# **Sky+HD User Guide**

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.

# Welcome to your new Sky+HD box

## An amazing piece of kit that offers you:

 All the functionality of Sky+  A choice of over 50 HD channels, depending on your Sky TV subscription • Up to 60 hours of HD storage

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

## Contents

Overview	page 4
Let's get started	page 9
Watching the TV you love	page 17
Pausing and rewinding live TV	page 27
Recording with Sky+	page 29
Setting reminders for programmes	page 40
Using your Planner	page 41
TV On Demand	page 48

Enjoying Sky Box Office entertainment	page 56
Other services	page 60
Get the most from Sky+HD	page 63
Your Sky+HD box connections	page 85
Green stuff	page 90
For your safety	page 94
Troubleshooting	page 97
HD jargon buster	page 107
Specifications	page 108

## **Full Contents**

#### **Overview**

About your Sky+HD box	5
Your Sky+HD box	6
Your Sky+HD remote	7
Complete overview of what's on with Sky Guide	8
Let's get started	
Turning your Sky+HD box on and off	10
Your viewing card	11
Your Sky+HD remote and your TV	12
Changing the volume	13
Changing channels	13
About the Now, Next & Later banner	14
Codes used in the programme information banner	15
Overview of Sky Guide options	16

#### Watching the TV you love

Finding a specific channel in TV Guide	19
TV Guide Quick Links	20
Choosing your favourite channels	21
What's on your favourite channels	22
Seeing what's on the HD channels	23
Identifying HD programmes	23
Finding a specific programme	24
Going back to the channel you last watched	25
Finding out more about a programme with the $m i$ button	25
Finding and listening to radio channels	26

#### **Pausing and rewinding live TV**

Saving after pausing or rewinding live TV	28
Changing how far back you can rewind live TV	28
Recording with Sky+	
Recording without interrupting what you're watching	31
Recording from Sky Guide listings	32
Recording from anywhere you go	32

Recording a promoted programme	32
When recordings clash	33
Avoiding recordings being deleted	34
PIN protecting kept recordings	34
Cancelling current and future recordings	35
Deleting existing recordings	35
Undelete a recording	36
Keeping an eye on available disk space	37
Disk space warning	37
Recording radio channels	38
Adding extra time to the start and end of recordings	39
Setting reminders for programmes	40
Using your Planner	
Managing your Planner	43
Setting the Series Link function in your Planner	44
Choosing a recording to watch	45
Picking up from where you left the last recording	46
The Play symbol	46
Checking the remaining viewing time	46
Fast forwarding and rewinding	47
Pausing	47
Slow motion	47
Stopping playback	47

#### **TV On Demand**

About TV On Demand	49
Seeing what's available to watch On Demand	50
Watching a programme On Demand	52
About your downloaded programmes	53
Managing your usage	53
Restricting On Demand viewing	54
Opting out of On Demand	55

#### Enjoying Sky Box Office entertainment

Ordering Box Office programmes	57
Choosing a start time that suits you	58
Watching Box Office programmes	59
Paying for Box Office programmes	59
Ordering over the phone	59
- · ·	

#### Other services

Going interactive	61
Playing games	61
Teletext	62

#### Get the most from Sky+HD

Having more control over what the kids watch	65
Changing your PIN	65
About your PIN	65
Hiding adult channels	66
Restricting rated programmes	66
Restricting specific channels	67
Controlling the use of charged services	67
PIN protecting kept programmes	68
Restricting programmes in your Planner	68
Entering a PIN for pre-watershed playback	69
Turning off PIN controlled restrictions	69
Sharing your Sky+HD box	70
Watching TV with subtitles or audio description	71
Finding subtitled or audio described programmes	72
Important information about Single Satellite Feed installations	73
Your mini TV setting	74
Saving bookmarks	75
Managing and deleting bookmarks	75
Skipping to bookmarks	76
Starting playback from a bookmark	76
Setting up and resetting your remote	77
If the set up didn't work	78
Alternative set up	78
Replacing the batteries	79
Adding additional subscriptions	80
Adding channels that aren't listed in Sky Guide	81

Watching your added channels	81
Changing the picture settings	82
Copying programmes to video/DVD	83
Changing how the Circular Playback Display works	84
Your Sky+HD box connections Basic set up 1 Basic set up 2 Connecting other devices Switching on Dolby <sup>®</sup> Digital audio Adjusting sound synchronisation	86 87 88 89 89
<b>Green stuff</b> Saving energy with standby and Auto Standby Recycling electrical and electronic products Recycling packaging Disposing of batteries More information	91 91 92 93 93
For your safety Using equipment safely Warnings and cautions Mains plug and fuse Connecting to the mains supply	95 95 96 96
Troubleshooting	97
HD jargon buster	107
Specifications	108

## Overview

- **1** About your Sky+HD box
- **2** Your Sky+HD box
- **3 Your Sky+HD remote**
- **4** Complete overview of what's on with Sky Guide

### 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

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 storage capacity means you can store **180** hours of SD content and **60** 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.

Sky's On Demand service gives you a library of TV On Demand once you've connected your Sky+HD box to your broadband router. When connecting your Sky+HD box to your broadband router via WiFi 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.

### Your Sky+HD box decodes HD information from the satellite



### **2** Your Sky+HD box

### Тор

back up jumps back to last page or to previous level in Sky Guide screens

tv guide shows TV listings

() turns your Sky+HD box on, to standby or off

*i* reveals more about a programme

arrows show what's on other channels or highlight on screen options

select confirms a menu option



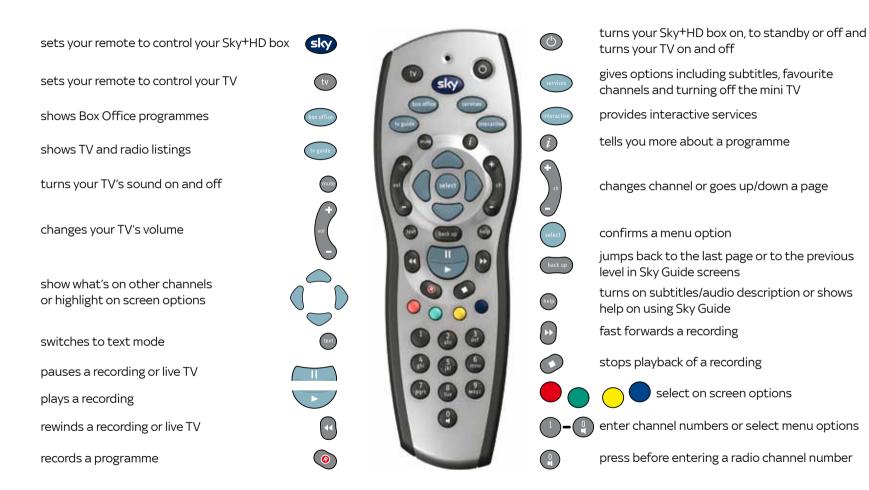
#### Front

- rewinds a recording or live TV
- stops playing back a recording
- records a programme
- plays a recording
- pauses a recording or live TV
- ►► fast forwards a recording

lights when Sky+ is recording or playing back programmes

- lights green when you're online (using the phone line)
- (A) lights yellow when there's a network error
- 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

#### **3** Your Sky+HD remote



### Output the second se

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



Press ty guide on remote

#### 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

#### to go back...



TV Guide 🔲 💮 🧖 🖴 🔍 ┥ A Sk All Channels Welcome to your Sky Guide. Take a look around and you'll see what's on in the next seven days. 9.00pm Tu 15/11 All Channels HD & 3D Entertain Lifestyle Movies Sports News Docs 9.00pm 9.30pm 101 BBC1 London BBC Ten O'Clock Ne. 102 BBC2 England Have I got News for You Top Gear 103 ITV London Lion Country Before Sunset 104 Channel 4 Heston Michelin Impossible Lilly Alien: From Rags CSI: Miami 105 Channel 5 CSI: Crime Scene Investigation 106 Sky1 HD Gladiator The Simpsons 107 Sky Living HD 4 Weddings UK Chuck 108 Sky Atlantic HD Boardwalk Empire On Demand Planner Favourites Search

information area

Press

to leave the screens and go back to what you were watching

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

#### 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

## 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

### **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 91)** 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 29)** 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 48) 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

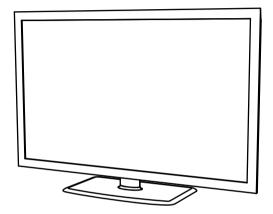


### **8** Your Sky+HD remote and your TV

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 77) for details.





### Output the second se

Use the remote's vol **+/-** button to change the volume of your TV. You can turn the vol altogether by pressing the **mute** button.

