Welcome to the world of SkyHD

This is your essential guide to using your SkyHD box

What do you want to do?

Learn about HD
Get started
See what’s on
Use your Planner
Order Box Office programmes
Have more control over kids’ viewing
Choose your favourite channels
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## Watching TV with subtitles or audio

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## Going interactive

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Back to basics

The Sky installer should have shown you the basics of how to use your Sky equipment. Here’s a reminder of what you need to enjoy the channels and features on offer.

Your SkyHD remote control

- **sky** sets your remote to control your SkyHD box
- **tv** sets your remote to control your TV
- **box office** shows Sky Box Office programmes
- **in guide** shows TV and radio listings
- **mutes** turns your TV’s sound on and off
- **vol** changes your TV’s volume
- **chan** shows what’s on other channels or highlights on-screen options
- **ch** switches to text mode
- **This feature isn't available on the SkyHD box**
- **This feature isn't available on the SkyHD box**
- **This feature isn't available on the SkyHD box**
- **This feature isn't available on the SkyHD box**

- **on** turns your SkyHD box on, to standby or off, and turns your TV on and off
- **sources** gives options including subtitles, favourite channels and turning off the mini TV
- **interactive** provides interactive services
- **i** tells you more about a programme
- **ch** changes channel or goes up/down a page
- **select** confirms a menu option
- **back up** jumps back to last page or to previous level in Sky Guide screens
- **sub** turns on subtitles/audio description or shows help on using Sky Guide
- **This feature isn't available on the SkyHD box**
- **This feature isn't available on the SkyHD box**
- **This feature isn't available on the SkyHD box**
- **select** select on-screen options
- **1** enters channel numbers or selects menu options
- **0** press before entering a radio channel number
Control Keys

- **turns your SkyHD box on, to standby or off**

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

  + / - arrows changes channels

  ▶ lights green when you’re online (using the phone line)

  ⚠ lights yellow when there’s a network error

  ⚠️ lights red when the remote control is used

  ⚡ lights green when the box is on, amber when the box is in standby and red when the box is off

* Your SkyHD box has been designed to stand on either end if you so choose.
About your SkyHD box

With your SkyHD box, a compatible HD ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in glorious High Definition – and that’s not all. With a 3D ready TV and the relevant subscriptions you can also enjoy the very best from Sky in amazing 3D.

Your SkyHD box gets HD information from the satellite through the minidish. It then decodes the information and sends it to your TV.

What is Sky HD?

Sky currently has the widest choice of HD entertainment with over 50 HD channels, showing all your favourite dramas, documentaries, latest movie releases and live sporting action, all in high definition.

To discover what’s on in HD go to TV Guide and select the HD & 3D tab, visit sky.com/tvlistings or go to page 19 of this guide.

Check out our HD jargon-buster on page 60.

What is Sky 3D?

The next revolution in TV is here. Sky 3D, Europe’s first 3D TV channel, is available today with your SkyHD box, a 3D ready TV and 3D glasses. Using the latest technology to create an incredible 3D experience, Sky brings you some of the best sports, movies and entertainment in amazing 3D.

To discover what’s on in 3D, go to TV Guide and select the HD & 3D tab, visit sky.com/tvlistings or go to page 19 of this guide.

Sky World HD customers with a 3D TV can watch Sky 3D at no additional cost. To find out how you can activate Sky 3D in your home, visit sky.com/3d
What you need to enjoy SkyHD

To enjoy all the benefits of SkyHD you need a compatible HD ready TV, a SkyHD box and subscriptions to Sky TV with the HD Pack.

Your SkyHD box is designed to work with TVs that carry the HD ready logo. You can use a TV without the HD ready logo as long as it has these technical features:

- The screen must have a minimum native resolution of 720 lines in wide aspect ratio.
- The screen must be able to receive High Definition pictures by either a DVI (with HDCP) or an HDMI port (with HDCP).
- The TV must be able to display both 1080i/25 and 720p/50.

For more details about your TV, contact the manufacturer or your retailer. To find out more about Sky HD equipment in general, visit sky.com/boxes

Keeping you up-to-date

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.
Ensure you have all the benefits of the SkyHD box

To subscribe to Sky HD or Sky 3D, call the relevant number listed under the telephone numbers in your Sky Guide (see page 58).

Your viewing card

Your viewing card needs to stay in your SkyHD box at all times so you can view all the Sky TV channels you’re entitled to.
The viewing card slot is under the flap on the front of your SkyHD 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.

keep your viewing card in its slot
Your SkyHD remote control and your TV

Your SkyHD remote control can work with both your SkyHD box and your TV.

Press **tv** on the remote control to switch control from the SkyHD box to the TV.

Press **Sky** to go back to controlling the SkyHD box.

If you leave your remote control without batteries for longer than 10 minutes, or if you have a new TV, you need to reset the remote control to work with your TV. See Resetting your remote control (page 39) for details or visit sky.com/remotecontrols
Getting started

Turning your SkyHD box on, to standby, and off

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

To turn your SkyHD box to standby, press the standby button on your remote control.

