the T3•R will switch on.

- Turn on your TV set and choose the HDMI input you connected your Manhattan T3•R to. Most TV remotes use a button labelled 'AV', 'SOURCE', 'INPUT' or ⟪⊕⟫ , with each press cycling through the TV's inputs.

Your Manhattan remote can be easily programmed to control your TV's input, adjust its volume and turn it on and off. See page 21 for details.

Follow the on-screen instructions to set up your T3•R. It takes about 5 minutes, which is the perfect amount of time to read the rest of this Guide!

BASICS
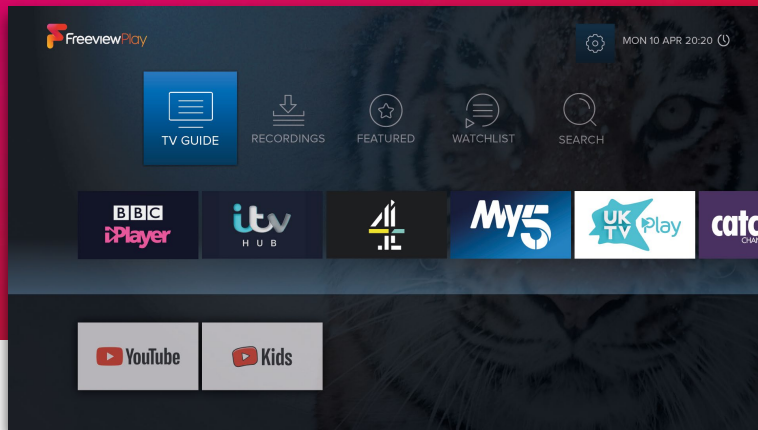
The T3•R makes it easy to watch and record TV as well as access on demand programmes and apps.

Home

The Home screen shows all the menus and apps on your T3•R. Press HOME on your remote control at any time to go there.

💡 An internet connection is required for apps, catch-up from the TV Guide and to use the Featured, Watchlist and Search menus.

How to Use Menus

The directional pad changes the highlighted programme, app or button. Press OK to select it. In some cases pressing OK performs different functions and this is indicated by an on-screen hint. For example, in the TV Guide you can press OK to:

• Watch a programme on now.

• Add a reminder for a programme on later.

• Display an options menu for a programme available on demand. You can choose to play it right away or add it to your Watchlist to watch later (see page 11).

When you want to leave a menu or app:

• Press BACK to return to the previous screen.

• Press EXIT from within a menu (e.g. TV Guide) to exit to live full-screen TV.

• Press EXIT from within an app (e.g. iPlayer) to go back to where you launched it.

WATCHING TV
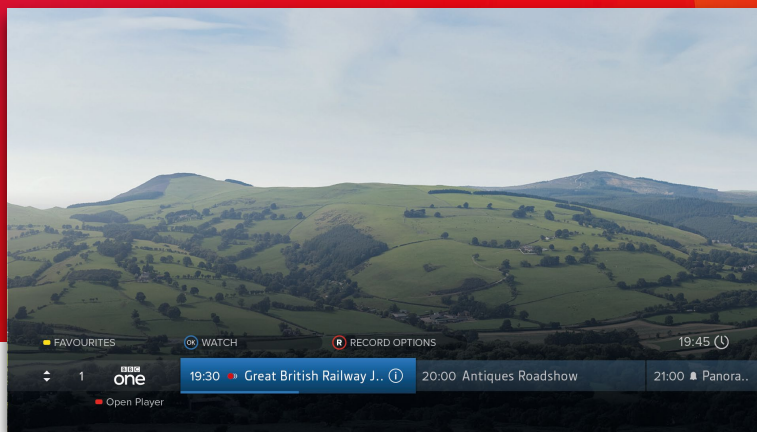
The Channel Browser

While watching TV, press OK to display the Channel Browser, then use the directional pad to browse what's on. Favourite channels can be quickly browsed by pressing 🟨 to cycle through them. See page 17 for details of how to add and remove them.

- Press OK to watch a programme on now or add a reminder for a programme on later.
- Press Ⓡ to set a recording. If the programme is part of a series, you can choose to record the entire series or just the episode.
- To view detailed info about a programme, press INFO.
- When a channel (e.g. ITV) has an associated app (e.g. ITV Hub), press 🟥 to open it.

Quickly Changing Channel

There are 3 ways to directly change channel while watching TV:

- Press P-UP or P-DOWN to change to the channel above or below.
- Enter a channel number with the number buttons.
- Press SWAP to change to the last channel you were watching.

Entering Live Pause

Press PAUSE to enter Live Pause. You can also rewind or skip back (see page 8).

