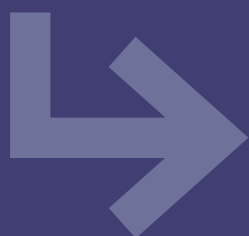




# Using your Sky digibox



**skydigibox**

# Your Sky remote control

---



Sets your remote control to control your digibox

## **tv**

Sets your remote control to control your TV

## **box office**

Shows the Box Office screen

## **tv guide**

Shows the TV Guide screen

## **mute**

Turns the TV sound off/on

## **vol**

Changes the TV volume

## **text**

Switches to text mode

## **colour buttons**

Use to select the corresponding colour option shown on-screen

## **number buttons**

For selecting channel numbers or on-screen options



## **on/off**

Turns your digibox (or TV) on and off

## **services**

Shows the customer Services screen

## **interactive**

Shows the Interactive services screen

## **i**

Shows information about the programme you have highlighted

## **ch**

Changes the channel

## **arrow buttons**

Move the highlight around the screens to highlight the option you want

## **select**

Chooses the option you have highlighted or confirms your choice

## **back up**

Shows the previous screen

## **help**

For help on using Sky Guide

## **Version 5.1 November 2002**

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This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorised by Macrovision, and is intended for home and other limited pay per view uses only, unless otherwise authorised by Macrovision. Reverse engineering or disassembly is prohibited.

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



Declaration of Conformity No. 2544

Trade Mark of the DVB Digital Video Broadcasting Project (1991 to 1996)

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# Welcome to digital satellite TV!

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## ❖ About this booklet

This information booklet contains all you need to know to use your new Sky digibox.



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Look out for this symbol. It indicates useful and important tips.

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## ❖ What is digital satellite TV?

Digital satellite TV is the latest stage in the evolution of TV, giving you not only digital quality pictures and stereo sound, but also the opportunity to receive many more channels and services.

## ❖ Your Sky digibox

Your Sky digibox receives the digital information via the satellite, decodes it and sends it through to your TV. As well as watching satellite TV, you can control your viewing preferences through the on-screen Sky Guide.

Your Sky digibox comes with the Sky remote control. This controls both your TV and your Sky digibox. For more information see the ***Your Sky remote control*** section on page 4.



---

## ❖ What is Sky Guide?

Sky Guide is a helpful and easy to use on-screen guide to your digital satellite services. It is designed for people who want to get the most out of watching television.

All Sky Guide features are controlled using your Sky remote control.

Sky Guide allows you to:

- ◆ see on-screen TV programme listings for the next seven days
- ◆ select the programmes you want to watch for the next seven days and set reminders for them
- ◆ see TV listings while you are watching a programme
- ◆ set up and see your favourite channels
- ◆ order Box Office movies, sports and events
- ◆ use an ever increasing range of interactive services
- ◆ set parental control restrictions and programme purchase price limits
- ◆ modify your Sky digibox settings.

Each of these features is described in detail in this booklet; refer to the **Using your Sky Guide** section on page 9.

### **Sky keeps you up-to-date**

As digital television develops and as more features become available, Sky may occasionally update the Sky Guide software by loading it into your Sky digibox directly from the satellite. You will find this information on the Sky Customer Channel 999, and SkyWelcome 998.

## ❖ Connecting to the mains supply

Your Sky digibox operates with 230Volts AC, 50Hz mains supplies.

***Do not connect it to a DC power supply.***

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 digibox **before** you insert the plug into the mains supply.

The only way to disconnect your Sky digibox from the mains is to remove the mains lead. Your Sky digibox must therefore be installed near to the mains socket-outlet, which should be easily accessible.

For information about the mains plug and its fuse, see page 52.

***If you are in any doubt about the mains lead, its plug or its connection, consult a competent electrician.***

# For your safety

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## ❖ Using equipment safely

Your Sky digibox has been manufactured to meet international safety standards, but you must take care if you want to obtain the best results and operate it safely. We recommend that you have your 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 digibox, please consult your dealer.*

### **WARNING!**

**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 from your Sky digibox. There are no user-serviceable parts inside it, but there are some high-voltage live parts.**
-  **Make sure that all electrical connections are properly made.**
-  **Do not connect any of your equipment (Sky digibox, TV, video recorder etc.) to the mains supply until you have properly connected all the other leads.**
-  **Disconnect your Sky digibox from the mains supply before you disconnect any other equipment from its rear panel.**
-  **Never push anything into the holes, slots or other openings of the Sky digibox case (except the Sky Viewing and Interactive Cards into their respective slots).**

### **CAUTION!**

- ✗** In order to ensure a free flow of air around the Sky digibox, allow at least 10cm of space above the digibox. Never stand it on soft furnishings or carpets. Do not cover any ventilation slots.
- ✗** Make sure that there is at least 10cm between your TV and your digibox.
- ✗** Do not place your digibox in a cabinet with more than one other piece of audio/video equipment, for example, VCR or DVD.
- ✗** Do not use or store your Sky digibox in hot, cold, damp or dusty places.
- ✗** Do not put anything on your Sky digibox which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top of your Sky digibox.
- ✗** Never place naked flame sources, such as lighted candles, on top of your Sky digibox.

# Getting started

---

This section gives you the information you need to start watching digital satellite TV.

For more detailed information about your Sky digibox, use the **Contents** or **Index** to find the relevant section of this booklet.

Before starting, make sure your Sky Viewing Card is inserted the right way up in the slot marked Sky Viewing Card on the front of your Sky digibox. If you do not have a Sky Viewing Card, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.



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So that you can watch all the channels and services you want, you must leave your Sky Viewing Card in your Sky digibox at all times.

---

## ❖ Your Sky remote control

Your Sky remote control can operate your TV as well as your Sky digibox.

To use your Sky remote control to operate your Sky digibox, press **Sky**.



To use your Sky remote control to operate your TV, press **tv**.



---

For details of the functions of the Sky remote control keys, refer to the fold-out section of this guide.



Your Sky remote control will always operate your Sky digibox. If your Sky remote control does not also operate your TV, refer to the **Setting your remote control to operate your TV** section on page 37.

---



## ❖ Turning your Sky digibox on and off

To turn your Sky digibox on, press **Sky** on your Sky remote control. Make sure the standby light (⏻) on the front of your Sky digibox is green – this shows your Sky digibox is on.



To turn your Sky digibox off, press the standby key (⏻) on your remote control.

The standby light (⏻) shows red when your Sky digibox is off, but still plugged into the mains. It is not necessary to unplug your Sky digibox when it is not in use.



Your Sky remote control can also turn your TV on or off – press **tv** then a channel number to turn your TV on, or **tv** then standby (⏻) to turn it off.



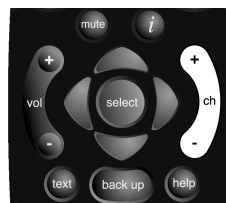
When you are not using your Sky digibox you should turn it off, as described above, to save household energy.

---

## ❖ Changing channel

### Using the ch key

Press **ch +** or **-** on your Sky remote control to change channel up or down, one at a time.



### Using the channel number

If you know the channel number, you can use the number keys to choose the channel you want to watch. Channel numbers are always three digits, for example 106.



Each time you change channel, the Search & Scan banner appears on-screen.

The banner will disappear automatically after a few seconds, or you can press **back up** to remove it immediately.

For a description of the Search & Scan banner, see page 7.

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## ❖ Using the Search & Scan banner

When you are watching a satellite channel and want to find out what else is on, either now or later, without interrupting the programme you are watching, press **select** to display the Search & Scan banner.



Use the left and right arrows to see what programmes are on at different times on the current channel.

Use the up and down arrows to see what is on other channels.

If you see a programme you want to watch, press **select**. If the programme is on now, your Sky digibox tunes to it.

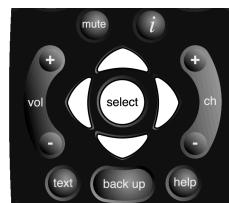


If the programme is on later, Sky Guide will set a reminder. The 'Reminder' icon will appear to the left of a programme name you have selected for future viewing.

If the channel shown in the Search & Scan banner is set as one of your Favourite Channels, this is indicated by a tick (✓).

To see what is on your Favourite Channels, press the 'Search Favourite' (blue) key. Each time you press the 'Search Favourite' (blue) key, programme information for another of your Favourite Channels is shown in the banner. If you see a programme you want to watch on one of your Favourite Channels, press **select**. If the programme is on now, your Sky digibox tunes to it.

For more details on Favourite Channels, refer to the **Favourite Channels** section on page 32.



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## ❖ Changing the volume

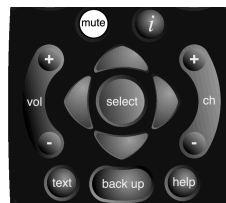
Press **vol +** or **-** on your Sky remote control to increase or decrease the volume of your TV.



