Welcome to our handy guide designed to help you get the most from your Sky+HD box. Whether you need to make sure you’re set up correctly, or simply want to learn more about all the great things your box can do, all the information you need is right here in one place.

The information in this user guide applies only to Sky+HD boxes with built-in Wi-Fi®, which can be identified by checking whether there is a WPS button on the front panel (DRX890W and DRX895W models).
Welcome to your new Sky+HD box

An amazing piece of kit that offers you:

- All the functionality of Sky+
- Easy access to On Demand with built-in Wi-Fi® connectivity
- A choice of over 50 HD channels, depending on your Sky TV subscription
- Up to 60 hours of HD storage on your Sky+HD box or up to 350 hours of HD storage if you have a Sky+HD 2TB box

Follow this guide to find out more about your Sky+HD box*

*All references to the Sky+HD box also apply to the Sky+HD 2TB box, and the product images in this user guide reflect the Sky+HD box. If you have a Sky+HD 2TB box then it will look slightly different but the functionality is the same.
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Overview

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1. About your Sky+HD box

With your Sky+HD box, a compatible HD ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in stunning high definition, as well as all the features and benefits of Sky+.

Sky currently has the widest choice of HD channels in Europe, across sports, movies, arts, drama and documentaries. Enjoy over **27,000** hours of HD programmes a month – that’s more than three times the standard definition output of the UK’s five terrestrial channels combined.

To find out more about what’s on Sky HD go to [sky.com/hd](http://sky.com/hd)

Our Sky+HD box is a video recorder and satellite receiver in one, making it easy to record and store a collection of your favourite programmes to watch whenever you want. The 250GB personal storage capacity of the Sky+HD box means you can store 180 hours of SD content and 60 hours of HD content. If you have a Sky+HD 2TB the 1.5TB personal storage capacity means you can store 1180 hours of SD content and 350 hours of HD content. Sky+ also allows you to record two programmes at once, pause and rewind live TV and more. Plus you can set up TV recordings remotely using your mobile or online at sky.com with Remote Record, so you can record the TV you love wherever you are.

We’re always looking for ways to make improvements for our customers, and as we make improvements and create new features we update the software you see on screen by sending it via the satellite. We’ll let you know about these new features as soon as they’re available, or you can go to [sky.com/skyguide](http://sky.com/skyguide) to find out more about the latest features.

Sky’s On Demand service gives you a world of TV On Demand once you’ve connected your Sky+HD box to your broadband router. You can connect your Sky+HD box to your broadband router using the built-in Wi-Fi capability.
**Your Sky+HD box**

**Top**
- **back up** jumps back to last page or to previous level in Sky Guide screens
- **tv guide** shows TV listings
- **i** reveals more about a programme
- **arrows** show what’s on other channels or highlight on screen options
- **select** confirms a menu option

**Front**
- **REW** rewinds a recording or live TV
- **■** stops playing back a recording
- **REC** records a programme
- **►** plays a recording
- **II** pauses a recording or live TV
- **►►** fast forwards a recording
- **Wi-Fi Protected Setup (WPS) button** for quick and easy connection to your broadband router
- **lights white** when a wireless connection is established
- **lights green** when you’re online (using the phone line)
- **lights red** when the remote is used
- **lights green when the box is on, amber when the box is in standby and red when the box is off**
sets your remote to control your Sky+HD box
sets your remote to control your TV
shows Box Office programmes
shows TV and radio listings
turns your TV’s sound on and off
changes your TV’s volume
show what’s on other channels or highlight on screen options
switches to text mode
pauses a recording or live TV
plays a recording
rewinds a recording or live TV
records a programme
turns your Sky+HD box on, to standby or off and turns your TV on and off
gives options including subtitles, favourite channels and turning off the mini TV
provides interactive services
tells you more about a programme
changes channel or goes up/down a page
confirms a menu option
jumps back to the last page or to the previous level in Sky Guide screens
turns on subtitles/audio description or shows help on using Sky Guide
fast forwards a recording
stops playback of a recording
select on screen options
enter channel numbers or select menu options
press before entering a radio channel number
Complete overview of what’s on with Sky Guide

You control what you watch on your Sky+HD box by browsing the on screen Sky Guide using your remote. Pressing **tv guide** on your remote displays the following **TV Guide** screen:

**Top menu**
- Use **left/right** to highlight the option you want then press **select**

**Middle menu**
- Use **left/right** to highlight the tab option you want then press **select**

**Bottom menu**
- Or ‘listings’ use **up/down** and **left/right** to highlight the item on the page

**Information area**

**Mini TV**
- (if available) showing what you’re watching so you don’t miss the action

**Shortcuts**
- To get to a different Sky Guide page or your stored favourites, press one of the coloured buttons shown at the bottom of the screen

**To go back...**
- Press **sky** to leave the screens and go back to what you were watching
- Use **back up** or **up** to jump back to the previous level, e.g. from the listings to the middle menu, from the middle menu to the top menu
Let’s get started

1 Turning your Sky+HD box on and off
2 Your viewing card
3 Your Sky+HD remote and your TV
4 Changing the volume
5 Changing channels
6 About the Now, Next & Later banner
7 Codes used in the programme information banner
8 Overview of Sky Guide options
9 Connecting your Sky+HD box to your broadband router
1 Turning your Sky+HD box on and off

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

To turn your Sky+HD box to standby, press the **standby** button on your remote.

To turn your Sky+HD box to off, press and hold the **standby** button for **5 seconds** on your remote. The standby light on the front panel is red when your Sky+HD box is plugged into the mains but turned off. The light is green when your Sky+HD box is on. The light is amber when your Sky+HD box is in standby.

💡 To save power and money, please put your Sky+HD box into standby mode when you’re not using it.

See *Saving energy with standby (page 92)* to read about your Sky+HD box’s automatic energy saving mode.

Your Sky+HD box must be on or in standby to be able to record programmes, see *Recording with Sky+ (page 30)* to read about recording programmes.

Your Sky+HD box must be on or in standby for a selection of On Demand programmes to be automatically received by your box. See *TV On Demand (page 49)* to read about On Demand.
2 Your viewing card

Your viewing card needs to stay in your Sky+HD box at all times so you can watch all the Sky TV channels you’re entitled to.

The viewing card slot is under the flap on the front of your Sky+HD box. There’s no need to remove the viewing card unless it’s faulty or has expired.

Please remember these cautions:

• Don’t remove or re-insert the viewing card unnecessarily
• Don’t bend the viewing card
• Keep the card away from heat and sunlight
• Keep the card dry. Never clean it with fluids – use a soft dry cloth
• Keep the card away from small children and pets
Your Sky+HD remote and your TV

Your Sky+HD remote can work with both your Sky+HD box and your TV. Press **tv** on the remote to switch control from the Sky+HD box to the TV. Press **Sky** to go back to controlling the Sky+HD box.

The Sky installer should have already set up the remote for you. If you change your TV, you need to reset the remote to work with your new TV.

See *Setting up and resetting your remote (page 78)* for details.
4 Changing the volume
Use the remote’s vol +/- button to change the volume of your TV. You can turn the vol altogether by pressing the mute button.

5 Changing channels
To go through the channels one at a time, press the channel +/- button on your remote and wait for the channel to change. If you know a channel’s number you can enter it on the remote to jump straight to that channel. For example, enter the sequence 5-0-1 for Sky News.
About the Now, Next & Later banner

The **Now, Next & Later** banner is your ultimate on screen helper — it lets you see what’s on now, next and later, change channels, set reminders, record programmes if you have a Sky+ subscription, and see which programmes you are recording right now, all without interrupting what you’re watching.

- Press an **arrow** button or **select** to show the **Now, Next & Later** banner
- Press **back up** to remove the banner

There are tips on using the banner throughout this guide, most importantly:

- **What’s on your favourite channels** (page 23)
- **Finding out more about a programme with the i button** (page 26)
- **Recording without interrupting what you’re watching** (page 32)
Codes used in the programme information banner

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

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

Letter codes
HD  This is a High Definition programme. HD programmes are shown in widescreen.
C  This programme is copy protected and may not play back correctly if you try to record it.
DS You can hear this programme in surround sound if your TV/home cinema system is compatible.
DD You can hear this programme in Dolby® Digital 5.1 audio if your TV/sound system is compatible. See Switching on Dolby® Digital audio (page 90) for more details.
AD You can choose to play an audio description over this programme; a narrative soundtrack for the partially sighted. See Watching TV with subtitles or audio description (page 72).
S  You can turn subtitles on for this programme. See Watching TV with subtitles or audio description (page 72).
W  This programme is shown in widescreen. For HD programmes, this code won’t be shown although all HD programmes are shown in widescreen.

See Having more control over what the kids watch (page 66) to see how to restrict rated programmes.
### Overview of Sky Guide options

The top menu allows you to pick an option from any Sky Guide screen by scrolling left/right to highlight your choice, and then pressing select.

#### Symbol / Option

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Let's get started
Connecting your Sky+HD box to your broadband router

Your Sky+HD box comes with built-in Wi-Fi connectivity making it quick and easy to access On Demand including Catch Up TV. It can be connected to a wide variety of broadband routers from any broadband provider. There are three ways of connecting your Sky+HD box to your broadband router using Wi-Fi.

Firstly, check if your broadband router has a WPS (Wi-Fi Protected Setup) button.

A If your broadband router has a WPS button:
1. Press and hold the WPS button on your broadband router for 2 seconds.
2. Within one minute press the WPS button on the front panel of your Sky+HD box. Your Sky+HD box should connect to your broadband router automatically.

B If your broadband router does not have a WPS button, or you don’t want to connect by WPS, then you can connect by entering the Wi-Fi password:
1. Press services, 0, 5 on your remote control and this will take you to the Network tab. Three options for connecting your Sky+HD box are displayed.
2. Choose Connect with Password using your remote control and press select.
3. Select the name (SSID) of your broadband network from the list provided. This can usually be found on the back or bottom of the broadband router, next to the password.
4. Enter the password using your remote control and press select to connect.

C If you prefer to connect your broadband router using a WPS PIN, then just select Connect with WPS PIN from the Network tab and follow the on-screen instructions.

Remember, you can also connect your Sky+HD box to your broadband router using an Ethernet cable.

