

Reset Procedure

On occasions your Sky Digibox may say “ No satellite signal is being received” or a similar message telling you to unplug your Sky receiver. This could happen for example after a power cut or during severe weather conditions. With our installation your receiver should reset itself after a few minutes, if it does not then follow the simple procedure below.

1. Press the Blue Services button on your Sky remote control.
2. Then press the number 4 button (System Setup).
3. Then without delay press in succession the numbers 0, 1, then select.
This will bring you to the hidden installer setup menu.
4. Now press the number 2 button (Default Transponder).
5. Then using your Sky remote enter in the top line (Frequency GHz) **1 2 1 2 9**

Other settings should look like this:

Polarisation **V**
Symbol Rate **27.5**
FEC **2/3**

6. Now using the Blue arrow buttons (around the select button) go to “Save New Settings” and press select.
You will now go back to the installer setup menu
7. Now press the Blue Sky button found at the top of your Sky remote control or press the back up button 3 times.

Searching for listings should now be displayed.

After a few minutes the Sky Intro channel (998) will appear, you should now be able to change channels as normal.

It is recommended that you go to a strong channel like Sky News **501** or BBC News **503** for a few minutes to allow your channel listings to appear.

Note if you are doing this reset procedure on a small dish the Sky Intro channel may not appear “No Satellite Signal is being received” will still be displayed, but you should get the Sky Intro channel appear in the bottom banner.

If this procedure does not work then unplug your Sky receiver for no less than 3 minutes then plug it back in and repeat the above procedure. (This may take several attempts depending on what receiver you are using).

If you continue to have problems please give us a call we will be happy to help.

Quick Guide

Press Services 4, 0, 1 Select, then number 2 (Default Transponder)

Change Frequency to **1 2 1 2 9** then save new settings.

Press the Blue Sky button on the top of your Sky remote control and let your box search for the listings, remember this can take a few minutes.