Press **mute** to turn the TV sound off. To turn the TV sound back on, press **mute** again.



If the remote control does not mute or control the volume on your TV, refer to *Setting your remote control to operate your TV* on page 37.



## ❖ Using digital text

If you are watching a channel which has a digital text screen, press **text** to enter the digital text service. Press **Sky** at any time to return to TV viewing.

## ❖ Using teletext

If your television has teletext features, press **tv** and then **text** on your Sky remote control to use teletext services.

Use the number keys to choose the page you require. The table below shows what Sky remote control keys to use for teletext functions.

Key	Function
<b>text</b>	Enters text mode (also exits text mode on some TVs)
<b>back up</b>	Exits text mode
<b>0-9</b>	Text page number entry
<b>i</b>	Text reveal
<b>select</b>	Text hold
<b>colours</b>	Fastext functions

To return to satellite services, press **back up**, then press **Sky**.



To use teletext via your Sky remote control, your remote control must be set to work with your TV. For further information, refer to the *Setting your remote control to operate your TV* section on page 37.

# Using your Sky Guide

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## ❖ What is Sky Guide?

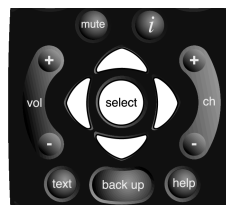
Sky Guide is a helpful and easy to use on-screen guide to your digital satellite services.

All Sky Guide features can be controlled using your Sky remote control. There are four major elements; each of these has a separate key on your remote control. The four elements are:

tv guide	TV Guide	shows on-screen listings for channels and programmes
box office	Box Office	allows you to order specific movies and events that you choose to purchase
services	Services	allows you to set Parental Controls, Subtitles and your Favourite Channels; you can also access useful customer information
interactive	Interactive	gives access to a range of Interactive services.

## ❖ Your Sky Guide and your Sky remote control

Your Sky Guide and Sky remote control are designed to work together. Whatever part of Sky Guide is on your screen, use the arrows to move the highlight around, then press **select** to choose the option you want.



You can use the colour option keys on many Sky Guide screens. The function of the colour option keys is shown on the screen. Press the key of the same colour to choose that option or function.

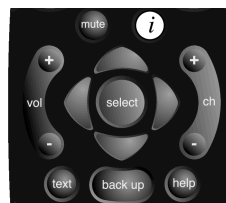


You can also use the number keys as shortcuts. Whenever a list of numbered options is shown, press the appropriate number key to choose an option quickly. The number keys also have letters marked on them. Press the key once to jump to the first letter shown. Press it again for the next letter.



To see information about the programme you are watching, press the **i** key.

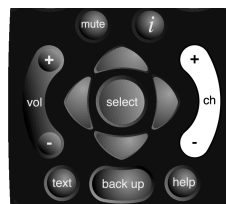
If you are using TV Guide or Box Office, you can use this key to see information about the highlighted programme.



If you go to a screen you don't want, press **back up** to return to the previous Sky Guide screen.



In addition to changing channels, you can also use the channel keys to page up (+) and page down (-) through full screen listings.



Press **Sky** to return to the channel you were watching.

---

## ❖ TV Guide

Press **tv guide** on your remote control to see the TV Guide screen.



USING YOUR SKY GUIDE

Here you can choose to see:

- ◆ **All Channels** – listing of all TV programmes scheduled for the next seven days, listed by channel number.
- ◆ **Entertainment, Movies, Sports, News & Documentaries, Kids, Music & Radio and Specialist** – TV programmes scheduled for the next seven days, listed by channel type.
- ◆ **A-Z Listings** – an alphabetical listing of all programmes showing for the next 24 hours.
- ◆ **Personal Planner** – listing of the programmes you have selected for future viewing.

---

## Finding a programme

To find a programme from the full listings, press **tv guide** on your remote control, highlight 'All Channels', then press **select**. The All Channels listing screen is shown.



Use the up and down arrows to move the highlight through the channels. Use the right and left arrows to see programmes being shown at different times.

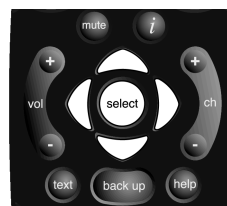
Times are shown at the top of the programme listing.

You can also use the 'Page Up' (red) and 'Page Down' (green) keys or the ch + or – keys to see the preceding or next section of the channel listing.

Use the '+24 Hours' (yellow) key to move forwards 24 hours at a time. To move backwards 24 hours at a time, use the '-24 Hours' (blue) key.



The TV Guide listing screens show the programme listings for the next seven days.



---

## Choosing a programme to watch

When you see a programme you want to watch, use the arrows to highlight it, then press **select**. If the programme is on now, your Sky digibox tunes to it. If the programme is on later, Sky Guide will set a reminder.

If you choose a programme that you need to order to watch, you will see the Box Office screen showing the programme details and purchase price. For further information about ordering Box Office programmes, refer to the **Box Office** section on page 20.



If you choose a programme that is on a channel to which you do not currently subscribe, you will be given information on how to include this channel in your subscription.

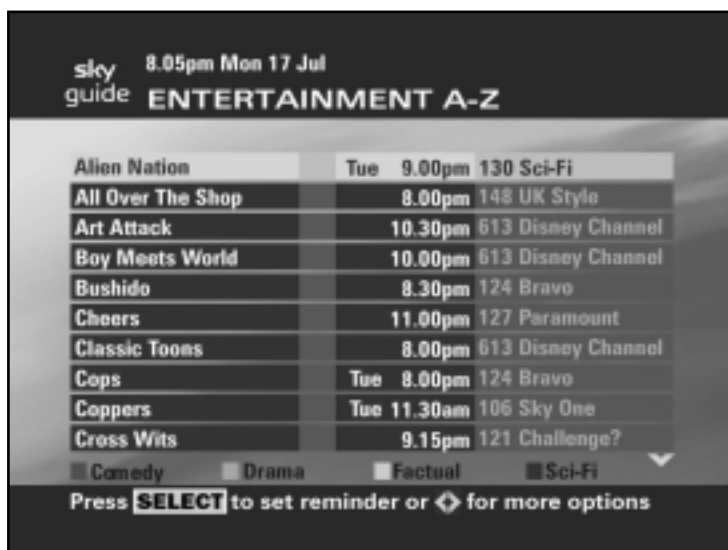
## A–Z Listings

If you're looking for a particular programme, a quick way to find it is to use the A–Z listings. This lists all of the day's programmes in alphabetical order. So, you can easily find when and where that programme is on.

To find a programme from the full listings, press **tv guide** on your remote control, highlight 'A–Z Listings', then press **select**.

Choose the type of programme you are looking for; for example, entertainment, and press **select**. The A–Z Listings screen for that type of programme is shown.

You can use the number keys on your remote control to jump through the list of programmes. The number keys also have letters marked on them. Press the key once to jump to the first letter shown. Press it again for the next letter.



You can choose to see programmes of more specific types by pressing the colour option keys. The types of programmes you can list are shown on the bottom of the listings screen. Use the left and right arrows to see what other specific types are available.



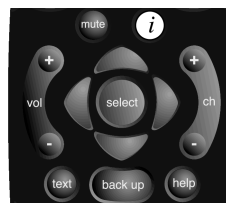
To move quickly through the A–Z listing, you can use the channel keys to page up (+) and page down (–) through the listings.

## Displaying more information

If you would like more information about a particular programme, use the arrows to highlight it, then press the **i** key on your Sky remote control. The programme information banner appears on your screen giving you a short synopsis of the programme.

Press **back up** to remove the programme information and show the previous screen.