When connecting your Sky+HD box to your broadband router via Wi-Fi, please ensure you have enabled security on your wireless network and that a strong password has been set. Please also ensure that you only share your wireless network password with trusted people as connecting your Sky+HD box will allow certain other devices (with Sky software or applications installed) on your wireless network to access information on your Sky+HD box, such as a list of your Planner recordings.
Watching the TV you love

1 Finding a specific channel in TV Guide
2 TV Guide Quick Links
3 Choosing your favourite channels
4 What’s on your favourite channels
5 Seeing what’s on the HD channels
Finding a specific programme
Identifying HD programmes
Going back to the channel you last watched
Finding out more about a programme with the i button
Finding and listening to radio channels
Finding a specific channel in TV Guide

TV Guide lists channels by channel number.

- If you know the number of the channel, you can enter it using the number buttons
- Go down a page at a time by pressing `ch-
- To see what’s on later on that channel, keep pressing `right`
- To see what’s on up to 7 days in advance on that channel, use the `yellow (+24 Hours)` and `blue (-24 Hours)` buttons

Radio channel numbers start with a zero (for example, 0101)
Many of the genre tabs in the TV Guide contain Quick Links to give you quick and easy access to different parts of the Sky Guide.

**Channels** will display the channel listing for the genre you have selected.

**Recordings** links through to the recordings of the same genre in your Planner.

**On Demand** links to the library of On Demand content for that genre. Connect your Sky+HD box to any broadband router to access the full On Demand service.

**Rentals** links are available in Movies, Sports and Music genres, and will display Sky Store if you have connected a compatible set top box to your broadband router, or Box Office if not.

**Search** takes you to Search which will be pre-populated with the genre you selected.

TV Guide Quick Links can be turned off in the Options menu. Press **services** (for Options), then press **down** and select the **Customise** tab. Press **ch**- to view the second page of settings, and with **TV Guide Quick Links** highlighted press **left/right** to choose **Off**. Press the **green** button to save your changes. All the genre tabs in the TV Guide will now display channel listings only.
Choosing your favourite channels

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

To store your favourites:

1. Press **services** (for **Options**), press **down** then select the **Favourites** tab. A list of available channels appears.
2. Highlight a channel you want as one of your favourites and press the **yellow** button (**Favourite**). A tick appears next to the channel.
3. Choose up to 50 channels and press the **green** button (**Save**) when you’re done.
4. See page 23 for details on navigating to your favourites. Storing your favourites activates the **blue** button, which you can also use to find the channel you were last watching. See page 26 for more details.
What’s on your favourite channels

Once you’ve marked channels as your favourites (page 22), you can choose to see what’s on those channels only.

To see what’s on your favourites without interrupting what you’re watching, just keep pressing the blue button. The first channel you see when you press the blue button is the channel you last watched. Press the blue button again to get to your favourites.

You can get a complete overview of what’s on all your stored favourite channels with any of these shortcuts:

From TV Guide: press the yellow button or scroll to the Favourites tab.

From your Planner: press the green button.

From On Demand: press the red button.
**5 Seeing what’s on the HD channels**

To see listings for HD channels only, go to **TV Guide** and select the **HD & 3D** tab.

In **Now, Next & Later** and **general** listings, you can spot HD channels easily as they have the letters **HD** after the channel name, for example, **Sky 1 HD**.

**6 Identifying HD programmes**

A programme broadcast in High Definition will have the letters **HD** in its programme information bar:

- While watching the programme, press **i** on your remote
- From the Sky Guide listings, just highlight the programme and check the programme information in the top left corner. In full screen mode, highlight the programme and press **i**
- HD programmes are highlighted in yellow in the TV Guide listings so they’re easier to spot. You can find this setting in **Options > Customise.** Under **Highlight Programmes Originated in HD** press **left/right** to select **ON/OFF**. Press **green** button (**Save Settings**) when you’re done
Finding a specific programme

You can search for a specific programme, or type of programme, showing in the next 7 days, available On Demand, or stored in your Planner using the Search option. See also Managing your Planner (page 44).

To start, press tv guide then the blue button (Search).

Searching by title

To search for a programme using the first word in the title, use the remote number keys (as though you were typing a text message). For example, to search for all programmes beginning with EAST, press 3 twice, 2 once, 7 four times, and 8 once. Press left to delete the last letter or back up to delete all the letters you have entered. Press down to refine your search by genre, and subgenre, or select to get the programme results.

Searching by genre

You can narrow your search by searching by category, for example, Sports, Movies or Kids. Go even further and search by subgenre. Press select when you’re done to start the search. Alternatively, press back up if you want to go back to the Title field.

Skipping between listings to see the results

The search results separate the programmes on during the next 7 days from those recorded in your Planner and in On Demand. Use the tab options to see the different results. You can record, set reminders, and tune to current programmes just as you would in other parts of Sky Guide.

Changing your search

To change your search criteria, press the red button (New Search) to remove what you previously entered and start again. Alternatively, you can press back up to remove your title search.
8 Going back to the channel you last watched

When you’re watching TV and decide to go back to the channel you were watching before, just press the blue button. The banner appears, showing the last channel you watched. Press select to tune to that channel. The blue button can also be used to watch your favourite channels. See Choosing your favourite channels (page 22).

9 Finding out more about a programme with the i button

When you’re in TV Guide, and the mini TV is on, simply highlight a programme to show its details in the top left corner – you don’t need to press i here. To find out about programmes in other parts of Sky Guide, press i:

- when you’re watching a programme – either live or recorded
- when a programme is highlighted in the Now, Next & Later banner; with the on screen programme information banner, you can use the left and right arrows to surf to any other programme to show the synopsis for that programme (press i again to remove the synopsis and go back to the simple Now, Next & Later banner)
- when highlighting an On Demand programme press i to find out more information such as the programme’s expiry date
Finding and listening to radio channels

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

1. Use the up/down arrow to browse through the channels shown in the Now, Next & Later banner. Radio channels appear with a speaker symbol next to them.

2. Press select when you see the radio channel you want to listen to.

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

1. Press box office, scroll right to Radio in the top menu and press select.

2. Highlight the radio channel you want and press select to tune in or press record to record the channel. See Recording radio channels for more details (page 39).

Radio channels are also listed in TV Guide under the All Channels tab, starting at channel number 0101. See page 20 for details on navigating TV Guide pages.
Pausing and rewinding live TV

1. Saving after pausing or rewinding live TV
2. Changing how far back you can rewind live TV
1 Saving after pausing or rewinding live TV

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

1 After rewinding or pausing live TV, press record or select. The Now, Next & Later banner appears showing the programme’s name.

2 Press record. The symbol appears next to the programme name and the recording is stored in your Planner.

2 Changing how far back you can rewind live TV

You can choose the Instant Rewind length, as follows:

1 Press services (for Options), press down then select the Sky+ Setup tab.

2 Highlight Instant Rewind and select either Off, 5, 15, 30 or 60 minutes.

3 Press the green button (Save Settings) when you’re done.

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

1. Recording without interrupting what you’re watching
2. Recording from Sky Guide listings
3. Recording from anywhere you go
4. Recording a promoted programme
5. When recordings clash
6. Avoiding recordings being deleted
7. PIN protecting kept recordings
8. Cancelling current and future recordings
9 Deleting existing recordings
10 Undelete a recording
11 Keeping an eye on available disk space
12 Disk space warning
13 Recording radio channels
14 Adding extra time to the start and end of recordings
Recording without interrupting what you’re watching

To record...

the programme you’re watching now: press the record button on your remote. When the banner appears, press record again.

something that’s on later and/or on a different channel: use the Now, Next & Later banner. When you see the programme you want, press record.

When you press record, Sky+ checks to see the programme is part of a series and, if so, gives you the choice of recording this episode only or the remainder of the series. Highlight Record Once or Record Series by pressing up/down then press select. The symbol appears next to the programme title.

As long as the mini TV is turned on, you can also go into your Sky Guide pages and record programmes without interrupting what you’re watching.

Press record twice to save what you’re watching

Or surf to another programme and press record

If it’s part of a series, choose to record just this episode or the rest of the series.
If you see something you want to record in TV Guide, On Demand or Sky Box Office listings, highlight it and press **record**. When you press record on a programme in the TV Guide, Sky+ checks to see if the programme is part of a series and, if so, gives you the choice of recording this episode only or the remainder of the series. Highlight **Record Once** or **Record Series** by pressing **up/down** and press **select**. The **R** symbol appears next to the programme.

You can set your Sky+HD box to record using the Sky+ app on your mobile phone and tablet, or go to sky.com to use Remote Record. To find out more go to sky.com/remoterecord

If you see a promotional advert for a future programme(s) and you see the green **remind me** option, you can set up a recording for that programme or series without having to search for it in TV Guide or Now, Next & Later listings. Press the **green** button before the end of the advert to first set up a reminder, then follow the on screen instructions to record the programme.
When recordings clash

Remember Sky+ can only record two programmes at the same time. If you try to select a programme to record and it clashes with others you’re currently recording, or are set to record in your Planner, you have to choose which recordings to keep.

When three or more recordings are set, you’ll be asked to select which of the recordings to keep.

- To cancel an existing recording and replace it with the one you’ve just requested, press select.
- To cancel the recording you just requested and keep the existing one, press back up.

To see where all the programmes overlap and choose from the programmes already booked, press the red button (Show all other conflicting recordings).

In the next screen, choose the recording you want to cancel by highlighting it and pressing the yellow button (Cancel). Press select when you’re done.
6 Avoiding recordings being deleted

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

To protect a programme, go to your Planner. **SHORTCUT**

Highlight the programme and press the blue button (Keep). The programme is now marked for Keep, shown by the symbol: (K). Sky Guide now won’t delete the recording without asking you if you’re sure.

💡 When you’re running out of disk space, programmes marked for Keep won’t be deleted. See Keeping an eye on available disk space (page 38) for details.

7 PIN protecting kept recordings

To further protect your recordings, you can request a PIN is entered before a kept programme can be deleted.

For details on this, using your PIN and setting parental control restrictions, see Having more control over what the kids watch (page 66).
To cancel a current or future recording...

**without interrupting what you’re watching:** browse to the programme in the Now, Next & Later banner and press record. The symbol disappears.

**straight from your Planner:** highlight it and either press record to just get a reminder instead OR use the yellow button (Delete) to delete the entry completely. See also Deleting existing recordings below.

**from TV Guide listings:** highlight the programme showing the symbol next to it, then press record. The symbol disappears.

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

### Deleting existing recordings

After a recording has finished, you can delete it only from your Planner.

💡 You can Undelete programmes you’ve deleted from the Deleted tab in your Planner, just to the left of All. See Restoring deleted recordings (page 37) for details.

To delete a programme, go to your Planner. Highlight the programme you want to delete and press yellow (Delete). If the programme is protected by being marked **Keep**, you’re asked if you’re sure you want to delete it.

