Using your Sky digibox

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 SkyGuide

Version 3.0 June 2000

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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.

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Welcome to digital satellite TV!

❖ About this booklet

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

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

❖ What is digital satellite TV?

Digital satellite TV is the latest stage in the evolution of TV, giving you not only crystal clear pictures and digital quality 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 also see the useful, on-screen Skyguide.

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 Skyguide?

Skyguide 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.

Skyguide allows you to:

- see on-screen TV programme listings for up to two days
- 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 Skyguide*** section on page 8.

Sky keeps you up-to-date

As digital television develops and as more features become available, Sky may occasionally update the Skyguide software by loading it into your Sky digibox directly from the satellite. We will give you information on these additions and new features as they are added.

For your safety

❖ 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 230 V 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 holes, slots or other openings in the case (except the cards into their proper slots).**

CAUTION!

- ✘ Do not use or store your Sky digibox in hot, cold, damp or dusty places.
- ✘ Do not block the ventilation holes of your Sky digibox. Never stand it on soft furnishings or carpets.
- ✘ Do not put anything on your Sky digibox which might spill into it.

❖ Connecting to the mains supply

Your Sky digibox operates with 230 Volts AC, 50 Hz 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 41.

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

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.

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 buttons, refer to the fold-out section of this booklet.

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 26.

❖ Turning your Sky digibox on and off

To turn your Sky digibox on, press **SKY** on your Sky remote control.

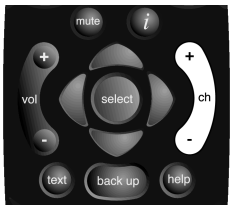
Make sure the on/off light (⏻) on the front of your Sky digibox is green – this shows your Sky digibox is on.

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

The on/off light (⏻) is red when your Sky digibox is off, but still plugged into the mains. It is not necessary to unplug your Sky digibox from the mains.

Your Sky remote control can also turn your TV on or off – press **tv** and then the on/off button (⏻).

❖ Changing channels



Using the ch button

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

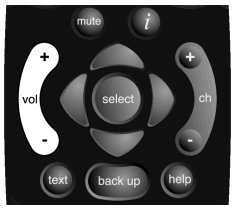
Using the channel number

If you know the channel number, you can use the number buttons to key it in. Channel numbers are always three digits, for example 106.

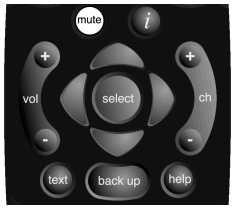
Each time you change channel, the Search & Scan banner appears on-screen.

The banner will disappear automatically after a few seconds, or you can press **back up** to remove it immediately. For more details about this banner, refer to the *Using your Skyguide* section on page 8.

❖ 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.

❖ 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 buttons to choose the page you require. The table below shows what Sky remote control buttons to use for teletext functions.

Button	Function
text	Enters text mode (also exits text mode on some TVs)
back up	Exits text mode
0–9	Text page number entry
i	Text reveal
select	Text hold
colours	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 26.

Using your Skyguide

❖ What is Skyguide?

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

All Skyguide features can be controlled using your Sky remote control. There are four major parts, each of these has a separate button on your remote control. The four parts 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 and your Favourite Channels, and see useful customer information
interactive	Interactive	gives access to a range of Interactive services.

❖ Your Skyguide and your Sky remote control

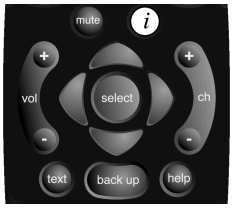
Your Skyguide and Sky remote control are designed to work together. Whatever part of the Skyguide is on your screen, use the arrows to move the highlight around, then press **select** to choose the option you want.

You can use the colour buttons on many of the Skyguide screens. The function of the colour buttons is shown on the screen. Press the button of the same colour to choose that option or function.

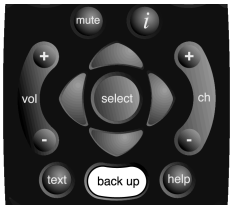
You can also use the number buttons as shortcuts. Whenever a list of numbered options is shown, you can press the appropriate number button to choose an option quickly.

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

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



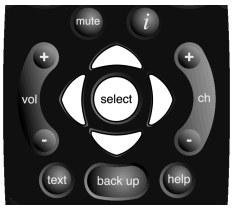
If you go to a screen you don't want, press **back up** to return to the previous Skyguide screen.



