using Sky+ HD
WELCOME TO THE WORLD OF SKY+ HD

This is your essential guide to using your Sky+ HD box

WHAT DO YOU WANT TO DO?
Learn about HD page 8
Get started page 12
See what’s on page 17
Use your Planner page 24
Record programmes page 27
Pause and rewind live TV page 34
Play recordings page 36
Enjoy the freedom of Sky Anytime TV page 42
Order Box Office programmes page 47
Have more control over kids’ viewing page 49
Watch favourite channels page 54
Troubleshooting page 71
FULL CONTENTS

FOR YOUR SAFETY
BACK TO BASICS
Your Sky+ HD remote control 6
Your Sky+ HD box 7
About your Sky+ HD box 8
What is HD? 8
What you need to enjoy Sky HD services 9
Keeping you up-to-date 9
What you can do with your Sky+ and Sky HD subscription 10
Your viewing card 10
Your Sky+ HD remote control and your TV 11
GETTING STARTED
Turning your Sky+ HD box on and off 12
Changing the volume 12
Changing channels 13
Using the Search & Scan banner 14
TAKING CONTROL
You're in control with Sky Guide 15
Using colour keys for more options 16
SEEING WHAT'S ON
Quick glance at what's on with Search & Scan 17
Complete overview of what's on with TV Guide 17
Finding a specific channel 18
Seeing what's on your favourite channels 18
Seeing what's on the HD channels 19
Identifying HD programmes 19
Finding a specific programme 20
Finding out more about a programme 21
Codes used in the information banner 21
Finding and listening to radio channels 22
SETTING REMINDERS FOR PROGRAMMES
When reminders clash 23
USING YOUR PLANNER
Recording status 24
Managing your reminders and recordings in your Planner 25
Linking series in your Planner 26
RECORDING WITH SKY+
Recording without interrupting what you're watching 27
Recording from TV Guide or Box Office listings 27
Recording from anywhere you go 27
Recording an entire series 27
Recording a promoted programme 28
When recordings clash 28
Avoiding recordings from being deleted 29
PIN-protecting kept recordings 29
Cancelling current and future recordings 30
Deleting existing recordings 30
Keeping an eye on available disk space 31
Disk space warning 31
Recording radio channels 32
Adding to the start and end of recordings 33
PAUSING ANDREWINDING LIVE TV
Saving after pausing or rewinding live TV 34
Changing how far back you can rewind live TV 35
PLAYING BACK RECORDINGS
Choosing from all past and current recordings 36
Picking up from where you left the last recording 37
The playback symbol 37
Checking the remaining viewing time 37
Fast forwarding and rewinding 38
Pausing 38
Slow motion 38
Stopping playback 38
Using bookmarks for favourite parts of a programme 39
Saving bookmarks 39
Managing and deleting bookmarks 39
Skipping to bookmarks 40
Starting playback from a bookmark 40
FOR YOUR SAFETY

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. You must have your Sky digital satellite system installed by a qualified satellite-TV installer.

It is important that you read this booklet completely, especially the safety instructions below. If you have any doubts about the installation, operation or safety of your Sky+ HD box, please contact Sky or your dealer.

Warnings and cautions

• Remember that contact with 230V AC mains can be lethal or can cause a severe electric shock. To avoid this risk:
  • Never remove the top cover of your Sky+ HD box. There are no user-serviceable parts inside, but there are some high-voltage live parts. On the rear panel of your Sky+ HD box there is a tamper-evident label that states ‘Warranty void if broken or removed’.
  • 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 attempt to repair your Sky+ HD box. Instead, please contact Sky Customer Service on the number provided in the Terms & Conditions.
  • 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 (except the viewing card / interactive card into their respective slots).
  • 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 10 cm of space above and on all sides (especially between your Sky+ HD box and your TV). Do not cover any ventilation slots.
  • Ensure the ventilation slots do not become impeded with items such as newspapers, tablecloths and 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.
Electrical information

Mains plug and its fuse

The supplied mains plug may be a non-rewireable type or a rewireable type. Both types contain an approved 3A fuse. If you need to replace the fuse, use an ASTA- or BSI-approved BS 1362 fuse, rated at 3A and marked with either of these symbols.

Non-rewireable plugs have the fuse beneath a fuse cover on the plug face. Use a screwdriver to lever off the fuse cover, replace the fuse with a new one and refit its cover. Never use a plug if its fuse cover is missing.

Rewireable plugs have the fuse inside. Use a screwdriver to remove the plug’s back cover, then lever out the fuse and replace it with a new one. Replace the plug’s back cover.

If the supplied mains plug is not suitable for your mains socket-outlet, remove its fuse and then cut the plug off the lead. Destroy the severed plug immediately to avoid the shock hazard 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.

Connecting to the mains supply

Your Sky+ HD 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+ HD box before you insert the plug into the mains supply.

The only way to disconnect your Sky+ HD box from the mains is to take the plug out of the socket. Your Sky+ HD 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.
BACK TO BASICS

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

Your Sky+ HD remote control

**Sky** • set your remote to control your Sky+ HD box

**tv** • set your remote to control your TV

**box office** • show Box Office programmes

**tv guide** • check out TV listings

**mute** • turn your TV’s sound on and off

**vol + and -** • change your TV’s volume

**arrows** • use when watching TV to see what’s on other channels or to highlight on-screen options

**text** • switch to text mode

**play/pause** • play/pause a recording or pause live TV

**rewind** • rewind a recording or live TV

**R** • record a programme

**colours** • use to select a variety of on-screen options

**standby** • turn your Sky+ HD box (or TV) on and off

**services** • set up a range of features including parental controls, subtitles and favourite channels

**interactive** • press for interactive services

**i** • find out more about a programme

**ch + and -** • change the channel

**select** • confirm a menu option

**back up** • jump back to previous page

**help** • turn on subtitles/audio description or show help on using Sky Guide

**fast forward** • fast forward a recording

**stop** • stop playback of a recording

**numbers** • enter channel numbers or select menu options

**0 / speaker** • press before entering a radio channel number
Your Sky+ HD box*

rewind • rewind a recording or live TV

stop • stop playing back a recording

record • record a programme

play • play a recording

pause • pause a recording or live TV

fast forward • fast forward a recording

remote command light • red when receiving a command from the remote control

message light • yellow when there’s a message waiting

online light • green when online (using phone line)

back up • jump back to previous page

i • find out more about a programme

tv guide • check out TV listings

arrows • use when watching TV to see what’s on other channels or to highlight on-screen options

select • confirm a menu option

standby • turn your Sky+ HD box on or off

Sky viewing card slot • lift the flap and insert your viewing card here

interactive card slot • insert your interactive card here when using interactive services and only when an instruction to do so appears on-screen

recording/playback indicator • lights when your Sky+ HD box is recording or playing back programmes

* Your model’s configuration may vary from the illustration shown. Sky is not responsible for the manufacture of your Sky+ HD box. For your manufacturer’s details, see the back cover of this guide.
About your Sky+ HD box

With your Sky+ HD box, a compatible HD Ready TV and the relevant subscriptions you can enjoy fantastic Sky entertainment in glorious high definition.

Your Sky+ HD box gets HD information from the satellite through the minidish, it then decodes the information and sends it to your TV.

With a Sky+ subscription, your Sky+ HD box is a video recorder and satellite receiver in one. It also has two inputs from the satellite dish, which means you can watch one programme while recording another.

What is HD?

HD (high definition) is a revolution in TV picture quality, with clearer images, more vibrant colours and deeper details.

Sky HD packs up to four times as much picture detail as normal TV. See every blade of grass and every bead of sweat - all in lush colour against vivid backgrounds.

Sky brings you the largest HD service in Europe, with over 6,500 hours of HD entertainment a month, across movies, sport, drama and documentaries.

The Sky+ HD box comes with all the Sky+ features when you have the appropriate subscriptions and has a personal storage space of 160GB. That’s up to double the storage of a current Sky+ box. Plus it includes the Remote Record feature, so you can set recordings from your mobile or online via sky.com.

To discover what’s on in HD go to TV Guide and select HD Channels or visit sky.com/hd. Check out our HD jargon-buster on page 85.
What you need to enjoy Sky HD services

To truly experience Sky HD with your Sky+ HD box, you need a compatible HD Ready TV, a Sky digital subscription and a Sky HD subscription.

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

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

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

Keeping you up-to-date

As we make improvements and create new features, we update the software you see on-screen by sending it via the satellite. We'll let you know about these new features as soon as they're available.

Sky broadcasts over 6,500 hours of HD entertainment a month, and we're adding more all the time.