The information banner may also include letter codes giving more information about the programme. These letter codes have the following meanings:

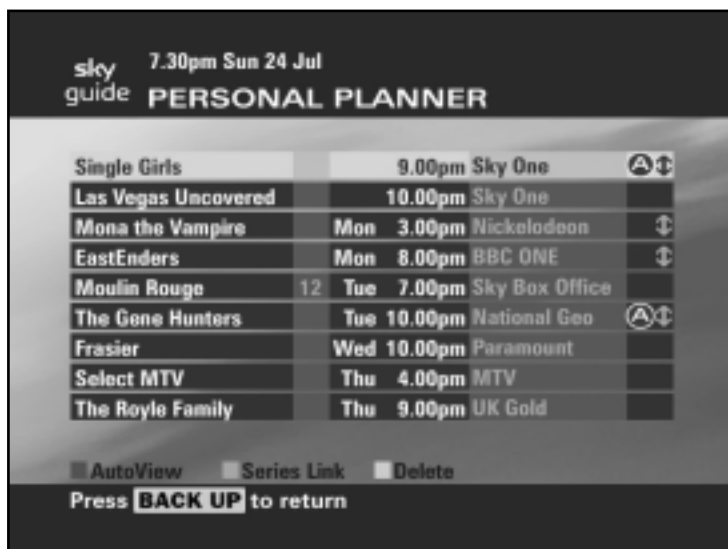


Letter code:	Means this:
<b>C</b>	Copy-protected. If you try to record this programme it may not play back correctly.
<b>DD or DS</b>	Dolby Digital 5.1 or Dolby Surround. If your TV has Dolby capabilities, you will hear enhanced sound on this programme.
<b>L</b>	Letterbox format. The programme is being shown in letterbox format; i.e. in a wide 'cinema-style' picture with black borders across the top and bottom of the picture.
<b>N</b>	Narrative. The programme is broadcast with a descriptive audio soundtrack for partially-sighted customers.
<b>T</b>	Subtitles. Language and/or subtitles for the hard of hearing are available for the programme.
<b>W</b>	Widescreen. The programme is being shown in widescreen format.
<b>Rating codes</b>	
<b>U</b>	Universal, suitable for all audiences, including younger children.
<b>PG</b>	Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.
<b>12</b>	Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.
<b>15</b>	Suitable for viewers aged 15 years or over. May contain stronger language, violence, or themes unsuitable for younger viewers.
<b>18</b>	Suitable only for adult viewers aged 18 and over.
<b>Content codes</b>	
<b>s</b>	Sex or nudity.
<b>l</b>	Strong language.
<b>v</b>	Violent scenes.
<b>m</b>	Material which is intended for a mature audience.

## Using your Personal Planner

Your Personal Planner lists the programmes you have selected for future viewing, and shows you a reminder just before a selected programme starts. Whenever you select a future programme to watch from the Search & Scan banner, TV Guide or Box Office, Sky Guide automatically adds it to your Personal Planner.

To view your Personal Planner, press **tv guide**, highlight 'Personal Planner', then press **select**.



### Planner information

In addition to the selected programme name and its broadcast channel, the Personal Planner screen gives status information on each programme. This information includes:

- ◆ Rating code (for rated programmes)
- ◆ Date and time of transmission for future programmes.

In the right hand column of the screen, your Personal Planner may display either of the following indicators:



'AutoView' icon, indicating that the corresponding programme has been selected for AutoView.

Pressing the 'AutoView' (red) key on a highlighted programme enables the Sky digibox to automatically tune to the appropriate channel when that programme starts. For more information on the AutoView feature see page 19.



'Series Link' icon, indicating that a series link for the programme has been enabled.

Pressing the 'Series Link' (green) key enables the next programme in a series to be inserted into your Personal Planner. For more information on the Series Link feature see page 19.

### Using reminders

When a programme listed in your Personal Planner is about to start, your Sky digibox shows you a reminder banner on the lower part of your screen one minute before the programme starts.



When you see the reminder, press **select** to tune to that programme or press **back up** to ignore it and keep watching the programme you're currently watching.

If the broadcasters change their programming schedules then your Personal Planner will update accordingly. However if a broadcaster changes a scheduled programme by more than six hours the programme will be deleted from your Personal Planner and you will need to re-select the programme.

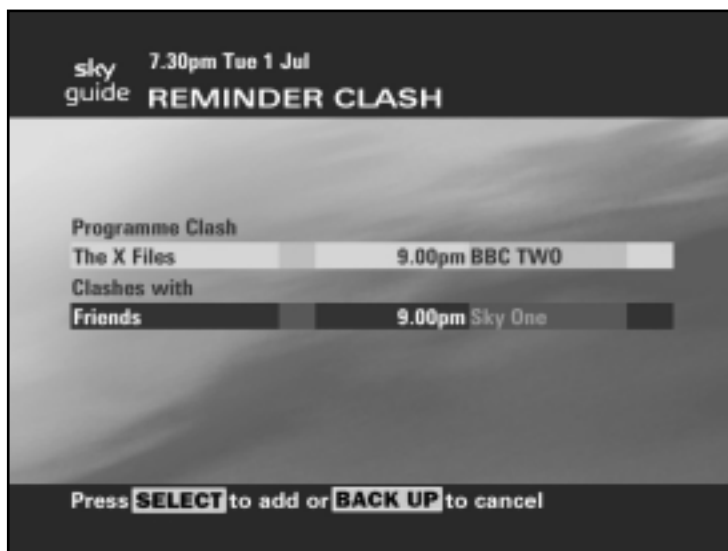


You will only see the reminder if you are watching programmes through your Sky digibox.

---

## Programme Clashes

If you add a programme to your Personal Planner that clashes with the programme that you have previously scheduled, Sky Guide will ask what you want to do.



You can choose from 2 options:

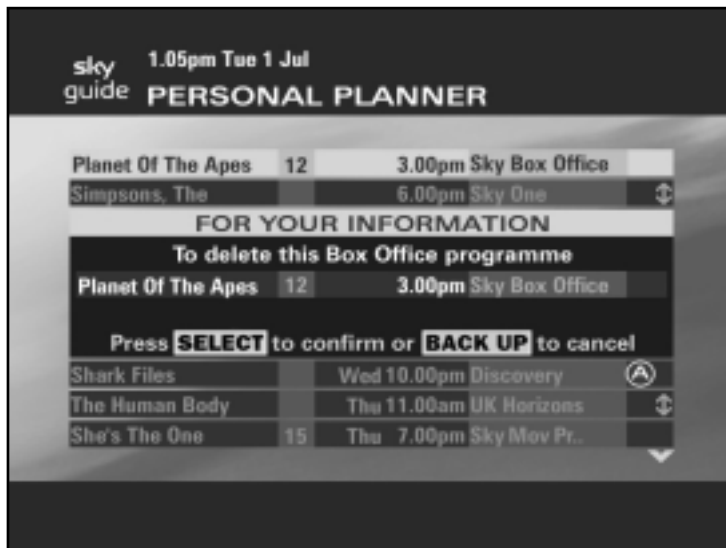
- ◆ Press **select** to keep both programmes, and to be reminded when each programme starts.
- ◆ Press **back up** to cancel the selected programme and keep the previously scheduled programme in your Personal Planner.

---

## Removing a programme

To remove a programme from your Personal Planner, highlight it, then press the 'Delete' (yellow) key. The programme will be automatically deleted.

You may be asked to confirm your deletion, if so the following banner will be shown.



Press **select** to confirm the deletion. If you press **back up** then the deletion is cancelled and your Personal Planner is re-displayed containing the selected programme.

## Using AutoView to change channels automatically

You can set up the Personal Planner to tune to a programme automatically rather than showing you a reminder – this is called AutoView. A reminder banner will still be displayed one minute before the programme is due to start, and your Sky digibox will tune to the selected programme at its start time unless you intervene by pressing **back up**.

AutoView is particularly useful if you want to record programmes. For further information on recording satellite TV programmes, refer to **Recording a satellite programme** on page 36.

To turn AutoView on or off, highlight the programme in the Personal Planner, then press the 'AutoView' (red) key. An '**A**' icon is shown next to the programme, indicating that AutoView is on for that programme.



AutoView may not be available for certain programmes, such as Box Office programmes.



If the programme selected for AutoView has a rating higher than your current Parental Control Restrictions, Sky Guide reminds you to disable these Restrictions to permit unattended recording of the programme.

## Using Series Link for a series or regular programme

If the Series Link option appears on-screen when you highlight a programme in your Personal Planner, this means this programme is one episode of a series on that channel.

Press the 'Series Link' (green) key if you want to watch the next episode. The Series Link icon (see page 16) is then shown next to the programme indicating that the link is set. You can link only programmes that are broadcast on the same channel.

When Sky Guide tunes your digibox to the programme, the next episode will be automatically added to your Personal Planner with the link set.

If your Sky digibox does not tune to the listed episode (perhaps because you have chosen to watch something else), the link will be broken and future episodes of the programme will not be added to your Personal Planner. You will need to reselect the programme from the listings to set the link again.



You can link only programmes that are part of a series.

---

## ❖ Box Office

This section of Sky Guide is where you can choose the Box Office programmes you want to watch.

Press **box office** on your remote control to see the Box Office screen.



The Box Office screen allows you to see listings of movies by start time, in alphabetical order or just the latest additions. You can also see listings for sports and events, as well as for specialist programmes.

To see the listing you want, use the arrows to highlight it, then press **select**.

You can also see free previews of Box Office programmes by selecting 'Free Previews'.



---

## Ordering a Box Office programme

You can order Box Office programmes using your remote control.



To order a Box Office programme, complete the following steps.