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

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 another channel.

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

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

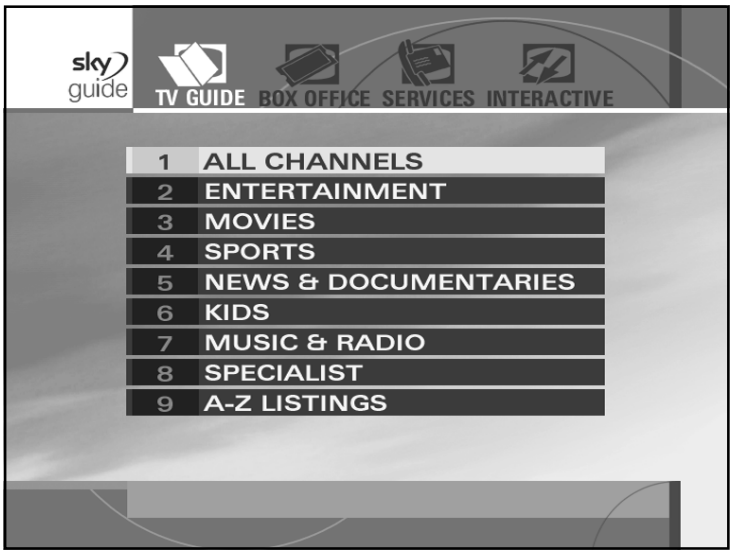
To see what is on your Favourite Channels, press the 'Search Favourite' (blue) button. Each time you press the 'Search Favourite' (blue) button, programme information for another of your Favourite Channels is shown in the banner. If you see a programme you want to watch on one of your Favourite Channels, 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 18.

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

❖ TV Guide

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



Here you can choose to see:

- **All Channels** – TV programmes scheduled for today and tomorrow, listed by channel number
- **Entertainment, Movies, Sports, News & Documentaries, Kids, Music & Radio and Specialist**
  – TV programmes scheduled for today and tomorrow, listed by channel type
- **A–Z Listings** – an alphabetical listing of all of today's programmes.

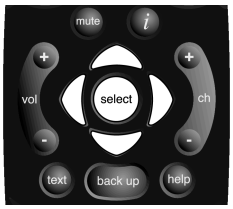
Finding a programme

To find a programme from the full listings, press **tv guide** on your remote control, highlight 'All Channels', then press **select**. The All Channels 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) buttons to see the preceding or next section of the channel listing.

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

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

Choosing a programme

When you see a programme you want to watch and it is on now, use the arrows to highlight it, then press **select**; your Sky digibox tunes to it.

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 15.

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

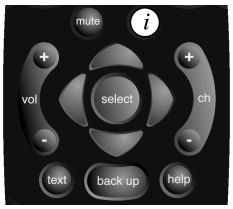
If you're looking for a particular programme, a quick way to find it is to use the A–Z listings. This lists all today's programmes in alphabetical order. So, you can easily find when and where that programme is on.

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 and press **select**. The A–Z Listings screen for that type of programme is shown.

You can use the number buttons on your remote control to jump through the list of programmes. The number buttons also have letters marked on them. Press the button once to jump to the first letter shown. Press it again for the next letter. All the number buttons that also have letters marked on them let you jump through the listing quickly.

More information?



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

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

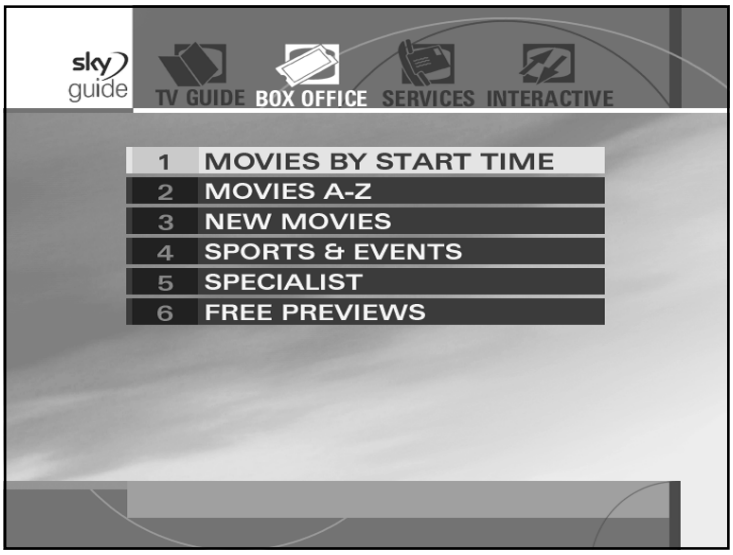
The information banner may also include letter codes giving more information about the programme. These letter codes have the following meanings:

Letter code:	Means this:
C	Copy-protected. If you try to record this programme it may not play back correctly.
D	Surround sound. If your TV has surround sound capabilities, you will hear this programme in surround sound.
L	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.
T	Subtitles. Language and/or subtitles for the hard of hearing are available for the programme.
W	Widescreen. The programme is being shown in wide-screen format.
Rating codes	
U	Universal, suitable for all audiences, including younger 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, violence, or themes unsuitable for younger viewers.
18	Suitable only for adult viewers aged 18 and over.
Content codes	
s	The programme contains sex or nudity.
l	The programme contains strong language.
v	The programme contains violent scenes.
m	The programme contains material which is intended for a mature audience.

❖ Box Office

This section of Skyguide 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 Listings screen.



The Box Office screen allows you to see listings of movies by starting 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 select 'Free Previews' to see a list of channels offering free previews of Box Office programmes.

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, then press the **select** button.

Your Skyguide will show the time the programme starts, the channel and the purchase price. Additional special offers may be advertised on-screen for particular programmes.

2. You may be able to choose what time you see 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**.

3. To confirm your choice, press **select** again or enter your PIN if needed. Your PIN will be required if you set up your Parental Control viewing or spending restrictions, or if your choice is out of watershed hours.

4. If the programme has already started or starts within the next five minutes, your Sky digibox tunes to the correct channel right away.

5. If you are ordering a programme in advance, your order will be confirmed along with the channel and start time. Make a note of this, so you can tune to your programme when it starts. When it's time for it to start, enter the channel number.

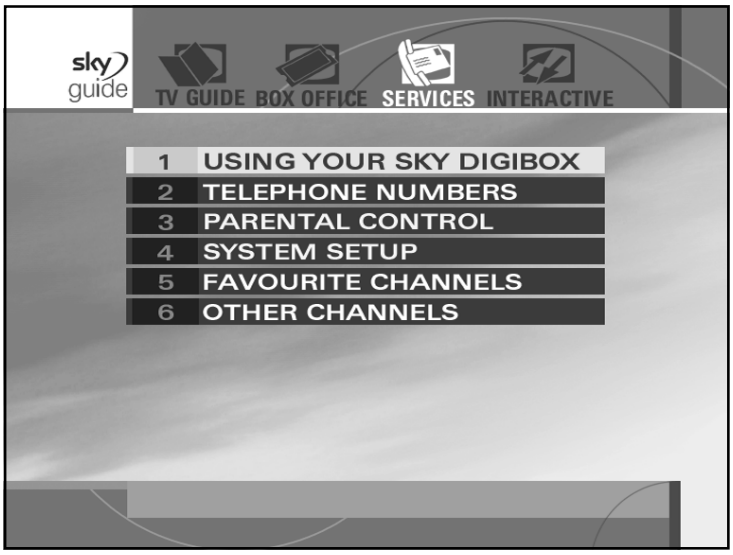
Regardless of your Parental Control settings, you'll need your PIN to watch or order any Box Office programme shown before its normal watershed time. PINs will be required as follows:

Programme rating	When PIN is required
18	programme starts before 10.00 pm
15	programme starts before 8.00 pm
12	programme starts before 8.00 pm

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

❖ Services

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



Services allows you to use the Parental Control facility, set up your Favourite Channels, select Other Channels, view information on using your Sky digibox and display a list of important phone numbers. You can also see and modify the settings for your Sky digibox.

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

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.

Setting a Favourite Channel

You can use the Favourite Channels screen to set your favourites.

Use the arrows or the 'Page Up' (red) and 'Page Down' (green) buttons to move through the list.

To mark a channel as a favourite, highlight it, then press the 'Favourite' (yellow) button. The channels you have selected as favourites are marked with a tick and added to your Favourite Channels list.

If you want to see information about a channel, highlight it and press ***i***.

Press **select** when you have finished adding Favourite Channels.

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) button. The tick disappears and that channel has been 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.

Just press **select** to display the Search & Scan banner.

Your favourite channels are indicated by a tick (✓) on the top of the Search & Scan banner.

To see information about what is on your Favourite Channels, press the 'Search Favourite' (blue) button. Each time you press the 'Search Favourite' (blue) button, 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.