To discover what's on in HD go to TV Guide and select HD Channels or visit sky.com/hd. Check out Seeing what's on the HD channels on page 19.
What can you do with your Sky+ and your Sky HD subscription

With your Sky+ HD box and the relevant Sky subscriptions, you can enjoy all the features and benefits of Sky+. Store and play back hours of entertainment without videos or DVDs. You can record two different channels at the same time, put live TV on ‘pause’ and record an entire series at the touch of a button. Plus you can store up to 30 hours of HD programmes or up to 80 hours of standard definition programmes – that’s up to double the storage of a current Sky+ box.

To subscribe to Sky HD, call the number(s) found under Services > Telephone Numbers.

Your viewing card

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

The viewing card slot is under the flap on the front of your Sky+ HD box.

There’s no need to remove the viewing card unless it’s faulty or has expired.

Please remember these cautions:

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

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

The Sky installer should have already set up the remote control for you. If you leave your remote control without batteries for longer than 10 minutes or if you have a new TV, you need to reset the remote control to work with your TV. See Resetting your remote control (page 61) for details.
GETTING STARTED

Turning your Sky+ HD box on and off

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

To turn your Sky+ HD box off, press the standby key on your remote control.

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.

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

See Saving energy with Auto Standby (page 69) to read about your Sky+ HD box’s automatic energy-saving mode.

Changing the volume

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

To go through the channels one at a time, press the channel +/- key on your remote control and wait for the channel to change.

To jump straight to a certain channel, use the number keys to enter the channel number. For example, enter the sequence 5-0-1 for Sky News. If you don't know the number, press tv guide on your remote control, select All Channels and look up the channel in the list.

See the chapter Seeing what's on (page 17) to see how you can change channels from the full screen listings such as TV Guide.

When you change channels, the Search & Scan banner appears.
Using the Search & Scan banner

The Search & Scan banner helps you see what’s on now and later, change channels, set reminders and record programmes (if you have a Sky+ subscription), all without interrupting what you’re watching.

Press the up/down arrow or select to show the Search & Scan banner.

When you see the banner, press the up/down arrow to see what’s on other channels.

Press the left/right arrow to see what’s on earlier and later today on the channel.

- If you see a programme on now that you want to watch, press select.
- If you see a programme you want to watch and it is on later, press select to set a reminder.
  See Setting reminders for programmes (page 23).
- If you see a programme you want to record, press record.
  See Recording with Sky+ (page 27).

💡 Press back up to remove the banner.
TAKING CONTROL

You’re in control with Sky Guide

You control what you watch on your Sky+ HD box by browsing the on-screen Sky Guide using your remote control.

Sky Guide lets you:

• see what’s on for the next 7 days
• check out your HD channels
• set reminders and recordings
• set up and see your favourite channels
• order Box Office movies, sports and events
• use a range of interactive services
• set viewing restrictions and a spending limit
• change Sky+ HD box and Sky+ service settings

To get into one of the four main Sky Guide screens, press its key on the remote control, for example tv guide.

To select an option you can press the appropriate number, for example, press 1 for All Channels. Otherwise, press the down arrow so the yellow highlight is on the option you want, then press select.
Using colour keys for more options

Colour options along the bottom of Sky Guide screens give you more choices. Simply press the corresponding colour on your remote control.

When you're watching a programme, the colour keys can do different things:

- **red**  
  Shows you the interactive screens for that programme, if available.

- **green**  
  Sets a reminder or recording for a promoted programme, if available.

- **yellow**  
  Shows the *Message Alert* screen.

- **blue**  
  Shows what’s on your preset favourite channels.  
  See *Managing your favourite channels* (page 54) for details.
SEEING WHAT’S ON

Quick glance at what’s on with Search & Scan

With Sky Guide, you don’t have to change channels to see what else is on. When you’re watching a programme, press select or the up/down arrow on the remote control. The on-screen Search & Scan banner appears.

• To see what’s on the same channel later today, use the left/right arrow.
• To see what’s on a different channel, use the up/down arrow then left/right to check different times.

Complete overview of what’s on with TV Guide

To see the entire list of programmes and channels, press tv guide. The TV Guide menu appears, giving you a choice of categories.

Press the down arrow or 0 for More to see the next screen of categories. Highlight the type of programme you’re in the mood for and press select. All Channels gives you the entire list of channels.
Finding a specific channel

*TV Guide* screens list channels by channel number.

- If you know the number of the channel, you can enter it using the number keys.
- Go down a page at a time by pressing channel - or the green key.
- To see programmes on later, use the right arrow.
- Use the yellow (+24 Hours) and blue (-24 Hours) keys to see what’s on up to 7 days in advance.
- If you can’t see the whole title of a programme, press the i key.
- When you see a programme you want to watch, highlight it and press select.
  If it’s on now, Sky Guide tunes to the channel.
  If it’s on later, Sky Guide sets a reminder.
- To record a programme now or later, press record.

Seeing what’s on your favourite channels

Once you’ve marked channels as your favourites, you can choose to see listings just for those channels.

From the *TV Guide* menu, press the blue key (Favourites).

The Favourite Channels screen appears where you can check what’s on as in other listing screens.

See Managing your favourite channels (page 54) to set up your favourites.
Seeing what’s on the HD channels

In Search & Scan and general listings, you can spot HD channels easily as they have the letters HD after the channel name.

To see listings for HD channels only, go to TV Guide and select HD Channels. The HD Channels screen appears where you can check what’s on as in other listing screens.

Identifying HD programmes

To see if the programme you are watching is in HD format, simply press i on your remote control. Alternatively, highlight the programme in any TV Guide listing, and then press i. If you see the letters HD in the information banner, it’s an HD programme (i.e. a programme that is broadcast in high definition).

For more on the information banner, see Finding out more about a programme (page 21).

All programmes available on the HD channels are broadcast in HD format.
Finding a specific programme

If it's a certain programme you're looking for, press the **yellow** key (Search A-Z) from the *TV Guide* menu, then choose the type of programme you're in the mood for.

A-Z screens list programmes in alphabetical order.

• To find the programme you want, jump to the first letter of the title by using the letters on the number keys. As you would write a text message on your mobile phone, press the key once for the first letter shown, twice for the second letter and so on.

• If you can't see the whole title or if you want to see more information on the programme, press the **i** key.

• When you see a programme you want to watch, highlight it and press **select**.
  If it's on now, Sky Guide tunes to the channel.
  If it's on later, Sky Guide sets a reminder.

• To record a programme now or later, press **record**.

• If a programme is on the same channel at different times, you may only see the programme appear once. After you select the programme you can then choose what time you want to watch or record it.

See Setting reminders for programmes (page 23) and Recording with Sky+ (page 27).
To see where your reminders and recordings are stored, see Using your Planner (page 24).
Finding out more about a programme

You can find out more about a programme with i on the remote control.

Press i when you’re watching something, when the Search & Scan banner is on-screen, or when a programme is highlighted in the other listings such as TV Guide.

The information banner appears with everything you need to know about the programme.

Press back up to remove the information banner.

Codes used in the 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.

See Having more control over kids’ viewing (page 49) to see how to restrict rated programmes.

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

Letter codes
HD This is a High Definition programme. HD programmes are shown in widescreen.
C This programme is copy-protected and may not play back correctly if you try to record it.
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 55).
S You can turn subtitles on for this programme. See Watching TV with subtitles or audio description (page 55).
W This programme is shown in widescreen. For HD programmes, this code won’t be shown although all HD programmes are shown in widescreen (the image above is for illustration purposes only).
Finding and listening to radio channels

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

1. Use the up/down arrow to browse through the channels shown in the Search & Scan 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 tv guide and select More from the TV Guide menu or scroll down to the next page.
2. Select Radio to see the list of radio channels.
3. Highlight the radio channel you want to listen to and press select.

To switch to a radio channel by keying in the number, remember that radio channel numbers have four digits, usually beginning with 0.

See Recording radio channels (page 32) to see how to set up a recording.
SETTING REMINDERS FOR PROGRAMMES

If you want to watch a TV programme that’s on later, Sky Guide can remind you when it’s about to start.

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

- In the Search & Scan banner, a reminder symbol appears next to the programme title.
- From full-screen listings such as TV Guide, your Planner appears, showing your entire list of selected programmes. See Using your Planner (page 24) for details.

If you see a promotional advert for future programme(s) and you see the green set reminder option, you can set up a reminder for that programme or series of programmes. Press the green key before the end of the advert and follow the instructions on-screen.

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.