### **6** 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. Use the **mute** or **vol +/-** button for volume control



Change channels one a time with **ch +/-**

Or by channel number with the number buttons

#### **6** 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 22)
- Finding out more about a programme with the *i* button (page 25)
- Recording without interrupting what you're watching (page 31)



Use the **arrows** or **select** to show the banner



The banner shows you what's on now, next and later

#### Occupy Codes used in the programme information banner

#### **Rating codes**

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

#### Content codes

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

See Having more control over what the kids watch (page 65)

#### to see how to restrict rated programmes.

#### Letter codes

- HD This is a High Definition programme. HD programmes are shown in widescreen.
- This programme is copy protected and may not play back С 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<sup>®</sup> Digital 5.1 audio if vour TV/sound system is compatible. See Switching on Dolby<sup>®</sup> Digital audio (page 89) 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 71).
- You can turn subtitles on for this programme. S See Watching TV with subtitles or audio description (page 71).
- This programme is shown in widescreen. For HD programmes, W this code won't be shown although all HD programmes are shown in widescreen.

### **8** 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**.

-	Top menu	TV Guio	le 🔲	0	縱	$\diamond$	Q	-	<b>£</b>	f	
Symb	ool / Option	How to	get there		Descrip	tion					
	TV Guide	tv guide			see wha	t's on for t	the next 7	days on a	all channel	ls includi	ing HD
$\odot$	Planner	tv guide	+ 🔵 green		manage your reminders and recordings						
蒜	Demand	tv guide	+ 🛑 red		Sky TV On Demand, including pick of the week's HD TV						
$\Diamond$	Box Office	box office			order Sky Box Office movies, sports and events						
Q	Search	tv guide	+ Oblue		search f	or a specif	fic program	nme			
-	Radio	box office	+ scroll right		listen to	and recor	d digital r	adio chan	inels		
1	Interactive	interactive			play gan	nes, get up	o-to-date	informati	on		
£	Parental	services	+ scroll left		change	/our PIN, s	et viewing	g restrictio	ons, limit s	pending	Ş
2	Options	services			set up y	our favour	rite chann	els, turn c	on subtitle	S	
×	Settings	services	+ scroll right		change	picture an	d sound s	ettings, s	ee your Sk	xy+HD bo	ox details

## Watching the TV you love

- Finding a specific channel in TV Guide
- **O** TV Guide Quick Links
- Output Choosing your favourite channels
- **O** What's on your favourite channels
- Seeing what's on the HD channels

### **6** Identifying HD programmes

- Finding a specific programme
- Over the second seco

### **9** Finding out more about a programme with the *i* button

**O** Finding and listening to radio channels

### **1** 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)

TV Guide 🛄	•	00	1 4	4 0	5 S	97 <u>m</u>	All of	
100am Cowbo Swe Holland is in nodern makeeve nend recommen	Merthyr T Ir has turn	ed into a c	owboy n	ightmare a		N.5	3	
							10.5	SOam Th 15/6
All Channels	HD & 30	Enterta	ún De	es Life	style	Moviese	Sports	News
	Today	10.30am	_	11.004	100		1.30am	
101 BBC1L	ondon 4	Homesu	nderthe	H. Cowb	oy Trap			Cashint.
102 BBC 2 Er	ngland	Ma. V	Vaybuloo	inthe	Night G	iarden	BBC World I	éewis
103 (TV1 Lot	vdan	This Mon	ning			0	This Mornin	9
104 Channel	4	PhilSpen	icer: Secr	et. You D	leserve 1	This House	4	
105 Channel	5	The Wrig	ht Stuff		Livew	ith Gabby	6	-
106 Sky1 HD	й	LieTaM	ł	Lie To	: Me			
107 Sky Livin	ng HD	Nothing	To Decla	ne CSEC	rime Sce	ne invest	igistion	
100 Sky Atle	nticHD	Star Trei	o The Ne	st. The X	(Files	and the second	NO-POINT A	
On Demand		lanner		+24 Hou	-	0-24	Margan.	ch-

### **2 TV Guide Quick Links**

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.



### **3** 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.
- Choose up to 50 channels and press the **green** button (*Save*) when you're done.
- 4 See page 22 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 25 for more details.

Options 👗 🔧	💻 💮 😫	0 0 0	2 4	sky	TAG .			
ey Atlantic HD ky Atlantic HD boests ward-winning dramas, s being the only place icent years.	comedies, filr	ns & docum	ventaries, a	as well	12			
Favourites Man	Rec Other	Ch Add Ch	nis Tel N	um Custami		Setup		
101 BBC1 London		2	109 Wat	ch HD -				
10288C2England		J	110 GOL	0				
103 ITV1 London		1	111 Dave	HO				
104 Channel 4		1	112 Com	edy Cent HD				
		1	113 Universal HD					
105 Channel 5								
and the second second second second		Ž	114 Syfy					
105 Channel 5		Ż		HD				
105 Channel 5 105 Sky1 HD	-	- 1	114 Syfy	HO. THREE		/		

### **4** What's on your favourite channels

Once you've marked channels as your favourites **(page 21)**, 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.

#### Your favourite channels are marked with a tick



### **6** 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

V Guide 🛄 🤅		\$ 9	4	h 🛈 . 1	sky 🕅	C All of	
200am Lie To Me revous Bodily Har ho wants a debt ri quired to prevent	epaying N	teanwhile,	the team	a familiar fac		2	E STATE
HD 6 30 E	ntertain	Docs	Lifesty	le Movies	Sports	News	Kids
		0.30am		11.00am		11.30am	
106 Sky1 HD	- 1	ie To Me		Lie To Me			
107 Sky Living I	HD N	lothing To	Declare	CSI.Crime	Scene Inter	dispetiele	
108 Sky Atlanti	EHD S	tar Treic	The Next	The X Files			
109 Watch HD	-6	The Bill	COLUMN DA	Escapeto	the Country	6	
111 Dave HD		iterage H	antiens.	ManyuFibo	đ	Man w Food	1
112 Comindy Cr	In HD	ules of Er	tgiagerrie.	Two entra	HER MAN	Two And Al	HINTAMIC
113 Universal H	1D 1	ea Patrol	100	House		100 - T-1-	
114 Syfy HD	-	eleshopp	ing .	Smallette.			
On Demand		nner		+24 Hours	0.121	Hours	di

#### 10.00am Lie To Me

#### HD, DD, W, S

Grievous Bodily Harm: Lightman is confronted by a familiar face who wants a debt repaying. Meanwhile, the team's services are required to prevent a shooting at a school. (S2, ep 5)

### **7** 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 43**. 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 **end** button (*New Search*) to remove what you previously entered and start again. Alternatively, you can press **back up** to remove your title search.

Use the number keys to enter your search. For example, **EASTE-**:







#### 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 21)**.

## 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



## Get information on programmes with the *i* button

#### 8.00pm The Pacific

Basilone's celebrity grows as he travels across the country on the war bonds tour. On Pavuvu, Sledge, assigned to the 5th Marines, 1st Marine Division, is briefly reunited with Phillips and Leckie rejoins his company.

301 Sky Premiere		9.05pr	n Th 22/04
Started 65 minutes ago	10.00pm	12.00am	
The Pacific	Fighting	Knowing	•
▼AChannels ◀►Time		OLast / Fav	OInfo.

AD WS

### 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**.
- 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 38).
- Radio channels are also listed in TV Guide under the
- All Channels tab, starting at channel number 0101.
   See page 19 for details on navigating TV Guide pages.



Racio	-	2	â	*	4		•	2		ky			
SBC R1 Non stop	new m	nic fa	entert	ainme	ot.							-	
	_									L	-	10.35a	m.Th 15
A	-	-											
-							12.4						1.1.1
0101 8								109 C					
01025	BC R2					13		110 PL	attet R	ork			1
01031	BC RS					(		2011 ( 144	iart				-
01041	IDC R41	M				- 2		0112 LB	IC 97.3	5. e			-
01051	BC KK					110	-	7 <b>11.)</b> KF	M.				-
01060	lassicf	M						2114 CP	noice F	M			- 1
and the second value of	bsolute	à					4	115 80	IC WS				-
0107 4	augue	RT -				- 0	10	116.88	CRS	tot.			-
0107 4								Guide		0.54			

## Pausing and rewinding live TV

• Saving after pausing or rewinding live TV

**O** 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:

- 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 **R** 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:

- Press services (for Options), press down then select the Sky+ Set Up 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.