Other Channels

Other Channels include channels that your Sky digibox is capable of receiving but for which listings may not be available in Skyguide, 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 Other Channels* section on page 28.

❖ Parental Control and your PIN

Using your Sky digibox, you have control over which programmes are seen in your home. You can do this by using a PIN (Personal Identification Number).

Information about your PIN is provided with your Sky viewing card. You can change your PIN at any time. For more information about changing your PIN, refer to the ***Changing your PIN*** section on page 23.

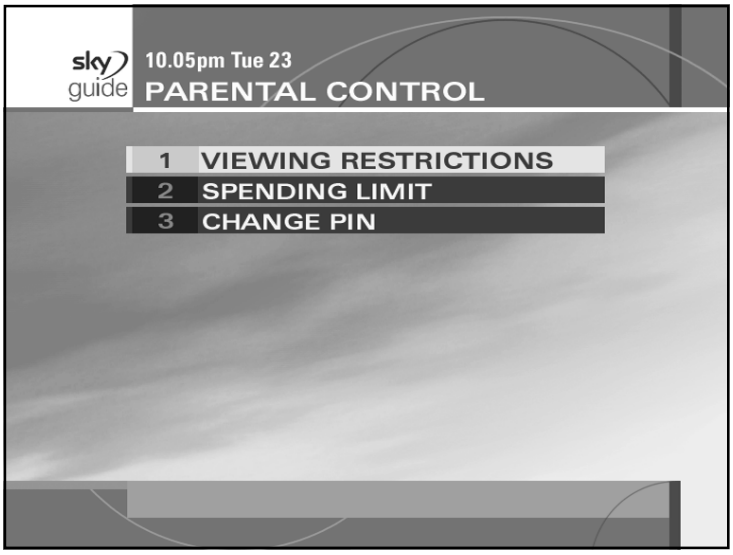
Parental Control lets you specify what categories of programme can be viewed and how much can be spent when a programme is ordered, before a PIN is needed.

To display the Parental Control screen, press **services** on your remote control. Highlight 'Parental Control', then press **select**.

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.

Using Parental Control

To display the Parental Control screen, press **services** on your remote control. Highlight 'Parental Control', then press **select**. After you correctly enter your PIN, the Parental Control screen is shown.

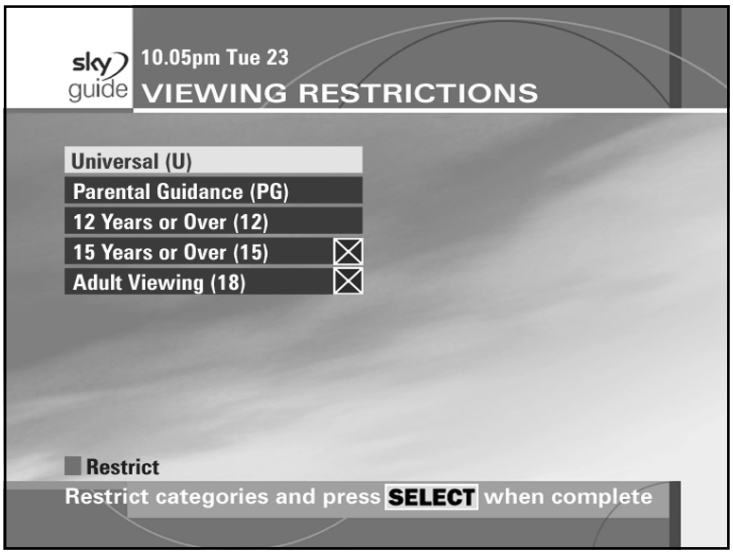


Viewing Restrictions

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) button. A cross marks a category you have restricted.



To remove a restriction, highlight the category, then press the 'Unrestrict' (red) button. 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.

