

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+
- Easy access to On Demand with built-in Wi-Fi® connectivity (selected models only)
- A choice of over 80 HD channels, depending on your Sky TV subscription
- Up to 60 hours of HD storage on your Sky+HD box or up to 350 hours of HD storage if you have a Sky+HD 2TB box

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

This user guide does not apply to Sky+HD boxes manufactured by Thomson.

Sky+HD Models

The information in this User Guide applies to the following Sky+HD models*

Our latest Sky+HD boxes now come with built-in Wi-Fi

To find out if your Sky+HD box has built-in Wi-Fi, check whether there is a WPS button on the front panel



Sky+HD 2TB with built-in Wi-Fi

Model: DRX895W



Sky+HD with built-in Wi-Fi

Model: DRX890W



Wi-Fi Protected Setup

(WPS) button for quick and easy connection to your broadband router

Sky+HD box models without built-in Wi-Fi



Sky+HD 2TB and Sky+HD 1TB

Model: DRX895



Sky+HD

Model: DRX890

* This user guide does not apply to the following Sky+HD boxes: DRX780, Samsung HD, Pace HD, Thomson HD. Product images reflect the Sky+HD box with built in Wi-Fi.

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Overview

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1 About your Sky+HD box

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

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 TV shows and movies to watch whenever you want. The 250GB personal storage capacity of the Sky+HD box means you can store 180 hours of SD content and 60 hours of HD content. If you have a Sky+HD 2TB the 1.5TB personal storage capacity means you can store 1180 hours of SD content and 350 hours of HD content. Sky+ also allows you to record two programmes at once, pause and rewind live TV as well many more features. Plus you can set your Sky+HD box to record a TV show when you're not in front of your TV using the Sky+ app or online at **sky.com**.

We're continually looking for ways to make improvements for our customers, and so the software on your Sky+HD box will be updated with new features via the satellite. We'll let you know about these new features as soon as they're available, or you can go to **sky.com/skyguide** to find out more about the latest features.

To make the most of all the Sky+ features, make sure your Sky+HD box is connected to your broadband router. You can connect your Sky+HD box to your broadband router using the built-in Wi-Fi capability (DRX890W and DRX895W models only).

Your Sky+HD box decodes HD information from the satellite



2 Your Sky+HD box

Top

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

tv guide shows the Sky+ Homepage

⏻ 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

- Ⓢ Wi-Fi Protected Setup (WPS) button for quick and easy connection to your broadband router (selected models only)
- Ⓜ lights white when a wireless connection is established
- Ⓣ lights green when you're online (using the phone line)
- Ⓡ lights red when the remote is used
- Ⓢ lights green when the box is on, amber when the box is in standby and red when the box is off

3 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.



Use HDMI One Touch to turn a compatible TV on and switch to the correct HDMI input for your Sky+HD. You can even quickly switch from a DVD player or games console. See page 101 and sky.com/onetouch for more information. Unfortunately this feature is not available on Samsung HD, Pace HD or DRX780 boxes.

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 111) 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 26) 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. Find out more about On Demand programmes on page 33.



4 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




5 Connecting your Sky+HD box to your broadband router

If your Sky+HD box has built-in Wi-Fi connectivity (DRX890W and DRX895W models only), then simply connect it to your broadband router via Wi-Fi to start enjoying On Demand including Catch Up TV. It can be connected to a wide variety of broadband routers from any broadband provider. There are three ways of connecting your Sky+HD box to your broadband router using Wi-Fi.

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

A If your broadband router has a WPS button:

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

B If your broadband router does not have a WPS button, or you don't want to connect by WPS, then you can connect by entering the Wi-Fi password:

- 1 Press **services, 0, 5** on your remote control and this will take you to the **Network** tab. Three options for connecting your Sky+HD box are displayed.
- 2 Choose **Connect with Password** using your remote control and press **select**.
- 3 Select the name (SSID) of your broadband network from the list provided. This can usually be found on the back or bottom of the broadband router, next to the password.
- 4 Enter the password using your remote control and press **select** to connect.



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

If your Sky+HD box does not have built-in Wi-Fi then you can still connect to your broadband router via Wi-Fi using an On Demand Connector. Visit sky.com/ondemand to find out more. You can also connect any Sky+HD box to your broadband router using an Ethernet cable.

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

Remember: Use of connected features counts towards any broadband usage cap you have.

6 Your Sky+HD remote

sets your remote to control your Sky+HD box



sets your remote to control your TV



shows Box Office programmes



shows the Sky+ Homepage



turns your TV's sound on and off



changes your TV's volume



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



switches to text mode



pauses a recording or live TV



plays a recording



rewinds a recording or live TV



records a programme



turns your Sky+HD box on, to standby or off and
turns your TV on and off



gives options including subtitles, favourite
channels and turning off the mini TV



provides interactive services



tells you more about a programme



changes channel or goes up/down a page



confirms a menu option



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



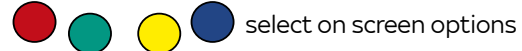
turns on subtitles/audio description or shows
help on using Sky Guide



fast forwards a recording



stops playback of a recording



select on screen options



enter channel numbers or select menu options



press before entering a radio channel number

7 Your Sky+HD remote and your TV

Your Sky+HD remote can work with both your Sky+HD box and your TV.

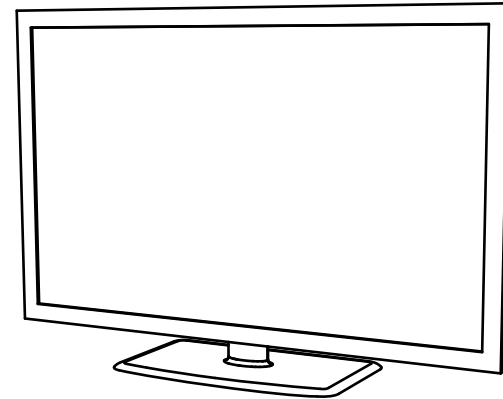
Press **tv** on the remote to switch control from the Sky+HD box to the TV.

Press **Sky** to go back to controlling the Sky+HD box.

Use HDMI One Touch Play to turn a compatible TV on and switch to the correct HDMI input for your Sky+HD. You can even quickly switch from a DVD player or games console. See page 101 and sky.com/onetouch for more information.

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 96) for details.



8 Changing the volume

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

9 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

10 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 **i** to see more information about a programme
- 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 81)
- **Finding out more about a programme with the *i* button** (page 21)
- **Recording without interrupting what you're watching** (page 27)



When you're watching a live TV programme you can press the **back up** button on your remote control to jump to the TV Guide. The yellow highlight will appear on the channel you have last viewed.

Also, when watching a live TV programme pressing the **left** arrow button is a shortcut to view the last channel you were watching.



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



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

Watching the TV you love

- ① The Sky+ Homepage
- ② Exploring the Sky Guide
- ③ Seeing what's on with the TV Guide
- ④ Finding a specific channel in TV Guide
- ⑤ Seeing what's on the HD channels
- ⑥ Identifying HD programmes
- ⑦ Going back to the channel you last watched
- ⑧ Finding out more about a programme with the *i* button
- ⑨ Codes used in the programme information banner
- ⑩ Finding and listening to radio channels

1 The Sky+ Homepage

Press the **tv guide** button on your remote control to display the Sky+ Homepage and explore a world of entertainment. Use the arrow keys on your remote control to choose the different options available on your Homepage.

Search Search for anything including an actor, director, sports team, title or any other word.

TV Guide Browse all channels to see what's on over the next 7 days.

Top Picks Discover new entertainment series, the latest unmissable On Demand TV shows, and find suggestions of TV shows and movies you might enjoy.

Kids Watch a wide range of Kids shows from the top channels. You can customise this tile to show Kids or Sports. See page 79 for details.

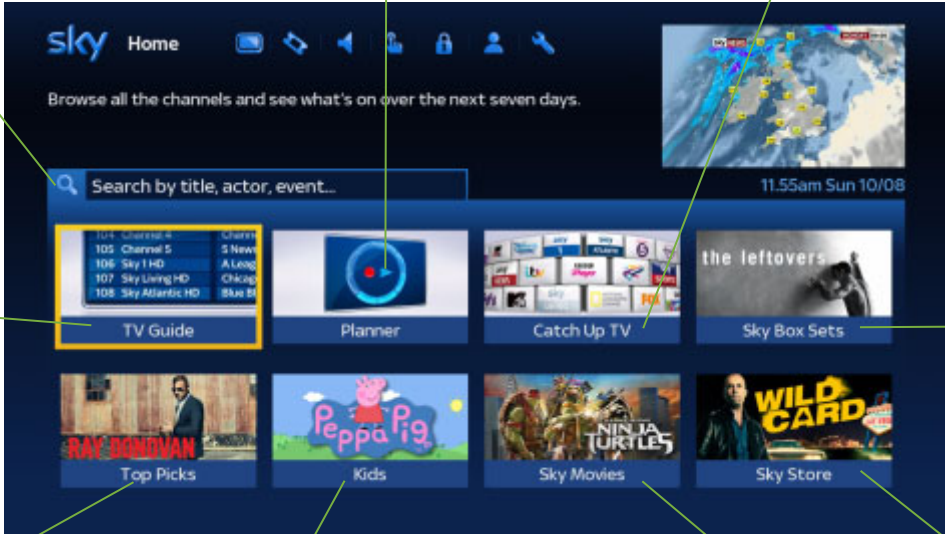
Planner Find the shows you've recorded or downloaded

Catch Up TV Catch up on shows you've missed from up to 30 days ago from up to 60 channels at the touch of a button.

Sky Box Sets Discover the shows everyone is talking about with a wide range of box sets available to watch On Demand. Available to customers with HD subscription.

Sky Movies If you have the Sky Movies pack you can enjoy over 1000 movies ready to watch when you are. Plus new premieres are added every week.

Sky Store A wide range of movies, from Hollywood blockbusters to classics are available to rent or buy

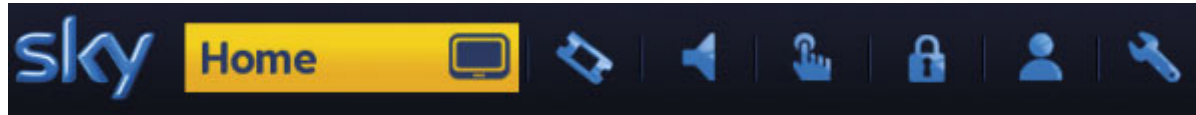














The screenshot shows the Sky+ Homepage interface. At the top, it says 'sky Home' with navigation icons. Below that is a search bar labeled 'Search by title, actor, event...'. The main area features several tiles: 'TV Guide' (highlighted with a yellow border), 'Planner', 'Catch Up TV', 'Sky Box Sets', 'Top Picks' (showing 'RAY DONOVAN'), 'Kids' (showing 'Peppa Pig'), 'Sky Movies' (showing 'NINJA TURTLES'), and 'Sky Store' (showing 'WILD CARD'). A weather map is visible in the top right corner with the time '11.55am Sun 10/08'.

2 Exploring the Sky Guide

As well as using the Sky+ Homepage you can move around the Sky Guide by scrolling **left/right** on the top menu to highlight your choice, and then pressing **select**.

Top menu



Symbol / Option	How to get there	Description
 Box Office		order Sky Box Office movies, sports and events
 Radio	 + scroll right	listen to and record digital radio channels
 Interactive		play games, get up-to-date information
 Parental	 + scroll left	switch the Family setting on, change your PIN, and set viewing restrictions
 Options		set up your favourite channels, turn on subtitles, customise your Homepage
 Settings	 + scroll right	change picture and sound settings, see your Sky+HD box details

3 Seeing what's on with the TV Guide

Choosing **TV Guide** from the Homepage displays the following screen:



Press **tv guide** on remote

information area

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



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, press one of the coloured buttons shown at the bottom of the screen

to go back...

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

Use **back up** or **up** to jump back to the previous level, e.g. from the listings to the middle menu. Pressing **back up** from All Channels will take you to the Homepage screen, and pressing up will take you to Home on the top level menu

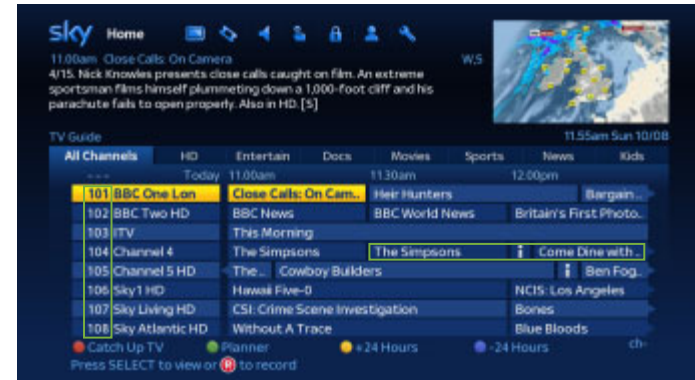
4 Finding a specific channel in TV Guide

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)



5 Seeing what's on the HD channels

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

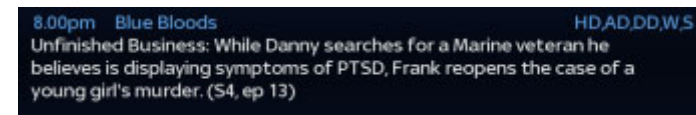
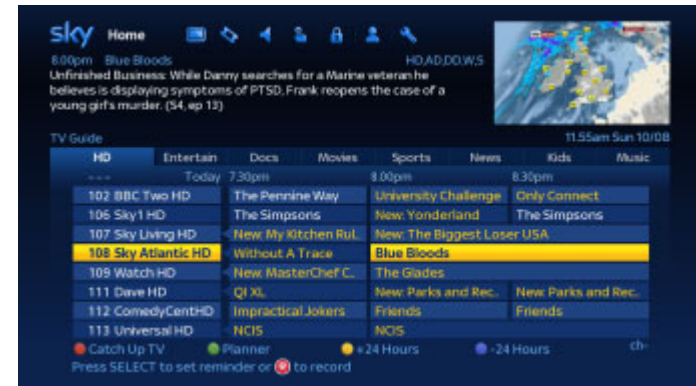
In **Now, Next & Later** and **general** listings, you can spot HD channels easily as they have the letters **HD** after the channel name, for example, **Sky 1 HD**.

When you're watching TV and want to quickly return to the **TV Guide**, pressing the **left** arrow button on your remote control will display the TV Guide with the last channel you were tuned to highlighted.

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



7 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 84).

When you're watching TV and want to quickly return to the TV Guide, pressing the **left** arrow button on your remote control will display the TV Guide with the last channel you were tuned to highlighted.

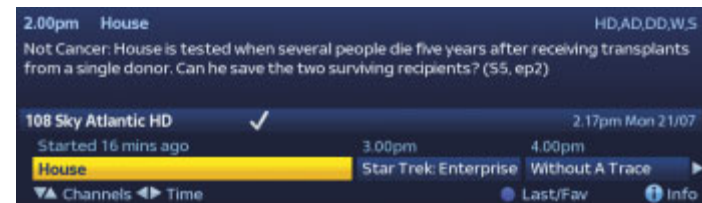
8 Finding out more about a programme with the **i** button

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



9 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.




See **Having more control over what the kids watch** (page 82) to see how to restrict rated programmes.

Letter codes


- SD** This is a Standard Definition programme.
- HD** This is a High Definition programme. HD programmes are shown in widescreen.
- C** This programme is copy protected and may not play back correctly if you try to record it.
- DS** You can hear this programme in surround sound if your TV/home cinema system is compatible.
- DD** You can hear this programme in Dolby® Digital 5.1 audio if your TV/sound system is compatible. See **Switching on Dolby® Digital audio** (page 108) 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 89).
- S** You can turn subtitles on for this programme. See **Watching TV with subtitles or audio description** (page 89).
- W** This programme is shown in widescreen. For HD programmes, this code won't be shown although all HD programmes are shown in widescreen.

10 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:

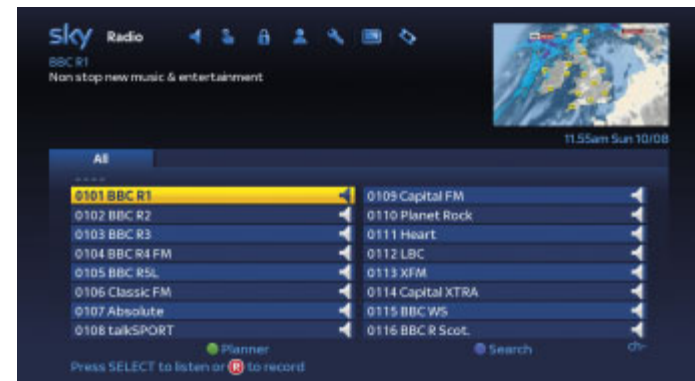
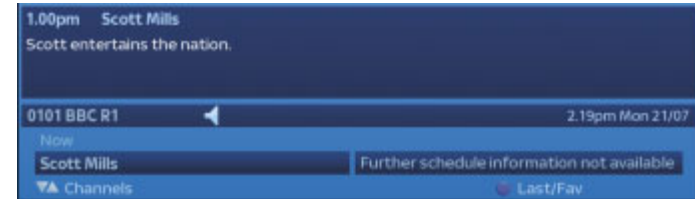
- 1 Press **services**, scroll left to **Radio**  in the top menu and press **select**.
- 2 Highlight the radio channel you want and press **select** to tune in or press **record** to record the channel.