Accessibility

Turn Subtitles and Audio Description on or off by pressing S/AD and selecting the on-screen option.

TV GUIDE

Press **GUIDE** or select 'TV GUIDE' from the Home screen to browse what's on over the next seven days and (for supported channels and programmes) catch up with the last seven days:

- Press **OK** to watch a programme on now or add a reminder for a programme on later. For on demand programmes pressing **OK** gives you the choice to play it or add it to your Watchlist.
- For programmes on now or later, press Ⓡ to set a recording. If the programme is part of a series, you can choose to record the entire series or just the episode.

On Demand, Record & Reminder Icons

Ⓡ	Scheduled or in-progress recording	Ⓡ	Recorded programme
Ⓡ))	Scheduled or in-progress series recording	Ⓡ))	Recorded episode that is part of a series recording
▶	Available to play now on demand or add to your Watchlist	🖃	On demand programme saved to your Watchlist
🕐	Available soon on demand	🔔	Reminder set

Quickly Navigating

- Enter a channel number with the **number buttons**
- Press **P-UP** or **P-DOWN** to page up or down
- Hold **LEFT** or **RIGHT** to skip forwards or backwards through time
- Press ◄◄ or ►► to skip 24 hours backwards or forwards
- Press ▮ to return to what's on now

Lists

The TV Guide can be filtered to show only Catch Up, HD, Radio or your Favourite channels. Press ▮ and then select a list. You can also choose to edit your Favourites.

PROGRAMME INFO

Press **INFO** when watching TV to display detailed information about the programme you're watching. You can also press **INFO** to view detailed information for a programme whenever you see ⓘ next to its name or description.

Icons

|			
⬦	Part of a series	S	Subtitles
▶	On Demand	AD	Audio Description
HD	High Definition	SL	Sign Language
5.1	Surround sound	G	Guidance
🔲	In two or more parts	W	Unsuitable for viewing before the watershed

💡 For a full overview of all the icons on your T3·R go to: Settings ➜ Help ➜ Guide to Icons

Browsing Episodes & Repeats

- If the programme is part of a series, press **UP** to browse all upcoming episodes in the schedule.
- If the programme is showing again on any channel, press **DOWN** to browse upcoming repeats in the schedule.

LIVE PAUSE
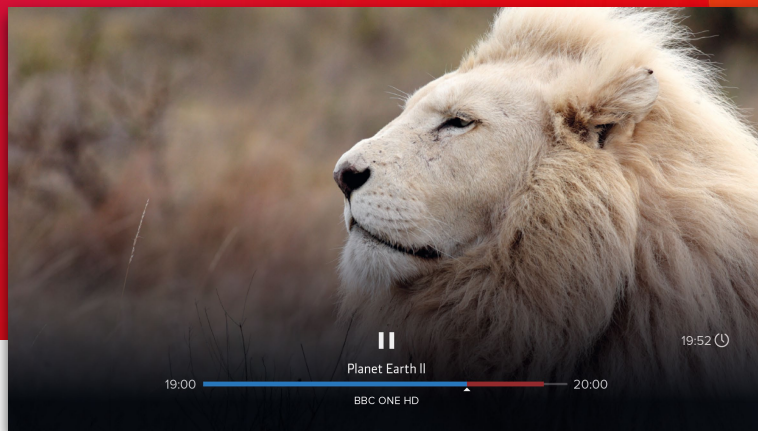
The T3•R is always recording the channel you're watching and will store ('buffer') up to the last 2 hours. When you change channel, what had previously been recorded is cleared and recording starts again. There are many ways to take advantage of Live Pause:

- Press **PAUSE** when you need to get the door, make a cup of tea, etc.

- Press **LEFT** to instantly skip back 10 seconds; helpful if you've missed some dialogue or want to replay a great moment.

- Press ◄◄ to seek backwards to a specific point. Each press of ◄◄ increases the seek speed. Press **PLAY** to start playback again.

Depending on how long you've been watching a channel, there can be more than one programme in the buffer. The playback bar always shows the current programme and channel being viewed. As you rewind back past the start of a programme, the playback bar will update to show the previous programme. To move forward:

- Press ►► to seek forwards. Each press of ►► increases the seek speed. Press **PLAY** to start playback again.
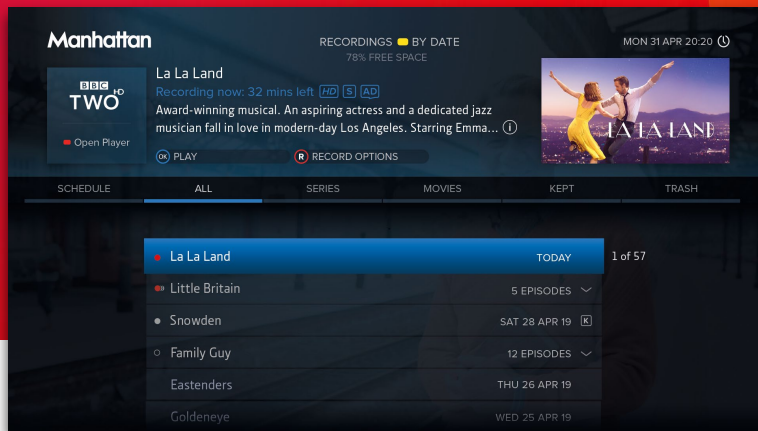
- Press **RIGHT** to skip forwards 30 seconds

To return to live TV, press **STOP** or **EXIT**.

When watching a programme and you press Ⓡ, anything that's in the Live Pause buffer will be recorded along with the rest of the programme.

💡 The skip forward and backward durations can be changed in the Recording & Playback section of Settings.

RECORDINGS

Press **RECORDINGS** or select 'RECORDINGS' from the Home screen to display a list of all your recordings. Use **UP/DOWN** to browse the list and **LEFT/RIGHT** to select a section:

- SCHEDULE – Your planned recordings and reminders
- SERIES – Recordings that are part of a series
- MOVIES – Movies that have been recorded
- KEPT – Recordings you have chosen to keep
- TRASH – Recordings you have deleted but can still be recovered

To play a recording or open a series folder, press **OK**. To keep or delete a recording, press Ⓡ and select the option. Deleted recordings are sent to the Trash and permanently removed after 30 days. If you run out of space, the T3•R will make space for new recordings by removing recordings from the Trash followed by the oldest recordings that have not been kept.

In the list, the ● icon before a recording indicates it is unwatched and the O icon that it is partially watched. When a partially watched recording is highlighted, a blue bar indicates how much of it has been viewed so far.

All upcoming recordings and reminders are displayed in the SCHEDULE. To edit a scheduled recording, pvress Ⓡ and select an option. To set or cancel a reminder, press **OK**.

Playback

- Press ◄◄ or ►► to seek backwards or forwards to a specific point. Each press increases or decreases the seek speed. Press **PLAY** to resume playback.
- Press **LEFT** to skip back 10 seconds or **RIGHT** to skip forward 30 seconds.
- Hold **LEFT** or **RIGHT** to skip in 10% jumps.
- Press 🟨 to display the Go To menu. Enter a specific time to go to with the number buttons or press 🟨 again to restart playback.
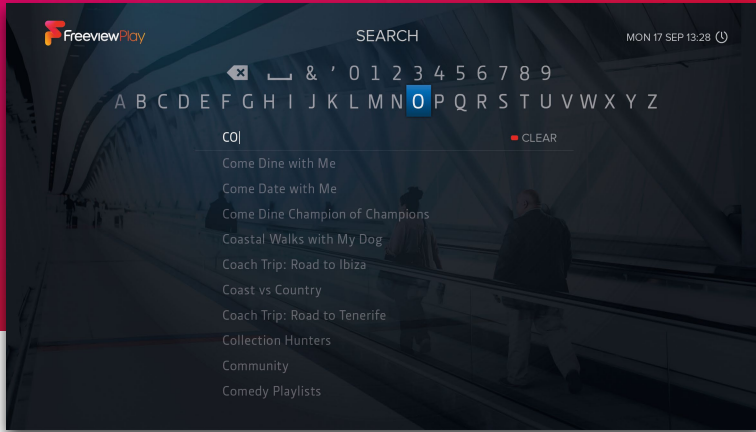- Press **STOP** or **EXIT** to end playback and return to the Recordings Menu.

FEATURED
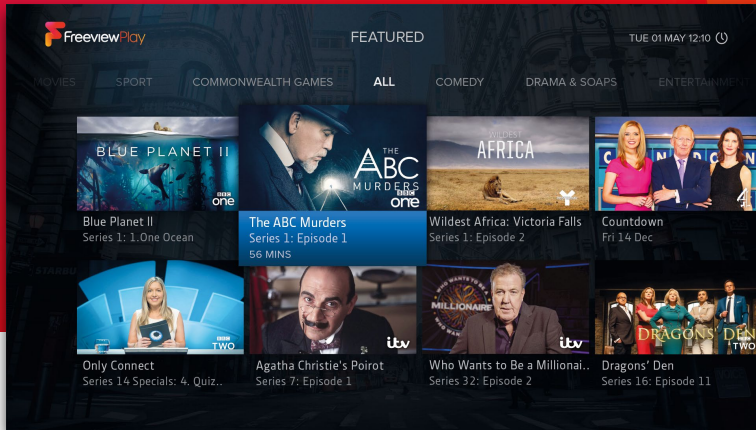
Select 'FEATURED' from the Home screen to browse top picks from all the UK's on demand players, neatly organised by genres such as Comedy, Movies and Sport.