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

Programme Rating	When PIN is required
18	programme starts before 10.00 pm
15	programme starts before 8.00 pm
12	programme starts before 8.00 pm

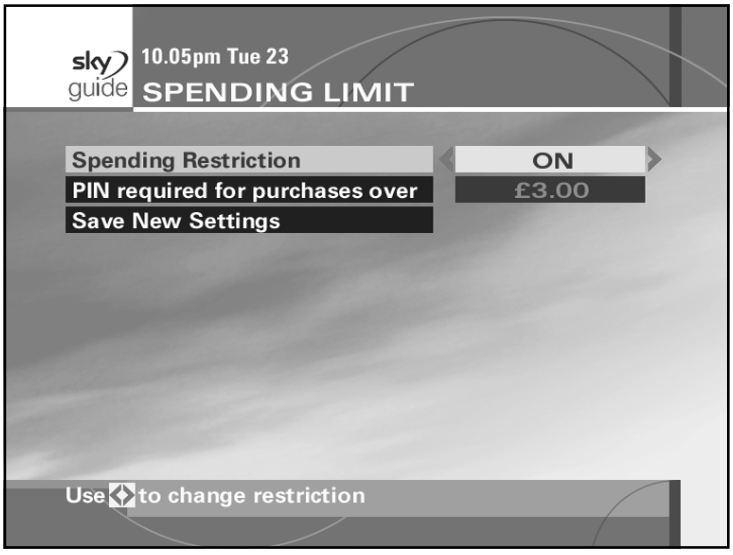
Spending Limit

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 £3.00, you can order a programme costing £3.00 (or less) without using your PIN, but you would need your PIN for a programme costing £3.01 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, then your PIN will always be required when ordering a Box Office programme.

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 limits. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.

❖ Interactive

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

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

You can get 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.

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 highlighting around the screen; use **select** and all the other buttons just as you do elsewhere.

❖ 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 30.

When recording a satellite programme, your video recorder must be set to record the channel on your video recorder that has been tuned to your Sky digibox.

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 ***More information?*** section on page 14.

❖ Setting your remote control to operate your TV

The Sky Digital 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 television, 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 40.

1. Turn your TV on.
2. Press **tv** on your Sky remote control.
3. Hold down **select** and the red button 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 four digit code for your brand of TV. The light on the Sky remote control blinks twice.

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

6. Press the on/off button (⏻) on your Sky remote control.

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

If your TV does not switch off, press **tv**, then press the on/off button (⏻). Repeat this (press **tv**, then on/off) 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 right 4 digit code and start again at Step 1.

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 did 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 button together for about two seconds, until the red light on the Sky remote control blinks twice.
10. Key in the number of the channel on your TV 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 trying 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.

❖ Replacing the batteries in your remote control

When the batteries in your Sky remote control need replacing, insert two AA (MN1500, LR6 or UM-3) batteries. Make sure you put them in the right way round.

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 26 for further information.

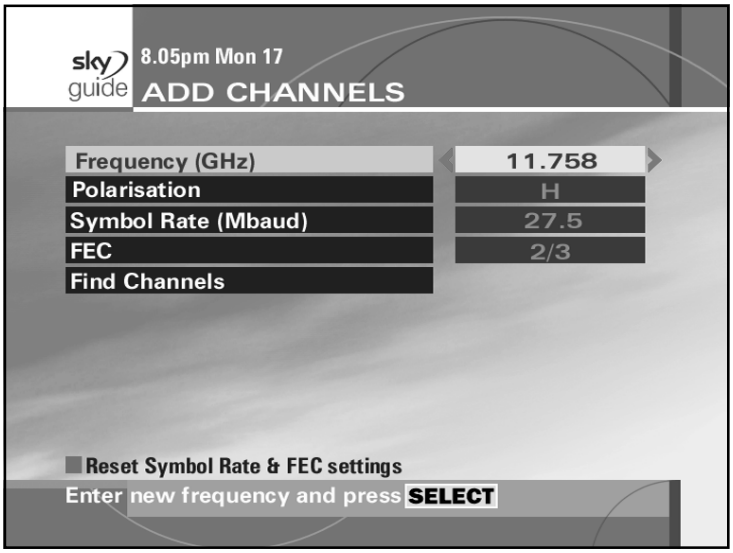
❖ Adding Other Channels

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.

