LEARNING TO DRIVE
SKY DIGITAL

All you need to know.
YOUR PERSONAL DETAILS

Your SKY account number

Hook up code

CHANNEL SETTINGS

On your television

SKY TV1 TV2 TV3

C4

On your video player

SKY TV1 TV2 TV3

C4
**SKY Settings**

**How to watch SKY.**

1. Switch your TV to channel ________ using your TV remote.
2. Switch your decoder to the desired SKY channel using your SKY remote.

**How to play back a tape on your video recorder.**

1. Switch your TV to channel ________ using your TV remote.
2. Insert tape and press play.

**Recording Settings**

**How to record SKY.**

Note you cannot record one SKY channel while watching another SKY channel.

1. Switch your video recorder to channel ________ using your video remote.
2. Switch the decoder to the SKY channel you wish to record using your SKY remote.
3. Insert tape and press record.
4. Do not change channels with SKY remote while recording.

**How to record SKY while watching TV1, TV2, TV3 and C4.**

1. Switch your video recorder to channel ________ using your video remote.
2. Switch your decoder to the SKY channel you wish to record using your SKY remote.
3. Insert tape and press record.
4. Switch your TV to 1, 2, 3 or 4 as desired using your TV remote.

**How to watch SKY while recording TV1, TV2, TV3 and C4.**

1. Switch your video recorder to the channel you wish to record.
2. Switch TV to channel ________ using your TV remote.
3. Select desired SKY channel using SKY remote.
REMEMBER: SAFETY FIRST

The satellite decoder you have been supplied with has been manufactured to meet international safety standards, but you must take care if you want to operate it safely and obtain the best results.

It is important that you read the safety instructions below. **If your decoder fails or if you have any doubts about the installation, operation or safety of your decoder, please check the Troubleshooting section on pages 25 and 26. If you are still unsure get in touch with SKY Customer Services.**

**DO**

✔ Place your decoder in a cool part of the room.

✔ Put your decoder in a well-ventilated area.

✔ Stack your decoder with a minimum gap of 50mm between it and other units so that there is sufficient airflow.

**DON’T**

✗ …place your decoder in direct sunlight or heat.

✗ …place your decoder out of doors.

✗ …place your decoder in a closed cabinet.

✗ …stack units on top of each other.

✗ …put plants or flowers on top.

✗ …allow pets to lie or sleep on your decoder.

✗ …push anything into the slots in the case.
REMEMBER: SAFETY FIRST CONTINUED

TO AVOID THE RISK OF AN ELECTRIC SHOCK

- Your decoder operates with a power supply of 230 Volts AC, 50 Hz. Do not connect it to a power stabiliser, nor to a DC power supply.
- Remember that contact with 230 Volts AC power supply can be lethal.
- NEVER REMOVE THE COVER from your decoder. There are no user-serviceable parts inside.
- Ensure that all electrical connections are properly made.
- Always unplug your decoder before connecting or disconnecting any cables.

CONNECTING TO THE MAINS SUPPLY

- Whenever you connect your decoder to the mains supply, always connect the power-cable to the mains input connector on the rear panel of your decoder before you connect the other end of the cable to the wall socket outlet.

DISCONNECTING FROM THE MAINS SUPPLY

- The only way to disconnect your decoder from the mains supply is to turn off the switch at the power point and remove the power cable from the wall socket-outlet. Therefore, you must install your decoder near to the wall socket-outlet, which should also be easily accessible.
- Whenever you disconnect your decoder from the mains supply, always turn off the switch at the power point and remove the power-cable from the wall socket-outlet before you remove the other end of the cable from the mains input connector on the rear panel of your decoder.
A digital decoder is a very sophisticated instrument. As well as enabling you to receive a much wider range of TV programmes with virtually perfect reception, it has many built-in capabilities that will be increasingly useful in the future.

Getting the most out of our services will depend on your decoder being able to send communications back to SKY. This ‘return path’ via a standard telephone jack-point is what makes the system truly interactive - see diagram below. Always leave the telephone jack plugged into the wall socket.