See **Recording radio channels** for more details (page 71).



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.



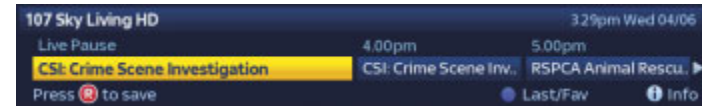
Pausing and rewinding live TV

- ➊ Saving after pausing or rewinding live TV
- ➋ Changing how far back you can rewind live TV

1 Saving after pausing or rewinding live TV

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

- 1 After rewinding or pausing live TV, press **record** or **select**.
The **Now, Next & Later** banner appears showing the programme's name.
- 2 Press **record**. The **R** symbol appears next to the programme name and the recording is stored in your Planner.



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

2 Changing how far back you can rewind live TV

You can choose the Instant Rewind length, as follows:

- 1 Press **services** (for *Options*), press **down** then select the **Sky+ Setup** tab.
- 2 Highlight **Instant Rewind** and select either **Off, 5, 15, 30** or **60** minutes.
- 3 Press the **green** button (*Save Settings*) when you're done.

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



Recording with Sky+

- ① Recording without interrupting what you're watching
- ② Recording from Sky Guide listings
- ③ Recording from anywhere you go
- ④ Recording a promoted programme
- ⑤ Setting reminders for programmes

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.

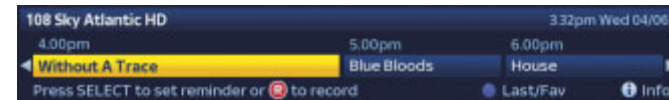
something that's on later and/or on a different channel: use the **Now, Next & Later** banner. When you see the programme you want, press **record**.

When you press **record**, Sky+ 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.



When you select 'Record Series' Sky+ will record the entire series. For any Sky+HD with Smart Series Link it will also record the next series when it becomes available. That way you'll never miss the new series of your favourite shows.

Press **record** twice to save what you're watching



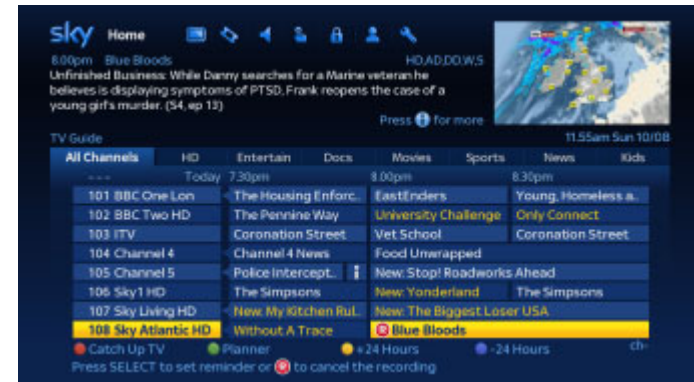
Or surf to another programme and press **record**



If it's part of a series, choose to record just this episode or the rest of the series

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+ 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. For any Sky+HD box with Smart Series Link it will also record the next series when it becomes available. Highlight **Record Once** or **Record Series** by pressing **up/down** and press **select**. The **R** symbol appears next to the programme.



3 Recording from anywhere you go

You can set your Sky+HD box to record using the Sky+ app on your mobile phone and tablet even when you're not at home. Or you can go to sky.com to use Remote Record. To find out more go to sky.com/mysky and then Manage Remote Record.



4 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.



5 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

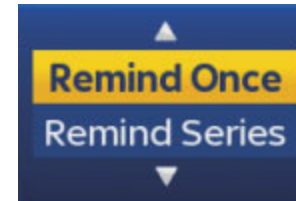


If broadcasters change their schedule within six hours of the affected programme starting, your reminders are automatically updated.

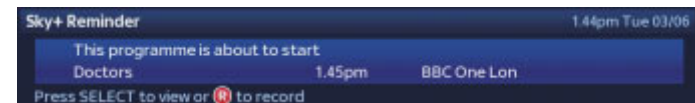
If you have set an On Demand programme to download, go back to watch live TV then when the programme you have set to download is ready to view a pop up will appear to let you know that your programme is ready to watch



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



Reminder message

Discover a world of entertainment

- 1 About On Demand programmes
- 2 Seeing what's available to watch
- 3 Watching an On Demand programme
- 4 About your downloaded programmes
- 5 Managing your usage
- 6 Restricting viewing
- 7 Opting out
- 8 On Demand Download Format
- 9 Ordering entertainment from Sky Store
- 10 Watching Sky Store rentals
- 11 Sky Store Buy & Keep
- 12 Paying for Sky Store programmes

- 13 Ordering entertainment from Sky Box Office**
- 14 Finding and watching Kids programmes**
- 15 Watching your favourite sports**
- 16 Suggestions**
- 17 Sky Movies**
- 18 Searching for programmes**

1 About On Demand programmes

On Demand programmes are ready to watch whenever you are

- Enjoy the UK's biggest Catch Up TV service, including Sky Channels, BBC iPlayer and 4oD
- Sky Box Sets* of the latest and greatest series
- Over 1000 movies for Sky Movies customers
- Buy or rent the latest movies in Sky Store
- Plus documentaries, kids' shows and much more

If you haven't connected your box to broadband yet, you'll only be able to take your pick from a limited selection of the week's top picks.

So to get the full service, including access to Catch Up TV, just connect your Sky+HD box to your broadband router. Content depends on your Sky TV subscription.

If your Sky+HD box has built-in Wi-Fi connectivity (DRX890W and DRX895W models only) then you can connect it directly to your broadband router via W-Fi. See **Connecting your Sky+HD box to your broadband router** (page 10) for more information on how to do this.

You can also connect your Sky+HD box to your broadband router using an Ethernet cable or On Demand Connector. Visit sky.com/connect for more information on how to connect.



On Demand - when your box is connected to broadband



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

*When subscribing to Sky HD.

2 Seeing what's available to watch

- 1 Once your Sky+HD box is connected to broadband, press **tv guide** for the Sky+ Homepage.
- 2 On the Homepage you can see the following options to help you find programmes available to watch:

Use the **left** and **right** arrows to highlight each option:

Top Picks contains:

Top Picks which is a selection of the week's best TV.

New Series where you can catch up on latest series. Even if you've missed the first episodes you can catch up here.

Suggestions - You can also find your suggested shows here – see page 50 for more details.

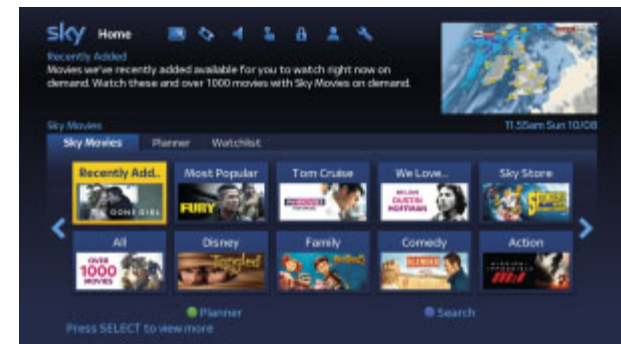
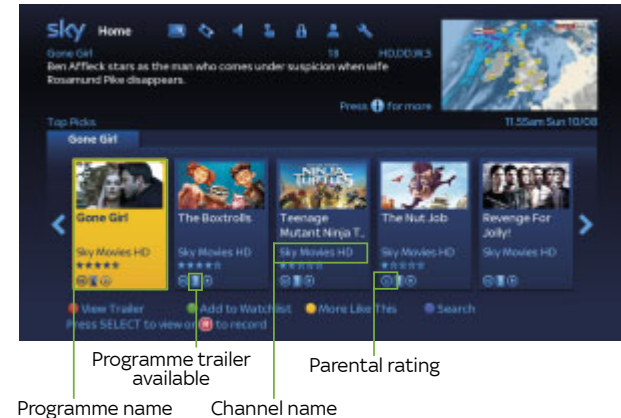
Catch Up TV has a selection of the very latest shows including Sky channels, BBC iPlayer and 4OD.

Sky Box Sets* contains a wide choice of current and classic TV, including entire series to watch whenever you want.

Sky Movies has a huge choice of movies for Sky Movies customers to enjoy, including the latest premieres.

Sky Store There's always something great to buy or rent in Sky Store as new movies are added every week. See page 44 for more information on renting or using Buy & Keep in Sky Store.

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



*When subscribing to Sky HD.

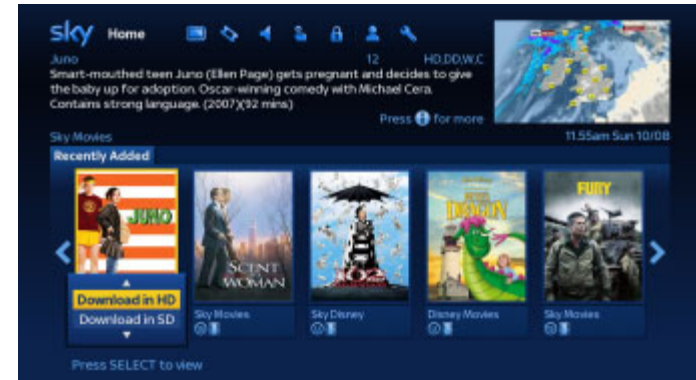
2 Seeing what's available to watch (continued)

- 4 If you've highlighted a programme then a brief description of the programme appears in the top left of the screen. Press the **i** button for more detailed programme information.
- 5 If available, press the **red** button (View Trailer) to watch the trailer. When watching the trailer press **select** to view or download the movie.
- 6 Press **select** to start downloading the programme to your Planner.

Where the programme is available in HD and SD (dependent on your subscription) you can choose which version to download. Use the **up/down** arrows to highlight your choice and press select.

Use the 'On Demand download format' setting in the Settings->Customise menu to choose whether this option is displayed. Find out more about this setting on page 41.

A notification will appear on screen when the programme is ready to be watched.

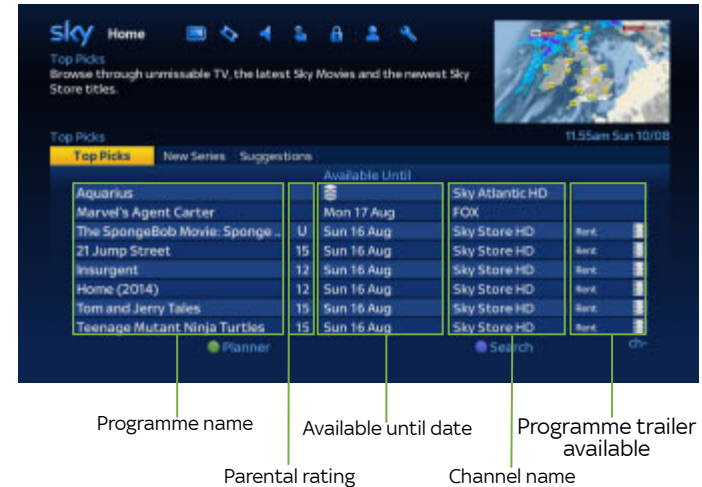


2 Seeing what's available to watch (continued)

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

You can find out more about connecting your Sky+HD box on page 10

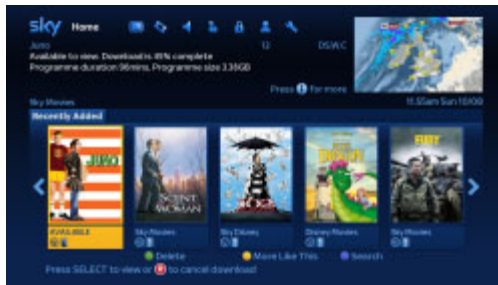
- 1 Press **tv guide** for the Sky+ Homepage then move down to highlight Top Picks and press **select**.
- 2 In the Top Picks tab you'll see the full list of programmes available. The most recently added programmes appear at the top of the list.
- 3 In the list, use the **up/down** arrows to highlight 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. Remember, to unlock more programmes On Demand, connect your Sky+HD box to broadband.




3 Watching an On Demand programme

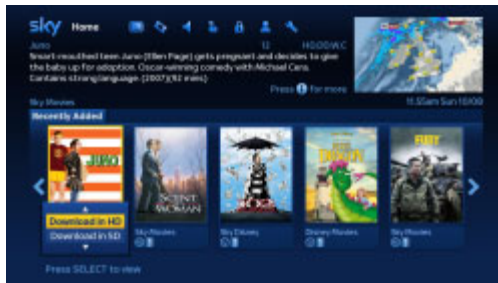
It's easy to watch programmes On Demand – just follow the simple steps below. If you would rather see a sneak peek first, look for the trailer icon  and press the  red button.

Step 1



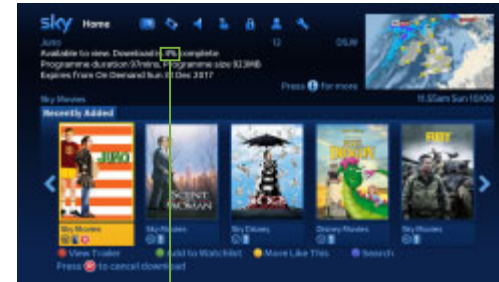
If you can see the  symbol, you can start watching straight away. If not, press **select** to start downloading the programme.

Step 2



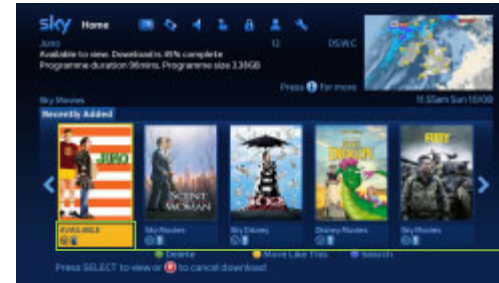
If the programme you have chosen is available in HD and SD (subject to your Sky subscription) you will need to choose if you want to download the HD or SD version. Use the **up/down** arrow keys to choose an option then press **select**.

Step 3



Amount downloaded

Step 4



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

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

Step 5



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

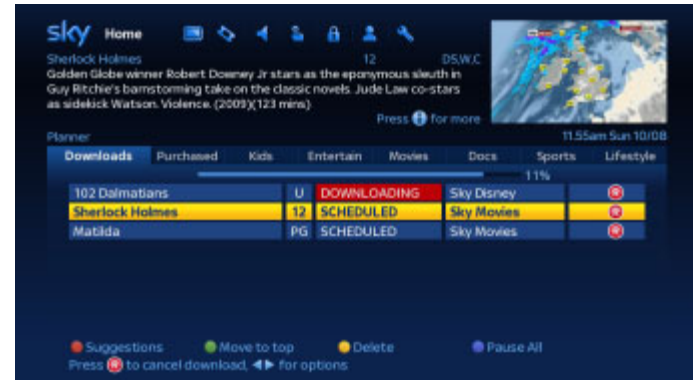
In most cases you can expect programmes to be ready to watch within minutes. The time it takes to download a programme depends on the speed of your broadband connection and can be affected by other internet usage in your home.

4 About your downloaded programmes

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

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

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



Press **green** to prioritise your download queue

5 Managing your usage

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

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



Go to [sky.com/ondemand](https://www.sky.com/ondemand) to find more handy hints and tips.



6 Restricting 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 82).

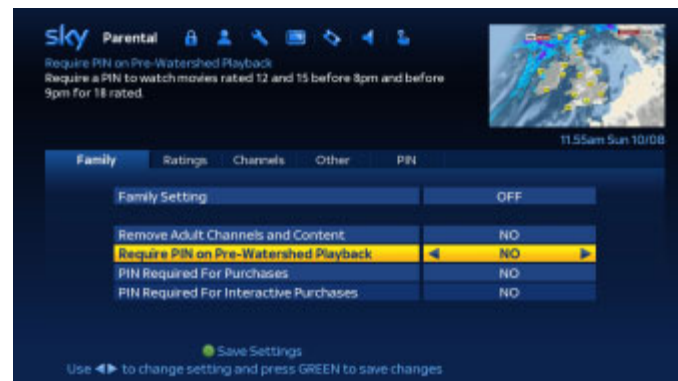
To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown below.