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

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

See Saving energy with Auto Standby (page 45) to read about your SkyHD box’s automatic energy-saving mode.
Changing the volume

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

Changing channels

To go through the channels one at a time, press the channel +/- button on your remote control 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 HD.

See the chapter Seeing what’s on (page 16) for details on changing channels from the Now, Next & Later banner or from full-screen listings such as TV Guide.
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 and later, change channels, set reminders, 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:

• Seeing what’s on (page 16).
• Finding out more about a programme with the i button (page 21).
You’re in control with Sky Guide

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

- **top menu**
  - use left/right to highlight the option you want then press select

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

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

- **information area**

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

- **shortcuts**
  - to get to a different Sky Guide page or your stored favourites, press one of the colour buttons as shown at the bottom of the screen

**to go back...**

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

Use back 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
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.

<table>
<thead>
<tr>
<th>Symbol / Option</th>
<th>How to get there</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TV GUIDE</td>
<td>see guide</td>
<td>see what’s on for the next seven days on all channels including HD</td>
</tr>
<tr>
<td>PLANNER</td>
<td>+ green</td>
<td>manage your reminders and recordings</td>
</tr>
<tr>
<td>ANYTIME</td>
<td>Box office button + scroll left</td>
<td>this functionality is currently unavailable on this product</td>
</tr>
<tr>
<td>BOX OFFICE</td>
<td>see box</td>
<td>order Sky Box Office movies, sports and events</td>
</tr>
<tr>
<td>INTERACTIVE</td>
<td>interactive</td>
<td>play games, get up-to-date information</td>
</tr>
<tr>
<td>RADIO</td>
<td>Box office button + scroll right</td>
<td>listen to and record digital radio channels</td>
</tr>
<tr>
<td>SEARCH</td>
<td>+ blue</td>
<td>search for a specific programme</td>
</tr>
<tr>
<td>PARENTAL</td>
<td>+ scroll left</td>
<td>change your PIN, set viewing restrictions, limit spending</td>
</tr>
<tr>
<td>OPTIONS</td>
<td>scroll</td>
<td>set up your favourite channels, turn on subtitles</td>
</tr>
<tr>
<td>SETTINGS</td>
<td>+ scroll right</td>
<td>change picture and sound settings, test your SkyHD box system</td>
</tr>
</tbody>
</table>
Showing your Sky Guide pages in full-screen mode

Turning the mini TV off gives you a full screen of listings and plays the audio of what you are watching.

To see your Sky Guide screens in full-screen mode:

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 and the programme information area disappear.
3. Press the green button to confirm (Save Settings).

💡 To get details on a programme in full-screen mode, just highlight it and press i.
Seeing what’s on
Quick glance at what’s on with Now, Next & Later

With Sky you don’t have to change channels to see what else is on.

When you’re watching a programme, press select or the up/down arrow. The on-screen Now, Next & Later banner appears.

• To see what’s on the same channel at different times today, use the left/right arrow.
• To see what’s on a different channel, use the up/down arrow then left/right to check different times.
• To watch a programme, highlight it and press select. If it’s on later, the programme is added to your Planner and you’ll get a reminder just before it starts. See Setting reminders for programmes (page 24).
Complete overview of what’s on with TV Guide

To see the entire list of channels and programmes for the next seven days, use the TV Guide pages:

1. Press **tv guide**

2. Sort the channel list by selecting a category tab. Use **left/right** to highlight one of the following, then press **select**:
   - All channels, HD,
   - Entertainment, Lifestyle,
   - Movies, Sports, News,
   - Documentaries, Kids,
   - Music, Shopping,
   - Religion, International,
   - Gaming, Specialist,
   - Adult, Favourites.
   (Remember these are types of channel rather than programme.)

3. Use **up/down** to highlight a channel.
   Enter the channel number to jump straight to the channel you want (three digits for TV channels, four digits starting with 0 for radio).

4. Use **left/right** to highlight programmes and see what’s on at different times.
   **To watch a programme,** highlight it and press **select** to show it in the mini TV (if available) then **select** again to tune to it (in full-screen mode, just press **select** once to tune straight to it). If it’s on later or on another day, you get a reminder just before it starts. See **Setting reminders for programmes** (page 24).

   **These colour options change depending on where you are in the SkyHD Guide.**

   **Press ch+ or ch- to go to the next/previous page of listings.**

💡 Use **back up** to jump back to the previous level, i.e. from the listings to the middle menu, from the middle menu to the top menu.

Press **Sky** to leave TV Guide completely.
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 seven 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).

Seeing what’s on your favourite channels

Once you’ve marked channels as your favourites (see page 32), 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 banner appears, showing your favourites one by one. The first channel you see when you press the blue button is the channel you last viewed. Press blue 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 yellow or scroll to the Favourites tab.
Seeing what’s on the HD channels

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

Identifying HD programmes

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, Sky1 HD.