To display the options menu with more information about a highlighted programme, press OK.

SEARCH

Press **SEARCH** or select 'SEARCH' from the Home screen to find programmes from all the UK's on demand players.

Use the on-screen keyboard to enter a programme's name and as you type the T3•R will suggest what you're looking for. Select a suggestion or your search term to display the results.

To display the options menu with more information about a highlighted programme, press OK.

The T3•R makes it easy to quickly repeat previous searches:

- Up to the last 10 programmes you've searched for are listed when the search screen is initially shown.
- When your search results are shown, press ▭ to save the search. From the main search screen you can then press ▭ to display your list of saved searches.

WATCHLIST
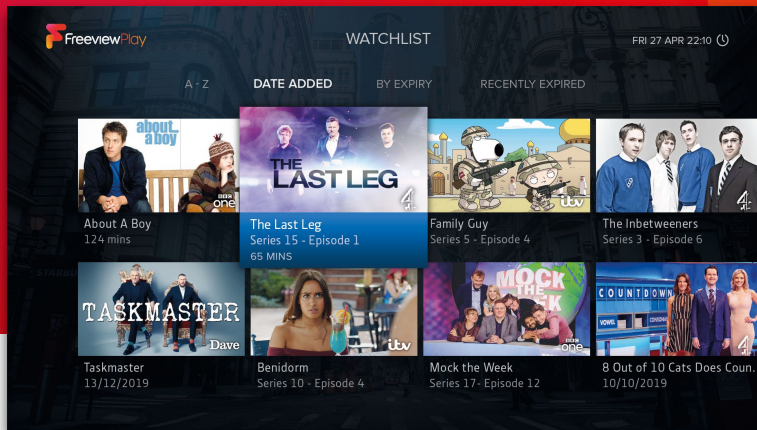
Programmes available on demand can be saved to your Watchlist to watch later (see page 4, 'How to Use Menus'). Programmes can be watched at any time until they expire – this varies from programme to programme and is shown when a programme is highlighted.

To browse your Watchlist, select 'WATCHLIST' from the Home screen.

Programmes on your Watchlist can be sorted by how recently you added them, alphabetically or by expiry. You can also see which programmes have expired within the last 14 days.

To remove a highlighted programme from your Watchlist, press OK to display the options menu and then select the ⊖ Watchlist button.

REMINDERS

🔔 'Escape to the Country' is about to start on BBC ONE HD

[Watch]   [Cancel]   35s
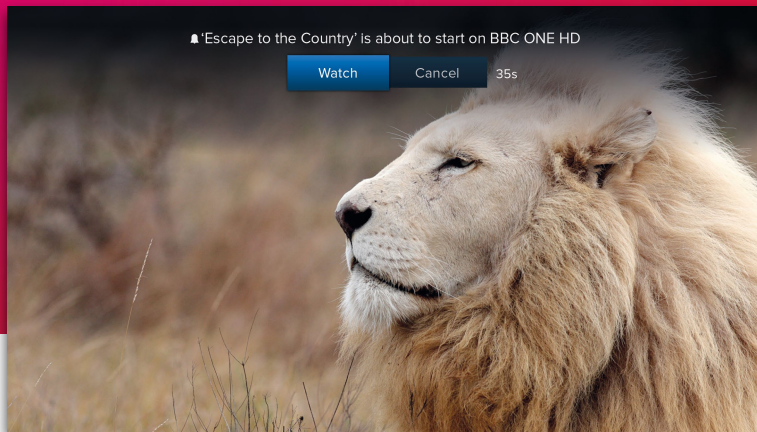
When an upcoming programme is highlighted in the TV Guide or the Channel Browser, press OK to add a reminder. To cancel it, press OK again.

Reminders are displayed just before a programme is scheduled to start. The T3•R has a setting called 'Reminder Auto Watch' that is turned off by default, meaning:

- A reminder will only be displayed if the T3•R is on

- You must choose to watch the programme before the reminder times out to change the channel

- If you don't, the reminder will be cancelled and the channel will not change

When 'Reminder Auto Watch' is turned on:

- If the T3•R is in standby it will turn on for the reminder and the channel will change automatically

- If the T3•R is turned on the reminder will be displayed as normal and after the reminder times out the channel will change automatically

You can change the 'Reminder Auto Watch' setting in: Settings ➜ System.