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:

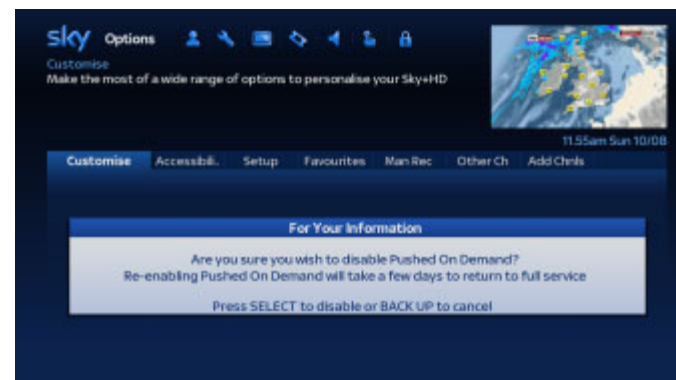
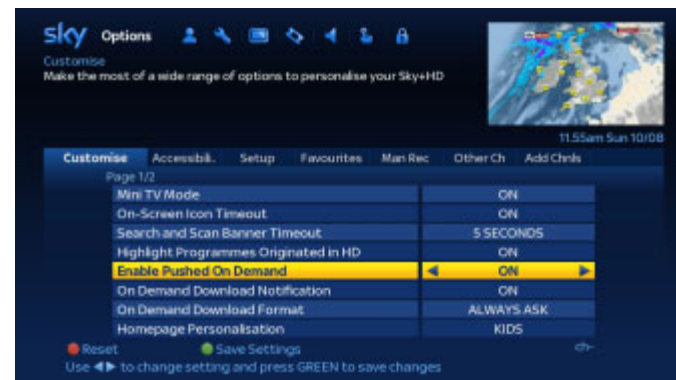
- 1 Press **services**, scroll left to **Parental Control**  and press **select**.
- 2 Enter your **PIN**.
- 3 Press down to enter the **Family** menu.
- 4 Highlight **Require PIN on Pre-Watershed Playback** and select **NO**. The Family setting will change to CUSTOM.
- 5 Press the  **green** button (*Save Settings*) when you're done.



7 Opting out

On Demand programmes in the Top Picks and Catch Up TV menus are available to all Sky TV customers with a compatible Sky+HD box at no extra cost. However, you can turn off a selection of On Demand content being automatically received by your box.

- 1 Press the **services** button on your remote to go into the options menu. Press **select** and scroll **right** to highlight the **Customise** tab.
 - 2 To turn off a selection of On Demand programmes being automatically received by your box, highlight **Enable Pushed On Demand** and use the **left/right** arrow to choose **OFF**.
 - 3 Press the **green** button (Save Settings) when you're done.
 - 4 A confirmation message appears, asking if you are sure you want to disable Pushed On Demand. Please note: The confirmation message only appears when turning the Enable Pushed On Demand setting off.
 - 5 Press **select** to confirm. If it is turned off, Pushed **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 Pushed 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.



8 On Demand Download Format

This setting lets you decide if you always want to download On Demand content in SD or HD, or if you would prefer to always be asked.


- 1 Press the services button on your remote control to go into the Options menu. Press select and scroll right to highlight the Customise tab.
- 2 Scroll down to highlight the 'On Demand Download Format' setting. Dependent upon your subscription the following options are available:

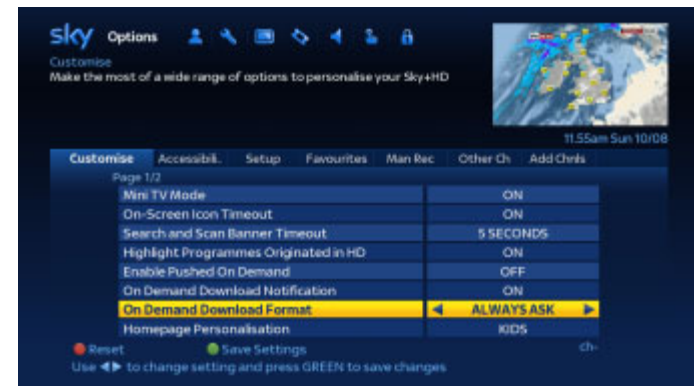
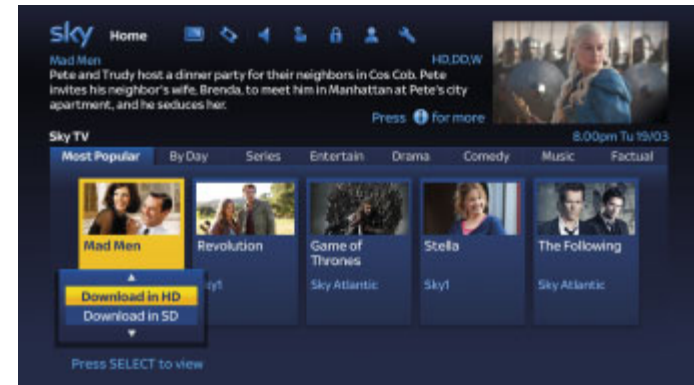
Always Ask Where both SD and HD versions of a show are available when you choose to download the show you'll be prompted whether you want to download the HD or SD version.

SD only Where both SD and HD versions of a show are available the SD version will always be downloaded.

HD only Where both SD and HD versions of a show are available the HD version will always be downloaded. The availability of this option is dependent upon your Sky subscription. Use the **left/right** arrows to change the setting.

You will always be prompted to choose either the HD or SD version when you download movies from Sky Store regardless of the setting chosen above.

- 3 Press the  **green** button (Save Settings) when you're done.



9 Ordering entertainment from Sky Store

The latest blockbusters are ready to watch in Sky Store. Just buy or rent them whenever you want. We add the biggest movies every week, so there's always something great to buy or rent. You don't even need a Sky Movies subscription – Sky Store is open to all Sky TV customers.

When browsing through Sky Store you'll see star ratings for the available movies, which are independent and provided by Rotten Tomatoes. You'll also see these ratings on movies in Sky Movies, and where Sky Movies or Sky Store content is shown in the Top Picks menu, Search results, your Watchlist or More Like This recommendations (see pages 51-53 for more details on More Like This and Watchlist).

You need to have your Buy & Keep compatible Sky+HD box connected to your broadband router to enjoy Sky Store. See **Connecting your Sky+HD box to your broadband router** (page 10) for more details.

Here's how you order from Sky Store:

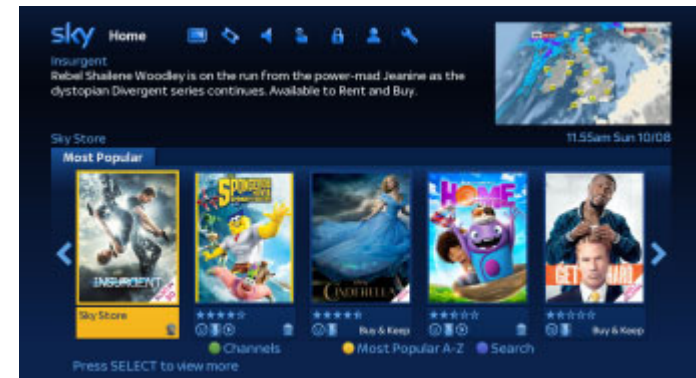
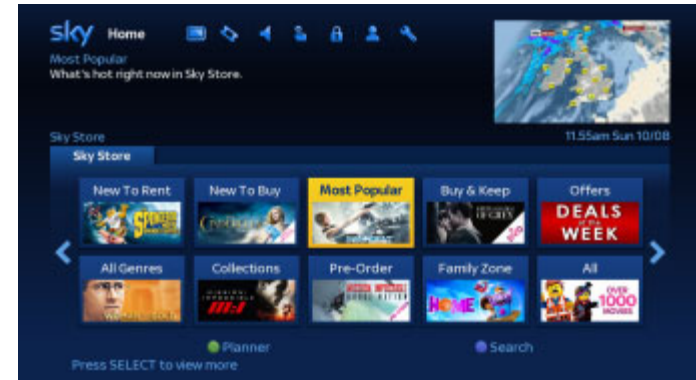
- 1 Press **tv guide** on your remote to show the Homepage
- 2 Use the **arrow** keys to highlight the Sky Store tile and press select
- 3 Press **left/right** to browse the categories available
- 4 Press **select** on the category you want to choose

- 5 Press **left/right** to browse and then **select** on the show you want to buy or rent.

If there is a stack icon shown for the show you have highlighted pressing **select** will display the different options available.

- 6 Follow the instructions on screen; you may be asked to enter your PIN

To playback a Sky Store programme you need to enter your PIN.



programme rating

18
15
12
PG
U

when PIN is needed

before 9pm
before 8pm
before 8pm

if a PIN has been set up for this rating
if a PIN has been set up for this rating

10 Watching Sky Store rentals

You can watch the show you've just purchased immediately. Or if you want to watch it later, it will be in your planner ready for when you are.

For rental programmes you have a fixed amount of time that you can watch it, which is usually seven days. Once you start watching the programme you have a certain amount of time before it will be deleted from your planner. This period of time is typically 48 hours but may be less than this.

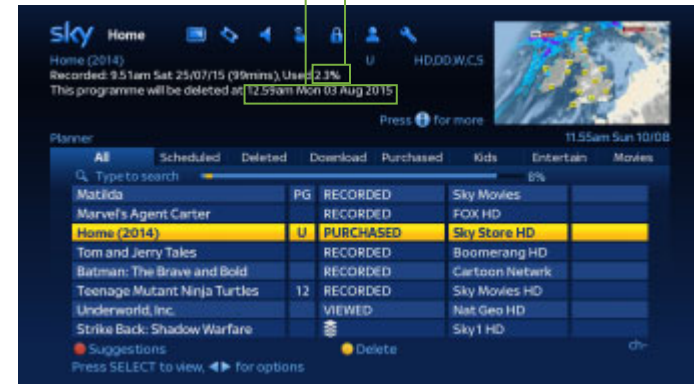
If you don't watch any of the programme, you will not be charged.

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 the disk space used on your Sky+HD box for the recording.

The amount of time that a show is available in your planner depends on the programme.

Watch the recording before the time and date of deletion shown

Disk space needed



11 Sky Store Buy & Keep

With Buy & Keep you can download a movie and then it's yours to watch whenever you want. You can see programmes you've purchased in the Planner in the 'All' and 'Purchased' tabs.

If you ever replace or upgrade your Buy & Keep compatible Sky+HD box we'll make sure your movies are automatically transferred to your new box once you've paired your viewing card, so your movies stay on your Buy & Keep compatible Sky+HD box as long as you're a Sky+ subscriber.

If you cancel your Sky TV package but keep your Sky+ subscription you can still access your Buy & Keep movies through your Sky+HD box.

You need to have your Buy & Keep compatible Sky+HD box connected to your broadband router to enjoy Sky Store. See **Connecting your Sky+HD box to your broadband router** (page 10) for more details. Buy & Keep is not available on Samsung HD, Pace HD, DRX780.

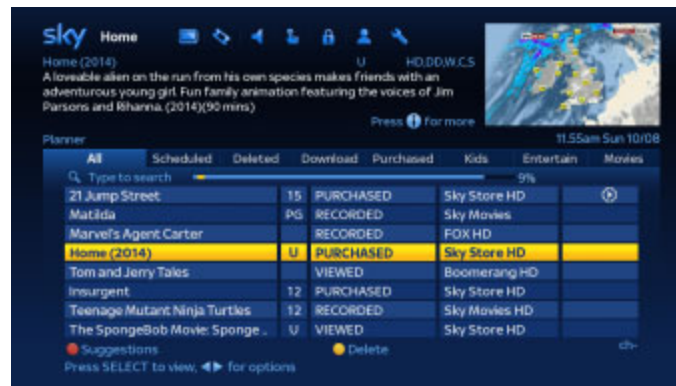
There is no need to worry about space on your Sky+HD box as you can archive your Buy & Keep purchases within the Planner using the yellow 'Archive' button'.

Archiving movies you've bought

- 1 Go to your **Planner**
- 2 Highlight the movie you have purchased
- 3 To archive the movie press the **yellow** button. The status will now change to 'Archived'
- 4 If you want to watch the movie again press the **green** button to 'Restore'

To find out more about Sky Store Buy & Keep go to sky.com/buyandkeep

You can also find frequently asked questions about Buy & Keep at sky.com/help/bk



12 Paying for Sky Store programmes

Charges for Sky Store programmes purchased via your remote appear on your account at the next available payment date. For rentals if you don't watch any part of the programme, you won't be charged for it and it will be deleted. For Buy & Keep you will be charged after you've entered your PIN.

For Sky Store terms and conditions go to sky.com/terms/bk

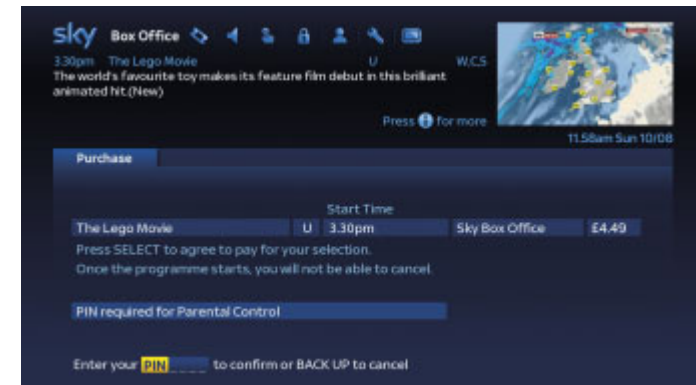
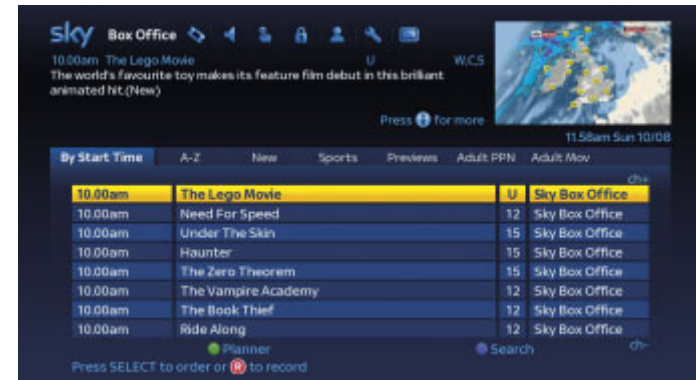
13 Ordering entertainment from Sky Box Office

You can also order programmes from Sky Box Office but you have to select a time when the show starts. This is different to Sky Store which allows you to download shows to watch whenever you want. You can also watch pay-per-view events using Sky Box Office

Here's how you order from Sky Box Office:

- 1 Press **Box Office** on your remote
- 2 Scroll right to highlight Box Office quicklink and press select
- 3 Press **left/right** to browse categories available
- 4 Press **select** on chosen category
- 5 Use **up/down** arrows to search through available programmes
- 6 Press **select** to chose a programme you want to watch. The purchase screen will then be displayed.

The guidelines for entering your PIN, and the way to pay for programmes are the same as with Sky Store. You can also order Sky Box Office entertainment 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.



14 Finding and watching Kids programmes

The Kids tile on the Homepage contains a wide range of Kids shows from the top channels.

TV & Movies shows a great range of TV shows and movies available on demand.* You can browse by programme, or by channel.

Use the arrow buttons on your remote control to move around the categories and press **select** to see more content by programme or by channel. Highlight a show and press **select** to download.

Your Sky+HD box will need to be connected to broadband to see Kids TV & Movies. Find out how on page 10.

On Now shows the listings of Kids TV channels.

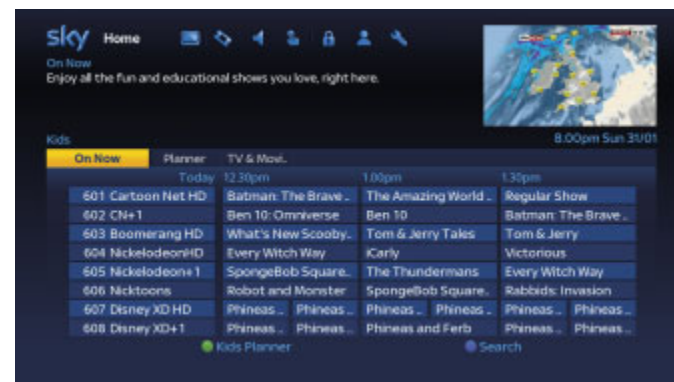
To watch a programme that is on now highlight it and press **select**, or for programmes on later press **R** to record or **select** to set a reminder.

Planner shows all of your recorded and downloaded Kids TV shows (excluding movies).

Use the arrow buttons on your remote control to move up/down the listings one by one, or press **ch+/ch-** on your remote control to go up/down one page at a time. To watch one of your recordings of downloads highlight it and press **select**.

You can choose whether to have the Kids or Sports tile on the Homepage - see page 79 for more details.

* Content available depends on your Sky TV subscription.



15 Watching your favourite sports

You can choose whether to have the Sports or Kids tile on the Homepage - see page 79 for more details.

When the Sports tile is shown on the Homepage then highlight it and press **select** to browse through all the sport on now and coming soon.

The Channels tab shows a list of sports channels listed by channel number. This channel listing can also be seen in the TV Guide under the 'Sports' tab.

