

USING YOUR SKY⁺



Your Sky+ remote control

Sky

set your remote to control your Sky+ box

tv

set your remote to control your TV

box office

show Box Office programmes

tv guide

check out TV listings

mute

turn your TV's sound on and off

vol + and -

change your TV's volume

arrows

use when watching TV to see what's on other channels
or to highlight onscreen options

text

switch to text mode

play/pause

play/pause a recording or pause live TV

rewind

rewind a recording or live TV

R

record a programme

colours

use to select a variety of onscreen options



standby

turn your Sky+ box (or TV) on and off

services

set up a range of features including parental controls,
subtitles and favourite channels

interactive

press for interactive services

i

find out more about a programme

ch + and -

change the channel

select

confirm a menu option

back up

jump back to previous page

help

turn on subtitles/audio description
or show help on using Sky Guide

fast forward

fast forward a recording

stop

stop playback of a recording

numbers

enter channel numbers or select menu options

0 / speaker

press before entering a radio channel number

Your Sky+ box*

rewind

rewind a recording or live TV

stop

stop playing back a recording

record

record a programme

recording/playback indicator

lights when your Sky+ box is recording or playing back programmes

message light

yellow when there's a message waiting

online light

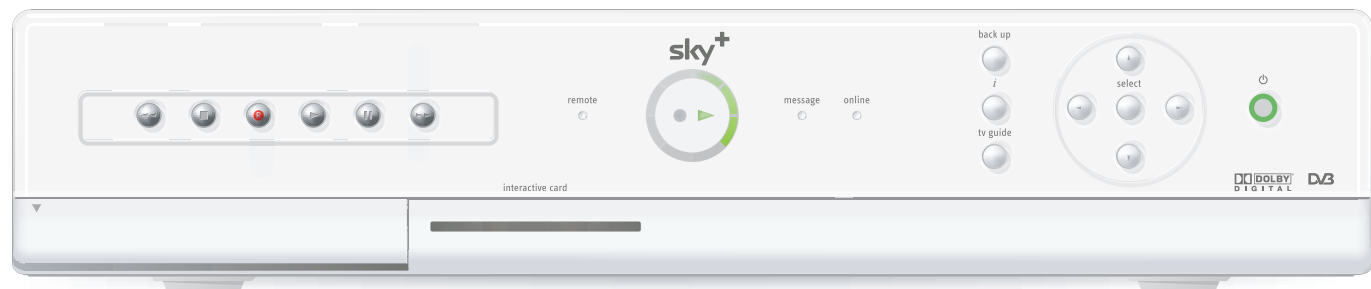
green when online (using phone line)

tv guide

check out TV listings

arrows

use when watching TV to see what's on other channels
or to highlight onscreen options



play

play a recording

pause

pause a recording or live TV

fast forward

fast forward a recording

remote command light

red when receiving a command from the remote control

interactive card slot

insert your interactive card here when using interactive services and only when an instruction to do so appears on the screen

back up

jump back to previous page

i

find out more about a programme

select

confirm a menu option

standby

turn your Sky+ box (or TV) on and off

Sky viewing card slot

lift the flap and insert your viewing card here

* Your model's configuration may vary from the illustration shown.
Sky is not responsible for the manufacture of your Sky+ box.
For your manufacturer's details, see the back cover of this guide.

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You are not authorised to use your Sky+ box in a way which infringes the intellectual property rights of third parties. Copying programmes is unlawful under the Copyright, Designs and Patents Act 1988, except in a limited number of circumstances such as for the purpose of showing in schools (section 35) and timeshifting for private and domestic use (section 70).

The details in this guide are correct at the time of going to print. Programme references are for feature illustration purposes only and do not necessarily reflect current scheduling. The specification and features of Sky+ are subject to change at any time without notice.

No responsibility can be accepted for any failure of your Sky+ box to receive, process or act on information transmitted to it, or any change in the performance of your Sky+ box as a result of the transmission of this information.

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WELCOME TO SKY+

This is your guide to using Sky+, giving you the essentials as well as handy tips.
Read on and get ready - Sky+ could change the way you watch TV, forever.

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FOR YOUR SAFETY

Using equipment safely

Your Sky+ box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. You must have your Sky digital satellite system installed by a qualified satellite-TV installer.

It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your Sky+ box, please contact Sky or your dealer.

Warnings and cautions

- Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
 - Never remove the top cover of your Sky+ box. There are no user-serviceable parts inside, but there are some high-voltage live parts. On the rear panel of your Sky+ box there is a tamper-evident label that states 'Warranty void if broken or removed'.
 - Do not attempt to repair your Sky+ box. For repairs, please contact Sky Customer Service.
 - Never attempt to move or repair your satellite dish or low noise block.
 - If you move your set-top between locations at different temperatures, allow it to reach room temperature before you apply power to it.
 - Make sure that all electrical connections are properly made.
 - Do not connect any of your equipment (Sky+ box, TV, video recorder etc.) to the mains until you have properly connected all the other leads.
 - Disconnect your Sky+ box from the mains supply before you disconnect any other equipment from its rear panel.
 - Never push anything into holes, slots or other openings in the casing of your Sky+ box (except your viewing card and interactive card into their respective slots).
- Your Sky+ box is intended for use in moderate climates. Do not use or store your Sky+ box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your Sky+ box, allow at least 10 cm of space above and on all sides (especially between your Sky+ box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place your Sky+ box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 40°C.
- Do not place your Sky+ box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- Do not put anything on your Sky+ box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top of the box.
- Never place naked flame sources, such as lighted candles, on top of your Sky+ box.
- To avoid possible damage to the internal hard disk, do not pick up or otherwise move your Sky+ box while it's connected to the mains supply. If you want to move your Sky+ box, first disconnect it, then wait at least 30 seconds before continuing. You should handle your Sky+ box carefully as any damage you cause to the internal hard disk (or any other component) will invalidate your warranty.

Electrical information

Mains plug and its fuse

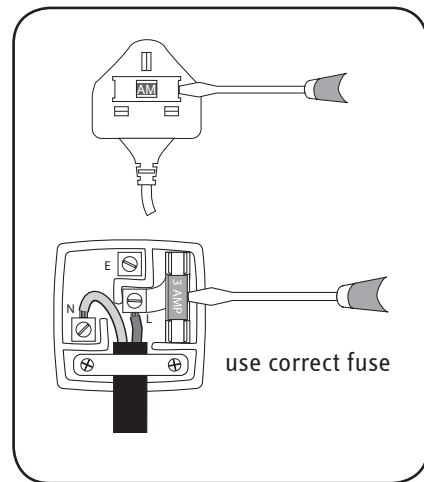
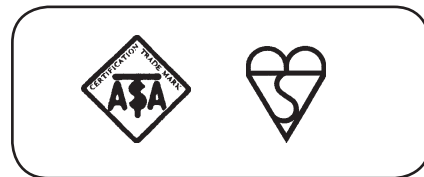
The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3A and marked with either of these symbols.

Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.

Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug's back cover, then lever out the fuse and replace it with a new one. Replace the plug's back cover.



If the supplied mains plug is not suitable for your mains socket-outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains lead or plug. Fit an appropriate mains plug on the lead. If this plug contains a fuse, it should be as described above. If you are using a non-fused plug, an external fuse must not exceed 5A.



FOR YOUR SAFETY

Connecting to the mains supply

Your Sky+ box operates with 230V AC, 50 Hz mains supply. Do not connect it to a DC power supply.

On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky+ box before you insert the plug into the mains supply.

The only way to disconnect your Sky+ box from the mains is to take the plug out of the socket. Your Sky+ box must therefore be installed near the mains socket outlet, which should be easily accessible.



If you are in any doubt about anything relating to the mains supply, consult a competent electrician.

BACK TO BASICS

The Sky installer should have shown you the basics of how to use your Sky equipment. Here's a reminder of what you need to enjoy the channels and features on offer.

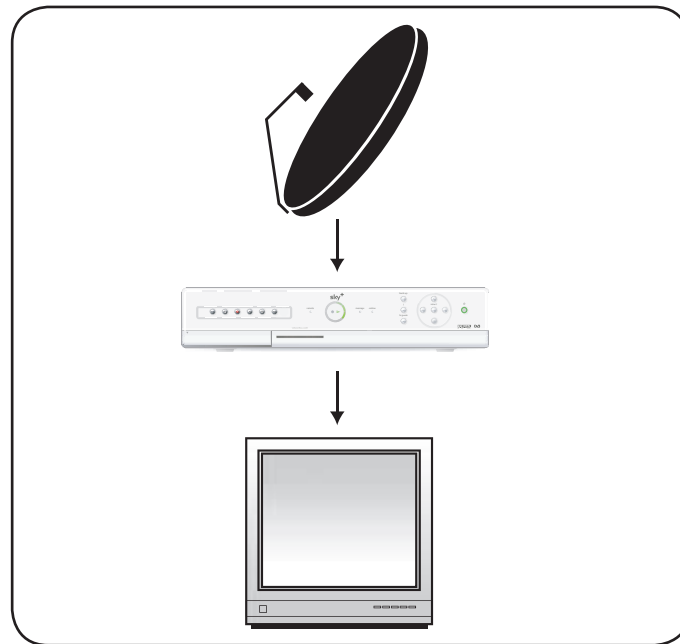
About your Sky+ box

Your Sky+ box gets digital information from the satellite through the minidish, it then decodes the information and sends it to your TV.

With a Sky+ subscription, your Sky+ box is a video recorder and satellite receiver in one. It also has two inputs from the satellite dish, which means you can watch one programme while recording another.

Keeping you up-to-date

As we make improvements and create new features, we update the software you see onscreen by sending it via the satellite. We'll let you know about these new features as soon as they're available.



Features available with your Sky+ subscription

You can enjoy Sky+ personal video recorder features only if you have a Sky+ subscription.

With your Sky+ subscription and box, you can record and play back satellite programmes. This includes the features Live Pause and Instant Rewind.

To subscribe to Sky+, call the number found under *Services > Telephone Numbers*.

Your viewing card

Your viewing card needs to stay in your Sky+ box at all times so you can view all the channels you're entitled to.

The viewing card slot is under the flap on the front of your Sky+ box.

The last four digits of the code shown on the back of the card is your default PIN number (see **About your PIN** on page 45).

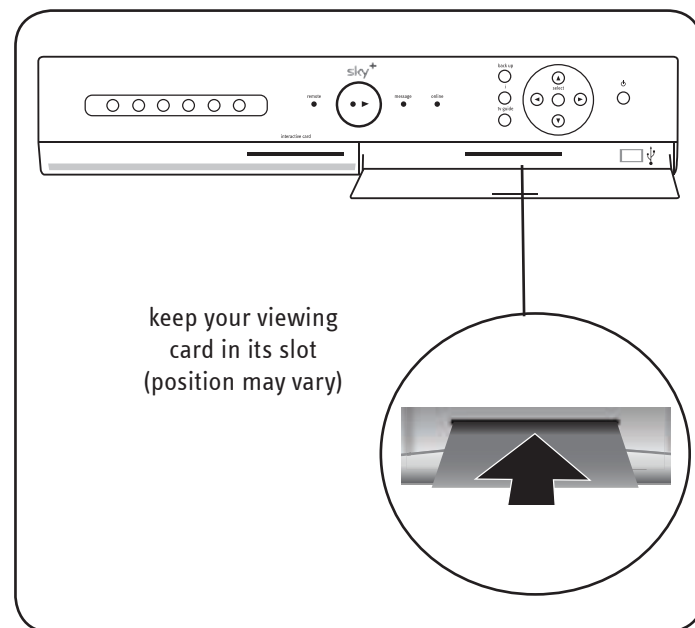
There's no need to remove the viewing card unless you are checking your PIN number, or if it's faulty or has expired.

Please remember these cautions:

- Don't remove or re-insert the viewing card unnecessarily.
- Don't bend the viewing card.
- Keep the card away from heat and sunlight.
- Keep the card dry. Never clean it with fluids - use a soft dry cloth.
- Keep the card away from small children and pets.



You can change the settings for Sky+ specific features by going to *Services > Sky+ Setup*. These settings are described in detail in this guide.



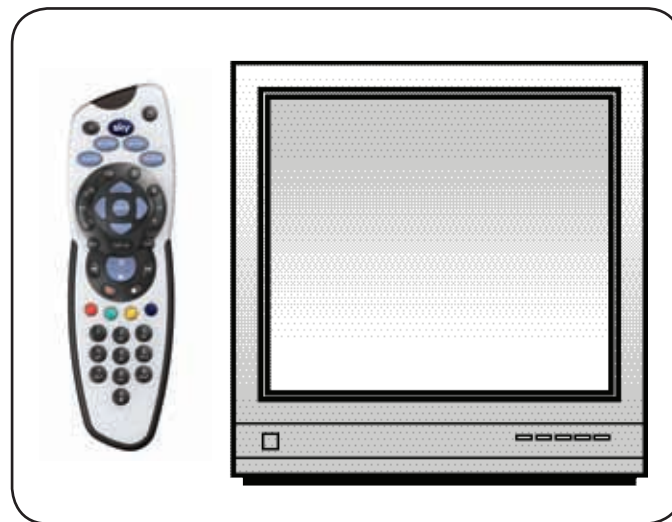
Your Sky+ remote control and your TV

Your Sky+ remote control can work with both your Sky+ box and your TV.

Press **tv** on the remote control to switch control from the Sky+ box to the TV.

Press **Sky** to go back to controlling the Sky+ box.

The Sky installer should have already set up the remote control for you. If you leave your remote control without batteries for longer than 10 minutes or if you have a new TV, you need to reset the remote control to work with your TV. See **Resetting your remote control** (page 56) for details.



GETTING STARTED

Turning your Sky+ box on and off

Press the **Sky** key on your Sky+ remote control to turn the box on, and wait for a few moments for it to start up.

To turn your Sky+ box off, press the **standby** key on your remote control.

The standby light on the front panel is red when your Sky+ box is plugged into the mains but turned off. The light is green when your Sky+ box is on.



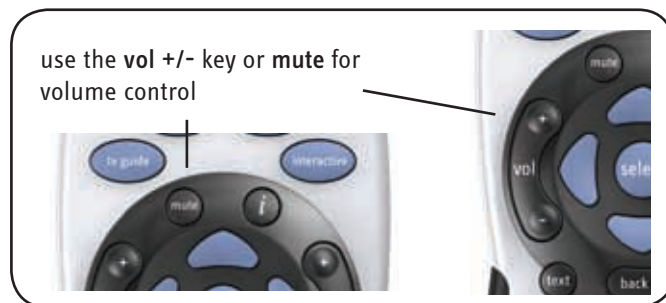
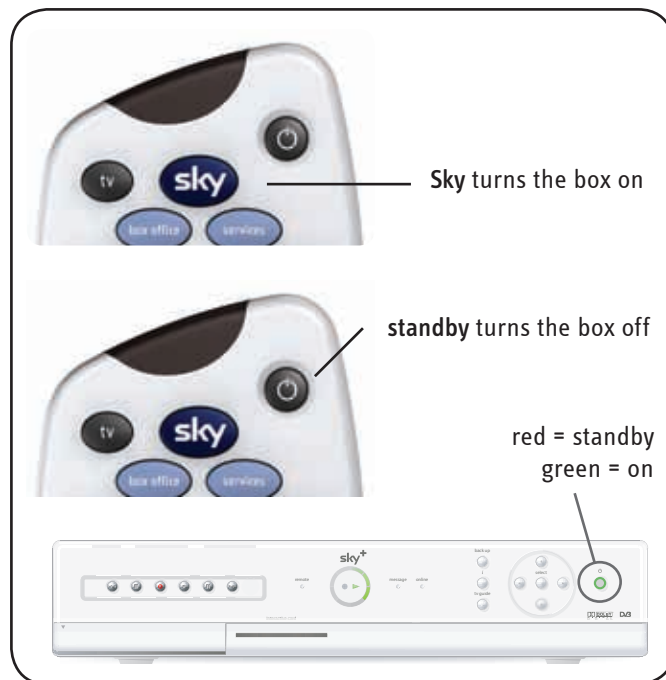
To save energy please put your Sky+ box into standby mode when you're not using it.

See **Saving energy with Auto Standby** (page 64) to read about your Sky+ box's automatic energy-saving mode.

Changing the volume

Use the remote control's **vol +/-** key to change the volume of your TV.