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



## **Recording with Sky+**

- Recording without interrupting what you're watching
- Recording from Sky Guide listings
- B Recording from anywhere you go
- **4** Recording a promoted programme
- **5** When recordings clash
- **6** Avoiding recordings being deleted
- PIN protecting kept recordings
- 8 Cancelling current and future recordings

#### Deleting existing recordings

- **O** Undelete a recording
- **1** Keeping an eye on available disk space
- **Disk space warning**
- **B** Recording radio channels
- Adding extra time to the start and end of recordings

#### **1** 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<sup>+</sup> 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 **R** 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 SELECT to set reminder or	A REAL PROPERTY OF A REAL PROPER	OLast / Fay	@Info
The Pacific	Fighting	Knowing	
9.00am	11.00am	12:00am	
301 Sky Premiere		9.05pr	n Th 22/04

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

### **2** Recording from Sky Guide listings

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<sup>+</sup> 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.

### **8** Recording from anywhere you go

You can set your Sky+HD box to record using your mobile phone, tablet or online via **sky.com** with Remote Record. To find out more go to **sky.com/remoterecord** 

### **O Recording a promoted programme**

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.

TV Guide 🛄 💿	0004	🔓 🔒 . Eky 🎆	All of the
	cy Alexander visit a three- property in Middlesex and		
All Channels HD	& 30 Entertain Docs	Lifestyle Movies	Sports News
To	day 10.30am	11.00wm 11	30am
101 BBC1 Londor	<ul> <li>O Homes Under th.</li> </ul>	Cowboy Trap	Cash in t_
102 BBC 2 England	1 Ma. Waybuloo	In the Night Garden B	BC World News
103 (TV1 Londan	This Morning		his Morning
104 Channel 4	Phil Spencer: Secret	You Deserve This House	and the second of the second
105 Channel 5	The Wright Stuff	Live with Gabiby	
106 Sky1 HD	LieTaMe	CLie To Me	
107 Sky Living HD	Nothing To Declare	CSI Crime Scene Investig	ation
108 Sky Atlantic H		The X Files	11 C
On Demand	Planner     Planner     Planner	+24 Hours 8-24 H	ours ch-





### 6 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 **ored** button (Advanced Options).

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.



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 37)** for details.

### 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 65).

Planner C	2 8	10	ч	•			5 E	9 B		
Stargate Atlar The Intruder in		a la	and the		in Mary	No parts	HDA	¥5	11	
computers wit								o 🔀	0 0	10. JE
Cracking sci-fi								100		
						Press	for ms	ore:	1	0.55am Th
All	Ent	ertain	Doc		Lifestyle	Ma	uties	Sports	News	Kids
	_				-	-		-	15%	
The Vicar C	f Dibley	5			RECOR	DED	1	IOLD		
Hairy likers	l llest o	d Destist	¥.		RECOR	DED		IBC 2 Eng	and	
Legally Blor	nde 2			PG	RECOR	DED	1	iky Movies		
PAIL	Interview.			15	RECOR	DED	1	iky Movies		_
Modern Far	nily:				8		1	iky1HD		
Mad Dogs				T	1		1	iky/I		_
Stargate A	tlantis				RECOR	DED		Ry1HD	and the second se	0
America's N	lext Top	Model		Т	RECOR	DED		iky Living	HD D	00
On Dema	nd				• D	siete		= Keej	p	d,
Press SELEC	T to vie	***	for opt	ions.			_		-	

	ntes A mysterious int th a virus that m			e Doedalus		13	
racking sci-fi		ay alow is		vess () for :	100		
All	Entertain	Docs	Lifestyle	Movies	Sports	News	Starrin The ISV Klicks
11410		100.000					
			or Your Info	renation .			_
			lelete this pr	A COLUMN AND A			
StargaturA	tiantis		and the second	rogramme	Sky1HD		0
Stargate A			ielete this pr	rogramme	A		0

#### 8 Cancelling current and future recordings

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 B 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 **R** 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.** 

#### Oeleting 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

SHORTC

green

your Planner, just to the left of All. See Restoring deleted recordings (page 36) for details.

To delete a programme, go to your Planner.

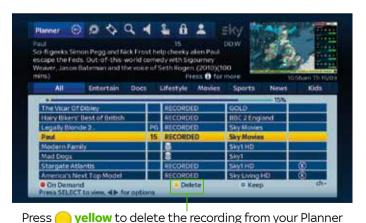
Highlight the programme you want to delete and press — yellow (*Delete*). If the programme is protected by being marked Keep, you're asked if you're sure you want to delete it.

See Avoiding recordings being deleted (page 34).

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.

301 Sky Premiere		9.05pr	n Th 22/04
9.00am	11.00am	12.00am	
O The Pacific	Fighting	Knowing	•
Press 🔞 to cancel the recording		Clast / Fav	<li>Info</li>





#### **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.



- 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



- 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 or green button (Restore).

	her	Thané	sgivi	ng dinn	ier. Ra	chel find er at sch	chool friend, v is out that he	-	2	CORN TATS
Deleted		A	Г. I	Enter	tain	Does	Lifestyle	Movies	Sports	News
Friends						VIEWS	0	Comedy C	ien HD	
Space Jum	ιp.					VIEWE	D	Sky News		
13 Assass	ins.				15	VIEWE	D	Sky Maine	\$	
Grey's Ana	atom	1				VIEWE	D	Sky Living		
Harry Pott	tier Gr	The P	hilosi	spher".	PG	VIEWE	D	Sky Show	cseH0	
Tower Her	st				12	VIEWE	D D	Sky Movie	sHD	

#### **1** 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 83).

#### 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:

- Press services (for Options), press down then select the Sky+ Set Up 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.



#### In **Warning** and **Manual** modes, a warning appears before you run out of space



With the Automatic option, recordings you have already

- 👒 watched are deleted first, followed by the oldest,
- unwatched recordings. Programmes marked Keep are never deleted without your confirmation

#### Recording with Sky+

#### Total disk space available

#### **1**B Recording radio channels

You can record radio channels as follows:

- 1 Find the radio channel you want by following the steps on **page 26**.
- 2 Highlight the channel and press **record**. The **Manual Record** screen appears.
- 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.
- Press the open setting yellow button (Add Manual Recording).
   The settings are saved and the radio recording is now in your Planner.

Radio	4	2	â	*	4		•	2	EKY	100	il est	
SBC R1 Non stop	new m	esie 6	enter	tainm	ent						3	
All											105	17am Th 157
0101 8	BC R1						4 15	109 Ca	pital FM			-
0102 5									net Rock			- 1
0103 8	NC RS						1 0	111 Heli	vit			
0104 8	BCR41	M.				- 2	4 0	012 L.BI	97.3			- 1
010518	IC RR.					110	< 0	11.) XF1	٨			
0106 C	assicf	M.				13	10	114 Ch	nice FM			
0107 A	soluti	1				5	10	115 880	115			
0100 ta						- 20		116.88	RScot			
On D	emand		0 P	anne	67		- TV	Guide	0	Search		di-



#### 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:

- Press services (for Options), press down then select the Sky+ Set Up tab.
- 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.

dake the most of	af your Sky+HD feetu	res.		2.1	
Sky+Setup	Subtitles Favourit	es ManRec	Other Dr A		Customite
				_	
	Space Management			AUTOMATIC	
	int Rewind			5MIN5	
Add	to Start of Recording	2	<b>4</b>	2 MINS	
Add	to End of Recording			ALITOMATIC	
From	t Panel Indicator			STANDARD	
Auto	Standby			ON	
Auto	Standby			.0N	-

## **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.



Set a reminder for just this programme or the rest of the series

Sky+Reminder			9.00pm Th 22/04
This programme is about to start			
Pacific	9.00pm	Sky Premiere	
Press SELECT to view or 😨 to record			

Reminder message

# **Using your Planner**

- Managing your Planner
- **2** Setting the Series Link function in your Planner
- Choosing a recording to watch
- Output the second se
- **5** The Play symbol

**6** Checking the remaining viewing time

**7** Fast forwarding and rewinding

8 Pausing

**9** Slow motion

**O** Stopping playback

## **1** 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.
<b>Genre tabs</b> (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.

Plan		0	10	4	1			u	-	= KY	1.0		
AL th	e sho	as and	d mov	ers you	ineen	ded	an Sk	+ ate	ready to			H.	-
	hatter										10 -0	2.	
										100		otim tu as	
1	All		Ente	etain	Do	a l	Life	style	Movies	Sports	News	Kida	1
100.00								-					
(T)	w Vica	roto	ibiry			Т	85	CORD	ED)	GOLD		1	
Ha	iny Bil	operal" B	est of	BRIDE	N.		RE	COND	EDT	BBC2EN	pland		
Lo	cally E	lionde	12			P	G RE	CORD	ED	SkyMovx	-		
M	odem	Family	4				18			Sky1 HD			
EN.	ad Deg	25								Sky1			
55	argati	Atla	ntis –				66	NIK .		Sky1HD		۰	
N	nerica	1 Neck	stop	Mode			0	NIY .		SkyLiving	HD	0	
F	dayN	ight L	ights				RE	COND	ŧÐ —	Sky Atlan	tic .		
	1000	mand			outi			OTV	Guide	0	are fa		

Tab options

### **2** Setting the Series Link function in your Planner

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.