When reminders clash

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

- Press select to be reminded about both programmes.
- Press back up to cancel the latest selection.

If broadcasters change their schedule by less than 6 hours, your reminders are automatically updated.
USING YOUR PLANNER

Your Planner gives a clear overview of what you've chosen as recordings and reminders, as well as the status of each programme. When it comes to playing back your recordings, this is your starting point.

To get to your Planner, go to the TV Guide menu and press the green key (Planner).

To show the time of a recording and the disk space used, highlight the recording in the list and press the i key.

Recording status

You can check the status of your recordings in your Planner;

- **RECORDING** – The programme is being recorded.
- **RECORDED** – The programme was successfully recorded.
- **PART RECORDED**/**FAILED** – To see why all or part of the recording failed, press the i key.
- **CLASHED** – There were two programmes set for recording at the same time, which caused the recording to fail.
- **VIEWED** – You've played back the recorded programme.
- **COPY** – You've selected the programme to be copied to your video or DVD.

See Copying recordings to video/DVD (page 41).

Reminder – a reminder is displayed just before the programme starts. See Setting reminders for programmes (page 23).

Record – the programme is set for recording. See Recording with Sky+ (page 27).
Managing your reminders and recordings in your Planner

You can do more with your chosen programmes by using the colour keys in your Planner.

There are 8 colour options in total with 4 shown at a time. Use the left/right arrow to show the next 4 options.

The first set of options are as follows:

- **red**  
  *Copy* copies recorded programmes to your video/DVD recorder.  
  See [Copying programmes to video/DVD](page 41).

- **green**  
  *Series Link* links programmes that are part of the same series.  
  See [Linking series in your Planner](page 26).

- **yellow**  
  *Delete* removes the programme from Planner.

- **blue**  
  *Keep* protects the recording from being deleted without confirmation.  
  See [Avoiding recordings from being deleted](page 29).

Use the left/right arrow to show the next 4 options:

- **red**  
  *A-Z* lists your chosen programmes alphabetically.

- **green**  
  *Viewed* lists recordings that you have watched, either in full or in part.

- **yellow**  
  *Recorded* lists programmes that have been recorded successfully.

- **blue**  
  *Lock/Unlock* prevents recordings from being played back without a PIN. See [Having more control over kids' viewing](page 49) for details on using a PIN.

The Keep and Padlock symbols can appear together if you have chosen *PIN protect Kept programmes* in the Parental Control screens.  
See [Having more control over kids' viewing](page 49) for details.
Linking series in your Planner

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series.

Set a series link as follows:

1. Go to the TV Guide menu and press the green key (Planner).
2. Highlight a programme you’ve set a recording or reminder for. 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, press the green key. 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
RECORDING WITH SKY+

With the Sky+ service you can record up to two programmes at the same time on your Sky+ HD box. All Sky+ features are available on your Sky+ HD box with the relevant subscriptions.

Recording without interrupting what you’re watching

When you’re watching a programme and decide you want to record it, simply press record on your remote control.

If you want to record something on later and/or on another channel, use the Search & Scan banner. When you see the programme you want, press record.

Programmes being recorded or set for later recording are marked in the Search & Scan banner with the Record symbol next to the title.

Recording from TV Guide or Box Office listings

If you see a programme you want to record in TV Guide or Box Office listings, highlight it and press record.

Sky Guide takes you straight to your Planner, showing the new recording added to the list.

Recording from anywhere you go

You can set your Sky+ HD box to record from anywhere you go. Remote Record is a feature which lets you set your Sky+ quickly and easily using your mobile phone or online via sky.com.

To find out more go to www.sky.com/remoterecord

Recording an entire series

Programmes that are part of a series and shown by the same broadcaster can be linked so you can automatically record or get reminders for the entire series. See Linking Series in your Planner (page 26) for details.
Recording a promoted programme

If you see a promotional advert for future programme(s) and you see the green set reminder option, you can set up a recording for that programme or series. Press the green key before the end of the advert to first set up a reminder, then follow the instructions on-screen to record the programme.

When recordings clash

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

If you try to select a programme for recording and it clashes with others in your Planner, you have to choose which recordings to keep.

When there's a clash, the Recording Clash screen appears, highlighting the programme you've just selected for recording.

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

To see where all the programmes overlap and choose from the programmes already booked, press the red key (Advanced Options).

In the next Recording Clash screen, choose the recording you want to cancel by highlighting it and pressing the yellow key (Cancel). Press select when you're done.
Avoiding recordings from 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 like this, go to your Planner, highlight the programme and press the blue key (*Keep*). The programme is now marked for *Keep*, shown by the symbol.

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 31) for details.

PIN-protecting kept recordings

To further protect your recordings, you can choose to have to enter a PIN to delete kept recordings.

For details on this, using your PIN and setting parental control restrictions, see *Having more control over kids’ viewing* (page 49).
Cancelling current and future recordings

To cancel a current or future recording without interrupting what you’re watching, browse to the programme in the Search & Scan banner and press record. The Record symbol disappears.

To cancel a current or future recording straight from your Planner, highlight it in the list and press record or the yellow key (Delete).

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

Deleting existing recordings

Once made, recordings can be deleted only from your Planner.

In your Planner, highlight the programme you want to delete and press the yellow key (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 from being deleted (page 29).

💡 Once you’ve deleted a recording, you can’t retrieve it.
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.

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 the total disk space used by each 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 recordings to video/DVD (page 41).

The disk space shown in your Planner is not affected by the Sky Anytime TV programmes stored on your Sky+ HD box (see page 42).

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. You can change this setting as follows:

1. Go to Services and select Sky+ Setup.
2. Highlight Disk Space Management and use the arrows to choose the setting you want;
   Choose Warn if you want a warning that a programme is about to be deleted.
   Choose Manual if you never want previous recordings to be deleted; recordings you’ve set up since will fail if there’s not enough space.
3. Select Save New Settings when you’re done.
Recording radio channels

You can record radio channels as follows:

1. Press the up/down arrow to show the Search & Scan banner and browse until you see the radio channel you want. Then press record. Alternatively, to record from the entire list of radio channels, go to TV Guide, scroll down to the next page of categories and select Radio. Highlight the radio channel you want and press record. The Manual Recording screen appears.

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

3. Highlight Day and use the arrows to choose the day of the recording.

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

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

6. Highlight Add Manual Recording and press select. The settings are made and the radio recording is now in your Planner.
Adding 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 then select Sky+ Setup.
2. In the Sky+ Setup screen, highlight Add to Start of Recording and use the arrows to choose how many minutes you want to add.
3. Do the same for the option Add to End of Recording.
4. Select Save New Settings when you’re done.

With back-to-back recordings, the Sky+ service may override the settings you make here.
PAUSING AND REWINDING LIVE TV

With the Sky+ service, you can pause and rewind live TV. This is handy if you’re interrupted during a programme or missed the beginning.

To pause the programme you’re watching, press pause on your remote control. When you’re ready to come back to it, press play.

To go back and watch live TV, press rewind. When you see what you want to watch, press play. 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.

You can then pause, rewind or fast forward within the programme.
• If you reach the start of the section, the picture is frozen at that point.
• If you reach the end, you rejoin the live schedule.

To go back to watching live TV at any point, just press Sky then select.

While you’re watching the programme behind scheduled time, you can use the Search & Scan banner as usual, but if you change channels, try to see full channel listings or use interactive services, you have to go back to live TV. You can then rewind or pause again.

30 minutes is the standard setting for rewinding live TV. You can change this as described in Changing how far back you can rewind live TV (page 35).
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 Search & Scan banner appears showing the programme's name.
2. Press record. The Record symbol appears next to the programme name and the recording is stored in your Planner.

Changing how far back you can rewind live TV

You can choose the Instant Rewind length, as follows:

1. Go to the Services menu and select Sky+ Setup.
2. Highlight Instant Rewind and select either OFF, 5, 15, 30 or 60 minutes.
3. When you're done, select Save New Settings.

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.
PLAYING BACK RECORDINGS

When it comes to watching what you’ve recorded, you have several options.

💡 When you’re watching a recording, you can still see what’s on now and later with the Search & Scan banner. However, if you go into a full screen listing such as TV Guide, playback stops.

Choosing from all past and current recordings

All recordings are stored in your Planner.

1. Go to the TV Guide menu and press the green key (Planner).
2. Highlight the recorded programme in the list and press play or select. The Sky+ Playback screen appears.
3. Use the left/right arrow to choose a different point of the recording to start from:
   - 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.
   - Viewer Defined - lets you choose from which minute you want it to start (use the number keys on your remote control).
   - Viewer Bookmarks - starts playback from bookmarks you have set.
4. Press select or play when you’re ready to start the programme.
Picking up from where you left the last recording

If you were interrupted last time you played back a recording and want to go back to it, simply press play when you're watching TV or from a TV Guide or Box Office screen.