You can turn the volume off altogether by pressing the **mute** key.



Changing channels

To go through the channels one at a time, press the **ch +/-** key on your remote control and wait for the channel to change.

To jump straight to a certain channel, use the number keys to enter the channel number. For example, enter the sequence **5-0-1** for Sky News. If you don't know the number, press **tv guide** on your remote control, select *All Channels* and look up the channel in the list.

See the chapter **Seeing what's on** (page 14) to see how you can change channels from the full screen listings such as *TV Guide*.

When you change channels, the Search & Scan banner appears.



change channels
one at a time with **ch +/-**



or by channel number
with the number keys

Using the Search & Scan banner

The Search & Scan banner helps you see what's on now and later, change channels, set reminders and record programmes, all without interrupting what you're watching.

Press the up/down arrow or **select** to show the Search & Scan banner.

When you see the banner, press the up/down arrow to see what's on other channels.

Press the left/right arrow to see what's on later today on the channel.

- If you see a programme on now that you want to watch, press **select**.
- If you see a programme you want to watch and it is on later, press **select** to set a reminder.
See **Setting reminders for programmes** (page 19).
- If you see a programme you want to record, press **record**.
See **Recording with Sky+** (page 23).



Press **back up** to remove the banner.



use the arrows to show
the banner and see
what's on



TAKING CONTROL

You're in control with Sky Guide

You control what you watch on your Sky+ box by browsing the onscreen Sky Guide using your remote control.

Sky Guide lets you:

- see what's on for the next 7 days
- set reminders and recordings
- set up and see your favourite channels
- order Box Office movies, sports and events
- use a range of interactive services
- set viewing restrictions and a spending limit
- change Sky+ box settings

To get into one of the four main Sky Guide screens, press its key on the remote control, for example **tv guide**.

To select an option you can press the appropriate number, for example, press 1 for *All Channels*. Otherwise, press the down arrow so the yellow highlight is on the option you want, then press **select**.



press the remote control key for the Sky Guide area you want

press the option number or use the arrows to move the highlight and press **select**

The diagram illustrates the process of navigating the Sky Guide menu. It shows a close-up of the remote control with four keys labeled 'box office', 'services', 'tv guide', and 'interactive'. A line points from the 'tv guide' key to a screenshot of the Sky Guide onscreen menu. The menu has a blue background with the 'sky guide' logo at the top left. To the right of the logo are four icons representing 'TV GUIDE', 'BOX OFFICE', 'SERVICES', and 'INTERACTIVE'. Below these is a list of options: 1 ALL CHANNELS (highlighted in yellow), 2 ENTERTAINMENT, 3 LIFESTYLE & CULTURE, 4 MOVIES, 5 SPORTS, 6 NEWS, 7 DOCUMENTARIES, 8 KIDS, 9 MUSIC, and 0 MORE... At the bottom of the menu are four buttons: Anytime TV (red), Planner (green), Search A-Z (yellow), and Favourites (blue). Below the menu screenshot, two more images show the remote control's numeric keypad and the central 'select' button with its directional arrows.

Using colour keys for more options

Colour options along the bottom of Sky Guide screens give you more choices. Simply press the corresponding colour on your remote control.

When you're watching a programme, the colour keys can do different things:

- red** Shows you the interactive screens for that programme, if available.
- green** Sets a reminder or recording for a promoted programme, if available.
- yellow** Shows the *Message Alert* screen.
- blue** Shows what's on your preset favourite channels.
See **Managing your favourite channels** (page 50) for details.



use colour keys for onscreen options

SEEING WHAT'S ON

Quick glance at what's on with Search & Scan

With Sky Guide, you don't have to change channels to see what else is on.

When you're watching a programme, press **select** or the up/down arrow on the remote control. The onscreen Search & Scan banner appears.

- To see what's on the same channel later today, use the left/right arrow.
- To see what's on a different channel, use the up/down arrow then left/right to check different times.



Complete overview of what's on with TV Guide

To see the entire list of programmes and channels, press **tv guide**.

The *TV Guide* menu appears, giving you a choice of categories.

Press the down arrow or **0** for *More* to see the next screen of categories.

Highlight the type of programme you're in the mood for and press **select**.

All Channels gives you the entire list of channels.



Finding a specific channel

TV Guide screens list channels by channel number.

- If you know the number of the channel, you can enter it using the number keys.
- Go down a page at a time by pressing **ch +/-** or the **green** key.
- To see programmes on later, use the right arrow.
- Use the **yellow** (+24 Hours) and **blue** (-24 Hours) keys to see what's on up to 7 days in advance.
- If you can't see the whole title of a programme, press the **information** key.
- When you see a programme you want to watch, highlight it and press **select**.
If it's on now, Sky Guide tunes to the channel.
If it's on later, Sky Guide sets a reminder.
- To record a programme now or later, press **record**.

Seeing what's on your favourite channels

Once you've marked channels as your favourites, you can choose to see listings just for those channels.

From the TV Guide menu, press the **blue** key (*Favourites*).

The *Favourite Channels* screen appears where you can check what's on as in other listing screens.

See **Managing your favourite channels** (page 50) to set up your favourites.



Finding a specific programme

If it's a certain programme you're looking for, press the **yellow** key (A-Z) from the *TV Guide* menu, then choose the type of programme you're in the mood for.

A-Z screens list programmes in alphabetical order.

- To find the programme you want, jump to the first letter of the title by using the letters on the number keys; as you would write a text message on your mobile phone, press the key once for the first letter shown, twice for the second letter and so on.
- If you can't see the whole title or if you want to see more information on the programme, press the **information** key.
- When you see a programme you want to watch, highlight it and press **select**.
If it's on now, Sky Guide tunes to the channel.
If it's on later, Sky Guide sets a reminder.
- To record a programme now or later, press **record**.
- If a programme is on the same channel at different times, you may only see the programme appear once. After you select the programme you can then choose what time you want to watch or record it.



See **Setting reminders for programmes** (page 19) and **Recording with Sky+** (page 23).

To see where your reminders and recordings are stored, see **Using your Planner** (page 20).




Finding out more about a programme

You can find out more about a programme with the **information** key on the remote control.

Press the **information** key when you're watching something, when the Search & Scan banner is onscreen, or when a programme is highlighted in the other listings such as *TV Guide*.


The information banner appears with everything you need to know about the programme.

 Press **back up** to remove the information banner.

Codes used in the information banner

Rating codes

- U** Universal, suitable for all audiences including young children.
- PG** Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.
- 12** Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.
- 15** Suitable for viewers aged 15 years or over. May contain stronger language.
- 18** Suitable only for adult viewers aged 18 or over.

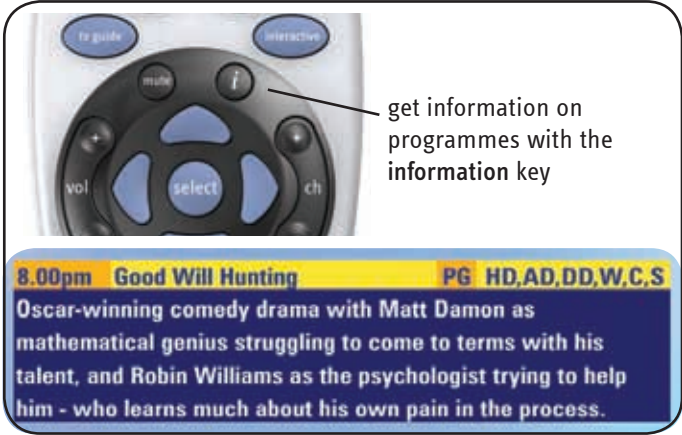
 See **Having more control over kids' viewing** (page 45) to see how to restrict rated programmes.

Letter codes

- HD** This is a **High Definition** programme which you can watch on a Sky HD box with the relevant subscriptions.
- C** This programme is **copy-protected** and may not play back correctly if you try to record it.
- DS** You can hear this programme in **surround sound** if your TV/home cinema system is compatible.
- DD** You can hear this programme in **Dolby® Digital 5.1 audio** if your TV/sound system is compatible. See **Switching on Dolby® Digital audio** (page 61) for more details.
- AD** You can choose to play an **audio description** over this programme; a narrative soundtrack for the partially sighted. See **Watching TV with subtitles or audio description** (page 51).
- S** You can turn **subtitles** on for this programme. See **Watching TV with subtitles or audio description** (page 51).
- W** This programme is shown in **widescreen**.


Content codes

- s** Sex or nudity.
- l** Strong language.
- v** Violent scenes.
- m** Material which is intended for a mature audience.



Finding and listening to radio channels

You can switch to radio channels in the same way as TV channels:

- 1 Use the up/down arrow to browse through the channels shown in the Search & Scan banner.
Radio channels appear with a speaker symbol next to them. 
- 2 Press **select** when you see the radio channel you want to listen to.

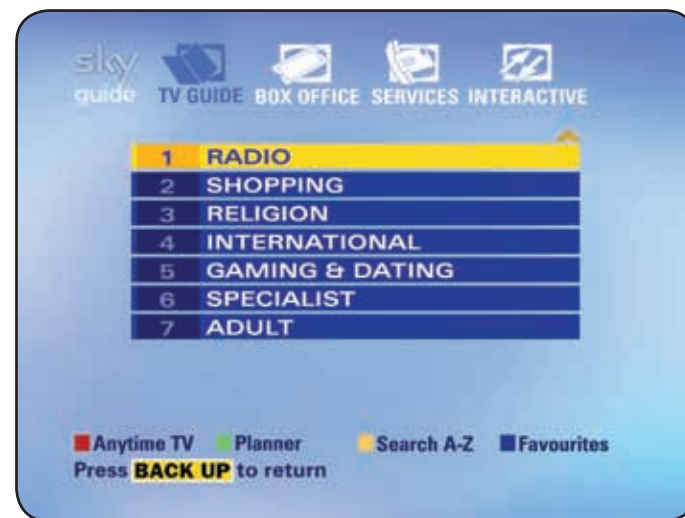
You can see the entire list of radio channels as follows:

- 1 Press **tv guide** and select *More* from the *TV Guide* menu or scroll down to the next page.
- 2 Select *Radio* to see the list of radio channels.
- 3 Highlight the radio channel you want to listen to and press **select**.

To switch to a radio channel by keying in the number, remember that radio channel numbers have four digits, usually beginning with 0.



See **Recording radio channels** (page 28) to see how to set up a recording.



SETTING REMINDERS FOR PROGRAMMES

If you want to watch a TV programme that's on later, Sky Guide can remind you when it's about to start.

When you see a listed TV programme you want to watch, simply highlight it and press **select**.

- In the Search & Scan banner, a reminder symbol appears next to the programme title.
- From full-screen listings such as *TV Guide*, your Planner appears, showing your entire list of selected programmes.
See **Using your Planner** (page 20) for details.

If you see a promotional advert for future programme(s) and you see the green *set reminder* option, you can set up a reminder for that programme or series. Press the **green** key before the end of the advert and follow the instructions onscreen.

One minute before the programme starts, the reminder message appears.

- Press **select** to tune to the programme.
- Press **record** to start recording the programme.
- Press **back up** to carry on with what you were watching.

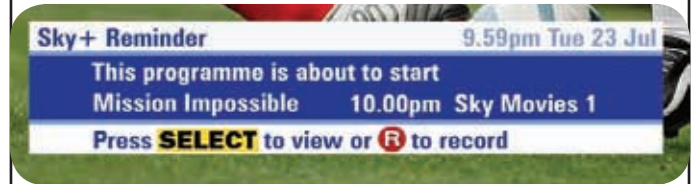
When reminders clash

If you try to set a reminder for a programme and it clashes with a previous one, Sky Guide asks you what you want to do.

- Press **select** to be reminded about both programmes.
- Press **back up** to cancel the latest selection.



the **Reminder** symbol appears next to the programme in Search & Scan and in your Planner



the reminder message shows 1 minute before the start



If broadcasters change their schedule by less than 6 hours, your reminders are automatically updated.



USING YOUR PLANNER

Your Planner gives a clear overview of what you've chosen as recordings and reminders, as well as the status of each programme. When it comes to playing back your recordings, this is your starting point.

To get to your Planner, go to the *TV Guide* menu and press the **green** key (*Planner*).

To show the time of a recording and the disk space used, highlight the recording in the list and press the **information** key.

Recording status

You can check the status of your recordings in your Planner;

RECORDING	The programme is being recorded.
RECORDED	The programme was successfully recorded.
PART RECORDED /FAILED	To see why all or part of the recording failed, press the information key.
CLASHED	Sky+ couldn't record because there were two programmes set for recording at the same time.
VIEWED	You've played back the recorded programme.
COPY	You've selected the programme to be copied to your video or DVD. See Copying recordings to video/DVD (page 37).



Reminder – a reminder is displayed just before the programme starts.
See **Setting reminders for programmes** (page 19).



Record – the programme is set for recording.
See **Recording with Sky+** (page 23).

Managing your reminders and recordings in your Planner

You can do more with your chosen programmes by using the colour keys in your Planner.

There are 8 colour options in total with 4 shown at a time. Use the left/right arrow to show the next 4 options.

The first set of options are as follows:

- red** *Copy* copies recorded programmes to your video/DVD recorder. See **Copying programmes to video/DVD** (page 37).
- green** *Series Link* links programmes that are part of the same series. See **Linking series in your Planner** (page 22).
- yellow** *Delete* removes the programme from Planner.
- blue** *Keep* protects the recording from being deleted without confirmation. See **Avoiding recordings being deleted** (page 25).



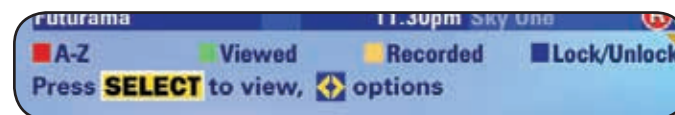
linked programmes are marked with the Series Link symbol



kept programmes are marked with the Keep symbol

Use the left/right arrow to show the next 4 options:

- red** *A-Z* lists your chosen programmes alphabetically.
- green** *Viewed* lists recordings that you have watched, either in full or in part.
- yellow** *Recorded* lists programmes that have been recorded successfully.
- blue** *Lock/Unlock* prevents recordings from being played back without a PIN. See **Having more control over kids' viewing** (page 45) for details on using a PIN.



locked programmes are marked with a Padlock symbol



The Keep and Padlock symbols can appear together if you have chosen *PIN protect Kept programmes* in the *Parental Control* screens. See **Having more control over kids' viewing** (page 45) for details.

Linking series in your Planner

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series.

Set a series link as follows:

- 1 Go to the *TV Guide* menu and press the **green** key (*Planner*).
- 2 Highlight a programme you've set a recording or reminder for. If it's part of a series, the green option (*Series Link*) appears at the bottom of the screen.
- 3 If you see the green option, press the **green** key.
The Series Link symbol appears next to the programme.



If you've set a reminder for the programme, you now get a reminder before each episode.

If you've marked the programme for recording, Sky+ is now set to record every episode of that series.



RECORDING WITH SKY+

You can record up to two programmes at the same time on your Sky+ box. Remember you need a Sky+ subscription to record programmes.

Recording without interrupting what you're watching

When you're watching a programme and decide you want to record it, simply press **record** on your remote control.

If you want to record something on later and/or on another channel, use the Search & Scan banner. When you see the programme you want, press **record**.

Programmes being recorded or set for later recording are marked in the Search & Scan banner with the record symbol next to the title.

Recording from TV Guide or Box Office listings

If you see a programme you want to record in *TV Guide* or *Box Office* listings, highlight it and press **record**. Sky Guide takes you straight to your Planner, showing the new recording added to the list.

Recording from anywhere you go

You can set your Sky+ box to record from anywhere you go. Remote Record is a feature which lets you set your Sky+ quickly and easily using your mobile phone or online via sky.com.

To find out more go to www.sky.com/remoterecord

Recording an entire series

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series. See **Linking Series in your Planner** (page 22) for details.

when watching TV, use the banner and press **record** when you see the programme you want



Recording a promoted programme

If you see a promotional advert for future programme(s) and you see the green *set reminder* option, you can set up a recording for that programme or series. Press the **green** key before the end of the advert to first set up a reminder, then follow the instructions onscreen to record the programme.

When recordings clash

Remember Sky+ can only record two programmes at the same time.