SETTINGS

You can view and change your T3•R's settings by pressing **HOME** and selecting the ⚙ button located at the top right of the screen.

Picture & Sound

Resolution

The T3•R supports resolutions up to 4K 'Ultra HD' (3840 x 2160 pixels or 2160p), which is four times the resolution of 'Full HD' (1920 x 1080 pixels or 1080p). When 'Resolution' is set to its default of 'Auto', the T3•R detects your TV's capabilities and sets the optimum resolution. You can check your TV's capabilities in: Settings ➜ Information ➜ Audio/Video.

♡ REQUIREMENTS FOR 4K

The T3•R must be connected to a 4K TV's HDMI input that supports HDMI 2.0 and HDCP 2.2. If you have other devices connected in between such as an AV Receiver, Sound Bar or HDMI splitter, these must all also support 4K, HDMI 2.0 and HDCP 2.2. The T3•R includes a premium high speed HDMI cable. Using a sub-par cable for even one link may cause the connection to fail.

♡ Please note that if your T3•R reports the resolution as '2160p@25Hz', you may need to enable the same mode on your TV used for HDR (see opposite page) to support 50Hz.

HDCP 2.2 is a content protection standard required for premium 4K content. Some devices only support HDCP 2.2 on a single HDMI input, often labelled with 'HDCP 2.2'. If some inputs are labelled and others are not, assume any unlabelled input does not support HDCP 2.2. If all inputs support HDCP 2.2 there may be no labelling to indicate this and you will need to refer to the device's user manual to check.

During BBC iPlayer's 2018 trials of the World Cup and Wimbledon in 4K they recommended a minimum broadband speed of 40Mbps. In our testing about 25Mbps should be sufficient for 4K content from YouTube. Even if your broadband is fast enough, you may have other devices congesting your home network, especially using Wi-Fi, so we strongly recommend using a wired (Ethernet) connection for 4K.

Match Frame Rate

UK TV channels and on demand services transmit video at either 25 or 50 frames per second (fps). To ensure smooth playback of this video the T3•R outputs at 50Hz (cycles per second). As YouTube also has videos at 24fps, 30fps and 60fps, they can appear jerky when played back at 50Hz. If you change 'Match Frame Rate' to 'On', the T3•R will change the refresh rate of your TV to match the refresh rate of videos. Please note that each time the refresh rate changes your TV must change video modes which may cause a flash or flicker. Some TVs handle this better than others.

HDR

High Dynamic Range (HDR) enables content to be produced, transmitted and displayed with dramatically improved contrast and a much wider range of colours than previously. The T3•R supports two different HDR standards called HDR10 and HLG. When 'HDR' is set to its default of 'Auto', the T3•R reads the EDID identification data from your TV over HDMI to determine whether it supports them.

At the time of writing only the BBC iPlayer and YouTube apps have HDR content – the BBC use HLG whereas content on YouTube may use HDR10 or HLG. Unfortunately as these are very recent standards support for them varies greatly. Your TV must support:

- **HDMI 2.0a** for HDR10
- **HDMI 2.0b** for HDR10 and HLG

Most branded 2018 TVs now support HDMI 2.0b, HDR10 and HLG. However, there are many 4K Ultra HD TVs from prior years that do not support HDR. Please check with your manufacturer as many have released software updates to add or improve HDR support.

Some HDR TVs support HLG when using apps installed on the TV but only have HDMI 2.0a inputs and so do not identify to the T3•R that they are capable of HLG. To get around this, try changing the T3•R's HDR setting to 'HDR10 & HLG', forcing the T3•R to consider the HDR TV as HLG-capable.

⚲ ENABLING HDR ON YOUR HDR TV

Most TVs ship with HDR disabled by default. To enable it, check your user manual. The following steps work for recent TVs from these manufacturers:

Samsung: Menu ➜ Picture ➜ Picture Options ➜ HDMI UHD Color ➜ On ➜ Restart

Sony: Home ➜ Settings ➜ External inputs ➜ HDMI signal format ➜ HDMI [select the input for T3•R] ➜ Enhanced mode (TV will reboot)

Panasonic: Menu ➜ Setup ➜ HDMI HDR Setting ➜ HDMI [select the input for T3•R] ➜ On

LG: Models vary, check the manual for 'HDMI ULTRA DEEP COLOR' and turn on.

Menu Transparency

Adjusts the transparency of Manhattan menus and how clearly TV can be seen underneath. The default is 'Light' but if you prefer you can set it to 'Dark' or off completely.

