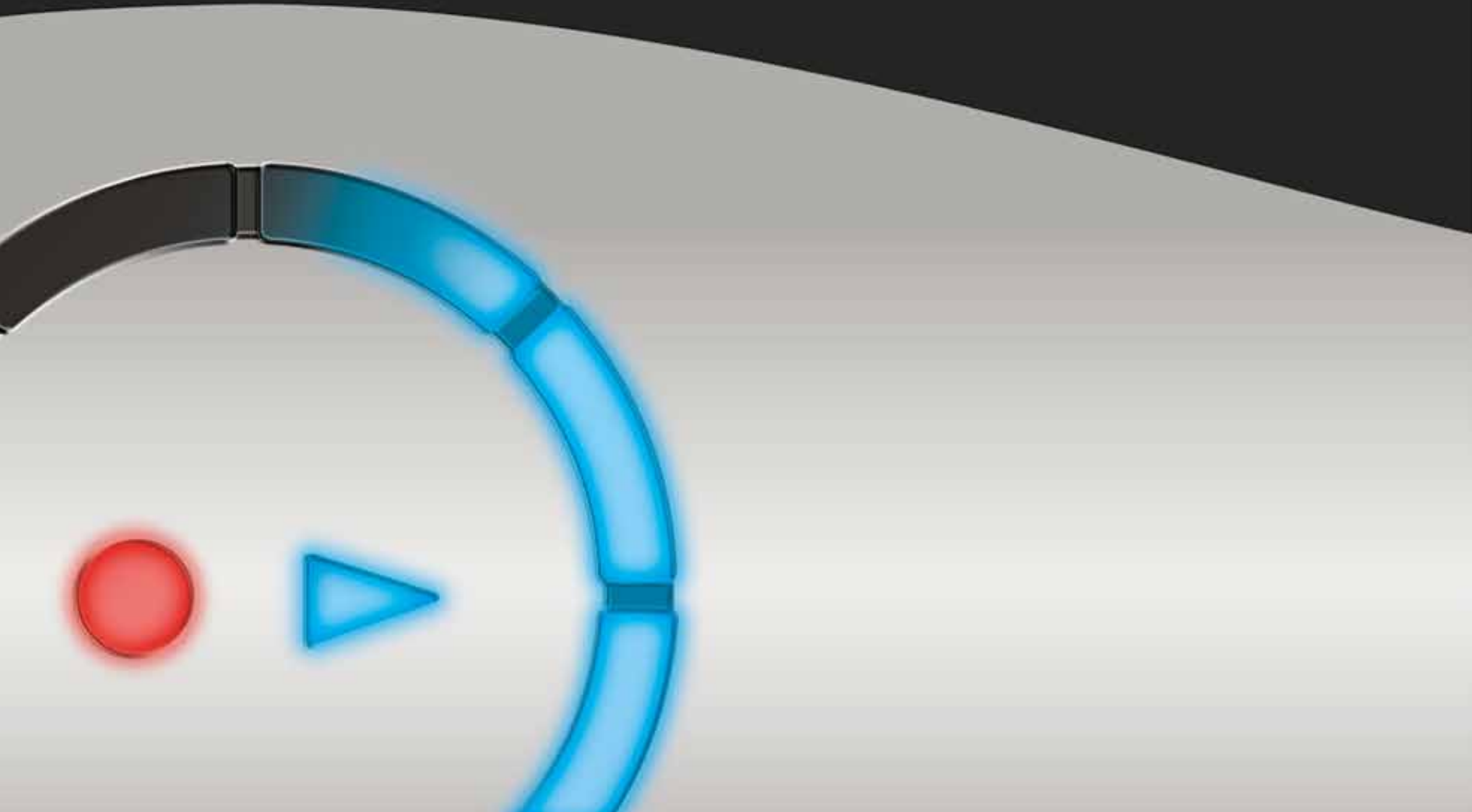


# Setting up your Sky+HD box



# Welcome to Sky+HD. Please follow these four simple steps to set-up your new Sky+HD box.

1. Getting started
2. Connecting your box
3. Inserting your viewing card and turning on
4. Setting up your Sky Guide and completing your set-up

**Note:** These self-help instructions apply only if you are upgrading from a Sky+ box to a Sky+HD box in the same home location.

If you have Sky Multiroom and wish to enjoy your existing Sky+ box in another room please contact us on **08442 41 41 41** as additional wiring and set-up may be required.

# 1. Getting started

Unpack your box and make sure you have received all of the essential components from Sky.