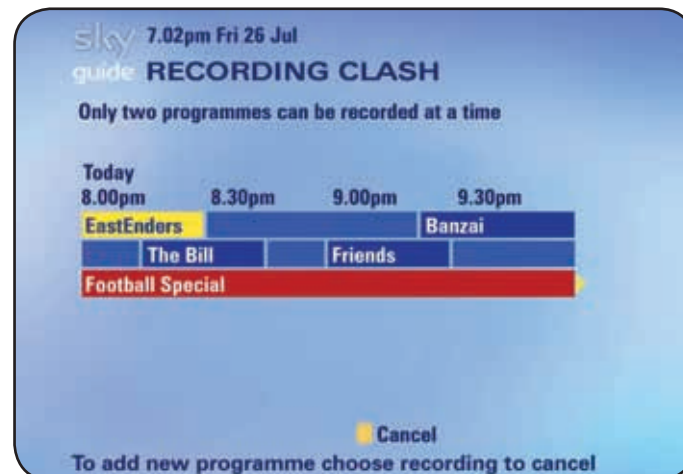
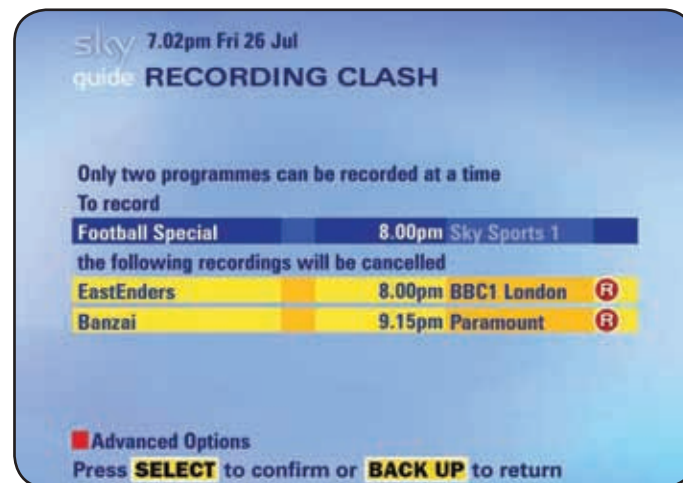
If you try to select a programme for recording and it clashes with others in your Planner, you have to choose which recordings to keep.

When there's a clash, the *Recording Clash* screen appears, highlighting the programme you've just selected for recording.

- To cancel the previous recording and replace it with the one you've just requested, press **select**.
- To cancel the recording you just requested and keep the previous one, press **back up**.


To see where all the programmes overlap and choose from the programmes already booked, press the **red** key (*Advanced Options*).

In the next *Recording Clash* screen, choose the recording you want to cancel by highlighting it and pressing the **yellow** key (*Cancel*). Press **select** when you're done.




Avoiding recordings from being deleted

It takes just the press of a button to delete a programme from your Planner. To avoid unplanned deletions, use the *Keep* option.

To protect a programme like this, go to your Planner, highlight the programme and press the **blue** key (*Keep*). The programme is now marked for *Keep*, shown by the symbol. 

Sky Guide now won't delete the recording without asking you if you're sure.

 When you're running out of disk space, Sky+ won't delete programmes marked for *Keep*. See **Keeping an eye on available disk space** (page 27) for details.

PIN-protecting kept recordings

To further protect your recordings, you can choose to have to enter a PIN to delete kept recordings.

For details on this, using your PIN and setting parental control restrictions, see **Having more control over kids' viewing** (page 45).



sky 2.05pm Tue 23 Jul
guide SKY+ PLANNER


Free 33%

Programme	Status	Channel	Action
Single Girls	VIEWED	Sky One	
Las Vegas Uncovered	VIEWED	Sky One	
Mona the Vampire	RECORDED	Nickelodeon	
EastEnders	RECORDED	BBC 1 London	
The Day After Tomo...	RECORDED	Sky Box Office	
The Gene Hunters	VIEWED	National Geo	
Frasier	VIEWED	Paramount	
Select MTV	VIEWED	MTV	
The Royle Family	VIEWED	UKTV Gold	
Andromeda	RECORDED	Sky One	

Copy Series Link Delete **Keep**


Press **SELECT** to view,  options

press blue to protect the programme from one-step deletion




sky 7.55pm Tue 23 Jul
guide SKY+ PLANNER

Free 33%

Programme	Status	Channel	Action
The Simpsons	VIEWED	Sky One	
EastEnders	RECORDED	BBC 1 London	

FOR YOUR INFORMATION

To delete this programme

Programme	Status	Channel	Action
The Simpsons	VIEWED	Sky One	

Enter your **PIN** or press **BACK UP** to cancel

Programme	Status	Channel	Action
Buffy The Vampire S..	VIEWED	Sky One	
Malcolm In The Mid..	Mon 4.30pm	Sky One	
Proof Of Life	15 Sat 8.00pm	Sky Movies 1	

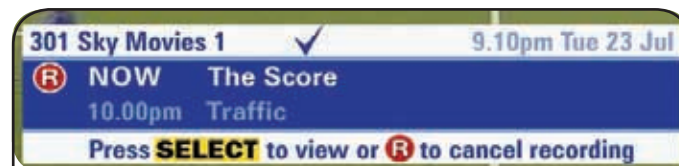
Cancelling current and future recordings

To cancel a current or future recording without interrupting what you're watching, browse to the programme in the Search & Scan banner and press **record**. The **Record** symbol disappears.

To cancel a current or future recording straight from your Planner, highlight it in the list and press **record** or the **yellow** key (*Delete*).



When you cancel a recording before the end of the programme, it appears in your Planner as *Part Recorded*.



in the Search & Scan banner, press **record**
to cancel the recording

Deleting existing recordings

Once made, recordings can be deleted only from your Planner.

In your Planner, highlight the programme you want to delete and press the **yellow** key (*delete*).

If the programme is protected by being marked *Keep*, you're asked if you're sure you want to delete it.

See **Avoiding recordings from being deleted** (page 25).



Once you've deleted a recording, you can't retrieve it.



press **yellow** to delete the
recording from your Planner

Keeping an eye on available disk space

Remember that because your Sky+ box records onto its hard disk there is a fixed amount of storage space for recordings.

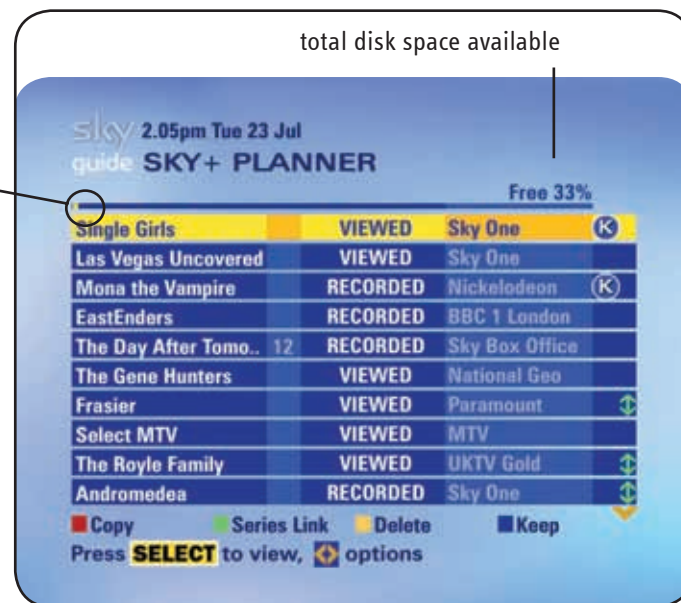
To see how much space each programme is using, highlight a programme in your Planner and check the yellow part of the indicator bar. The bigger the yellow part, the more space the programme is using.

You can check the exact percentage of the total disk space used by each programme by pressing the **information** key when a programme is highlighted.



To free up some disk space, you can copy recorded programmes to your video or DVD recorder. See **Copying recordings to video/DVD** (page 37).

The disk space shown in your Planner is not affected by the Sky Anytime on TV programmes stored on your Sky+ box (see page 38).



Disk space warning

When you get your Sky+ box, it is set up to automatically delete recordings without warning if there's not enough disk space for a new recording.

You can change this setting as follows:

- 1 Go to *Services* and select *Sky+ Setup*.
- 2 Highlight *Disk Space Management* and use the arrows to choose the setting you want;
Choose *Warn* if you want a warning that a programme is about to be deleted.
Choose *Manual* if you never want Sky+ to delete previous recordings; recordings you've set up since will fail if there's not enough space.
- 3 Select *Save New Settings* when you're done.

in *Warn* and *Manual* modes,
a warning appears before you run out of space:

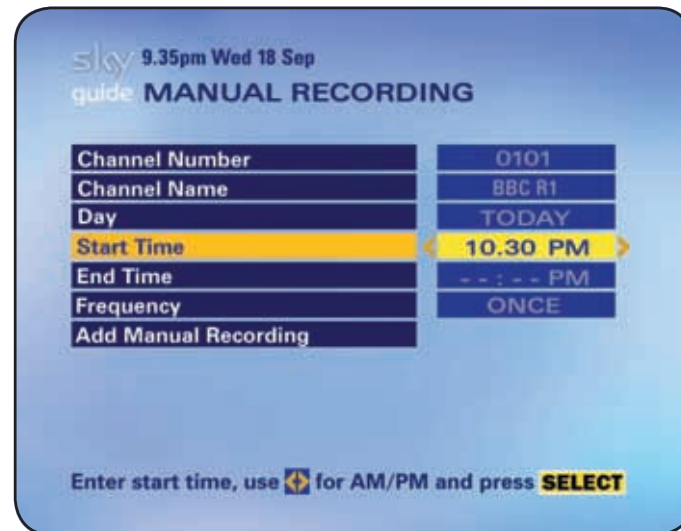


With the *Automatic* option, recordings you have already watched are deleted first, followed by unwatched recordings. Programmes marked *Keep* are never deleted without your confirmation.

Recording radio channels

You can record radio channels as follows:

- 1 Press the up/down arrow to show the Search & Scan banner and browse until you see the radio channel you want. Then press **record**. Alternatively, to record from the entire list of radio channels, go to *TV Guide*, scroll down to the next page of categories and select *Radio*. Highlight the radio channel you want and press **record**. The *Manual Recording* screen appears.
- 2 If you need to, change the *Channel Number* with the left/right arrow or by keying in the number.
- 3 Highlight *Day* and use the arrows to choose the day of the recording.
- 4 Highlight *Start Time* and key in the start time of the recording with the number keys. Use the left/right arrow to choose *AM* or *PM*. Do the same for the *End Time*.
- 5 Highlight *Frequency* and use the left/right arrow to choose how often you want to record the channel.
- 6 Highlight *Add Manual Recording* and press **select**. The settings are made and the radio recording is now in your Planner.



Adding to the start and end of recordings

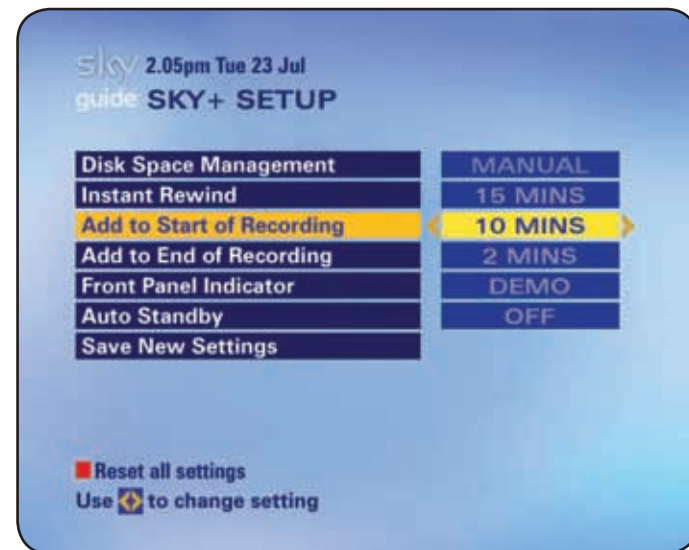
Sky+ automatically tries to find the best recording slot for your recorded programmes, and aims to capture the entire programme even if it overruns.

You can change the automatic setting and choose to add extra minutes either side of the scheduled recording, as follows:

- 1 Press **services** then select *Sky+ Setup*.
- 2 In the *Sky+ Setup* screen, highlight *Add to Start of Recording* and use the arrows to choose how many minutes you want to add.
- 3 Do the same for the option *Add to End of Recording*.
- 4 Select *Save New Settings* when you're done.



With back-to-back recordings, Sky+ may override the settings you make here.



PAUSING AND REWINDING LIVE TV

With Sky+, you can pause and rewind live TV. This is handy if you're interrupted during a programme or missed the beginning.

To pause the programme you're watching, press **pause** on your remote control. When you're ready to come back to it, press **play**.

To go back and watch live TV, press **rewind**. When you see what you want to watch, press **play**. Remember if you rewind for 30 minutes, for example, your Sky+ box has to have been showing that channel for the last 30 minutes.

You can then pause, rewind or fast forward within the programme.

- If you reach the start of the section, the picture is frozen at that point.
- If you reach the end, Sky+ rejoins the live schedule.

To go back to watching live TV at any point, just press **Sky** then **select**.



While you're watching the programme behind scheduled time, you can use the Search & Scan banner as usual, but if you change channels, try to see full channel listings or use interactive services, you have to go back to live TV. You can then rewind or pause again.

30 minutes is the standard setting for rewinding live TV.

You can change this as described in **Changing how far back you can rewind live TV** (page 31).

LIVE PAUSE

press **pause** to stop live TV



- 3 mins

the **Live Pause** symbol appears, with elapsed time in minutes



INSTANT REWIND

press **rewind** to go back in the current programme



- 25 mins

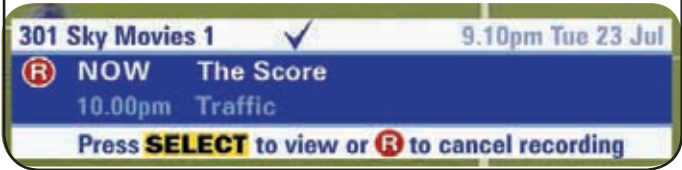
the **Instant Rewind** symbol appears, with rewinding speed and elapsed time in minutes

Saving after pausing or rewinding

After pausing or rewinding live TV, if you haven't got time now to watch what you've missed, you can save the programme to your Planner, as follows:

- 1 After rewinding or pausing live TV, press **record** or **select**.
The Search & Scan banner appears showing the programme's name.
- 2 Press **record**.
The record symbol appears next to the programme name and the recording is stored in your Planner.

to save the programme,
press **record** to show the banner, then **record** again



Changing how far back you can rewind live TV

You can choose the Instant Rewind length, as follows:

- 1 Go to the *Services* menu and select *Sky+ Setup*.
- 2 Highlight *Instant Rewind* and select either *OFF*, *5*, *15*, *30* or *60* minutes.
- 3 When you're done, select *Save New Settings*.

Remember if you rewind for 30 minutes, for example, your Sky+ box has to have been showing that channel for the last 30 minutes.



PLAYING BACK RECORDINGS

When it comes to watching what you've recorded, you have several options.



When you're watching a recording, you can still see what's on now and later with the Search & Scan banner. However, if you go into a full screen listing such as *TV Guide*, playback stops.

Choosing from all past and current recordings

All recordings are stored in your Planner.

- 1 Go to the *TV Guide* menu and press the **green** key (*Planner*).
- 2 Highlight the recorded programme in the list and press **play** or **select**. The *Sky+ Playback* screen appears.
- 3 Use the left/right arrow to choose a different point of the recording to start from:

Start - plays the recording from the beginning.

