



Integrated Personal Video Recorder and Digital Satellite Receiver

# User's Guide



# Your Sky+ remote control

---



sets your remote control to operate your Sky+ set top box

**tv**

sets your remote control to operate your TV

**box office**

shows the Box Office screen

**tv guide**

shows the TV Guide screen

**mute**

turns your TV's sound off and on

**vol + and -**

changes your TV's volume

**arrows**

move the highlight around the screen to select the option you want

**text**

switches to text mode

**play / pause**

plays or pauses the programme

**rewind**

rewinds the programme

**R**

records the programme

**colour keys**

select the corresponding colour option shown on-screen



**standby**



turns your Sky+ set top box (or TV) on and off

**services**

shows the Services screen

**interactive**

shows the Interactive screen

**i**

shows information about the programme you have highlighted

**ch + and -**

changes the channel

**select**

selects the option you have highlighted or confirms your choice

**back up**

shows the previous screen

**help**

shows help on using Sky Guide

**fast forward**

fast forwards the programme

**stop**

stops playback of the programme

**number keys**

select channel numbers or on-screen options

## **Version 2.1 October 2002**

**Sky+** and **Sky Guide** are trademarks of British Sky Broadcasting Ltd.

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.

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

The details in this Sky+ User's Guide are correct at the time of going to print. The specification and features of Sky+ are subject to change at any time without notice.

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



A product with the Dolby Digital audio coding system and Dolby Surround Pro Logic. Manufactured under license from Dolby Laboratories.

"Dolby", "Pro Logic", and the double-D symbol are trademarks of Dolby Laboratories. All rights reserved.



Declaration of Conformity No. 2248

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

# Contents

---

<b>Welcome to Sky+ !</b> .....	<b>2</b>
About this User's Guide .....	2
What is digital satellite TV? .....	2
Your Sky+ set top box .....	2
What is Sky Guide? .....	3
<b>For your safety</b> .....	<b>4</b>
Using equipment safely .....	4
<b>Electrical information</b> .....	<b>5</b>
Mains plug and its fuse .....	5
Connecting to the mains supply .....	5
<b>Getting started</b> .....	<b>6</b>
Your Sky+ remote control .....	7
Turning your Sky+ set top box on and off .....	7
Changing channel .....	8
Changing the volume .....	8
Using the Search & Scan banner .....	9
Live Pause .....	10
Using digital text .....	10
Using teletext .....	10
<b>Using Live Pause</b> .....	<b>11</b>
<b>TV Guide</b> .....	<b>13</b>
Finding a programme .....	14
Choosing a programme to watch, and setting reminders ....	15
Choosing a programme to record .....	15
Displaying A–Z listings .....	16
Displaying more information .....	16
<b>Using your Sky+ Planner</b> .....	<b>19</b>
Sky+ Planner information .....	19
Using the colour option keys .....	21
Removing a programme .....	22
Using reminders .....	23
Reminder clashes .....	24
Using Series Link .....	25
<b>Box Office</b> .....	<b>26</b>
Ordering a Box Office programme .....	27
<b>Using Sky+ for recording satellite TV</b> .....	<b>29</b>
Recording current programmes .....	29
Recording future programmes .....	30
Recording clashes .....	32
Capacity warning .....	33



---

<b>Using Sky+ for recording radio channels . . . . .</b>	<b>34</b>
<b>Playing back recordings . . . . .</b>	<b>36</b>
Playing back a recorded programme. . . . .	36
During playback. . . . .	37
Using Fast Forward / Rewind keys. . . . .	39
Playing back in slow-motion. . . . .	40
Stopping playback . . . . .	40
Using Bookmarks. . . . .	41
Understanding on-screen symbols . . . . .	43
Displaying programme information during playback. . . . .	44
Playing back viewing-restricted programmes. . . . .	44
<b>Using Copy. . . . .</b>	<b>45</b>
Selecting a programme for copying. . . . .	45
<b>Services. . . . .</b>	<b>48</b>
Parental Control and your PIN . . . . .	49
Favourite Channels . . . . .	54
Other Channels. . . . .	56
<b>Interactive. . . . .</b>	<b>57</b>
<b>Extra information. . . . .</b>	<b>58</b>
Setting your Sky+ remote control to operate your TV . . . . .	58
Setting your Sky Active keypad to operate your Sky+ . . . . .	59
Replacing the batteries in your Sky+ remote control. . . . .	60
System Setup . . . . .	61
Optical digital-audio output . . . . .	63
Adding Other Channels . . . . .	64
Sky+ Setup. . . . .	66
Looking after your SkyViewing Card . . . . .	68
<b>Connecting your Sky+ set top box. . . . .</b>	<b>69</b>
Connecting to the telephone line . . . . .	70
Digital interface . . . . .	70
<b>Further help . . . . .</b>	<b>71</b>
<b>Solving problems . . . . .</b>	<b>72</b>
On-screen messages. . . . .	72
General problems . . . . .	75
<b>Specifications . . . . .</b>	<b>76</b>
<b>Remote control setup codes. . . . .</b>	<b>78</b>
<b>Index. . . . .</b>	<b>79</b>

# Welcome to Sky+ !

---

## ❖ About this User's Guide

This Sky+ User's Guide contains all you need to know about how to watch and record digital satellite TV using your Sky+ set top box.

To use the recording and playback features of your Sky+ set top box, you must subscribe to Sky+.

To arrange a Sky+ subscription or to request a copy of the Sky+ Terms and Conditions, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the **Telephone Numbers** option from the **Services** screen.



---

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+ set top box

Your Sky+ set top box receives digital information via satellite, decodes it and sends it through to your TV. You control your viewing preferences through the on-screen **Sky Guide**.

Providing you have a Sky+ subscription, then, as well as watching satellite TV, you can pause the viewing of a current programme, resume playback from the pause point and fast-forward to live TV. You can also record and play back satellite TV programmes, just as you would do with a video recorder.

Your Sky+ set top box has an internal hard disk that is used to record and play back TV programmes. It also has two inputs from your satellite dish, allowing you to view one programme while simultaneously recording a second programme.

Your Sky+ set top box comes with the Sky+ remote control. This controls both your TV and your Sky+ set top box. For more information see **Getting started** on page 6.

## ❖ 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 up to seven days;
- ◆ set reminders for future programmes;
- ◆ select programmes for recording;
- ◆ select recordings for playback;
- ◆ 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 viewing restrictions and a spending limit for programme purchases;
- ◆ modify your Sky+ settings.

Each of these features is described in detail in this User's Guide.

### **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+ set top box 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+ set top box 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. You must have your Sky+ digital satellite system installed by a qualified satellite-TV installer.

It is important that you read this booklet completely, especially the safety instructions below. *If you have any doubts about the installation, operation or safety of your Sky+ set top box, 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+ set top box. 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+ set top box, TV, video recorder etc.) to the mains supply until you have properly connected all the other leads.**
-  **Disconnect your Sky+ set top box from the mains supply before you disconnect any other equipment from its rear panel.**
-  **Never push anything into holes, slots or other openings in the casing of your Sky+ set top box (except your Sky Viewing Card and Interactive card into their respective slots).**

### **CAUTION!**

- ✗** Do not use or store your Sky+ set top box in hot, cold, damp or dusty places.
- ✗** In order to ensure a free flow of air around your Sky+ set top box, allow at least 10cm of space above and on all sides (especially between your Sky+ set top box and your TV).
- ✗** Do not cover any ventilation slots.
- ✗** Do not place your Sky+ set top box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD.
- ✗** Do not pick up or otherwise move your Sky+ set top box while it is connected to the mains supply. If you want to move your Sky+ set top box, first disconnect it, then wait at least 30 seconds before continuing.
- ✗** Do not put anything on your Sky+ set top box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top of your Sky+ set top box.



# Electrical information

## ❖ Mains plug and its fuse

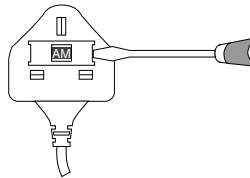
The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3 A fuse. If you need to replace the fuse, you must use an ASTA- or BSI-approved BS1362 fuse, rated at 3 A and marked:



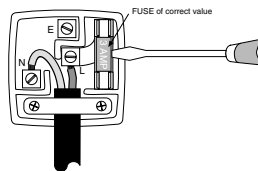
or



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.

## ❖ Connecting to the mains supply

Your Sky+ set top box operates with 230 Volts 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+ set top box **before** you insert the plug into the mains supply.

The only way to disconnect your Sky+ set top box from the mains is to remove the mains lead. Your Sky+ set top box 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 above.

**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 basic information you need to start using your Sky+ set top box.

For more detailed information about using your Sky+ set top box, use the **Contents** or **Index** to find the relevant section of this User's Guide.

Before starting, make sure you insert your **Sky Viewing Card** the right way up in the slot located behind the flap on the front of your Sky+ set top box.

To open the flap, press briefly on its top, right hand corner:

Hold your **Sky Viewing Card** with the **Sky digital** logo facing upwards, and the arrow pointing towards the slot.

Insert your **Sky Viewing Card** into the slot, as far as it will go without forcing it.

Close the flap, then press briefly on the top right of the flap to secure it shut.

If you do not have a **Sky Viewing Card**, call Sky+ Customer Service. To find the Sky+ Customer Service 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+ set top box at all times.



You must subscribe to Sky+ to be able to record and play back programmes using your Sky+ set top box.

## ❖ Your Sky+ remote control

Your Sky+ remote control can operate your TV as well as your Sky+ set top box.

To use your Sky+ remote control to operate your Sky+ set top box, press **Sky**.

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



For details of the functions of your Sky+ remote control keys, refer to the fold-out section at the front of this User's Guide.



Your Sky+ remote control will always operate your Sky+ set top box. If your Sky+ remote control does not also operate your TV, see **Setting your Sky+ remote control to operate your TV** on page 58.



## ❖ Turning your Sky+ set top box on and off

To turn your Sky+ set top box on, press **Sky** on your Sky+ remote control.

Make sure the standby light (⏻) on the front of your Sky+ set top box is green – this shows your Sky+ set top box is on.

To turn your Sky+ set top box off, press **Sky** on your Sky+ remote control, then press **standby** (⏻).

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



Your Sky+ remote control can also turn your TV on and off.

To turn on your TV, press **tv** then a channel number.

To turn off your TV, press **tv** then **standby** (⏻).



---

## ❖ Changing channel

### Using the ch button

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



You can also use **ch +** or **–** to display the next or previous screens of listings in the **TV Guide**. For more information about **TV Guide** listings, see page 13.



### 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 more information on the **Search & Scan** banner, see *Using the Search & Scan banner* on page 9.



## ❖ 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 your Sky+ remote control does not mute or control the volume on your TV, see *Setting your Sky+ remote control to operate your TV* on page 58.