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 control.
- 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 can be highlighted in yellow in the TV Guide listings so they’re easier to spot. To turn this setting on, go to Options > Customise. Under Highlight Programmes Originated in HD press left/right to select ON. Press green (Save Settings) when you’re done.
Finding a specific programme

You can search for a specific programme, or type of programme, showing in the next seven days using the Search option.

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.

Changing your search

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

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 viewed. Press select to tune to that channel.

The blue button can also be used to view your favourite channels. See page 32 to choose your favourite channels.

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.
• 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 you’re in full-screen mode in Sky Guide and a programme is highlighted.
Codes used in the programme information banner

Rating codes

U  Universal, suitable for all audiences including young children.

PG Parental guidance is recommended. Some discretion may need to be applied as to the suitability of the film for younger or impressionable children.

12 Suitable for viewers aged 12 years or over. More mature themes or language make the film unsuitable viewing for young children.

15 Suitable for viewers aged 15 years or over. May contain stronger language.

18 Suitable only for adult viewers aged 18 or over.

Content codes

s  Sex or nudity.

l  Strong language.

v  Violent scenes.

m  Material which is intended for a mature audience.

Letter codes

HD  This is a High Definition programme. HD programmes are shown in widescreen.

S  You can turn subtitles on for this programme. See Watching TV with subtitles or audio description (page 33).

W  This programme is shown in widescreen. For HD programmes, this code won’t be shown although all HD programmes are shown in widescreen (the image on the previous page is shown for illustration purposes only).

See Having more control over kids’ viewing (page 28) to see how to restrict rated programmes.

DS  You can hear this programme in surround sound if your TV/home cinema system is compatible.

DD  You can hear this programme in Dolby® Digital 5.1 audio if your TV/sound system is compatible. See Switching on Dolby® Digital audio (page 43) 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 33).
Finding and listening to radio channels

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

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

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

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

1. Press **box office**, scroll right to **Radio** in the top menu and press **select**.
2. Highlight the radio channel you want and press **select** to tune in.

Radio channels are also listed in TV Guide under the **All Channels** tab, starting at channel number 0101. See page 17 for details on navigating TV Guide pages.
Using your Planner

Your Planner gives a clear overview of your chosen reminders

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.

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 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.

When reminders clash
If you try to set a reminder for a programme and it clashes with a previous one, Sky Guide asks you what you want to do.

• Press select to be reminded about both programmes.
• Press back up to cancel the latest selection.
Enjoying Sky Box Office entertainment

The Sky Box Office option is home to the newest and most exciting pay-per-view movies, sport and other events, such as concerts and boxing matches. Sky Box Office is available to all Sky customers and you’re only charged for the programme or event when you start watching it.

- You can go straight to your Sky Box Office HD movies from the HD listings (go to TV Guide and select the HD & 3D tab).
- There are now special early releases on Sky Box Office. You can watch certain movies the same day as DVD release and also sometimes at the same time as they are in the cinema. Look out for messages about these on air, online and in the Sky magazines.

To order Sky Box Office programmes with your remote control, your SkyHD box has to be connected to a phone line.
For more information go to skymovies.com/skyboxoffice

Ordering Sky Box Office programmes

Here’s how you order Sky Box Office programmes:
1. Press box office on your remote, then press select.
2. Scroll left/right to highlight the category you want; for example, Start Time to see what films are showing next.
3. Press select.
4. Scroll up/down to highlight a programme.
5. Press select to purchase it now or to set a reminder for later.
6. Follow the instructions on-screen; you may be asked to select a start time and/or enter your PIN.

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

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

In the Sky Box Office pages you’ll see the Series Stack symbol. This means the programme is being shown at different times. Highlight the programme and press select to see the Showings page. From here you can choose your preferred time slot.

About watching Sky Box Office programmes

When you purchase from Sky Box Office, the programme is added to 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. When you purchase from Sky Box Office, the programme is added to your Planner as a reminder.

If you don’t watch any part of the programme you won’t be charged for it and it will be deleted from your Planner.

Once you’ve watched a Sky Box Office programme, you can re-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.
Paying for Sky Box Office programmes

Charges for Sky Box Office programmes booked via your remote control 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.

Ordering over the phone

If for some reason you can’t order Sky Box Office programmes with your remote control, 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.
Having more control over kids’ viewing

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

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

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

Changing your PIN

Your original PIN is provided in the Terms & Conditions document or is the last four digits of your Sky viewing card you received with your SkyHD 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.

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 certain programmes.

If you forget your PIN, see page 49 for help on what to do next.
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 green (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.

Restricting rated programmes

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

1  Go to Parental Control > Viewing.

2  Highlight the appropriate rating and press the red button (Restrict) on your remote control. A padlock symbol appears next to the category you choose, as well as all the lower categories.

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

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

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

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

1. Go to Parental Control > Channel.
   This page lists all the channels by channel number.

2. To find the channel, key in the channel number if you know it, or use ch- or ch+ to go one page up or down.

3. Highlight the channel you want, then press yellow (Lock) to lock it at any time of day, or the blue button to lock it between 8pm and 6am only. 
   or [BPM] appears next to the channel, depending on your selection.