Audio Output

Configures whether 5.1 audio should be output when possible. The default is 'Stereo PCM', which always outputs 2.0 PCM audio. 'Surround' outputs 5.1 or 2.0 Dolby Digital Plus audio

when possible and 2.0 PCM when not. 'Auto' uses the EDID identification data from the TV or device the T3•R is connected to by HDMI to automatically choose 'Surround' or 'Stereo PCM'. This normally works well but there can be issues when there are multiple devices in the chain or they don't identify their capabilities correctly.

💡 When using Surround with a device that supports Dolby Digital the volume of HD channels cannot be adjusted on the T3•R. Adjust the volume on the final output device (i.e. your TV, AVR or soundbar). The T3•R's remote can be programmed to do this by following the instructions on page 21.

Lip-Sync Delay

Sometimes when using external audio equipment the audio can be heard early and out of sync with the video. To fix this you can set a delay for the audio of up to 250ms.

Accessibility & Language

While watching TV you can turn Subtitles or Audio Description on or off by pressing the S/AD button and selecting an on-screen option. The 'Accessibility & Language' menu also has these options as well as additional options to:

• Choose your preferred Audio and Subtitle languages
• Adjust the Audio Description mix

Recording & Playback

Recording Preference

This setting is also shown during initial setup and lets you choose what should happen when you set a recording for a programme or series on a Standard Definition (SD) channel (e.g. BBC ONE) that is also available on a High Definition (HD) channel (e.g. BBC ONE HD). Please note that changing this setting does not affect existing scheduled recordings.

Record HD: HD will be recorded
Record SD: SD will be recorded
Ask: You will be prompted to choose whether to record HD or SD

Skip Forward/Backward

Sets the duration that you skip forward and backward when pressing RIGHT or LEFT while watching a recording or using Live Pause.

Padding Options

The T3•R normally starts and stops recording programmes automatically when the broadcaster signals to do so. However, sometimes broadcasters get it wrong, so you can

instead choose to add padding to the start and end of all recordings. By default playback of recordings made with padding will start from the broadcaster's signalled start but you can change this to the recorded start.

Parental Controls

Requires your PIN to play recordings before 9pm that are unsuitable for viewing pre-watershed.

Format Hard Drive

Wipes the Hard Drive and erases all recorded programmes. Requires your PIN.

Channels

Edit Favourites

Add or remove channels on your favourites list. Favourites can be quickly browsed in the Channel Browser (see page 5) and used to filter the TV Guide (see page 6).

Protected Channels

Select 'Protected Channels' and then 'Edit Protected Channels' to choose channels that you want to be hidden and locked ('protected') during normal use. To temporarily show them, select 'Show Protected Channels' and then enter your PIN. They'll remain shown until the T3•R next enters standby or you select 'Hide Protected Channels'.

Delete Channels

Select channels to delete. Requires your PIN. To restore channels, select 'Retune'.

Retune

Gives you two options to retune. Smart Retune keeps your favourites, protected channels, scheduled recordings, reminders & regional selection. Full Retune clears them all and is necessary if you've moved address. Both options restore any deleted channels.

Manual Tune

Scans a specific UHF channel that you enter. This is much quicker than a smart or full retune because it only scans a small part of the broadcast spectrum.

Mark Unavailable Channels

Shows a warning icon in the TV Guide and Channel Browser next to channels that cannot be watched while recording two channels on different multiplexes.

Internet

The T3•R supports both wired (Ethernet) and Wi-Fi connections and automatically prioritises a wired connection. In this section you can connect to a Wi-Fi network, forget a Wi-Fi network, disable the Wi-Fi interface, configure your network settings and clear your browsing data.

System

Standby Options ➜ Auto Standby

The T3•R will automatically go into standby if no buttons are pressed for 3 hours. The length of Auto Standby can be changed or it can be disabled altogether.

Standby Options ➜ Standby Mode

There are 3 standby modes: 'Smart' (default), 'Sleep' and 'Max Energy Saver'. Depending on the standby mode and network connectivity, there are 2 standby states:

- Sleep: Network connectivity is maintained and the T3•R wakes instantly.

- Passive: Network connectivity is not maintained and the T3•R takes 20 seconds to wake up.

When there is no network connection:

- In 'Smart' and 'Max Energy Saver' modes, the T3•R enters passive standby when **STANDBY** is pressed or there is no user interaction for the Auto Standby duration.

- In 'Sleep' mode, the T3•R enters sleep/networked standby when **STANDBY** is pressed or there is no user interaction for the Auto Standby duration.