1. Use the arrows to highlight the programme you want to watch. Press **select** if you want to add the programme to your Personal Planner for future viewing.
2. Your Sky Guide will show the time the programme starts, the channel and the purchase price. Additional special offers may be advertised on-screen for particular programmes.
3. You may be able to choose what time you watch the programme. Use the left or right arrow to choose a suitable start time and press **select**.

If you want to change your selection, press **back up**.

4. To confirm your choice, press **select** again or enter your PIN (Personal Identification Number) if needed. Your PIN will be required if the selected programme is subject to your parental viewing restrictions or your spending limit.

---

Regardless of your Parental Control settings, you'll need your PIN to watch any Box Office programme shown before its normal watershed time. PINs will be required as follows:

<b>Programme rating</b>	<b>When PIN is required</b>
<b>18</b>	programme starts before 10.00 pm
<b>15</b>	programme starts before 8.00 pm
<b>12</b>	programme starts before 8.00 pm



If you order a Box Office programme using your remote control but then do not tune to the relevant channel at any time during the programme, you will not be charged for it.



Your Sky digibox must be connected to a phone line in order for you to order movies and events etc. using your remote control.

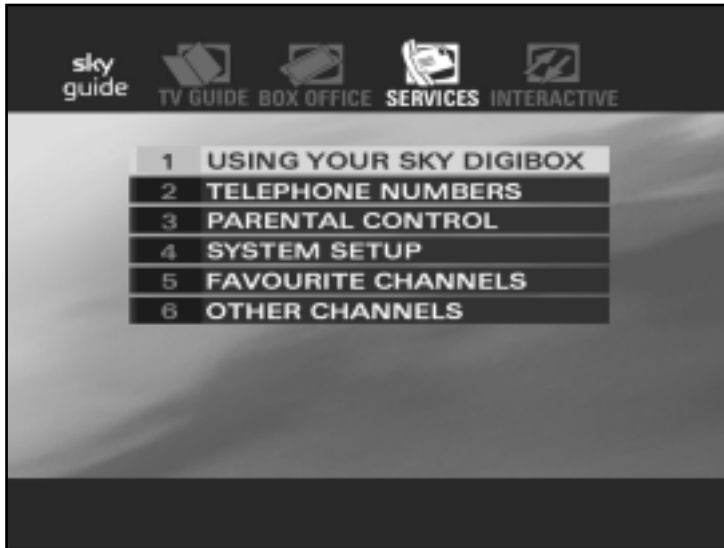
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## ❖ Services

Press **services** on your remote control to see the Services screen.



USING YOUR SKY GUIDE

In Services you can do the following:

- ◆ View information on using your Sky digibox
- ◆ Display a list of useful phone numbers
- ◆ Use the Parental Control facility
- ◆ Access and modify the settings for your Sky digibox
- ◆ Set up your Favourite Channels
- ◆ Add Other Channels



Use the arrows to move the highlight around the screen; use **select** and all the other keys just as you do elsewhere.

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## ❖ Parental Control and your PIN

To display the Parental Control screen, press **services** on your remote control. Highlight 'Parental Control', then press **select**. You will be asked to enter a PIN (Personal Identification Number). Initially your PIN is the last 4 digits of the number on the back of your Sky Viewing Card.

Your PIN enables you to control which programmes are seen in your home.

You can change your PIN at any time. For more information, refer to the **Changing your PIN** section on page 27.

Parental Control lets you specify what categories of programme can be viewed and how much can be spent when a programme is ordered, before a PIN is needed.



If your Sky digibox is not connected to your telephone line, you will have to call your broadcaster's helpdesk to change your PIN or spending limits. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.

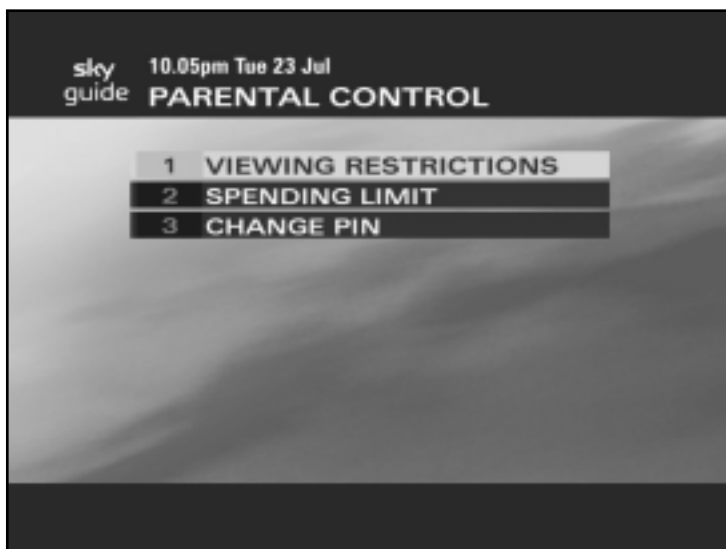


If you forget your PIN, call Sky Customer Service. To find the telephone number, select the Telephone Numbers option from the Services screen.

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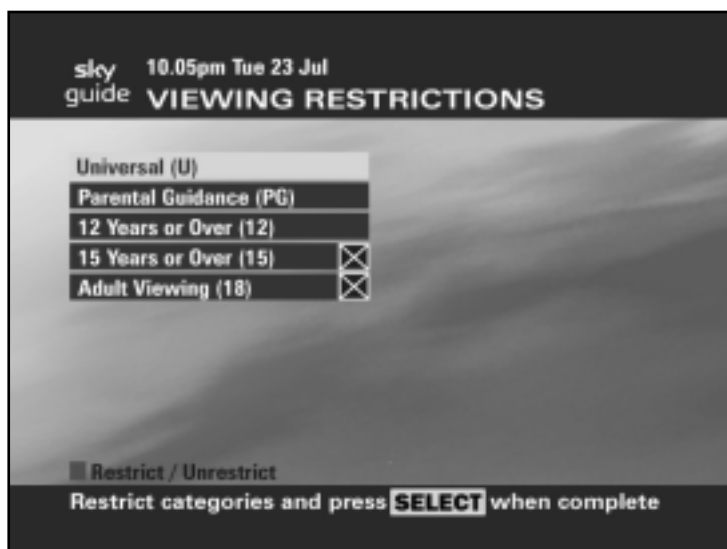
## Using Parental Control

After you correctly enter your PIN, the Parental Control screen is shown.



## Viewing Restrictions

To see the Viewing Restrictions screen, highlight 'Viewing Restrictions' on the Parental Control screen, then press **select**.



The Viewing Restrictions screen lets you specify the programme categories that cannot be viewed unless your PIN is entered. Viewing restrictions can only be applied to programmes where the broadcaster provides category restriction information.

To restrict a category of programme, highlight it, then press the 'Restrict' (red) key. A cross marks a category you have restricted.

To remove a restriction, highlight the category, then press the 'Unrestrict' (red) key. The cross is removed, indicating that the restriction has been removed.

When you have finished setting or changing Viewing Restrictions, press **select**.

You may only watch programmes in restricted categories if you have first entered your PIN.

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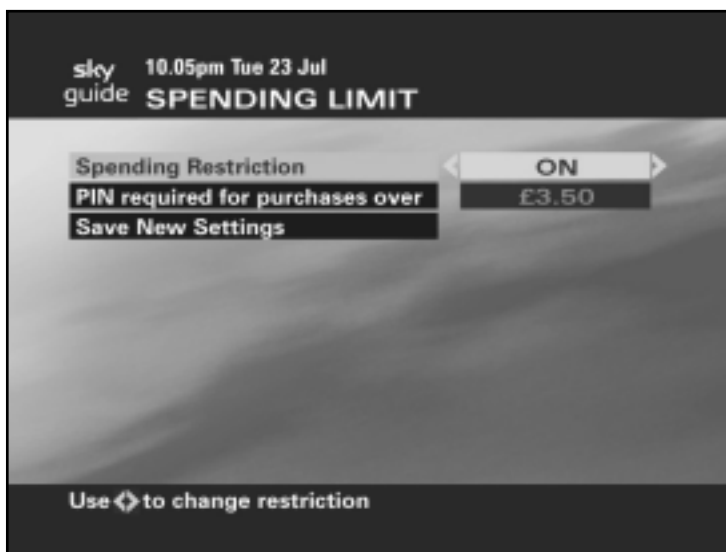
## Spending Limit

To see the Spending Limit screen, highlight 'Spending Limit' on the Parental Control screen, then press **select**.

The Spending Limit screen lets you specify how much a programme can cost before your PIN is required to order it. For example, if you set the limit at £3.50, you can order a programme costing £3.50 (or less) without using your PIN, but you would need your PIN for a programme costing £3.51 or more.