- 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.

ecrets regard	ang Rey	noids.	are also :	upile		ess 🖨 for	more	10	IOam Th Hyd
All	Entr	irtain	Docs		Lifestyle	Movies	Sports	News	Kids
-				=			-	16%	di+
SuperScrim					RECORDI		Channel 4		1
Aist Go Wit			_	12	RECORDE	D	Sky Mante	5	_
The Big Bat			_			-	E4HD		
SuperScrim		p 10	_		RECORD		Channel 4		
Nothing To	Declare				RECORDI		Sky Living	HD	100
LieToMe			_	-	11.00am		Sky1HD		0
ITV News					11.25am		ITV1Lond	lon	0
TheBigBar		Y			6:00pm		E4HD Kee		<b>(1)</b>

#### **8** Choosing a recording to watch

All recordings are stored in your Planner.

1 Go to your Planner.



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.

Modern Family Two Monkeys A								to			a		
buy a crypt. Plus from Lily's birth					nporta	nt deta	it is mis	sing	100		2	P	-
Playback											11.0	0an 11	et va
Modern Fam	v .			Ţ.	RECO	MDED		Skyt	HDI -		1		
Recorded 12	-	Fri 02	(33mir	15) Use		MDED		SKyt	HD	-		_	
and the second se	30pm	Fri 02	(33mir	ta) Use				Skyt	HD	Om	. >		
Recorded: 12	30pm	Fri 02	(33mir	ts) Use	od 2%			SET	HD	Om	n. )~		

Choose the starting point

## Output the second se

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.



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

Play symbol



Minutes from the start of the recording

106 Sky1 HD	11.00am Th 15/03
Now Playing	
Modern Family	Viewing time remaining 33 mins
VA Channels	⊜Last/Fav €Info

How many minutes to the end of the recording

## 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.

## 8 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.

## **10** 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**.

#### Rewind and fast forward at 4 different speeds



# **TV On Demand**

- About On Demand
- Seeing what's available to watch On Demand
- Output State A stat
- About your downloaded programmes
- 6 Managing your usage
- **6** Restricting On Demand viewing
- Opting out of On Demand

#### About On Demand

Sky's On Demand service gives you a library of TV On Demand once you've connected your Sky+HD box to your broadband router. It's ready to watch when you are. And for no extra monthly cost.

- Boxsets of whole series
- Catch up on latest episodes
- Hundreds of movies for Movies Pack customers
- Plus documentaries, kids' shows and much more

Please note broadband routers may vary



If you haven't connected your box to broadband yet, you can still take your pick from up to 200 hours of the week's best TV On Demand. To unlock the whole library, including access to Catch Up content, just connect your Sky+HD box to your broadband router. Content depends on your Sky TV subscription.

When connecting your Sky+HD box to your broadband router via WiFi, 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.



On Demand - when your box is connected to broadband

On Demand	00	q		-	6	-	*	ERV 7	102	1
Irand new & ex Jeries, Rimmer I								4	2	
							ss 🛈 for	more	110	South Turney
AL	Sky S	tore	Mexi	es	Entert	ain	Docs	Kids	Sports	News
					Avail	ablet	Inti			
Red Dwarf					Thu	11 Oc		Dave HD		
Fred Dinenac	e Mard	er Cot	10000	Т	Thu	11 Oc		Crime HD		
Modern Fam	ily.			T	Thu	11.00	1	Sky1HD		
The Middle				T	Thus	11.0e	1	Sky/1HD		1
Sky+ Gets Be	rtter			Т	Thu	11 Oc		Sky.		
Prometheus				15	Sun	14 Oct	(	Sky Store	HD	
Rock Of Ages				12	Sun	4 Oct		Sky Store	HD	
III Manora	-			18	Sun	400	-	Sky Store	HD.	Ĩ
<b>B</b> Favourites		0.06	nner			TVO	and an		w Trailer	-ch+

On Demand - when your box isn't connected to broadband

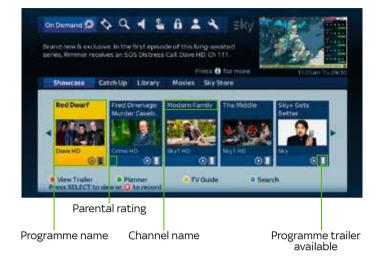
#### **2** Seeing what's available to watch On Demand

- Once your Sky+HD box is connected to broadband, press tv guide then the pred button (On Demand).
- 2 You'll go straight into the Showcase section, which is a selection of the week's best TV from Sky.

To access the full library of programmes available, use the **left** and **right** arrows to highlight a specific category such as **movies** or **entertainment**, then press **select**.

Or to choose a programme by channel, scroll **left** and select the **channels** tab. Select your chosen channel to see a list of all the programmes available.

- 3 Once you've selected a genre, you'll be able to choose from categories including **most popular** and **recently added**, or to see a full list of programmes in that genre select **all**.
- 4 In the menu, use the up/down or left/right arrows to highlight a programme. To see a complete list of programmes available in the category, press the yellow button.
- 5 A brief description of the programme appears in the top left of the screen. Press the *i* button for more detailed programme information.
- 6 If available, press the **end** button (*View Trailer*) to show a mini trailer.
- 7 Press **select** to start downloading the programme to your Planner. A notification will appear on screen when the programme is ready to be watched.





#### 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 Sport 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 its been removed from the On Demand listings. Remember, to unlock more programmes On Demand, connect your Sky+HD box to broadband.

On Demand 💭 🗙 A closer look at some more insight with Spe News. [10]	of the	current.	majo	rinsue	ns in ta on Sk	port Ge y Sport	5		
All M	ovies	Intert	in.	Dec		Kids	ormore Sport		109am Th 15/03 Music
				Avai	lable	Unti			-ch+
Thronecast: The G	Official	Game_	_	Sun	22 Ap	r .	Sky Atl	antic HD	
The Awakening				Sun	22 Ap	1P	Sky Sto	rie HD	
Alvin And The Chip	manks:		U.	Sun	22 Ap	í.	Sky Sto	tte HD	
Chinese Grand Pro	litighag	pata 1		Sat	21 Ap	¢	Sky Spt	SET HD	
Fatal Attraction In	side St	ory		Thu	19 40	r i	Bio		
The Green Mile			15	Thu	19 Ap	1	Sky Mg	wes HD	
Moody Blues Vide	a killed	The.		Web	TEA	pr	Sky Art	s1HD	
Conviction Kitcher	14	1.011		Wee	18 A	pr -	Discille	alTime	
Favourites     Press SELECT to vie		anner to reco	ed .		TVC	kide	٥V	New Trailer	dı-
Programm	e nan	ne	А	vaila	able	until	date		amme traile
								a	vailable
	Р	arent	al ra	ating	g		Chan	nel name	

## 8 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 **ored** 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



Amount downloaded

#### Step 3

	U DUW U	
Available to own Downstall is 37% complete the after the after the second secon		
Expires from De Demand Well 27 Feb 2011		1 - 1 <u>-</u>
	evens @ formore Tubles (1	1-1-
Rivin R		
		2.4
Heini Apega Tele	And the Manhoe and Annual	0
market A falor & Salar	C Stylester H	
Hanna	T2 AVAILABLE (0)	
- Hintur	12 Sky Minden HD	
Happy Rither Athen 2	V Sty Market	0
Augusta for Every Articles 2	Star Star Mandell Hill	
media44	18 Log Marine	
AND REAL PROPERTY.	THE SALE Manhae HD	

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

#### Step 4



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

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 download is complete, the programme will also appear in the **ALL** tab with all of your other Sky<sup>+</sup> recordings.

Programmes download one at a time so if you've selected several programmes to download, they'll be queued in 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.

### 6 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.

Ŷ

Go to sky.com/ondemand to find more handy hints and tips.

ramatic decisio					ress 🔒 for	more .	11.0	9am Th 1
Downloads	Recorded	Viewe	đ	A-Z	Deleted	AT	Entertain	Docs
110			-			_	14%	- 192
Hanna			12	DOWN	OADING TO	Sky Mov	#1	- (B)
Spy Kids			U.	SCHED	JLEO	Sky Man	45	08
Stella				SCHED	JLED	Sky1		
GeordeShor				SCHED	ULED	MTV		
Glee				SCHED	JLED	Sky1		0
		ove to to		• D	veev			



## **6** 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 65)**.

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

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

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:

- 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 monthly cost. However, you can turn off a selection of On Demand programmes being automatically received by your box, if you want.