See **Avoiding recordings being deleted** (page 35).

To delete a programme within a Series Stack, highlight the **Series Stack** and press select. Then choose the programme you want to delete and press the yellow button. Remember, future recordings and reminders are listed outside of the Series Stack until the programme starts.
10 Undelete a recording

All programmes deleted from the Planner will be moved to the Deleted tab in your Planner.

Recordings in the Deleted tab will be kept as long as there’s additional, unused space on your Sky+HD box. However, recordings in the Deleted tab will be automatically permanently deleted by your Sky+HD box, according to the order they were originally deleted, if space is required for new recordings.

You can chose to Permanently delete, or Restore recordings in the Deleted tab.

To Permanently delete a recording:

1. Go to your Planner. (shortcut: guide + green)
2. Use the left arrow scroll to highlight the DELETED tab
3. Highlight the programme you’d like to Permanently delete and press the yellow button (Permanently delete).

To Restore a recording:

1. Go to your Planner. (shortcut: guide + green)
2. Use the left arrow scroll to highlight the DELETED tab
3. Highlight the programmes you’d like to Restore and press select or the green button (Restore).
11 Keeping an eye on available disk space

Remember that because your Sky+HD box records onto its hard disk there is a fixed amount of storage space for recordings and On Demand downloads. To see how much space each programme is using, highlight a programme in your Planner and check the yellow part of the indicator bar. The bigger the yellow part, the more space the programme is using.

You can check the exact percentage of disk space used for an individual programme by pressing \( i \) when a programme is highlighted.

HD recordings take up more space than other recorded programmes. To free up some disk space, you can copy recorded programmes to your video or DVD recorder. See Copying programmes to video/DVD (page 84).

12 Disk space warning

When you get your Sky+HD box, it is set up to automatically delete recordings without warning if there’s not enough disk space for a new recording. This means the oldest, watched programmes in your Planner will be deleted when you run out of space to make sure future recordings can be made.

You can change this setting as follows:

1. Press services (for Options), press down then select the Sky+ Setup tab.
2. Highlight Disk Space Management and use the left/right arrow to choose: Warning if you want a warning that a programme is about to be deleted; Manual if you never want previous recordings to be deleted; future recordings will fail if there’s not enough space.
3. Press the green button (Save Settings) when you’re done.
13 Recording radio channels

You can record radio channels as follows:

1. Find the radio channel you want by following the steps on page 27.


3. If you need to, change the Channel Number/Name with the left/right arrow or by keying in the number.

4. Highlight Day and use the left/right arrow to choose the day of the recording.

5. Highlight Start Time and key in the start time of the recording with the number buttons. Use the left/right arrow to choose AM or PM. Do the same for the End Time.

6. Highlight Frequency and use the left/right arrow to choose how often you want to record the channel.

7. Press the yellow button (Add Manual Recording). The settings are saved and the radio recording is now in your Planner.
14 Adding extra time to the start and end of recordings

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

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

1. Press services (for Options), press down then select the Sky+ Setup tab.
2. Highlight Add to Start of Recording and use the left/right arrow to choose how many minutes you want to add. Do the same for the option Add to End of Recording.
3. Press the green button (Save Settings) when you’re done.

💡 With a sequence of recordings happening directly after each other, the Sky+HD box may override the settings you make here.
Setting reminders for programmes

If you don’t want to miss a TV programme, Sky Guide can remind you when it’s about to start.

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

When you press select, your Sky+ checks to see if the programme belongs to a series. If so, it gives you the choice of setting the reminder once only or for the entire remainder of the series. Highlight Remind Once or Remind Series and press select. The reminder symbol appears next to the programme: ☑

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

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

💡 If broadcasters change their schedule within six hours of the affected programme starting, your reminders are automatically updated.

If you have set an On Demand programme to download, go back to watch live TV then when the programme you have set to download is ready to view a pop up will appear to let you know that your programme is ready to watch

💡 If a pop up doesn’t appear, check you have the On Demand Download Notification setting set to ON.
Using your Planner

1. Managing your Planner
2. Setting the Series Link function in your Planner
3. Choosing a recording to watch
4. Picking up from where you left the last recording
5. The Play symbol
6 Checking the remaining viewing time
7 Fast forwarding and rewinding
8 Pausing
9 Slow motion
10 Stopping playback
Managing your Planner

Middle menu

Use the Planner tab options to filter the programmes and get a better overview:

**All**
Shows everything in your Planner in date order, with the oldest programme listed first.

**Genre tabs**
(Entertainment, Lifestyle...)
Shows your recorded programmes grouped by genre, so for example, the Movies tab will show all the movies you’ve recorded.

**Downloads**
On Demand programmes that are downloading or scheduled to download.

**Recorded**
Shows recorded programmes that haven’t been watched yet.

**Deleted**
Shows recorded programmes that have been deleted.

**Viewed**
Shows recorded programmes that have been watched, even in part.

**A-Z**
Shows an A-Z list and lets you search by programme name.
When you set a reminder or a recording for a programme that belongs to a series, you can choose either just that episode or the remainder of the series (where the **Series Link** function is available).

Once a programme is in your Planner, you can choose the **Series Link** option here too so you can automatically record or get reminders for the entire series.

Set the Series Link function in your Planner as follows (or record a whole series as follows):

1. Go to your Planner. **Shortcut**
2. Highlight a programme.
   - If it’s part of a series, the green option (Series Link) appears at the bottom of the screen.
3. If you see the green option (Series Link), press the green button.
   - The **Series Link** symbol appears next to the programme.

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

   If you’ve marked the programme for recording, your Sky+HD box is now set to record every episode of that series.
Choosing a recording to watch

All recordings are stored in your Planner.

1. Go to your Planner. **Shortcut**

2. Highlight the recorded programme and press **play** or **select**.
   The Playback screen appears and you may need to enter your PIN.

3. Use the **left/right** arrow to choose your starting point:
   - **Start** — plays the recording from the beginning.
   - **End** — plays back the last 10 seconds of the recording. This is handy if you want to check the whole programme was recorded.
   - **Last Viewed** — joins the recording where it was stopped last time you watched it.
   - **User Defined** — lets you choose where you want it to start (for example, press 2 to start playback two minutes into the recording).
   - **Bookmark** — starts playback from bookmarks you have set.

4. Press **select** or **play** when you’re ready to start the programme.
4 Picking up from where you left the last recording

If you hadn’t finished watching the last recording you played back, simply press play to return to where you left off.

Your Planner appears with the relevant programme highlighted, as long as the recording still exists and wasn’t played back to the end last time. To start playback from here, press play or select.

5 The Play symbol

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

You can show this symbol at any time by pressing play. The symbol disappears after five seconds. Press back up to remove it more quickly.

6 Checking the remaining viewing time

To see how long you have left until the end of the recording, press select to display the Now, Next & Later banner. This shows you the remaining viewing time in minutes. Press back up to remove the banner.
Fast forwarding and rewinding

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

You can increase the speed by pressing fast forward or rewind repeatedly. There are four speed settings to choose from: x2, x6, x12, x30. If you want to decrease the speed, press the opposite button.

Pausing

Press the pause button to freeze the screen while you’re playing, fast forwarding or rewinding a programme. The pause symbol appears on screen.

Slow motion

To play a programme in slow motion, press and hold play for two seconds. Press play again to carry on in normal time.

Stopping playback

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

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

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

1 About On Demand
2 Seeing what’s available to watch On Demand
3 Watching a programme with On Demand
4 About your downloaded programmes
5 Managing your usage
6 Restricting On Demand viewing
7 Opting out of On Demand
### About On Demand

Sky's On Demand service gives you a world of TV and movies on demand once you've connected your Sky+HD box to your broadband router. It's ready to watch when you are.

- Enjoy Catch Up TV* including Sky Channels, BBC iPlayer and 4oD
- TV Box Sets** of the latest and greatest series
- Hundreds of movies for Movies Pack customers
- Choose from over 1000 movies to rent straight from your sofa
- Plus documentaries, kids’ shows and much more

If you haven't connected your box to broadband yet, you'll only be able to take your pick from a limited selection of the week’s best TV On Demand. So to get the full On Demand service, including access to Catch Up* TV, just connect your Sky+HD box to your broadband router. Content depends on your Sky TV subscription.

You can use the built-in Wi-Fi connectivity of your Sky+HD box to connect it to your broadband router. See [Connecting your Sky+HD box to your broadband router](page 17) for more information on how to do this. You can also connect your Sky+HD box to your broadband router using an Ethernet cable.

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*Catch Up TV only available in the UK. **When subscribing to Entertainment Extra+ or the £10.25 HD Pack.
2 Seeing what’s available to watch On Demand

1. Once your Sky+HD box is connected to broadband, press tv guide then the red button (On Demand).

2. You’ll go straight into the Showcase section, which is a selection of the week’s best TV from Sky.

   Use the left and right arrows to highlight a specific section:
   - **Catch Up** has a selection of the very latest shows, including Sky channels, BBC iPlayer and 4OD.
   - **Box sets** contains a wide choice of current and classic TV, including entire series to watch whenever you want.
   - **Sky Movies** has a huge choice of movies for Sky Movies customers to enjoy, including the latest premieres.
   - **Sky Store** brings you over 1000 movies available to rent whenever you want, from new releases out on DVD to a library of favourites.

3. In the menu for each section, use the up/down or left/right arrows to highlight a programme or category (such as most popular or recently added).

4. If you’ve highlighted a programme then a brief description of the programme appears in the top left of the screen. Press the i button for more detailed programme information.

5. If available, press the red button (View Trailer) to show a mini trailer.

6. Press select to start downloading the programme to your Planner. A notification will appear on screen when the programme is ready to be watched.

*Catch Up TV only available in the UK. **When subscribing to Entertainment Extra+ or the £10.25 HD Pack.
2 Seeing what’s available to watch On Demand (continued)

If you haven’t yet connected your Sky+HD box to broadband, you can catch up on a selection of the week’s best TV.

1. Press tv guide then the red button (On Demand).
2. You’ll see the full list of programmes available; OR use the left/right arrows to highlight a category of programmes such as Movies or Entertainment then press select. The most recently added programmes appear at the top of the list.
3. In the list, use the up/down or left/right arrows to highlight a programme. A summary of the programme appears in the top left of the screen.
4. Press the i button for more detailed programme information.
5. If available, press the blue button (View Trailer) to show a mini trailer.
6. Press select to watch the programme or press record to save it to your Planner so you can watch it whenever you like - even after it’s been removed from the On Demand listings. Remember, to unlock more programmes On Demand, connect your Sky+ HD box to broadband.
Watching a programme On Demand

It’s easy to watch programmes On Demand – just follow the simple steps below. If you would rather see a sneak peek first, look for the trailer icon and press the red button.