To set a Spending Limit, complete the following steps:

1. Highlight 'Spending Restriction' and use the left or right arrow to set it to ON.
2. Highlight 'PIN required for purchases over' and use the left or right arrow to set the maximum amount that a programme can cost before your PIN is needed.
3. Highlight 'Save New Settings' and then press **select**.

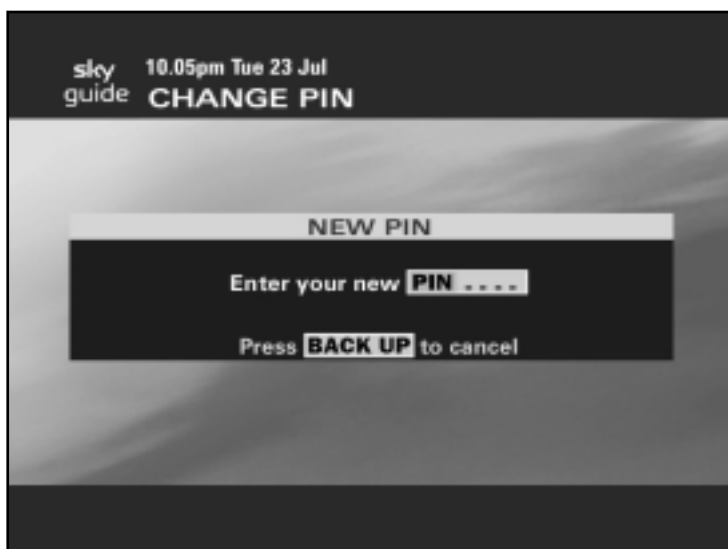


If you set the Spending Limit at £0.00, your PIN will always be required when you order a Box Office programme.

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## Changing your PIN

To see the Change PIN screen, highlight 'Change PIN' on the Parental Control screen, then press **select**.



The Change PIN screen lets you change your PIN any time you wish. To change your PIN you must key in your new PIN twice.



Keep your PIN secret!



Choose a PIN you can remember. If you forget your PIN, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.



If you start to change your PIN but then decide not to, press **back up**. Your PIN will stay as it was.



If your Sky digibox is not connected to your telephone line, you will have to call your broadcaster's helpdesk to change your PIN or spending limit.

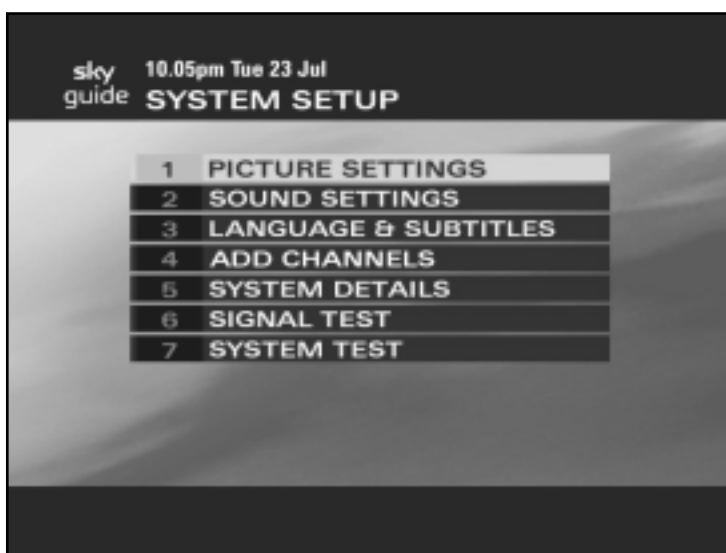
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## ❖ System setup

You shouldn't normally need to access the System Setup screens as your Sky digibox should have been correctly set up when it was installed.

However, the System Setup screens can be useful if, for example, you buy a new TV and you want to make sure your Sky digibox makes the best use of the new TV's features.

To use the System Setup screens, press **services** on your remote control. Highlight 'System Setup', then press **select**. The System Setup screen appears on your TV.





These System Setup options let you set the following:

- ◆ **Picture Settings** – to see and change the Sky digibox picture format, contrast level and timeout for the Search & Scan banner. Select 'Save New Settings' to confirm any changes or press **back up** to cancel.
- ◆ **Sound Settings** – to see and change the type of sound output and standard volume level and to turn background music on or off. You can also turn the 'beep' on or off. Select 'Save New Settings' to confirm any changes or press **back up** to cancel.
- ◆ **Language & Subtitles** – to see and change the preferred audio language, turn on the audio description and to turn subtitles on or off, where available. Some programmes offer a choice of language and/or subtitles. Select 'Save New Settings' to confirm any changes or press **back up** to cancel.



You can easily reset the settings for your Sky digibox to the standard settings. Press the 'Reset' (red) key when viewing the Picture Settings, Sound Settings and/or Language & Subtitles screens. Select 'Save New Settings' to confirm any changes you make or press **back up** to cancel.

- ◆ **Add Channels** – add Other Channels to your Sky Guide. This feature is discussed in more detail on the following pages.
- ◆ **System Details** – to see details of your Sky digibox, including your Sky digibox model number, manufacturer and your Sky Viewing Card number.
- ◆ **Signal Test** – to test the quality of the signal your Sky digibox is receiving from the satellite via your satellite dish.
- ◆ **System Test** – to check that your Sky digibox is properly connected to your telephone line.



The System Details, Signal Test and System Test can be useful if you ever have to call for technical help or repairs to your Sky digibox.

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## ❖ Adding Channels

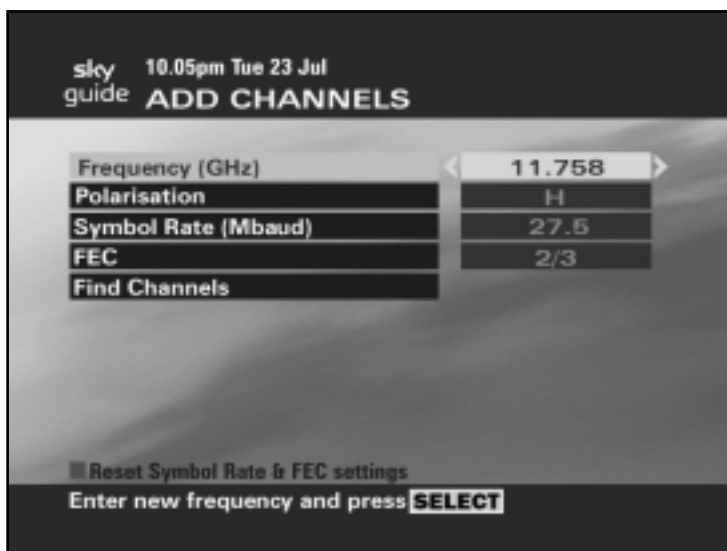
There is normally no need for you to tune in satellite channels because your Sky digibox tunes in all the available channels for you, including new channels as they are added to the digital satellite TV service.

The Sky digibox is designed for receiving digital television signals transmitted from the Astra satellite system at 28.2 degrees East, either unencrypted or encrypted using BSkyB's encryption system.

Reception of other satellite signals may be possible but is not guaranteed.

If you want to tune in other channels that are not listed in Sky Guide, for example foreign language channels, complete the following steps.

1. Select the Add Channels option from the System Setup screen.  
The Add Channels screen appears on your TV.



2. Highlight 'Frequency' and use the numbers to key in the transponder frequency.
3. Highlight 'Polarisation' and use the left or right arrow to set the polarisation for the transponder.
4. Highlight 'Symbol Rate' and use the left or right arrow to set the symbol rate for the transponder.
5. Highlight 'FEC' and use the left or right arrow to set the FEC setting for the transponder.

6. Highlight 'Find Channels' and press **select**. Your Sky digibox checks the settings you entered and looks for any new channels at those settings.
7. The New Channels screen appears on your TV. This is a list of the channels that your Sky digibox has found. You can select those you want to add to the Other Channels list.



8. To add a channel, highlight it, then press the 'Store Channel' (yellow) key.
9. When you have finished adding Other Channels, press **select**. You will see a screen confirming your new channel line-up.



To watch any of the Other Channels you have added, press **services** and select the Other Channels option. For further details on watching these channels refer to the **Other Channels** section on page 34.

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## Favourite Channels

You can create a list of the channels you watch most often, so that you can tune to these favourite channels quickly. You can have up to twenty favourite channels.

To see the Favourite Channels screen, press **services**, highlight 'Favourite Channels', then press **select**. The Favourite Channels screen is shown. This screen lists the available channels by channel number:



When you first get your Sky digibox, the Favourite Channels screen has no favourite channels set.