- Press the services button on your remote to go into the options menu. Press select and scroll right to select the Customise tab.
- 2 Highlight **Enable On Demand Showcase** and use the **left/right** arrow to choose **OFF**.
- 3 Highlight **Broadband Network Connection** 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. Please note: The confirmation message only appears when turning the Enable On Demand Showcase setting off. No message is displayed when turning Broadband Network Connection off.
- 6 Press select to confirm. 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 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.

#### Use **On Demand** to set On Demand **on** or **off**



#### Use **Broadband Network Connection** to set On Demand **on** or **off**



## **Enjoying Sky Box Office entertainment**

- Ordering Box Office programmes
- Oboosing a start time that suits you
- Watching Box Office programmes
- **O** Paying for Box Office programmes
- **6** Ordering over the phone

#### **1** Ordering Box Office programmes

Here's how you order Sky Box Office programmes:

- 1 Press **box office** on your remote, then press **select**.
- 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.

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

You can also order Sky Box Office via the website. Go to **sky.com** 

			1 4		EINY IS	
risten Stewart a istalment of the			O T&Cs app	ly. (New)		19. A
				Press 🖯 for	more	13 24pm Th 15
By Start Time	4.7	New	Sports	Previews		
Contraction and						dte
12.30pm	Breaking	p Dawn	12	Sky Box Office		
12.30pm	Immorta	ild.	15	Sky Box Office		
12.30pm	Drive		16	Sky Box Office		
1230pm	Straw Dr	egs (2011)	16	Sky Box Office		
12.30pm	Sket		15	Sky Box Office		
12.30pm	Tooth Fa	iry2	U.	Sky Box Office		
Part of the local division of the local divi	Immorta	ils.	-15	SBO HD1		
12.30pm		ee Müskete	12	Sky Box Office		
12.30pm 12.30pm 12.30pm	Straw Dr Sket Tooth Fa	iiry2			18 15 10	Sky Box Office Sky Box Office Sky Box Office



#### **2** Choosing a start time that suits you

In the Sky Box Office pages you'll see the **Series Stack** symbol.

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

You can also watch movie rentals 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. They're ready to watch when you want.

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.

		1.14	
	erge's much-loved hero in Steven Spielberg's ning animated adventure. SBO T&CS apply. Press. Ø for more		D2Son the Ho
Showings			
Mon 7.00am	The Adventures Of Tintin: The	PG	Sky Box Office
Mon 7.30am	The Adventures Of Tintin The	#G	Sky Box Office
Mon & Ollam	The Adventures Of Tintin The	PG	Sky Box Office
Mon II 10am	The Adventures Of Tintin The	PG	Sky Box Office
Mon 9 D0am	The Adventures Of Tintin The.	ÞG	Sky Box Office
Mont 9.30ami	The Adventures Of Tintin The	PG	Sky Box Office
Mon 10.00am	The Adventures Of Tintin The	PG	Sky Box Office
Mon 10 30am	The Adventures Of Tintin The.	PG	Sky Box Office



Choose a start time that suits you by watching Sky Store movies from within the On Demand service

#### 8 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.

## **O 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.

#### **6** 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.

	Watch the recording before the time and date of deletion shown						
	Disk space needed						
Planner 🕤 🖉 💠 🔍 •	4 4 4 4	sky William					
The Adventures Of Tin Ten Teel Recorded 335pm Leo (3(103mins) Programme size 955MB This programme will be deleted at 3. All Extertain Does	Used 15 Eprin Tue 10 Apr Press. 🔁 fo		Spen Tur CayO4				
Hanna	12 RECORDED	5ky Novies	di				
Soy Kids	U. RECORDED	Sky Mones					
Stella	0	Sky1					
Geordie Shore	6	MTV					
Touch	RECORDED	Sky1					
The Adventures Of TinTin: The.	PG RECORDED	Now on DVD					
The Big Bang Theory	6.00pm	E4HD	<b>10</b>				
ITV News	Fri 11 29am	ITV1 London	6				
On Demand     Press SELECT to view, 4 + for optic	• Delete	# Keep					

## **Other services**

- **1** Going interactive
- **O** 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 67** 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.



Press **interactive** for the interactive menu



#### 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 77)**.

Use these buttons on your remote to control teletext:

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

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

Not all TVs have the teletext function.



Press **Sky** then **text** for digital text services

# **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
- **B** Watching TV with subtitles or audio description
- Finding subtitled or audio described programmes

Important information for customers with a single satellite feed installation



#### **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 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 Changing how the Circular Playback (30) **Display works** 

## 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 1** 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+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.

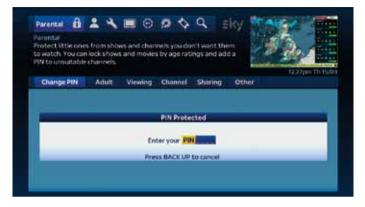


You can change your PIN from this screen whenever you want.

#### B 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 97 for help on what to do next.





## 4 Hiding adult channels

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

- 1 Go to Parental Control > Adult Channels.
- 2 Highlight Remove Adult Channels and use the right arrow to choose ON.
- 3 Press the 😑 green button (Save Settings) when you're done.

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

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

#### Bestricting 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 **end** button (*Restrict*) on your remote. A padlock symbol **f** 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 **equation** 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:

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

#### 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:

- Go to Parental Control > Other.
- Highlight PIN Entry Before Going Online and use the left/right arrow 2 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.
- Press the organization (Save Settings) when you're done. 4

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

Parental BBC 1 London BBC ONE for Gre	* *							
more about this	and the othe				1 1 C	2.1E		
www.bbc.co.uk/	england.				in the second			
Channel	Sharing	Other	1994	Adult	Viewing	00pm Tu 2		
			100	2				
101 BBC 1 Los			100	109 Watch HD				
102 BBC 2 Eng	stand			110 GOLD				
103/TV1 Lonic	lon		000	TID Dave HD				
104 Channel			1000	112 Comedy	CenHD			
105 Channel 5	1			113 Universal HD				
106 Sky 1 HD				114 Sylfy HD				
107 Sky Living HD				TIS UDC THREE				
1085ky Atlantic HD				115 BBC FOU				
Burnet and Annual		ve Settings		ock	After Spm	ch:		
					press green to save ch			

Use the options Lock or After 8pm to restrict specific channels

- These settings do not apply to On Demand listings.
- See Restricting On Demand viewing (page 54) instead



#### 8 PIN protecting kept programmes

In your Planner, you can mark recordings for **Keep** to prevent them from being deleted accidentally **(page 34)**. 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 eggreen 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.



- 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 ered button. A padlock symbol f 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.

Planner (	00	0	Q,	-	-	â	<b>.</b>	EKY	ALC: NO	
ilee 'esifio. The h ake the next hamatic deci	step in	his rela	tionsh	ip wit	hEmm	10)		2		A CANADA THE HE
All	EH:	tertain	Do	41	Lifes	tyle	Movies	Sports	s News	
Hanna	_		_	Ts	REC	ORDE	D	Sky Mor	-115	die
Spy Kids				U		ORDE		Sky Mor		
Stella								Sky1		
GeordieSh	000							MTV		
Glee					REC	ORD	ED	Sky1		10
Breaking D	awn.			1	REC	ORDI	NG	Sky Box	Office	(0)
The Big Bar	og Theo	in'			6 D	Opm		E4 HD	1.11	(6)
ITV News	and the second second	1993 - C			Fri1	125a	m.	ITV1 Lo	ndon	0
On Dema	10.00					Del	6624	# K	1000	

#### **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).

programme rating	when PIN is needed
18	before 9pm
15	before 8pm
12	before 8pm
PG	if a PIN has been set up for this rating
U	if a PIN has been set up for this rating

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.



#### **1** 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**.



#### 12 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 > Sharing
- 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.



### 13 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.





### Image: 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.



### 13 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 **Set Up** 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 egreen 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.