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

Controlling the use of charged services

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

1. Go to Parental Control > Other.

2. Highlight PIN Entry Before Going Online and use the left/right arrow to choose ON. Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.

3. Highlight Spending Restriction and use the left/right arrow to choose ON. Press down and set a limit to the cost before the PIN is needed. Set it to £0.00 to enter the PIN every time you order a Sky Box Office programme.

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

To turn these settings off, just select OFF in step 2 above.
Entering a PIN for pre-watershed viewing

You need to enter your PIN to watch a rated programme before its normal watershed time. The times are shown here.

<table>
<thead>
<tr>
<th>Programme rating</th>
<th>When PIN is needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>18</td>
<td>Before 9pm</td>
</tr>
<tr>
<td>15</td>
<td>Before 8pm</td>
</tr>
<tr>
<td>12</td>
<td>Before 8pm</td>
</tr>
<tr>
<td>PG</td>
<td>If a PIN has been set up for this rating</td>
</tr>
<tr>
<td>U</td>
<td>If a PIN has been set up for this rating</td>
</tr>
</tbody>
</table>

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 red 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 red button again to turn the specified PIN restrictions on again.
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 **yellow** (**Favourite**). A tick appears next to the channel.

3. Choose up to 50 channels and press **green** (**Save**) when you’re done.

4. See page 18 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 21 for more details.
Watching TV with subtitles or audio description

To show subtitles or play an audio description over the current channel:
1. Press **help** on your Sky remote control when you’re watching TV.
2. If the *Subtitles or Audio Description* option is available, use the **left/right** arrow to choose **ON** then press **select**. This setting lasts until you change channels.

To have subtitles or an audio description on all the time where available:
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 **green** (Save Settings).
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.

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

4. Press **green** (**Save Settings**) when you’re done.
Going interactive

Get more from your SkyHD box with interactive services.

Using Sky Active, for instance, you can upgrade your viewing, add Sky Broadband and Sky Talk, choose Sky 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 control, 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 30 for setting online spending restrictions). You can also buy a 24-hour pass for Sky Games and play with your remote control. See the help options within the interactive screens for details.
More options

Using digital text

To use digital text services, press **text** on your remote control 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.

Using teletext

To use your TV’s teletext services, press **tv** on your remote control then **text** while you’re watching a channel. Remember your Sky remote must be set for use with your TV. See [Remote Control Setup](#) (page 39).

Use these buttons on your remote control to control teletext:

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

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

Not all TVs have the teletext function.
Adding channels that aren’t listed in Sky Guide

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

Your SkyHD 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 yellow (Find Channels).
3. After a moment, a selection of channels received by your SkyHD 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 yellow (Store Channel). A tick appears next to the channel name.
5. When you’re done, press select.

Watching your added channels

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

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

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

You can change the resolution setting as follows:

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

If your TV doesn’t display anything after you confirm the changes, the new setting is incompatible with the TV. Restart your SkyHD 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 into the mains. Wait another 60 seconds before turning the box back on again.
Remote control setup

Resetting your remote control

If you leave flat batteries in your remote control 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 control 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 Setup (on next page).
2. Turn your TV and SkyHD box on and press tv on your remote control.
3. Hold down select and the red button together until the red light on your remote control 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 control blinks twice.
6. Press standby on your remote control.
   If your TV switches off, press select.
   The light on your remote control 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 control 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 control.
   The TV Guide screen appears, meaning the remote control settings have been reset.