In the Sky+ Playback screen, press play or select to carry on where you left off last time. Otherwise, choose a different starting point.

💡 To watch a rated programme before its normal watershed time, you need to enter your PIN. The times are shown here on the right.

For details on using your PIN and parental control settings, see Having more control over kids' viewing (page 49).

The playback 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 before then.

Checking the remaining viewing time

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

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

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

Pausing

Press the pause key to freeze the screen while you're playing, fast forwarding or rewinding a programme. The Pause symbol appears on-screen.

Slow motion

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

Stopping playback

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

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.
Using bookmarks for favourite parts of a programme

With bookmarks, you can easily go back to certain points in a recording.

Saving bookmarks

When you're watching a recorded programme and you see something you want to bookmark, press pause and then the red key.

The Bookmark symbol appears in the corner of the screen.

Press play to carry on watching the programme.

Managing and deleting bookmarks

To see all bookmarks within a recording, press pause then the green key 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 key (Delete).

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

See Having more control over kids' viewing (page 49) for details.
**Skipping to bookmarks**

To go to the next bookmark while you’re playing back a recording, press and hold **rewind** or **fast forward** until the screen skips to the next bookmark. The **Skip Forward/Back** symbol appears in the corner of the screen.

**Starting playback from a bookmark**

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

1. Go to your Planner.
2. Select the recording that contains bookmarks.
3. In the **Sky+ Playback** screen, press the left/right arrow until you see **Viewer 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.
COPYING PROGRAMMES TO VIDEO/DVD

To free up space on the hard disk, you can copy recordings 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 66 of this guide for details.
2. Go to your Planner.
3. Highlight the recorded programme you want to copy and press the red key (Copy). You can select as many programmes as you like.
4. When you've made your choice, press select.
5. Press record on your video/DVD recorder then press play on your Sky+ HD remote control. Copying starts and after a few seconds the Sky+ 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.

💡 Don't touch anything until copying is finished. To cancel at any time, press any key.
ENJOYING SKY ANYTIME TV

Sky’s Anytime on TV service offers a range of programmes for you to watch outside the regular schedule. Choose what you want to watch from the Sky Anytime TV listings at a time that suits you, and at no extra charge to your monthly subscription.

You can view any programme offered with Sky Anytime TV as long as you subscribe to the relevant channel.

Sky Anytime TV programmes don’t take up the space used by your Planner unless you choose to record them. See Recording Sky Anytime TV programmes (page 44).

Sky Anytime is also available on your PC. Go to www.sky.com for details.

Seeing what’s on offer with Sky Anytime TV

1. Press tv guide then press the red key (Anytime TV).
   The Anytime TV screen appears, showing the list of available programmes, starting with the most recently added.

2. Use the up/down arrows to highlight a programme. A summary and a mini trailer (if available) are shown. The summary also lets you know if there’s a PIN restriction on the programme.

3. Press the i key for a more detailed synopsis of the programme.
   The list gives you all the information you need, as shown here.
Sorting the Sky Anytime TV list

You can sort the *Anytime TV* programme list by genre by using the colour options. Press **red** to see all the movies available, for example.
Press the left/right arrow for more genres.

Viewing a programme from the Sky Anytime TV list

Start playing a programme as follows:

1. From the *Anytime TV* screen, highlight the programme you want to watch and press **select**.
The *Anytime TV* playback screen appears.

2. Use the left/right arrow to choose a different point of the programme to start from:
   - **Start** - plays the programme from the beginning.
   - **End** - plays back the last 10 seconds of the programme.
   - **Last Viewed** - joins the programme where it was stopped last time you watched it.
   - **Viewer Defined** - lets you choose from which minute you want it to start (use the number keys on your remote control).
   - **Viewer Bookmarks** - starts playback from bookmarks you have set.

3. Press **select** or **play** when you're ready to start the programme. From here you can control your viewing as described in **Playing back recordings** (page 36).

To stop watching the Sky Anytime TV programme and go back to the channel you were watching before, press **stop** or the **Sky** key. Alternatively, press **back up** to go back to the *Anytime TV* listings.
Recording Sky Anytime TV programmes

You can record Sky Anytime TV programmes to your Sky+ Planner for you to watch when and as often as you like, even after they have been removed from the Sky Anytime TV listings.

When you see something you want to record from the Sky Anytime TV listings, simply highlight the programme and press record. Your Planner appears, showing the recording added to the list.

About Sky Anytime TV programmes

New programmes are added (and removed) every day, with each title generally available for seven days. Approximately 30 hours of programmes are available at all times, showing the most recently added programme at the top of the list.

If you see Last chance in the Available Until column of the Sky Anytime on TV list, you don't have long to watch the programme before it's removed. To avoid missing it, watch it or record it to your Sky+ Planner.

When your Sky+ HD box is first installed, replaced, or has been switched off from the mains for a long period of time, it will take a few days for the service to fill up with a full list of programmes.
Restricting Sky Anytime TV viewing

All your Parental Control settings apply to Sky Anytime TV programmes, with the exception of Channel Restrictions.

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

<table>
<thead>
<tr>
<th>programme rating</th>
<th>when PIN is needed</th>
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</thead>
<tbody>
<tr>
<td>18</td>
<td>before 9pm</td>
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<tr>
<td>15</td>
<td>before 8pm</td>
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<tr>
<td>12</td>
<td>before 8pm</td>
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</table>

As Sky Anytime TV doesn't follow the normal broadcasting schedule, you will need to enter your PIN to watch non-movie programmes that would otherwise have been scheduled after 8pm or 9pm if they were not available in Sky Anytime TV. The summary on the left of the Anytime TV screen tells you if the programme is subject to a watershed PIN, as shown here (top right).

You can turn off the Parental Control PIN option on Sky Anytime TV. To do this, go to Services > Parental Control > Other Restrictions then highlight PIN on Pre-Watershed Playback and select OFF.

For details on using your PIN and parental control settings, see Having more control over kids’ viewing (page 49).
Cancelling the Sky Anytime TV service

Sky’s Anytime on TV service is at no extra cost to your normal subscription. However, you can turn off the service if you want to, as follows:

1. Press services and select Anytime TV Setup. The Anytime TV Setup screen appears.
2. Highlight Enable Anytime TV and use the left/right arrow to select NO.
3. Press the down arrow to highlight Save New Settings, then press select.
4. A confirmation message appears, asking if you are sure you want to disable Sky Anytime TV.
5. Press select to confirm.

Sky Anytime TV programmes are removed from your Sky+ HD box, the red Anytime TV option on the TV Guide menu disappears and Sky Anytime TV programmes are no longer downloaded to your Sky+ HD box.

Sky Anytime TV programmes that you have recorded will stay in your Planner.

To resume the Sky Anytime TV service, simply select YES in step 2 above. It may take a few days for the Sky Anytime TV programmes to be downloaded to your Sky+ HD box again.
ENJOYING BOX OFFICE ENTERTAINMENT

With Box Office, you can watch recent movies, sports and other events by ordering them via your remote control. You’re only charged for the programme or event when you start watching it.

💡 You can go straight to your Sky+ HD Box Office movies from the HD channels screen (go to TV Guide and select HD Channels.)

To order Box Office programmes with your remote control, your Sky+ HD box has to be connected to a phone line.

Order Box Office programmes as follows:

1 Press **box office** on your remote control to see the Box Office menu.
2 Select the listing that suits you, for example, *Movies By Start Time* to see next films showing.
3 In the listing, highlight the programme you want to see. Press **select** to watch it now or to set a reminder for later. Press **record** to store the programme in your Planner so you can watch it later.
4 Follow the instructions on-screen; you may be asked to select a start time and/or enter your PIN.

💡 To play back a Box Office programme shown before its normal watershed time, you need to enter your PIN. The times are shown below. For details on using your PIN and parental control settings, see *Having more control over kids’ viewing* (page 49).

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<th>Programme Rating</th>
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Watching Box Office programmes

When you order from Box Office, the programme is stored in your Planner for a fixed amount of time before it’s deleted. The amount of time depends on the programme, but is typically 7 days.

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

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

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

Paying for Box Office programmes

Charges for Box Office programmes booked via your remote control appear on your account at the next available payment date. You’re only charged for a Box Office programme if you watch any part of it.