When there is a network connection:

- In 'Smart' mode, the T3•R enters sleep/networked standby when **STANDBY** is pressed or there is no user interaction for the Auto Standby duration. If there is no TV signal, it enters sleep/networked standby when there is no user interaction for 20 minutes.

- In 'Sleep' mode, the T3•R enters sleep/networked standby when **STANDBY** is pressed or there is no user interaction for the Auto Standby duration.

- In 'Max Energy Saver' mode, the T3•R enters passive standby when **STANDBY** is pressed or there is no user interaction for the Auto Standby duration.

Standby Options ➜ Loop Out in Standby

To meet EU energy consumption requirements the T3•R's Loop Out socket is unpowered in standby. If you connect an aerial cable from the socket to your TV's aerial input and want it to work when the T3•R is in standby, turn on 'Loop Out in Standby'. Please note that 'Max Energy Saver' cannot be selected as the 'Standby Mode' when 'Loop Out in Standby' is on.

Reminder Auto Watch

See page 13.

Software Updates

The T3•R automatically checks for an update each night using its internet connection and installs one if it's available. Turn 'Automatic Updates' off to disable this. To check for an update straight away, select 'Check for Update Now'. If you can't connect your T3•R to the internet, updates can be installed using a USB stick by following the instructions on our website.

HDMI Options

In this section you can set your T3•R to turn on your TV (and Soundbar or Audio Receiver if connected) and activate the HDMI input that it is connected to. You can also choose to put your TV and any other connected devices in standby when your T3•R goes to standby.

5V Antenna Power

Some antennas that are installed with a signal amplifier need a power supply from the receiver or TV because they do not have their own. Turn this on to supply it with +5V DC.

💡 Almost all normal aerial installations will not require this to be turned on. Only do so if instructed by your aerial's user guide or your installer.

PIN

During initial setup you will have created a PIN. This PIN is required to perform a factory reset (see below), to delete channels and to manage protected channels (see page 17). You can also lock the Settings menu with your PIN by turning on 'PIN Protect Settings'. Please note that the 'Interactive PIN' setting applies to legacy interactive services and not apps like iPlayer – each app requires you to create a PIN within that app.

Restart System

Reboots the T3•R.

Factory Reset

Resets your T3•R back to its original factory settings. You can choose whether to keep your existing recordings or erase them all. All settings, reminders, favourites and channels will be lost. All browsing data will be cleared and you'll be logged out of all apps.

Information

Learn important information about your T3•R, its software version, signal, network connection, audio/video connection and legal agreements/notices.

YOUR REMOTE

Standby on/off

Swap to the last channel viewed

Rewind
Skip back 24 hours in Guide

Stop playback or live pause

Show the TV Guide

Select options & perform on-screen actions

Show Channel Browser when watching TV

Back to previous menu or to watching TV

Volume up/down

Show the Home screen

Mute

Subtitles/Audio Description on/off

Show the Recordings menu

Pause live TV/playback

Show the Settings menu

Fast Forward
Skip forward 24 hours in Guide

Set recordings & display record options

Show detailed programme info

Navigate menus

Skip forwards/backwards during live pause & playback

Show Channel Browser when watching TV

Exit all menus & watch TV

Stop Playback or Live Pause

Next/previous channel when watching TV

Page up/down the TV Guide & other menus

Enter a channel number

Programmable buttons

Change Blink Mode

By default, the LED on the T3•R remote blinks when a button is pressed. Toggle this off or on by holding the **S/AD** and '**1**' buttons for 3 seconds until the LED blinks.

CONTROL YOUR TV

Your T3•R remote can be programmed to control the following functions on your TV:

- Standby
- AV (input selection). On most TV remotes this is labelled 'AV', 'SOURCE', 'INPUT' or ⊡.
- Volume Up/Down
- Mute

IMPORTANT

- **Please turn the volume up on your T3•R to maximum before you continue.** If you do not, the volume from your T3•R will always be lower than it should be.
- Some TV's use non-standard remote signals and may not be supported.

Program your Manhattan Remote

To start, lay the T3•R and TV remotes flat on a table facing each other 2cm apart.

Manhattan T3•R Remote   2cm   **Your TV Remote**
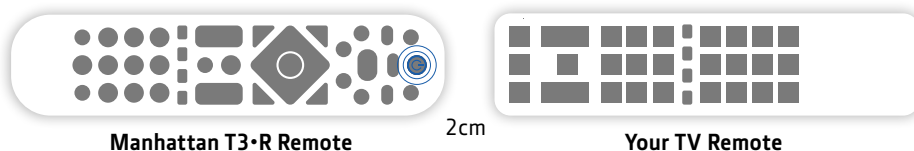
1. Press the bottom left (**S/AD**) and right (**TEXT**) buttons on the T3•R remote for 3 seconds.