**Step 1**
If you can see the symbol, you can start watching straight away. If not, press select to start downloading the programme.

**Step 2**
You can see how much has been downloaded so far in the programme summary area.

**Step 3**
Your programme will be marked AVAILABLE when it’s ready to start watching. Just press select to get started.

**Step 4**
You can carry on watching live TV whilst you’re downloading and a handy pop up feature lets you know when your programme is ready to watch.

In most cases you can expect programmes to be ready to watch within minutes. The time it takes to download a programme depends on the speed of your broadband connection and can be affected by other internet usage in your home.
4 About your downloaded programmes

You’ll find all of the programmes you’re downloading in your Planner, under the Downloads tab. Once a programme has finished downloading, it will move to the All tab with all of your other recordings.

Programmes download one at a time so if you’ve selected several programmes to download, they’ll be queued in the Downloads tab of your Planner.

The show at the top of the list will download first. If you want to switch the order of downloads just press the green button to prioritise a programme.

5 Managing your usage

Remember, all On Demand downloads contribute to any monthly broadband usage allowance you may have.

We recommend that you check the programme size before you start a download by pressing i in the programme synopsis screen. You can also check your monthly usage with your broadband provider.

💡 Go to sky.com/ondemand to find more handy hints and tips.
**Restricting On Demand viewing**

All your parental control settings apply to On Demand programmes, with the exception of Channel Restrictions. For details on using your PIN and parental control settings, see *Having more control over what the kids watch* (page 66).

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

<table>
<thead>
<tr>
<th>programme rating</th>
<th>when PIN is needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>before 9pm</td>
</tr>
<tr>
<td>15</td>
<td>before 8pm</td>
</tr>
<tr>
<td>12</td>
<td>before 8pm</td>
</tr>
<tr>
<td>PG</td>
<td>if a PIN has been set up for this rating</td>
</tr>
<tr>
<td>U</td>
<td>if a PIN has been set up for this rating</td>
</tr>
</tbody>
</table>

Your PIN will still be required to watch On Demand programmes whatever time you watch them, if they were originally scheduled to be broadcast after the 8pm or 9pm watershed.

You can turn off the pre-watershed PIN option for On Demand and all your recorded programmes. To do this:

1. Press **services**, scroll left to **Parental Control** and press **select**.
2. Enter your **PIN**.
3. Scroll to the **Other** tab and press **select**.
4. Highlight **PIN on Pre-Watershed Playback** and select **OFF**.
5. Press the **green** button (**Save Settings**) when you’re done.
Opting out of On Demand

On Demand is available to all Sky TV customers with a compatible Sky+HD box at no extra cost. However, you can turn off On Demand if you want.

1. Press the **services** button on your remote to go into the options menu. Press **select** and scroll **right** to highlight the **Customise** tab.

2. To turn off a selection of On Demand programmes being automatically received by your box, highlight **Enable On Demand Showcase** and use the **left/right** arrow to choose **OFF**.

3. To turn off the ability to download On Demand programmes over broadband, highlight **Enable On Demand Downloads** and use the **left/right** arrow to choose **OFF**.

4. Press the **green** button (Save Settings) when you’re done.

5. A confirmation message appears, asking if you are sure you want to disable On Demand Showcase. Please note: The confirmation message only appears when turning the Enable On Demand Showcase setting off. No message is displayed when turning off Enable On Demand Downloads.

6. Press **select** to confirm. If it is turned off, **On Demand Showcase** programmes will be removed from your Sky+HD box and new programmes will no longer be recorded to your Sky+HD box.

To resume the On Demand Showcase service, select **ON** in step 2 above, then press **select** to confirm followed by the **green** button to save your settings. It may take a few days for the On Demand programmes to fill up again.
Enjoying Sky Box Office entertainment

1. Ordering Box Office programmes
2. Choosing a start time that suits you
3. Watching Box Office programmes
4. Paying for Box Office programmes
5. Ordering over the phone
Ordering Box Office programmes

Here’s how you order Sky Box Office programmes:

1. Press **box office** on your remote, then press **select**.
2. Scroll **left/right** to highlight the category you want, for example, **Start Time** to see what films are showing next.
3. Press **select**.
4. Scroll **up/down** to highlight a programme.
5. Press **select** to purchase it now or to set a reminder for later. OR press **record** to store it in your Planner so you can watch it later.
6. Follow the instructions on screen; you may be asked to select a **start time** and/or enter your **PIN**.

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

<table>
<thead>
<tr>
<th>programme rating</th>
<th>when PIN is needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
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</tr>
<tr>
<td>U</td>
<td>if a PIN has been set up for this rating</td>
</tr>
</tbody>
</table>

You can also order Sky Box Office via the website. Go to **sky.com**
Choosing a start time that suits you

In the Sky Box Office pages you’ll see the **Series Stack** symbol. This means the programme is being shown at different times.

Highlight the programme and press **select** to see the **Showings** page. From here you can choose your preferred time slot.

You can also rent movies On Demand with the Sky Store.

Choose from over 1,000 movies to rent instantly through your Sky+HD box, with prices starting from just 99p.

To enjoy Sky Store, you’ll need to connect your Sky+HD box to your broadband router. Once connected, press the red button in your TV Guide and you’ll find the **Sky Store** tab in your On Demand menu.
3 Watching Box Office programmes

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

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

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

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

4 Paying for Box Office programmes

Charges for Sky Box Office programmes booked via your remote appear on your account at the next available payment date. If you don’t watch any part of the programme, you won’t be charged for it and it will be deleted.

5 Ordering over the phone

If for some reason you can’t order Sky Box Office programmes with your remote, a message appears on screen. You can order programmes over the phone by calling the number shown. Phone orders are subject to an administration charge.
Other services

1. Going interactive
2. Playing games
3. Teletext
Going interactive

Get more from your Sky+HD box with interactive services. Using Sky Active, for instance, you can upgrade your viewing, add Sky Broadband and Talk, choose Multiroom, upgrade your Sky box, manage your Sky Account and more. To access Sky Active and other interactive services, press the interactive button on your remote, then press select.

When you’re watching TV, you can also look out for a colour symbol on screen telling you there’s an interactive service available. Press the colour button when you see the symbol (usually red).

Some interactive services may need a phone line connection. There is no charge for using the interactive Sky Customer Service screens but from there you can get to other interactive services that may be subject to charges. You’ll be informed about these changes before connecting.

Playing games

Some games available under interactive are free of charge, however online games may be subject to call and other charges (see Controlling the use of charged services on page 68 for setting online spending restrictions). You can also buy a 24 hour pass for Sky Games and play with your remote. See the help options within the interactive screens for details.
3 Teletext

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

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

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

To use your TV’s teletext services, press tv on your remote then text while you’re watching a channel. Remember, your Sky remote must be set up for use with your TV. See Setting up and resetting your remote (page 78).

Use these buttons on your remote to control teletext:

<table>
<thead>
<tr>
<th><strong>Button</strong></th>
<th><strong>Function</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>text</td>
<td>Enters text mode (also exits text on some TVs)</td>
</tr>
<tr>
<td>back up</td>
<td>Comes out of text mode</td>
</tr>
<tr>
<td>0-9</td>
<td>Text page number entry</td>
</tr>
<tr>
<td>i (information)</td>
<td>Text reveal</td>
</tr>
<tr>
<td>select</td>
<td>Text hold</td>
</tr>
<tr>
<td>colours</td>
<td>Fastext function</td>
</tr>
</tbody>
</table>

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

💡 Not all TVs have the teletext function.
Get the most from Sky+HD

1. Having more control over what the kids watch
2. Changing your PIN
3. About your PIN
4. Hiding adult channels
5. Restricting rated programmes
6. Restricting specific channels
7. Controlling the use of charged services
8. PIN protecting kept programmes
9. Restricting programmes in your Planner
10. Entering a PIN for pre-watershed playback
11. Turning off PIN controlled restrictions
12. Sharing your Sky+HD box
13. Watching TV with subtitles or audio description
14. Finding subtitled or audio described programmes
15. Important information for customers with a single satellite feed installation
16. Your mini TV setting
17 Saving bookmarks
18 Managing and deleting bookmarks
19 Skipping to bookmarks
20 Starting playback from a bookmark
21 Setting up and resetting your remote
22 If the set up didn’t work
23 Alternative set up
24 Replacing the batteries
25 Adding additional subscriptions
26 Adding channels that aren’t listed in Sky Guide
27 Watching your added channels
28 Changing the picture settings
29 Copying programmes to video/DVD
30 Changing how the Circular Playback Display works
1. **Having more control over what the kids watch**

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

For more control over who watches what, start by pressing **services**, scroll left to **Parental Control** and press **select**.

You now need to enter your four digit PIN (see below).

2. **Changing your PIN**

Your original PIN is provided in the **Terms & Conditions** document you received with your Sky\(^\text{+HD} \) box. You need this number to get into the **Parental Control** screens.

Change your PIN to a personal, secret number that you’ll remember easily. Once you’ve selected the **Parental Control** option, scroll to the **Change PIN** tab and press **select**. Now key in a new four digit number. You’ll have to enter it twice.

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

3. **About your PIN**

Keep your PIN secret to make it effective. Once it’s set, you can have Sky Guide ask for the PIN before showing, recording, playing back, and in some cases, deleting certain programmes.

If you forget your PIN, see page 98 for help on what to do next.
4 Hiding adult content

You can hide all content classed as ‘adult’ from all programme listings:

1. Go to Parental Control > Adult.
2. Highlight Remove Adult Content and use the right arrow to choose YES.
3. Press the green button (Save Settings) when you’re done.

If you want to be able to see the adult content again, just choose NO in the Adult screen.

Adult programmes are removed from all listings and hidden from your Planner.

5 Restricting rated programmes

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

1. Go to Parental Control > Viewing.
2. Highlight the appropriate rating and press the red button (Restrict) on your remote. A padlock symbol appears next to the category you choose, as well as all the lower categories.
3. Press the green button (Save Settings) when you’re done.

If you want to unlock rated programmes, just highlight the category under the Viewing tab and press the red button again (Unrestrict).

Watching restrictions can be applied only to programmes where the broadcaster provides category restriction information.
6 Restricting specific channels

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

1. Go to Parental Control > Channel. This page lists all the channels by channel number.
2. To find the channel, key in the channel number if you know it, or use ch- or ch+ to go one page up or down.
3. Highlight the channel you want, then press the yellow button (Lock) to lock it at any time of day, or the blue button to lock it between 8pm and 6am only. or appears next to the channel, depending on your selection.
4. Press the green button (Save Settings) when you’re done.