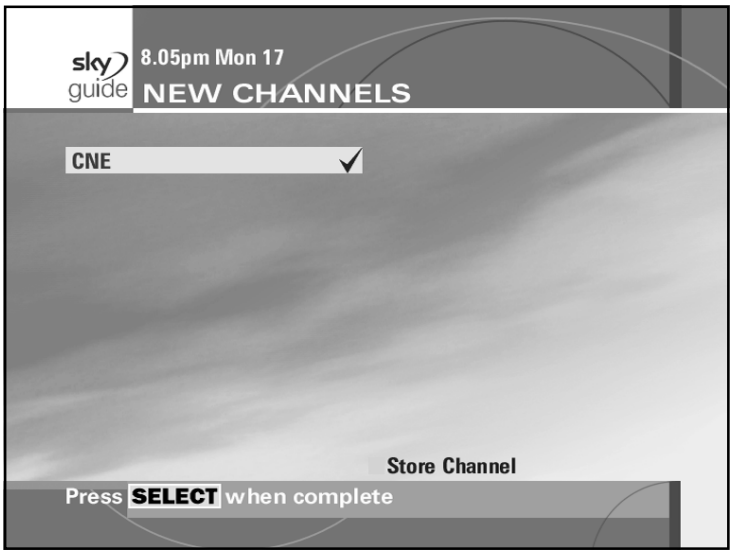
If you want to tune in other channels that are not listed in Skyguide, for example foreign language channels, complete the following steps.

1. Press **services** on your Sky remote control. The Services screen appears on your TV.
2. Select the System Setup option. The System Setup screen appears on your TV.
3. Select the Add Channels option. The Add Channels screen appears on your TV.



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

8. Highlight 'Find Channels' and press **select**. Your Sky digibox checks the settings you entered and looks for any new channels at those settings.
9. 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.



10. To add a channel, highlight it, then press the 'Store Channel' (yellow) button.
11. When you have finished adding Other Channels, press **select**.

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 19.

❖ 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 hi-fi stereo system
- your Sky digibox can be reconnected after minor changes, for example, after you have moved your TV or Sky digibox
- your Sky digibox settings can be updated.

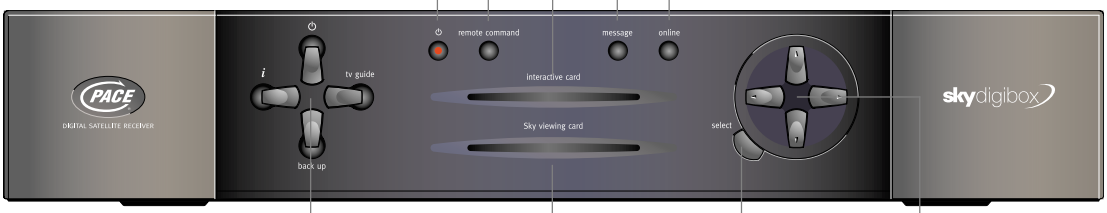
interactive card slot
Insert your Interactive Card here when using Interactive services and only when an instruction to do so appears on the screen

remote command light
Red when receiving a command from the remote control

message light
Yellow when message waiting

on/off light (⏻)
Green when on
Red when off

online light
Green when on-line (using the telephone line)



sky viewing card slot
Insert your Sky Viewing Card here

arrow buttons
Move the highlight around the screens or change channel

on/off button (⏻)
Turns the Sky digibox on or off

select button
Chooses the highlighted option or confirms your choice

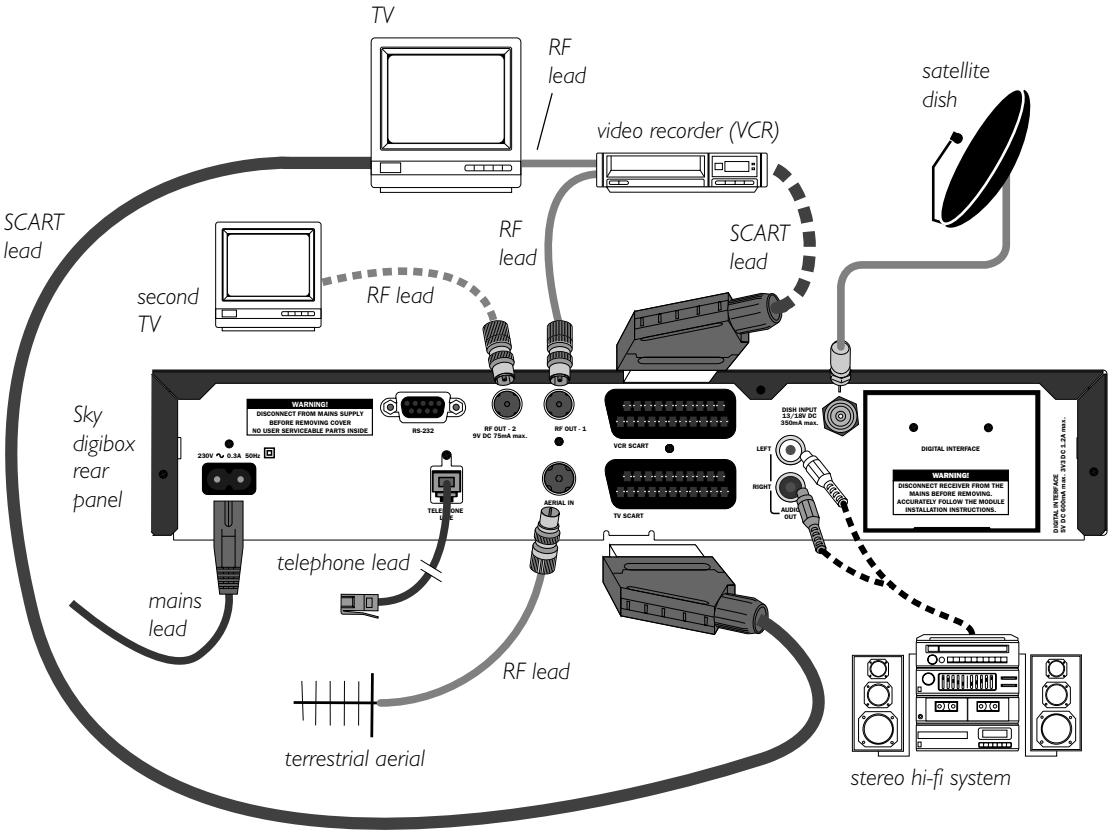
i button
Shows information about the programme you have highlighted