## ❖ 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 and it is on now, press **select**; **Sky Guide** tunes your Sky+ set top box to the channel showing the programme.
- ◆ If you see a programme you want to watch and it is on later, press **select**; **Sky Guide** will set a reminder.
- ◆ If you see a programme you want to record, press **R**; **Sky Guide** will then record the programme.



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 you see a programme you want to record, press **R**. For more details, see **Favourite Channels** on page 54.



You must have a Sky+ subscription to be able to record a programme using your Sky+ set top box.

## ❖ Live Pause

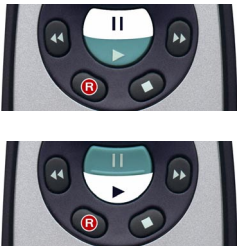
Press **pause** to start recording live TV. The picture will 'freeze' on screen.

Press **play** or press **pause** again to resume the programme from the 'frozen' point.

For more information, see *Using Live Pause* on page 11.



You must have a Sky+ subscription to be able to use *Live Pause*.



## ❖ Using digital text

If you are watching a channel that has a digital text service, press **text** to use it. (If digital text is not available, you will see a banner informing you how to use teletext instead.)

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 them.

Use the number keys to choose the page you require. The table below shows the 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>	Page number entry
<b>i</b>	Text reveal
<b>select</b>	Page hold
<b>colours</b>	Fasttext 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, see *Setting your Sky+ remote control to operate your TV* on page 58.

# Using Live Pause

---

Whenever you are watching a TV programme, you can pause it.

Press **pause** on your Sky+ remote control to freeze the picture and sound. Your Sky+ set top box will then record until the end of the programme.

As the programme is recorded, the **Live Pause** symbol will show the elapsed time in minutes relative to the live programme.



During **Live Pause** press **play**, **fast forward**, **rewind** and **pause** to move through the recording. If you reach the start of the recording, the picture and sound are frozen at that point. If you reach the end of the recording, Sky+ will take you straight into the live programme.

You can press **Sky** at any time to resume live TV viewing.



---

If you change channel your **Live Pause** recording is deleted.

---

---

If you attempt to view the full-screen listings, you must leave *Live Pause*.



To confirm that you wish to leave *Live Pause*, press **select**. The *Live Pause* recording is then deleted.

To continue *Live Pause*, press **back up**.

During *Live Pause* you can use the arrow keys to display the *Search & Scan* banner to find out what is on later or on other channels. For more information see *Using the Search & Scan banner* on page 9.



You must have a Sky+ subscription to be able to use *Live Pause*.



Programmes recorded using the *Live Pause* function are not saved for future playback.



During *Live Pause*, you cannot use an interactive application (see *Interactive* on page 57).

---

---



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 the week ahead, listed by channel number.
- ◆ **Entertainment, Movies, Sports, News & Documentaries, Kids, Music & Radio and Specialist**  
– programmes scheduled for today and the week ahead, listed by channel type.
- ◆ **A–Z Listings** – an alphabetical listing of all programmes showing for the next 24 hours.
- ◆ **Sky+ Planner** – your recordings and programmes selected for future viewing.

For more information, see *Using your Sky+ Planner* on page 19.

# ❖ Finding a programme

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

sky guide		7.01pm Tue 23 Jul <b>ALL CHANNELS</b>		
	Today	7.00pm	7.30pm	8.00pm
101 BBC ONE	Snapshot	Top of the ..	Ground For..	
102 BBC TWO	Robot i	Country Ho..	Trust Me..	
103 ITV1 London	Emmerdale	Coronation..	Tonight wi..	
104 Channel 4	Channel 4 News	i Heligan		
105 Channel 5	News	Malaysian ..	Was It Go ..	
106 Sky One	Friends	Simpsons	Beat The ..	➤
109 UK Gold	2Point4..	Dad's Army	Brittas Em..	
110 UK Gold +1	Wowfab	Gingerbread	Sports ..	i ➤
111 UK Gold 2	i Rescue 911	Animal ..	Adrenalin	➤
112 LivingTV	Miami Vice	Only With		
■ Page Up		■ Page Down	■ +24 Hours	■ -24 Hours
Press <b>SELECT</b> to view or <b>R</b> to record				

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.



Use the **Page Up** (red) and **Page Down** (green) 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.



Use the number keys to go quickly to a particular channel. Enter the channel number, which is always three digits, for example 106.



Whenever you are using *Sky Guide*, if you see a screen you don't want, press **back up** to redisplay the previous *Sky Guide* screen.



## ❖ Choosing a programme to watch, and setting reminders

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+ set top box tunes to it.
- ◆ If the programme is on later, *Sky Guide* will set a reminder. Your *Sky+ Planner* will also appear, showing the selected programme, together with a **Remind** symbol in the right-hand column.
- ◆ If you choose a Pay Per-View programme, you will see the **Box Office** screen showing the programme details and purchase price. For more information, see *Ordering a Box Office programme* on page 27.
- ◆ 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.

## ❖ Choosing a programme to record

When you see a programme you want to record, highlight it, then press **R**.

- ◆ If the programme is on now, *Sky Guide* immediately starts recording the programme, and adds it to your *Sky+ Planner* for future viewing.
- ◆ If the programme is on later, *Sky Guide* adds the programme to your *Sky+ Planner* for future recording. Your *Sky+ Planner* will also appear, showing the selected programme, together with a **Record** symbol in the right-hand column.



For more information, see *Using Sky+ for recording satellite TV* on page 29.

## ❖ Displaying A–Z listings

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

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

Highlight the type of programme you are looking for; then press **select**. The **A–Z Listings** screen for that type of programme is shown.



You can use the number keys (which also have letters marked on them) to quickly find programmes that start with a particular letter. Press once for the first letter shown. Press the key again for the next letter, and so on. The listing updates after a short delay. To display the previous or next screen in the listing, you can also use **ch +** or **–** on your Sky+ remote control.

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



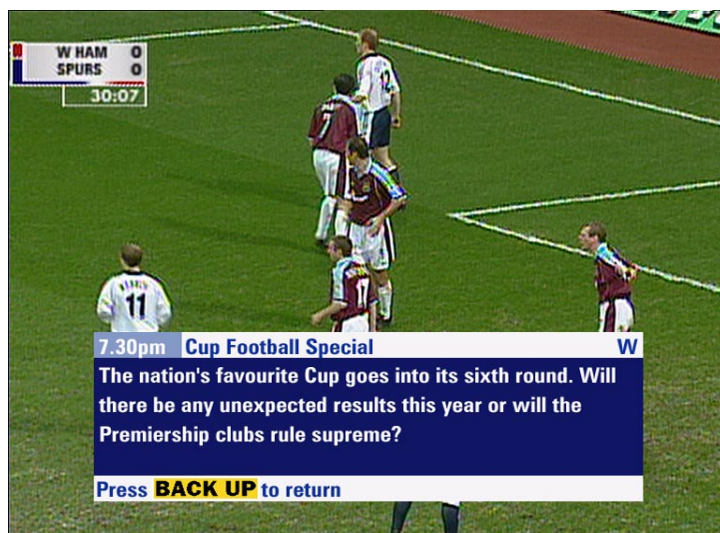
## ❖ Displaying more information

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.

To remove the programme information banner and show the previous screen, press **back up**.



The information banner for a programme includes a short programme summary and the programme start time.



The information banner for a recorded programme includes a short programme summary, the status of the recording (including the reason for any part-recording or recording failure), the time the recording was made, and the disk space used by the recording. For more information on recording status see *Sky+ Planner information* on page 19.

For *Box Office* recordings, the information banner also displays the time when the recording will be deleted.



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

<b>Letter codes:</b>	
<b>C</b>	Copy-protected. If you try to record this programme it may not play back correctly.
<b>DS</b>	Surround sound. If your TV has surround-sound capability, you can hear this programme in surround sound.
<b>DD</b>	<b>Dolby Digital.</b> If your TV is connected to a home cinema system capable of decoding the signal, you can hear this programme in <b>Dolby Digital</b> . For more information see <b>Optical digital-audio output</b> on page 63.
<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 the partially sighted.
<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 young 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 years or 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 Sky+ Planner

Your **Sky+ Planner** lists the programmes you have selected to watch or record, together with your recordings.

Whenever you select a future programme to watch or record, **Sky Guide** automatically adds it to your **Sky+ Planner**.

To view your **Sky+ Planner**, press **tv guide** on your Sky+ remote control, highlight **Sky+ Planner**, then press **select**.



## ❖ Sky+ Planner information

In addition to showing the programmes' names and channels, your **Sky+ Planner** shows the following information for each programme:

- ◆ Rating code (for rated programmes);
- ◆ Date and time of transmission for future programmes;
- ◆ For recorded programmes:

**Recording** – indicates that the programme is currently being recorded.

**Recorded** – indicates that the programme was successfully recorded.

**Part recorded** – indicates that only part of the programme was successfully recorded. To see why the programme is only part recorded, press **i** to display the programme information banner.

---

**Failed** – indicates that a programme you selected for recording did not record. To see why the programme was not recorded, press **i** to display the programme information banner.

**Viewed** – indicates that you have played back a recorded or part recorded programme.

**Copy** – indicates that you have selected a recorded programme for copying to your video recorder. For more information, see **Using Copy** on page 45.

Your **Sky+ Planner** may also show one or more of the following symbols in the right-hand column:

**Remind** – indicates that a reminder will be displayed just before the programme starts.



**Record** – indicates that the programme will be recorded and is not marked for **Keep**.



**Keep** – indicates that the programme will be, or has been, recorded and is marked for **Keep**. For more information, see **Using the colour option keys** on page 21.



**Series Link** – indicates that **Series Link** for the programme has been turned on. For more information, see **Using Series Link** on page 25.



There is a space available indicator (a coloured line) above the programme list in your **Sky+ Planner**. This indicator tells you how much of the total capacity of the hard disk is free, as a percentage of the total available disk space.

The space available indicator also shows you the amount of disk space taken by each recorded, or part recorded, programme. When you highlight a recorded programme in your **Sky+ Planner**, the yellow portion of the indicator line represents the space used by that programme.

The space used by a recorded programme is also displayed in the programme information banner.

To see the programme information banner, press **i** on your Sky+ remote control.



You can use the **ch +** and **–** keys to display the next and previous pages of your **Sky+ Planner**.

---



---

## ❖ Using the colour option keys

Depending on the programme you have highlighted in your **Sky+ Planner**, you may be able to use the colour option keys on your Sky+ remote control to select one or more of the following options:

- ◆ Press the **Copy** (red) key to copy a previously-recorded programme to your video recorder. For more information, see **Using Copy** on page 45.
- ◆ Press the **Series Link** (green) key to ensure the next episode in a series is automatically added to your **Sky+ Planner** when your Sky+ set top box tunes to the programme you have highlighted. For more information, see **Using Series Link** on page 25.
- ◆ Press the **Delete** (yellow) key to delete the highlighted programme from your **Sky+ Planner**. For more information see **Removing a programme** on page 22.
- ◆ Press the **Keep** (blue) key to ensure that a recording of the highlighted programme will not be automatically deleted.