Ordering over the phone

If for some reason you can’t order Box Office programmes with your remote control, a message appears on-screen. You can order programmes over the phone by calling the number shown. Phone orders are subject to an administration charge.
HAVING MORE CONTROL OVER KIDS’ VIEWING

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

For more control over who watches what in your household, start by pressing services on your remote control then select Parental Control from the Services menu.

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

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.

From the Parental Control screen, select Change PIN and key in a new four-digit number. You’ll have to key the number in twice.

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

About your PIN

Keep your PIN secret to make it effective.

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

If you forget your PIN, call Sky Customer Service on the number provided in the Terms & Conditions document you received with your Sky+ HD box.
Hiding adult channels

You can hide all channels classed as ‘adult’ from all channel listings, as follows:

1. Select Adult Channels from the Parental Control menu.
2. Highlight Remove Adult Channels and use the right arrow to choose ON.
3. Select Save New Settings when you’re done.

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

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

Restricting rated programmes

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

1. Select Viewing Restrictions from the Parental Control menu, highlight the appropriate rating and press the red key (Restrict) on your remote control. A padlock symbol appears next to the category you choose, as well as all the lower categories.
2. Press select when you’re done.

If you want to unlock rated programmes, just highlight the category in the Viewing Restrictions screen and press the red key again (Unrestrict).

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

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

1. Select Channel Restrictions from the Parental Control menu. This screen lists all the channels by channel number.
2. To find the channel, key in the channel number if you know it, or use the red and green keys to go one page up or down.
3. Highlight the channel you want, then press the yellow key (Lock) to lock it at any time of day, or the blue key to lock it after 8pm only.

A padlock or an 8PM symbol appears next to the channel, depending on what level of control you choose.

These settings do not apply to Sky Anytime TV listings. See Restricting Sky Anytime TV viewing (page 45) instead.

Controlling how much is spent on services

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

1. Select Other Restrictions from the Parental Control menu.
2. Highlight PIN Entry Before Going Online and use the left/right arrow to choose ON. Now anyone who wants to use the phone line within an interactive service subject to a call charge has to enter the PIN first.
3. Highlight Spending Restriction, select ON then set a limit to the cost before the PIN is needed. If you set the limit at £0.00, you'll have to enter the PIN every time you want to order a Box Office programme.
4. Select Save New Settings when you're done.

To turn these settings off, just select OFF from the Other Restrictions screen.
PIN-protecting kept programmes

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

Set this up as follows:

1. Select Other Restrictions from the Parental Control menu.
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. Select Save New Settings when you’re done.

To turn these settings off, just select OFF from the Other Restrictions screen.

See Avoiding recordings from being deleted (page 29) to see how to mark a programme for Keep.

Restricting programmes in your Planner

You can lock programmes stored in your Planner, to avoid them from being played back without your permission, or to PIN-protect programmes marked for Keep.

1. Go to your Planner.
2. Highlight the programme you want to restrict or protect.
3. Use the left/right arrow until the options at the bottom of the screen include the blue option Lock/Unlock.
4. Press the blue key. A padlock (or padlock and keep) symbol appears next to the programme and you now have to enter a PIN to play or delete it.
Turning off PIN-controlled restrictions

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

Go to the *Parental Control* main menu and press the red key (**PIN Restrictions On/Off**). The options *Viewing Restrictions*, *Channel Restrictions* and *Other Restrictions* are dimmed out, meaning the PIN restrictions you specified under those options are turned off.

Press the red key again to turn the specified PIN restrictions on again.

💡 Even if you turn your settings off here, you'll still need to enter your PIN to watch recorded programmes out of their normal watershed time. The times are shown here.

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</table>
MANAGING 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.

Storing favourite channels

1. Press services and select Favourite Channels. The Favourite Channels screen appears, showing the list of available channels.
2. Highlight a channel you want as one of your favourites and press the yellow key (Favourite). A tick appears next to the channel.
3. Choose up to 50 channels and press select when you’re done.

Switching to a favourite channel

Your stored favourites are marked with a tick in the Search & Scan banner and other on-screen listings.

Change channels to one of your favourites, as follows:
1. When you’re watching a programme, press the blue key. The Search & Scan banner appears showing the first of your favourites.
2. Keep pressing the blue key to go through the list.
3. Press select when you see the channel you want. Sky Guide tunes to the channel.

Seeing what’s on your favourite channels

To check full listings for your favourite channels, go to the TV Guide menu and press the blue key (Favourites).
WATCHING TV WITH SUBTITLES OR AUDIO DESCRIPTION

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

To have subtitles or an audio description on all the time where available:
1. Press services, select System Setup then Language & Subtitles.
2. Highlight Subtitles or Audio Description, use the left/right arrow to choose ON then select Save New Settings.

With Sky Anytime TV and recorded programmes, if you turned on Audio Description at the time of recording, it will be available but cannot be turned off. Similarly, if Audio Description was turned off at the time of recording, it is not available and cannot be turned on.

Finding subtitled or audio described programmes
Sky Guide can bring your attention to programmes that have subtitles or an audio description. To set this up, follow these steps:
1. Press services, select System Setup then Languages & Subtitles.
2. Highlight Highlighted Programmes and use the left/right arrow to select Audio Description or Subtitles. This means programmes that have subtitles or an audio description are shown clearly with a white highlight in TV Guide and Box Office (this does not apply to Sky Anytime TV listings).
3. Highlight Beep on Audio Description and use the arrows to select ON then select Save New Settings.
   This means when you tune to a programme with an audio description, you hear a distinctive beep.
GOING INTERACTIVE

The interactive screens are for your entertainment and information.

Press the interactive key on your remote control to access services including Sky Customer Service, shopping, email and games.

When you’re watching TV, watch out for a colour symbol on-screen telling you there’s an interactive service available. Press the colour key when you see the symbol.

Some interactive services may need a phone line connection (call charges may apply) and/or a Sky digital subscription.

There is no charge for using the interactive Sky Customer Service screens but from there you can get to other interactive services which may be subject to charges. You’ll be informed about these charges before connecting.

You can record programmes featured within interactive services if the broadcaster allows it, however, you can’t record the entire interactive service itself.

Interactive cards

Your Sky+ HD box has an interactive card slot, which you need for some services. Only insert an interactive card when a message on-screen tells you to.

Playing games

Some games available under Interactive are free of charge, however, online games may be subject to call charges and other charges (see Controlling how much is spent on services, page 51, for setting online spending restrictions). You can buy a day pass for games and play them with your remote or gamepad (not included). See the help options within the interactive screens for details.
Setting up message alert

Some interactive services may let you send email or text messages. You can ask Sky Guide to let you know when a message comes in, as follows:

1. Register with a service provider and specify that you want to receive message notification through Sky.
2. Press services and select System Setup then Picture Settings.
3. Highlight Message Alert and use the arrows to choose ON.
4. Select Save New Settings when you're done.

Now when someone sends you a message, the message light on your Sky+ HD box shows yellow and you'll see an envelope symbol in the Search & Scan banner.

On some channels, a small on-screen envelope appears briefly over what you're watching.

To see the new message, press the yellow key (Messages).
MORE OPTIONS

Using digital text
To use digital text services, press text on your remote control while you're watching a channel.
If the channel you're watching doesn't have digital text, you see a message telling you how to use teletext instead.
From the digital text service, press Sky at any point to go back to what you were watching.

Using teletext
To use your TV's teletext services, press tv on your remote control then text while you're watching a channel. Remember your Sky remote must be set for use with your TV. See Remote Control Setup (page 61).
Use these keys on your remote control to control teletext:

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

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

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

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

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

1. Press services and select Add Channels.
2. In the Add Channels screen, make the appropriate settings and select Find Channels.
3. After a moment the New Channels screen appears, showing both listed and unlisted channels received by the Sky+ HD box.
4. For each new channel you want to store, highlight the channel and press the yellow key (Store Channel).
   A tick appears next to the channel name.
5. When you're done, press select.