Use the **arrow** buttons on your remote control to move **up/down** the listings one by one, or press **ch+ / -** on your remote control to go **up/down** one page at a time.

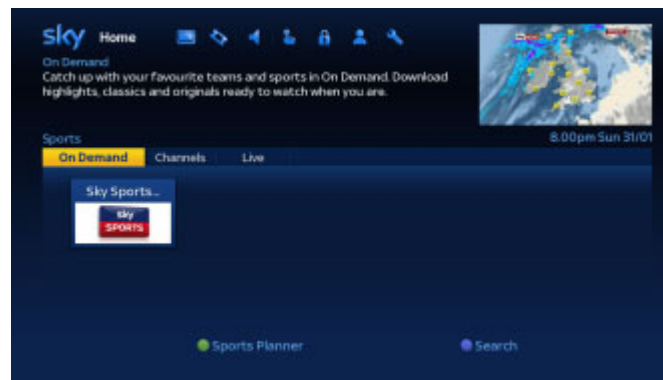
To watch a programme that is on now highlight it and press **select**, or for programmes on later press **R** to record or **select** to set a reminder.

The Live tab shows live sports that are on now or in the future across all channels. Your Sky+HD box will need to be connected to broadband to see live sport listings. Find out how on page 10.

The On Demand tab contains a great range of on demand sports programmes.*

Use the arrow buttons on your remote control to move around the categories and press **select** to see more content on each channel. Highlight a show and press **select** to download.

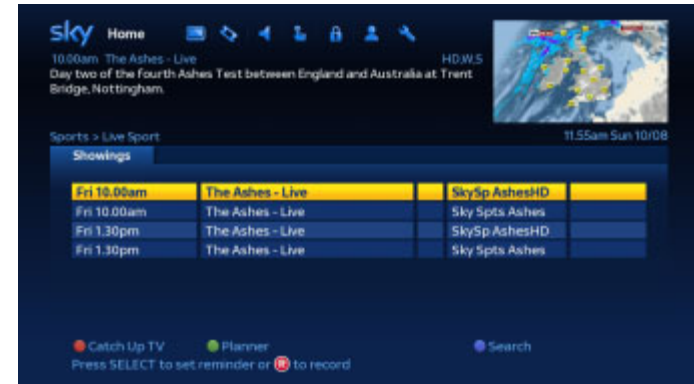
* Content available depends on your Sky TV subscription.



15 Watching your favourite sports (continued)

To watch a programme that is on now highlight it and press **select**. For programmes on later press **R** to record or **select** to set a reminder. If there is more than one SD version of a programme available you will then see the 'Showings' page where you can choose your preferred showing.

You can also filter the 'live' tab to show your favourite sports. Press the green button, then use the **up/down** arrow to highlight your favourite sport and press Select to see your chosen sport listings. Press the **green** button a second time to return to seeing 'All Sports'.



16 Suggestions

You can find suggestions for TV shows and movies you might enjoy in Top Picks and also by using More Like This.

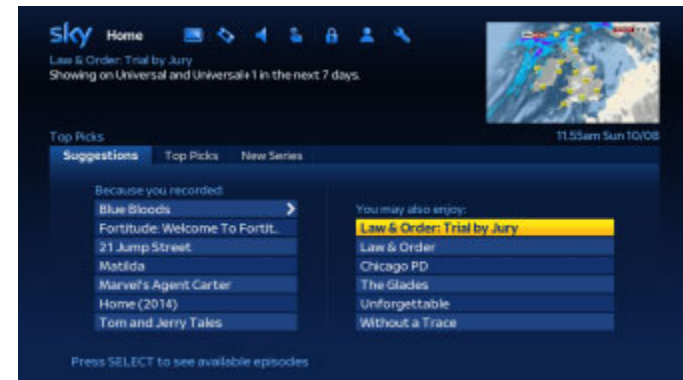
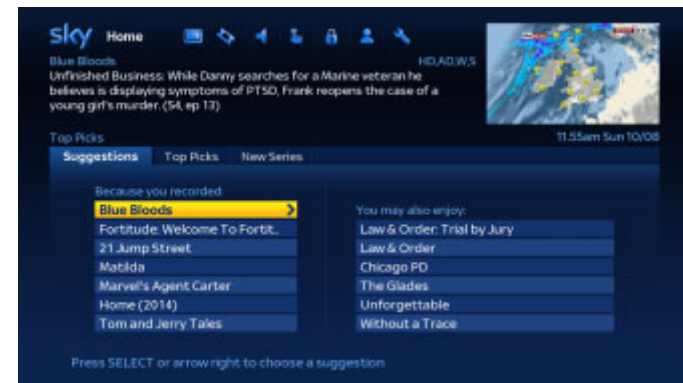
Top Picks

Your suggested shows are based on recent recordings or downloads in your Planner.

Scroll through the programmes selected from your Planner on the left hand side to see recommended TV shows or movies in the right hand column 'You may also enjoy:'

Find out more about a suggested programme by pressing the **right** arrow on your remote to highlight the show or movie you want.

Then press **select** to see when it is next on live TV or if it is available On Demand.



16 Suggestions (Continued)


If it's on live TV you'll be able to record it or set a reminder and if it's On Demand you'll be able to download it to watch now.


If it's a show with multiple series and episodes available you'll be able to choose which series or episode you'd like to watch or download.

If there are no recent programmes in your Planner, for example if you've just set up your Sky+HD box, you won't see any suggested programmes. Suggestions will automatically appear once you have added some recordings or downloads.


You will see suggestions for recorded or downloaded programmes from entertainment, sports, movies, news, and popular genres from Sky and partner channels.

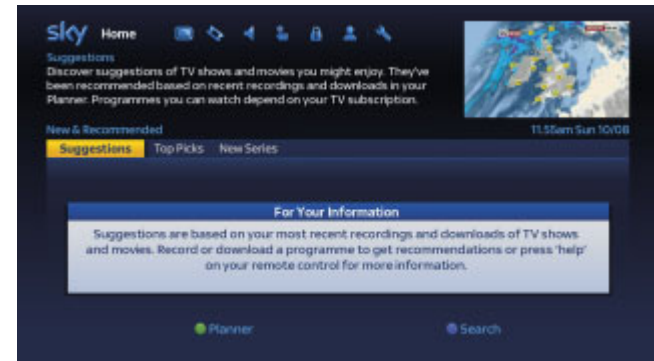
More Like This

When browsing through Sky Movies and Sky Store you can use the  **yellow** More Like This button to see four movie recommendations based on the movie you're highlighting.

You can also highlight one of the suggested movies and press  **yellow** More Like This again to see more recommendations.

Pressing **Backup** once returns you to last viewed recommendations, pressing **Backup** again returns you to the original title you highlighted.

When browsing around the Sky Guide look out for the  **yellow** More Like This button as it is also available where Sky Movies or Sky Store programmes appear in your Search results, in the Suggestions tab, or from the Now, Next and Later banner shown when viewing a movie trailer.



17 Sky Movies

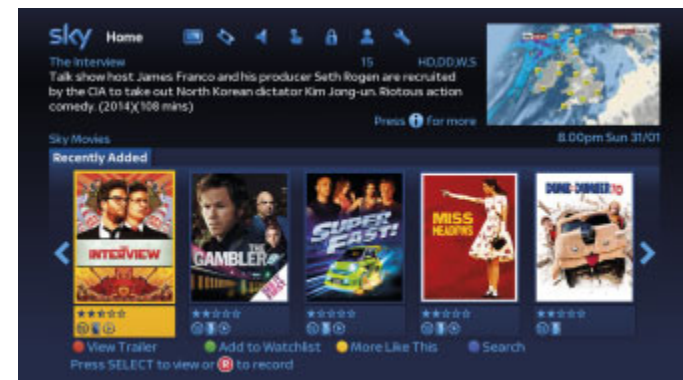
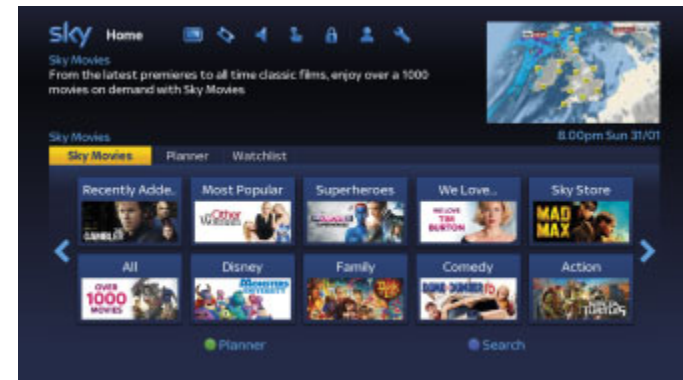
In the Sky Movies tile Sky Movies customers will find over 1000 movies to watch whenever they're ready.

Scroll **left / right** across the middle menu to browse through the different movie categories available, such as Recently added, Most popular, or From Planner which shows all your recorded or downloaded Sky Movies.

Press **select** to highlight a category you want to explore and use the **left / right** arrows to browse through the available movies.

When browsing through Sky Movies you'll see star ratings for the available movies, which are independent and provided by Rotten Tomatoes.



You'll also see these ratings on movies in Sky Store, and where Sky Movies or Sky Store content is shown in the Top Picks menu and Search results.



17 Sky Movies (continued)

Watchlist*

When browsing through Sky Movies if you see a movie you want to watch later you can add it to your own personal Watchlist.



1. Highlight a movie and press the  **green** button to 'Add to Watchlist'.
2. Press the  **green** button again to 'Go to Watchlist'.
3. The Watchlist tab shows a list of your 'saved' movies.

Movies in your Watchlist do not take up space on your Planner until they have been downloaded.

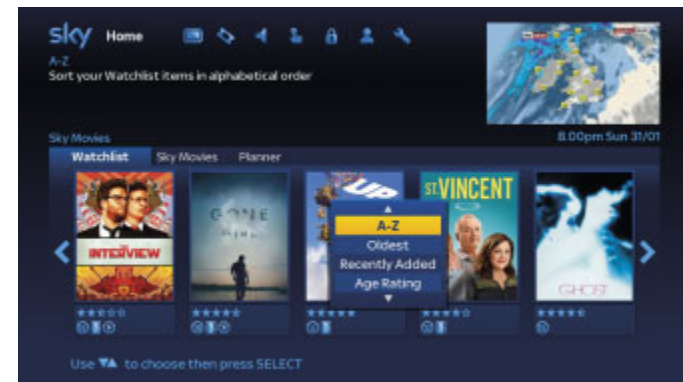
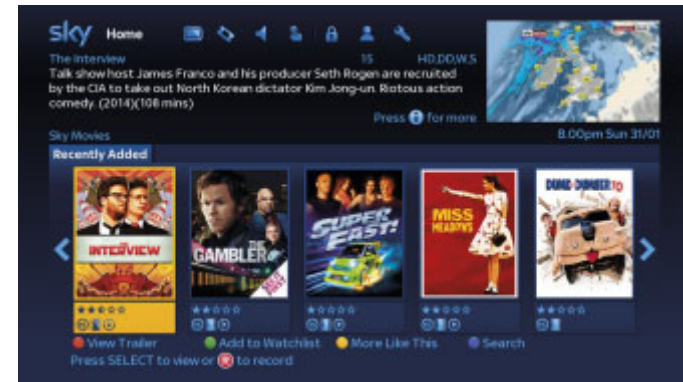
The movie you have added most recently will be displayed first.

The expiry date is highlighted so you can easily see any movie with an expiry date of 30 days or less.

Sort your Watchlist by pressing  **blue**. You can sort by A-Z, Oldest, Recently Added or Age Rating. Use the **up/down** arrows to make your choice and press **select** to confirm.

4. Press **select** to watch or download a movie,  **red** to view a trailer (where available), or  **green** to remove a movie from your Watchlist.
5. Once you have watched a movie it will be removed from your Watchlist.

* At the time of going to print this feature is scheduled to be available in early 2016.



17 Sky Movies (continued)

Watch from Start*

Never miss the start of a movie again with Watch from Start which is available on Sky Movie channels.

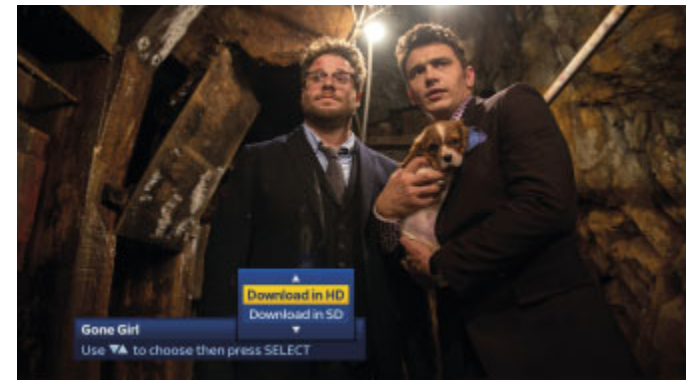
If the movie has started more than 5 minutes ago you'll see a message on screen asking if you want to 'Watch from Start' (where the movie is available On Demand, or in your Planner).

1. Press the **green** button to 'watch from start'
2. If the programme you have chosen is available in HD and SD (subject to your Sky subscription) you will need to choose if you want to download the HD or SD version. Use the **up/down** arrow keys to choose an option then press Select.

Find out more about choosing your On Demand download format on page 41.

3. When the movie has downloaded you'll see confirmation of this on screen – press **select** to watch the movie.

* At the time of going to print this feature is scheduled to be available in early 2016.



18 Searching for programmes

Enhanced Search

If you have connected your Sky+HD box to your broadband router you can search for more than just the title of a show. Try an actor or director's name, a sports team, an event or anything else you can think of. You'll see a list of popular suggestions so you can get to what you want quicker. The search results will display any matching programme titles available in the **tv guide** in the next 7 days and **On Demand**. You can also search for programmes you've recorded in your **Planner**. Just start typing to search when you're in your Planner list.

To start press **tv guide** to show the Homepage then start to enter your search as below. The search entry box will automatically be highlighted when you start typing.

You can also use the **blue** button as a shortcut to search from some areas of the Sky Guide.

Entering your search

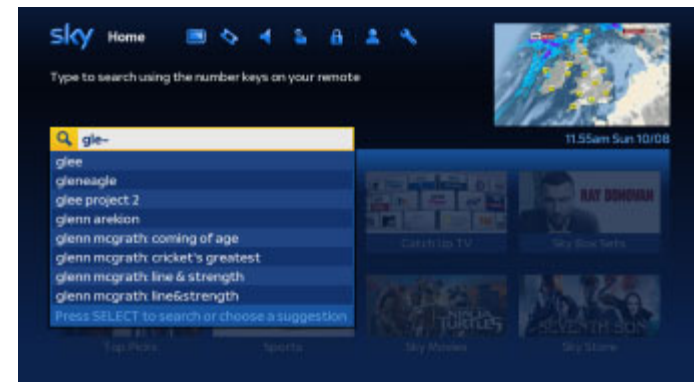
Use the number keys on your remote control to search for a word (as though you were typing a text message). For example, press **2** once for 'A', and twice for 'B', and press **0** for space. Press **left** to delete the last letter or **back up** to delete all the letters you have entered. Press the **red** button to start a new Search when you are scrolling through the suggestions or the results.

Suggestions

When you start typing in the search box, it will suggest words you might be looking for based on recent popular searches done by other Sky users. If the word you're looking for isn't in the suggestions list, type it in and press **select**.

Exploring search results

If a programme has multiple showings in either On Demand or TV listings then you can press **select** to see the multiple airings of that programme. You can download it from On Demand, or set a recording or reminder for future airings.



18 Searching for programmes (continued)

Basic Search

If your Sky+HD box is not connected to a broadband router, you can search for specific programme titles and genres only. The search results will include programmes showing in the next 7 days, available On Demand, or stored in your Planner.

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

Searching by title

Enter your search in the same way as Enhanced Search (page 55) and press **select** to start your search.

Searching by genre

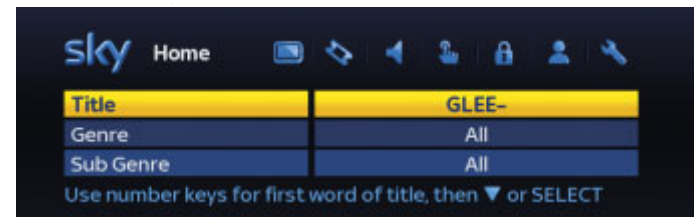
You can narrow your search by choosing a genre such as **Sports, Movies** or **Kids**, and a sub-genre such as **Comedy**.

Skipping between listings to see the results

Unlike Enhanced Search, the results separate the programmes on during the next 7 days from those recorded in your Planner and in On Demand. You need to 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.