<table>
<thead>
<tr>
<th>Brand</th>
<th>Code</th>
<th>Brand</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aiwa</td>
<td>0406</td>
<td>Memorex</td>
<td>0037</td>
</tr>
<tr>
<td>Akai</td>
<td>0098</td>
<td>Metz</td>
<td>0491</td>
</tr>
<tr>
<td>Akura</td>
<td>0042</td>
<td>Minaka</td>
<td>0921</td>
</tr>
<tr>
<td>Alba</td>
<td>0043</td>
<td>Mitsubishi</td>
<td>0150</td>
</tr>
<tr>
<td>Amstrad</td>
<td>0063</td>
<td>NEI</td>
<td>0514</td>
</tr>
<tr>
<td>Baird</td>
<td>0117</td>
<td>Nikkai</td>
<td>0528</td>
</tr>
<tr>
<td>Bang &amp; Olufsen</td>
<td>0118</td>
<td>Nokia</td>
<td>0536</td>
</tr>
<tr>
<td>BPL</td>
<td>0115</td>
<td>Nordmende</td>
<td>0537</td>
</tr>
<tr>
<td>Beko</td>
<td>0125</td>
<td>Orion</td>
<td>0549</td>
</tr>
<tr>
<td>Beon</td>
<td>0899</td>
<td>Panasonic</td>
<td>0051</td>
</tr>
<tr>
<td>Brionvega</td>
<td>0147</td>
<td>Philips</td>
<td>0081</td>
</tr>
<tr>
<td>Bush</td>
<td>0157</td>
<td>Pioneer</td>
<td>0166</td>
</tr>
<tr>
<td>Crown</td>
<td>0225</td>
<td>Protech</td>
<td>0595</td>
</tr>
<tr>
<td>Daewoo</td>
<td>0092</td>
<td>Pye</td>
<td>0600</td>
</tr>
<tr>
<td>Decca</td>
<td>0244</td>
<td>Roadstar</td>
<td>0625</td>
</tr>
<tr>
<td>Dual</td>
<td>0257</td>
<td>Saba</td>
<td>0645</td>
</tr>
<tr>
<td>Ferguson</td>
<td>0293</td>
<td>Saisho</td>
<td>0649</td>
</tr>
<tr>
<td>Fidelty</td>
<td>0294</td>
<td>Salora</td>
<td>0651</td>
</tr>
<tr>
<td>Finlandia</td>
<td>0296</td>
<td>Samsung</td>
<td>0060</td>
</tr>
<tr>
<td>Finlux</td>
<td>0297</td>
<td>Sanyo</td>
<td>0159</td>
</tr>
<tr>
<td>Fisher</td>
<td>0154</td>
<td>Schneider</td>
<td>0665</td>
</tr>
<tr>
<td>Funai</td>
<td>0179</td>
<td>Seeco</td>
<td>0672</td>
</tr>
<tr>
<td>Genexxa</td>
<td>0330</td>
<td>Sharp</td>
<td>0093</td>
</tr>
<tr>
<td>LG (Goldstar)</td>
<td>0056</td>
<td>Siemens</td>
<td>0680</td>
</tr>
<tr>
<td>Goodmans</td>
<td>0335</td>
<td>Sony</td>
<td>0000</td>
</tr>
<tr>
<td>Granada</td>
<td>0340</td>
<td>Soundwave</td>
<td>0702</td>
</tr>
<tr>
<td>Grundig</td>
<td>0345</td>
<td>Tandy</td>
<td>0741</td>
</tr>
<tr>
<td>Harwood</td>
<td>0361</td>
<td>Tatung</td>
<td>0049</td>
</tr>
<tr>
<td>Hinari</td>
<td>0365</td>
<td>Technics</td>
<td>0250</td>
</tr>
<tr>
<td>Hitachi</td>
<td>0145</td>
<td>Telefunken</td>
<td>0757</td>
</tr>
<tr>
<td>ITT</td>
<td>0384</td>
<td>Thomson</td>
<td>0771</td>
</tr>
<tr>
<td>JVC</td>
<td>0053</td>
<td>Thorn</td>
<td>0772</td>
</tr>
<tr>
<td>Loewe</td>
<td>0442</td>
<td>Thorn-Ferguson</td>
<td>0936</td>
</tr>
<tr>
<td>Matsui</td>
<td>0477</td>
<td>Toshiba</td>
<td>0156</td>
</tr>
</tbody>
</table>
If the setup didn’t work

If you followed the setup 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 control.
3. Hold down select and the green button together until the red light on your remote control blinks twice (this is after about two seconds).
4. Key in the number your TV uses for watching Sky digital TV and press select and hold for two seconds. The red light blinks, meaning the remote control settings are made properly.

Alternative setup

If your TV’s brand isn’t listed on page 39, you can try an alternative setup. This involves programming your remote control to the TV’s specific model code instead of the brand code, as follows:

1. First, you need to check the model code for your TV. Press interactive, press down then select Sky Customer Service. Select Programme Your Remote and follow the relevant options until you get to the model code for your model number. Make a note of the code.
2. Point the remote control away from the TV and SkyHD 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. If it’s a three-digit number, press select after the model code.
5. Press Sky to complete the setup.
6. Now check the settings; point the remote control at the SkyHD 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 SkyHD remote control with your TV, call Sky Customer Service on the number provided in the Terms & Conditions document you received with your SkyHD box or visit sky.com/remotecontrols
Replacing the batteries

Your remote control runs on AA batteries (MN1500, LR6 or UM-3).

When it’s time to replace them, Sky Guide gives you a warning message and a low battery symbol appears in the banner.

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

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

Replace the batteries as follows:

1. Remove the battery cover by pushing up the catch and sliding the cover away.
2. Carefully remove the old batteries.
3. Put the new batteries in, matching the marks + and -.
4. Put the cover back on, sliding the top part in and making sure the catch clicks into place.
5. If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV. See **Resetting your remote control** (page 39) for details.
Your SkyHD box connections

The following diagram shows an overview of the essential connections of your SkyHD box.

Does your compatible HD ready TV have an **HDMI** port?

Then all you need is the supplied **HDMI** lead.

![HDMI lead](image)

**WARNING!**

You must disconnect your SkyHD box from the mains supply before you connect your SkyHD box to (or disconnect it from) any other equipment. Use only the supplied mains lead to connect your SkyHD box to the mains supply. With the exceptions of the mains and the telephone line, all the interconnections between the rear panel of your SkyHD 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.
Switching on Dolby® Digital audio

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

1. Press **services**, scroll right to **Settings** and press **select**.
2. Highlight **Digital Audio Output — Optical** or **Digital Audio Output — HDMI** and use left/right to choose Dolby D.
3. Press **green** (**Save Settings**) when you’re done.