# ❖ Removing a programme

To remove a programme from your *Sky+ Planner*, highlight it, then press the **Delete** (yellow) key. The programme status will show **deleting** and the programme will be deleted immediately.

You may be asked to confirm your intention to delete a highlighted programme (e.g. for programmes marked **Keep**); if so, the following banner will be shown.



To confirm the deletion, press **select**. The highlighted programme is removed from your *Sky+ Planner*.

To cancel the deletion, press **back up**. The highlighted programme remains in your *Sky+ Planner*.

## ❖ Using reminders

To set a reminder for a programme, highlight it within the *Sky Guide* listings, then press **select**.

One minute before the start of a programme for which you have set a reminder, you will see a reminder banner on the lower part of your screen.



To watch the programme described in the reminder banner, press **select**. Your Sky+ set top box will tune to the programme.

If the programme is not a **Box Office** programme then you can press **R** to record the programme. *Sky Guide* will check the amount of free disk space and, if there is enough space, will start recording. For more information, see **Capacity warning** on page 33.

To ignore the reminder and keep watching the programme you are currently viewing, press **back up**.



You will see the reminder only if you are watching programmes through your Sky+ set top box and not, for example, if you are watching terrestrial TV.

---

## ❖ Reminder clashes

If you try to set a reminder for a programme that clashes with a programme you have previously selected to watch, *Sky Guide* will ask you what you want to do.



You can choose from two options:

- ◆ Press **select** to be reminded when each programme starts.
- ◆ Press **back up** to cancel the new selection and to be reminded only when the previously-selected programme starts.

If you select a programme to record that clashes with a programme you have previously selected to record, you must choose one or other of the programmes. For more information, see *Recording clashes* on page 32.

If the broadcasters change their programming schedules, your *Sky+ Planner* will be updated automatically, and programme reminders will be adjusted accordingly. However, if a broadcaster moves a scheduled programme by more than six hours, the programme will be deleted from your *Sky+ Planner* and you will need to re-select the programme.

---

## ❖ Using Series Link

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

Press the **Series Link** (green) key if you want to watch or record the next episode on the same channel.

The **Series Link** symbol is then shown next to the programme, indicating that the link is set.

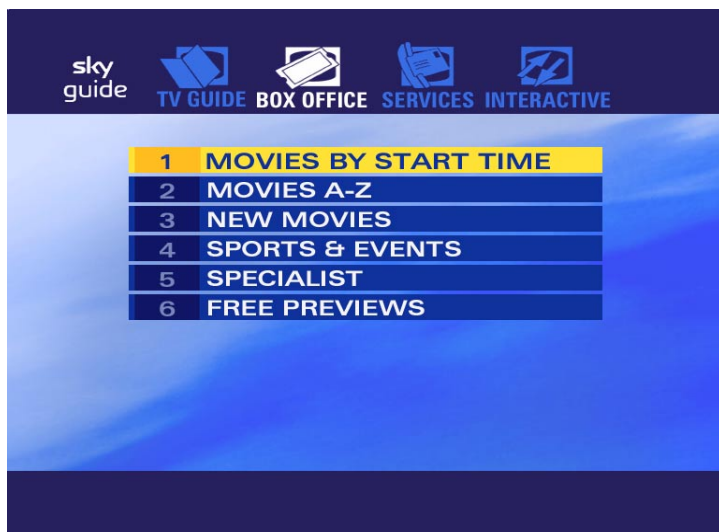


When your Sky+ set top box tunes to the programme, the next episode will be added to your **Sky+ Planner** with the link set.

If you selected the programme for recording, the next episode will also be set for recording.

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

Press **box office** on your Sky+ 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**.

To see free previews of *Box Office* programmes, highlight *Free Previews*, then press **select**.

## ❖ Ordering a Box Office programme

You can order **Box Office** programmes to watch and record using your Sky+ remote control.



To order a **Box Office** programme, complete the following steps:

1. Use the arrows to highlight the programme you want to watch or record.

If you want to set a reminder for the programme, press **select**.

If you want to record the programme, press **R**.

**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.

2. You may be able to choose what time you watch or record the programme. Use the left or right arrow to choose a suitable start time, then press **select**.

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

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

---

Regardless of your parental viewing restrictions, you will need your PIN to watch or record any **Box Office** programme shown before its normal watershed time. PINs will be required as follows:

Programme rating	When PIN is required
<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 select a **Box Office** programme to watch, the programme will be added to your **Sky+ Planner** as a reminder:

If you select a **Box Office** programme for recording, the programme will be added to your **Sky+ Planner** and automatically recorded at the programme start time.

The **Box Office** programme will remain in your **Sky+ Planner** for a fixed amount of time before it is deleted. For example, selected **Box Office** movies may remain in your **Sky+ Planner** for seven days. If you do not watch the programme, **Sky Guide** will automatically delete the recording of the **Box Office** programme at the specified time and you will not be charged.

Once you start playing back a **Box Office** recording, you will have a period of time in which you can watch it as many times as you like. For example, you may be allowed to play back a **Box Office** movie for 24 hours.

You will be charged for the programme when you begin playing back the recording. When the time period is up, **Sky Guide** will automatically delete the recording.

The amount of time you have left to watch, or begin watching, a recording is shown on the programme information banner:



If you select a **Box Office** programme to watch or record but then do not tune to the relevant channel at any time during the programme, or do not play back the recording, you will not be charged for it.

---

---



# Using Sky+ for recording satellite TV

You can select programmes for recording from both the **TV Guide** listings and **Box Office** screens, or directly from satellite TV viewing. The recording of all programmes, including **Box Office** programmes, is subject to the approval of the individual channel provider. A warning banner will appear if recording is not allowed for any reason.

## ❖ Recording current programmes

To record a programme you are currently watching on satellite TV, simply press **R** on your Sky+ remote control. The **Search & Scan** banner appears on-screen with details of the programme to be recorded. Press **R** again to confirm the recording.

The recording indicator on the front panel of your Sky+ set top box lights up whenever a recording is taking place.

If you want to record a programme currently showing on a channel other than the one you are watching, press **select** to display the **Search & Scan** banner. Use the up and down arrows to see what is on other channels.

When you see a programme you want to record, press **R**.



Programmes that you have selected for recording are indicated in the **Search & Scan** banner by the record symbol, which is a red circle containing a white **R**, against the selected programme.

To cancel the recording of a previously-selected programme, highlight the programme in the **Search & Scan** banner, then press **R**.



When you cancel the recording of a current programme, the programme remains listed in your **Sky+ Planner** but is marked as **Part recorded**.

---

## ❖ Recording future programmes

If you want to record future programmes on the channel you are watching, press the right arrow to display the **Search & Scan** banner.

To see what programmes are on later on the current channel, press the right arrow again.

To record the programme highlighted in the **Search & Scan** banner, press **R**.



You can also select programmes to record from the **TV Guide** or **Box Office** listings. Use the arrow keys to highlight the programme you want to record, then press **R**.

sky  
guide

7.01pm Tue 23 Jul

ALL CHANNELS

Today	7.00pm	7.30pm	8.00pm
101 BBC ONE	Snapshot	Top of the ..	Ground For..
102 BBC TWO	Robot	Country Ho..	Trust Me..
103 ITV1 London	Emmerdale	Coronation..	Tonight wi..
104 Channel 4	Channel 4 News		Heligan
105 Channel 5	News	Malaysian ..	Was It Go ..
106 Sky One	Friends	Simpsons	Beat The ..
109 UK Gold	2Point4..	Dad's Army	Brittas Em..
110 UK Gold +1	Wowfab	Gingerbread	Sports ..
111 UK Gold 2	Rescue 911	Animal ..	Adrenalin
112 LivingTV	Miami Vice	Only With	

Page Up

Page Down

+24 Hours

-24 Hours

Press **SELECT** to view or to record

When you select a programme to record from the *TV Guide* or *Box Office* listings, your *Sky+ Planner* is displayed on-screen with the programme highlighted and the record symbol displayed.

Press **back up** to return to the previous screen.



Your Sky+ set top box cannot record interactive applications.

---

## ❖ Recording clashes

When you select a programme for recording, **Sky Guide** automatically checks to see whether it clashes with other programmes you have previously selected for recording. If it does clash, **Sky Guide** will ask you what you want to do.



To record the new programme, you must first press **select** to cancel the previously selected recording. If there is more than one recording to be cancelled, all of these programmes are listed. Use the up and down arrows to view them all.

Press **select** to cancel the previously selected recording(s) and record the new programme.

Press **back up** to keep the previously selected recording(s) and cancel the recording of the new programme.

If the broadcasters change their programming schedules, your **Sky+ Planner** will automatically update, and programme recording times will be adjusted accordingly. However, if a broadcaster moves a programme by more than six hours, the programme will be deleted from your **Sky+ Planner** and you will need to reselect the programme.

Where recording clashes result from changes in the programme schedules, **Sky Guide** will record the earlier programme in its entirety, and will record only part or nothing at all of the later programme. You can choose to change this priority by marking the later programme as **Keep**.

## ❖ Capacity warning

Whenever you select a programme to be recorded, *Sky Guide* anticipates whether there will be enough disk space available for you to record the programme.

If you have set your *Disk Space Management* setting to *Manual* and there isn't enough disk space, *Sky Guide* asks you to manually delete existing recordings to make space for the new recording.



Press **back up** to cancel the new recording and return to the previous screen. To manually delete previously recorded programmes, see *Removing a programme* on page 22.

For information on Disk Space Management settings, see *Disk Space Management* on page 66.

# Using Sky+ for recording radio channels

---

Radio channels do not have programme listings in *Sky Guide*, but you can record these channels using the **Services** menu.

Press **services** on your Sky+ remote control, highlight *Manual Recording*, then press **select**. The *Manual Recording* screen is shown.

sky guide	10.05pm Tue 23 Jul
MANUAL RECORDING	
Channel Number	851
Channel Name	BBC R1
Day	TODAY
Start Time	-- : -- PM
End Time	-- : -- PM
Frequency	ONCE
Add Manual Recording	

Enter channel number or <img alt="diamond icon" data-bbox="410 460 430 475"/> to choose channel name

To record a radio channel:

1. If you know the channel number, you can use the number keys to choose the channel you want to record. Channel numbers are always three digits, for example 851.  
  
Alternatively, you can use the left and right arrow keys to choose the name of the channel you want to record.
2. Press the down arrow to highlight **Day**, then use the left and right arrow keys to choose the day on which you want to record the channel.
3. Next, highlight **Start Time**, then use the number keys to set the start time of the recording. Use the left and right arrow keys to choose whether the start time is AM or PM.
4. Highlight **End Time**, then set the end time of the recording, and choose whether the end time is AM or PM.





5. Press the down arrow to highlight **Frequency**. Use the left and right arrow keys to choose how many times you want to record the channel: once, daily, weekly or every weekday (Monday to Friday).
6. Highlight **Add Manual Recording**, then press **select** to confirm your choices. Your **Sky+ Planner** is displayed on-screen with the manual recording highlighted and the record symbol displayed.