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

4 x1 5 x3 3 x2 3 x2



Managing your recordings

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

- 13 Avoiding recordings being deleted**
- 14 PIN protecting kept recordings**
- 15 Cancelling current and future recordings**
- 16 Deleting existing recordings**
- 17 Undelete a recording**
- 18 Keeping an eye on available disk space**
- 19 Disk space warning**
- 20 Recording radio channels**
- 21 Adding extra time to the start and end of recordings**

1 Managing your Planner

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

- All** Shows all programmes you've recorded or downloaded or are scheduled to download with the newest programme listed first.
- Scheduled** Shows programmes you've set to record in the next 7 days and Smart Series Links which will automatically start recording when the next series becomes available.
- Deleted** Shows recorded programmes that have been deleted.
- Downloads** On Demand programmes that are downloading.
- Purchased** Shows programmes you've purchased from Sky Store.
- Genre tabs** Shows your recorded programmes grouped by genre, (Entertainment, Lifestyle...) so for example, the Movies tab will show all the movies you've recorded.



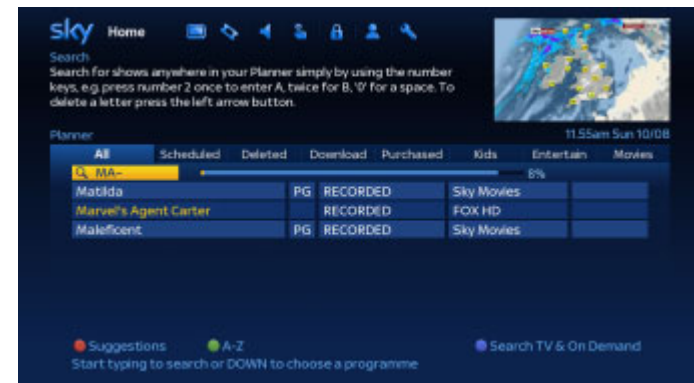
Tab options

2 Searching for programmes in your Planner

From within your Planner, you can quickly find any programme you have recorded or downloaded by typing in the characters of the first part of the title. Just start typing in the **ALL** section and programmes starting with that letter will be shown. Use the number keys on the remote control to type. Press **2** once for 'A', and twice for 'B', and press **0** for space. Press **left** to delete the last letter or **back up** to delete all the letters you have entered.

You can also sort the **All** tab alphabetically:

1. Highlight the **All** tab
2. Press **green** to sort the list A-Z
3. Press **green** again to reset to 'By date'






3 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.

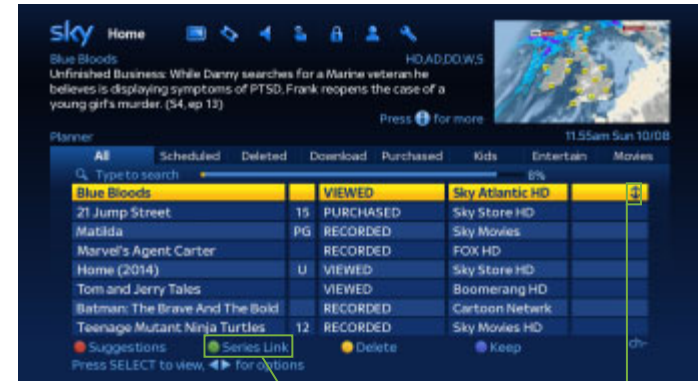
If you set a recording to series link it will record the entire series. If you set a recording to series link it will record the entire series. For any Sky+HD with Smart Series Link and the next series when it becomes available. For any Sky+HD with Smart Series Link it will also record the next series when it becomes available. Smart Series Link is not available on DRX780 boxes.


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

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

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

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

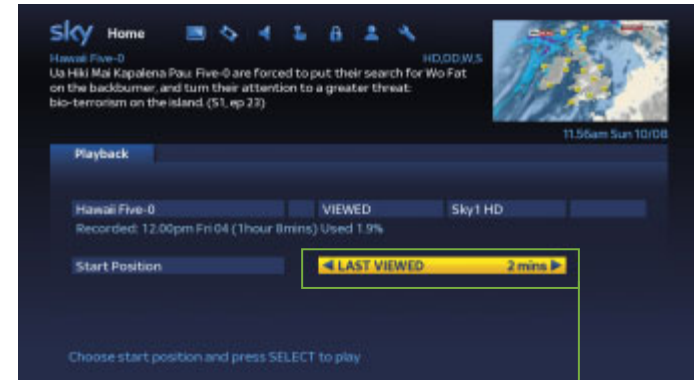


Press  **green** to set the Series Link

4 Choosing a recording to watch

All recordings are stored in your Planner.

- 1 Go to your **Planner**.
- 2 Highlight the recorded programme and press **play** or **select**.
The **Playback** screen appears and you may need to enter your PIN.
- 3 Use the **left/right** arrow to choose your starting point:
Start – plays the recording from the beginning.
End – plays back the last 10 seconds of the recording. This is handy if you want to check the whole programme was recorded.
Last Viewed – joins the recording where it was stopped last time you watched it.
User Defined – lets you choose where you want it to start (for example, press **2** to start playback two minutes into the recording).
Bookmark – starts playback from bookmarks you have set.
- 4 Press **select** or **play** when you're ready to start the programme.



Choose the starting point

5 Picking up from where you left the last recording

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

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



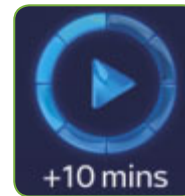
To play the last recording you watched, just press **play**, then **play** again

6 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.

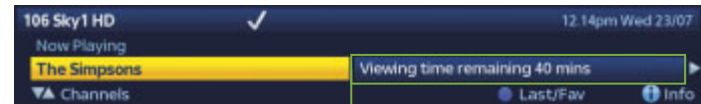
Play symbol



Minutes from the start of the recording

7 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.



How many minutes to the end of the recording

8 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.

9 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.

10 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.

11 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**.



12 When recordings clash

Remember Sky+ can only record two programmes at the same time.

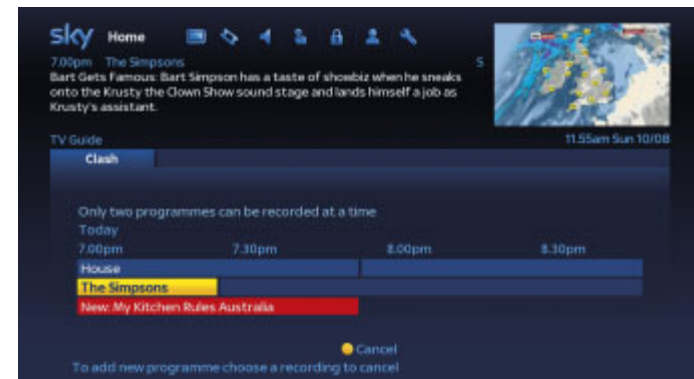
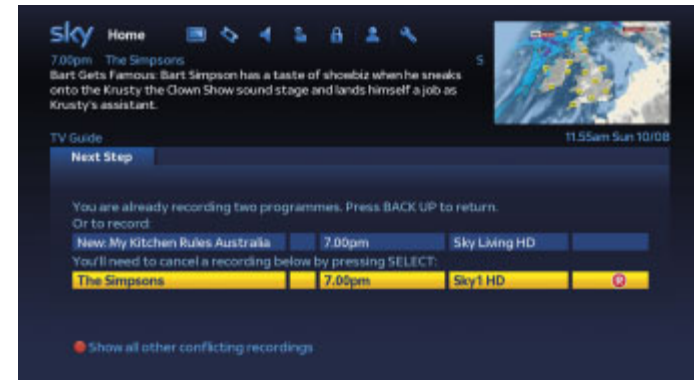
If you try to select a programme to record and it clashes with others you're currently recording, or are set to record in your Planner, you have to choose which recordings to keep.

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

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

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

In the next screen, choose the recording you want to cancel by highlighting it and pressing the **yellow** button (*Cancel*). Press **select** when you're done.




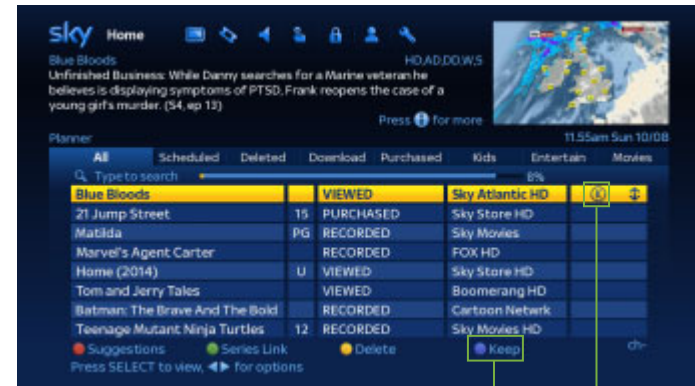
13 Avoiding recordings being deleted

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 70) for details.

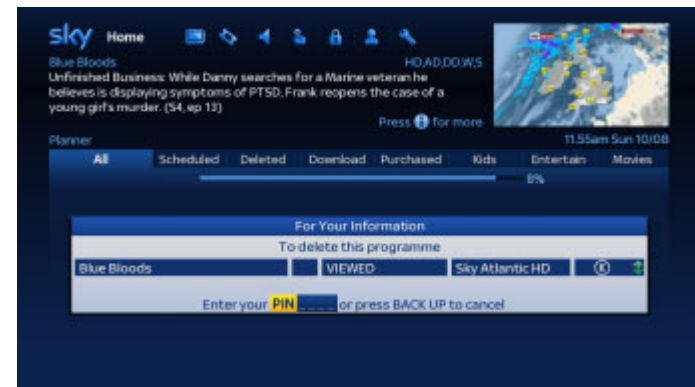


Press **blue** to protect the programme from one-step deletion

14 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 82).



15 Cancelling current and future recordings

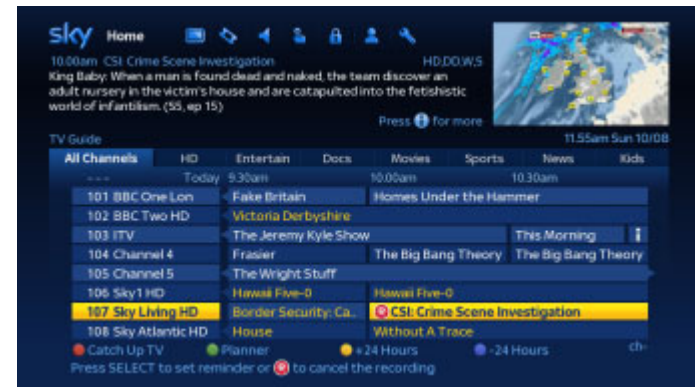
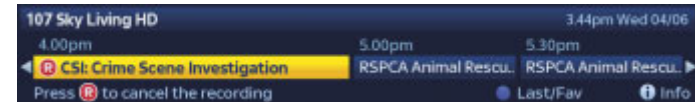
To cancel a current or future recording...

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

straight from your Planner: you'll find programmes that are currently recording in the **All** tab, and future recordings in the **Scheduled** tab. Highlight the recording you want to cancel 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**.



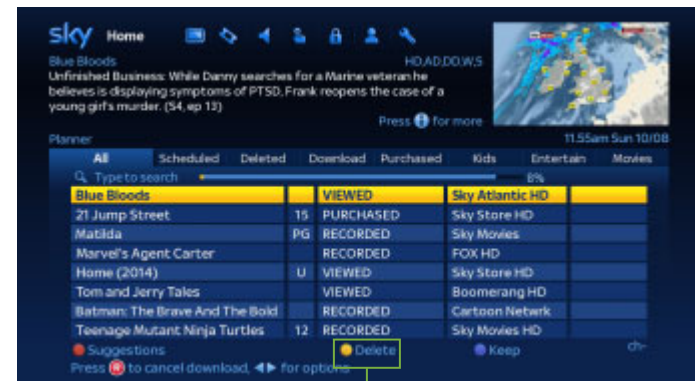
16 Deleting existing recordings

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

 You can Undelete programmes you've deleted from the Deleted tab in your Planner. See **Undelete a recording** (page 69) 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 66).



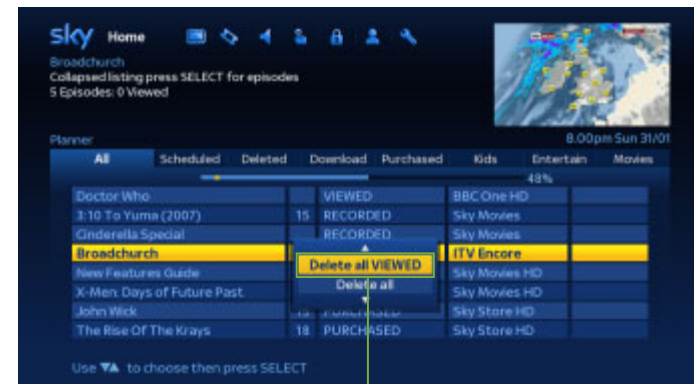
Press **yellow** to delete the recording from your Planner

16 Deleting existing recordings (continued)

To delete a Series Stack:

1. Highlight the Series Stack and press  **yellow** (Delete All)
2. Choose whether to 'Delete all Viewed' or 'Delete All'
3. Press Select again to confirm that you want to go ahead with the deletion

Where you have set recordings to 'Keep' and have also set PIN protection on 'Kept' recordings then you'll need to enter your PIN to complete the deletion.



Press  **yellow** to delete the recording from your Planner

17 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.

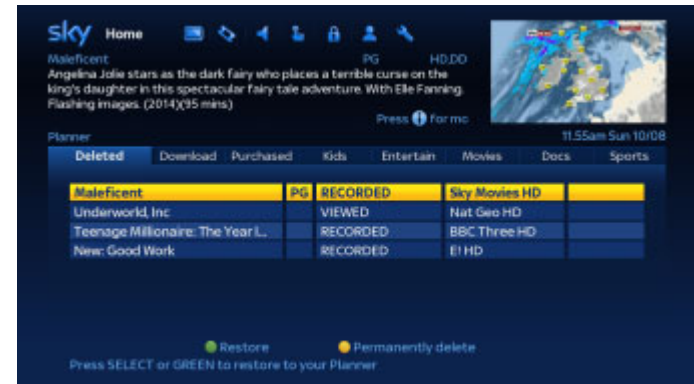
You can choose to Permanently delete, or Restore recordings in the Deleted tab.

To Permanently delete a recording:

- 1 Go to your **Planner**
- 2 Use the **right** arrow scroll to highlight the DELETED tab
- 3 Highlight the programme you'd like to Permanently delete and press the **yellow** button (Permanently delete).

To Restore a recording:

- 1 Go to your **Planner**
- 2 Use the **right** arrow scroll to highlight the DELETED tab
- 3 Highlight the programmes you'd like to Restore and press select or the **green** button (Restore).



18 Keeping an eye on available disk space

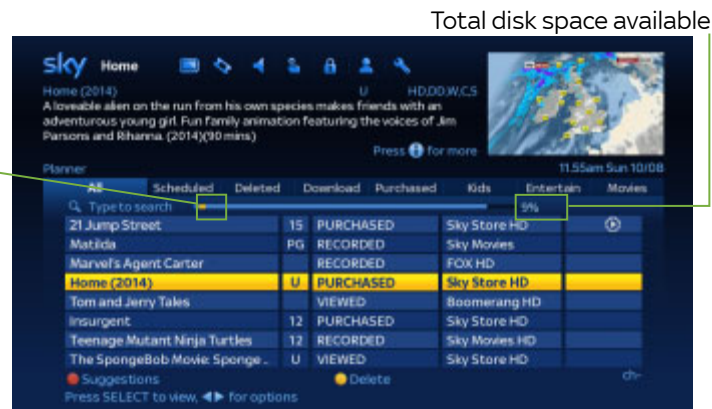
Remember that because your Sky+HD box records onto its hard disk there is a fixed amount of storage space for recordings and On Demand downloads. To see how much space each programme is using, highlight a programme in your Planner and check the yellow part of the indicator bar. The bigger the yellow 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 102).