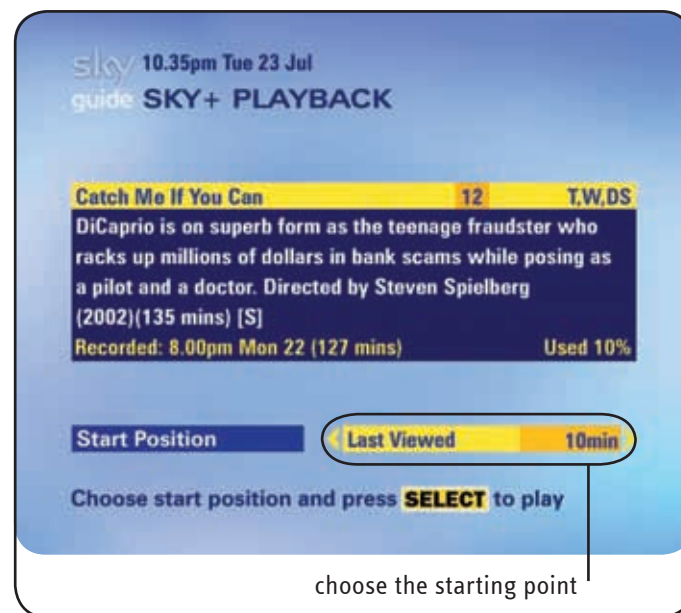
End - plays back the last 10 seconds of the recording. This is handy if you want to check the whole programme was recorded.

Last Viewed - joins the recording where it was stopped last time you watched it.

Viewer Defined - lets you choose from which minute you want it to start (use the number keys on your remote control).

Viewer Bookmarks - starts playback from bookmarks you have set.

- 4 Press **select** or **play** when you're ready to start the programme.



Picking up from where you left the last recording

If you were interrupted last time you played back a recording and want to go back to it, simply press **play** when you're watching TV or from a *TV Guide* or *Box Office* screen.

In the *Sky+ Playback* screen, press **play** or **select** to carry on where you left off last time. Otherwise, choose a different starting point.



To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown here on the right.
For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 45).



to play the last recording you watched, just press **play**, then **play** again

programme rating

18
15
12

when PIN is needed

before 9pm
before 8pm
before 8pm

The playback symbol

When you start playing back a recording, the **Play** symbol appears, showing how far playback is into the programme.

You can show this symbol at any time by pressing **play**.

The symbol disappears after five seconds. Press **back up** to remove it before then.

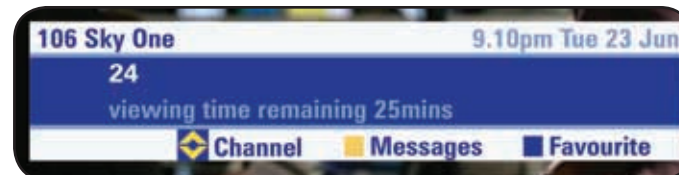
Play symbol



minutes from the start of the recording

Checking the remaining viewing time

To see how long you have left until the end of the recording, press either **blue** or **select** to display the Search & Scan banner. This shows you the remaining viewing time in minutes. Press **back up** to remove the banner.



Fast forwarding and rewinding

Press **fast forward** or **rewind** to shift to a different place in the recorded programme. The fast forward/rewind symbol appears, showing the elapsed time and the shifting speed.

You can choose different speeds, up to 30x, by pressing **fast forward** or **rewind** repeatedly.

If you want to fast forward at a slower pace, press the **rewind** key. Likewise, to rewind at a slower pace, press the **fast forward** key.

Pausing

Press the **pause** key to freeze the screen while you're playing, fast forwarding or rewinding a programme.

The Pause symbol appears onscreen.

Slow motion

To play a programme in slow motion, press and hold **play** for two seconds.

Press **play** again to carry on in normal time.

Stopping playback

To stop playback and go back to the channel you were watching before, press **stop** or the **Sky** key.

To stop and go to your Planner, press **back up**.

Playback also stops if you change channels or go into full screen listings such as *TV Guide*.

Fast Forward symbol



Rewind symbol



fast forward and rewind at 4 different speeds

press **pause** to stop playback briefly



Pause symbol



press and hold **play** for slow motion



press **stop** to go back to the channel you were watching



press **back up** to stop and go to your Planner

Using bookmarks for favourite parts of a programme

With bookmarks, you can easily go back to certain points in a recording.

Saving bookmarks

When you're watching a recorded programme and you see something you want to bookmark, press **pause** and then the **red** key.

The **Bookmark** symbol appears in the corner of the screen.

Press **play** to carry on watching the programme.



Bookmark symbol

Managing and deleting bookmarks

To see all bookmarks within a recording, press **pause** then the **green** key when you're playing it back.

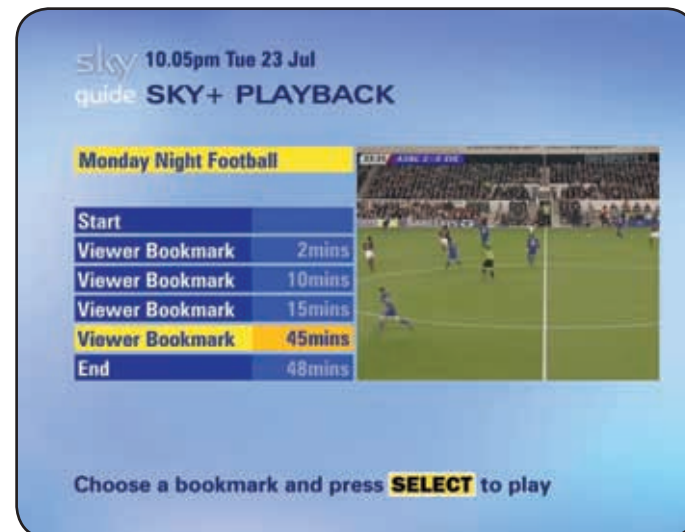
A list of bookmarks appears, showing their place in the programme.

- Highlight a bookmark to see a short reminder clip of 10 seconds.
- To play the recording from the highlighted bookmark, press **select**.
- To remove the highlighted bookmark, press the **yellow** key (*Delete*).



If the programme is PIN-protected you'll need to enter the PIN to see the bookmark clip.

See **Having more control over kids' viewing** (page 45) for details.



Skiping to bookmarks

To go to the next bookmark while you're playing back a recording, press and hold **rewind** or **fast forward** until the screen skips to the next bookmark.

The **Skip Forward/Back** symbol appears in the corner of the screen.

Skip Back symbol



Skip Forward symbol



press and hold down fast forward or rewind to skip to the next bookmark

Starting playback from a bookmark

You can start playing a recording directly from a bookmarked place, as follows:


- 1 Go to your Planner.
- 2 Select the recording that contains bookmarks.
- 3 In the *Sky+ Playback* screen, press the left/right arrow until you see *Viewer Bookmark* followed by its place in minutes from the start of the programme.
Keep pressing the arrow to see each bookmark and its place in the programme.
- 4 Press **select** or **play** when you see the bookmark you want.
The recording starts at that bookmarked point in the programme.



choose the starting point


COPYING PROGRAMMES TO VIDEO/DVD

To free up space on the hard disk, Sky+ lets you copy recordings onto video or DVD.

 While copying, you can watch the recording being copied but you can't watch any other programme.

Copy to your video/DVD recorder as follows:

- 1 Make sure your video/DVD recorder is set up properly.
Refer to your video's user guide and see page 60 of this guide for details.
- 2 Go to your Planner.
- 3 Highlight the recorded programme you want to copy and press the red key (*Copy*).
You can select as many programmes as you like.
- 4 When you've made your choice, press **select**.
- 5 Press record on your video/DVD recorder then press **play** on your Sky+ remote control.
Copying starts and after a few seconds the *Sky+ Copy* screen appears, showing you the titles in order of selection with their length in minutes. This is to help you keep track and label your tapes/DVDs.
You see an information screen for each programme before the entire recording is played back.

 Don't touch anything until copying is finished.
To cancel at any time, press any key.




The screenshot shows the 'sky guide SKY+ COPY' screen. At the top, it says '10.35pm Tue 23 Jul'. Below this is a table of programmes to be copied. The table has three columns: Programme Name, Channel, and Duration. The programmes listed are WWE Raw (Sky Sports 1, 90mins), Ford International Football (Sky Sports 1, 90mins), Extreme Machines (Discovery, 50mins), and The Simpsons (Sky One, 30mins). At the bottom of the table, a yellow bar indicates the 'Total Duration 260mins'.

Programme Name	Channel	Duration
WWE Raw	Sky Sports 1	90mins
Ford International Football	Sky Sports 1	90mins
Extreme Machines	Discovery	50mins
The Simpsons	Sky One	30mins
Total Duration		260mins

ENJOYING SKY ANYTIME ON TV

Sky's Anytime on TV service offers a range of programmes for you to watch outside the regular schedule. Choose what you want to watch from the Sky Anytime listings at a time that suits you, and at no extra charge to your monthly subscription.

- 
- You can view any programme offered with Sky Anytime on TV as long as you subscribe to the relevant channel.

Sky Anytime on TV programmes don't take up the space used by your Planner unless you choose to record them. See **Recording Sky Anytime programmes** (page 40).

Sky Anytime is also available on your PC. Go to www.sky.com for details.

Seeing what's on offer with Sky Anytime

- 1

Press **tv guide** then press the **red** key (*Anytime TV*).

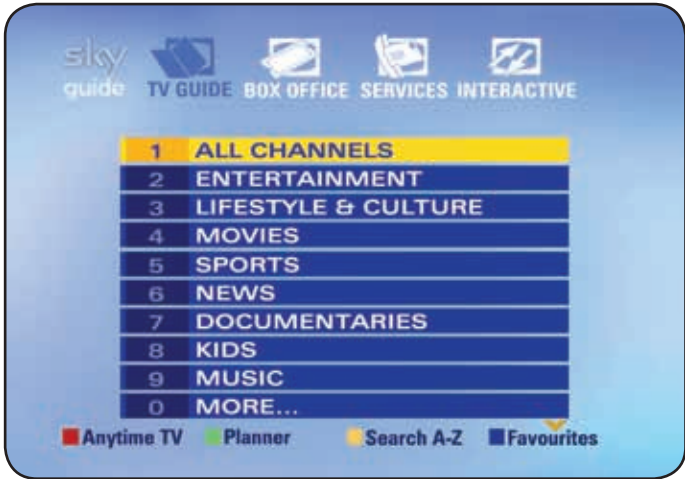
The *Anytime TV* screen appears, showing the list of available programmes, starting with the most recently added.
- 2

Use the up/down arrows to highlight a programme.

A summary and a mini trailer (if available) are shown. The summary also lets you know if there's a PIN restriction on the programme.
- 3

Press the **information** key for a more detailed synopsis of the programme.

The list gives you all the information you need, as shown here.



Sorting the Sky Anytime list

You can sort the *Anytime TV* programme list by genre by using the colour options. Press **red** to see all the movies available, for example.

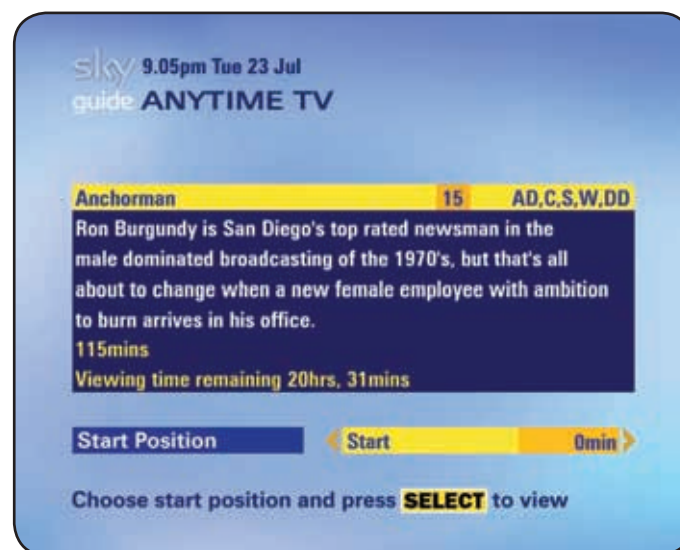
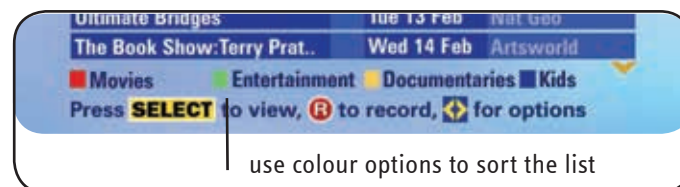
Press the left/right arrow for more genres.

Viewing a programme from the Sky Anytime list

Start playing a programme as follows:

- 1 From the *Anytime TV* screen, highlight the programme you want to watch and press **select**.
The *Anytime TV* playback screen appears.
- 2 Use the left/right arrow to choose a different point of the programme to start from:
Start - plays the programme from the beginning.
End - plays back the last 10 seconds of the programme.
Last Viewed - joins the programme where it was stopped last time you watched it.
Viewer Defined - lets you choose from which minute you want it to start (use the number keys on your remote control).
Viewer Bookmarks - starts playback from bookmarks you have set.
- 3 Press **select** or **play** when you're ready to start the programme. From here you can control your viewing as described in **Playing back recordings** (page 32).

To stop watching the Sky Anytime programme and go back to the channel you were watching before, press **stop** or the **Sky** key. Alternatively, press **back up** to go back to the *Anytime TV* listings.



Recording Sky Anytime programmes

You can record Sky Anytime programmes to your Sky+ Planner for you to watch when and as often as you like, even after they have been removed from the Sky Anytime listings.

When you see something you want to record from the Sky Anytime listings, simply highlight the programme and press **record**. Your Planner appears, showing the recording added to the list.

About Sky Anytime programmes

New programmes are added (and removed) every day, with each title generally available for seven days. Approximately 30 hours of programmes are available at all times.

If you see *Last chance* in the *Available Until* column of the Sky Anytime list, you don't have long to watch the programme before it's removed. To avoid missing it, don't forget to record it to your Sky+ Planner.

When your Sky+ box is first installed (or replaced) it will take a few days for the service to get up and running with a full list of programmes.


4.05pm Sat 10 Feb
guide **ANYTIME TV**

Watch more science being abused with the 1st episode in the latest Brainiac series. PIN required pre-8pm



		Available Until	
The Book Show: Terry Prat..	Sun 11 Feb	Artsworld	
Cold Case Files	Mon 12 Feb	History	
High School Musical	Mon 12 Feb	Disney Chnl	
Anchorman	15 Tue 13 Feb	Sky Movies	
Ultimate Bridges	Tue 13 Feb	Nat Geo	
Brainiac	Last Chance	Sky One	

■ Movies
■ Entertainment
■ Documentaries
■ Kids

Press **SELECT** to view, **R** to record, **OK** for options

Restricting Sky Anytime viewing

All your Parental Control settings apply to Sky Anytime programmes, with the exception of Channel Restrictions.

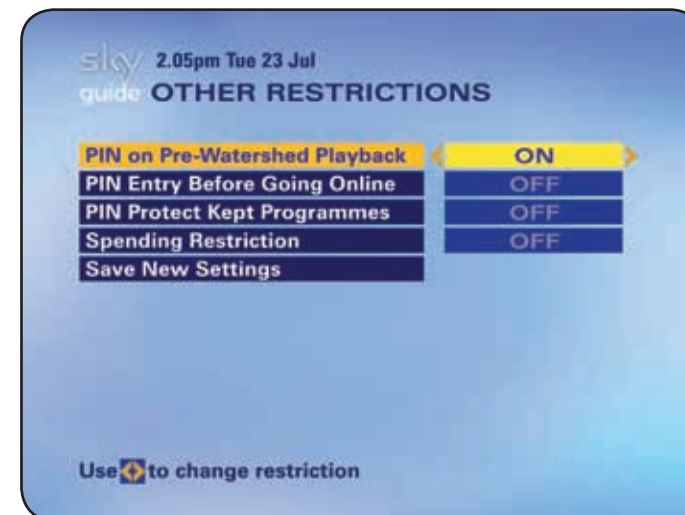
To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown below.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm

As Sky Anytime doesn't follow the normal broadcasting schedule, you will need to enter your PIN to watch non-movie programmes that would otherwise have been scheduled after 8pm or 9pm if they were not available in Sky Anytime. The summary on the left of the *Anytime TV* screen tells you if the programme is subject to a watershed PIN, as shown here (top right).

You can turn off the Parental Control PIN option on Sky Anytime. To do this, go to *Services > Parental Control > Other Restrictions* then highlight *PIN on Pre-Watershed Playback* and select *OFF*.

For details on using your PIN and parental control settings, see *Having more control over kids' viewing* (page 45).