# Playing back recordings

## ❖ Playing back a recorded programme

To select a previously recorded programme for playback:

1. Display your **Sky+ Planner** (press **tv guide** on your Sky+ remote control, highlight **Sky+ Planner**, then press **select**).
2. Highlight a programme that is currently recording, or that has been recorded or part-recorded, then press either **play** or **select**.

Sky+ offers you a choice of playback start positions before playback starts.



Use the left and right arrows to choose:

- ◆ to play back from the beginning of the programme;
- ◆ to play back from the point at which playback previously stopped;
- ◆ to play back from a point decided by yourself (viewer defined);

Use the number keys to set the number of minutes from the beginning of the programme, from which playback is to start.

- ◆ to play back from any bookmarks you have set.

Press **select** or **play** to confirm your choice and playback will start immediately from the selected position.

To select the most recently played-back programme (**not** a **Live Pause** recording) when either watching satellite TV, or when a **TV Guide** or **Box Office** listings screen is displayed, simply press **play**. This is useful if, for example, you had been unable to watch the whole programme previously.

When you have selected a programme for playback, the programme information banner is displayed. Press **select** to start playback.



## ❖ During playback

Whenever you are playing back a programme, you can display the **play** symbol by pressing **play**.

The elapsed time from the beginning of the programme is shown below the symbol.



The **play** symbol is displayed for 5 seconds. To remove the **play** symbol immediately, press **back up**.

The playback indicator on the front panel of your Sky+ set top box lights up if playback, rewind or fast-forward is in progress. If you want to turn off the playback indicator, see **Front-panel recording/playback indicator** on page 68.

During playback you can use the arrow keys to display the **Search & Scan** banner to find out what else is on later or on other channels. The channel first displayed in the **Search & Scan** banner is the last-viewed live channel.

When the programme you are playing back ends, a message will appear on-screen.

To return to your **Sky+ Planner**, press **back up**.

To return to live tv viewing, press **stop**.



If you press the **Sky** key while playing back a programme, **Sky Guide** re-tunes your Sky+ set top box to the channel you were previously watching. If you press the **ch +** or **-** keys, or enter a channel number, **Sky Guide** tunes your Sky+ set top box to the requested channel.



To pause the programme while your Sky+ set top box is in play, fast-forward or rewind, press **pause**.

To restart playback, press **play** or **pause** again.



## ❖ Using Fast Forward / Rewind keys

To fast-forward a recorded programme when it is playing back or paused, press the **fast forward** key. The *fast forward x2* symbol appears on the screen.



**Fast forward** and **rewind** are four-speed keys. To increase the fast-forward speed a second, third and fourth time (x6, x12, x30), press the **fast forward** key again. The appropriate *fast forward* symbol appears on the screen.



To decrease the fast-forward speed, press the **rewind** key. The speed reduces in reverse-order to the above steps, and the appropriate *fast forward* symbol appears on the screen, until normal playback speed is reached.



If you fast-forward to the end of a recording, playback is paused at that point. To return to the channel you were previously watching, press the **stop** key (see below).

The **rewind** key behaves similarly to the **fast forward** key, but in the opposite direction.

---

## ❖ Playing back in slow-motion

To play back a programme in slow-motion, press and hold the **play** key for at least two seconds.

To resume normal playback speed, press **play** again.



## ❖ Stopping playback

To stop playback or pause, and return to the channel you were previously watching, press the **stop** key.



To stop playback and return to your **Sky+ Planner**, press the **back up** key.



To pause playback of a programme while it is being played back or fast-forwarded, press the **pause** key.



---

## ❖ Using Bookmarks

**Bookmarks** are points, within a recorded programme, to which you can quickly return.

To set a bookmark while playing back a recorded programme, first press **pause**, then the **Bookmark** (red) key. The **pause** symbol is displayed with the message **Bookmarked** underneath.

To skip forward to the next bookmark, and then resume playback, press and hold **fast forward** for at least two seconds.

To skip backward to the previous bookmark, and then resume playback, press and hold **rewind** for at least two seconds.



To display a list of your bookmarked points press **pause**, then the **green** key. Each bookmark is displayed with its time, in minutes, relative to the start of the programme.



The start and end of the recorded programme are always displayed as the first and last bookmarks.








Use the arrows to highlight a bookmark, then press **select** to resume playback from the selected position.

If there are more bookmarks than can be displayed on the screen, you can display other parts of the list by using the **Page Up** (red) and **Page Down** (green) keys.

To remove a bookmark, highlight it, then press the **Delete** (yellow) key. The updated list is redisplayed with the bookmark removed.

## ❖ Understanding on-screen symbols

In normal playback, the on-screen symbols are as follows:

 + 10mins	<b>play</b> – a green ring rotating clockwise, containing a single, forward-facing arrow.  <b>slow-motion</b> – the same as the play symbol, but half the speed of rotation.
 + 42mins	<b>pause</b> – a static green ring, containing two vertical lines.
 + 15mins	<b>fast forward</b> – a green ring rotating clockwise at double-speed, containing the selected fast-forward speed (x2, x6, x12 or x30).
 + 25mins	<b>rewind</b> – a green ring rotating anti-clockwise at double-speed, containing the selected rewind speed (x2, x6, x12 or x30).
 + 22mins	<b>skip forward</b> – a static green ring, containing a forward-facing arrow pointing to a vertical line.
 + 16mins	<b>skip back</b> – a static green ring, containing a backward-facing arrow pointing to a vertical line.
 Bookmarked	<b>bookmarked</b> – a pause symbol with the word <b>Bookmarked</b> beneath it.

Below all symbols, with the exception of the **Bookmark** symbol, is the time in minutes since the start of the programme.



No playback symbols appear on-screen while the **Search & Scan** banner or programme information banner is displayed.

---

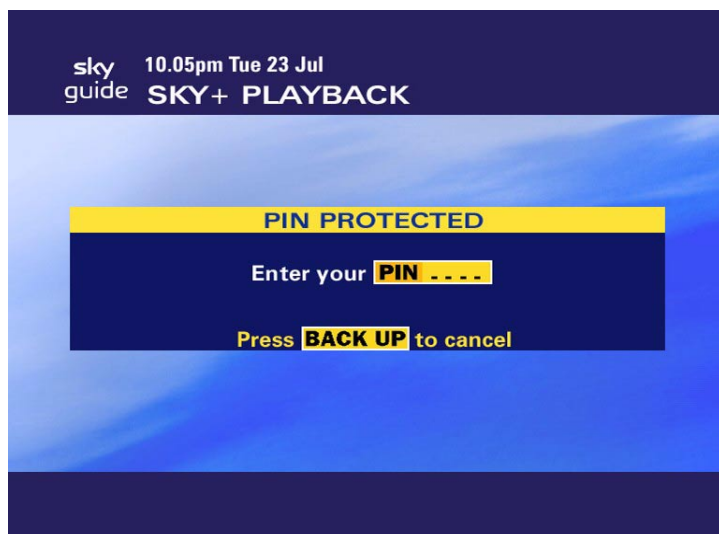
## ❖ Displaying programme information during playback

Press the **i** key at any time during playback to display the programme information banner:

See also *Displaying more information* on page 16.

## ❖ Playing back viewing-restricted programmes

You must enter your PIN to play back a programme that is the subject of a viewing restriction. See *Using Parental Control* on page 49, and *Viewing Restrictions* on page 50.





# Using Copy

Providing you have a video recorder (VCR) connected to your Sky+ set top box, **Sky Guide** can copy recorded programmes directly to your video recorder; if, for example, you want to free up space on your hard disk.

## ❖ Selecting a programme for copying

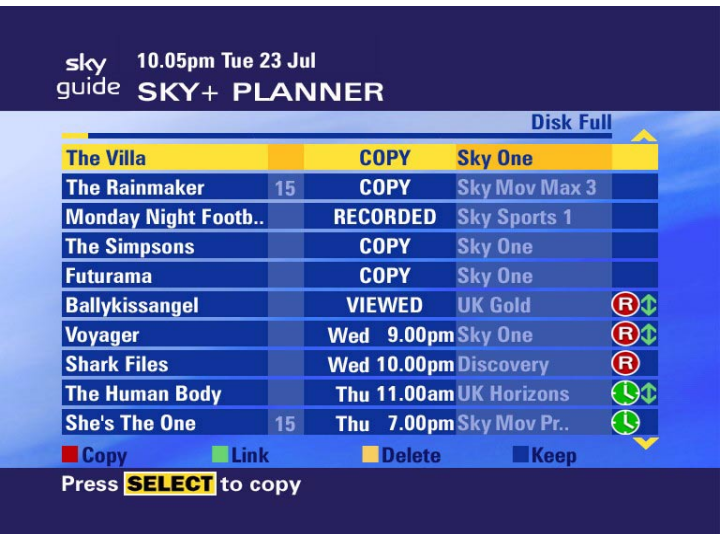
To select a recorded programme for copying:

1. Press **tv guide** then **0** to display your **Sky+ Planner**.
2. Use the up and down arrows to highlight the programme you want to copy, then press the **Copy** (red) key.

The status of the highlighted programme changes to **Copy**.

If you want to select additional programmes for copying, repeat step 2.

If you decide you do not want to copy a selected programme, highlight the programme, then press the **Copy** (red) key again.



To start the copying process :-

1. When you have selected all of the programmes you want to copy, press **play** or **select**.

**Sky Guide** then checks to ensure that none of the programmes will be parentally-restricted when they play back. If any of the programmes are parentally-restricted, you must enter your PIN to proceed.

2. Ensure that your VCR is recording, then press **play** or **select**.

You will see a screen detailing the amount of videotape required to record the selected programmes and a list of the programmes to be copied. The programmes will be listed in the same order that they were marked for **Copy** in your **Sky+ Planner**.

This is a contents marker for your videotape. If there are more than ten programmes, a series of screens is displayed.

Each screen is displayed for ten seconds.



The screenshot shows a dark blue header with the 'sky guide' logo and the text '11.05pm Tue 23 Jul' and 'SKY+ COPY'. Below the header is a table with four rows of programme information. The first three rows list individual programmes with their durations, and the fourth row shows the total duration. The table is set against a background of a blue sky with clouds.

WWF Metal	Sky Sports 1	90mins
Monday Night Football	Sky Sports 1	90mins
Extreme Machines	Discovery	50mins
The Strangerers	Sky One	30mins
		<b>Total Duration 260mins</b>

Each programme marked as **Copy** is then played back in turn from start to finish, preceded by its programme information screen (see page 17).

To stop the copying process at any time, press any key.

Some programmes are copy-protected and cannot be copied to your video recorder. Copy-protected programmes are marked with a **C** on the programme information banner. See **Displaying more information** on page 16.

Copying programmes to your video recorder happens at normal speed. This means if a programme is two hours long, it will take two hours to copy it to your video recorder.