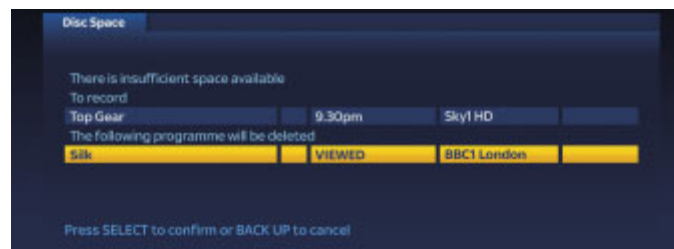
19 Disk space warning

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

You can change this setting as follows:

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

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



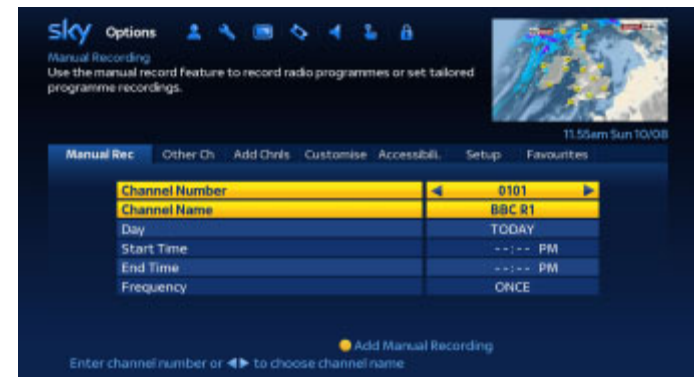
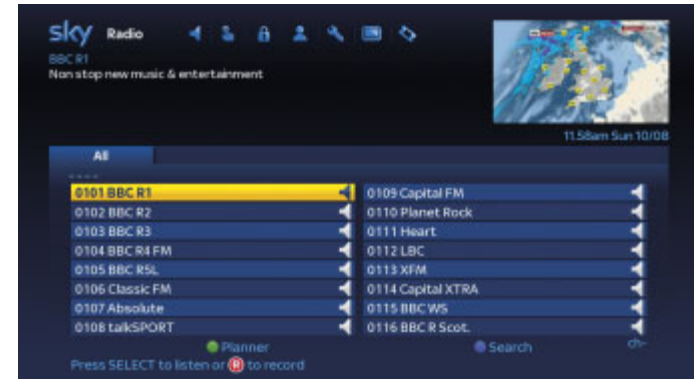
With the **Automatic** option, recordings you have already watched are deleted first, followed by the oldest, unwatched recordings. Programmes marked **Keep** are never deleted without your confirmation



20 Recording radio channels

You can record radio channels as follows:

- 1 Find the radio channel you want by following the steps on page 23.
- 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.
- 7 Press the **yellow** button (*Add Manual Recording*). The settings are saved and the radio recording is now in your Planner.




21 Adding extra time to the start and end of recordings

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

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

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

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



Other services

1 Going interactive

2 Teletext

1 Going interactive



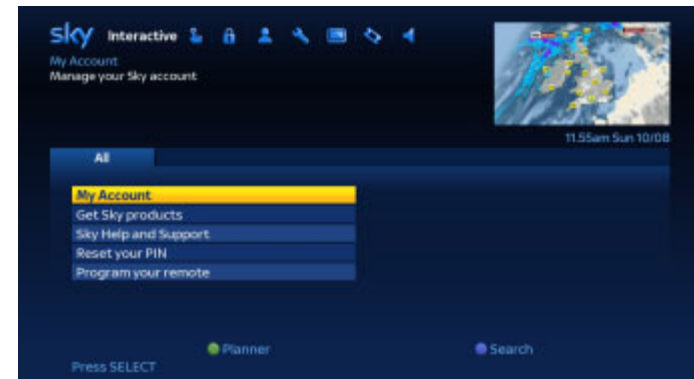
Get more from your Sky+HD box with interactive services. Using Sky interactive you can upgrade your subscription, manage your Sky Account, get help, support and more. To access Sky interactive services, press the interactive button on your remote.

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 or broadband 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.



Press **interactive** for the interactive menu



2 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 96).

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 (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.



Get the most from Sky+HD

- 1 Personalise your Homepage tiles
- 2 Choosing your favourite channels
- 3 What's on your favourite channels
- 4 Having more control over what the kids watch
- 5 Changing your PIN
- 6 About your PIN
- 7 Family Setting
- 8 Restricting rated programmes
- 9 Restricting specific channels
- 10 PIN protecting kept programmes
- 11 Restricting programmes in your Planner
- 12 Sharing your Sky+HD box

- 13 Accessibility settings**
- 14 Watching TV with audio description or subtitles**
- 15 Finding subtitled or audio described programmes**
- 16 Changing the contrast and font size**
- 17 Important information about Single Satellite Feed installations**
- 18 Your mini TV setting**
- 19 Saving bookmarks**
- 20 Managing and deleting bookmarks**
- 21 Skipping to bookmarks**
- 22 Starting playback from a bookmark**
- 23 Setting up and resetting your remote**
- 24 If the set up didn't work**
- 25 Alternative set up**

- 26 Replacing the batteries**
- 27 Adding channels that aren't listed in Sky Guide**
- 28 Watching your added channels**
- 29 Changing the picture settings**
- 30 HDMI One-Touch-Play**
- 31 Copying programmes to video/DVD**
- 32 Changing how the Circular Playback Display works**

1 Personalise your Homepage tiles

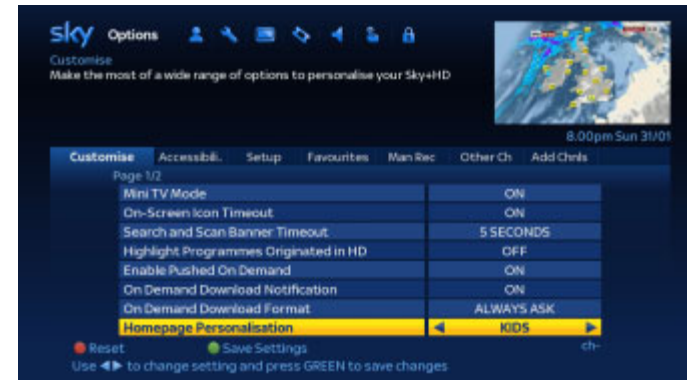
You can choose whether the Kids tile or the Sports tile is shown on your Homepage.

To change the tile:

- 1 Press **services** (for *Options*), press **down** then select the **Customise** tab
- 2 Highlight the 'Homepage Personalisation' setting and press **left/right** to choose between Kids / Sports
- 3 Press the **green** button to confirm (Save Settings)

For more detail on the Kids tile see page 47.

For more detail on the Sports tile see page 48.



2 Choosing your favourite channels

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

To store your favourites:

- 1 Press **services** (for *Options*), press **down** then select the **Favourites** tab. A list of available channels appears.
- 2 Highlight a channel you want as one of your favourites and press the **yellow** button (*Favourite*). A tick appears next to the channel.
- 3 Choose up to 50 channels and press the **green** button (*Save*) when you're done.
- 4 See page 81 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.



3 What's on your favourite channels

Once you've marked channels as your favourites (page 80), 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.

To view what's on your favourite channels in the TV Guide scroll **left/right** on the middle menu to the Favourites tab.


Your favourite channels are marked with a tick



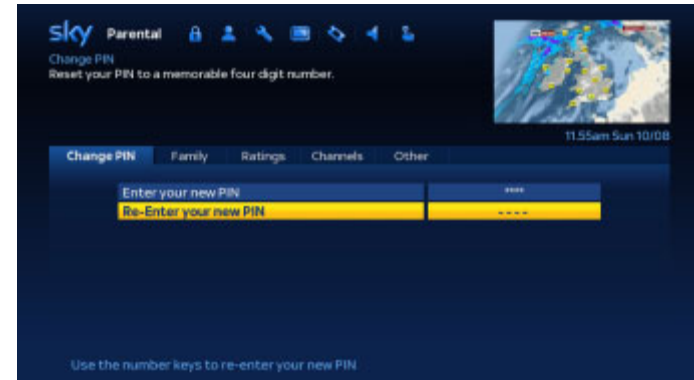
4 Having more control over what the kids watch



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

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

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



5 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.

6 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, on entry to the Parental Control menu you can press the  **red** button to reset your PIN via the PIN reset interactive application.

Alternatively please visit sky.com/pinhelp for help on what to do next.

7 Family Setting

This will remove adult channels and content and will require your PIN to be entered for any pre-watershed playback, as well as for any purchases or interactive purchases.

The Family setting will only restrict movies playback before 9pm and may not apply to programmes you've recorded.

1. Go to Parental Control < Family.
2. Press **down** to highlight Family Setting.
3. Use **left/right** to turn the setting ON.
4. The press the **green** button to save settings.

Turning the Family setting on activates the following settings:

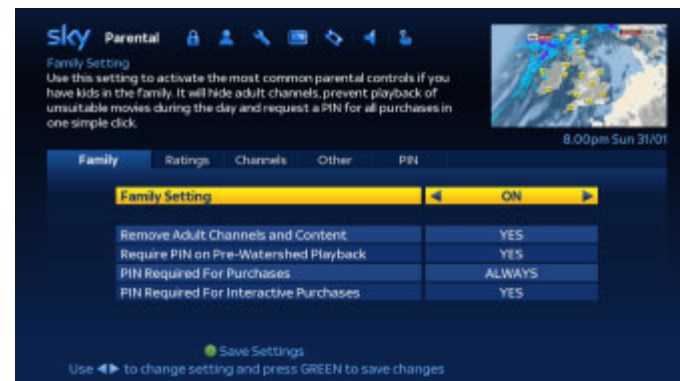
Remove Adult Channels and Content

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

Requires PIN for Pre-Watershed Playback

This setting applies to any movies with a rating and Sky Box Sets. For these programmes a PIN will be needed when watched before 8pm for programmes rated 12 or 15, or 9pm for programmes rated 18.

You can use the Ratings tab to set specific viewing restrictions based on the certificate of the programme, for example, you could restrict viewing of 18 rated programmes only. Please see page 85 for details.



7 Family Setting (continued)

PIN required for Purchases


This setting helps to prevent Sky Store and Sky Box Office programmes being bought without your permission as a PIN is required to confirm purchases.

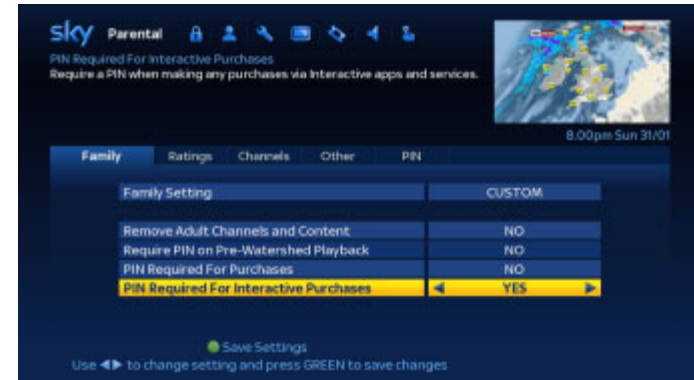
When the Family setting is switched on you will always require a PIN to complete a purchase. Alternatively you can change this setting to: NO / OVER £1 / £2 / £3 / £4 / £5 / £10 or £20.

Your box needs to be connected to broadband or a telephone line to change the spending limit.

PIN required for Interactive Purchases


This setting helps to prevent Interactive purchases without your permission.

You can change any of the above settings independently of the Family setting above, which will result in the Family setting changing to CUSTOM. Remember to press  **green** to Save Settings after making any changes.



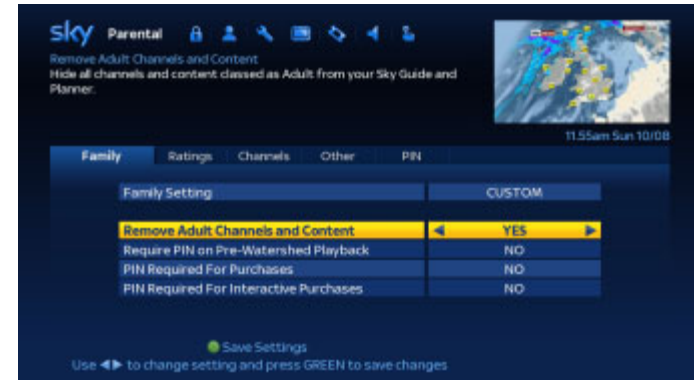
8 Restricting rated programmes

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 Sky Store, Sky Box Office and On Demand programmes, which are available outside the normal schedule.

- 1 Go to **Parental Control > Ratings**.
- 2 If you don't have any ratings or channel restrictions set, you'll need to press **select** to confirm you want to enable ratings restrictions. Highlight the appropriate rating and press the **red** button (*Restrict*) on your remote. A padlock symbol  appears next to the category you choose, as well as all the lower categories.
- 3 Press the **green** button (*Save Settings*) when you're done.



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

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



9 Restricting specific channels

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

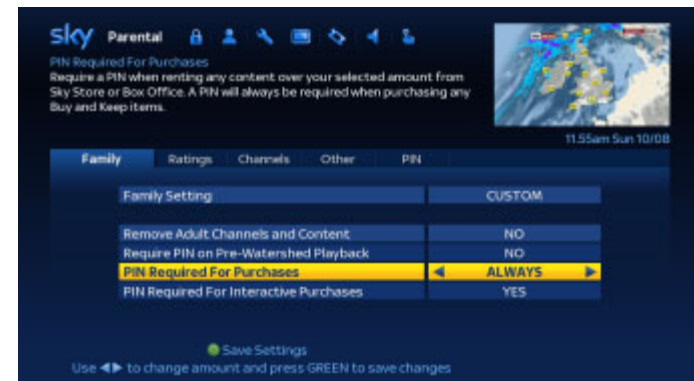
- 1 Go to **Parental Control > Channel**.
This page lists all the channels by channel number.
- 2 To find the channel, key in the channel number if you know it, or use **ch-** or **ch+** to go one page up or down.
- 3 Highlight the channel you want, then press the **yellow** button (Lock) to lock it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



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 39) instead



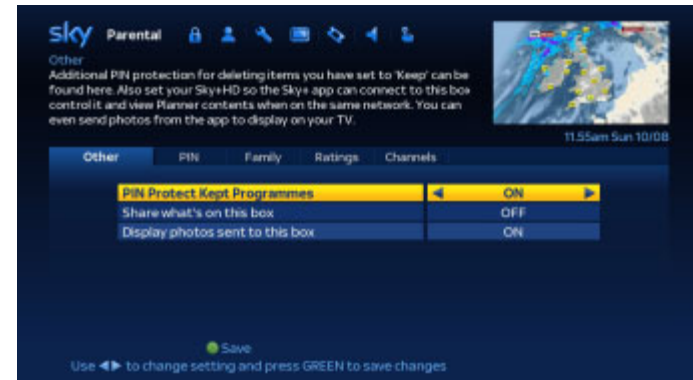
10 PIN protecting kept programmes

In your Planner, you can mark recordings for **Keep** to prevent them from being deleted accidentally (page 66). You can take this further and have Sky Guide ask for the PIN before a kept recording can be deleted.

Set this up as follows:


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

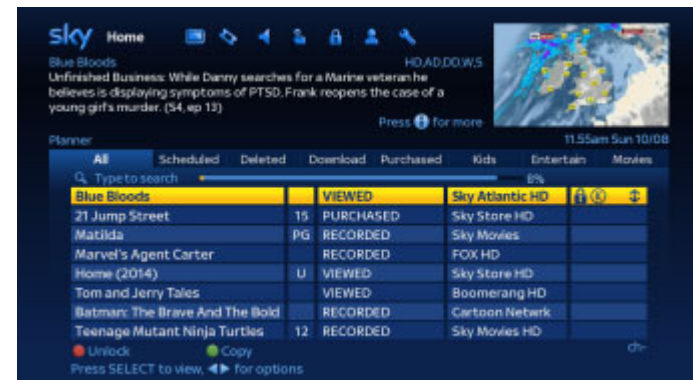
To turn these settings off, just select **OFF** in step 2 above.



11 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 **red** button. A padlock symbol  appears next to the programme and you now have to enter a **PIN** to play or delete it. You also need the **PIN** to remove the lock in future.



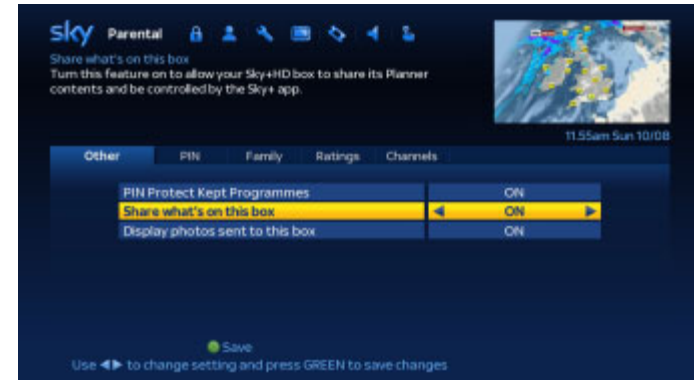
12 Sharing your Sky+HD box

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 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 > Other**.
- 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 Accessibility settings

You can set up the accessibility features you need in the Accessibility menu, such as subtitles or audio description, or you can change the Sky Guide to a high contrast colour scheme and / or bolder font to make it easier to navigate.

You can find the Accessibility menu by pressing Services on your remote control and then the down arrow.