Cancelling the Sky Anytime service

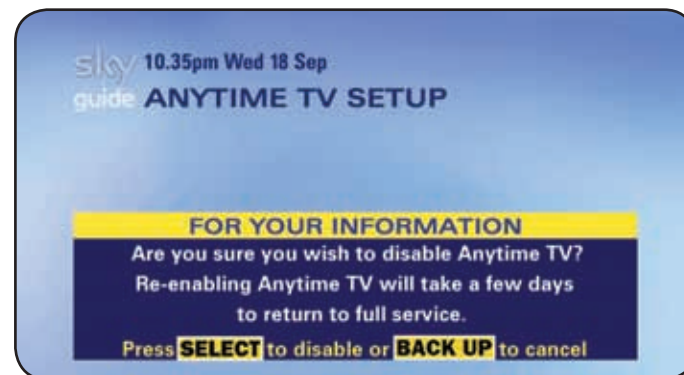
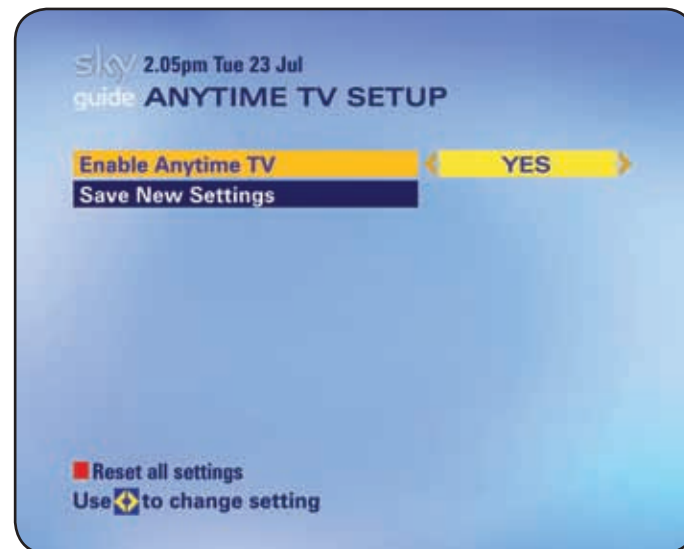
Sky's Anytime on TV service is at no extra cost to your normal subscription. However, you can turn off the service if you want to, as follows:

- 1 Press **services** and select *Anytime TV Setup*.
The *Anytime TV Setup* screen appears.
- 2 Highlight *Enable Anytime TV* and use the left/right arrow to select **NO**.
- 3 Press the down arrow to highlight *Save New Settings*, then press **select**.
- 4 A confirmation message appears, asking if you are sure you want to disable Sky Anytime on TV.
- 5 Press **select** to confirm.
Sky Anytime programmes are removed from your Sky+ box, the red *Anytime TV* option on the *TV Guide* menu disappears and Sky Anytime programmes are no longer downloaded to your Sky+ box.




Sky Anytime programmes that you have recorded will stay in your Planner.

To resume the Sky Anytime service, simply select **YES** in step 2 above. It may take a few days for the Sky Anytime programmes to be downloaded to your Sky+ box again.




ENJOYING BOX OFFICE ENTERTAINMENT

With Box Office, you can watch recent movies, sports and other events by ordering them via your remote control. You're only charged for the event when you start watching it.

 To order Box Office programmes with your remote control, your Sky+ box has to be connected to a phone line.

Order Box Office programmes as follows:

- 1 Press **box office** on your remote control to see the *Box Office* menu.
- 2 Select the listing that suits you, for example, *Movies By Start Time* to see next films showing.
- 3 In the listing, highlight the programme you want to see.
Press **select** to watch it now or to set a reminder for later.
Press **record** to store the programme in your Planner so you can watch it later.
- 4 Follow the instructions onscreen; you may be asked to select a start time and/or enter your PIN.

 To watch or record a Box Office programme shown before its normal watershed time, you need to enter your PIN. The times are shown below. For details on using your PIN and parental control settings, see **Having more control over kids' viewing** (page 45).

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm



Watching Box Office programmes

When you order from Box Office, the programme is stored in your Planner for a fixed amount of time before it's deleted. The amount of time depends on the programme, but is typically 7 days.

If you don't watch any part of the programme in this time, you won't be charged for it.

Once you've played back a Box Office recording, you can watch it as many times as you like within a certain time frame. For example, you're likely to have up to 24 hours to watch a movie as many times as you like.

To check the amount of time you have left to watch a recording, just highlight it in your Planner and press the **information** key. You can also check out the disk space used or needed for the recording.

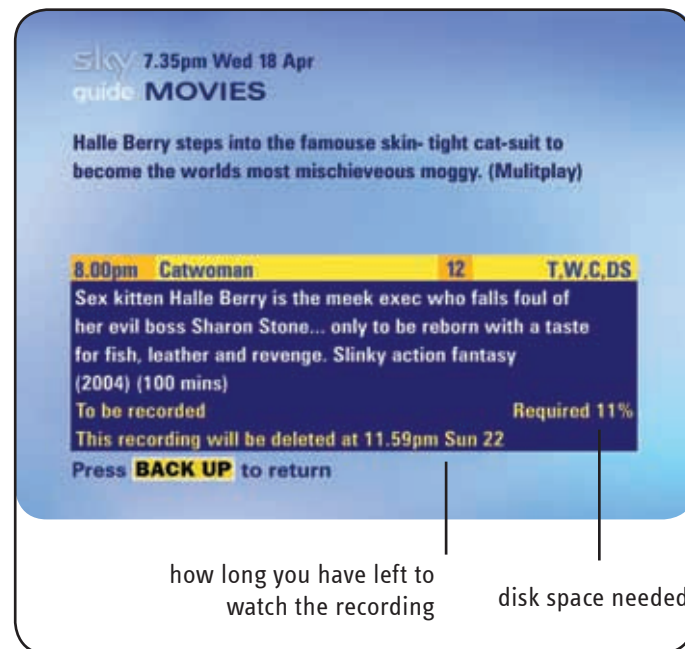
Paying for Box Office programmes

Charges for Box Office programmes booked via your remote control appear on your account at the next available payment date. You're only charged for a Box Office programme if you watch any part of it.

Ordering over the phone

If you can't order with your remote control for any reason, you see a message onscreen. You can then order programmes over the phone by calling the number shown.

Phone orders are subject to an administration charge.



HAVING MORE CONTROL OVER KIDS' VIEWING

Because of the range of channels on offer, there may be a few you'd rather the kids didn't watch. With a PIN and the right settings, you can avoid many potentially unsuitable programmes being shown without your permission.

For more control over who watches what in your household, start by pressing **services** on your remote control then select *Parental Control* from the *Services* menu.

Changing your PIN

When you first get your Sky+ box, your PIN is the last four digits of the number on the back of your viewing card. You need this number to get into the *Parental Control* screens.

Change your PIN to a personal, secret number that you'll remember easily.

From the *Parental Control* screen, select *Change PIN* and key in a new four-digit number. You'll have to key the number in twice.



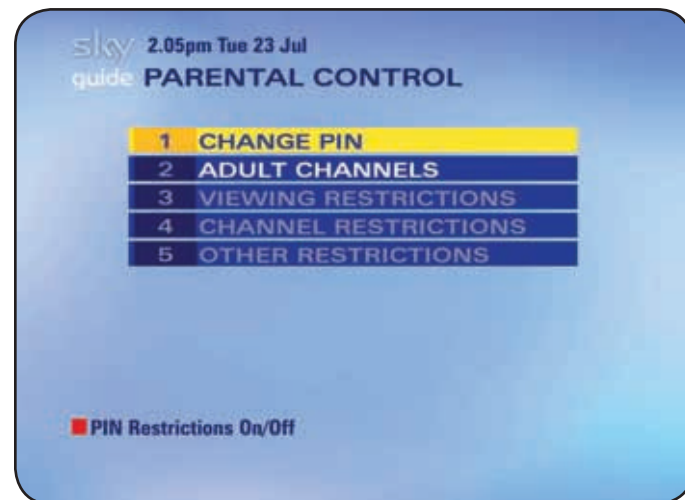
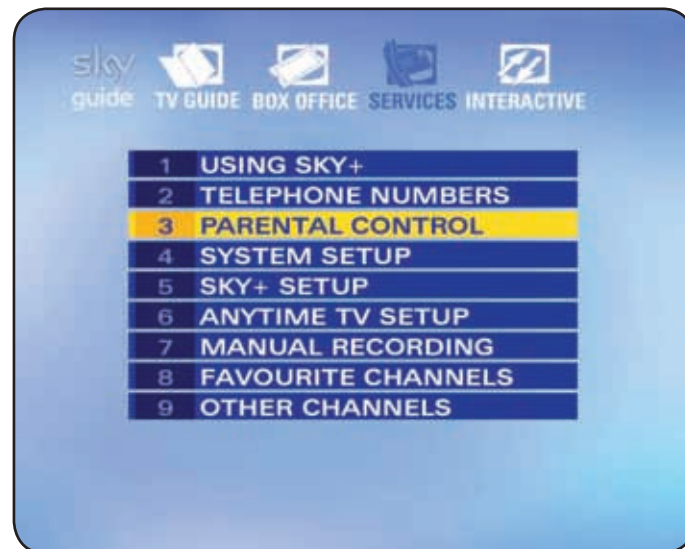
You can change your PIN from this screen whenever you want.

About your PIN

Keep your PIN secret to make it effective.

Once it's set, you can have Sky Guide ask for the PIN before showing, recording, playing back, and in some cases, deleting certain programmes.

If you forget your PIN, call the broadcaster who supplied your viewing card.



Hiding adult channels

You can hide all channels classed as 'adult' from channel listings, as follows:

- 1 Select *Adult Channels* from the *Parental Control* menu.
- 2 Highlight *Remove Adult Channels* and use the left/right arrow to choose *On*.
- 3 Select *Save New Settings* when you're done.

If you want to be able to see the adult channels again, just choose *Off* in the *Adult Channels* screen.



Adult programmes are removed from all listings apart from your Planner.

Restricting rated programmes

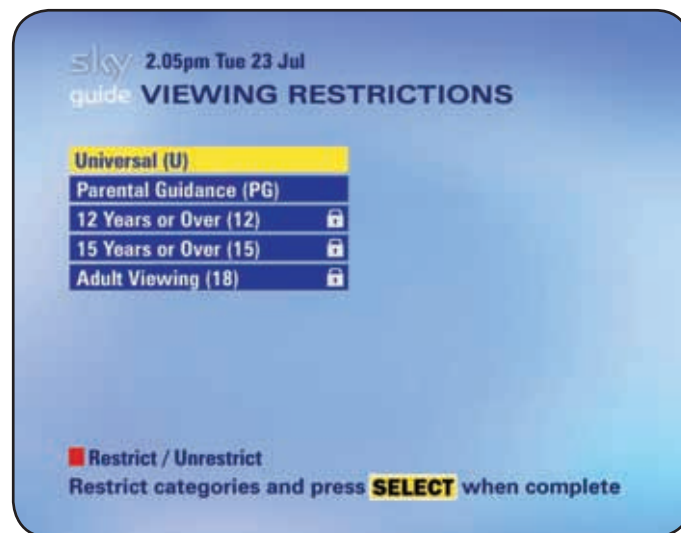
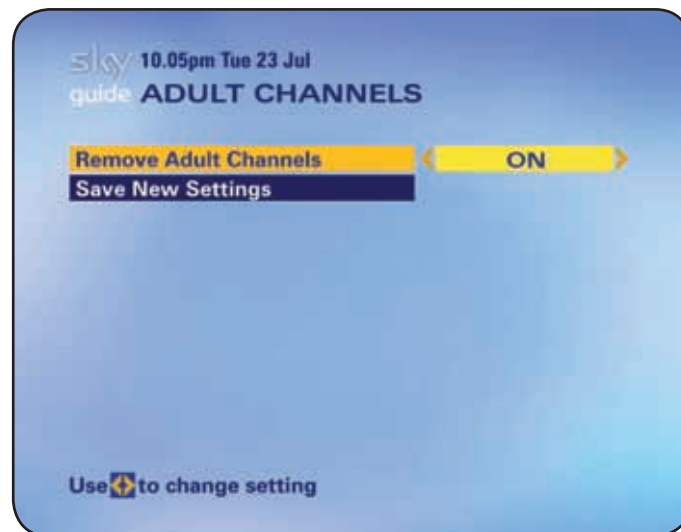
Some programmes have an age rating as a guide to how suitable they are for children. You can lock these programmes, so anyone who wants to watch them has to enter the PIN. This is especially useful for programmes in your Planner, as well as Box Office and Sky Anytime programmes, which are available outside the normal schedule.

- 1 Select *Viewing Restrictions* from the *Parental Control* menu, highlight the appropriate rating and press the **red** key (*Restrict*) on your remote control. A padlock symbol appears next to the category you choose, as well as all the lower categories.
- 2 Press **select** when you're done.

If you want to unlock rated programmes, just highlight the category in the *Viewing Restrictions* screen and press the **red** key again (*Unrestrict*).



Viewing restrictions can be applied only to programmes where the broadcaster provides category restriction information.



Restricting specific channels

If there are just one or a few specific channels you would prefer members of the family not to watch, you can lock them one-by-one, as follows:

- 1 Select *Channel Restrictions* from the *Parental Control* menu.
This screen lists all the channels by channel number.
- 2 To find the channel, key in the channel number if you know it, or use the **red** and **green** keys to go one page up or down.
- 3 Highlight the channel you want, then press the **yellow** key (*Lock*) to lock it at any time of day, or the **blue** key to lock it after 8pm only.

A padlock or an 8PM symbol appears next to the channel, depending on what level of control you choose.



These settings do not apply to Sky Anytime listings.
See *Restricting Sky Anytime viewing* (page 41) instead.

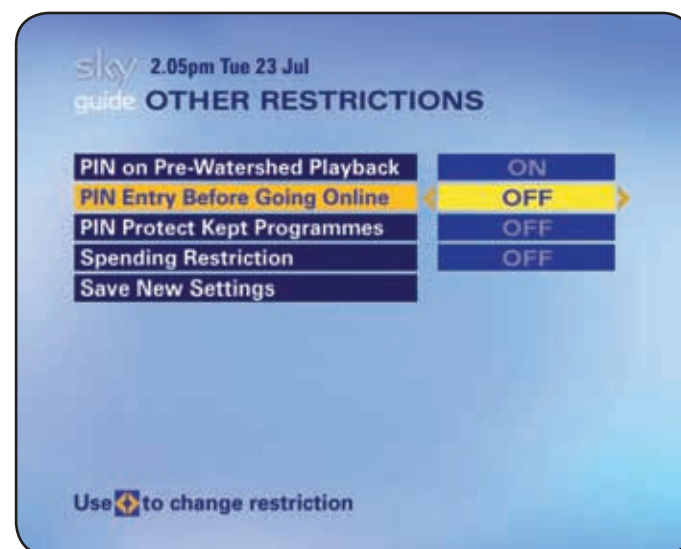


Controlling how much is spent on services

You can help prevent Box Office programmes being bought without your permission or prevent use of interactive services that demand a call charge:

- 1 Select *Other Restrictions* from the *Parental Control* menu.
- 2 Highlight *PIN Entry Before Going Online* and use the left/right arrow to choose *ON*. Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.
- 3 Highlight *Spending Restriction*, select *ON* then set a limit to the cost before the PIN is needed. If you set the limit at £0.00, you'll have to enter the PIN every time you want to order a Box Office programme.
- 4 Select *Save New Settings* when you're done.

To turn these settings off, just select *OFF* from the *Other Restrictions* screen.



PIN-protecting kept programmes

In your Planner, you can mark recordings for *Keep* to prevent them from being deleted accidentally. You can take this further and have Sky Guide ask for the PIN to be able to delete a kept recording.

Set this up as follows:

- 1 Select *Other Restrictions* from the *Parental Control* menu.
- 2 Highlight *PIN Protect Kept Programmes* and use the left/right arrow to choose *ON*. Now anyone who wants to delete a kept recording has to enter the PIN first.
- 3 Select *Save New Settings* when you're done.

To turn these settings off, just select *OFF* from the *Other Restrictions* screen.