7 Controlling the use of charged services

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

1. Go to Parental Control > Other.
2. Highlight PIN Entry Before Going Online and use the left/right arrow to choose ON. Now anyone who wants to use the phone line within an interactive service, subject to a call charge, has to enter the PIN first.
3. Highlight Spending Restriction and use the left/right arrow to choose ON. Press down and set a limit to the cost before the PIN is needed. Set it to £0.00 to enter the PIN every time you order a Sky Box Office programme.
4. Press the green button (Save Settings) when you’re done.

To turn these settings off, just select OFF in step 2 above.

These settings do not apply to On Demand listings. See Restricting On Demand viewing (page 55) instead.
**8 PIN protecting kept programmes**

In your Planner, you can mark recordings for **Keep** to prevent them from being deleted accidentally (**page 35**). You can take this further and have Sky Guide ask for the PIN before a kept recording can be deleted.

Set this up as follows:

1. Go to **Parental Control > Other**.
2. Highlight **PIN Protect Kept Programmes** and use the left/right arrow to choose **ON**. Now anyone who wants to delete a kept recording has to enter the **PIN** first.
3. Press the **green** button (**Save Settings**) when you’re done.

To turn these settings off, just select **OFF** in step 2 above.

**9 Restricting programmes in your Planner**

You can lock programmes stored in your Planner to avoid them being played back without your permission.

1. Go to your Planner.  
   ![SHORTCUT](btn_green.png)
2. Highlight the programme you want to restrict.
3. If necessary, press **left/right** until you can see the red option **Lock**.
4. Press the **red** button. A padlock symbol appears next to the programme and you now have to enter a **PIN** to play or delete it. You also need the **PIN** to remove the lock in future.
10 Entering a PIN for pre-watershed playback

You need to enter your PIN to watch a rated programme before its normal watershed time (including On Demand programmes).

<table>
<thead>
<tr>
<th>programme rating</th>
<th>when PIN is needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>before 9pm</td>
</tr>
<tr>
<td>15</td>
<td>before 8pm</td>
</tr>
<tr>
<td>12</td>
<td>before 8pm</td>
</tr>
<tr>
<td>PG</td>
<td>if a PIN has been set up for this rating</td>
</tr>
<tr>
<td>U</td>
<td>if a PIN has been set up for this rating</td>
</tr>
</tbody>
</table>

To turn off the pre-watershed PIN option for all your recorded programmes and On Demand programmes: Press services, scroll left to Parental Control then enter your PIN. Scroll to the Other tab and press select. Highlight PIN on Pre-Watershed Playback and select OFF. Press green to save your settings.

11 Turning off PIN controlled restrictions

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

1. Go to Parental Control > Change PIN.
2. Press the blue button (Turn off PIN restrictions).

The tabs Viewing, Channel and Other are dimmed out, meaning the PIN restrictions you specified under those options are turned off. Press the blue button again to turn the specified PIN restrictions on again. Even if you turn your settings off here, you'll still need to enter your PIN to watch recorded programmes out of their normal watershed time. The times are shown above under Entering a PIN for pre-watershed playback.
Sharing your Sky+HD box

If you have a mobile or tablet device with the correct version of the Sky+ app, it’s possible to use the application to control your Sky+HD box and view the recordings in the Planner when the devices are connected to the same wireless network.

If you’d like to prevent the Sky+ app from connecting and controlling your Sky+HD box, you can turn this setting off.

1. Go to Parental Controls > Connectivity.
2. Highlight ‘Share what’s on this box’ and use the left/right arrows to choose OFF.
3. Press the green button (Save Settings) when you’re done.

To turn this setting back on at any time, just select ON in step 2 above.

Get the most from Sky+HD
Watching TV with subtitles or audio description

To play an audio description or show subtitles you can:

1. Press help on your Sky remote when you’re watching TV.
2. If the Audio Description or Subtitles option is available, use the left/right arrow to choose ON then press select.

You can also change the audio description and subtitles settings in the Options menu:

1. Press services (for Options), press down then select the Subtitles tab.
2. Press the down arrow to highlight Subtitles or Audio Description, use the left/right arrow to choose ON then press the green button (Save Settings).

💡 With the selection of automatically received On Demand programmes and recorded programmes, if you turned on audio description at the time of recording, it will be available but cannot be turned off. Similarly, if audio description was turned off at the time of recording, it is not available and cannot be turned on.
Finding subtitled or audio described programmes

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

1. Press **services** (for Options), press **down** then select the **Subtitles** tab.

2. Highlight **Highlighted Programmes** and use the **left/right** arrow to choose **Audio Description** or **Subtitles**. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Sky Box Office (this does not apply to On Demand).

3. Highlight **Beep on Audio Description** and use the **left/right** arrow to choose **ON**. This means when you tune to a programme with an audio description, you hear a distinctive beep.

4. Press the **green** button (**Save Settings**) when you’re done.
15 Important information about Single Satellite Feed installations

Do you have a Single Satellite Feed like this?

After installation of your Sky+HD box you may see some incomplete information or error messages on screen. Don’t worry, it’s easy to fix — just follow these instructions to switch the Single Feed Mode to **ON**.

**Switching the Single Feed Mode to ‘ON’**

1. First, ensure that the satellite feed is connected to Dish Input 1 on the back of your set top box.
2. Press **services** on your remote to highlight **options** in the Top Menu, then the **right** arrow once so that **Settings** is highlighted.
3. Now press **select** to highlight the **Picture tab**.
4. Press **0, 1, select** in quick succession to enter the Installer menu.
5. The **Setup** tab will then be highlighted within the Installer menu. Press **down** to highlight **Single Feed Mode** within the menu.
6. Press the **right** arrow once to turn **Single Feed Mode** to ‘**ON**’.
7. Press the **green** button to **Save Settings** and the **Single Feed Mode Caution** message will be displayed.
8. Your Sky+HD box is now ready to be rebooted. When this happens:
   a. Any current recordings will be stopped
   b. On Demand Showcase will be disabled
   c. Auto Standby will be enabled

To reboot your box, press **select**, but please allow a little time for this to happen.
Your mini TV setting

Turning the mini TV off removes the mini tv picture in your Sky Guide and mutes the programme audio.

To turn your mini tv off:

1. Press services (for Options), press down then select the Customise tab.
2. Under Mini TV Mode, press left/right to choose OFF. The mini TV disappears and the programme audio is muted.
3. Press the green button to confirm (Save Settings).
17 Saving bookmarks

When you’re watching a recorded programme and you see something you want to bookmark, press pause and then the red button. The Bookmarked symbol appears in the corner of the screen. Press play to carry on watching the programme.

18 Managing and deleting bookmarks

To see all bookmarks within a recording, press pause then the green button when you’re playing it back. A list of bookmarks appears, showing their place in the programme.

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

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

See Having more control over what the kids watch (page 66) for details.
19 Skipping to bookmarks

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

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

20 Starting playback from a bookmark

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

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

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

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

1. Look up your TV’s brand and code in the list on the right. If you can’t find it here, see Alternative Set Up (page 79).
2. Turn your TV and Sky+HD box on and press tv on your remote control.
3. Hold down select and the red button together until the red light on your remote blinks twice (this is after about two seconds).
4. Press tv again.
5. Key in your TV’s brand code. The light on your remote blinks twice.
6. Press standby on your remote. If your TV switches off, press select. The light on your remote should blink twice. If your TV does not switch off, press tv, then press standby. Repeat the sequence of pressing tv then standby until the TV switches off, then press select. If the light blinks three times, your remote has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
7. Turn your TV back on and press the tv guide button on your remote. The TV Guide screen appears, meaning the remote settings have been reset.

<table>
<thead>
<tr>
<th>Brand</th>
<th>Code</th>
<th>Brand</th>
<th>Code</th>
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<td>0037</td>
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Get the most from Sky+HD
If the set up didn’t work

If you followed the set up carefully but can’t see TV Guide at the end of it, follow these simple steps:

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

Alternative set up

If your TV’s brand isn’t listed on page 78, you can try an alternative set up. This involves programming your remote to the TV’s specific model code instead of the brand code, as follows:

1. First, you need to check the model code for your TV; press interactive, press down then select Sky Customer Service. Select Programme Your Remote and follow the relevant options until you get to the model code for your model number. Make a note of the code.
2. Point the remote away from the TV and Sky±HD box and press the tv button.
3. Press and hold the select and red buttons together until the red light blinks twice.
4. Enter the model code.
5. Press Sky to complete the set up.
6. Now check the settings; point the remote at the Sky±HD box and press tv then number 3. You should now be able to see a terrestrial TV channel.

If you have tried these options and still can’t use your Sky±HD remote with your TV, call Sky Customer Service on the number provided in the Terms & Conditions document you received with your Sky±HD box.
Replacing the batteries

Your remote runs on AA batteries (MN1500, LR6 or UM-3). When it’s time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

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

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

Replace the batteries as follows:

1. Remove the battery cover by pushing up the catch and sliding the cover away.
2. Carefully remove the old batteries.
3. Put the new batteries in, matching the marks + and -.
4. Put the cover back on, sliding the top part in and making sure the catch clicks into place.
5. If you left your remote without charged batteries for longer than 10 minutes, reset your remote to work with your TV.
   See Setting up and resetting your remote (page 78) for details.
25 Adding additional subscriptions

Telephone numbers

You can find Sky and other broadcasters’ phone numbers in your Sky Guide:

Press services (for Options), press down then select the Contact Us tab.

This list includes specific numbers for Sky+ and Sky+HD.

When you call, please have your system information available as we will need this to deal with your problem.

To find this information, press services, scroll right and select Settings then select the Details tab.

Remember for online help, go to the Customer Support pages of sky.com/help
Adding channels that aren’t listed in Sky Guide

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

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

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

1. Press services (for Options), press down then select the Add Channels tab.
2. Enter the information you want and press the yellow button (Find Channels).
3. After a moment, a selection of channels received by your Sky+HD box appears. Some may be in addition to those in your Sky Guide.
4. For each new channel you want to store, highlight the channel and press the yellow button (Store Channel). A tick appears next to the channel name.
5. When you’re done, press select.

Watching your added channels

1. Once you have added your channels as described above, go to Options > Other Channels.
2. Highlight the channel you want to watch and press select.