Make sure you have sufficient videotape before starting the copying process.



During the copying process, on-screen warnings about lack of disk space for recording (which are normally displayed if disk space management is set to **Warn** or **Manual**) will not be displayed.



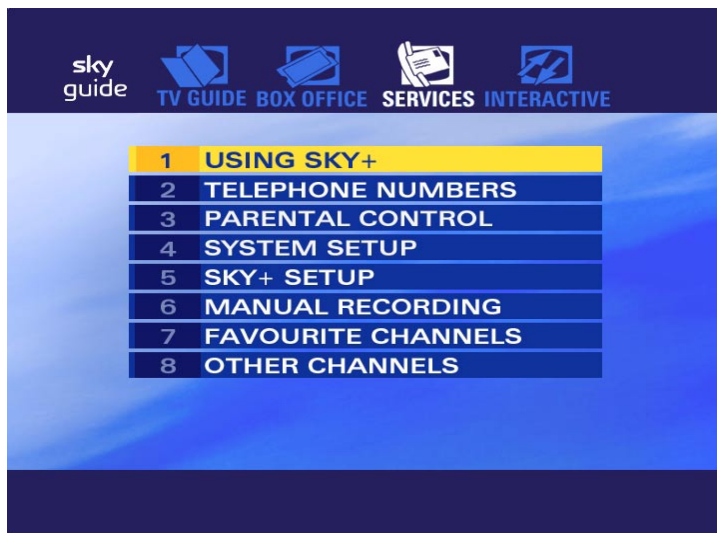
Some video recorders, when connected via a SCART cable to your Sky+ set top box, will start recording automatically when you start copying programmes. For more information on whether this feature is supported, see the user guide that came with your video recorder:



It is advisable to start copying during a period when you can leave your Sky+ set top box and video recorder unattended, as you will be unable to watch other programmes via your Sky+ set top box while copying takes place. If the process is interrupted, by pressing any of your Sky+ remote control keys, the copying process will end.

---

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



**Services** allows you to:

- ◆ view information on using your Sky+ set top box;
- ◆ use the *Parental Control* facility;
- ◆ set up your *Favourite Channels*;
- ◆ add *Other Channels*;
- ◆ display a list of useful phone numbers;
- ◆ set up manual recordings. For more information see *Using Sky+ for recording radio channels* on page 34.

You can also see and modify the settings for your Sky+ set top box.



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

## ❖ Parental Control and your PIN

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

Your PIN enables you to control which programmes are seen in your home. It also allows you to prevent recorded programmes from being deleted.

You can change your PIN at any time. For more information, see **Changing your PIN** on page 52.

**Parental Control** lets you specify what categories of programme you can view and how much you can spend on a programme you order before you need to use your PIN.



If your Sky+ set top box is not connected to your telephone line, or if you forget your PIN, you must call Sky Customer Service to change your PIN or spending limit (see page 51). To find the Sky+ Customer Service number, select the **Telephone Numbers** option from the **Services** screen.

## Using Parental Control

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



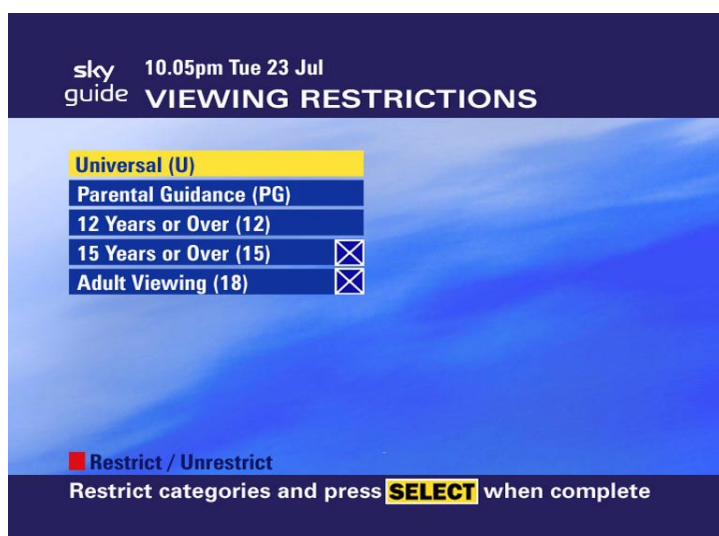
---

## 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 or recorded unless your PIN is entered. Viewing restrictions can be applied only 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 watch programmes in restricted categories only if you first enter your PIN.

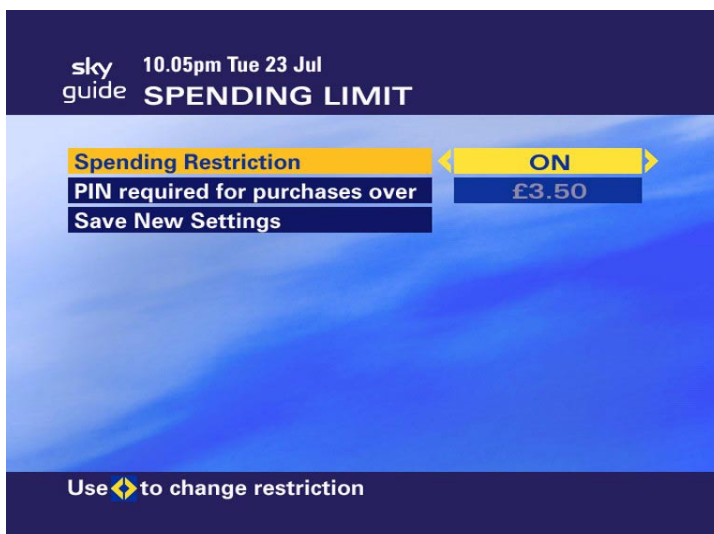
## Spending Limit

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**.

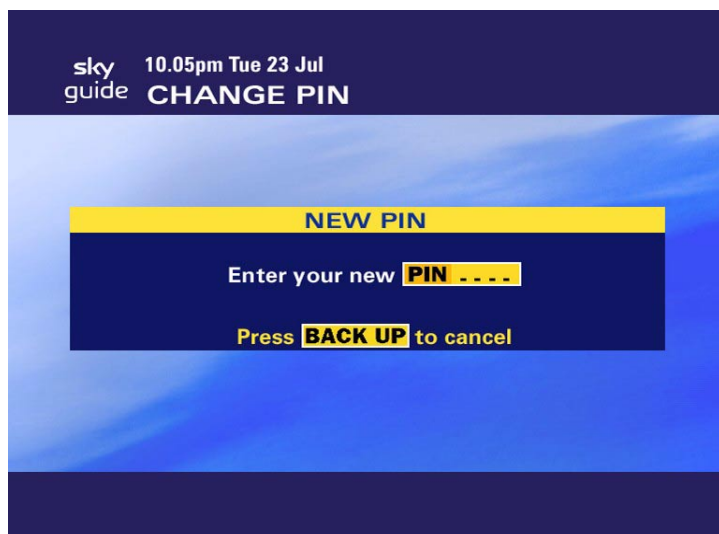


If you set your spending limit at £0.00, your PIN will always be required when you order a **Box Office** programme.

---

## 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 Sky+ Customer Service. To find the Sky+ Customer Service 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+ set top box is not connected to your telephone line, you will have to call Sky+ Customer Service to change your PIN or spending limits.

---



## Record Settings

To see the **Record Settings** screen, highlight **Record Settings** on the **Parental Control** screen, then press **select**.

The **Record Settings** screen lets you PIN-protect recorded programmes you have marked as **Keep** in your **Sky+ Planner**.



To PIN-protect programmes marked as **Keep**:

1. Highlight **PIN Protect Kept Programmes** and use the right arrow to select **YES**.
2. Highlight **Save New Settings** and then press **select**.

# ❖ Favourite Channels

You can create a list of the channels you watch most often, so that **Sky Guide** can tune to your 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+ set top box, the **Favourite Channels** screen has no favourite channels set.

## Adding 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.

If you want to see more information about a channel, highlight it, then press **i**. Press **back up** to remove the information.

3. 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) 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 search through your favourite channels:

1. Press **select** to display the **Search & Scan** banner.
2. Press the **Search Favourite** (blue) key. This will show you information about the first of your favourite channels, which is indicated by a tick (✓) at 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 and it is on now, press **select**; **Sky Guide** tunes your Sky+ set top box to the channel showing the programme.
- ◆ If you see a programme you want to watch and it is on later, press **select**; **Sky Guide** will set a reminder.
- ◆ If you see a programme you want to record, press **R**; **Sky Guide** will then record the programme.

---

## ❖ Other Channels



*Other Channels* include channels that your Sky+ set top box is capable of receiving but for which listings may not be available in *Sky Guide*, for example foreign-language channels. Your Sky+ set top box cannot record programmes that are not listed in *Sky Guide*.

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+ set top box, the *Other Channels* screen is empty. For more information, see *Adding Other Channels* on page 64.

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

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



Choose the service you require by pressing the number on your Sky+ remote control that corresponds to the number of the service.

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+ set top box.



Some TV programmes are enhanced with interactive applications.

These programmes have an on-screen symbol to indicate that there is an associated interactive application. Press the colour key indicated on the screen to start the application.



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.



Your Sky+ set top box cannot record interactive services or applications.

# Extra information

---

## ❖ Setting your Sky+ remote control to operate your TV

Your Sky+ remote control can operate both your Sky+ set top box and your TV.

Your Sky+ remote control should have been set up to work with your TV when your Sky+ set top box 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 **Remote control setup codes** on page 78.

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 your 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 your 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 your Sky+ remote control should blink twice.

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



If the light on your Sky+ remote control blinks three times, it has checked all the possible settings for the code you used. Check that you have the correct four-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 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 your 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 should blink twice. The remote control setup process is now complete.



If after trying this, you still have problems, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the **Telephone Numbers** option from the **Services** screen.

## ❖ Setting your Sky Active keypad to operate your Sky+

Your **Sky Active** keypad can be set up to operate your Sky+ set top box for functions other than recording and playback. To set up your keypad:

1. Turn your TV on.
2. Press the **TV/sat** button on your keypad.
3. Hold down **select** and the blue key at the same time for about two seconds, until the red light on your keypad blinks twice.
4. Press **2** then **select**.
5. Press **Sky** on your keypad.

---

## ❖ Replacing the batteries in your Sky+ remote control

When the batteries in your Sky+ remote control need replacing, you will require two new AA (MN1500, LR6 or UM-3) batteries. A warning message will appear on-screen advising you that it is time to replace the batteries.

To replace the batteries:

1. Hold the upper, silver part, of your Sky+ remote control in one hand. With your other hand, push the catch on the battery cover upwards and remove the cover by pulling it outwards.