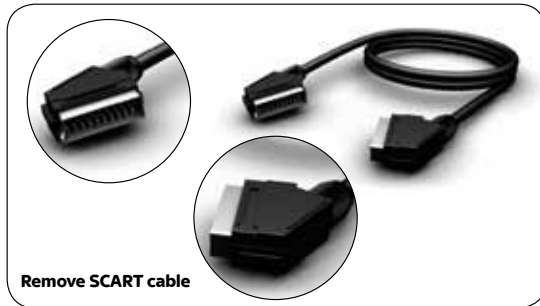
## Before you set-up your box, please ensure you complete the following:

- Switch off your existing Sky+ box and unplug it from the mains, as well as anything else you may have connected like a DVD player or gaming console.
- Remove the Sky viewing card from your existing Sky+ box and put it in a safe place, you'll need this later.
- Remove the yellow sticker (shown below) on the front of your Sky+HD box. This engineer reminder does not apply to this process.



## 2. Connecting your box

Carefully move your TV and Sky+ box away from the wall, ensuring no cables are pulled out or over stretched. Once you can reach all of the connections at the rear, unplug and set aside your Sky+ box, replacing it with your new Sky+HD box.



### Remove SCART cable

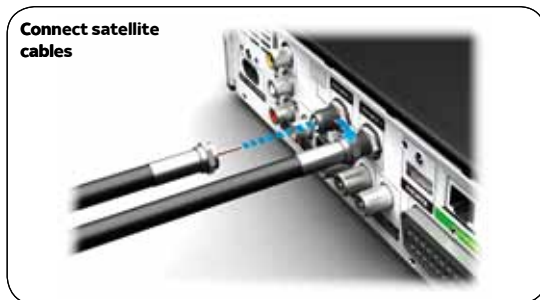
You can remove the **SCART** cable completely from your TV, it will be replaced by your **HDMI** cable.



### Connect telephone line

**Note:** Be careful to not insert your telephone line into the green Ethernet socket.

This is the existing telephone line that was used to connect your Sky+ box. If this is currently not in place, please ensure you connect a telephone line so that you can activate your viewing card and channels in step 4.



### Connect satellite cables

These are the existing satellite cables that were used to connect your Sky+ box to your satellite dish. It does not matter which satellite cable is connected to **Dish Input 1** or **Dish Input 2**. Ensure you do not bend the copper wire in the middle of these connections and that you screw the satellite cable all the way onto the back of the box until it is secured tightly.

**Note:** If you have one satellite connection, please refer to the “**I only have one satellite connection from the dish to my box**” in the troubleshooting section at the back of this guide.

### Connect HDMI cable



### Connect HDMI cable

To be able to enjoy TV in high definition you must use your HDMI cable to connect your Sky+HD box to your TV.



### Connect power cable



### Connect power cable

The power cable used on your Sky+ box will work with your new Sky+HD box.

### Final set-up



Once you have completed all of the above steps, the connections at the back of your Sky+HD box should match the final set-up image.

### Connecting other devices

If you want to connect a surround sound system or gaming console to your Sky+HD box, please consult the Sky+HD user guide which can be found in the packaging with your box.


### Remote control

Insert the batteries provided into your new Sky+HD remote. Instructions for setting up your Sky+HD remote can be found in the Sky+HD user guide. Alternatively, you can visit [www.sky.com/help](http://www.sky.com/help).

### 3. Inserting your viewing card and turning on

Insert your viewing card into your Sky+HD box ensuring the arrows on the card are facing upwards. Switch your TV and Sky+HD box on at the mains.



Bring your TV and Sky+HD box out of standby. Press the  button on the top of your box and ensure the green light is illuminated. This can take up to three minutes.

You may need to use your TV remote (not Sky+HD remote) to **select** the **HDMI input** on your television. Use the **source** button  to **select** the correct input.

**Note:** It is possible your TV manufacturer labels the source button differently. Please refer to your TV user manual to confirm the correct button.

Once the TV input is set to **HDMI** you will see Sky Intro Channel 998. If you are receiving the on screen message 'No satellite signal is being received', please refer back to step 2, as your satellite connections may not be connected correctly.

## 4. Setting up your Sky Guide and completing your set-up

As a Sky+HD customer you will now have access to the latest Sky Guide making it even easier to navigate, watch and record the programmes you love. For a demonstration on how to navigate around your new TV Guide please visit [www.sky.com/hdguide](http://www.sky.com/hdguide).

### Setting up your Sky Guide



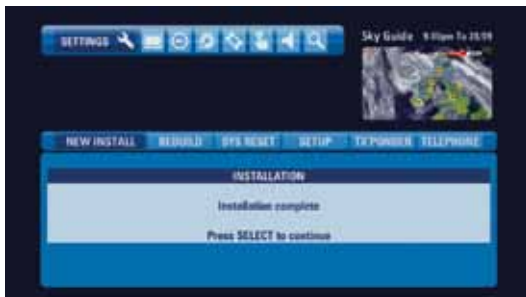
1. Press the **services** button at the top of your Sky+HD remote control and press the **right** arrow once to navigate from **options** to **settings**.