Your Sky+HD box can’t record channels that aren’t in the Sky Guide listings. You might not be able to see schedule information for these channels.
Changing the picture settings

When your Sky+HD box was installed, your engineer should have set the picture settings at the right level to suit your equipment, so we recommend you don’t adjust them here unless you find it absolutely necessary.

Sky’s HD service uses two HD picture formats. The first, **1080i**, brings the number of rows in the frame up to 1080 — that’s over 500 more than a standard PAL image. The other, **720p**, shows 720 rows in each frame and refreshes the screen at twice the rate of **1080i**.

In rare cases, your TV may be able to display only one of these formats. Check your TV’s settings if you find the picture isn’t as sharp as it should be. Otherwise, you can change your HD picture settings to find the ideal resolution output.

You can change the resolution setting as follows:

1. Press **services**, scroll **right** and select **Settings** then select the **Picture** tab.
2. Highlight **HD Resolution Output** and use the **left/right** arrow to choose from **Automatic** (this is the default and recommended setting), **576** (which is for programmes other than HD only), **720p** and **1080i**.
3. Follow the instructions on screen to confirm the changes.

If your TV doesn’t display anything after you confirm the changes, the new setting is incompatible with the TV. Restart your Sky+HD box as follows to go back to the previous setting. Switch the box to standby then wait at least 60 seconds before unplugging it from the mains supply. After another 30 seconds, plug the box back in to the mains. Wait another 60 seconds before turning the box back on again.
**29 Copying programmes to video/DVD**

To free up space on the hard disk or in your Planner, you can copy recorded programmes onto video or DVD.

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

HD programmes are copied in standard definition quality.

Copy to your video/DVD recorder as follows:

1. Make sure your video/DVD recorder is set up properly. Refer to your video's user guide and see page 89 of this guide for details.

2. Go to your Planner. 

3. Highlight the recorded programme you want to copy.

4. Press **left/right** until you see the **Copy** option at the bottom of the screen.

5. Press the **green** button (Copy). You can select as many programmes as you like.

6. When you’ve made your choice, press **select**.

7. Press record on your video/DVD recorder then press select again on your Sky±HD remote. Copying starts and after a few seconds the **Copy** screen appears, showing you the titles in order of selection with their length in minutes. This is to help you keep track and label your tapes/DVDs. You see an information screen for each programme before the entire recording is played back.

Please wait until copying is complete before using your Sky±HD box again. To cancel at any time, press any button.
Changing how the Circular Playback Display works

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

You can change the way the Circular Playback Display works, as follows:

1. Press services (for Options), press down then select the Sky+ Setup tab.
2. Highlight Circular Playback Display and use the left/right arrow to change the setting.

You can choose one of three settings:

- **Standard**: The recording, playback and/or circular playback indicators light up if you’re recording and/or playing back programmes.
- **Off**: The circular indicator is turned off, but the recording and/or playback indicators light up if you’re recording and/or playing back programmes.
- **Demo**: All indicators light up in continuous sequence.

3. Press the green button (Save Settings) when you’re done.
Your Sky+HD box connections

1 Basic set up 1
2 Basic set up 2
3 Connecting other devices
4 Switching on Dolby® Digital audio
5 Adjusting sound synchronisation
Basic set up 1

Does your compatible HD ready TV have an **HDMI** port?
If so, all you need is the supplied **HDMI** lead.

**WARNING!**

You must disconnect your Sky+HD box from the mains supply before you connect your Sky+HD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your Sky+HD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+HD box and your other equipment are safe, extra low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.
2 Basic set up 2

If your TV has a DVI port you need an audio (L/R) cable and an HDMI to DVI lead (or an adapter for the supplied HDMI lead).

WARNING!
You must disconnect your Sky+HD box from the mains supply before you connect your Sky+HD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your Sky+HD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your Sky+HD box and your other equipment are safe, extra low voltage circuits. However, you should always disconnect the box from the mains and turn off your TV before connecting other devices.
### 3 Connecting other devices

To connect your box to a DVD/video recorder or a TV aerial, follow the setup shown on the right. See also the user guides supplied with your devices.

- If you notice that the picture quality is affected, connect your Sky+HD box directly to the TV instead of through the DVD/video recorder.

To connect your box to an audio system, you can use:

- EITHER a coaxial digital audio cable
- OR an audio (L/R) cable
- OR an optical digital audio cable, as shown on the right.

To make the most of listening to programmes through your audio system, see **Switching on Dolby® Digital audio (page 90)**. Please note, some older amplifiers may not support Dolby® Digital audio. See your audio system’s user guide for more information.
Switching on Dolby® Digital audio

With the digital audio outputs you can connect your Sky+HD box to a compatible home cinema system and listen to programmes broadcast in Dolby® Digital audio. For this you need an optical, coaxial cable or HDMI (not supplied) and you need to change the default settings on your Sky+HD box:

1. Press services, scroll right and select Settings, and then select the Sound tab.
2. Highlight Digital Audio Output – Optical or Highlight Digital Audio Output - HDMI and use the left/right arrow to choose Dolby D.
3. Press the green button (Save Settings) when you’re done.

Some older amplifiers may not support Dolby® Digital audio.

Adjusting sound synchronisation

If you’ve connected your Sky+HD box to a home cinema system using one of the digital audio outputs, you may find the audio and video are out of sync. If this happens, you can easily change the sound settings to correct the sound.

You can change the settings as follows:

1. Press services, scroll right and select Settings, and then select the Sound tab.
3. In the Digital Audio Output Delay banner, use the left/right arrow to choose the setting you want. In this preview mode, you can hear the results as you adjust the level.
4. Press select then press the green button to save the setting.

To change the delay setting without a preview, highlight Digital Audio Output Delay and use the left/right arrow to choose the right setting. Press the green button (Save Settings) when you’re done.
Green stuff

1. Saving energy with standby
2. ... and standby modes
3. Recycling electrical and electronic products
4. Recycling packaging
5. Disposing of batteries
6. More information
1 Saving energy with standby

Switching your Sky+HD box to standby when it’s not in use will reduce the amount of energy that it uses. Remember that the box can still make recordings when in standby so we recommend you make a habit of pressing the standby button (so the light on the box turns amber) as soon as you finish watching TV.

Alternatively, you can switch your Sky+HD box off by pressing and holding the **standby** button for 5 seconds (so the light on the box turns red). Remember that when the box is off, it cannot make recordings.

2 ... and standby modes

Your Sky+HD box features energy saving modes called Active Standby and Eco Standby. With Active Standby mode, if the box is inactive throughout a certain period of time, it’ll automatically go into standby. With Eco Standby mode, as well as going into Active Standby, the box will fully turn off for a few hours at night.

Just before going into standby you’ll see a message on screen if your TV is on. You can press **back up** to remove the message, otherwise your Sky+HD box will go into standby. This doesn’t affect any recordings you have set, as the box can perform up to two simultaneous recordings while in standby. When you turn the box back on, it will be tuned to the channel you last watched.

If you want to change or switch off the Standby Mode, press **services**, (for Options), press **down** then select the **Sky+ Setup** tab. Highlight **Standby Mode** and use left/right arrow to choose between **ACTIVE**, **ECO** and **OFF**. Then press the **green** button (Save Settings).
Recycling electrical and electronic products

The crossed out wheeled bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for reuse or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensures that it is recycled in a manner that protects human health and the environment. You can send your electrical or electronic waste equipment back to us for recycling, free of charge. Pack it up, removing the batteries and include a note to say it’s for reuse or recycling, then send it to: Freepost RTEE-ZRZA-SSXL, Unipart Technology Logistics, Unit 6020, Siskin Parkway West, Middlemarch Business Park, Coventry, CV3 4UP.

If you’re a customer from the Republic of Ireland you can also send it to us, for free, and we’ll make sure it gets reused or recycled. Pack it up, removing the batteries and include a note to say it’s for reuse or recycling, then send it to: c/o City Air Express Ltd, Unit M1 North Ring Business Park, Santry, Freepost F4939, Dublin 9, Ireland. Household customers can also take their old or redundant electrical equipment to their nearest Local Designated Collection Facility. Please go to www.weeeireland.ie to find the locations of these. Alternatively, you can give your old Sky product to your Sky engineer next time they visit.

Recycling packaging

Remember to recycle your packaging instead of throwing it out with your rubbish. At the end of its useful life, cardboard packaging can be recovered and recycled. Recycling responsibly will reduce the requirement for new raw materials and the amount of material that would otherwise end up in landfill.
**Disposing of batteries**

The marking, shown left, on the battery indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in EC Directive 2006/66. If batteries are not properly disposed of, these substances can cause harm to human health or the environment. To protect natural resources and to promote material reuse, please separate batteries from other types of waste and recycle them if possible through your local recycling centre.

**More information**

For more information on recycling electrical and electronic equipment and to find other tips on what you can do to help the environment, visit: [sky.com/environment](http://sky.com/environment)
For your safety

1 Using equipment safely
2 Warnings and cautions
3 Mains plug and its fuse
4 Connecting to the mains supply
1 Using equipment safely

Your Sky+HD box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely.

It is important that you read this booklet completely, especially the 'Warnings and Cautions' instructions. If you have chosen the self set up option you should follow the instructions set out in your Sky+HD self set up guide. If you have any doubts about the installation, operation or safety of your Sky+HD box, please contact Sky or your dealer.

2 Warnings and cautions

Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:

• Never remove the top cover of your Sky+HD box. There are no user-serviceable parts inside, but there are some high-voltage live parts
• Do not attempt to repair your Sky+HD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions
• Never attempt to move or repair your satellite dish or low noise block
• If you move your Sky+HD box between locations at different temperatures, allow it to reach room temperature before you apply power to it
• Make sure that all electrical connections are properly made
• Do not connect any of your equipment (Sky+HD box, TV, video etc.) to the mains supply until you have properly connected all the other leads
• Disconnect your Sky+HD 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+HD box (except your viewing card into its slot)
• Your Sky+HD box is intended for use in moderate climates. Do not use or store your Sky+HD box in hot, cold, damp or dusty places
• In order to ensure a free flow of air around your Sky+HD box, allow at least 10cm of space above and on all sides (especially between your Sky+HD box and your TV). Do not cover any ventilation holes and slots
• Ensure the ventilation holes and slots do not become impeded with newspapers, tablecloths, curtains or similar items
• Do not place your Sky+HD box close to sources of heat such as a heater or direct sunlight. The maximum temperature should not exceed 45°C
• Do not place your Sky+HD box in an enclosed cabinet with more than one other piece of audio/video equipment e.g. VCR or DVD
• Do not put anything on your Sky+HD box which might drip or spill into it. Never stand objects filled with liquids, such as vases, on top
• Never place naked flame sources, such as lighted candles, on or adjacent to your Sky+HD box
• To avoid possible damage to the internal hard disk, do not pick up or otherwise move your Sky+HD box while it’s connected to the mains supply. If you want to move your Sky+HD box, first switch it to standby using the remote control or front panel button then wait at least 60 seconds before disconnecting it. Wait another 30 seconds before continuing.
• You should handle your Sky+HD box carefully as any damage you cause to the internal hard disk (or any other component) will invalidate your warranty
• Danger risk of explosion if batteries are NOT inserted correctly. Replace only with the same or equivalent type
3 Mains plug and fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA or BSI approved BS 1362 fuse, rated at 3A and marked with either of these symbols. Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing. Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug’s back cover, then lever out the fuse and replace it with a new one. Replace the plug’s back cover.