Please note - the special jack-point we need to install should not interfere with your phone, fax or alarm services.
YOUR SKY REMOTE

- To select channels (or enter your PIN number)
- To increase the volume
- To decrease the volume
  - Hot tip: you should return audio level to maximum before turning off your TV
- To select The Guide
  - Hot tip: Yellow button to page up or Blue button to page down through The Guide
- Moves around The Guide, or On-screen Menus
- To display the soundtrack banner.
- To access the hypertime feature of the Programme Guide.
- To display a synopsis screen from programme banner
- To select programmes and features when in On-screen Menus
- To display the programme banner
- To access the synopsis feature of the programme guide
- To display a help message or an urgent mail message
- Turns decoder ON/OFF (indicated by a green or red light on the front panel of the decoder)
- To view the programme information banner for the next programme whilst in TV mode
- Coloured keys for SKY Interaction use only
- To return to satellite TV from The Guide or any On-screen Menu
- To Mute the sound
- Channel up selects the next channel in channel list
- Channel Down selects previous channel in channel list
- To access SKY Interaction menu
- To go back to the last channel you were watching or the previous On-screen Menu
YOUR PIN NUMBER

Your SKY PIN number is to protect you and your family. Because this number is required when booking Pay Per View events or accessing certain programming, it is important to keep this number confidential.

You should ensure this PIN number is your own private number to maintain your control over Pay Per View purchasing and Parental Lock through your SKY remote.

Follow these steps to set your unique PIN Number

• Whilst you are watching SKY TV, press (Select Key) to access the On-screen Menus.
• Use or to move across to your preference menu.
• Use or to move to Change PIN Number, then press (Select Key) to enter.

Change PIN Number

• Enter your current PIN number and press (Select Key) to enter.
Enter new PIN Number
- Enter your new 4 digit PIN number, then press (Select Key) to enter.

Confirm new PIN Number
- Re-enter your new 4 digit PIN number to confirm, then press (Select Key) to enter.

- Press the "TV" button on your SKY remote to return to your viewing.
TO SET YOUR PAY-PER-VIEW PASSWORD & LIMIT

Your Pay-Per-View limit is the maximum amount you (or other users of your decoder) can spend on a SINGLE pay-per-view event/programme.

- Whilst you are watching SKY TV, press (Select Key) to access the on-screen menus.

- Use the or ARROWS to move across to your preference menu.

- Use or so “Set PPV Password & Limit” is highlighted then press (Select Key) to enter.

- Enter your pin number and press (Select Key).
• Choose whether you will always have to key in your PIN number before you can purchase a pay-per-view programme ("Always Ask") or whether you will only have to key in your PIN number if the PPV programme costs more than a certain amount ("Depending on Price"). Highlight the appropriate setting, then press (Select Key).
• If you choose “Always Ask” setting, that is the end of the procedure.
• If you choose “Depending on Price”, you are taken to the next screen.

• At the next screen, choose a new Pay-Per-View limit. Key in the value using the number keys on your remote control, and then press (Select Key) to confirm. (If you key in a wrong number, use key to delete it.)

• Press the “TV” button on your SKY remote to return to your viewing.
Because not all SKY programming is to every subscriber's taste, SKY has introduced a Parental Control Facility which is available by using the Parental Lock features of the Digital decoder. You can use this feature to block out programmes which you think are unsuitable.

Programme ratings are given on the programme information banner and in the synopsis.

- Whilst you are watching SKY TV, press (Select Key) to access the On-screen Menus.
- Use or to move to preferences menu .
- Use or to move to Parental Lock. Press (Select Key) to select.
- Enter your PIN number and press (Select Key).
- Press or to select the highest rating you want to view without using your PIN number. The symbol appears next to the blocked ratings.
- Press (Select Key) to select.
- Press the “TV” button on your SKY remote to return to your viewing.

When you try to watch a blocked programme you will be asked to enter your PIN number.
Press G to access The Guide

Hot Tip - By using the Yellow button or Blue button on your remote you can page up or down through The Guide.

To see Programme options for today

- Press the ▼ or ► ARROWS to search the channels.
- Press the ◀ or ► ARROWS to move the programme time forward or backward.
- Press ○ (Select Key) to select the highlighted programme you want to watch (if the programme is not currently screening you can book it - see below).

To see Programme options for another day or at a later time and to Book a Programme

- Press ◀ to display the Hypertime Banner where you can change the day and hour of The Guide.
- Use the ▼ or ► ARROWS to change the day.
- Use the ◀ or ► ARROWS to change the time by 1/2 hour.
- Press ○ (Select Key) to view The Guide for the day and time you have chosen.
- Press the ▼ or ► ARROWS to search the channels.
- Press the ◀ or ► ARROWS to move the programme time forward or backward.
• Press \( \textcircled{0} \) (Select Key) to Book a future programme.

• The programme information screen will appear, press \( \textcircled{0} \) (Select Key) to confirm the booking.

• At the booked programmes screen, ensure you have a tick (✓) next to the name of your selected programme.

• Press “TV” button to return to your viewing.
• Before the booked programme starts a notification banner will appear on your screen. Press (Select Key) to confirm your booking or (to cancel the booking. Your decoder will automatically switch to the booked programme when it starts unless cancelled before.

