

## **Reset ProcedureHD**

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 numbers 0 0 1 then press the Select button .
3. Then scroll to the right once using the arrow buttons around the Select button, to TX'PONDER or Default TRP, then press Select.
4. Then using the Sky remote enter in the top line the following numbers:  
Frequency (GHZ) **1 2 1 2 9** (the other settings should be as below)  
Polarisation **V**  
Symbol Rate (Mbaud) **27.5**  
FEC **2/3**
5. Now press the Green Button “Save New Settings”.
6. Now press the Blue Sky Button (found at the top of the remote control) or press the Backup Button twice.

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 0, 0, 1 Select, Scroll right to TX'PONDER or Default TRP, then press Select.

Change Frequency to **1 2 1 2 9** then press the green button to 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.