2. Remove the old batteries from the battery compartment.
3. Fit the new batteries, ensuring that you match the + and – marks on the batteries to their respective marks inside the battery compartment.
4. Refit the battery cover; ensuring that the two lugs on the cover engage correctly in the casing, and that 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. In this case, after replacing the batteries, you will be able to control your Sky+ set top box as normal, but you will have to reset your Sky+ remote control to operate your TV. For more information, see ***Setting your Sky+ remote control to operate your TV*** on page 58.

---



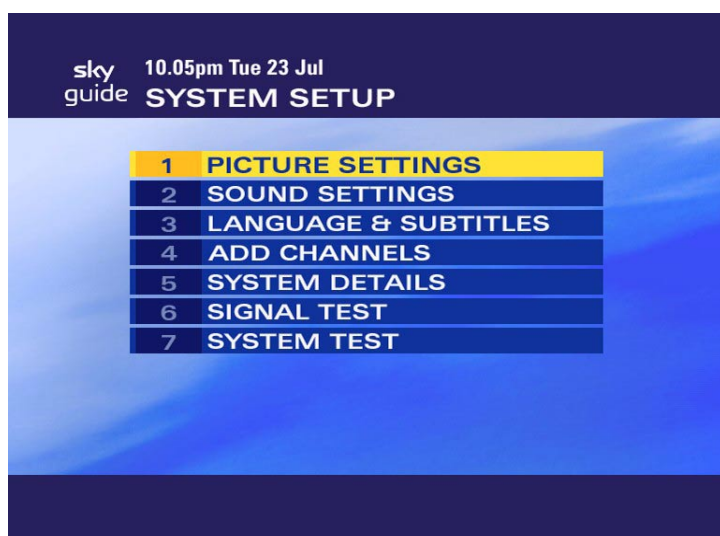
---

## ❖ System Setup

There should be no need for you to use the **System Setup** screens as your Sky+ set top box 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+ set top box makes the best use of your new TV's features.

To use the **System Setup** screens, press **services** on your Sky+ 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+ set top box picture format, video output type, 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, the optical digital-audio output setting (needed to receive a **Dolby Digital 5.1** signal, see page 63) 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+ set top box 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 **Sky Guide**. For more information, see **Other Channels** on page 56 and **Adding Other Channels** on page 64.
- ◆ **System Details** – to see details of your Sky+ set top box, including your Sky+ set top box model number; manufacturer and your SkyViewing Card number.
- ◆ **Signal Test** – to test the quality of the signals your Sky+ set top box is receiving from the satellite via your satellite dish.
- ◆ **System Test** – to check that your Sky+ set top box 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+ set top box.

---

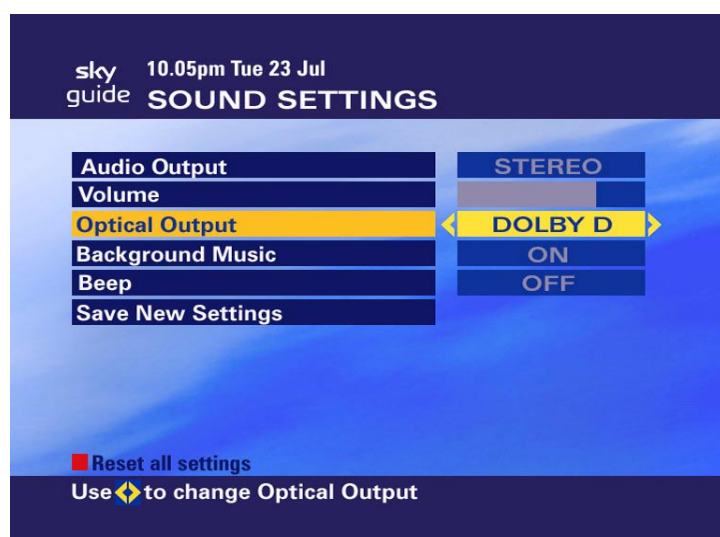
## ❖ Optical digital-audio output

Your Sky+ set top box has an optical digital-audio output that can be connected using an optical cable (not supplied) to suitable hi-fi / audio equipment that is capable of decoding a **Dolby Digital** signal.

If you are watching a programme that has a **Dolby Digital** soundtrack (indicated by the letters DD in the title bar of the programme synopsis), this connector will normally output a **Dolby Surround Pro Logic** signal. Within **System Setup** you can configure this connector to output a **Dolby Digital** signal, which can then be decoded by your hi-fi/ audio equipment.

To turn on the **Dolby Digital** signal:

1. Highlight **Sound Settings** on the **System Setup** screen, then press **select**.



2. Highlight **Optical Output** and use the left or right arrow to change the setting to **Dolby D**.
3. Press the down arrow to highlight **Save New Settings**, then press **select**.



**Dolby Digital** audio is available only if the programme is broadcast with a **Dolby Digital** soundtrack.

## ❖ Adding Other Channels

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

*Your Sky+ set top box is designed for receiving digital television signals transmitted at 28.2 or 28.5 degrees East, either unencrypted or encrypted using BSkyB's encryption system. Reception of other digital 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:

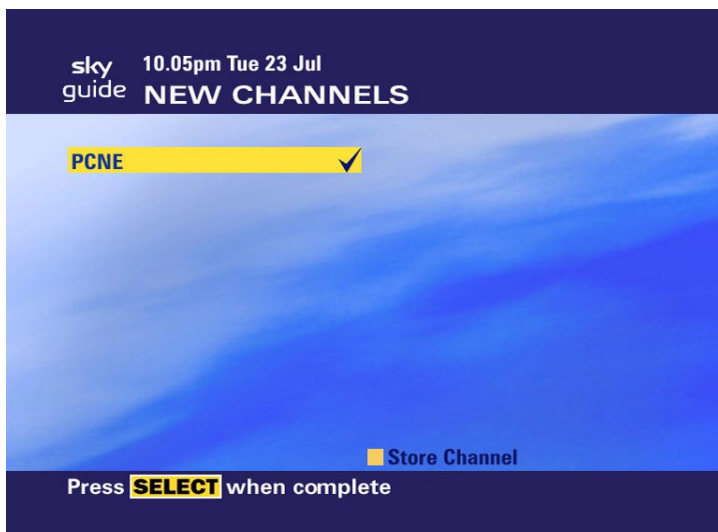
1. Select the **Add Channels** option from the **System Setup** screen.  
The **Add Channels** screen appears on your TV.



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**, then press **select**. *Sky Guide* checks the settings you entered and looks for any new channels at those settings.

---

The **New Channels** screen appears on your TV. This is a list of the channels that your Sky+ set top box has found. You can select those you want to add to the **Other Channels** list.



7. To add a channel, highlight it, then press the **Store Channel** (yellow) key.
8. 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 more information, see **Other Channels** on page 56.



---

Your Sky+ set top box cannot record programmes listed on the **Other Channels** screen.

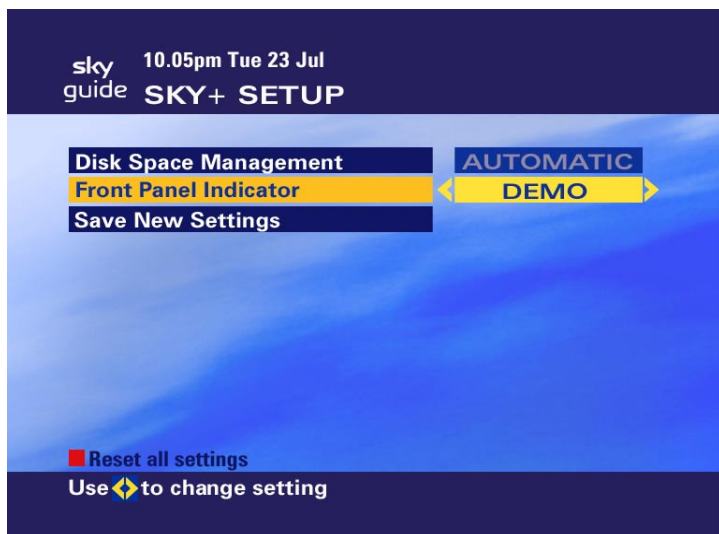
---

---

## ❖ Sky+ Setup

To display the *Sky+ Setup* screen, highlight *Sky+ Setup* on the *Services* screen and press **select**. *Sky+ Setup* allows you to:

- ◆ change the way in which *Sky Guide* manages your recordings;
- ◆ choose the way in which the front-panel indicator works.



### Disk Space Management

To change the way in which *Sky Guide* manages your recordings:

1. Highlight *Disk Space Management* and use the left or right arrow to change the setting.
2. When you have selected your preferred setting, press the down arrow to highlight *Save New Settings*, then press **select**.

You can choose one of three settings:

- ◆ **Automatic** – recorded programmes will be deleted automatically when there is insufficient space to record new programmes.

*Sky Guide* will first delete recorded programmes you have previously watched, then recorded programmes that you have not watched.

*Sky Guide* will not delete recorded programmes marked as **Keep** or viewed **Box Office** programmes.

- ◆ **Warn** – you will be notified shortly before your Sky+ set top box runs out of disk space.



Press **select** to continue the new recording and delete the old recording(s). Press **back up** to keep the old recording(s); the new recording will stop when there is no more disk space.

If you do not respond, the new recording will continue and the old recording(s) will be deleted automatically.

- ◆ **Manual** – you will be notified shortly before your Sky+ set top box runs out of disk space. Recording(s) will never be deleted automatically.

Press **select** to continue the new recording and delete the old recording(s). Press **back up** to keep the old recording(s); the new recording will stop when there is no more disk space.

If you do not respond, the old recording(s) are not deleted and the new recording will stop when there is no more disk space.



If, despite deleting previous recordings, there is still insufficient disk space available for a new recording, **Sky Guide** will only partially record your selected programme.

---

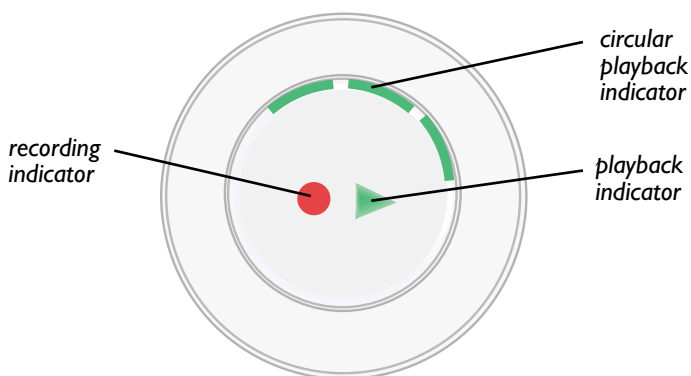
## Front-panel recording/playback indicator

To choose the way in which the front-panel indicator works:

1. Highlight **Front Panel Indicator** and use the left or right arrow to change the setting.
2. When you have selected your preferred setting, press the down arrow to highlight **Save New Settings** and press **select**.

You can choose one of three settings:

- ◆ **Standard** – the recording, playback and/or circular playback indicators light up if recording and/or playback is in progress.
- ◆ **Off** – the circular indicator is turned off, but the recording and/or playback indicators light up if recording and/or playback are in progress.
- ◆ **Demo** – all of the indicators light up in a continuous sequence of operation.