14 Watching TV with audio description or subtitles

To change the setting in the Accessibility menu:

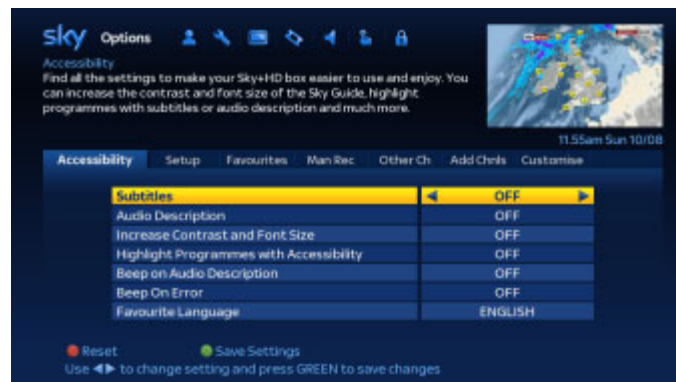
1. Press **services** (for Options), then press **down** to highlight the Accessibility tab
2. Highlight the Subtitles or Audio Description setting
3. Use the **left/right** arrow to choose ON then press the  **green** button (Save Settings).

You can also switch the settings ON / OFF when you're watching TV:

1. Press help on your Sky remote
2. If the Audio Description or Subtitles are available use the left/right arrow to choose ON then press select.



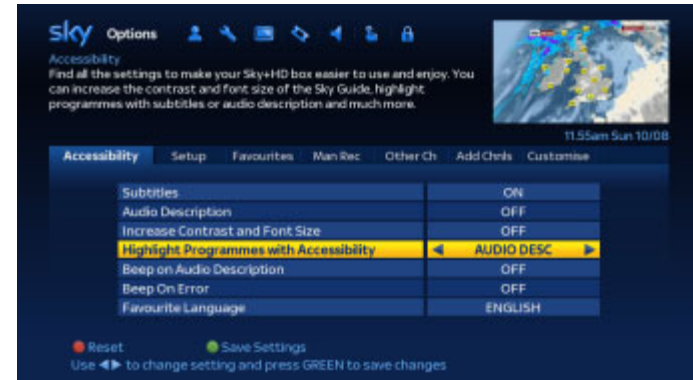
With the selection of automatically received On Demand programmes and recorded programmes, if you turned on audio description at the time of recording, it will be available but cannot be turned off. Similarly, if audio description was turned off at the time of recording, it is not available and cannot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



15 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:

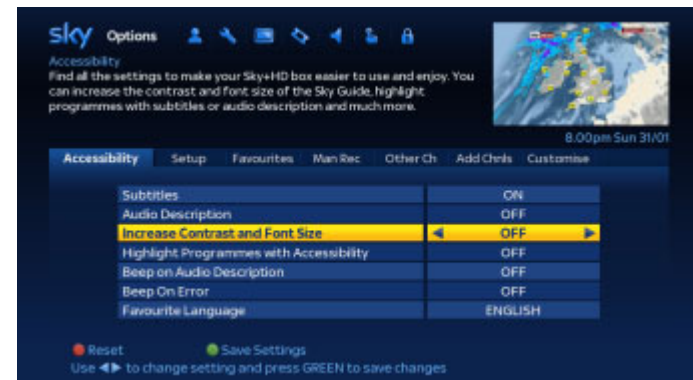
- 1 Press **services** (for Options), then press **down** to highlight the **Accessibility** tab, and down again to enter the menu.
- 2 Highlight **Highlighted Programmes** and use the **left/right** arrow to choose **Audio Description** or **Subtitles**.
This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide, Sky Store 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.



16 Changing the contrast and font size

Use the 'Increase contrast and font size' setting to customise the display of the Sky Guide.

- 1 Press services (for Options), then press down to highlight the Accessibility tab.
- 2 Highlight 'Increase contrast and font size' and use the left/right arrow to choose ON / FONT ONLY / CONTRAST ONLY / OFF. When the setting is turned on the font size and contrast are increased.
- 3 Press the **green** button (*Save Settings*) when you're done.



The Increase Contrast and Font Size setting also works when Highlight programmes with Accessibility setting is set to Subtitles or Audio Description.

16 Changing the contrast and font size (continued)

Subtitled programmes or those with an Audio Description will be highlighted with a blue background and white text.

You'll also still be able to use Increase Contrast and Font Size when you're using HD highlighting. Please see page 20 for details on how to switch HD highlighting ON / OFF.

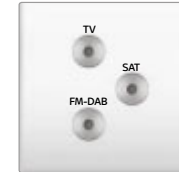
Within some branded Catch Up channel areas (such as BBC iPlayer, ITV, All 4 and Demand 5), the contrast setting is not applicable even when the Increase Contrast and Font Size setting is switched to ON.



17 Important information about Single Satellite Feed installations

Do you have a Single Satellite Feed like this?

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



Switching the Single Feed Mode to 'ON'

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

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

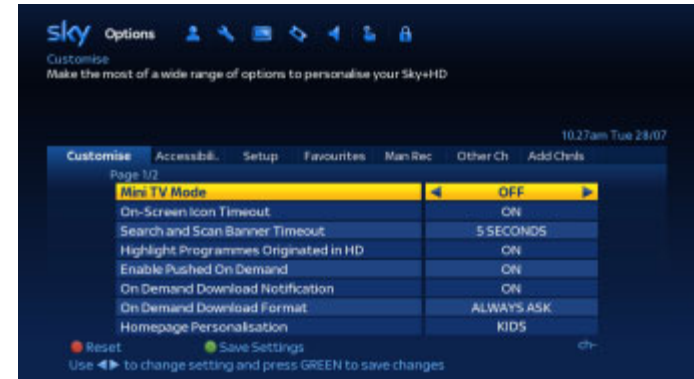


18 Your mini TV setting

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*).



Sky Guide page with mini TV disabled

19 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.

20 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.

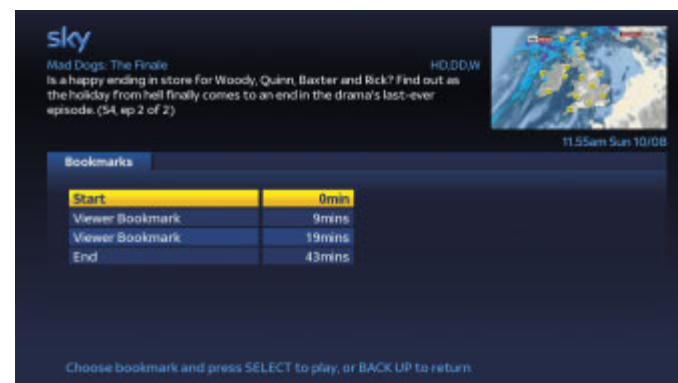
- Highlight a **bookmark** to see a short reminder clip of 10 seconds
- To play the recording from the highlighted bookmark, press **select**
- To remove the highlighted bookmark, press the **yellow** button (**Delete**)

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 82) for details.



Bookmarked symbol



21 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.

22 Starting playback from a bookmark

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

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

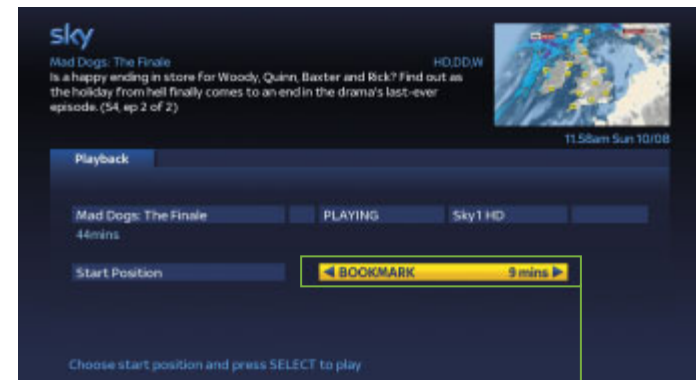
Skip Back symbol



Skip Forward symbol



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




Choose the starting point

23 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 97).
- 2 Turn your TV and Sky+HD box on and press **tv** on your remote control.
- 3 Hold down **select** and the  **red** button together until the red light on your remote blinks twice (this is after about two seconds).
- 4 Press **tv** again.
- 5 Key in your TV's brand code. The light on your remote blinks twice.
- 6 Press **standby** on your remote. If your TV switches off, press **select**. The light on your remote should blink twice. If your TV does not switch off, press **tv**, then press **standby**. Repeat the sequence of pressing **tv** then **standby** until the TV switches off, then press **select**. If the light blinks three times, your remote has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
- 7 Turn your TV back on and press the **tv guide** button on your remote. The **Sky+ Homepage** 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	Pye	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		


24 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.

25 Alternative set up

If your TV's brand isn't listed on page 96, you can try an alternative set up. This involves programming your remote to the TV's specific model code instead of the brand code, as follows:

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

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

26 Replacing the batteries

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

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



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

Replace the batteries as follows:

- 1 Remove the battery cover by pushing up the catch and sliding the cover away.
- 2 Carefully remove the old batteries.
- 3 Put the new batteries in, matching the marks + and -.
- 4 Put the cover back on, sliding the top part in and making sure the catch clicks into place.
- 5 If you left your remote without charged batteries for longer than 10 minutes, reset your remote to work with your TV. See **Setting up and resetting your remote** (page 96) for details.



Replace batteries as soon as they are empty



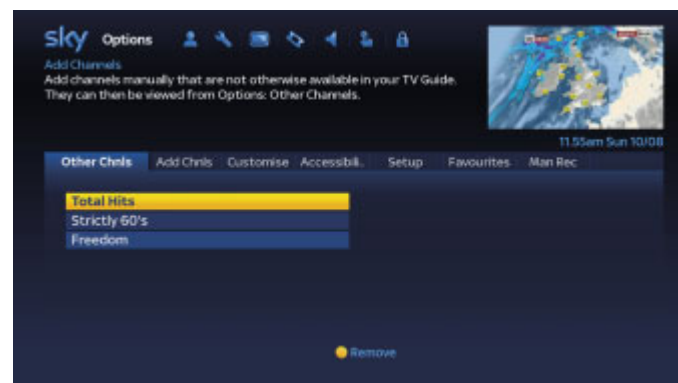
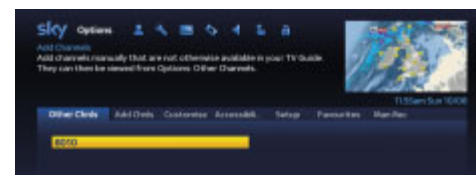
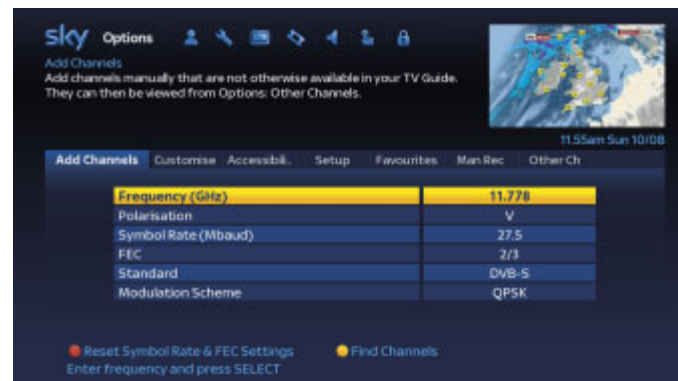
27 Adding channels that aren't listed in Sky Guide

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**.



28 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.


29 Changing the picture settings

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

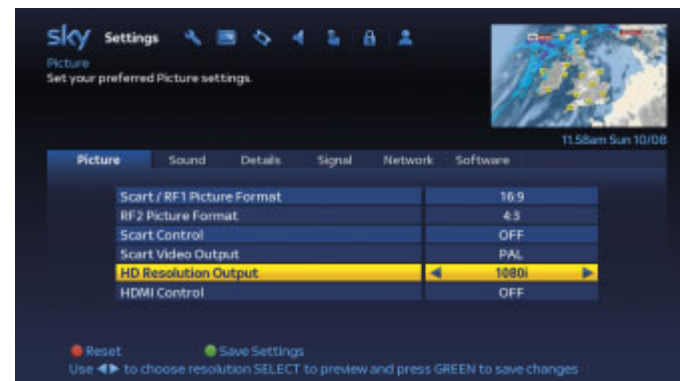
Sky's HD service uses two HD picture formats. The first, **1080i**, brings the number of rows in the frame up to 1080 – that's over 500 more than a standard PAL image. The other, **720p**, shows 720 rows in each frame and refreshes the screen at twice the rate of **1080i**.

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

You can change the resolution setting as follows:

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

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




30 HDMI One-Touch-Play

HDMI One-Touch-Play enables you to turn a compatible TV on and switch to the correct HDMI input for your Sky+HD box. You can even quickly switch from a DVD Player or games console. Find out more information at sky.com/onetouch

This feature is not available on Samsung HD, Pace HD or DRX780 boxes.

HDMI One-Touch-Play is switched on by default. To change this setting follow these steps:

- 1 Press **services**, scroll **right** and select **Settings**  then select the Picture tab.
- 2 Highlight HDMI Control and use the **left/right** arrows to turn the setting **ON/OFF**.
- 3 If your Sky+HD box is controlled by a TV link / Magic eye or Remote extender connected via RF2 output, when HDMI Control is On then HDMI Control via RF Output setting will also be shown. Use the **left/right** arrow keys to turn this setting **ON/OFF**.



31 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 100 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.



32 Changing how the Circular Playback Display works

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

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


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

You can choose one of three settings:

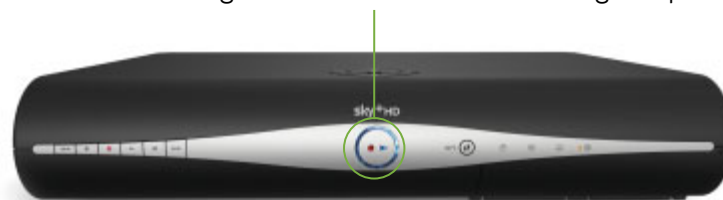
Standard The recording, playback and/or circular playback indicators light up if you're recording and/or playing back programmes.

Off The circular indicator is turned off, but the recording and/or playback indicators light up if you're recording and/or playing back programmes.

Demo All indicators light up in continuous sequence.

- 3 Press the  **green** button (*Save Settings*) when you're done.

You can change when and how the indicator lights up



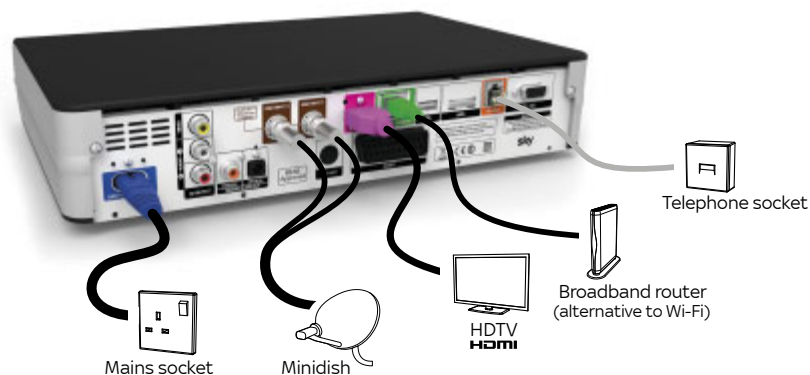
Your Sky+HD box connections

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

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.



HDMI lead

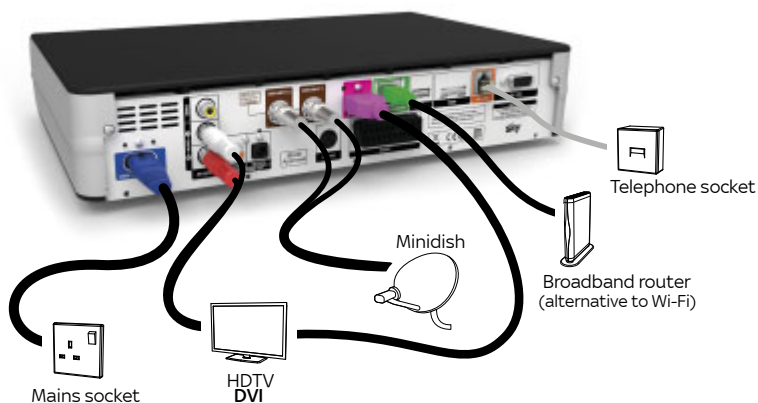


WARNING!

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

2 Basic set up 2

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



Audio (L/R) cable



HDMI 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.

3 Connecting other devices

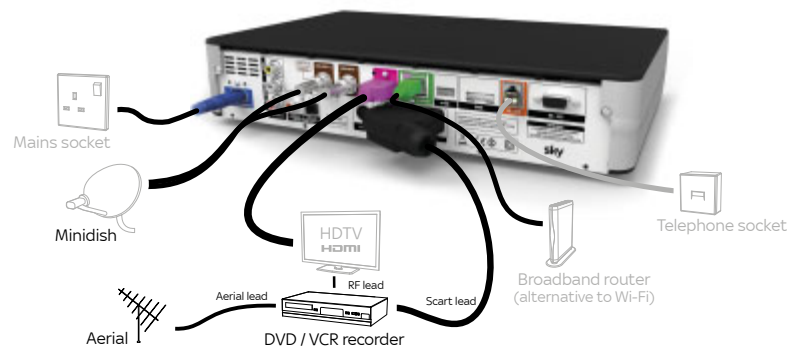
To connect your box to a DVD/video recorder or a TV aerial, follow the set up shown on the right.