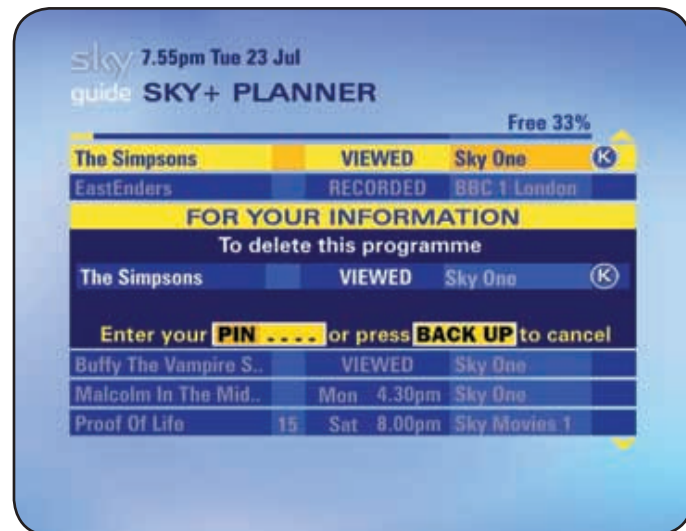


See **Avoiding recordings from being deleted** (page 25) to see how to mark a programme for *Keep*.

Restricting programmes in your Planner

You can lock programmes stored in your Planner, to avoid them from being played back without your permission, or to PIN-protect programmes marked for *Keep*.

- 1 Go to your Planner.
- 2 Highlight the programme you want to restrict or protect.
- 3 Use the left/right arrow until the options at the bottom of the screen include the blue option *Lock/Unlock*.
- 4 Press the **blue** key. A padlock (or padlock and keep) symbol appears next to the programme and you now have to enter a PIN to play or delete it.



Turning off all PIN-controlled restrictions

There is a quick way to turn all your PIN restrictions off and on without having to go into each screen.

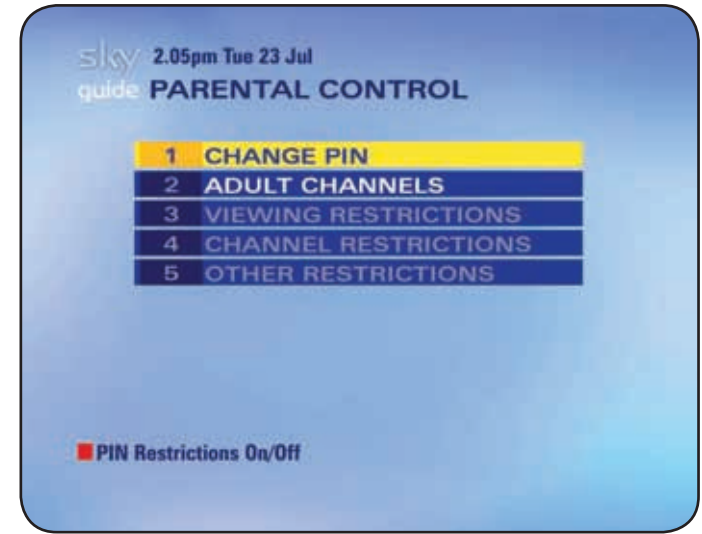
Go to the *Parental Control* main menu and press the **red** key (*PIN Restrictions On/Off*). The options *Viewing Restrictions*, *Channel Restrictions* and *Other Restrictions* are dimmed out, meaning the PIN restrictions you specified under those options are all turned off.

Press the **red** key again to turn the specified PIN restrictions on again.



Even if you turn your settings off here, you'll still need to enter your PIN to watch programmes out of their normal watershed time. The times are shown here.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm



MANAGING YOUR FAVOURITE CHANNELS

Once you get to know what channels you watch most often, you can set them up as your favourites so you can find them more easily.

Storing favourite channels

- 1 Press **services** and select *Favourite Channels*.
The *Favourite Channels* screen appears, showing the list of available channels.
- 2 Highlight a channel you want as one of your favourites and press the **yellow** key (*Favourite*). A tick appears next to the channel.
- 3 Choose up to 50 channels and press **select** when you're done.

Switching to a favourite channel

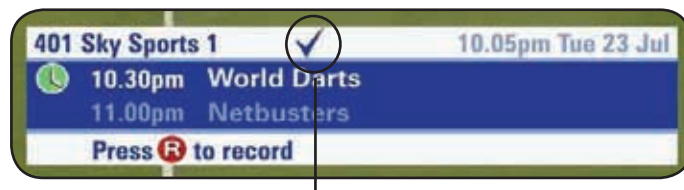
Your stored favourites are marked with a tick in the Search & Scan banner and other onscreen listings.

Change channels to one of your favourites, as follows:

- 1 When you're watching a programme, press the **blue** key.
The Search & Scan banner appears showing the first of your favourites.
- 2 Keep pressing the blue key to go through the list.
- 3 Press **select** when you see the channel you want.
Sky Guide tunes to the channel.

Seeing what's on your favourite channels

To check full listings for your favourite channels, go to the *TV Guide* menu and press the **blue** key (*Favourites*).



your favourite channels are marked with a tick

WATCHING TV WITH SUBTITLES OR AUDIO DESCRIPTION

To show subtitles or play an audio description for the current channel:

- 1 Press **help** on your Sky remote control when you're watching TV.
- 2 If the *Subtitles* or *Audio Description* option is available, use the left/right arrow to choose *On* then press **select**.
The settings last until you change channels.

To have subtitles or an audio description on all the time where available:

- 1 Press **services**, select *System Setup* then *Language & Subtitles*.
- 2 Highlight *Subtitles* or *Audio Description*, use the left/right arrow to choose *On* then select *Save New Settings*.

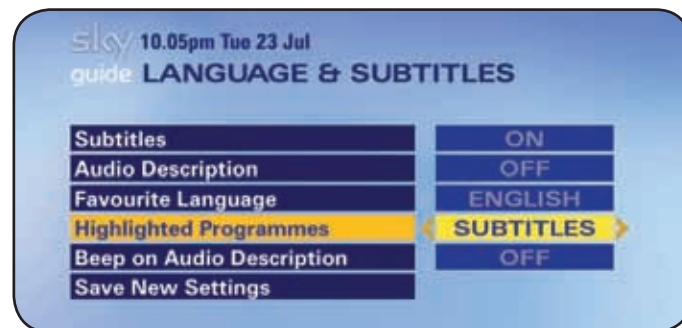
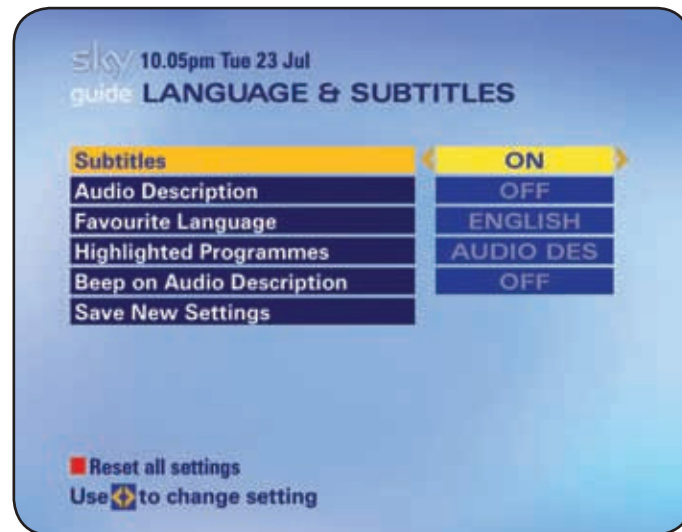
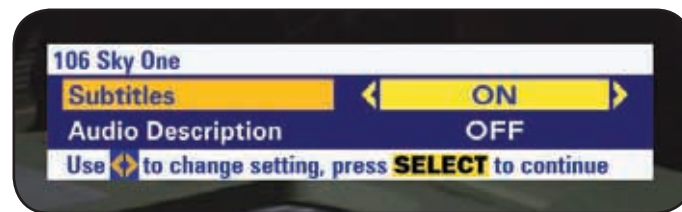


With Sky Anytime on TV and recorded programmes, if you turned on Audio Description at the time of recording, it will be available but cannot be turned off. Similarly, if Audio Description was turned off at the time of recording, it is not available and cannot be turned on.

Finding subtitled or audio described programmes

Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:

- 1 Press **services**, select *System Setup* then *Languages & Subtitles*.
- 2 Highlight *Highlighted Programmes* and use the left/right arrow to select *Audio Description* or *Subtitles*. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Box Office (this does not apply to Sky Anytime listings).
- 3 Highlight *Beep on Audio Description* and use the arrows to select *ON* then select *Save New Settings*.
This means when you tune to a programme with an audio description, you hear a distinctive beep.



GOING INTERACTIVE

The interactive screens are for your entertainment and information.

Press the **interactive** key on your remote control to access services including Sky Customer Service, shopping, email and games.

When you're watching TV, watch out for a colour symbol onscreen telling you there's an interactive service available. Press the colour key when you see the symbol.



Some interactive services may need a phone line connection (call charges may apply) and/or a Sky digital subscription.

There is no charge for using the interactive *Sky Customer Service* screens but from there you can get to other interactive services which may be subject to charges. You'll be informed about these charges before connecting.

You can record programmes featured within interactive services if the broadcaster allows it, however, you can't record the entire interactive service itself.

Interactive cards

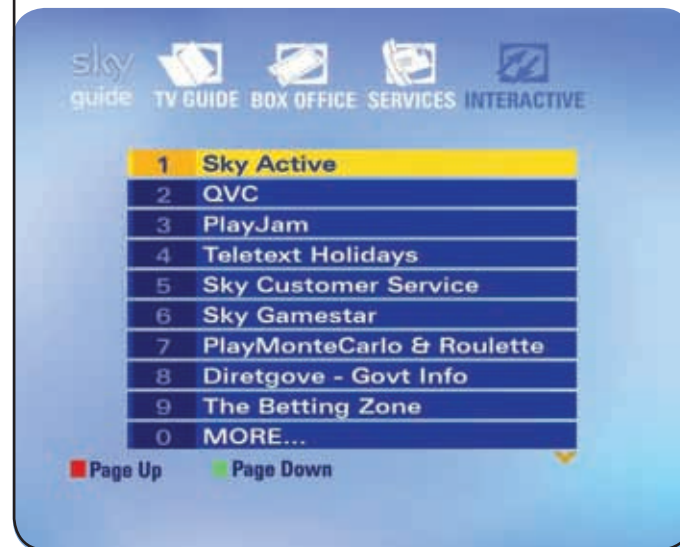
Your Sky+ box has an interactive card slot, which you need for some interactive services. Only insert an interactive card when a message onscreen tells you to do so.

Playing games

Go to *Interactive* for online and offline games. The games you can play depend on your subscription and call charges may apply. You can play games with your remote control or gamepad (available for purchase). See the help options within the interactive screens for details.



press interactive
for the interactive
menu



Setting up message alert

Some interactive services may let you send email or text messages. You can ask Sky Guide to let you know you when a message comes in, as follows:

- 1 Register with a service provider and specify that you want to receive message notification through Sky.
- 2 Press **services** and select *System Setup* then *Picture Settings*.
- 3 Highlight *Message Alert* and use the arrows to choose *On*.
- 4 Select *Save New Settings* when you're done.

Now when someone sends you a message, the message light on your Sky+ box shows yellow and you'll see an envelope symbol in the Search & Scan banner.

On some channels, a small onscreen envelope appears briefly over what you're watching.

To see the new message, press the **yellow** key (*Messages*).



set up message alert to see the message symbol

MORE OPTIONS

Using digital text

To use digital text services, press **text** on your remote control while you're watching a channel.

If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.

From the digital text service, press **Sky** at any point to go back to what you were watching.



Using teletext

To use your TV's teletext services, press **tv** on your remote control then **text** while you're watching a channel.

Use these keys on your remote control to control teletext:

Key	Function
text	Enters text mode (also exits text on some TVs)
back up	Leaves text mode
0-9	Text page number entry
i (information)	Text reveal
select	Text hold
colours	Fastext function

From the teletext service, press **back up** then **Sky** at any point to go back to what you were watching.



Remember that not all TVs have the teletext function.

Adding non-Sky digital channels

Some channels can be received by your Sky+ box but don't appear in Sky Guide listings.

You can add new channels to a separate list called *Other Channels*, as follows:

- 1 Press **services** and select *Add Channels*.
- 2 In the *Add Channels* screen, make the appropriate settings and select *Find Channels*.
- 3 After a moment the *New Channels* screen appears, showing both listed and unlisted channels received by the Sky+ box.
- 4 For each new channel you want to store, highlight the channel and press the **yellow** key (*Store Channel*).
A tick appears next to the channel name.
- 5 When you're done, press **select**.

Watching non-Sky digital channels

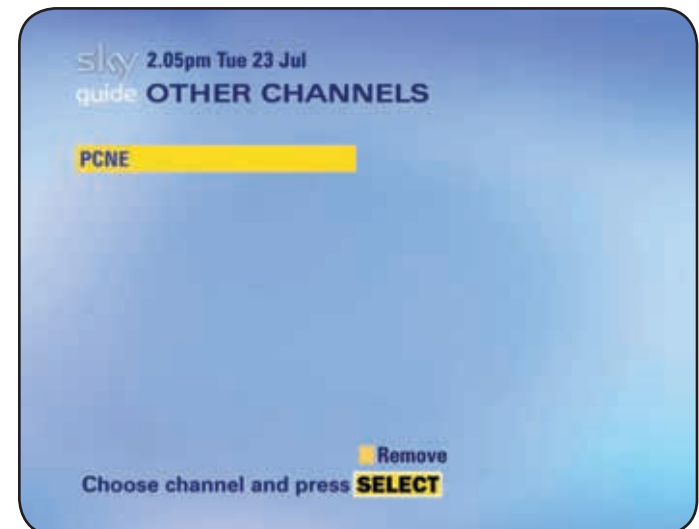
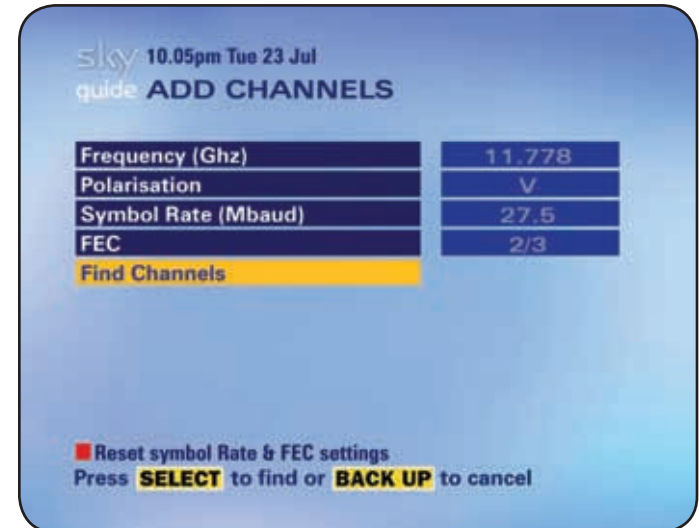
- 1 Press **services** and select *Other Channels*.
- 2 Highlight the channel you want to watch and press **select**.



Your Sky+ box cannot record channels that aren't in the Sky Guide listings.

You might not be able to see schedule information for these channels.

Your Sky+ box is designed to receive digital television signals transmitted at 28.2 or 28.5 degrees East, either unencrypted or encrypted using BSkyB's encryption system. It may be possible to receive other digital satellite signals but it's not guaranteed.



REMOTE CONTROL SETUP

Resetting your remote control

If you leave empty batteries in your remote control for too long, you may need to reset it to work with your TV.

If this has happened, or for any other reason the remote control doesn't work with your TV, follow these steps carefully:

- 1 Look up your TV's brand in the list on the right.
- 2 Turn your TV and Sky+ box on and press **tv** on your remote control.
- 3 Hold down **select** and the **red** key together until the red light on your remote control blinks twice (this is after about two seconds).
- 4 Press **tv** again.
- 5 Key in your TV's code.
The light on your remote control blinks twice.
- 6 Press **standby** on your remote control.
If your TV switches off, press **select**. The light on your remote control should blink twice.
If your TV does not switch off, press **tv**, then press **standby**.
Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**.
If the light blinks three times, your remote control has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
- 7 Turn your TV back on and press **tv guide** on your remote control. The *TV Guide* menu appears, meaning the remote control settings are made properly.