Press **select**, and the tab showing **picture** should now be highlighted.



2. On your Sky+HD remote type **0** and then **1** on the numeric keypad, then press **select**, the **set-up** **tab** should now be highlighted.

Press the **right** arrow five times to navigate to **install** (this changes to **New Install** once selected) and press **select**.



3. Follow the on screen instructions until **Installation Complete** is displayed and press **select** to continue.

## Activating your channels

1. Press the **interactive** button at the top of your Sky+HD remote control. Highlight **Sky Active** on the menu, then press **select**.



2. Scroll up or down highlighting **My Account & Help**, then press **select**.



3. Highlight **Activate self set-up**, then press **select**.



4. Follow the on-screen instructions to complete your set-up.



# Troubleshooting

## I'm seeing the 'No satellite signal is being received' or the 'Failed recording' message

Check to see if you only have one satellite connection at the back of your box. If so, please refer to the '1 only have one satellite connection from the dish to my Sky+HD box' section on page 10.

If you have two satellite connections, please follow the instructions below.



Checking signal strength and quality



Reconnecting your satellite cables to your box

1. Press the **services** button on your Sky+HD remote control, then press the **right** arrow to move from **options** to **settings**, press **select**, and the **picture** should now be highlighted. Press the **right** arrow three times to navigate to **signal**.
2. If the cables are connected correctly you should see an indication of signal strength and signal quality at **Inputs 1 and 2**.
3. If you do not have any signal strength or quality, switch the Sky+HD box and TV to standby, leave for a couple of minutes, then switch all the connected items off and unplug from the mains.
4. Disconnect and then reconnect the cables coming from your satellite to **Dish Input 1** and **Dish Input 2** at the back of your box. These are screw connectors; turn clockwise to tighten and anti-clockwise to loosen. Do not bend the copper wire in the middle of the satellite cable and ensure you screw the connection onto the back of the box until it is secured tightly.
5. Plug in and switch all products on again and confirm that the signal test screen shows the correct results by following these instructions again.

Check that your telephone line is connected to the **Tel Line socket**



One satellite connection



## I cannot see the Installation Complete message

Press the **services** button on your Sky+HD remote control, then press the **right** arrow to move from **options** to **settings**. Press the **right** arrow 3 times to navigate to **signal**, and press **select**. Press **ch-** on your remote to **select** page 2 and check to see if the telephone line is connected.

If the message shows Not Connected switch the Sky+HD box and TV to standby, leave for a couple of minutes, then switch all the connected items off and unplug from the mains. Disconnect and reconnect the telephone line to the socket marked **Tel Line**.

Plug in and switch all attached items on again and confirm that the telephone line is now connected by following these instructions again.

## I only have one satellite connection from the dish to my box

If you only have one satellite connection, please ensure you connect this to **Dish Input 1**.

You will need to activate **single feed mode**. To do this press the **services** button on your Sky+HD remote control then press the **right** arrow to move from **options** to **settings**. Press **select**, and the **picture** should now be highlighted.

On your Sky+HD remote type **0** and then **1** on the numeric keypad at the bottom of the remote then press **select**, and **set-up** should now be highlighted.

Press the **left or right** arrow to change the **single feed mode** to **on**. Press the **green** button to save the new setting.

## Connecting TV Link

You will need to switch the RF power supply to on. To do this press the **services** button at the top of your Sky+HD remote control and press the **right** arrow once to navigate from **options** to **settings**. Press **select**, and **picture** should now be highlighted.

On your Sky+HD remote type **0** and then **1** on the numeric keypad at the bottom of the remote then press **select**, and the **setup** tab should now be highlighted. Press the **right** arrow 3 times to navigate to **RF outlets** and press **select**. Press the **down** arrow to navigate to **RF outlet power supply**. Change **RF outlet power supply** to **on** and press the **green** button to save the new setting.

For all other troubleshooting, please refer to the Sky+HD user guide supplied or visit [www.sky.com/selfsetup](http://www.sky.com/selfsetup).

## I can't activate my channels via Sky Active (Sky's interactive service)

Ensure your box is connected to a working telephone line, and that the telephone line is connected to the **telephone socket** (labelled Tel Line), and not the green Ethernet socket.

Try activating your channels again via Sky Active. If this still doesn't work, then please call **08442 41 41 41** and ask to speak to one of our technical advisors. You will be asked for the following information:

### It may help to write the numbers here:

Version Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Viewing Card Number: \_\_\_\_\_

### The information can be found by following the instructions below:

Press the **services** button on your Sky+HD remote control, then press the **right** arrow to move from **options** to **settings**, and press **select**. Press the **right** arrow twice to view **system details** and make a note of your system details in the box above.



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