• When changing channels, an information banner will automatically appear. This shows programme information and allows you to scroll through all SKY channels (while still on TV mode) and view this information.

• While scrolling, you can select another programme you wish to view and even look at programmes ahead of time.

Hot Tip - You can surf channels faster by holding down the channel or buttons.
To change the duration the Programme Information Banner and/or the notification of Booked Programme

- When you are in TV mode press (Select Key) to access the On-screen menus.
- Use or to move to preference menu .
- Use or to move to Banner & Notify Duration, press (Select Key) to select.

### Banner Duration

- Use or to choose your desired time frame for your Banner Duration, press (Select Key) to select. This is the time frame the programme banner remains on your screen.

### Notification Duration

- Use or to choose your desired time frame for your Booked Programme Notification Time, press (Select Key) to select. This is when you would like to be notified before the booked programme starts. eg. 5 minutes before the start of your booked programme.

- Press “TV” button on your SKY remote to return to your viewing.
Purchasing Pay Per View Events or Movies

You can either go straight to the Pay-Per-View channels (200-214 and 217-219) or access through the Guide (button G). You may book a future programme/event by selecting the appropriate screening in the Guide. Once you have chosen a particular programme/event, follow the on-screen prompts to purchase.

The parental rating of the programme exceeds what you have set up on your SKY decoder AND/OR this pay-per-view programme costs more than your selected spending limit. Enter PIN number and press (Select Key) to proceed with purchase.

A synopsis screen with display providing background programme information on this Pay-Per-View event/programme. Press (Select Key) to proceed with your purchase.

A confirmation screen will display. Once you complete this purchase, you are not able to cancel the purchase and your SKY account will be charged for this event/programme. Press (Select Key) if you wish to continue and view this event or (Esc) if you want to cancel and not proceed past this screen.
When you have purchased this event your purchase(s) will appear on your SKY account.

- If you have purchased an event or programme currently showing, you will immediately be able to start viewing.
- If you have purchased a special event (i.e. on channel 200) not currently showing, a message “You are now authorised to view” should display as a confirmation of your purchase. You will be able to start viewing once the event commences.

Please note - Once your viewing commences or the message “You are now authorised to view” displays, you are not able to cancel this purchase.

This current event/programme is no longer available for purchase. Please select a future event/programme.

Trouble Shooting - problems ordering through your remote...

- Make sure your phone line is connected.
- Spending limit has been exceeded.
- To book a future programme/event you will need to book through the Guide (Button G) - (refer to page 13 for further details).

If you are still experiencing problems, call SKY Customer Services on 0800 759 759
WIDESCREEN INSTRUCTIONS

How to set up your standard TV for widescreen coverage.

• Whilst watching a SKY channel, press the Select button on your SKY remote control.

• Highlight the Setup Icon using the left and right arrow buttons on your SKY remote control.

• Highlight Advanced Setup and press the Select button.

• At the Advance Setup screen enter your 4 digit pin number and press the Select button.
Press the ▲ or ▼ arrows until TV Setup is highlighted. Press the □ button.

Standard TV (4x3)

If you have a standard television (4x3) you can still take advantage of the widescreen format by following these simple steps:

- Press the down arrow button ▼ until 4:3 Letterbox is highlighted and press the □ button.

The decoder will go back to the Advanced Setup screen.

- Press the “TV” button on your SKY remote to return to your viewing.

- You will now be able to enjoy selected rugby matches on the Rugby Channel and/or SKY Movies in widescreen.

Note: Once the TV setup screen has been changed it should be left permanently in the 4:3 Letterbox format. When watching a programme that is in widescreen you will notice that the top and bottom of the screen have a thin black band going the full width of the screen. This is the way the screen is meant to look in widescreen format and no picture has been lost.
If you have a widescreen (16x9) television, follow these simple steps:

- Press the up arrow button \( \uparrow \) until 16:9 Wide-screen is highlighted.
- Press the Select button.

- The decoder will go back to the Advanced Setup screen.
- Press the “TV” button on your SKY remote to return to your viewing.
- You will now be able to enjoy selected rugby matches on the Rugby Channel and/or SKY Movies in widescreen.

Note: Once the TV setup screen has been changed it should be left permanently in the 16:9 Wide-screen format.
SKY has a range of interactive services at your finger tips from playing Arcade and Vegas games, doing a Trivia Quiz or Word Puzzle, checking the weather or making a sports bet. SKY also offers you enhanced TV programming with shows you can participate in by using your remote to cast votes.

The Weather Channel
We all know how often the weather changes in New Zealand!