Watching your added channels

1. Press services and select Other Channels.
2. Highlight the channel you want to watch and press select.

Your Sky+ HD box cannot record channels that aren't in the 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.
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 only be able to display 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. Go to Services, select System Settings then Picture Settings.
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: First switch it to standby using the remote control or front-panel button then wait at least 60 seconds before disconnecting it from the mains supply. Wait another 30 seconds before reconnecting.
REMOTE CONTROL SETUP

Resetting your remote control

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

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

1. Look up your TV's brand in the list on the right. If you can't find it here, see Alternative Setup (page 62).
2. Turn your TV and Sky+ HD box on and press tv on your remote control.
3. Hold down select and the red key together until the red light on your remote control blinks twice (this is after about two seconds).
4. Press tv again.
5. Key in your TV's code. The light on your remote control blinks twice.
6. Press standby on your remote control. If your TV switches off, press select. The light on your remote control should blink twice. If your TV does not switch off, press tv, then press standby. Repeat the sequence of pressing tv then standby until the TV switches off, then press select. If the light blinks three times, your remote control has checked all the possible settings for the code you used. Check you have the right code and start again at step 1.
7. Turn your TV back on and press the tv guide key on your remote control. The TV Guide menu appears, meaning the remote control settings are made properly.
If the setup didn’t work

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

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

Alternative setup

If your TV’s brand isn’t listed on page 61, you can try an alternative setup. This involves programming your remote control to the TV’s specific model code instead of the brand code, as follows:

1. First, you need to check the code for your TV model:
   Go to Interactive > Sky Active > Customer Support > Set Up Your Sky Remote.
2. Follow the relevant options until you get to the code for your model number then make a note of the code.
3. Point the remote control away from the TV and Sky+ HD box and press the tv key.
4. Press and hold the select and red keys together until the red light blinks twice.
5. Enter the code. If it’s a 3-digit number, press select after the code.
6. Press Sky to complete the setup.
7. Now check the settings; point the remote control 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 control with your TV, call Sky Customer Service on the number provided in the Terms & Conditions document you received with your Sky+ HD box.
Replacing the batteries

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

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

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

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

Replace the batteries as follows:

1. Remove the battery cover by pushing up the catch and sliding the cover away.
2. Carefully remove the old batteries.
3. Put the new batteries in, matching the marks + and -.
4. Put the cover back on, sliding the top part in and making sure the catch clicks into place.
5. If you left your remote control without charged batteries for longer than 10 minutes, reset your remote control to work with your TV. See **Resetting your remote control** (page 61) for details.
YOUR SKY+ HD BOX CONNECTIONS

Follow these diagrams for an overview of the essential connections of your Sky+ HD box.

BASIC SETUP 1

Does your compatible HD Ready TV have an HDMI port?

Then all you need is the supplied HDMI lead.

WARNING!

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

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

[Diagram showing connections: HDMI to DVI lead, audio (L/R) cable, HD READY TV, MINIDISH, phone lead, mains lead, DISH INPUT 1, DISH INPUT 2, AUDIO L, AUDIO R, HDMI, audio (L/R) cable, phone line, HD READY TV]
Connecting other devices

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

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

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

EITHER an audio (L/R) cable;
OR a coaxial digital-audio cable;
OR an optical digital-audio cable, as shown here.

To make the most of listening to programmes through your audio system, see Switching on Dolby® Digital audio (page 67). Please note that some older amplifiers may not support Dolby® Digital audio. See your audio system’s user guide for more information.
Switching on Dolby® Digital audio

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

1. Go to Services > System Setup > Sound Settings.
2. Highlight Digital Audio Output and use the arrows to change the setting to Dolby D.
3. Press the down arrow to highlight Save New Settings, then press select.

Please note that some older amplifiers may not support Dolby® Digital audio.

Adjusting sound synchronisation

If you’ve connected your Sky+ HD box to a home cinema system using either 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. Go to Services > System Setup > Sound Settings.
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 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. Select Save New Settings when you're done.
Connecting to the telephone line

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

Changing how the front-panel indicator works

The recording indicator 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 front-panel indicator works, as follows:

1. Press services on your remote control and select Sky+ Setup from the Services menu.
2. Highlight Front Panel Indicator 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. Select Save New Settings when you’re done.
GREEN STUFF

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

Saving energy

...with standby

Switching your HD box to standby when it’s not in use can save up to 50% of the energy it uses. Remember that the box does not have to be on to make recordings so we recommend you make a habit of pressing the standby button (so the light on the box turns red) as soon as you finish watching TV.

...and Auto Standby

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

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

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

If you want to switch off Auto Standby, go to Services, then Sky+ Setup, highlight Auto-Standby and select OFF. However, please remember that this is an energy-saving feature and will help protect the environment if you keep it on.
Recycling packaging

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

Recycling electrical and electronic products

The crossed out wheelie bin symbol is used to mark products that should not be disposed of with general household waste, but collected separately for re-use or recycling. Recycling electrical or electronic waste equipment helps to conserve valuable natural resources and ensure that it is recycled in a manner that protects human health and the environment. You can take your old electrical or electronic waste equipment to your local recycling centre. Your retailer or local authority will advise you of the collection facilities available in your area for disposing of these waste products. Or you can go recycle-more.co.uk for details of locations. Alternatively, you can send your electrical or electronic waste equipment back to us for recycling, free of charge. Please place the equipment in appropriate packaging, include a note that the equipment is for recycling and address the package to: FREE POST RLUT-GCLR-LBXK, Unipart Technology Logistics, Unit G Swift Park, Old Leicester Road, Rugby, CV21 1DZ. Customers in the Republic of Ireland need to go to weeeireland.ie for locations of local recycling centres.

More information

For more information on recycling electrical and electronic equipment and to find other tips on what you can do to help the environment, visit sky.com/environment

For more information about Pace’s environmental policy go to: http://www.pacemicro.com/corporate/about/index.asp and select Policies > Environmental Policy from the left-hand menu.
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 get interactive technical help under Interactive > Sky Customer Service > Technical Assistance.

• Press help on your remote control for general help on using the Sky Guide screens.

• For online help, go to the Customer Support pages of www.sky.com.

• 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 www.sky.com/hd
What’s wrong?
My Sky+ HD box isn’t working:
The box is stuck on stand-by / the screen is blue / the picture is frozen and I can't use the remote control or buttons on the box

Nothing is happening on-screen / my screen is blank.
A) Your Sky+ HD box may not be plugged into the mains.
B) Your TV may not be able to detect the HDMI input automatically.

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

What to do now
Restart your Sky+ HD box as follows:
1) Make sure the box is in standby (red 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 red.
5) Wait 30 seconds then press the power button.
6) The box comes out of standby and the power light turns green.

A)
1) Make sure the mains lead is properly plugged in and your Sky+ HD box is switched on.
2) Press Sky on your remote to control your Sky+ HD box.
B)
1) Turn both your HD box and your TV off at the mains.
2) Make sure that your HDMI cable is connected to both your HD box and your TV. See your TV user manual to find your HDMI input. 
3) If your TV has more than one HDMI socket, make a note of which HDMI socket the Sky+ HD HDMI cable is plugged into on your TV.
4) Turn both your HD box and TV back on.
5) Use your TV remote control to scroll through the AV input options until you find the HDMI input(s).
6) Select the HDMI input you previously noted.
7) Press Sky on your Sky+ HD remote control and the picture should appear.

If you have checked the above but still can’t see anything on-screen, please refer to your TV user manual to find out how to set up your HDMI input(s).
<table>
<thead>
<tr>
<th>What’s wrong?</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>I’ve forgotten my PIN.</td>
<td>-</td>
<td>Your original PIN is provided in the Terms &amp; Conditions document you received with your Sky+ HD box. If this does not work call your broadcaster to have your PIN reset.</td>
</tr>
<tr>
<td>There’s on-screen interference.</td>
<td>Your TV or video recorder may not be correctly tuned.</td>
<td>Check that your TV and video recorder are correctly tuned to your Sky+ HD box. 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 (see your Terms &amp; Conditions).</td>
</tr>
<tr>
<td>Some or all of the keys on my remote control don’t work with my TV.</td>
<td>Someone has pressed Sky on your remote control or you need to reset your remote control.</td>
<td>Press tv on your remote to control your TV. Refer to Resetting your remote control (page 61) in this guide to reset your remote.</td>
</tr>
<tr>
<td>My remote control works with my TV but not with my Sky+ HD box.</td>
<td>Someone has pressed tv on your remote control.</td>
<td>Press Sky on your remote to control your Sky+ HD box.</td>
</tr>
<tr>
<td>It says Clashed next to a recording in my Sky+ Planner.</td>
<td>A third programme was set to record at the same time as two others, OR A programme’s time changed after you set it to record, making it clash with other recordings.</td>
<td>See When recordings clash (page 28) to avoid this in the future. Bear in mind that for series-linked programmes, the next episode is sometimes added to the Planner only when the prior episode starts recording.</td>
</tr>
<tr>
<td>It says Recording interrupted in a recording’s programme information.</td>
<td>Someone may have interrupted the recording then restarted it, OR You may not have the right subscription.</td>
<td>If you are sure the recording was not interrupted and then restarted, please call Sky Customer Service to check you have the correct subscription set up (see your Terms &amp; Conditions for the number).</td>
</tr>
<tr>
<td>One of my recordings failed.</td>
<td>This could be for a number of reasons.</td>
<td>To see why it failed, highlight the programme in your Planner and press the i key. See also Using your Planner (page 24).</td>
</tr>
</tbody>
</table>
## Troubleshooting