Aiwa	0406	Memorex	0037
Akai	0098	Metz	0491
Akura	0042	Minoka	0921
Alba	0043	Mitsubishi	0150
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Protech	0595
Daewoo	0092	Pye	0600
Decca	0244	Roadstar	0625
Dual	0257	Saba	0645
Ferguson	0293	Saisho	0649
Fidelity	0294	Salora	0651
Finlandia	0296	Samsung	0060
Finlux	0297	Sanyo	0159
Fisher	0154	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
Goldstar	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Telefunken	0757
ITT	0384	Thomson	0771
JVC	0053	Thorn	0772
Loewe	0442	Thorn-Ferguson	0936
Matsui	0477	Toshiba	0156

If the setup didn't work

If you followed the setup carefully but can't see the *TV Guide* menu at the end of it, follow these simple steps:

- 1 Check and make a note of which TV channel you use for watching Sky digital TV.
- 2 Press **tv** on your remote control.
- 3 Hold down **select** and the **green** key together until the red light on your remote control blinks twice (this is after about 2 seconds).
- 4 Key in the number your TV uses for watching Sky digital TV and press **select**.
The red light blinks, meaning the remote control settings are made properly.

Alternative setup

If your TV's brand isn't listed on page 56, you can try an alternative setup. This involves programming your remote control to the TV's specific model code instead of the brand code, as follows:

- 1 Firstly, you need to check the code for your TV model:
Go to *Interactive > Sky Active > Customer Support > Set Up Your Sky Remote*.
- 2 Follow the relevant options until you get to the code for your model number then make a note of the code.
- 3 Point the remote control away from the TV and Sky+ box and press the **tv** key.
- 4 Press and hold the **select** and **red** keys together until the red light blinks twice.
- 5 Enter the code. If it's a 3-digit number, press **select** after the code.
- 6 Press **Sky** to complete the setup.
- 7 Now check the settings; point the remote control at the Sky+ box and press **tv** then number **3**.
You should now be able to see a terrestrial TV channel.

If you have tried these options and still can't use your Sky+ remote control with your TV, call Sky Customer Service.

Replacing the batteries

Your remote control runs on AA batteries (MN1500, LR6 or UM-3).

When it's time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

Take empty batteries out straight away and replace both batteries at the same time.

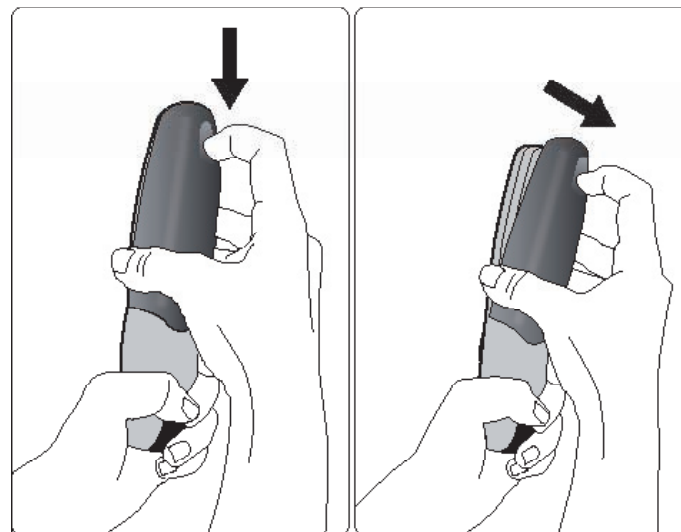


Please don't put old batteries in the everyday household rubbish. They should be taken to a special environmentally-friendly collection point.



Replace the batteries as follows:

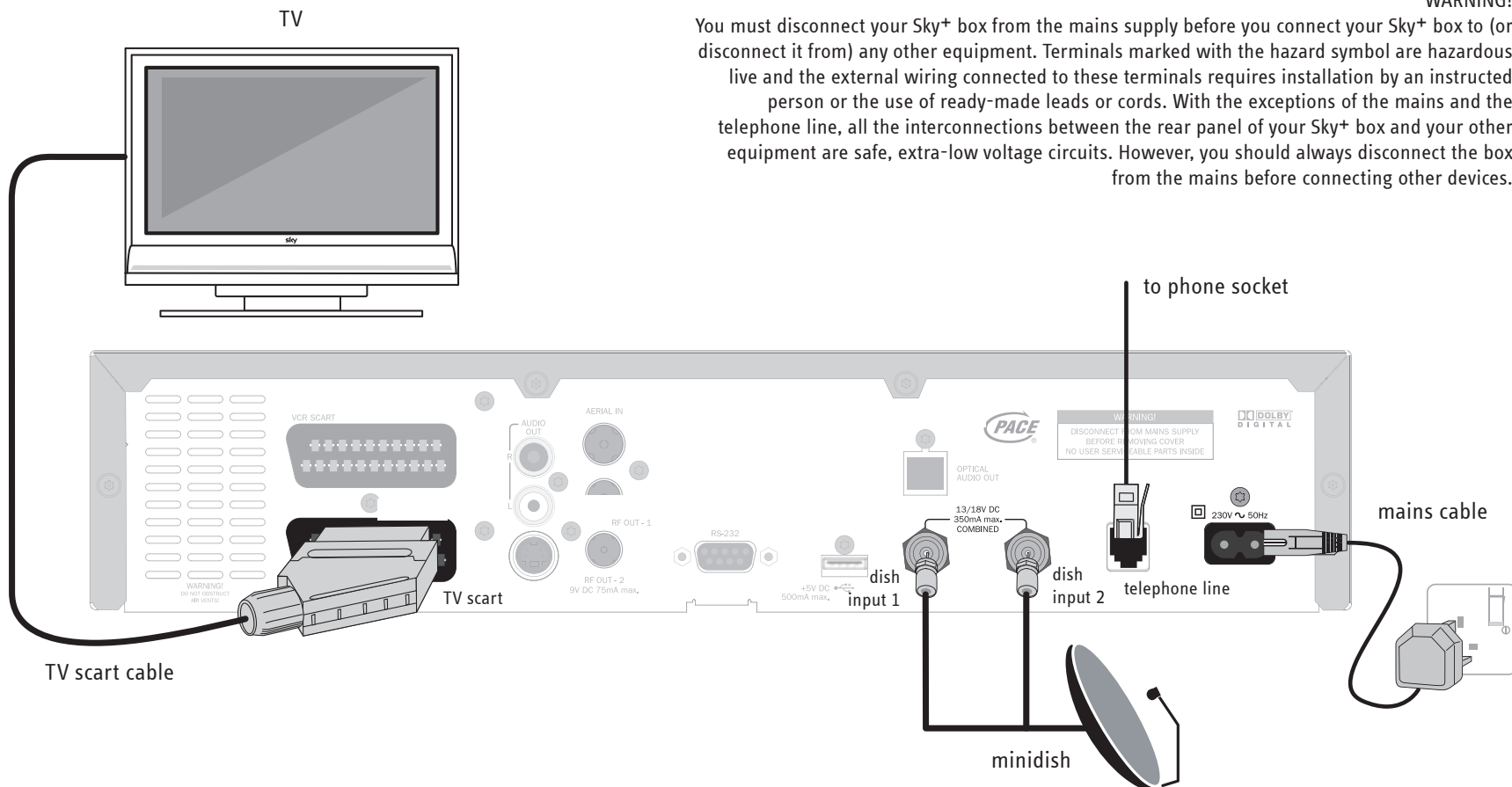
- 1 Remove the battery cover: hold the remote in one hand and use the forefinger of the other to release the clip. Then slide the cover off in the direction shown.
- 2 Carefully remove the old batteries.
- 3 Put the new batteries in, matching the marks + and -.
- 4 Put the cover back on, sliding the top part in and making sure the catch clicks into place.
- 5 If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV. See **Resetting your remote control** (page 56) for details.



YOUR SKY+ BOX

When your Sky+ box was installed, all the connections were made between your Sky+ box, TV and minidish. Follow this diagram for an overview of the standard setup. The connections on your Sky+ box may vary from the pictures shown. The model number, serial number and electrical rating of your Sky+ box are on a label on its base.

SKY+ BOX REAR PANEL



WARNING!

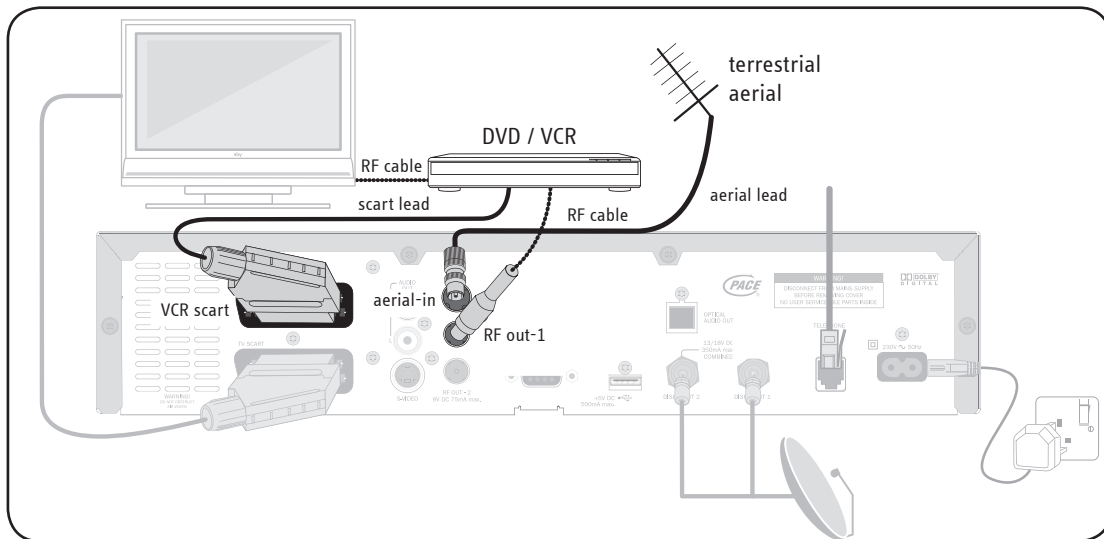
You must disconnect your Sky+ box from the mains supply before you connect your Sky+ box to (or disconnect it from) any other equipment. Terminals marked with the hazard symbol are hazardous live and the external wiring connected to these terminals requires installation by an instructed person or the use of ready-made leads or cords. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+ box and your other equipment are safe, extra-low voltage circuits. However, you should always disconnect the box from the mains before connecting other devices.

Connecting other devices

To connect your box to a DVD / video recorder or a TV aerial, follow the setup shown on the right.

See also the user guides supplied with your devices.

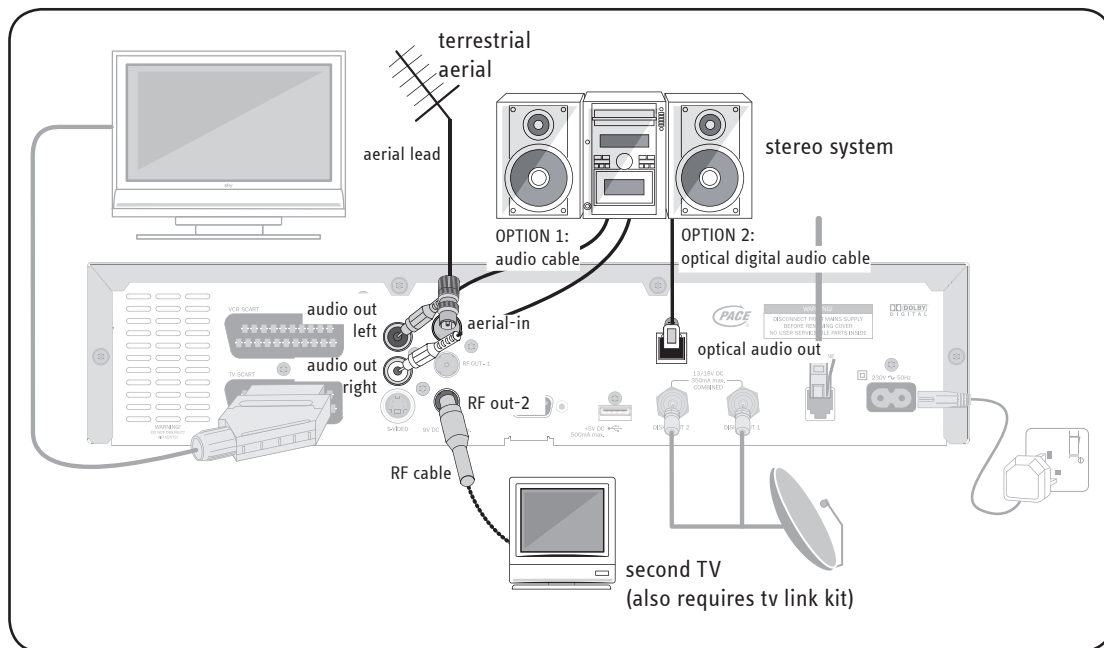
The connections on your Sky+ box may vary from the pictures shown here.



To connect your box to a second TV or a stereo system, follow this setup.

To watch channels provided by Sky on your second TV, you also need the TV link kit which is available for purchase. To connect to a stereo system, you can use EITHER an audio (left/right) cable OR an optical audio out cable. To make the most of listening to programmes through your stereo system, see **Switching on Dolby® Digital audio** (page 61). Some older amplifiers may not support Dolby® Digital audio.

See also the user guides supplied with your devices.



Connecting to the telephone line

The telephone lead is intended for connection to standard analogue UK telephone lines. This lead and your Sky+ box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

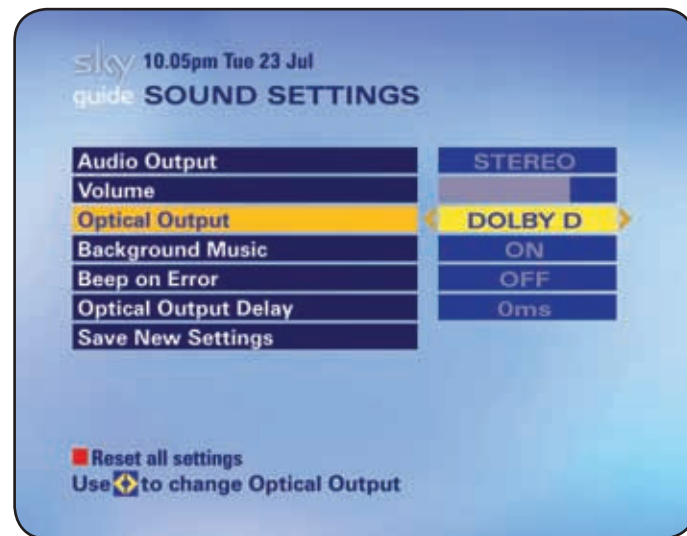
Switching on Dolby® Digital audio

With the optical digital-audio output you can connect your Sky+ box to a compatible sound system and listen to programmes broadcast in Dolby® Digital audio. For this you need an optical cable (not supplied) and you have to change the default settings on your Sky+ box, as follows:

- 1 Go to *Services > System Setup > Sound Settings*.
- 2 Highlight *Optical Output* and use the arrows to change the setting to *Dolby D*.
- 3 Press the down arrow to highlight *Save New Settings*, then press **select**.



Please note that some older amplifiers may not support Dolby® Digital audio.



Changing how the front-panel indicator works

The recording indicator on the front panel of your Sky+ box lights up whenever you are recording or using the playback functions.

You can change the way the front panel indicator works, as follows:

- 1 Press **services** on your remote control and select *Sky+ Setup* from the *Services* menu.
- 2 Highlight *Front Panel Indicator* and use the left/right arrow to change the setting.

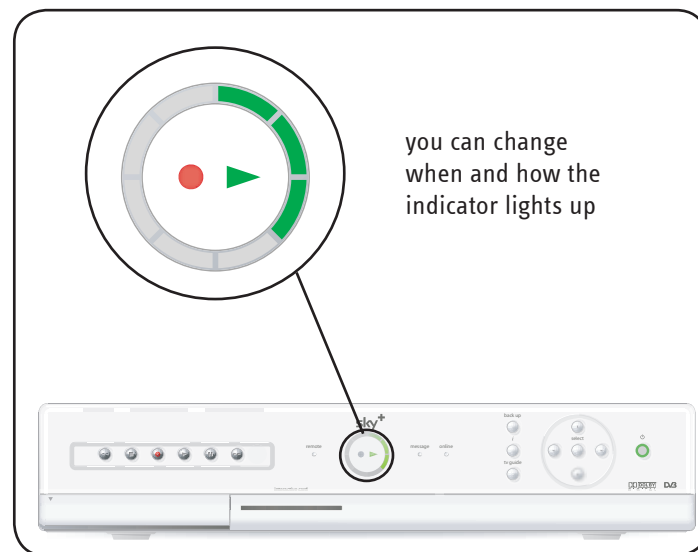
You can choose one of three settings:

Standard The recording, playback and/or circular playback indicators light up if you're recording and/or playing back with Sky+.