## ❖ Looking after your Sky Viewing Card

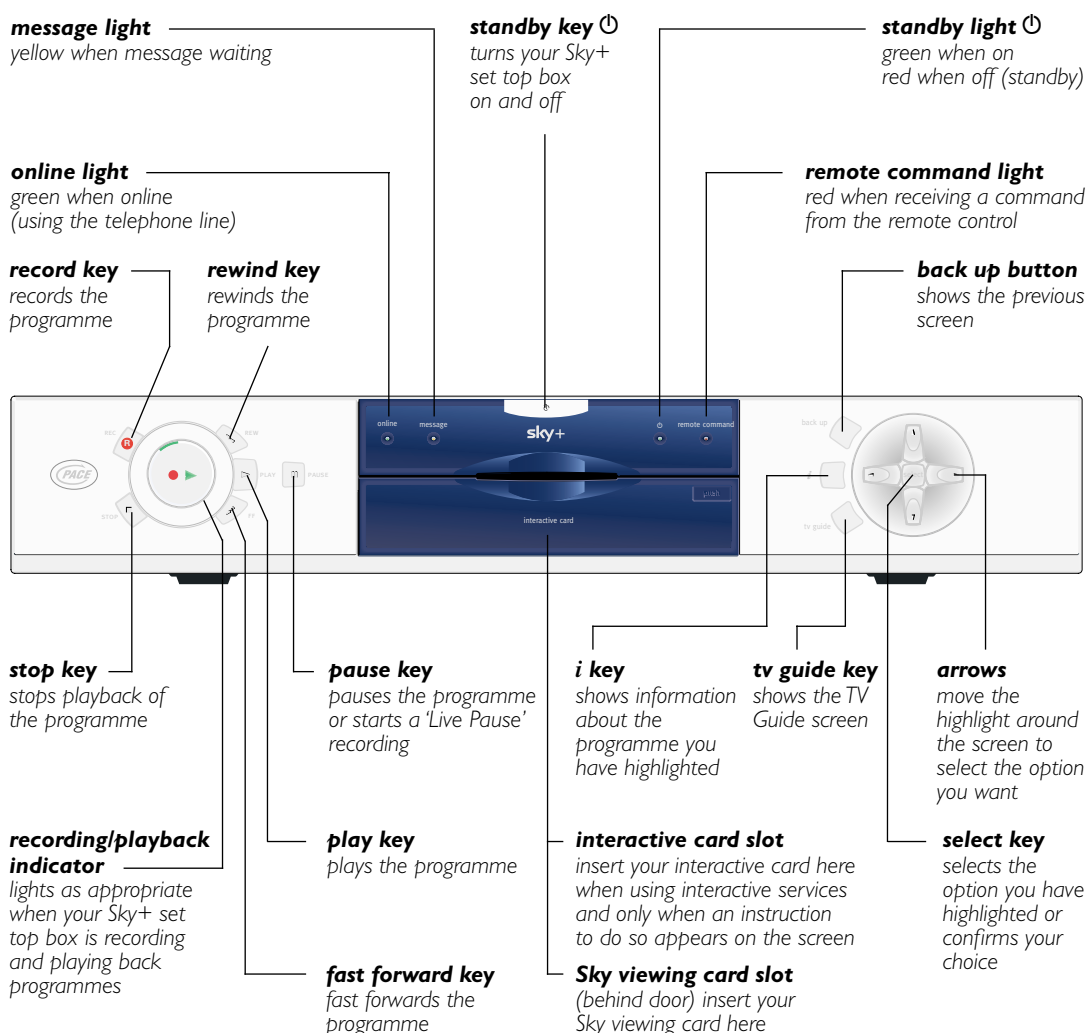
- ◆ Do not remove and re-insert your **Sky Viewing Card** unnecessarily. There is no need to remove your **Sky Viewing Card** unless it is faulty or has expired.
- ◆ Do not bend your **Sky Viewing Card**.
- ◆ Keep your **Sky Viewing Card** away from heat and sunlight.
- ◆ Keep your **Sky Viewing Card** 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+ set top box

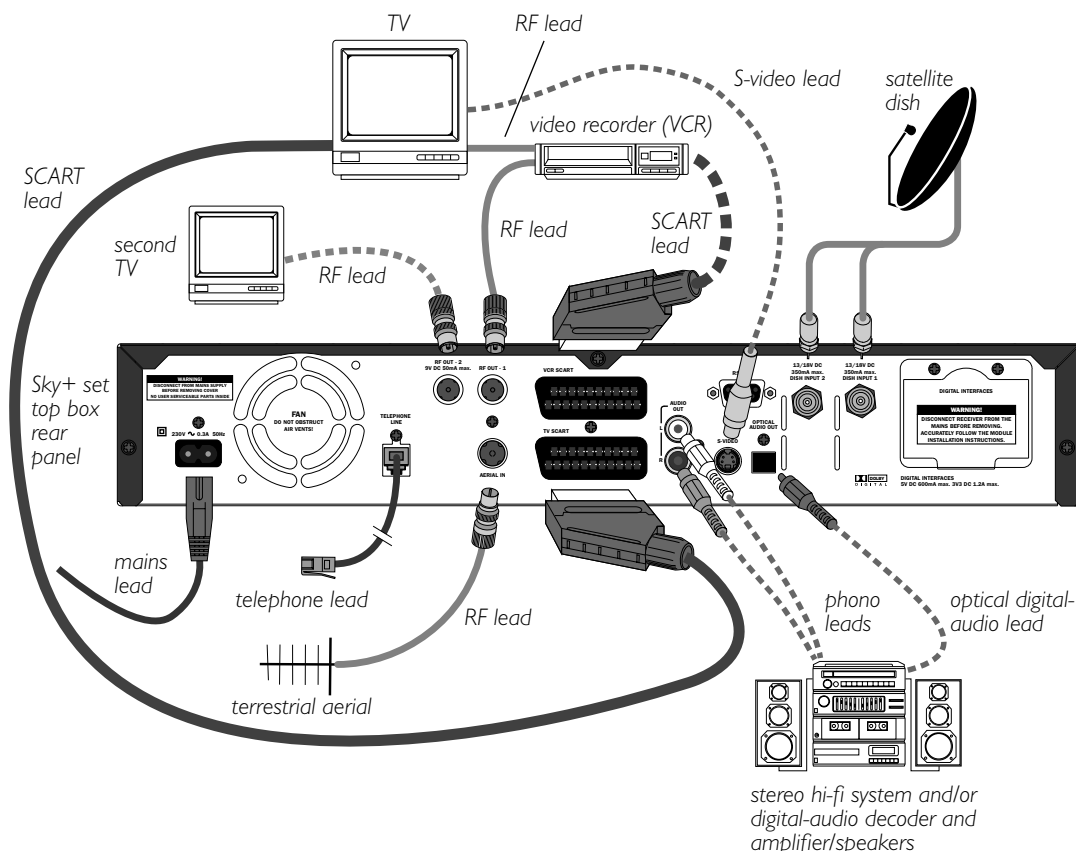
This section shows you how your Sky+ set top box:

- ◆ can be connected to other equipment such as your hi-fi / audio system;
- ◆ can be reconnected after minor changes, for example, after you have moved your TV or Sky+ set top box;
- ◆ settings can be updated.



## WARNING!

**You must disconnect your Sky+ set top box from the mains supply before you connect your Sky+ set top box 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+ set top box and your other equipment 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 analogue UK telephone lines. This lead and your Sky+ set top box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.

## ❖ Digital interface

On the rear panel of your Sky+ set top box there is a plate, which covers a general-purpose interface. This is for future plug-in modules, which will have their own installation instructions. Only plug-in modules that are authorised by Sky must be used. **You must disconnect your Sky+ set top box from the mains before removing the plate or plugging in a module.**

## Further help

---

For further information and tips on getting the most out of your Sky+ set top box, 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+ set top box, see **Solving problems** on page 72.

You can also use **Sky Guide** to get help:

1. Press the **interactive** key on your Sky+ remote control.
2. Highlight **Sky Customer Service**, then press **select**. In a few moments the **Sky Customer Service** screen will appear.
3. Highlight **Technical Assistance**, then press **select** and use the on-screen menus to find the help you need.



If you still have a problem, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the **Telephone Numbers** option from the **Services** screen.

Make sure you have your **Sky Viewing Card** number, Sky+ set top box brand and model number available before you call. 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, and then select **System Details**.

---

---

# Solving problems

## ❖ On-screen messages

Message	Possible reason	What to do now
<i>Insert your SkyViewing Card</i>	There is no viewing card in the <b>Sky Viewing Card</b> slot in your Sky+ set top box.	Insert your viewing card into the <b>Sky Viewing Card</b> slot.
<i>There is a problem with your Sky Viewing Card</i>	Your Sky+ set top box cannot recognise your viewing card.	Check it is your <b>Sky Viewing Card</b> . Check it is in the right way up. Check that your card is not damaged.  If the problem continues, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>Insert your new Sky Viewing Card</i>	You have inserted your old <b>Sky Viewing Card</b> .	Remove your old <b>Sky Viewing Card</b> and insert your new <b>Sky Viewing Card</b> .
<i>This viewing card is not authorised</i>	Your <b>Sky Viewing Card</b> is not authorised.	Call the telephone number shown on your screen to get your <b>Sky Viewing Card</b> authorised.
<i>There is a problem with your viewing card</i>	Your <b>Sky Viewing Card</b> has developed a problem.	Call Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>This is the wrong card for this Sky+ set top box. Insert the correct Sky Viewing Card</i>	You have more than one set top box and have put the wrong <b>Sky Viewing Card</b> in this Sky+ set top box.	Insert the correct <b>Sky Viewing Card</b> for this Sky+ set top box.
<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>The Sky+ Planner is full. You must delete an entry before another programme can be added.</i>	You already have the maximum number of programmes in your <b>Sky+ Planner</b> . You must delete some.	Highlight the programmes you want to delete from your <b>Sky+ Planner</b> and press the <b>Delete</b> (yellow) key.
<i>There is insufficient credit left on your viewing card</i>	There is not enough credit left on your <b>Sky Viewing Card</b> account to buy this programme.	First check that the telephone lead between your Sky+ set top box and the socket is properly plugged in.  If the message persists, call the number shown on your screen so you can order this programme.