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### Setting a Favourite Channel

You can use the Favourite Channels screen to tick the channels you watch most often. To do this:

1. Use the arrows or the 'Page Up' (red) and 'Page Down' (green) keys to move through the list.
2. To mark a channel as a favourite, highlight it, then press the 'Favourite' (yellow) key. The channels you have selected as favourites are marked with a tick and added to your Favourite Channels list.
3. If you want to see more information about a channel, highlight it and press the **i** key. Press **back up** to remove the information.
4. Press **select** when you have finished adding Favourite Channels.

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## Removing a Favourite Channel

To remove a channel from your list of favourites, highlight it on the Favourite Channels screen, then press the 'Favourite' (yellow) key. The tick disappears and the selected channel is removed from your list of favourites.

## Using a Favourite Channel

You can easily check what is on your Favourite Channels and tune to them whenever you are watching television, without interrupting the programme you are watching. To see what is on your Favourite Channels:

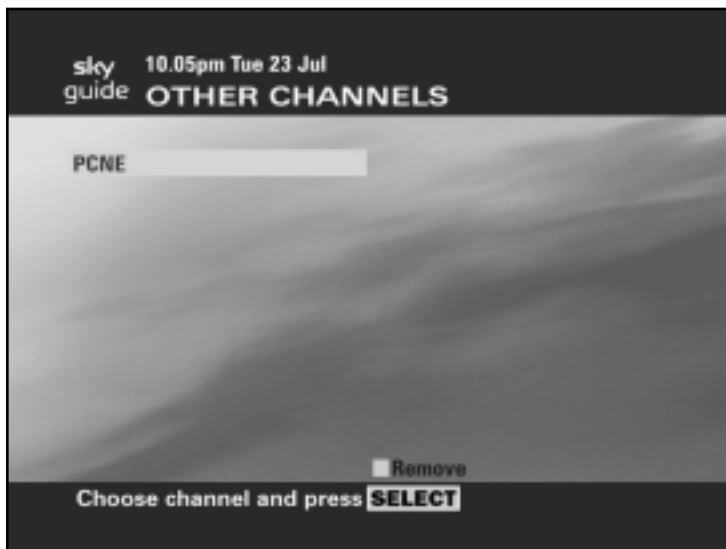
1. Press **select** to display the Search & Scan banner.
2. Then press the 'Search Favourite' (blue) key. This will show you information about the first of your favourite channels, which is indicated with a tick (✓) on the top of the Search & Scan banner.

Each time you press the 'Search Favourite' (blue) key, programme information for another of your Favourite Channels is shown in the banner. If you see a programme you want to watch, press **select**. If the programme is on now, your Sky digibox tunes to it.

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## Other Channels

Other Channels include channels that your Sky digibox is capable of receiving but for which listings may not be available in Sky Guide, for example, foreign language channels.



To see the Other Channels screen, press **services**, highlight 'Other Channels', then press **select**. The Other Channels list is shown on your screen.

To watch one of these channels, highlight it, then press **select**.

When you first get your Sky digibox, the Other Channels screen is empty. For information on adding Other Channels, refer to the ***Adding Channels*** section on page 30.

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## ❖ Interactive

Interactive services are available through your Sky digibox. You can shop, bank, get information, play games and send and receive emails, simply by using your remote control.

Press **interactive** on your remote control to see the Interactive screen.

Use the up and down arrows to move the highlight to the service that you require and press **select**.

You can access most Interactive services by using your Sky Viewing Card. However, some services may need a specific Interactive Card, which you insert into the Interactive Card slot in the front of your Sky digibox.

Some TV programmes are enhanced with interactive applications. These programmes have an on-screen symbol indicating that there is an associated interactive application. Press the colour option key indicated on screen to start the application.



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Only insert a card into the Interactive Card slot when an instruction to do so appears on the screen.



Use the arrows to move the highlight around the screen; use **select** and all the other keys just as you do elsewhere.



Some interactive services require connection to a phone line (call charges may apply) and/or a Sky Digital subscription.

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# Extra information

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## ❖ Recording a satellite programme

If you have a video recorder, you can use it to record satellite programmes from your Sky digibox.

To record a satellite programme, make sure your Sky digibox is switched on, tuned to the channel you wish to record and your video recorder is correctly programmed to record at the appropriate time.

For further information about your video recorder, refer to your video recorder's instruction book.



Your video recorder must be correctly connected to your Sky digibox. For further information, refer to the **Connecting your Sky digibox** section on page 42.



When recording a satellite programme, make sure your video recorder is set to record the channel that has been tuned to your Sky digibox. The AutoView feature is useful when recording programmes as it automatically tunes your Sky digibox to a programme when it starts. For further information on using AutoView, refer to page 19.



Some video recorders, when connected via a SCART cable to your Sky digibox, will start recording an AutoView programme automatically. For more information on whether this feature is supported, see the user guide that came with your video recorder.



Some programmes are copy-protected and may not play back correctly if you record them. Copy-protected programmes are marked with a 'C' on the programme information banner. For further details, refer to the **Displaying more information** section on page 14.

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## ❖ Setting your remote control to operate your TV

The Sky remote control can control both your Sky digibox and TV.

Your Sky remote control should have been set up to work with your TV when your Sky digibox was installed.

If your Sky remote control is not correctly operating your TV, complete the following steps.



Before you start, look up the four digit code for your brand of TV in this list.

Brand	Code	Brand	Code	Brand	Code
Akai	0098	Granada	0340	Panasonic	0051
Alba	0043	Grundig	0345	Philips	0081
Amstrad	0063	Hinari	0365	Saisho	0649
Bush	0157	Hitachi	0145	Samsung	0060
Decca	0244	JVC	0053	Sanyo	0159
Ferguson	0293	Matsui	0477	Sharp	0093
Fidelity	0294	Mitsubishi	0150	Sony	0000
Finlandia	0296	NEI	0514	Tatung	0049
Goodmans	0335	Nokia	0536	Toshiba	0156



If your brand of TV is not shown here, refer to the **Remote control setup codes** on page 51.

1. Turn your TV on.
2. Press **tv** on your Sky remote control.
3. Hold down **select** and the red key together for about two seconds, until the red light on the Sky remote control blinks twice.
4. Press **tv** on your Sky remote control again.
5. Key in the 4 digit code for your brand of TV. The light on the Sky remote control should blink twice.

If the light blinks once only, recheck the code for your brand of TV and start again at Step 1.

6. Press the standby key (  ) on your Sky remote control.

If your TV switches off, press **select**. The light on the Sky remote control will blink twice.

If your TV does not switch off, press **tv**, then press the standby key (  ). Repeat this action until your TV turns off, then press **select**.



If the light on your Sky remote control blinks three times, your Sky digibox has checked all the possible settings for the code you used. Check that you have the correct 4 digit code and start again at Step 1.

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7. Turn your TV back on again and then press **tv guide**.

If you see the TV Guide screen, the remote control setup process is complete.

*If you do not see the TV Guide screen, you must now complete the following steps.*

8. Press **tv** on your Sky remote control.
9. Hold down **select** and the green key at the same time for about two seconds, until the red light on the Sky remote control blinks twice.
10. Key in the number of the TV channel that you use for watching satellite TV.
11. Press **select** on your Sky remote control. The red light blinks twice. The remote control setup process is complete.



If after doing this, you still have problems, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.

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## ❖ Replacing the batteries in your remote control

If the batteries in your remote control are running low, an on screen warning will appear. You should be sure to replace the batteries as soon as possible.

In Sky Guide, you will see a message instructing you to replace the batteries; press **back up** and the message will clear.



If you are using a keyboard, the message will read "keyboard" in place of "remote control".

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In the Search & Scan banner you will see a 'low battery' icon, which will disappear only when the batteries are replaced.



When the batteries in your Sky remote control need replacing, insert two AA (MN1500, LR6 or UM-3) batteries. To replace the batteries:

1. Push the catch on the bottom of the remote control battery cover forward, remove the cover.
2. Remove the old batteries.
3. Be sure to match the + and – marks on the batteries to their respective marks inside the battery compartment.
4. Replace the battery cover, ensuring the bottom catch clicks into place.



Don't leave flat batteries in your remote control.



Replace both batteries at the same time.



If you leave your Sky remote control without batteries for more than 10 minutes your remote control settings for operating your TV will be lost. After replacing the batteries, you will be able to control your Sky digibox as normal, but you will have to reset your remote control to operate your TV. Refer to the **Setting your remote control to operate your TV** section on page 37 for further information.

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## ❖ **Looking after your Sky Viewing Card**

Do not remove and re-insert your Sky Viewing Card unnecessarily. There is no need to remove your Sky Viewing Card unless it is faulty or has expired.

Do not bend your Sky Viewing Card.

Keep your Sky Viewing Card away from heat and sunlight.