tv guide button
Shows the TV Guide screen

back up button
Shows the previous screen

WARNING

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



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

Connecting to the telephone line

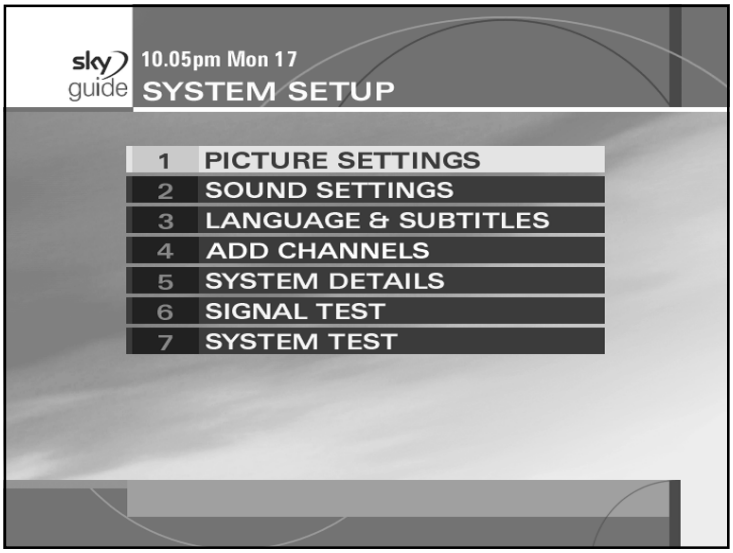
The telephone lead (labelled in the diagram above) is intended for connection to standard UK and Eire telephone lines. This lead and your Sky digibox have been specifically designed for this purpose.

❖ System setup

There should be no need for you to use the System Setup screens as your Sky digibox should have been 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. The Services screen appears on your TV. Highlight the System Setup option, 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, video output type, contrast level and time out 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 and Subtitles** – to see and change the preferred audio language and to turn subtitles on or off, where available. Some programmes may 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) button when viewing the Picture Settings, Sound Settings and/or Language and 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 Skyguide. For further details on adding channels, refer to the *Adding Other Channels* section on page 28.
- **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.

Further help

For further information and tips on getting the most out of your Sky digibox, tune to channel 999, the ***SkyDigital Information 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 35.

If you still have a problem, call your broadcaster's helpdesk. For your broadcaster's helpdesk 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 remote control, select the System Setup option, then select 'System Details'.