💡 Some older amplifiers may not support Dolby® Digital audio.

Adjusting sound synchronisation

If you’ve connected your SkyHD box to a home cinema system using Digital Audio Output — Optical, 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 **green** 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 **green** (**Save Settings**) when you’re done.
Connecting to the telephone line

The telephone lead is intended for connection to standard analogue UK telephone lines. This lead and your SkyHD box have been specifically designed for this purpose. Do not attempt to connect the telephone lead to anything other than a standard UK telephone line.
Green stuff

At Sky we believe the world’s a great place, so we’re doing what we can to keep it that way.

Saving energy... with standby

Switching your SkyHD box to standby when it’s not in use can save up to 50% of the energy it uses (so the light on the box turns amber).

Alternatively, you can switch your SkyHD box off by pressing and holding the standby button for five seconds (so the light on the box turns red).

...and Auto Standby

Your SkyHD 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 SkyHD box goes into 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 Setup tab. Highlight Auto Standby and use left/right to choose OFF then press green (Save Settings).
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.

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 re-use or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensure 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. Please place the equipment in appropriate packaging, include a note that the equipment is for recycling and address the package to: FREE POST RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV21 1DZ.

Customers in the Republic of Ireland need to go to weeeireland.ie for locations of local recycling centres; or, alternatively, you can post old or redundant Sky electrical equipment to: DN7006, Freepost, Sierra Support Services Group, Knockmitten Lane North, New Nangor Rd, Dublin 12.

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

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 re-use, please separate batteries from other types of waste and recycle them if possible through your local recycling centre.
For your safety

Using equipment safely

Your SkyHD 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 any doubts about the operation or safety of your SkyHD box, please contact Sky or your dealer.

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 SkyHD box. There are no user-serviceable parts inside, but there are some high-voltage live parts.
  - Do not attempt to repair your SkyHD 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 SkyHD 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 (SkyHD box, TV, video etc.) to the mains supply until you have properly connected all the other leads.
  - Disconnect your SkyHD 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 SkyHD box (except your viewing card into its slot).
- Your SkyHD box is intended for use in moderate climates. Do not use or store your SkyHD box in hot, cold, damp or dusty places.
- In order to ensure a free flow of air around your SkyHD box, allow at least 10 cm of space above and on all sides (especially between your SkyHD box and your TV). Do not cover any ventilation slots.
- Ensure the ventilation holes and slots do not become impeded with items such as newspapers, tablecloths and curtains or similar items.
- Do not place your SkyHD 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 SkyHD 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 SkyHD box that 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 SkyHD box.
- To avoid possible damage, do not pick up or otherwise move your SkyHD box while it’s connected to the mains supply. If you want to move your SkyHD 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 SkyHD box carefully as any damage you cause will invalidate your warranty.
- There is a risk of explosion if batteries are NOT inserted correctly. Replace only with the same or equivalent type.
Electrical information

Mains plug and its fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 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 that 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.

Connecting to the mains supply

Your SkyHD 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 two-way connector at one end and a mains plug at the other. Insert the two-way connector into your SkyHD box before you insert the plug into the mains supply.

The only way to disconnect your SkyHD box from the mains is to take the plug out of the socket. Your SkyHD 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 SkyHD 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 SkyHD box that aren’t covered in this guide or the other references, call Sky or your broadcaster.
- You can find technical help under *Interactive > Sky Customer Service > Help Centre > TV*
- Press `help` on your remote control for general help on using the Sky Guide screens.
- For online help, go to `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
---|---|---
I’ve forgotten my PIN.  |  —  |  You can request a reminder or reset your PIN, as follows:

**To get a PIN reminder through Sky Guide:**
Press `interactive` on your remote control. Select the *Sky Customer Service* tab then *PIN Reminder* and follow the on-screen instructions.

**To reset your PIN on sky.com:**
Go to `sky.com/mysky` sign in or register and click on *My Account*. Select *Reset Sky TV Pin* and follow the instructions.

I can’t find my HD programmes.  |  —  |  Your HD channels are listed separately. Go to *TV Guide* and select *HD & 3D*. If you can’t see them here, you may not have the right subscriptions or equipment. To upgrade to SkyHD, call us.
## What’s wrong?

Nothing is happening on-screen / my screen is blank.

## Possible reason

Your SkyHD box may not be plugged into the mains.

Your TV may not be able to detect the **HDMI** input automatically.

## What to do now

1. Make sure the mains lead is properly plugged in and your SkyHD box is switched on.

2. Check that your SkyHD box is not in standby mode. The light on the front panel of your SkyHD box should be green.

3. Press **Sky** on your remote to control your SkyHD box.

4. 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.