<table>
<thead>
<tr>
<th>What’s wrong?</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>The start of a programme was not recorded.</td>
<td>You set up numerous back-to-back recordings. Sky prioritises the end of an existing recording over the start of a new one.</td>
<td>To get your Sky+ HD box to record in the most efficient way, see Adding to the start and end of recordings (page 33) and change the settings back to Automatic.</td>
</tr>
<tr>
<td>My phone line is not connected (continued opposite...)</td>
<td>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 overleaf for more possible reasons).</td>
<td>Go to Services &gt; System Set-up &gt; System Test. 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) Using your Sky+ HD remote control, press services followed by number 4. 2) Press the numbers 0, 1 then select to show the Installer Setup menu. 3) Press number 3. 4) Highlight Dialling Prefix and press the number sequence 1, 4, 7, 0. 5) Highlight Save New Settings. 6) Make sure your phone line is free then press select. Your box will now try to call us back, which will check 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 &amp; Conditions document.</td>
</tr>
</tbody>
</table>

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

Callback procedure:

1) On your Sky+ HD remote control, press services followed by number 4.

2) Press the numbers 0, 1, then select to show the Installer Setup menu.

3) Press number 6. When FOR YOUR INFORMATION appears, press select. When the next screen appears showing a number of readings (signal strength etc), press select. 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 will now try to call us back, which will check the phone line connection.

   After getting the message Callback in progress, the previous menu appears.

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

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

<table>
<thead>
<tr>
<th>What’s wrong?</th>
<th>Possible reason</th>
<th>What to do now</th>
</tr>
</thead>
<tbody>
<tr>
<td>My remote control isn’t working.</td>
<td>Your Sky+ HD box may be off or not plugged into the mains. The batteries in your remote control may be flat or something may be between your remote control and your Sky+ HD box.</td>
<td>Make sure you point your remote control directly at your HD box, and that nothing is between the two. The remote command light on your HD box and on your remote control should flash each time you press a remote control key. If neither light flashes, check the batteries in your remote control.</td>
</tr>
<tr>
<td>I can’t find a channel I have watched before.</td>
<td>The channel may only broadcast for part of the day.</td>
<td>Check the <em>TV Guide</em> listings to see when the channel is available.</td>
</tr>
<tr>
<td>I can’t find my HD programmes.</td>
<td>-</td>
<td>Your HD channels are listed separately. Go to <em>TV Guide</em> and select <em>HD Channels</em>. If you can’t see them here, you may not have the right subscriptions or equipment. To upgrade to Sky+ HD, call us.</td>
</tr>
<tr>
<td>I can’t get a clear picture on my HD channels.</td>
<td>You may not have the right subscriptions or equipment. The resolution output setting may be incompatible with your TV set.</td>
<td>You may not have the right subscriptions or equipment. To upgrade to Sky+ HD, call us. If you’re sure you have the right equipment and subscriptions to receive HD channels, try following the steps under <em>Changing the picture settings</em> (page 60).</td>
</tr>
<tr>
<td>The audio and video are out of sync when the Sky+ HD box is connected to my home cinema system.</td>
<td>This is quite common and can be corrected by adjusting the audio delay setting on your Sky+ HD box.</td>
<td>Try changing the audio delay setting. See <em>Adjusting sound synchronisation</em> (page 67) for details.</td>
</tr>
<tr>
<td>I can’t receive HD channels.</td>
<td>You may not have the right subscriptions. To receive Sky Sports HD, for example, you need to subscribe to the standard Sky Sports channel first.</td>
<td>Follow the instructions on-screen to upgrade your subscription.</td>
</tr>
</tbody>
</table>
## Display messages

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

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

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

**What does it mean?**
You have already used the maximum space in your Planner.

**What to do now**
Try to delete some programmes from the Planner. Highlight the programmes you want to delete from your Planner and press the yellow *(Delete)* key.

---

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

**What does it mean?**
There's not enough credit / space left on your viewing card account to buy this programme / store the information for this programme.

**What to do now**
First check that the telephone lead between your Sky+ HD box and the socket is properly plugged in. If you still see the message, call the number shown on your screen so you can order this programme.

---

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

**What does it mean?**
The wrong PIN has been entered three times in a row.

**What to do now**
You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster.

---

**No satellite signal is being received**

**What does it mean?**
This could be due to bad weather, such as strong winds or heavy rain. Snow on your dish can also cause a loss of signal.

**What to do now**
If the picture isn't restored after the weather has cleared, or the conditions are fine, check that the cables from your satellite dish 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 72). If this doesn’t resolve the problem, call Sky Customer Service on the number provided in your Terms & Conditions document.

---

**To use the full range of interactive services please ensure that an operating telephone line is connected**

**What does it mean?**
Your Sky+ HD box is not connected to an operating telephone line.

**What to do now**
Check that the telephone lead between your Sky+ HD box and the socket is properly plugged in. Follow the steps described under *My phone line is not connected* (page 74).

---

**Upgrade your subscription to view this channel**

**What does it mean?**
You don't have the right subscriptions. To receive Sky Sports HD, for example, your Sky digital subscription must include Sky Sports 1 and 2.

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

**The batteries in this remote control are low. Please replace within the next few days (or you see a battery symbol in the Search & Scan banner)**

**What does it mean?**

The batteries in the remote control need to be changed.

**What to do now**

Change the batteries in your remote control as soon as possible. See *Replacing the batteries* (page 63).

### Synopsis not available

You have pressed the *i* key while Sky+ is recording two programmes at the same time. Sky+ can't display a programme synopsis while recording two programmes at the same time.

**What to do now**

Follow the on-screen instructions.

### Channel not available

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

**What to do now**

Select a different channel or turn off the *Remove Adult Channels* setting in the *Parental Control* screens. See *Having more control over kids’ viewing* (page 49).

### TELEPHONE NUMBERS

You can find Sky and other broadcasters’ phone numbers under *Services > Telephone Numbers*.

Call Sky+ if the problem is related to the Sky+ service or Sky HD features.

Before you call, you need your system’s details, found under *Services > System Setup > System Details*.
SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

General
Operating voltage: 230V AC; 50Hz
Power consumption: 42W (max.) / LNB switching +13/+18VDC 350mA MAX / 22kHz
Weight: 4.5kg (packed)
Dimensions (W x H x D): 399mm x 81mm x 295mm (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: 300GB (160GB personal storage space)

Connectors
MAINS INPUT: IEC 320 2-pin
DISH INPUT 1: female F-type 75Ω (950-2150 MHz)
DISH INPUT 2: female F-type 75Ω (950-2150 MHz)
TELEPHONE LINE: RJ11, V90
RS-232: DB-9 female, data communications equipment (DCE) / EIA/TIA-232-E ITU-T V.28 115.2 kbit/s (max.)
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)
(for future connectivity) front and rear connectors
USB 2.0: 4-way mini-DIN
S-VIDEO: (for future connectivity) SCART (composite video in/out; RGB in)
VCR/DVD SCART: SCART (composite video out; RGB out)
TV SCART: HDMI 1.1 type A
(external HDD interface, SATA 1.0a
ETHERNET: 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.
SATA:
INDEX

8PM symbol 42

A
A-Z listings 20
add to end / start of recording 33
adult channels
removing 50
audio delay 67
audio description
beep 55
code 21
finding easily 55
for current channel only 55
play wherever available 55
Auto Standby 69
available disk space 31

B
banner
information 21
Search & Scan 14
batteries
low battery symbol 63
replacing 63
beep
play if audio description available 55
bookmark
reminder clip 39
bookmarks 39
deleting 39
overview 39
saving 39
skipping to 40
starting playback from 40

disk space 31
Sky Anytime TV 31
Disk Space Management 31

E
electrical information 5
envelope symbol 57
environmental information 69

F
fast forward
speed 38
to bookmarks 40
key 38
symbol 38
favourite channels 18,54
changing to 54
storing 54
finding
a specific channel 18
a specific programme 20
favourite channels 18
info on a programme 21
subtitled programmes 55
forwarding 38
front-panel indicator 68