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

4 Connecting to the mains supply

Your Sky box operates with 230V AC, 50 Hz mains supply. Do not connect it to a DC power supply. On some models, the supplied mains lead has a 2-way connector at one end and a mains plug at the other. Insert the 2-way connector into your Sky box before you insert the plug into the mains supply. The only way to disconnect your Sky box from the mains is to take the plug out of the socket. Your Sky box must therefore be installed near the mains socket outlet, which should be easily accessible.

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

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

- Use this booklet as your full guide to using your Sky+HD box and getting the most out of its exclusive features.
- The troubleshooting tips in the next pages may come in handy if you have any problems.
- If you have any problems with your Sky+HD box that aren’t covered in this guide or the other references, call Sky or your broadcaster.

- You can find technical help under **Interactive > Customer Support > Help & Assistance > Sky+HD**
- Press **help** on your remote for general help on using the Sky Guide screens.
- For online help, go to the Customer Support pages of sky.com/help.
- Don’t forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you’re using.
- For information about HD, go to **sky.com/hd**

### What’s wrong?

<table>
<thead>
<tr>
<th>I can’t connect to my broadband router</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible reason</strong></td>
</tr>
<tr>
<td>A Your broadband router is out of range of your Sky+HD box</td>
</tr>
<tr>
<td>B The password or PIN that you have entered is incorrect.</td>
</tr>
<tr>
<td>C Some other router settings are preventing connection</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Move your broadband router closer to your Sky+HD box</td>
</tr>
<tr>
<td>B Try to reconnect to the wireless network and ensure you have entered the correct password or PIN, noting that this is case-sensitive</td>
</tr>
<tr>
<td>C If your router settings have changed, these may need to be reverted to allow connection to your Sky+HD box.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Sky+HD box is trying to connect to the wrong broadband router.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Possible reason</strong></td>
</tr>
<tr>
<td>You need to reset your network settings.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press <strong>services</strong>, select <strong>Settings</strong>, then the <strong>Network</strong> tab. Press the <strong>red</strong> button to reset your network settings, then connect to the right broadband router.</td>
</tr>
<tr>
<td>What’s wrong?</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
</tr>
<tr>
<td>I can’t find my HD programmes</td>
</tr>
</tbody>
</table>
| Nothing is happening on screen / my screen is blank. | Your Sky+HD box may not be plugged into the mains. | 1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on.  
2 Check that your Sky+HD box is not in standby. The light on the front panel of your Sky+HD box should be green.  
3 Press Sky on your remote to control your Sky+HD box. |
| There is on screen interference.                 | Your TV or video recorder may not be correctly tuned. | Check all cable connections, and that your TV and video recorder are tuned to your Sky+HD box. If you are using an aerial RF connection, check that your TV and video are tuned to the right RF channels. For further information refer to your TV and video recorder user guides. In some cases your Sky+HD box may need retuning. Call Sky Customer Service on the number provided in your Terms & Conditions document. |
### What’s wrong?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>My remote isn’t working.</td>
<td>Your Sky+HD box may be off or not plugged into the mains. The batteries in your remote may be flat or an obstacle may be between your remote and your box.</td>
<td>Make sure you point your remote directly at your Sky+HD box, and that nothing is between the two. The remote command light on your Sky+HD box and on your remote should flash each time you press a remote key. If neither light flashes, check the batteries in your remote.</td>
</tr>
<tr>
<td>Some/all of the buttons on my remote don’t work with my TV.</td>
<td>Someone has pressed Sky on your remote and you are in TV mode, or you need to reset your remote.</td>
<td>Press tv on your remote to control your TV. Refer to <strong>Setting up and resetting your remote (page 78)</strong> in this guide to reset your remote.</td>
</tr>
<tr>
<td>My remote works with my TV but not with my Sky+HD box.</td>
<td>Someone has pressed tv on your remote.</td>
<td>Press Sky on your remote to control your Sky+HD box.</td>
</tr>
<tr>
<td>It says Clashed next to a recording in my Sky+HD Planner.</td>
<td>A third programme was set to record, making it clash with other recordings.</td>
<td>See <strong>When recordings clash (page 34)</strong> to avoid this in the future. Bear in mind for when you have a whole series to record using the Series Link function, the next episode is sometimes added to the Planner only when the previous episode starts recording.</td>
</tr>
<tr>
<td>It says Recording interrupted in a recording’s programme information.</td>
<td>Someone may have interrupted the recording then restarted it, OR you may not have the right subscription.</td>
<td>If you are sure the recording was not interrupted and then restarted, please call Sky Customer Service on the number provided in your Terms &amp; Conditions document.</td>
</tr>
<tr>
<td>One of my recordings failed.</td>
<td>This could be for a number of reasons.</td>
<td>To see why it failed, highlight the programme in your Planner and press the i button. See also <strong>Using your Planner (page 42)</strong>.</td>
</tr>
<tr>
<td>I can’t see future recordings or reminders for a particular programme within my Planner.</td>
<td>The channel may no longer be broadcast, or the programme may have been cancelled or moved.</td>
<td>—</td>
</tr>
</tbody>
</table>
**What’s wrong?**

The start of a programme was not recorded.

My phone line is not connected.

**Possible reason**

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

Your phone line is not physically connected to your Sky+HD box.

**Possible reason (A)** Your phone number is ex-directory or you withhold your number when making calls. *(See page 102 for more possible reasons.)*

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

**What to do now**

To get your Sky+HD box to record in the most efficient way, see *Adding extra time to the start and end of recordings* (page 40) and change the settings back to Automatic.

Press services, select Settings then the Signal tab. If you get the message Telephone line not connected, you need to make sure the phone lead is connected properly. If you see the message Telephone line connected, try solutions A-E below.

**A** Change the dialling prefix, as follows:

1. Press services, press right to highlight Settings then press select.
2. Press the numbers 0, 1 then select to show the Installer Set Up menu.
3. Press number 3.
4. Highlight Dialling Prefix and press the number sequence 1, 4, 7, 0.
5. Select Save Settings.
6. Make sure your phone line is free then press select. Your box now tries to call us back, which checks the phone line connection. After getting the message Callback in progress, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the Terms & Conditions document.
What’s wrong?

My phone line is not connected (continued)

Possible reason

B There’s more than one phone line in your home but you’ve connected one or more of your boxes to the line that’s NOT registered to your Sky account.

C A Sky box and card registered to your account is in another property that you own.

D You have an ADSL/Broadband service at home.

E You have disconnected your phone line (e.g. to carry out decorative works in your home).

What to do now

B Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the ‘callback’ procedure below.

C Reconnect the Sky box to the phone line at the home address that your account is registered to – and always keep it connected at that property only, then follow the ‘callback’ procedure below.

D Make sure you have an ADSL/Broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the ‘callback’ procedure below.

E Reconnect the phone line, then follow the ‘callback’ procedure below.

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

Callback procedure:

1. Press services, press right to highlight Settings then press select.
2. Press the numbers 0, 1, then select to show the Installer Set Up menu.
3. Press number 6. When FOR YOUR INFORMATION appears, press select. When the next screen appears showing a number of readings (signal strength etc.), press select. When you see the message Channel line-up complete, press select.
4. Make sure your telephone line is connected and press select again.
5. Your box now tries to call us back, which checks the phone line connection. After getting the message Callback in progress, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the Terms & Conditions document.
<table>
<thead>
<tr>
<th>What’s wrong?</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can’t find a channel I have watched before.</td>
<td>The channel name or number may have changed. Alternatively, the channel may be listed under a different tab option, may no longer be broadcast, or may no longer be part of your subscription package.</td>
<td>Check the TV Guide listings to search for the channel.</td>
</tr>
<tr>
<td>I can’t get a picture on my HD channels.</td>
<td>You may not have the right subscriptions or equipment. The resolution output setting may be incompatible with your TV set.</td>
<td>You may not have the right subscriptions or equipment. To upgrade to Sky+HD, call us. If you’re sure you have the right equipment and subscriptions to receive HD channels, try following the steps under Changing the picture settings (page 83).</td>
</tr>
<tr>
<td>The audio and video are out of sync when the Sky+HD box is connected to my home cinema system.</td>
<td>This is quite common and can be corrected by adjusting the audio delay setting on your Sky+HD box.</td>
<td>Try changing the audio delay setting.</td>
</tr>
<tr>
<td>My Sky+HD box isn’t working: The box is stuck on standby / the screen is blue / the picture is frozen and the remote or buttons on the box are not responding.</td>
<td>Because of a temporary error, you may need to restart your Sky+HD box.</td>
<td>1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Check all cable connections between your Sky+HD box and TV. If you are still experiencing the same issue, restart your Sky+HD box as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 If possible, make sure the box is in standby (amber power light).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2 Wait one minute (important to avoid damage).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 Turn the box off at the mains and wait one minute.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 Turn the box back on. The power light turns amber.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 Wait 30 seconds then press the power button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 The box comes out of standby and the power light turns green. If this doesn’t solve it, call Customer Service (see your Terms &amp; Conditions)</td>
</tr>
</tbody>
</table>
# Display messages

Read these tips if you see a message on screen and you don’t know what to do next.