5. Use your TV remote control to scroll through the AV input options until you find the **HDMI** input(s).

6. Press **Sky** on your HD remote control 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).
<table>
<thead>
<tr>
<th>What’s wrong?</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>My remote control isn’t working.</td>
<td>Your SkyHD box may be off or not plugged into the mains. The batteries in your remote control may be flat or an obstacle may be between your remote control and your box.</td>
<td>Make sure you point your remote control directly at your SkyHD box, and that nothing is between the two. The remote command light on your SkyHD box and on your remote control should flash each time you press a remote control key. If neither light flashes, check the batteries in your remote control.</td>
</tr>
<tr>
<td>Some/all of the buttons on my remote don’t work with my TV.</td>
<td>Someone has pressed <strong>Sky</strong> on your remote control and you are in TV mode, or you need to reset your remote control.</td>
<td>Press <strong>tv</strong> on your remote to control your TV. Refer to <strong>Resetting your remote control</strong> (page 39) in this guide to reset your remote.</td>
</tr>
<tr>
<td>My remote control works with my TV but not with my SkyHD box.</td>
<td>Someone has pressed <strong>tv</strong> on your remote control.</td>
<td>Press <strong>Sky</strong> on your remote to control your SkyHD box.</td>
</tr>
<tr>
<td>My phone line is not connected (continued opposite...)</td>
<td>Your phone line is not physically connected to your SkyHD box.</td>
<td>Press <strong>services</strong>, select <strong>Settings</strong> then the <strong>Signal</strong> tab. If you get the message <em>Telephone line not connected</em>, you need to make sure the phone lead is connected properly. If you see the message <em>Telephone line connected</em>, try solutions A - E below.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A) Change the dialling prefix, as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1  <strong>Press services</strong>, press right to highlight <strong>Settings</strong> then press select.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2  Press the numbers <strong>0, 1</strong> then <strong>select</strong> to show the <strong>Installer Setup</strong> menu.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3  Press number <strong>3</strong>.</td>
</tr>
</tbody>
</table>
What’s wrong?

My phone line is not connected
(continued opposite…)

Possible reason

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

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

D) You have an ADSL/Broadband service at home.

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

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

What to do now

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.

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?

<table>
<thead>
<tr>
<th>My phone line is not connected (continued opposite…)</th>
</tr>
</thead>
</table>

### Possible reason

<table>
<thead>
<tr>
<th>D) You have an ADSL/Broadband service at home.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>E) You have disconnected your phone line (e.g. to carry out decorative works in your home).</th>
</tr>
</thead>
</table>

### What to do now

<table>
<thead>
<tr>
<th>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.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>E) Reconnect the phone line, then follow the ‘callback’ procedure below.</th>
</tr>
</thead>
</table>

---

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

---

**Callback procedure:**

1. Press services, press right to highlight *Settings* then press select.
2. Press the numbers 0, 1, then select to show the *Installer Setup* menu.
3. Press number 6. When *FOR YOUR INFORMATION* appears, press select. When the next screen appears showing a number of readings (signal strength etc.), press select.
4. Make sure your telephone line is connected and press select again.
5. Your box now tries to call us back, which checks the phone line connection. After getting the message *Callback in progress*, the previous menu appears.

If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the Terms & Conditions document.

---

<table>
<thead>
<tr>
<th>I can’t find a channel I have watched before.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>The channel name or number may have changed. Alternatively, the channel may be listed under a different tab option, may no longer be broadcast, or may no longer be part of your subscription package.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Check the TV Guide listings to search for the channel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>What’s wrong?</td>
</tr>
<tr>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>I can’t get a picture on my HD channels.</td>
</tr>
<tr>
<td>The audio and video are out of sync when the SkyHD box is connected to my home cinema system.</td>
</tr>
<tr>
<td>My SkyHD box isn’t working: The box is stuck on standby / the screen is blue / the picture is frozen and the remote control or buttons on the box are not responding.</td>
</tr>
</tbody>
</table>
## Display messages