G
gamepad 56
games 56
getting started 12
go interactive 56

H
HD channels 8,19
HD services 9
HD subscription 9
help key 55

I
information key 21
Instant Rewind 34
settings 35
interactive 56
card and slot 56
recording interactive services 56
support 71
interactive key 56
interactive services 6,7,56
spending restrictions 51

K
Keep 29

L
Language & Subtitles 55
letter codes 21
Live Pause 34
Live TV
pausing 34
rewinding 34
M
mains plug 5
mains supply 5
Message Alert 57
message light 57
more information
  on programmes 21
mute 12

N
narrative
  see audio description 55
number keys 13
number of channel 13

O
online
  help 71
  spending restrictions 51
overview of recordings and
  reminders 24

P
padlock symbol 25,50,52
parental control
  channel restrictions 51
  hiding adult channels 50
  other restrictions 52
  restricting rated
    programmes 50
  restricting specific channels
    51
  restricting spending 51
Sky Anytime TV 45
viewing restrictions 50
Parental Control menu 49
Part Recorded 24
pause key 38
pause symbol 38
pausing 38
pausing live TV 34
phone line 68
PIN 49
  Box Office 47
  changing 49
  if you forget your PIN 49
Sky Anytime TV 45
PIN on pre-watershed playback 45
Planner 24
  adult channels 50
  cancelling recordings 30
  deleting recordings 30
  playing recordings 36
  recording status 24
  starting playback from
    bookmarks 39
playback
  bookmarks 39
  fast forwarding 38
  front-panel indicator 68
  pausing 38
  rewinding 38
  slow motion 38
  symbol 337
playing 37
  bookmarks 39
  choosing a starting point 36
  games 56
  pausing 38
  recorded programmes 36
Sky Anytime TV 42
stop 38
play key 37
  slow motion 38
  protecting programmes from deletion 29
R
radio channels 22
recorded programmes
  restricting 50
rating codes 21
recording 27
  clashes 28
  front-panel indicator 68
  interactive services 56
  on the move 27
radio channels 32
restrictions 56
Sky Anytime TV 44
status 24
recordings
  copying to video/DVD 41
PIN-protect 29
recording status
  clashed 24
  part recorded 24
  recording 24
  recording interrupted 24
record symbol 27
reminder
  set during an advert 23
reminders 23
  clashes 23
remote control
  and your TV 11
colour keys 13
fast forward key 38
help key 55
information key 21
interactive key 56
mute key 12
number keys 13
pause key 38
playing games 56
play key 37
resetting 61
rewind key 38
services key 55
sky key 12
standby key 12
stop key 38
tv guide key 17
tv key 12
volume key 12
removing
  adult channels 50
Sky Anytime TV list 46
resetting remote control 61
restricting
  rated programmes 50
  specific channels 51
  specific programmes 52
  spending 51
restricting viewing
  Sky Anytime TV 45
rewind
  speed 38
to bookmarks 40
rewinding live TV 34
settings 35
rewind key 38
rewind symbol 38
<table>
<thead>
<tr>
<th>Reminders</th>
<th>23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search &amp; Scan banner</td>
<td>17</td>
</tr>
<tr>
<td>Changing channels</td>
<td>13, 17</td>
</tr>
<tr>
<td>Favourites</td>
<td>18, 54</td>
</tr>
<tr>
<td>Radio channels</td>
<td>22</td>
</tr>
<tr>
<td>Recording</td>
<td>27</td>
</tr>
<tr>
<td>Remaining viewing time</td>
<td>37</td>
</tr>
<tr>
<td>What's on</td>
<td>17</td>
</tr>
<tr>
<td>Seeing what's on</td>
<td>17</td>
</tr>
<tr>
<td>Favourite channels</td>
<td>18</td>
</tr>
<tr>
<td>HD channels</td>
<td>19</td>
</tr>
<tr>
<td>Search &amp; Scan banner</td>
<td>14, 17</td>
</tr>
<tr>
<td>Series Link</td>
<td>26</td>
</tr>
<tr>
<td>Services</td>
<td>51</td>
</tr>
<tr>
<td>Restricting spending</td>
<td>51</td>
</tr>
<tr>
<td>System setup</td>
<td>55</td>
</tr>
<tr>
<td>Settings</td>
<td>68</td>
</tr>
<tr>
<td>Front-panel indicator</td>
<td>35</td>
</tr>
<tr>
<td>Languages &amp; subtitles</td>
<td>55</td>
</tr>
<tr>
<td>Remote control</td>
<td>61</td>
</tr>
<tr>
<td>Sky+</td>
<td>35</td>
</tr>
<tr>
<td>Sound</td>
<td>67</td>
</tr>
<tr>
<td>Skipping to bookmarks</td>
<td>40</td>
</tr>
<tr>
<td>Sky+</td>
<td>39</td>
</tr>
<tr>
<td>Bookmarks</td>
<td>31</td>
</tr>
<tr>
<td>Recording</td>
<td>37</td>
</tr>
<tr>
<td>Settings</td>
<td>335</td>
</tr>
<tr>
<td>Sky Anytime TV</td>
<td>42</td>
</tr>
<tr>
<td>Button</td>
<td>42</td>
</tr>
<tr>
<td>Cancelling</td>
<td>46</td>
</tr>
<tr>
<td>Disk space</td>
<td>31</td>
</tr>
<tr>
<td>On your PC</td>
<td>42</td>
</tr>
<tr>
<td>Parental Control</td>
<td>50, 45</td>
</tr>
</tbody>
</table>

| PIN               | 45 |
| Programme information | 42 |
| Recording         | 44 |
| Restricting viewing | 50, 45 |
| Resuming          | 46 |
| Sorting by genre  | 43 |
| Stopping          | 46 |
| Updates           | 44 |
| Sky+ HD box       | 7, 8 |
| Hard disk         | 31, 81 |
| How it works      | 8 |
| Sky HD services   | 9 |
| Sky+ Playback screen | 36 |
| Sky+ Planner      | 24 |
| Adult channels    | 52 |
| Cancelling recordings | 30 |
| Deleting recordings | 30 |
| Playing recordings | 36 |
| Recording status  | 24 |
| Starting playback from | 40 |
| Bookmarks         | |
| Sky Customer Service | 49 |
| If you forget your PIN | |
| Telephone numbers | 71 |
| Sky Guide         | 15 |
| Sky key           | 12 |
| Slow motion       | 38 |
| Sound settings    | 67 |
| Sound synchronisation | 67 |
| Speaker symbol    | 22 |
| Specifications    | 81 |
| Standby key       | 12 |
| Starting point    | 36 |
| Stopping playback | 38 |
| Stop key          | 38 |

| Subscription      | 9 |
| Subtitles         | 21 |
| Code              | 21 |
| Finding easily    | 55 |
| For current channel only | 55 |
| Show wherever available | 55 |
| Support           | 71 |
| Interactive help  | 71 |
| Online help       | 71 |
| Technical assistance | 71 |
| Telephone numbers | 80 |
| Troubleshooting   | 72 |

| Symbol            | 51 |
| 8PM               | 51 |
| Bookmark          | 39 |
| Colours           | 56 |
| Envelope          | 57 |
| Fast forward      | 38 |
| Keep              | 25, 29, 52 |
| Low battery       | 63 |
| Padlock           | 25, 50, 52 |
| Pause             | 38 |
| Playback          | 37 |
| Record            | 27, 30, 35 |
| Reminder          | 23 |
| Rewind            | 34, 38 |
| Skip back         | 40 |
| Skip forward      | 40 |
| Speaker (radio channels) | 27 |
| System setup      | 55 |

| T                 | 71 |
| Technical assistance | 71 |
| Telephone line    | 74 |
| Telephone numbers | 80 |
| Troubleshooting   | 71 |

| U                 | 71 |
| Unsuitable channels | 50 |
| U                 | 80 |
| Viewing card      | 10 |
| Viewing restrictions | 51 |
| Volume            | 12 |
| Muting            | 12 |

| W                 | 42 |
| Watching Sky Anytime TV | 42 |
| What's on         | 17 |
| A-Z listings      | 20 |
| Complete overview | 17 |
| Quick glance      | 17 |
| Sky Anytime TV    | 42 |
| TV Guide          | 17 |
| Widescreen        | 21 |
HD JARGON–BUSTER

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

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

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

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

HD TV
HD TV (high definition television) provides a higher quality display with a vertical resolution display from 720p to 1080i. These rates translate into a frame rate of up to 60 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. This HD TV designation means that the set has an internal ATSC tuner/decoder, as well as meeting HD TV widescreen specifications. HD TV sets display in 1080i/720p.

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

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

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

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

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