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.

Connecting to a DVD / VCR recorder



Connecting to an audio system

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

EITHER a coaxial digital audio cable

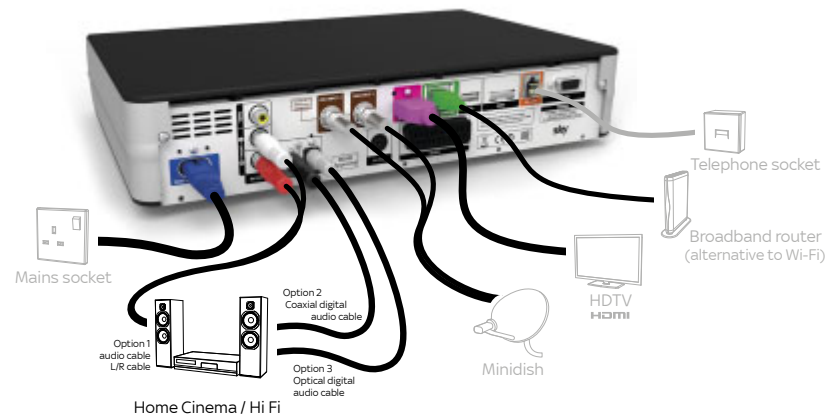
OR an audio (L/R) cable

OR an HDMI cable (selected models only)

OR an optical digital audio cable, as shown on the right.

To make the most of listening to programmes through your audio system, see **Switching on Dolby® Digital audio** (page 108).

Please note, some older amplifiers may not support Dolby® Digital audio. See your audio system's user guide for more information.



4 Switching on Dolby® Digital audio

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

- 1 Press **services**, scroll **right** and select **Settings**, and then select the **Sound** tab.
- 2 Highlight **Digital Audio Output - Optical** or Highlight **Digital Audio Output - HDMI*** and use the **left/right** arrow to choose **Dolby D**.



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

Some older amplifiers may not support Dolby® Digital audio.



* Dolby Digital over HDMI is available on DRX890W, DRX895W, DRX890 and DRX895 models only.

5 Adjusting sound synchronisation

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

You can change the settings as follows:

- 1 Press **services**, scroll **right** and select **Settings**, and then select the **Sound** tab.
- 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

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

1 Saving energy with standby

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

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

2 ... and standby modes

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

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

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



3 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. If you're a customer from the UK you can send your electrical or electronic waste equipment back to us for recycling, free of charge.

Pack it up, removing the batteries and include a note to say it's for reuse or recycling, then send it to: Freepost RTEE-ZRZA-SSXL, Unipart Technology Logistics, Unit 6020, Siskin Parkway West, Middlemarch Business Park, Coventry, CV3 4UP. Alternatively, you can give your old Sky product to your Sky engineer next time they visit.

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.

5 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](https://www.sky.com/environment)

For your safety

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

1 Using equipment safely

Your Sky+HD box has been manufactured to meet international safety standards, but you must take care if you want it to perform properly and safely. **It is important that you read this booklet completely, especially the 'Warnings and Cautions' instructions.** If you have chosen the self set up option you should follow the instructions set out in your Sky+HD self set up guide. If you have any doubts about the installation, operation or safety of your Sky+HD box, please contact Sky or your dealer.

2 Warnings and cautions

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

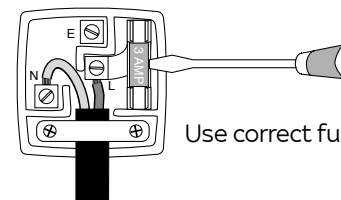
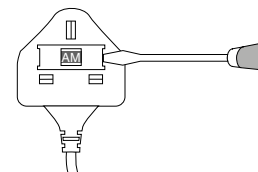
- Never remove the top cover of your Sky+HD box. There are no user-serviceable parts inside, but there are some high-voltage live parts
- Do not attempt to repair your Sky+HD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions
- Never attempt to move or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

3 Mains plug and fuse

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



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



Use correct fuse

4 Connecting to the mains supply

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



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

Troubleshooting

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

- Use this booklet as your full guide to using your Sky+HD box and getting the most out of its exclusive features
The troubleshooting tips in the next pages may come in handy if you have any problems
If you have any problems with your Sky+HD box that aren't covered in this guide or the other references, call Sky or your broadcaster
- You can find technical help under **Interactive > Customer Support > Help & Assistance > Sky+HD**
- Press **help** on your remote for general help on using the Sky Guide screens
- For online help, go to the Customer Support pages of **sky.com/help**
- Don't forget the user guides that come with your TV, video/DVD recorder, sound system and any other devices you're using
- For information about HD, go to **sky.com/hd**

What's wrong?

Possible reason

What to do now

I can't connect to my broadband router

A Your broadband router is out of range of your Sky+HD box

A Move your broadband router closer to your Sky+HD box

B The password or PIN that you have entered is incorrect.


B Try to reconnect to the wireless network and ensure you have entered the correct password or PIN, noting that this is case-sensitive

C Some other router settings are preventing connection

C If your router settings have changed, these may need to be reverted to allow connection to your Sky+HD box

My Sky+HD box is trying to connect to the wrong broadband router.

You need to reset your network settings.

Press **services**, select **Settings**, then the **Network** tab. Press the  **red** button to reset your network settings, then connect to the right broadband router.

What's wrong?

I can't find my HD programmes

Possible reason

—

What to do now

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.

- 1 Make sure the mains lead is properly plugged in and your Sky+HD box is switched on.
- 2 Check that your Sky+HD box is not in standby. The light on the front panel of your Sky+HD box should be green.
- 3 Press **Sky** on your remote to control your Sky+HD box.

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

- 1 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.
- 2 Use your TV remote to scroll through the AV input options until you find the **HDMI** input(s).
- 3 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).

There is on screen interference.

Your TV or video recorder may not be correctly tuned.

Check all cable connections, and that your TV and video recorder are tuned to your Sky+HD box. If you are using an aerial RF connection, check that your TV and video are tuned to the right RF channels. For further information refer to your TV and video recorder user guides. In some cases your Sky+HD box may need retuning. Call Sky Customer Service on the number provided in your **Terms & Conditions** document.

What's wrong?

HDMI One-Touch-Play is not working

Possible reason

a) TV may not be CEC compatible

b) CEC control on TV may be switched off

c) The TV has an IR blaster feature which switches Sky+HD box off when TV is switched on

What to do now

Check TV user manual or TV manufacturers website

Switch CEC setting on in TV menu

Either switch HDMI control setting to OFF in the Settings - Picture menu to disable HDMI One-Touch-Play or switch the IR blaster feature to OFF for the Sky+HD box in the TV menu

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 **tv** on your remote to control your TV. Refer to **Setting up and resetting your remote** (page 96) 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 **Sky** on your remote to control your Sky+HD box.

What's wrong?

It says Clashed next to a recording in my Sky+ Planner.

It says Recording interrupted in a recording's programme information.

One of my recordings failed.

I can't see future recordings or reminders for a particular programme within my Planner.

Some of my series links are missing.

Possible reason

A third programme was set to record, making it clash with other recordings.

Someone may have interrupted the recording then restarted it, OR you may not have the right subscription.

This could be for a number of reasons.

The channel may no longer be broadcast, or the programme may have been cancelled or moved.

The programme you have set to series link is not currently being broadcast. When the programme appears again in the TV Guide listings your series link will automatically reappear.

What to do now

See **When recordings clash (page 65)** 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.

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.

To see why it failed, highlight the programme in your Planner and press the **i** button.

—

You don't need to do anything - your series links will appear automatically when the programme is broadcast again.

What's wrong?

The start of a programme was not recorded.

My phone line is not connected.

Possible reason

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

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

A Your phone number is ex-directory or you withhold your number when making calls. (See page 122 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 72) and change the settings back to Automatic.

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

A Change the dialling prefix, as follows:

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

What's wrong?

My phone line is not connected
(continued)

Possible reason

- B** There's more than one phone line in your home but you've connected one or more of your boxes to the line that's NOT registered to your Sky account.
- C** A Sky box and card registered to your account is in another property that you own.
- D** You have an ADSL/Broadband service at home.
- E** You have disconnected your phone line (e.g. to carry out decorative works in your home).

What to do now

- B** Reconnect your Sky box(es) to the correct phone line (the one you have registered with us), then follow the 'callback' procedure below.
- C** Reconnect the Sky box to the phone line at the home address that your account is registered to – and always keep it connected at that property only, then follow the 'callback' procedure below.
- D** Make sure you have an ADSL/Broadband filter connected to the phone socket, plug the telephone line from the box into the filter, then follow the 'callback' procedure below.
- E** Reconnect the phone line, then follow the 'callback' procedure below.

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

Callback procedure:

- 1 Press **services**, press **right** to highlight **Settings** then press **select**.
- 2 Press the numbers **0, 1**, then **select** to show the **Installer Set Up** menu.
- 3 Press number **6**. When **FOR YOUR INFORMATION** appears, press **select**. When the next screen appears showing a number of readings (signal strength etc.), press **select**. When you see the message **Channel line-up complete**, press **select**.
- 4 Make sure your telephone line is connected and press **select** again.
- 5 Your box now tries to call us back, which checks the phone line connection. After getting the message **Callback in progress**, the previous menu appears. If you see any other message at this stage, please call Sky Customer Service for more advice. The number is provided in the **Terms & Conditions** document.

What's wrong?

I can't find a channel I have watched before.

I can't get a picture on my HD channels.

The audio and video are out of sync when the Sky+HD box is connected to my home cinema system.

My Sky+HD box isn't working: The box is stuck on standby / the screen is blue / the picture is frozen and the remote or buttons on the box are not responding.

Possible reason

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.

You may not have the right subscriptions or equipment. The resolution output setting may be incompatible with your TV set.

This is quite common and can be corrected by adjusting the audio delay setting on your Sky+HD box.

Because of a temporary error, you may need to restart your Sky+HD box.

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 100).

Try changing the audio delay setting. See **Adjusting sound synchronisation** (page 109) 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.

Your Sky viewing card needs to be paired to your Sky+HD box. To pair them now press SELECT.

Your viewing card needs to be paired to your Sky+HD box to allow you to watch channels you are subscribed to.

Follow the on screen instructions to pair your card.

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.

Message

This programme has already started.

Recording/Live Pause is not available.

The Planner is full. You must delete an entry before another programme can be added.

There is insufficient credit [or space] left on your viewing card.

You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes.

No satellite signal is being received.

What does it mean?

The programme has already started and you can't buy it now.

Your Sky+ subscription has expired.

You have already used the maximum space in your Planner.

There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.


The wrong PIN has been entered three times in a row.

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.

What to do now

Check the listings to find out when it's on next so you can buy it then.

Call Sky+ Customer Service to renew your subscription. The number is provided in your Terms & Conditions document.

Try to delete some programmes from the Planner. Highlight a programme you want to delete from your Planner and press the  **yellow** button (*Delete*).

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 will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, please visit **sky.com/pinhelp**

If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your minidish are correctly plugged into the back of your Sky+HD box. Otherwise, restart your box by following the steps under **My Sky+HD box isn't working** (page 123). If this doesn't resolve the problem, call Sky Customer Service on the number provided in your **Terms & Conditions**.

Message

What does it mean?

What to do now

To get more from your Sky+HD box, including On Demand, you need to connect to your broadband router.

Your Sky+HD box is not connected to your broadband router.

Follow the steps described under **Connecting your Sky+HD box to your broadband router** (page 10).

Upgrade your subscription to view this channel.

You don't have the right subscription.

Follow the instructions on screen to upgrade your subscription.

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 **Sky** to return to live programmes, then press **text**.

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 **Terms & Conditions**.

System fault.

There was an unexpected error with your Sky+HD box during system set up.

Call Sky Customer Service (see your **Terms & Conditions**).

*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 **Terms & Conditions**).

Message

Recording interrupted by loss of signal or cancellation. Please wait.

Play / Pause / Record are not available whilst in an interactive service.

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 & Later banner).

Channel not available.

There are no suggestions available for this programme.

What does it mean?

Your Sky+HD box temporarily lost the satellite signal during recording, or recording was cancelled and restarted during the programme.

You tried to play, pause or record a programme while you are using an interactive service.

The batteries in the remote control need to be changed to avoid losing your remote control settings.

You have entered the wrong channel number. If it's an adult channel it may have been removed by parental control settings.

It has not been possible to make a recommendation against this programme. You will see suggestions for recorded or downloaded programmes from entertainment, sports, movies, news, and popular genres from Sky and partner channels.

What to do now

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.




Press **Sky** 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.

Change the batteries in your remote control as soon as possible. See **Replacing the batteries** (page 98).

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 82).

Choose another programme you may want to see suggestions against.

Jargon buster

DVI	Digital Video Interface. Provides high bandwidth digital connection between a video source and a TV. Audio is carried separately.
HDMI	A High Definition Multimedia Interface is like a High Definition scart cable, a high bandwidth digital connection for both video and audio. HDMI ensures the best video signal is sent from the source (HD signal) to the display (LCD, Plasma, DLP). It does this by sending uncompressed video and multi channel audio to the TV through one single cable.
HDCP	High bandwidth Digital Content Protection (HDCP) is a copyright protection system that is included in HD TVs and receivers. It prevents unauthorised duplication and distribution of copyrighted content.
HD READY 	HD ready is a labelling scheme being introduced by the European TV manufacturers' organisation EICTA to help you choose an HD TV. The HD ready logo will appear on an increasing number of TVs in the shops. Sky's HD service is designed to work with TV sets that carry the HD ready label. So look for the logo to make sure you're ready for HD.
HD TV	HD TV (High Definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 50 frames per second, twice that of conventional TV. HD TV pixel numbers range from one to two million, compared to SD TV's range of 300,000 to one million. As for audio, HD TV receives, reproduces, and outputs Dolby® Digital 5.1 audio.
INTERLACED SCANNING	With interlaced scanning , a display shows all the odd lines at one scan of the screen and then all the even lines in a second scan of the screen.
PIXEL	Pixel is the abbreviation for 'picture element'. Pixels are the smallest bits of data in a video image. The more pixels there are in an image, the greater the resolution.
PROGRESSIVE SCANNING	Progressive scanning is based on the principle that all the horizontal scan lines are 'painted' on the screen in one pass. 720 or 1080 horizontal lines are scanned progressively or in succession in a vertical frame. This is repeated 50 times a second. Some displays, for example LCD and plasmas, scan progressively, whilst CRTs in TV sets usually scan using interlaced lines.
720p	720p means the vertical resolution of the TV picture is 720 lines. 'p' refers to progressive scanning.
1080i	1080i means the vertical resolution of the picture is 1080 lines. 'i' refers to interlaced scanning.
	Wi-Fi is a registered mark of the Wi-Fi Alliance. Wi-Fi networks provide secure, reliable and fast wireless connectivity. You can use Wi-Fi to connect your Sky+HD box to your broadband router.
	Wi-Fi Protected Setup (WPS) is an easy way to set up new wireless networks automatically, add new devices and enable security.

Specifications

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

DRX890W Specifications

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


Connectors

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

DRX895W Specifications

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

Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75 Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75 Ω (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.)
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USB 2.0: 	Rear connector
SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
SATA:	external HDD interface, SATA 1.0a
10 PIN MINI DIN:	I/O Port for additional connectivity



If you connect earthed equipment to the RS-232 port, you must use an approved screened cable.
The model number, serial number and electrical rating of this set top box are on a label on its base and rear.


Specifications continued

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

DRX890 Specifications

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


Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75 Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75 Ω (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 and COAXIAL digital-audio sockets for 5.1 surround sound
AUDIO OUT (L and R):	Phono sockets (RCA)
COMPOSITE VIDEO OUT:	Phono sockets (RCA)
USB 2.0:	 (for future connectivity) front and rear connector
SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
SATA:	external HDD interface, SATA 1.0a

DRX895 Specifications

Operating voltage:	230V AC; 50Hz
Power consumption:	45W (max.) / LNB switching +13/+18VDC 275mA MAX/22kHz
Weight:	4.1kg (packed)
Dimensions:	351mm x 265mm x 73mm (inc. rubber feet and connectors)
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:	1.5TB (1TB personal storage space)




Connectors

MAINS INPUT:	IEC 60320 2-pin
DISH INPUT 1:	female F-type 75 Ω (950-2150 MHz)
DISH INPUT 2:	female F-type 75 Ω (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 and 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
SCART:	SCART (composite video out; RGB out)
HDMI	HDMI 1.1 type A
ETHERNET:	(for future connectivity) RJ45, IEEE802.3 10-BASE-T and 100BASE-TX
SATA:	external HDD interface, SATA 1.0a



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.

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All Sky+HD models included in this user guide have been designed to comply with CE marking requirements at the time of manufacture. Please refer to the documentation originally supplied with your Sky+HD box for specific details.

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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.



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