### **16** 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).

Options 🦂	ج 🔳 🤅		00	-		9 🛃 👘		
Astornal Aske the most o Juide-scroll dow			io p <del>e</del> rson	akse your Si		2.1		
Customise	Help	Setup S	ubtitles	Favourites	Man Rec Ot	H 12 an Th F		
Page	12							
Mini	TV Mode				OFF			
On-Si	creen Kon Time	ieut:			OFF			
Searc	h and Scan Bar	uner Timea	ut		SSECONDS			
High	ight Programm	es Original	ectin HD		ON			
Enabl	le On Demand 5	howcase			ON			
Brook	Ibund Network	Connectio	n		ON			
On De	emund Downlos	ad Notefical	tion		ON			
Door	On Error	Transfer to All the	-		OFF			
				ch-				

V Guide 🛄	9 2	\$	Q,	4	4	<b>a</b>	≡ky			
OCam Cowbo we Holland a in odern makeeve end recommen	Merthyr T Ir has turn	ed into	a cowl	boy nig	phtma	re after a				
									30an Th 15/0	
All Channels	HD & 3D	Ente	rtain	Doc		Lifestyle	Movie	es Sports	News	
	Today	10.30a	m	100	11	ODam		11.30am		
101 BBC1L	nden 4	Home	s Unde	et the l	H C	owboy T	rap		Cashint.	
102 BBC 2 Er	gland	Max.	Way	ouloo	ir.	the Nig!	t Garder	BBCWorld	News	
103 (TV1 Lot	vdon	This N	omine	,		_		C This Moto	ing S	
104 Channel	4	Philise	vencer	Secre	L Y	You Deserve This House				
105 Channel	5	The W	hight 5	ituff		Live with Gabby				
106 Sky1 HD	6	LieTa	Me		U	Lie To Me				
107 Sky Livin	gHD	Nothing To Declare				St Crime	Scene im	restigation		
108 Sky Atla	ditatio	Star T	reis TI	in Nex	I T	The X Files				
		lanner	<b>Marchine</b>			Hours		24 Hours	di-	

Sky Guide page with mini TV disabled

### **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 65)** for details.



#### **Bookmarked** symbol

Modern Family Two Monkeys And A Panda: Jay bay acrypt: Pke, Cam discovers from Lify's birth certificate. (52.4	that an important detail		Horan Thy Jacob
Bookmarks	والمتحرير ومتعاد المتعاد		
Start Viewer Bookmark End	Omin Smins 30mms		
Choose bookmark and press \$	Delete	P to return	

### 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.

### 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.
- Press select or play when you see the bookmark you want.
   Playback starts at that bookmarked point in the programme.

#### Skip Back symbol



#### Skip Forward symbol



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

lodem I a								0.00 W.		-	1		1000
wo Money									1 B	- 27	J	6.1	÷
rum Lily's										-	- 10-	1	Party of
											38	00 (81	Th 15/9
Flayba	iek .												
-	-	_	_			-			-	_		_	-
Modern				1	_	CORDI	ED .	Sk	1 HD	_		_	
Modern Recorde		Fil 02	(33mi	ns) U	_	_	LD.	Sk	1 HD	-			
Recorde	s# 12.3	FH 02	(33mi	ns) U	sed 21	2		Sk	n HD				
	s# 12.3	F1102	(33mi	ns) U	sed 21	_		54	n HD	51	nin Þ		
Recorde	s# 12.3	F1102	(33mi	ns) U	sed 21	2		344	n HD	51	nin >	4	
Recorde	s# 12.3	F1102	(33mi	ns) U	sed 21	2		54	in HD	51	nin >		

Choose the starting point

### **2** 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 78).**
- 2 Turn your TV and Sky+HD box on and press ty on your remote control.
- 3 Hold down **select** and the **o** 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.

Brand	Code	Brand	Code
Aiwa	0406	Metz	0491
Akai	0098	Minoka	0921
Akura	0042	Mitsubishi	0150
Alba	0043	NEC	0170
Amstrad	0063	NEI	0514
Baird	0117	Nikkai	0528
Bang & Olufsen	0118	Nokia	0536
BPL	0115	Nordmende	0537
Beko	0125	Orion	0549
Beon	0899	Panasonic	0051
Brionvega	0147	Philips	0081
Bush	0157	Pioneer	0166
Crown	0225	Proline	0592
Daewoo	0092	Protech	0595
Decca	0244	Руе	0600
Dual	0257	Relisys	2214
Epson	2108	Roadstar	0625
Ferguson	0293	Saba	0645
Fidelity	0294	Saisho	0649
Finlandia	0296	Salora	0651
Finlux	0297	Samsung	0060
Fisher	0154	Sanyo	0159
Fujitsu	0313	Schneider	0665
Funai	0179	Seleco	0672
Genexxa	0330	Sharp	0093
LG (Goldstar)	0056	Siemens	0680
Goodmans	0335	Sony	0000
Granada	0340	Soundwave	0702
Grundig	0345	Tandy	0741
Harwood	0361	Tatung	0049
Hinari	0365	Technics	0250
Hitachi	0145	Techwood	0750
Hyundai	1206	Telefunken	0757
InFocus	0995	Thomson	0771
ITT	0384	Thorn	0772
JVC	0053	Thorn-Ferguson	0936
Loewe	0442	Toshiba	0156
Matsui	0477	Wharfedale	1535
Memorex	0037		

### 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 77**, 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:

- 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.

### 24 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.
- 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 77) 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** 

and a second second	*			12	~	-	N	≅ky	100	20.00	Title
Telephon A list of u			and and have							13	E Bas
Hartere	arrise tane	Prove Prove	in a fille						2	0 0	2.1
									1		- P
										12	35pm Th 15/0
Telephor	ne Num 6	ustom	ise i	Help	Se	tup	Subtit	des Favos	rites	Man Rec	Other Ch
	Page 5/	1	10					114541745		d	14-
	Sky (T	extpho	ne)					08442	4105	15	
	Sky Act	tive						08442410063			
	Sity Bo	< Office	Livents					08442410888			
	Sky Bo	Office	Movie					08442410600			
	Sky Bu	siness						08448244244			
	SRY HD							08442410006			
	971							08442410800			
	SouthForYou							02069	63772	o .	
										d	1-

### **26** 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.

### 27 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.







### 28 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.
- 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.

Picture: Set your pref	erred Picture w	ettings.				1	6.	10-+
							2.14	in the second
Picture	Sound	Details	Signal	Networ	Soft	Television of the local data	12-33pm	th 15
	Jour of							
1	cart / RF1 Pictur	e Format			Ľ	169		
	2 Picture Form	ut:			43			
2	uart Control				1	OFF		
5	art Video Outp	ad .				PAL		
н	<b>D</b> Resolution <b>D</b>	utput				720p		

## 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 86** 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.

14							10		DOW	164	
ci-figeria	Simo	n Pea	in and	Nick P	ost h	als of	annikova.	aten Paul	Den m	1 J .	h
scape the									1994 B	6 10 6	10. JE
								n. (2010)(	100	1999 - A	
nins)							P	ress 🔒 to	r more		riozan Th
All		- Eriti	ertain	De	es -	Life	style	Movies	Sports	News	Kids
1000	-	_	-	-		-			-	15%	
The Vica	r Of D	ibley	1			RE	CORD	ED .	GOLD.		
Hairy III	oers: 0	est o	6 Diritis	h		REI	CORD	ED	HBC 2 Er	ngiand	
Legally	tionde	-2			PG	RE	CORD	(D	Sky Mov	res	
Paul	- 11				15	00	PY	1.	Sky Mov	des	_
Modern	Family	ń.				18			Sky1HD	1	
Mail Dos	36	_				18			Sky1		
Stargat	e Atlar	vtis.				RE	RECORDED Sky1 HD		1		
America	America's Next Top Model SECORDED				Sky Live	ng HD	۲				
Lock									-		d



#### **30** 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:

- Press services (for Options), press down then select the Sky+ Set Up 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.

You can change when and how the indicator lights up

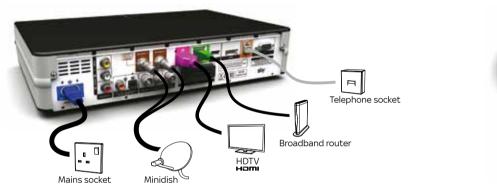


# Your Sky+HD box connections

- Basic set up 1
- **2** Basic set up 2
- Onnecting other devices
- Switching on Dolby<sup>®</sup> Digital audio
- Adjusting sound synchronisation

### 1 Basic set up 1

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



#### HƏMI 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.

When connecting your Sky+HD box to your broadband router via WiFi 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.

### 2 Basic set up 2

Mains socket

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

HDTV

Audio (L/R) cable

HomI to DVI 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.

Ħ

Broadband router

Minidish

Telephone socket

When connecting your Sky+HD box to your broadband router via WiFi 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.

## Onnecting other devices

To connect your box to a DVD/video recorder or a TV aerial, follow the set up 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**<sup>®</sup> **Digital audio (page 89)**. Please note, some older amplifiers may not support Dolby<sup>®</sup> Digital audio. See your audio system's user guide for more information.