   » The **Standby** button on the T3•R remote lights up blue.

2. Press the button on the T3•R remote you want to program: Volume Up, Volume Down, Mute, AV or TV ⏻.

   » The **Standby** button on the T3•R remote starts blinking.

3. Press and hold the matching button on the TV remote.

   » If the button is programmed, the light from the **Standby** button on the T3•R remote turns off and then goes solid again after about a second.

   » If the button fails to be programmed, the light from the **Standby** button flashes on and off 4 times to indicate an error and you are returned to the start of Step 2.

4. Repeat steps 2 and 3 for all the buttons to program.

5. Press **OK** on your T3•R remote to leave programming mode.

   » The light from the T3•R remote's standby button turns off.

Test each of the buttons with your TV. If one doesn't work, repeat the steps to program it.

Reset Your Remote

To clear all programmed buttons and return them to their original state, hold the **S/AD** and ▬ buttons for 3 seconds until the LED blinks.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
There's no picture or sound and the T3•R's menus can't be seen	The HDMI cable may be disconnected.	Check the HDMI connections between the T3•R and your TV.
	The input the Manhattan T3•R is connected to may not be selected on your TV.	Select the correct HDMI input (see your TV's manual for guidance).
	Your TV may not correctly communicate the resolutions it is capable of and an incompatible resolution may be selected.	• Turn the T3•R on and wait 30 seconds • Press HOME • Press & hold '0' for 5 seconds • The T3•R will try each resolution for 15 seconds: 1080p then 1080i then 720p • Select 'Confirm' when you see a picture
The picture and sound keep breaking up or 'No Signal' is displayed on screen	Weak signal from your aerial.	Check your signal in: Settings ➜ Information. If it's weak or not present, get a professional to check your installation – your aerial may provide a better signal if it is realigned or moved somewhere else. We don't recommend using an indoor aerial. As a last resort, try using a signal amplifier or booster to improve reception.
	Some TV aerials installed with a signal amplifier need a power supply from the receiver because they do not have their own.	If you have connected a signal amplifier, you can have the T3•R supply it with a +5V DC supply by selecting the option in the System section of Settings.
Channels not working after moving home	The new home is in a different Freeview transmission area.	Select 'Full Retune' in: Settings ➜ Channels ➜ Retune.
You do not hear any sound on HD channels	Your TV does not support Dolby Digital audio.	Change the 'Audio Output' setting to 'Stereo PCM' in: Settings ➜ Picture & Sound.
Your T3•R switches off after 3 hours	The T3•R is by default set to go to standby after 3 hours without interaction.	Turn 'Auto Standby' off or select a different duration in: Settings ➜ System ➜ Standby Options.

PROBLEM	POSSIBLE CAUSE	WHAT TO DO
Video in apps buffers, stutters or stops altogether	Your broadband is not fast enough. A minimum speed of 3Mbps is recommended for internet video. Even if you have a faster connection, e.g. 16Mbps, other devices may be using it at the same time and reducing the speed available to the T3•R.	Check your broadband speed with your internet provider and try running an online speedtest on a computer or mobile device. If the speed you are getting is less than expected there may be other devices on your network using bandwidth. Try disconnecting them. Internet video will not work reliably if your connection is slower than 3Mbps.
	Your T3•R is using Wi-Fi and too many other devices are using your Wi-Fi at the same time.	Disconnect other devices from your Wi-Fi network. Alternatively, instead of using Wi-Fi, connect your T3•R to your internet router with an Ethernet cable.
	The Wi-Fi signal from your internet router is poor. You can check the Wi-Fi signal by going to: Settings ➜ Internet.	Try adjusting the location of your Wi-Fi router and/or its antenna(s). You can also try moving the T3•R itself. Alternatively, instead of using Wi-Fi, connect your T3•R to your internet router with an Ethernet cable.
You can't remember your PIN	You've forgotten it or someone has changed it.	Your PIN can be reset with the master PIN. Please contact us.
Your remote control does not work	The T3•R is not turned on or its front is obstructed.	Ensure the front of the receiver is not obstructed.
	Batteries are weak.	Replace batteries in the remote control.
The volume & mute buttons on your T3•R remote do nothing	They have been programmed to control the volume of another device (see p21).	Reset your T3•R remote by following the instructions in 'Reset Your Remote' on p21.
You empty the trash but available space does not increase	Available space already includes anything that is in the trash.	N/A
Loop Out does not work in Standby	The 'Loop Out in Standby' setting is not turned on.	Turn it on in: Settings ➜ System ➜ Standby Options.

Manhattan

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