❖ On-screen messages

Message	Possible reason	What to do now
Please insert your Sky Viewing Card	There is no viewing card in the ***Sky Viewing Card*** slot in your Sky digibox.	Insert your viewing card into the ***Sky Viewing Card*** slot.
There is a problem with your Sky Viewing Card	Your Sky digibox cannot recognise your viewing card.	Check it is your Sky 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 Telephone Numbers option from the Services screen.
Please insert your new Sky Viewing Card	You have inserted your old Sky Viewing Card.	Remove your old Sky Viewing Card and insert your new viewing card.
This viewing card is not authorised	Your Sky Viewing Card is not authorised.	Call the telephone number shown on your screen to get your Sky Viewing Card authorised.
There is a problem with your viewing card	Your Sky Viewing Card has developed a problem.	Call your broadcaster's helpdesk. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.
This is the wrong card for this digibox. Insert the correct Sky Viewing Card	You have more than one Sky digibox and have put the wrong Sky Viewing Card in this Sky digibox.	Insert the right Sky Viewing Card for this Sky digibox.
The current viewing card is not a Sky card. Please insert your Sky viewing card	You have inserted a different kind of card into the ***Sky Viewing Card*** slot of your Sky digibox.	Remove the card and replace it with your Sky Viewing Card.
This programme is not available	This programme is not available in your area.	You will not be able to watch this programme.
You cannot purchase this programme at the moment	You cannot buy this programme now.	You may be able to buy it later.
This programme has already started	The programme has already started and you cannot purchase it now.	Check the listings to find out when it is next on.

Message	Possible reason	What to do now
There is insufficient credit left on your viewing card	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.
There is insufficient space left on your viewing card	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.
You have entered your PIN incorrectly three times. PINs now blocked for 10 minutes	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 Telephone Numbers option from the Services screen.
No satellite signal is being received	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 Telephone Numbers option from the Services screen.
Ensure that an operating telephone line is connected	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.
No signal found	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.

❖ 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 Telephone Numbers option from the Services screen.
You can't find the remote control.		Use the buttons on the front of your Sky digibox. You can perform most Sky digibox functions using these buttons.
Nothing is happening.	Your Sky digibox is not plugged into the mains. Your Sky digibox is switched off (the on/off (⏻) light is red).	Make sure the mains lead is properly plugged in and your Sky digibox is switched on. Press **SKY** on your remote control.
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 command light should flash on your Sky digibox and on the remote control each time you push a remote control button. 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 **tv** on your remote control.	Press **SKY** on your remote control.
Your remote control isn't working with your TV.	Someone has pressed **SKY** on your remote control.	Press **tv** on your remote control.
tv, **vol** and **mute** buttons don't work with your TV.	Your remote control isn't properly set to operate your TV.	Refer to the ***Setting your remote control to operate your TV*** section on page 26.
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.
On-screen interference.	TV or video recorder not correctly tuned.	Check that your TV and video recorder are correctly tuned to your Sky digibox. For further information, refer to your TV and VCR instruction books. 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 Telephone Numbers option from the Services screen.

Specification

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

General

Operating voltage:	230 V AC ±15%; 50 Hz
Power consumption:	36 W (max.)
Weight:	3.5 kg (packed)
Dimensions (W x H x D):	360 mm x 64 mm x 235 mm
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temperature range:	0°C to +40°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-T V.28 115.2 kbit/s (max.)

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

CE

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.

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 BEFORE REMOVING. ACCURATELY FOLLOW THE MODULE INSTALLATION INSTRUCTIONS.

Remote control setup codes

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

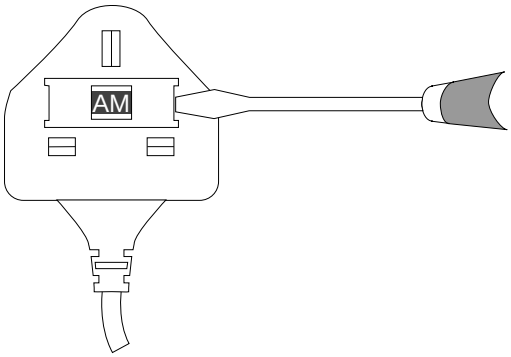
If your brand of TV is not listed here, contact your broadcaster's helpdesk for further advice. For your broadcaster's helpdesk number, select the Telephone Numbers option from the Services screen.

❖ Mains plug and its fuse

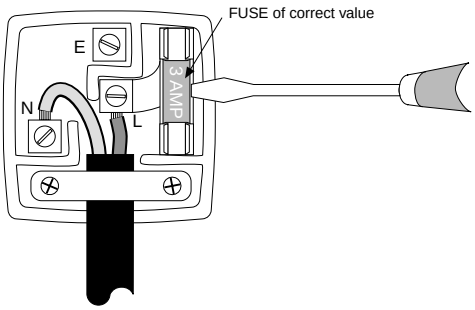
The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3 A fuse. If you need to replace the fuse, you must use an ASTA- or BSI-approved BS 1362 fuse, rated at 3 A and marked:

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 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.

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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