Message	Possible reason	What to do now
<i>There is insufficient space left on your viewing card</i>	There is not enough space on your <b>Sky Viewing Card</b> to store the information for this programme.	First check that the telephone lead between your Sky+ set top box and the socket is properly plugged in. If the message persists, call the number shown on your screen so you can order this programme.
<i>You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes</i>	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 Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>No satellite signal is being received</i>	Your Sky+ set top box is not receiving a satellite signal.	Check the cables from your satellite dish are correctly plugged into the back of your Sky+ set top box. Always turn your Sky+ set top box off at the mains before plugging-in or unplugging any other equipment. If the problem continues, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>Ensure that an operating telephone line is connected</i>	Your Sky+ set top box is not connected to an operating telephone line.	Check that the telephone lead between your Sky+ set top box and the socket is properly plugged in. Always turn your Sky+ set top box off at the mains before plugging-in or unplugging any other equipment.
<i>No signal found</i>	Your Sky+ set top box was not able to find a signal after you asked it to find new channels.	Check the settings you entered were correct.
<i>This programme is no longer available</i>	You have selected a programme that is no longer available in your <b>Sky+ Planner</b> .	Select another programme.
<i>Digital text is not available during playback</i>	Your Sky+ set top box does not record digital text.	In order to view digital text, press <b>Sky</b> to return to live programmes, then press <b>text</b> .
<i>You cannot record/play back this programme</i>	An unexpected error has occurred with your Sky+ set top box when you attempted to record or play back a programme.	Call Sky+ Customer Service.  To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.

Message	Possible reason	What to do now
<i>System fault. Sky+ playback and recording are unavailable.</i>	An unexpected error has occurred with your Sky+ set top box during system setup.	Call Sky+ Customer Service.  To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>Housekeeping. Please wait.</i>	Your Sky+ set top box is attempting to resolve a system fault.	Wait for your Sky+ set top box to resolve the problem; if it is not resolved call Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>Recording interrupted by loss of signal or cancellation. Please wait.</i>	Your Sky+ set top box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme.	This message may be seen during playback of a recorded programme. After a few seconds your Sky+ set top box will continue playback from the point when the satellite signal returned or recording was turned on.
<i>Play/Pause/Record are not available whilst in an interactive application</i>	You have attempted to play, pause or record a programme while you are using an interactive application.	You cannot use these features while you are using an interactive application. Press <b>Sky</b> on your Sky+ remote control to leave the interactive application before using these keys.
<i>You cannot record this programme</i>	You have attempted to record a programme which cannot be recorded by your Sky+ set top box.	Select a different programme.
<i>Recording/Live Pause is not available</i>	Your Sky+ subscription has expired.	Call Sky+ Customer Service to renew your subscription. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
<i>The batteries in this remote control are low. Please replace within the next few days. (Or a battery symbol in the Search &amp; Scan banner)</i>	The batteries in the remote control need to be changed.	Change the batteries in your remote control as soon as possible.

## ❖ General problems

Problem	Possible reason	What to do now
You've forgotten your PIN.		Call Sky+ Customer Service. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.
You can't find your Sky+ remote control.		Use the buttons on the front of your Sky+ set top box. You can perform most functions using these buttons.
Nothing is happening.	<p>Your Sky+ set top box is not plugged into the mains.</p> <p>Your Sky+ set top box is switched off (the <b>standby light</b> (⏻) is red).</p>	<p>Make sure the mains lead is properly plugged in and your Sky+ set top box is switched on.</p> <p>Press <b>Sky</b> on your Sky+ remote control.</p>
Your Sky+ remote control isn't working.	The batteries are flat or something is between your Sky+ remote control and your Sky+ set top box.	Make sure you point your Sky+ remote control directly at your Sky+ set top box, and that nothing is between it and your Sky+ set top box. The remote command light should flash on your Sky+ set top box and on your Sky+ remote control each time you push a remote control key. If neither light flashes, check the batteries in your Sky+ remote control.
Your Sky+ remote control works with your TV but not with your Sky+ set top box.	Someone has pressed <b>tv</b> on your Sky+ remote control.	Press <b>tv</b> then <b>Sky</b> on your Sky+ remote control.
Your Sky+ remote control isn't working with your TV.	Someone has pressed <b>Sky</b> on your Sky+ remote control.	Press <b>tv</b> on your Sky+ remote control.
<b>tv, vol</b> and <b>mute</b> keys don't work with your TV.	Your Sky+ remote control isn't properly set to operate your TV.	Refer to <b>Setting your Sky+ remote control to operate your TV</b> on page 58.
You can't find a channel you have previously watched.	The channel only broadcasts for part of the day.	Check the <b>TV Guide</b> listings to see when the channel is available.
On-screen interference.	Your TV or video recorder is not correctly tuned.	Check that your TV and video recorder are correctly tuned to your Sky+ set top box. For further information, refer to your TV and video recorder instruction books. In some cases your Sky+ set top box may need re-tuning. Call Sky+ Customer Service for further advice. To find the Sky+ Customer Service number, select the <b>Telephone Numbers</b> option from the <b>Services</b> screen.

# Specifications

---

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

## General

Operating voltage:	230 V AC $\pm$ 15%; 50 Hz
Power consumption:	60 W (max.); 45 W (typical)
Weight:	8.4 kg (packed)
Dimensions (W x H x D):	422 mm x 76 mm x 355 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 320 2-pin
DISH INPUT 1:	female F-type
DISH INPUT 2:	female F-type
TV SCART:	SCART (composite video out; RGB out)
VCR SCART:	SCART (composite video in/out; RGB in)
S-VIDEO OUT	4-way mini-DIN
TELEPHONE LINE:	RJ11
AERIAL IN:	IEC 169-2 female
RF OUT - 1:	IEC 165-2 male
RF OUT - 2:	IEC 165-2 male
AUDIO OUT (LEFT and RIGHT):	Phono sockets
OPTICAL AUDIO OUT	Optical digital-audio socket (TOSLINK)
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.)



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



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
Optical Output:	*Normal; Dolby D
Background Music:	*On; Off
Beep:	*On; Off

### Languages and Subtitles:

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

### Sky+ Setup:

Disk Space Management:	*Automatic; Warning; Manual
Front Panel Indicator:	*Standard; Demo; Off

# 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

You can use *Sky Guide* to get help on this topic:

1. Press the **interactive** key on your Sky+ remote control.
2. Highlight *Sky Customer Service*, then press **select**. In a few moments the *Sky Customer Service* screen will appear.
3. Highlight *Technical Assistance*, then press **select** and use the on-screen menus to find the help you need.



If you still have a problem, call Sky+ Customer Service. To find the Sky+ Customer Service number, select the *Telephone Numbers* option from the *Services* screen.

---

---


# Index

About this User's Guide .....	2	Favourite Channels	
Adding		adding .....	54
Favourite Channels .....	54	removing .....	55
Other Channels .....	64	using .....	55
Audio language		Finding	
changing .....	61	a channel .....	14
A-Z listings .....	16	a programme .....	14
Banner		Front-panel recording/playback indicator .....	68
programme information .....	16, 17	Further help .....	71
reminder .....	23	Getting started .....	6
Search & Scan .....	9, 29, 30	Help .....	71
Batteries		Indicator	
replacing .....	59	front-panel recording/playback .....	68
Bookmarks		Information	
defining .....	41	banner .....	16, 17
removing .....	42	during playback .....	44
skipping .....	41	Sky+ Planner .....	19
Box Office .....	26	Interactive .....	57
Ordering a programme .....	27	Keep .....	20, 21
Capacity Warning .....	33	PIN protection .....	53
Card		Keypad	
Interactive .....	57	setting to operate your Sky+ .....	59
Sky Viewing .....	6, 68	Language	
Changing		changing .....	61
channel .....	8	Live Pause .....	10, 11
language .....	61	Looking after your SkyViewing Card .....	68
volume .....	8	Mains plug .....	5
your PIN .....	52	Optical digital-audio output .....	63
Channels		Ordering	
adding other .....	64	Box Office programmes .....	27
changing .....	8	Other Channels .....	56
favourites .....	54	adding .....	64
found new .....	65	Parental Control	
other .....	56	accessing .....	49
Choosing		changing your PIN .....	52
a programme to record .....	15	during playback .....	44
a programme to watch .....	15	removing a viewing restriction .....	50
Clashing Programmes		setting a spending limit .....	51
recordings .....	32	setting a viewing restriction .....	50
reminders .....	24	using .....	49
Connecting		PIN .....	44, 49, 51, 52
to the mains supply .....	5	changing your .....	52
to the telephone line .....	70	Playback	
your Sky+ set top box .....	69	Bookmarks .....	41
Copy		choice of start position .....	36
selecting a programme .....	45	during .....	37
using .....	45	fast forward / rewind .....	39
Digital audio output .....	63	parental control of .....	44
Digital interface .....	70	pausing .....	38
Digital satellite TV .....	2	in slow-motion .....	40
Digital text .....	10	stopping .....	40
Disk space management .....	66		
Dolby Digital .....	18, 63		

Playback		
on-screen symbols	37, 43	
Problem-Solving	72	
Programme		
finding	14	
information	16	
Record Settings	53	
Recording		
currently-showing programmes	29	
future programmes	30	
capacity warning	33	
clashes	32	
radio channels	34	
Reminders	15	
Remote control		
replacing the batteries	60	
setting to operate your TV	58	
setup codes	78	
Removing		
favourite channels	55	
viewing restrictions	50	
Replacing the batteries	60	
Restrictions		
Keep	53	
spending	51	
viewing	50	
Search & Scan banner		
timeout	61	
using	9	
Series Link	25	
Services		
parental control	49	
screen	48	
Sky+ Setup	66	
system setup	61	
Set top box	2	
Setting		
disk space management	66	
front-panel recording/playback indicator	68	
spending limit	51	
viewing restrictions	50	
Settings		
Sky+ set top box	61	
Sky Guide		
Box Office	26	
Interactive	57	
Services	48	
TV Guide	13	
What is it?	3	
Sky Viewing Card	6, 68	
Sky+ Planner		
removing a programme	22	
planner information	19	
recording clashes	32	
Sky+ Planner		
reminder clashes	24	
using reminders	23	
using Series Link	25	
using the colour keys	21	
Sky+ remote control	7	
Sky+ set top box		
connecting	69	
specifications	76	
system setup	61	
turning on and off	7	
Solving Problems	72	
Specifications	76	
Spending Limit	51	
Subtitles	61	
Symbols		
fast forward	39	
pause	38	
pause (Bookmarked)	41	
play	37	
Sky+ Planner	20	
understanding on-screen	43	
System Setup	61	
Sky+ Setup	66	
Telephone line	70	
Teletext	10	
Text		
using digital text	10	
using teletext	10	
Troubleshooting	72	
TV Guide	13	
Updates	3	
Using		
Box Office	26	
Copy	45	
digital text	10	
equipment safely	4	
Interactive	57	
Live Pause	11	
Playback	36	
reminders	23	
Series Link	25	
Services	48	
Sky+ Planner	19	
teletext	10	
TV Guide	13	
Viewing Restrictions		
removing	50	
setting	50	
Volume		
changing	8	
Welcome to Sky+ !	2	



**Pace Micro Technology plc**  
Victoria Road Saltaire Shipley  
West Yorkshire BD18 3LF England  
[www.pace.co.uk](http://www.pace.co.uk)

Pace<sup>®</sup> and  are trademarks of Pace Micro Technology plc.