



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 more than one on the account, they will be locked to the ip address of the location it was originally set up. 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 anytime you see it, that includes Live Channels too.

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

Go to BlackboxTv.net, hover over Shop then click on Plans only. There you will see Bill Pay. Click the link and make payment there. 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 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 the website and give us 24-hours to get it back up and running. 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.

If you have any questions, please feel free to let to call customer service: (334)249-6283