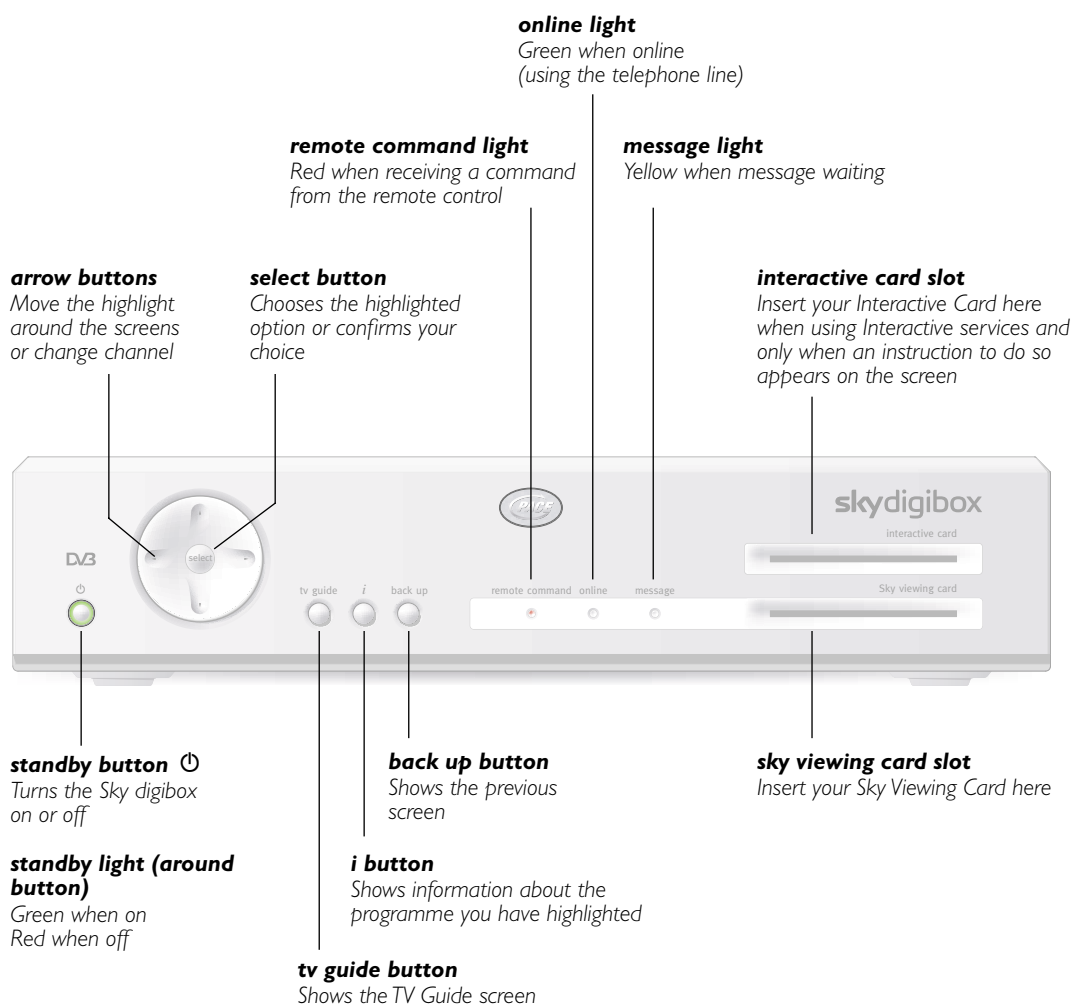
Keep your Sky Viewing Card dry. Never clean it with fluids – use a soft, dry tissue.

Keep your Sky Viewing Card away from small children and pets.

# Connecting your Sky digibox

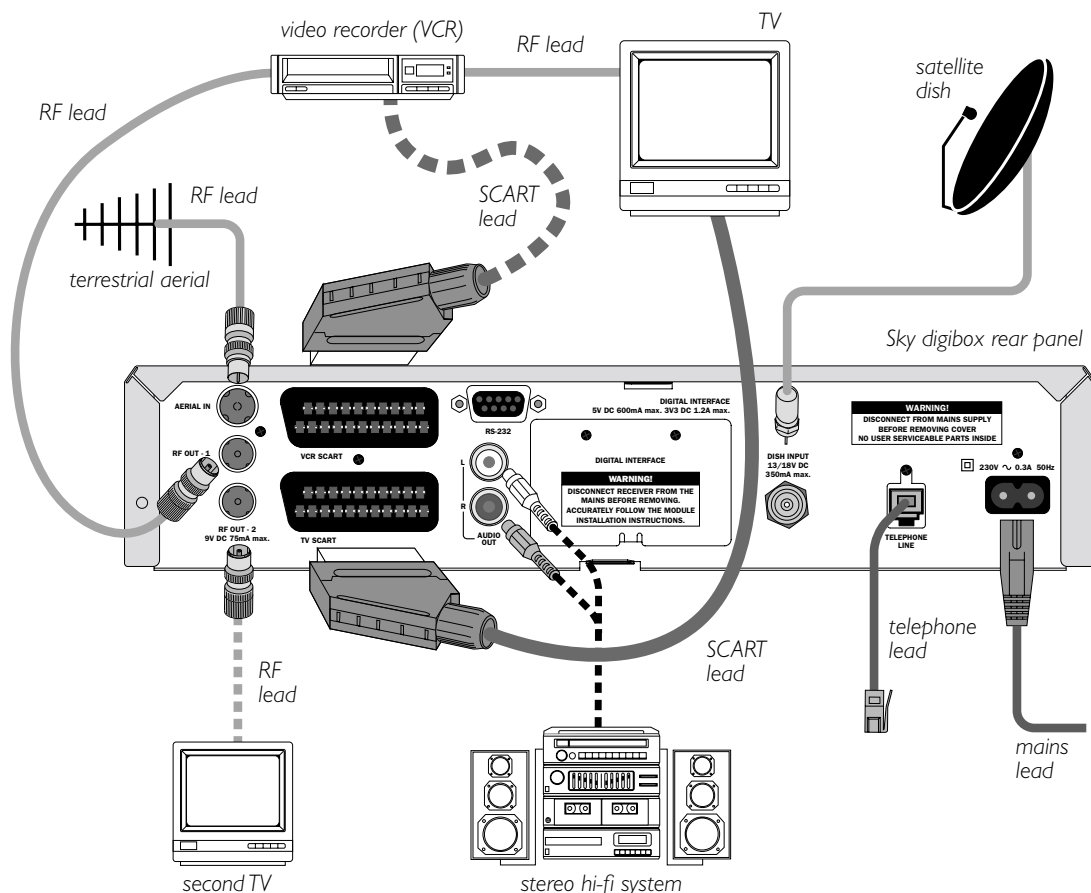
This section shows you how your Sky digibox:

- ◆ can be connected to other equipment such as your stereo system;
- ◆ can be reconnected after minor changes, for example, after you have moved your TV or Sky digibox;
- ◆ settings can be updated.



## WARNING!

**Always disconnect your Sky digibox from the mains supply before you connect it to (or disconnect it from) any other equipment.**



With the exception of the telephone line, all the interconnections between the rear panel of your Sky digibox and your other equipment connected to it are safe, extra-low voltage circuits.

## ❖ Connecting to the telephone line

The telephone lead (labelled in the diagram above) is intended for connection to standard UK and Eire telephone lines. This lead and your Sky digibox have been specifically designed for this purpose.

## Further help

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For further information and tips on getting the most out of your Sky digibox, tune to channel 999, the **Sky Latest** channel, or 998, the **Sky Welcome** channel.

If you need help or information about your TV or video recorder, please refer to the instruction books that came with them.

If you are having problems using your Sky digibox, refer to the **Solving problems** section on page 45.



If you still have a problem, call your broadcaster's help desk. For your broadcaster's help desk number, select the Telephone Numbers option from the Services screen.

Make sure you have your Sky Viewing Card number, Sky digibox brand and model number available before you call your broadcaster. You can find this information on the System Details screen. To see this screen, press **services** on your Sky remote control, select the System Setup option, then select 'System Details'.