#### Connecting to a DVD / VCR recorder



#### Connecting to an audio system



## **4** Switching on Dolby<sup>®</sup> 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 or coaxial cable (not supplied) and you need to change the default settings on your Sky+HD box:

- 1 Press **services**, scroll right to **Settings** 🔧 and press **select**.
- 2 Highlight **Digital Audio Output** and use **left/right** to choose **Dolby D**.
- 3 Press the 😑 green button (Save Settings) when you're done.
- Some older amplifiers may not support Dolby® Digital audio.

### **6** 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 to **Settings** 🔧 and press **select**.
- 2 Highlight Digital Audio Output Delay and press select.
- 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**

- Saving energy with standby
- **1** ... and Auto Standby
- B Recycling electrical and electronic products
- Recycling packaging
- Disposing of batteries
- **6** More information

### 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 Auto Standby

Your Sky+HD box features an energy saving mode called Auto Standby. If the box is inactive throughout any two hour period between 11pm and 4am, it automatically goes into standby. Just before this happens, if your TV is on, you see a message on screen. You can press **back up** to remove the message, otherwise your Sky+HD box goes into standby.

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

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

If you want to switch off Auto Standby, press **services** (for *Options*), press **down** then select the **Sky+ Set Up** tab. Highlight **Auto Standby** and use **left/right** to choose **OFF** then press the **green** button (*Save Settings*).





### **8** 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 take your old electrical or electronic waste equipment to your local recycling centre. Your retailer or local authority will advise you of the collection facilities available in your area for disposing of these waste products. Or you can go to recycle-more.co.uk for details of locations. Alternatively, 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 RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV211DZ.

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.

### 4 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.

### **6** 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** 

# For your safety

- Using equipment safely
- **2** Warnings and cautions
- Mains plug and its fuse
- Onnecting 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

## 8 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.

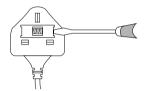
- If the supplied mains plug is not suitable for your mains socket outlet, remove its
  - fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard which would exist if this were to be plugged into a mains socket. Do not attempt to repair or modify the mains 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.

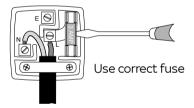
### **Onnecting to the mains supply**

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?	Possible reason	What to do now
l've forgotten my PIN.	-	You can request a reminder or reset your PIN, as follows: <b>To get a PIN reminder through Sky Guide</b> : Press <b>interactive</b> on your remote. Select the <b>Customer Support</b> tab then <b>PIN Reminder</b> and follow the on screen instructions.
		<b>To reset your PIN on sky.com:</b> Go to <b>sky.com/customers</b> and click <b>Manage My Account</b> . Follow the instructions to log in or register. Click <b>Reset Viewing Card PIN</b> <b>Number</b> and follow the on screen instructions.
All of my recordings fail when the Sky+HD box is in standby.	You may be placing your Sky+HD box into off mode instead of standby. Off mode (indicated by a red power light) turns your Sky+HD box off and whilst in this mode, it will be unable to make any recordings.	Make sure that your Sky+HD box is in either on mode (green light), or in standby (amber light) if you wish for it to be able to make recordings.

What's wrong?	Possible reason	What to do now
I can't find my HD programmes	-	Your HD channels are listed separately. Go to TV Guide and select HD. If you can't see them here, you may not have the right subscriptions or equipment. To upgrade to Sky+HD, call us.
Nothing is happening on screen / my screen is blank.	Your Sky+HD box may not be plugged into the mains.	<ol> <li>Make sure the mains lead is properly plugged in and your Sky+HD box is switched on.</li> <li>Check that your Sky+HD box is not in standby. The light on the front panel of your Sky+HD box should be green.</li> <li>Press Sky on your remote to control your Sky+HD box.</li> </ol>
	Your TV may not be able to detect the Hami input automatically.	<ol> <li>Make sure that your HDMI cable is connected to both your HD box and your TV. Refer to your TV user manual to find your HDMI input.</li> <li>Use your TV remote to scroll through the AV input options until you find the HDMI input(s).</li> <li>Press Sky on your HD remote and the picture should appear. If you have checked the above and still can't see anything on screen, please refer to your TV user manual to find out how to set up your HDMI input(s).</li> </ol>
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 <b>Terms &amp; Conditions</b> document.

What's wrong?	Possible reason	What to do now
My remote isn't working.	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.	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.
Some/all of the buttons on my remote don't work with my TV.	Someone has pressed Sky on your remote and you are in TV mode, or you need to reset your remote.	Press <b>tv</b> on your remote to control your TV. Refer to <b>Setting up and resetting your remote (page 77)</b> in this guide to reset your remote.
My remote works with my TV but not with my Sky+HD box.	Someone has pressed tv on your remote.	Press <b>Sky</b> on your remote to control your Sky+HD box.
It says Clashed next to a recording in my Sky+ Planner.	A third programme was set to record, making it clash with other recordings.	See <b>When recordings clash (page 33)</b> 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.
It says Recording interrupted in a recording's programme information.	Someone may have interrupted the recording then restarted it, OR you may not have the right subscription.	If you are sure the recording was not interrupted and then restarted, please call Sky Customer Service on the number provided in your Terms & Conditions document.
One of my recordings failed.	This could be for a number of reasons.	To see why it failed, highlight the programme in your Planner and press the <i>i</i> button. See also <b>Using your Planner (page 41).</b>
l can't see future recordings or reminders for a particular programme within my Planner.	The channel may no longer be broadcast, or the programme may have been cancelled or moved.	_

#### What's wrong?

#### Possible reason

The start of a programme was not recorded.

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

My phone line is not connected.

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

A Your phone number is ex-directory or you withhold your number when making calls. (See opposite page 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 39) 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 B 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
- 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).

#### **Callback procedure:**

1

2

3

- Press **services**, press **right** to highlight **Settings** then press **select**.
- Press the numbers **0**, **1**, then **select** to show the **Installer Set Up** menu.
- 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.

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.

#### 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.

#### What's wrong?

#### Possible reason

I can't find a channel I have The channel name or number may watched before 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. You may not have the right I can't get a picture on my HD channels subscriptions or equipment. The resolution output setting may be incompatible with your TV set. The audio and video are out This is guite common and can be of sync when the Sky+HD box corrected by adjusting the audio is connected to my home delay setting on your Sky+HD box. cinema system. Because of a temporary error, My Sky+HD box isn't working: The box is stuck on standby / you may need to restart your the screen is blue / the picture is Sky+HD box. frozen and the remote or buttons on the box are not responding.

#### What to do now

Check the TV Guide listings to search for the channel.

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 82)**.

Try changing the audio delay setting. See **Adjusting sound synchronisation (page 89)** for details

- 1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on.
- 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:
  - 1 If possible, make sure the box is in standby (amber power light).
  - 2 Wait one minute (important to avoid damage).
  - 3 Turn the box off at the mains and wait one minute.
  - 4 Turn the box back on. The power light turns amber.
  - 5 Wait 30 seconds then press the power button.
  - 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 & Conditions**)

**Display messages** Read these tips if you see a message on screen and you don't know what to do next.

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

#### Message

#### What does it mean?

The Planner is full. You must delete an entry before another programme can be added.	You have already used the maximum space in your Planner.	Try to delete some programmes from the Planner. Highlight a programme you want to delete from your Planner and press the <b>ogeneration</b> ( <i>Delete</i> ).
There is insufficient credit [or space] left on your viewing card.	There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.	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.
You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes.	The wrong PIN has been entered three times in a row.	You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, see <b>page 97</b> .
No satellite signal is being received	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.	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 <b>My Sky+HD box isn't working (page 102)</b> . If this doesn't resolve the problem, call Sky Customer Service on the number provided in your <b>Terms &amp; Conditions</b> .
To use the full range of interactive services please ensure that an operating telephone line is connected	Your Sky+HD box is not connected to an operating telephone line.	Check that the telephone lead between your Sky+HD box and the socket is properly plugged in. Follow the steps described under <b>My phone line is not connected (page 101)</b> .
Upgrade your subscription to view this channel.	You don't have the right subscription.	Follow the instructions on screen to upgrade your subscription.

What to do now

Message	What does it mean?	What to do now
No signal found.	Your Sky+HD box couldn't find a signal after you asked it to find new channels.	Check the settings you entered were right.
This programme is no longer available.	You selected a programme that is no longer available in your Planner.	Select another programme.
Digital text is not available during playback.	Your Sky+HD box cannot show digital text while you're playing a recording or in live pause.	To view digital text, press <b>Sky</b> to return to live programmes, then press <b>text</b> .
You cannot record / play back this programme.	You tried to record a programme which cannot be recorded by your Sky+HD box.	Select a different programme to play back / record. If this doesn't work, call Sky Customer Service on the number provided in your <b>Terms &amp; Conditions</b> .
System fault.	There was an unexpected error with your Sky+HD box during system set up.	Call Sky Customer Service (see your <b>Terms &amp; Conditions</b> ).
Housekeeping. Please wait.	Your Sky+HD box is trying to resolve a system fault.	Wait for your Sky+HD box to resolve the problem; if it is not resolved call Sky Customer Service (see your <b>Terms &amp; Conditions</b> ).
Recording interrupted by loss of signal or cancellation. Please wait.	Your Sky+HD box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme	You may see this message when you're playing back a recorded programme. After a few seconds your Sky+HD box continues playback from the point when the satellite signal returned or recording was started.
Play / Pause / Record are not available whilst in an interactive service.	You tried to play, pause or record a programme while you are using an interactive service.	Press <b>Sky</b> 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.