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

<table>
<thead>
<tr>
<th>Message</th>
<th>What does it mean?</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Insert your Sky viewing card</em></td>
<td>There’s no viewing card in the viewing card slot of your SkyHD box.</td>
<td>Insert or reinsert your viewing card in the direction of the arrow. The card holds all the information your SkyHD box needs to know about your subscription.</td>
</tr>
<tr>
<td><em>There is a problem with your Sky viewing card</em></td>
<td>Your SkyHD box cannot recognise your viewing card.</td>
<td>Check that it’s your viewing card, that it’s in the right way up, and that it’s not damaged.</td>
</tr>
<tr>
<td><em>Insert your new Sky viewing card</em></td>
<td>You have inserted your old viewing card.</td>
<td>Remove your old viewing card and insert your new viewing card.</td>
</tr>
<tr>
<td><em>This viewing card is not authorised</em></td>
<td>—</td>
<td>Call the telephone number shown on your screen to get your viewing card authorised.</td>
</tr>
<tr>
<td><em>This is the wrong card for this Sky HD box. Insert the correct Sky viewing card</em></td>
<td>You have more than one box and have put the wrong viewing card in this SkyHD box.</td>
<td>Insert the correct viewing card for this SkyHD box.</td>
</tr>
<tr>
<td><em>You cannot purchase this programme at the moment</em></td>
<td>Most likely because of a temporary problem, you can’t buy this programme now.</td>
<td>You may be able to buy it later.</td>
</tr>
<tr>
<td><em>This programme has already started</em></td>
<td>The programme has already started and you can’t buy it now.</td>
<td>Check the listings to find out when it’s on next so you can buy it then.</td>
</tr>
<tr>
<td><strong>Message</strong></td>
<td><strong>What does it mean?</strong></td>
<td><strong>What to do now</strong></td>
</tr>
<tr>
<td>-------------</td>
<td>------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>There is insufficient credit left on your viewing card</td>
<td>There’s not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.</td>
<td>First check that the telephone lead between your SkyHD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.</td>
</tr>
<tr>
<td>You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes</td>
<td>The wrong PIN has been entered three times in a row.</td>
<td>You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, go to sky.com/pinhelp</td>
</tr>
<tr>
<td>No satellite signal is being received</td>
<td>This could be due to bad weather, such as strong winds or heavy rain. Snow on your minidish can also cause a loss of signal.</td>
<td>If the picture isn’t restored after the weather has cleared, or the conditions are fine, check that the cables from your minidish are correctly plugged into the back of your SkyHD box. Otherwise, restart your box by following the steps under My SkyHD box isn’t working (page 54). If this doesn’t resolve the problem, call Sky Customer Service on the number provided in your Terms &amp; Conditions.</td>
</tr>
<tr>
<td>To use the full range of interactive services please ensure that an operating telephone line is connected</td>
<td>Your SkyHD box is not connected to an operating telephone line.</td>
<td>Check that the telephone lead between your SkyHD box and the socket is properly plugged in. Follow the steps described under My phone line is not connected (page 53).</td>
</tr>
<tr>
<td>Upgrade your subscription to view this channel</td>
<td>You don’t have the right subscription.</td>
<td>Follow the instructions on-screen to upgrade your subscription.</td>
</tr>
</tbody>
</table>
### Troubleshooting

<table>
<thead>
<tr>
<th>Message</th>
<th>What does it mean?</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No signal found</strong></td>
<td>Your SkyHD box couldn’t find a signal after you asked it to find new channels.</td>
<td>Check the settings you entered were right.</td>
</tr>
<tr>
<td><strong>This programme is no longer available</strong></td>
<td>You selected a programme that is no longer available in your Planner.</td>
<td>Select another programme.</td>
</tr>
<tr>
<td><strong>System fault</strong></td>
<td>There was an unexpected error with your SkyHD box during system setup.</td>
<td>Call Sky Customer Service (see your Terms &amp; Conditions).</td>
</tr>
<tr>
<td><strong>Housekeeping. Please wait</strong></td>
<td>Your SkyHD box is trying to resolve a system fault.</td>
<td>Wait for your SkyHD box to resolve the problem; if it is not resolved call Sky Customer Service (see your Terms &amp; Conditions).</td>
</tr>
<tr>
<td><strong>The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Now, Next &amp; Later banner)</strong></td>
<td>The batteries in the remote control need to be changed to avoid losing your remote control settings.</td>
<td>Change the batteries in your remote control as soon as possible. See Replacing the batteries (page 41).</td>
</tr>
<tr>
<td><strong>Channel not available</strong></td>
<td>You have entered the wrong channel number. If it’s an adult channel it may have been removed by parental control settings.</td>
<td>Select a different channel or turn off the Remove Adult Channels setting under Parental Control &gt; Adult Channels. See Having more control over kids’ viewing (page 28).</td>
</tr>
</tbody>
</table>
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 SkyHD.

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 sky.com/help
SkyHD Specifications

The following specification is for the SkyHD box made by BSkyB. Specifications may change without notice.

General
Input voltage: 230V ~; 50Hz
Input power: 25W (max.)
LNB output: +13/+18V DC 250mA max.
Weight: 2.0kg (packed)
Dimensions: 273mm x 204mm x 52mm (inc. rubber feet)
Operating temp. range: +5°C to +45°C
Storage temp. range: -20°C to +60°C

Connectors
MAINS INPUT: IEC 60320 2-pin
DISH INPUT 1: female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE: RJ11, V34
DIGITAL AUDIO OUT: OPTICAL digital-audio socket for 5.1 surround sound
USB 2.0: (for future connectivity)
SCART: SCART (composite video out; RGB out)
ETHERNET: HDMI 1.3a type A (for future connectivity) RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
10 PIN MINI DIN: (for future connectivity)

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

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).

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.
HD jargon-buster

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

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

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

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

**HD TV**
HD TV (High Definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 50 frames per second; twice that of conventional TV. HD TV pixel numbers range from one to two million, compared with SD TV’s range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® 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 interlaced scanning, a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.

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

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

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

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