Off The circular indicator is turned off, but the recording and/or playback indicators light up if you're recording and/or playing back with Sky+.

Demo All indicators light up in continuous sequence.

- 3 Select *Save New Settings* when you're done.



ENVIRONMENTAL INFORMATION

Packaging

When disposing of this product packaging, please ensure that it is recycled

This will reduce the demand for virgin wood pulp, whilst diverting material that would otherwise end up in landfill.

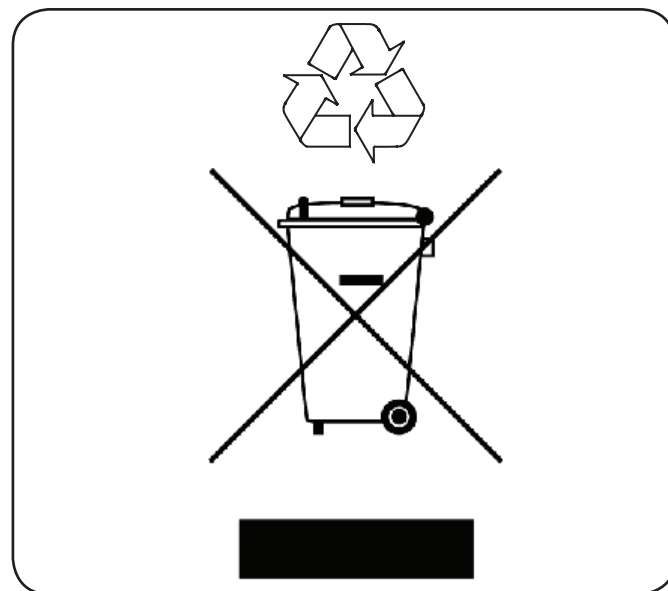
Sky+ box recycling

Do not dispose of this product with your domestic rubbish

At the end of its useful life, this product contains materials which when processed correctly can be recovered and recycled. By participating in the responsible recycling of this product you will be reducing the requirement for new raw materials and reducing the amount of material that would otherwise end up in landfill.

When you obtain a new, similar product your retailer/service provider may offer to take this old one off you. Alternatively, you can take it to your local recycling centre. Your retailer or local municipal authority will advise you of the collection facilities available for waste electronic products in your area. Use of this service will be free to you.

For more information about Pace's environmental policy go to:
<http://www.pacemicro.com/corporate/about/index.asp> and select *Environmental Policy* from the right-hand menu.



Saving energy with Auto Standby

Your Sky+ box features an energy-saving mode called Auto Standby. If the box is inactive throughout any two-hour period between 10.59pm and 3.59am, it will automatically go into standby. Just before this happens, if your TV is on, you will see a message on screen (see right). You can press **back up** to remove the message, otherwise your Sky+ box will go into standby.

This does not affect any recordings you have set, as the box can still perform up to two simultaneous recordings while in standby.

When you turn the box back on it will be tuned to the channel you last watched.

If you want to switch off Auto Standby, go to *Services*, then *Sky+ Setup*, highlight *Auto-Standby* and select *OFF*. However, please remember that this is an energy-saving feature and will help protect the environment if you keep it on.



TROUBLESHOOTING

You can get help on using Sky digital from various places.

- Use this booklet as your full guide to using your Sky+ box and getting the most out of its exclusive features. The troubleshooting tips in the next pages may come in handy if you have any problems using your Sky+ box. If you have any problems that aren't covered in this guide or the other references, call Sky+ or your broadcaster.
- You can get interactive technical help under *Interactive > Sky Customer Service > Technical Assistance*.
- Press **help** on your remote control for general help on using the Sky Guide screens.
- For online help, go to the Customer Support pages of www.sky.com.
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you're using.

What's wrong?

My Sky+ box isn't working:
The box is stuck in standby /
the screen is blue / the picture is
frozen and I can't use the remote
control or buttons on the box.

Possible reason

Because of a temporary error, you
may need to restart your Sky+ box.

What to do now

Restart your Sky+ box as follows:

- 1) Make sure the box is in standby (red power light).
- 2) Wait one minute (important to avoid damage).
- 3) Turn the box off at the mains and wait one minute.
- 4) Turn the box back on. The power light turns red.
- 5) Wait 30 seconds then press the power button.
- 6) The box comes out of standby and the power light turns green.

This should solve the problems you were having before.

My remote control isn't working.

Your Sky+ box may be off or not
plugged into the mains.
The batteries in your remote control
may be flat or something may be
between your remote control and your
Sky+ box.

Make sure you point your remote control directly at
your Sky+ box, and that nothing is between the two.
The remote command light on your Sky+ box and on
your remote control should flash each time you press
a remote control key. If neither light flashes, check the
batteries in your remote control.

I've forgotten my PIN.

-

When you first get your Sky+ box your PIN is the last
four digits of the number on the back of your viewing
card. If this does not work call your broadcaster to
have your PIN reset.

Nothing is happening onscreen.

-

Make sure the mains lead is properly plugged in
and your Sky+ box is switched on. Press **Sky** on your
remote to control your Sky+ box.

My remote control works with my TV
but not with my Sky+ box.

Someone has pressed **tv** on your
remote control.

Press **Sky** on your remote to control your Sky+ box.

What's wrong?

Possible reason

What to do now

There's onscreen interference.

Your TV or video recorder may not be correctly tuned.

Check that your TV and video recorder are correctly tuned to your Sky+ box. For further information, refer to your TV and video recorder user guides. In some cases your Sky+ box may need retuning. Call Sky Customer Service for more advice.

Some or all of the keys on my remote control don't work with my TV.

Someone has pressed **Sky** on your remote control or you need to reset your remote control.

Press **tv** on your remote to control your TV. Refer to **Resetting your remote control** (page 56) in this guide to reset your remote.

I can't find a channel I have watched before.

The channel may only broadcast for part of the day.

Check the *TV Guide* listings to see when the channel is available.

It says **Clashed** next to a recording in my Sky+ Planner.

A third programme was set to record at the same time as two others, OR A programme's time changed after you set it to record, making it clash with other recordings.

See **When recordings clash** (page 24) to avoid this in the future. Bear in mind that for series-linked programmes, the next episode is sometimes added to the Planner only when the prior episode starts recording.

It says *Recording interrupted* in a recording's programme information.

Someone may have interrupted the recording then restarted it, OR You may not have the right subscription set up.

If you are sure the recording was not interrupted and then restarted, please call Sky Customer Services to check you have the correct subscription set up.

One of my recordings failed.

This could be for a number of reasons.

To see why it failed, highlight the programme in your Planner and press the **information** key. See also **Using your Planner** (page 20).

What's wrong?

The start of a programme was not recorded.

Possible reason

You set up numerous back-to-back recordings. Sky prioritises the end of an existing recording over the start of a new one.

What to do now

To get your Sky+ box to record in the most efficient way, set the recording functionality to *Automatic*, as follows:

- 1) Press **services** then select *Sky+ Setup*.
- 2) In the *Sky+ Setup* screen, highlight *Add to Start of Recording* and use the arrows to choose *Automatic*.
- 3) Do the same for the option *Add to End of Recording*.
- 4) Select *Save New Settings* when you're done.

See also **Adding to the start and end of recordings** (page 29).

My phone line is not connected
(continued opposite...)

A) Your phone number is ex-directory or you withhold your number when making calls. (see overleaf for more possible reasons).

Warning: please ensure you follow steps 1 - 6 precisely and do not make any other changes while in the *Installer Setup* menu as these may have an adverse affect on your service.

A) Change the dialling prefix, as follows:

- 1) Using your Sky remote control, press **services** followed by number **4**.
- 2) Press the numbers **0, 1** then **select** to show the *Installer Setup* menu.
- 3) Press number **3**.
- 4) Highlight *Dialling Prefix* and press the number sequence **1, 4, 7, 0**.
- 5) Highlight *Save New Settings*.
- 6) Make sure your phone line is free then press **select**. Your box will now try to call us back, which will check the phone line connection. After getting the message *Callback in progress*, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service.

What's wrong?

My phone line is not connected
(...continued)

Possible reason

- B) There's more than one phone line in your home but you've connected one or more of your boxes to the line that's NOT registered to your Sky account.
- C) A Sky box and card registered to your account is in another property that you own.
- D) You have an ADSL/Broadband service at home.
- E) You have disconnected your phone line (e.g. to carry out decorative works in your home).

What to do now

- B) Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the 'callback' procedure below.
- C) Reconnect the Sky box to the phone line at the home address that your account is registered to - and always keep it connected at that property only, then follow the 'callback' procedure below.
- D) Make sure you have an ADSL/broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the 'callback' procedure below.
- E) Reconnect the phone line, then follow the 'callback' procedure below.

Callback procedure:

Warning: please ensure you follow steps 1 - 5 precisely and do not make any other changes while in the *Installer Setup* menu as these may have an adverse affect on your service.

- 1) On your Sky+ remote control, press **services** followed by number **4**.
- 2) Press the numbers **0, 1**, then **select** to show the *Installer Setup* menu.
- 3) Press number **6**. When *FOR YOUR INFORMATION* appears, press **select**. When the next screen appears showing a number of readings (signal strength etc), press **select**. When you see the message *Channel line-up complete*, press **select**.
- 4) Make sure your telephone line is connected and press **select** again.
- 5) Your box will now try to call us back, which will check the phone line connection.
After getting the message *Callback in progress*, the previous menu appears.
If you see any other message at this stage, please call Sky Customer Service for more advice.

Display messages

Read these tips if you see a message onscreen and you don't know what to do next.

Message	What does it mean?	What to do now
<i>Insert your viewing card</i>	There's no viewing card in the viewing card slot of your Sky+ box.	Insert or reinsert your viewing card. The card holds all the information your Sky+ box needs to know about your subscription.
<i>There is a problem with your viewing card</i>	Your Sky+ box cannot recognise your viewing card.	Check that it's your viewing card, that it's in the right way up, and that it's not damaged.
<i>Insert your new viewing card</i>	You have inserted your old viewing card.	Remove your old viewing card and insert your new viewing card.
<i>This viewing card is not authorised</i>	-	Call the telephone number shown on your screen to get your viewing card authorised.
<i>This is the wrong card for this Sky+ box. Insert the correct viewing card</i>	You have more than one box and have put the wrong viewing card in this Sky+ box.	Insert the correct viewing card for this Sky+ box.
<i>You cannot purchase this programme at the moment</i>	Most likely because of a temporary problem, you can't buy this programme now.	You may be able to buy it later.
<i>This programme has already started</i>	The programme has already started and you can't buy it now.	Check the listings to find out when it's next on so you can buy it then.
<i>Recording/Live Pause is not available</i>	Your Sky+ subscription has expired.	Call Sky+ Customer Service to renew your subscription.

Message

What does it mean?

What to do now

The Planner is full.

You must delete an entry before another programme can be added

You have already used the maximum space in your Planner.

Try to delete some programmes from the Planner
Highlight the programmes you want to delete from your Planner and press the **yellow (Delete)** key.

There is insufficient credit left on your viewing card, or

There is insufficient space left on your viewing card

There's not enough credit left on your viewing card account to buy this programme, OR
There's not enough space on your viewing card to store the information for this programme.

First check that the telephone lead between your Sky+ box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.

You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes

The wrong PIN has been entered three times in a row.

You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster.

No satellite signal is being received

This could be due to bad weather, such as strong winds or heavy rain. Snow on your dish can also cause a loss of signal.

If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your satellite dish are correctly plugged into the back of your Sky+ box.
Otherwise, restart your box by following the steps under **My Sky+ box isn't working** (page 66). If this doesn't resolve the problem, call Sky Customer Service.

To use the full range of interactive services please ensure that an operating telephone line is connected

Your Sky+ box is not connected to an operating telephone line.

Check that the telephone lead between your Sky+ box and the socket is properly plugged in.
Follow the steps described under **My phone line is not connected** (page 68).

Message

What does it mean?

What to do now

No signal found

Your Sky+ box couldn't find a signal after you asked it to find new channels.

Check the settings you entered were right.

This programme is no longer available

You selected a programme that is no longer available in your Planner.

Select another programme.

Digital text is not available during playback

Your Sky+ box does not record digital text.

To view digital text, press **Sky** to return to live programmes, then press **text**.

You cannot record/play back this programme

You tried to record a programme which cannot be recorded by your Sky+ box.

Select a different programme to play back / record. If this doesn't work, call Sky Customer Service.

System fault

There was an unexpected error with your Sky+ box during system setup.

Call Sky Customer Service.

*Housekeeping.
Please wait*

Your Sky+ box is trying to resolve a system fault.

Wait for your Sky+ box to resolve the problem; if it is not resolved call Sky Customer Service.

*Recording interrupted by loss of signal or cancellation.
Please wait*

Your Sky+ box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme.

You may see this message when you're playing back a recorded programme. After a few seconds your Sky+ box continues playback from the point when the satellite signal returned or recording was started.

Play/Pause/Record are not available whilst in an interactive service

You tried to play, pause or record a programme while you are using an interactive service.

Press **Sky** on your remote control to leave the interactive service before using these keys. As long as the broadcaster allows it, you can record programmes featured within an interactive service. However, you cannot record the entire interactive service itself.

Message

The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Search & Scan banner)

What does it mean?

The batteries in the remote control need to be changed.

What to do now

Change the batteries in your remote control as soon as possible. See **Replacing the batteries** (page 58).

Synopsis not available

You have pressed the **information** key while Sky+ is recording two programmes at the same time. Sky+ can't display a programme synopsis while recording two programmes at the same time.

Follow the onscreen instructions.

Channel not available

You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.

Select a different channel or turn off the *Remove Adult Channels* setting in the *Parental Control* screens. See **Having more control over kids' viewing** (page 45).

TELEPHONE NUMBERS

You can find Sky and other broadcasters' phone numbers under *Services > Telephone Numbers*.

Call Sky+ if the problem is related to Sky or Sky+ features.

Before you call, you need your system's details, found under *Services > System Setup > System Details*.



The screenshot shows a Sky guide interface with the title 'sky 10.05pm Tue 23 Jul' and 'guide TELEPHONE NUMBERS'. Below the title is a table listing channels and their corresponding telephone numbers. At the bottom of the table are two buttons: 'Page Up' (red) and 'Page Down' (green).

Channel	Telephone Number
Prime TV	0870 8488 685
Pub Channel	08702 404030
QVC	0800514131
Red Hot	08708 446 969
S4C (Welsh Language Channel)	0870 600 4141
Setanta Sport	08702 404040
Sky	08702 404040
Sky Active	0870 606 6663
Sky+	08705 800800
Sony TV Asia	08700 766 9248


SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

General

Operating voltage:	230V AC; 50 Hz
Power consumption:	40 W (max.)
	LNB switching +13/+18VDC 350mA MAX / 22kHz
Weight:	4.5kg (packed)
Dimensions (W x H x D):	380 mm x 72 mm x 243 mm
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:	0°C to +40°C
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	160 GB (80 GB personal storage space)

Connectors

MAINS INPUT:	IEC 320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75Ω (950-2150 MHz)
TV SCART:	SCART (composite video out; RGB out)
VCR SCART:	SCART (composite video in/out; RGB in)
S-VIDEO:	4-way mini-DIN
TELEPHONE LINE:	RJ11, V90
AERIAL IN:	IEC 169-2 female
RF OUT-1:	IEC 165-2 male
RF OUT-2:	IEC 165-2 male
AUDIO OUT (L and R):	Phono sockets (RCA)
OPTICAL AUDIO OUT:	Optical digital-audio socket for 5.1 surround sound
USB 2.0 	Front and rear connectors
RS-232:	DB-9 female, data communications equipment (DCE) EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)



The product complies with the following European Council Directives:

- 2006/95/EC (the Low Voltage Directive) as amended;
- 89/336/EEC (the EMC Directive) as amended;
- 1999/5/EC (the R&TTE Directive) as amended.



If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.

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Notes

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