Next & Later banner).

The batteries in this remote

see a battery symbol in the Now,

Channel not available.

What does it mean?

The batteries in the remote control

need to be changed to avoid losing

your remote control settings.

You have entered the wrong

by parental control settings.

channel number. If it's an adult

channel it may have been removed

What to do now

Change the batteries in your remote control as soon as possible. See **Replacing the batteries (page 79)**.

Select a different channel or turn off the Remove Adult Channels setting under Parental Control > Adult Channels. See **Having more control over what the kids watch (page 65)** 

#### control are low. Please replace within the next few days (or you

Message

### HD jargon buster

DVI	<b>Digital Video Interface</b> . Provides high bandwidth digital connection between a video source and a TV. Audio is carried separately.
ноті	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	<b>High bandwidth Digital Content Protection (HDCP)</b> is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.
HD READY ready	<b>HD ready</b> 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	<b>HD TV (High Definition television)</b> 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 <sup>®</sup> Digital 5.1 audio. This HD TV designation means that the set has an internal digital tuner/decoder, as well as meeting HD TV widescreen specifications. HD TV sets display in 1080i/720p.
INTERLACED SCANNING	With <b>interlaced scanning</b> , 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	<b>Pixel</b> 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	<b>Progressive scanning</b> 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	<b>1080</b> i means the vertical resolution of the picture is 1080 lines. 'i' refers to interlaced scanning.

### **Specifications**

The following specifications are for the Sky+HD box made by BSkyB, Pace and Samsung. Specifications may change without notice

#### **DRX890** Specifications

Operating voltage: 230V AC: 50Hz Power consumption: 45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz 4.1kg (packed) Weight: 346mm x 255mm x 73mm (inc. rubber feet and connectors) Dimensions: CCIR PAL System I; Ch. 21 to 69 (factory setting is 68) UHF modulator: Operating temp. range: +5°C to +45°C Storage temp. range: -20°C to +60°C Hard disk capacity: 500GB (250GB personal storage space)

156 60000 0

#### 

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75 $\Omega$ (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.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
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 : 🕰	(for future connectivity) front and rear connectors
SCART:	SCART (composite video out; RGB out)
ноті	HƏMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
SATA:	external HDD interface, SATA 1.0a

#### **DRX780** Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	5kg (packed)
Dimensions:	399mm x 295mm x 81mm (inc. rubber feet and connectors)
UHF modulator:	CCIR PAL System I; Ch. 21 to 69 (factory setting is 68)
Operating temp. range:+5°C to +45°C	
Storage temp. range:	-20°C to +60°C
Hard disk capacity:	320GB (160GB personal storage space)
	300GB (160GB personal storage space)

#### Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75 $\Omega$ (950-2150 MHz)
DISH INPUT 2:	female F-type 75 $\Omega$ (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.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 : 🗲 🛟	(for future connectivity) front and rear connectors
VCR/DVD SCART:	SCART (composite video in/out; RGB in/out)
TV SCART:	SCART (composite video out; RGB out)
ноті	HƏMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
S-VIDEO OUT:	4-way mini-DIN

Hereby, BSkyB declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).

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.

n

#### **Specifications continued**

#### Pace Mk1 and Mk2 Specifications

Operating voltage: Power consumption: Weight: Dimensions: UHF modulator: Operating temp. range: Storage temp. range: Hard disk capacity: 230V AC; 50Hz 45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz 5kg (packed) 399mm x 295mm x 81mm (inc. rubber feet and connectors) CCIR PAL System I; Ch. 21 to 69 (factory setting is 68) +5°C to +45°C -20°C to +60°C 320GB (160GB personal storage space) 300GB (160GB personal storage space)

#### Connectors

MAINS INPUT: IEC 60320 2-pin DISH INPUT 1: female F-type 75Ω (950-2150 MHz) female F-type 75Ω (950-2150 MHz) DISH INPUT 2: 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.) AERIAL IN: IEC 60169-2 female RF OUT-1: IEC 60169-2 male RF OUT-2: IFC 60169-2 male OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound DIGITAL AUDIO OUT: AUDIO OUT (L and R): Phono sockets (RCA) USB 2.0 : (for future connectivity) front and rear connectors VCR/DVD SCART: SCART (composite video in/out; RGB in/out) TV SCART: SCART (composite video out: RGB out) наті Homi 1.1 type A ETHERNET: (for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX SATA: external HDD interface, SATA 1.0a S-VIDEO OUT: 4-way mini-DIN

Hereby, Pace declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).
 If you connect earthed equipment to the RS-232 port, you must use an approved screened cable

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.

Pace, Victoria Road, Saltaire, West Yorkshire BD18 3LF

#### **Specifications continued**

#### Samsung Mk1 and Mk2 Specifications

Operating voltage: 230V AC: 50Hz Power consumption: 45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz Weight: 5kg (packed) Dimensions: 399mm x 295mm x 81mm (inc. rubber feet and connectors) UHF modulator: CCIR PAL System I; Ch. 21 to 69 (factory setting is 68) +5°C to +45°C Operating temp. range: Storage temp. range: -20°C to +60°C Hard disk capacity: 320GB (160GB personal storage space) 300GB (160GB personal storage space) 500GB (250GB personal storage space)

#### Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75 $\Omega$ (950-2150 MHz)
DISH INPUT 2:	female F-type 75 $\Omega$ (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.)
AERIAL IN:	IEC 60169-2 female
RF OUT-1:	IEC 60169-2 male
RF OUT-2:	IEC 60169-2 male
DIGITAL AUDIO OUT:	OPTICAL & COAXIAL digital audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
USB 2.0 : 🗲 🛟	(for future connectivity) front and rear connectors
VCR/DVD SCART:	SCART (composite video in/out; RGB in/out)
TV SCART:	SCART (composite video out; RGB out)
наші	HƏMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T & 100BASE-TX
SATA:	external HDD interface, SATA 1.0a
S-VIDEO OUT:	4-way mini-DIN

Hereby, Samsung declares that this set top box is in compliance with the essential requirements and other relevant provisions of the following Directives: 2006/95/EC (LVD Directive); 2004/108/EC (EMC Directive); 1999/5/EC (R&TTE Directive); 2011/65/EU (Restriction on the use of certain hazardous substances in electrical and electronic equipment - RoHS).

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.

Samsung, Samsung House, 1000 Hillswood Drive, Chertsey KT160PS

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL AND NON COMMERCIAL USE OF A CONSUMER TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL AND NON-COMMERCIAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. NO LICENSE IS GRANTED OR SHALL BE IMPLIED FOR ANY OTHER USE. ADDITIONAL INFORMATION MAY BE OBTAINED FROM MPEG LA, L.L.C. SEE mpegla.com

Manufactured under license from Dolby Laboratories. Dolby and the double-D symbol are trademarks of Dolby Laboratories. HDMI, the HDMI Logo and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC. Declaration of Conformity No. 5444 Trademark of the DVB - Digital Video Broadcasting Project.

This item incorporates copy protection technology that is protected by U.S. Patents and other intellectual property rights of Rovi Corporation. Reverse engineering and disassembly are prohibited.

This product contains Free/Open Source Software. For further information, please visit **sky.com/opensourcesoftware** or view the 'Software Notices' section in the Settings menu of the on screen TV Guide.

© Copyright British Sky Broadcasting Limited 2012.

Sky, Sky+HD, Sky+, Sky Box Office, Sky Guide, Believe in better and Series Link are trade marks owned by the British Sky Broadcasting group of companies. Used under licence. Sky+HD remote: UK, Irish and Community registered design numbers GB3022129, IE20855, IE20856, CD294475-0004 to CD294475-0007. Sky+HD box: European patent nos. 0827668, 0868816, 0999702, 0999704, 1158802, 1208696, 1449360; International patent publication nos. 2005/074265, 2006/125971, 2009/050489; Community design no. 000294467; Community design appn. no. 001652009 UK design no. 3020748. Corresponding design and patent protection exists in other territories.

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

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

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

This product is intended for use in the UK, ROI, Channel Islands and Isle of Man only.



Believe in bette