Located on Channel 98 the Weather Channel is available to all SKY Digital Subscribers and is updated every few minutes by the MetService to ensure you have the most current information on hand.

There are continually updated forecasts for 27 cities ranging from Kaitaia to Stewart Island, isobaric, satellite and rain radar imagery.

We also have marine and coastal forecasts and plan to give you access to more weather information soon. And best of all, this information is free.
SKY Games

Never has the remote been more in demand! You can do more than watch your TV, you can play a range of games on it with SKY’s two interactive games channels.

On Channel 50 you have an ever changing selection of Arcade and Vegas style games on offer with Playin’TV.

MindGames on Channel 51 is one for puzzle fans and trivia buffs; the range of games includes Hotseat Trivia which is updated with new questions every day.

There is a small monthly subscription fee for each channel and a selection of free games to try if you’re curious.

SKYbet

If you have a TAB account you can place a bet, check the odds and check your winnings all without leaving the couch, it’s free to use so grab your remote!

SKY Digital Subscribers can now access SKYbet at any time directly from SKY Sport 1, SKY Sport 2 and SKY Sport 3 and from Trackside. Just press the BLUE button on your remote. SKYbet will load in a few seconds. Check the odds and place your bet using the up/down arrows and the select key. To exit press the RED button.
Rain Fade

Digital satellite transmission is the most efficient and cost effective way of delivering a multi-channel television service in New Zealand and has an average year reliability of 99.97%. On very rare occasions due to exceptionally heavy rain, snowfall or certain atmospheric conditions you may temporarily lose pictures and sound through the decoder. In these cases a message suggesting the above will appear on your TV screen but will disappear once the signal level improves and pictures return.

However, if you regularly experience problems, please contact SKY Customer Services on 0800 759 759.
## TROUBLESHOOTING

If problems persist, please contact SKY Customer Services on 0800 759 759.

<table>
<thead>
<tr>
<th>FAULT</th>
<th>POSSIBLE CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pictures, no sound/audio</td>
<td>Loose audio connections (red/white) behind TV/VCR.</td>
<td>Check that the audio connections are properly connected to your TV/VCR.</td>
</tr>
<tr>
<td></td>
<td>Low Volume on TV/Decoder.</td>
<td>Check the volume setting on your TV or Decoder using your TV and/or SKY Remote control.</td>
</tr>
<tr>
<td>Snow on TV (reception)</td>
<td>Incorrect TV/VCR channel selected for SKY.</td>
<td>See page 2 for your correct channel settings.</td>
</tr>
<tr>
<td></td>
<td>Loose/Disconnected leads.</td>
<td>Check that the decoder is connected to the power supply and there is a green light showing on the front panel of the decoder.</td>
</tr>
<tr>
<td></td>
<td>Loose/Disconnected leads.</td>
<td>Check that the leads connecting the SKY Decoder to your TV/VCR are connected firmly.</td>
</tr>
</tbody>
</table>
## TROUBLESHOOTING CONTINUED

<table>
<thead>
<tr>
<th>FAULT</th>
<th>POSSIBLE CAUSE</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decoder not responding to remote and buttons on the face of Decoder.</td>
<td>There is a temporary transmission error, or the decoder may have lost some of its internal software settings.</td>
<td>Attempt a Power Reset. See Power Reset Instruction on page 27.</td>
</tr>
<tr>
<td>Blank or Green Screen – no sound. [channel number display’s when changing channel but no pictures].</td>
<td>The decoder may have lost some of its internal software settings.</td>
<td>Attempt a Power Reset. See Power Reset Instruction on page 27.</td>
</tr>
<tr>
<td>Picture is frozen or blocks start appearing in the picture on the screen.</td>
<td>The signal is defective.</td>
<td>Attempt a Power Reset. See Power Reset Instruction on page 27.</td>
</tr>
<tr>
<td>How do I exit a SKY interaction Channel.</td>
<td>Customer Education.</td>
<td>To return to the main SKY Interactive channel from any other channel, use the SKY Interactive button.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To return to a non SKY Interactive channel, use the channel up/down buttons on your SKY remote control.</td>
</tr>
</tbody>
</table>
Please follow these steps to complete a power reset.

1) Turn off the switch at the power point and then unplug the power lead for the Decoder from the mains supply (wall socket outlet).

2) Make sure the lights on the front panel of the decoder go off.

3) Reconnect power supply to the decoder.

4) Wait for the lights to flash up on the front panel of the decoder.

5) A message “One moment please” will appear on your TV screen. This message will indicate that the process was successful and your pictures should resume shortly.

If problems persist, please contact SKY Customer Services on 0800 759 759.