<table>
<thead>
<tr>
<th>Message</th>
<th>What does it mean?</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insert your viewing card.</td>
<td>There’s no viewing card in the viewing card slot of your Sky+HD box.</td>
<td>Insert or reinsert your viewing card in the direction of the arrow. The card holds all the information your Sky+HD box needs to know about your subscription.</td>
</tr>
<tr>
<td>There is a problem with your viewing card.</td>
<td>Your Sky+HD box cannot recognise your viewing card.</td>
<td>Check that it’s your viewing card, that it’s in the right way up, and that it’s not damaged.</td>
</tr>
<tr>
<td>Insert your new viewing card.</td>
<td>You have inserted your old viewing card.</td>
<td>Remove your old viewing card and insert your new viewing card.</td>
</tr>
<tr>
<td>This viewing card is not authorised</td>
<td>—</td>
<td>Call the telephone number shown on your screen to get your viewing card authorised.</td>
</tr>
<tr>
<td>This is the wrong card for this Sky+HD box. Insert the correct viewing card.</td>
<td>You have more than one box and have put the wrong viewing card in this Sky+HD box.</td>
<td>Insert the correct viewing card for this Sky+HD box.</td>
</tr>
<tr>
<td>You cannot purchase this programme at the moment.</td>
<td>Most likely because of a temporary problem, you can’t buy this programme now.</td>
<td>You may be able to buy it later.</td>
</tr>
<tr>
<td>This programme has already started.</td>
<td>The programme has already started and you can’t buy it now.</td>
<td>Check the listings to find out when it’s on next so you can buy it then.</td>
</tr>
<tr>
<td>Recording/Live Pause is not available.</td>
<td>Your Sky+ subscription has expired.</td>
<td>Call Sky+ Customer Service to renew your subscription. The number is provided in your Terms &amp; Conditions document.</td>
</tr>
<tr>
<td>Message</td>
<td>What does it mean?</td>
<td>What to do now</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>The Planner is full. You must delete an entry before another programme can be added.</td>
<td>You have already used the maximum space in your Planner.</td>
<td>Try to delete some programmes from the Planner. Highlight a programme you want to delete from your Planner and press the yellow button (Delete).</td>
</tr>
<tr>
<td>There is insufficient credit [or space] left on your viewing card.</td>
<td>There’s not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.</td>
<td>First check that the telephone lead between your Sky+HD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.</td>
</tr>
<tr>
<td>You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes.</td>
<td>The wrong PIN has been entered three times in a row.</td>
<td>You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, see page 98.</td>
</tr>
<tr>
<td>No satellite signal is being received</td>
<td>This could be due to bad weather, such as strong winds or heavy rain. Snow on your minidish can also cause a loss of signal.</td>
<td>If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your minidish are correctly plugged into the back of your Sky+HD box. Otherwise, restart your box by following the steps under My Sky+HD box isn't working (page 103). If this doesn't resolve the problem, call Sky Customer Service on the number provided in your Terms &amp; Conditions.</td>
</tr>
<tr>
<td>To get more from your Sky+HD box, including On Demand, you need to connect to your broadband router</td>
<td>Your Sky+HD box is not connected to your broadband router.</td>
<td>Follow the steps described under Connecting your Sky+HD box to your broadband router (page 17).</td>
</tr>
<tr>
<td>Upgrade your subscription to view this channel.</td>
<td>You don’t have the right subscription.</td>
<td>Follow the instructions on screen to upgrade your subscription.</td>
</tr>
<tr>
<td>Message</td>
<td>What does it mean?</td>
<td>What to do now</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>No signal found.</td>
<td>Your Sky+HD box couldn’t find a signal after you asked it to find new channels.</td>
<td>Check the settings you entered were right.</td>
</tr>
<tr>
<td>This programme is no longer available.</td>
<td>You selected a programme that is no longer available in your Planner.</td>
<td>Select another programme.</td>
</tr>
<tr>
<td>Digital text is not available during playback.</td>
<td>Your Sky+HD box cannot show digital text while you’re playing a recording or in live pause.</td>
<td>To view digital text, press <strong>Sky</strong> to return to live programmes, then press <strong>text</strong>.</td>
</tr>
<tr>
<td>You cannot record / play back this programme.</td>
<td>You tried to record a programme which cannot be recorded by your Sky+HD box.</td>
<td>Select a different programme to play back / record. If this doesn’t work, call Sky Customer Service on the number provided in your Terms &amp; Conditions.</td>
</tr>
<tr>
<td>System fault.</td>
<td>There was an unexpected error with your Sky+HD box during system set up.</td>
<td>Call Sky Customer Service (see your Terms &amp; Conditions).</td>
</tr>
<tr>
<td>Housekeeping. Please wait.</td>
<td>Your Sky+HD box is trying to resolve a system fault.</td>
<td>Wait for your Sky+HD box to resolve the problem; if it is not resolved call Sky Customer Service (see your Terms &amp; Conditions).</td>
</tr>
<tr>
<td>Recording interrupted by loss of signal or cancellation. Please wait.</td>
<td>Your Sky+HD box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme</td>
<td>You may see this message when you’re playing back a recorded programme. After a few seconds your Sky+HD box continues playback from the point when the satellite signal returned or recording was started.</td>
</tr>
<tr>
<td>Play / Pause / Record are not available whilst in an interactive service.</td>
<td>You tried to play, pause or record a programme while you are using an interactive service.</td>
<td>Press <strong>Sky</strong> on your remote control to leave the interactive service before using these buttons. As long as the broadcaster allows it, you can record programmes featured within an interactive service. However, you cannot record the entire interactive service itself.</td>
</tr>
<tr>
<td>Message</td>
<td>What does it mean?</td>
<td>What to do now</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------</td>
<td>----------------</td>
</tr>
<tr>
<td>The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Now, Next &amp; Later banner).</td>
<td>The batteries in the remote control need to be changed to avoid losing your remote control settings.</td>
<td>Change the batteries in your remote control as soon as possible. See Replacing the batteries (page 80).</td>
</tr>
<tr>
<td>Channel not available.</td>
<td>You have entered the wrong channel number. If it’s an adult channel it may have been removed by parental control settings.</td>
<td>Select a different channel or turn off the Remove Adult Channels setting under Parental Control &gt; Adult Channels. See Having more control over what the kids watch (page 66).</td>
</tr>
</tbody>
</table>
### Jargon buster

**DVI**
Digital Video Interface. Provides high bandwidth digital connection between a video source and a TV. Audio is carried separately.

**HDMI**
A High Definition Multimedia Interface is like a High Definition scart cable, a high bandwidth digital connection for both video and audio. **HDMI** ensures the best video signal is sent from the source (HD signal) to the display (LCD, Plasma, DLP). It does this by sending uncompressed video and multi channel audio to the TV through one single cable.

**HDCP**
High bandwidth Digital Content Protection (HDCP) is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.

**HD READY**
HD ready is a labelling scheme being introduced by the European TV manufacturers’ organisation EICTA to help you choose an HD TV. The HD ready logo will appear on an increasing number of TVs in the shops. Sky’s HD service is designed to work with TV sets that carry the HD ready label. So look for the logo to make sure you’re ready for HD.

**HD TV**
HD TV (High Definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 50 frames per second, twice that of conventional TV. HD TV pixel numbers range from one to two million, compared to SD TV’s range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® Digital 5.1 audio.

**INTERLACED SCANNING**
With interlaced scanning, a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.

**PIXEL**
Pixel is the abbreviation for ‘picture element’. Pixels are the smallest bits of data in a video image. The more pixels there are in an image, the greater the resolution.

**PROGRESSIVE SCANNING**
Progressive scanning is based on the principle that all the horizontal scan lines are ‘painted’ on the screen in one pass. 720 or 1080 horizontal lines are scanned progressively or in succession in a vertical frame. This is repeated 50 times a second. Some displays, for example LCD and plasmas, scan progressively, whilst CRTs in TV sets usually scan using interlaced lines.

**720p**
720p means the vertical resolution of the TV picture is 720 lines. ‘p’ refers to progressive scanning.

**1080i**
1080i means the vertical resolution of the picture is 1080 lines. ‘i’ refers to interlaced scanning.

**Wi-Fi**
Wi-Fi is a registered mark of the Wi-Fi Alliance. Wi-Fi networks provide secure, reliable and fast wireless connectivity. You can use Wi-Fi to connect your Sky+HD box to your broadband router.

**Wi-Fi Protected Setup (WPS)** is an easy way to set up new wireless networks automatically, add new devices and enable security.
Specifications

The following specifications are for the Sky+HD box manufactured by Sky. Specifications may change without notice.

**DRX890W Specifications**
- Operating voltage: 230V AC; 50Hz
- Power consumption: 45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
- Weight: 4.1kg (packed)
- Dimensions: 346mm x 255mm x 73mm (inc. rubber feet and connectors)
- Operating temp. range: +5°C to +45°C
- Storage temp. range: -20°C to +60°C
- Hard disk capacity: 500GB (250GB personal storage space)

**Connectors**
- MAINS INPUT: IEC 60320 2-pin
- DISH INPUT 1: female F-type 75Ω (950-2150 MHz)
- DISH INPUT 2: female F-type 75Ω (950-2150 MHz)
- TELEPHONE LINE: RJ11, V90
- RS-232: DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
- DIGITAL AUDIO OUT: OPTICAL and COAXIAL digital-audio sockets for 5.1 surround sound
- AUDIO OUT (L and R): Phono sockets (RCA)
- COMPOSITE VIDEO OUT: Phono sockets (RCA)
- USB 2.0: Rear connector
- SCART: SCART (composite video out; RGB out)
- HDMI: 1.1 type A
- ETHERNET: RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
- SATA: external HDD interface, SATA 1.0a
- 10 PIN MINI DIN: I/O Port for additional connectivity

**DRX895W Specifications**
- Operating voltage: 230V AC; 50Hz
- Power consumption: 45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
- Weight: 4.1kg (packed)
- Dimensions: 351mm x 265mm x 73mm (inc. rubber feet and connectors)
- Operating temp. range: +5°C to +45°C
- Storage temp. range: -20°C to +60°C
- Hard disk capacity: 2TB (1.5TB personal storage space)

**Connectors**
- MAINS INPUT: IEC 60320 2-pin
- DISH INPUT 1: female F-type 75Ω (950-2150 MHz)
- DISH INPUT 2: female F-type 75Ω (950-2150 MHz)
- TELEPHONE LINE: RJ11, V90
- RS-232: DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
- DIGITAL AUDIO OUT: OPTICAL & COAXIAL digital-audio sockets for 5.1 surround sound
- AUDIO OUT (L and R): Phono sockets (RCA)
- COMPOSITE VIDEO OUT: Phono sockets (RCA)
- USB 2.0: Rear connector
- SCART: SCART (composite video out; RGB out)
- HDMI: 1.1 type A
- ETHERNET: RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
- SATA: external HDD interface, SATA 1.0a
- 10 PIN MINI DIN: I/O Port for additional connectivity

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

The model number, serial number and electrical rating of this set top box are on a label on its base and rear.

BSkyB, Grant Way, Isleworth, Middlesex TW7 5QD
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