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# Solving problems

## ❖ On-screen messages

Message	Possible reason	What to do now
<i>Insert your Sky Viewing Card.</i>	There is no viewing card in the <b>Sky Viewing Card</b> slot in your Sky digibox.	Insert your viewing card into the <b>Sky Viewing Card</b> slot.
<i>There is a problem with your viewing card. Call your broadcaster for assistance.</i>	Your Sky digibox cannot recognise your viewing card.	Check it is the correct viewing card. Check it is in the right way up. Check that your card is not damaged. If the problem continues, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>Insert your new Sky Viewing Card.</i>	You should have received a new viewing card through the post. You have inserted your old SkyViewing Card.	Remove your old SkyViewing Card and insert your new viewing card.
<i>This viewing card is not authorised. Call your broadcaster for assistance.</i>	Your viewing card is not authorised.	Call the telephone number shown on your screen to get your viewing card authorised.
<i>There is a problem with your viewing card. Ensure your Sky Viewing Card is correctly inserted. Call your broadcaster for assistance.</i>	Your SkyViewing Card has developed a problem.	Check it is the correct viewing card. Check it is in the right way up. Check that your card is not damaged.  If the problem continues, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>This is the wrong card for this digibox. Insert the correct Sky Viewing Card. Call your broadcaster for assistance.</i>	You have more than one Sky digibox and have put the wrong Sky Viewing Card in this Sky digibox.	Insert the right SkyViewing Card for this Sky digibox. If the problem continues, call your broadcaster's helpdesk.
<i>The Personal Planner is full. You must delete an entry before another programme can be added.</i>	You have selected more than the maximum number of programmes allowed in your Personal Planner. You must delete some.	Highlight the programmes you want to delete from your Personal Planner and press the <b>Delete</b> (yellow) key.
<i>This programme is not available.</i>	This programme is not available in your area.	You will not be able to watch this programme.

Message	Possible reason	What to do now
<i>You cannot purchase this programme at the moment.</i>	You cannot 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 cannot purchase it now.	Check the listings to find out when it is next on.
<i>There is insufficient credit left on your viewing card. Call your broadcaster for assistance.</i>	There is not enough credit left on your Sky Viewing Card to buy this programme.	Call the number shown on your screen so you can order this programme.
<i>There is insufficient space left on your viewing card. Call your broadcaster for assistance.</i>	There is not enough space on your Sky Viewing Card to store the information for this programme.	Call the number shown on your screen so you can order this programme.
<b>INCORRECT PIN. PIN is now blocked for 10 minutes.</b>	Your PIN has been entered incorrectly 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's helpdesk. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<b>No satellite signal is being received.</b>	Your Sky digibox is not receiving a satellite signal.	Check the cable from your satellite dish is correctly plugged into the back of your Sky digibox. Always turn your Sky digibox off at the mains before plugging or unplugging any other equipment. If the problem continues, call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<b>Ensure that an operating telephone line is connected.</b>	Your Sky digibox is not connected to an operating telephone line.	Check that the telephone lead between your Sky digibox and the socket is properly plugged in. Always turn your Sky digibox off at the mains before plugging or unplugging any other equipment.
<b>No signal found.</b>	Your Sky digibox was not able to find a signal after you asked it to find new channels.	Check the settings you entered were correct.
<b>The batteries in this remote control are low. Please replace within the next few days.</b>	The batteries in your remote control or keyboard are low and need replacing.	Replace the batteries in your remote control or keyboard as soon as possible to avoid losing the settings to operate your TV. <b>Note:</b> If you are using a keyboard, the message will read "keyboard" in place of "remote control".

## ❖ General problems

Problem	Possible reason	What to do now
You've forgotten your PIN.		Call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
You can't find the remote control.		Use the buttons on your Sky digibox – refer to page 42. To purchase another remote control, call Sky Customer Service on 08702 404040, or 1800 535 767 for ROI customers.
Nothing is happening.	<p>Your Sky digibox is not receiving power:</p> <p>Your Sky digibox is switched off (the standby (⏻) light is red).</p>	<p>Make sure the 12 Volts lead is properly plugged in and your Sky digibox is switched on.</p> <p>Press <b>Sky</b> on your remote control.</p>
Your remote control isn't working.	The batteries are flat or something is between the remote and your Sky digibox.	Make sure you point your remote control directly at your Sky digibox and that nothing is between it and your Sky digibox. The remote light should flash on your Sky digibox and on the remote control each time you push a remote control key. If neither light flashes, check the batteries in your remote control.
Your remote control works with the TV but not with your Sky digibox.	Someone has pressed <b>tv</b> on your remote control.	Press <b>Sky</b> on your remote control.
Your remote control isn't working with your TV.	Someone has pressed <b>Sky</b> on your remote control.	Press <b>tv</b> on your remote control.
<b>tv, vol</b> and <b>mute</b> keys don't work with your TV.	<p>Your remote control isn't properly set to operate your TV.</p> <p>Your remote has been left without batteries, or with flat batteries, for too long, and has lost its television settings.</p>	Refer to the <b>Setting your remote control to operate your TV</b> section on page 37.
You can't find a channel you have previously watched.	The channel only broadcasts for part of the day.	Check the TV Guide listings to see when the channel is available.

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Problem	Possible reason	What to do now
On-screen interference	TV or video recorder not correctly tuned.	<p>Check that your TV and video recorder are correctly tuned to your Sky digibox.</p> <p>For further information, refer to your TV and VCR instruction books.</p> <p>In some cases your Sky digibox may need re-tuning. Call your broadcaster's helpdesk for further advice. For your broadcaster's helpdesk number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.</p>

# Specification

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Due to continued product improvement, this specification may change without notice.

## General

Operating voltage:	230V AC $\pm$ 15%; 50Hz
Power consumption:	30W (max.)
Weight:	3.5kg (packed)
Dimensions (W x H x D):	305mm x 70mm x 222mm (not including connectors)
UHF modulator:	CCIR PAL System I; Ch 21 to 69 (factory setting is 68)
Operating temperature range:	0°C to +50°C
Storage temperature range:	-20°C to +60°C

## Rear-panel connectors

MAINS INPUT:	IEC 83 2-pin reversible
DISH INPUT:	female F-type
TV SCART:	SCART (composite video out; RGB out)
VCR SCART:	SCART (composite video in/out; RGB in)
TELEPHONE LINE:	RJ11
AERIAL IN:	IEC 169-2 female
RF OUT - 1:	IEC 169-2 male
RF OUT - 2:	IEC 169-2 male
AUDIO OUT (LEFT and RIGHT):	Phono
DIGITAL INTERFACE:	General-purpose interface for future plug-in modules
RS-232:	DB-9 female, data communications equipment (DCE) EIA/TIA-232-E ITU-TV.28 115.2 kbit/s (max.)



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

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The product complies with the following European Council Directives:

- 73/23/EEC (the Low Voltage Directive) as amended;
- 89/336/EEC (the EMC Directive) as amended;
- 1999/5/EC (the R&TTE Directive) as amended.

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## System Setup screens (factory setting shown by \*)

### Picture settings:

Picture Format:	*4:3; 16:9
Letterbox Mode:	On; *Off
SCART Control:	*On; Off
Video Output:	*PAL (composite video); RGB (red, green, blue)
Contrast:	Low; *Medium; High
Search & Scan Banner Time-out:	0 seconds; *5 seconds; 10 seconds

### Sound settings:

Audio Output:	*Stereo; Mono
Volume:	Bar graph – *mid-position
Background Music:	*On; Off
Beep:	*On; Off

### Languages and Subtitles:

Favourite Language:	*English; French; German; Spanish; Scots; Welsh; Irish; Hindi; Punjabi
Subtitles:	On; *Off

## Digital interface

On the rear panel there is a plate which covers a general-purpose interface. This is for future plug-in modules, which will have their own installation instructions. You must disconnect your Sky digibox from the mains before removing the plate or plugging in a module.

The plate shows the following warning:

DISCONNECT RECEIVER FROM THE MAINS SUPPLY BEFORE REMOVING.  
ACCURATELY FOLLOW THE MODULE INSTALLATION INSTRUCTIONS.

# Remote control setup codes

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



If your brand of TV is not listed here, contact your broadcaster's helpdesk for further advice. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.

# Electrical information

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## ❖ Mains plug and its fuse

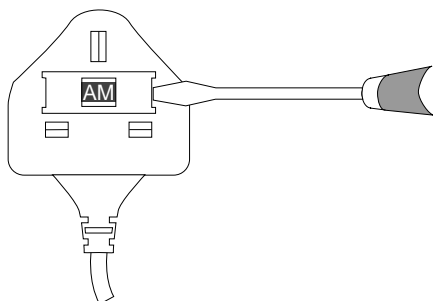
The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, you must use an ASTA- or BSI-approved BS1362 fuse, rated at 3A and marked:



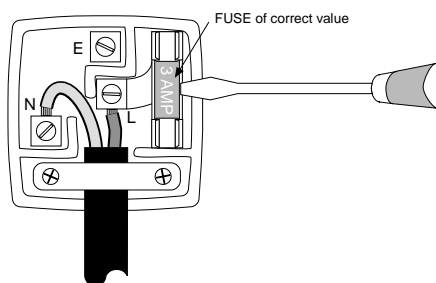
or



The **non-rewireable plug** has its fuse beneath a fuse cover on its 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.**



The fuse is inside the **rewireable plug**. 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 (if possible) and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard that would exist if this were to be plugged into a mains socket.

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 5 A.



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