

Troubleshooting

SkyPlus Digibox

"I have a blue screen with search & scan banner"

From the channel displaying the Blue screen and banner, select channel 501 (Sky News) using your Sky+ remote control. If a picture is displayed, go back to the original channel that was showing the blue screen and banner. If it has cleared, you have experienced a temporary problem and your system should now be working as normal.

If there is no change to the picture, go to the connection check procedure below.

How to perform a Connection Check on your Sky+

1. Switch your Sky+ on to standby using your remote control or the button on the front panel of the Sky+.
2. The red light will be displayed on the front panel of your Sky+.
3. Isolate the power to your Sky+ by unplugging or switching off at the wall socket and ensure there are no lights on the front of the box.
4. Ensure all the Sky+ and TV connections are seated securely. Pay particular attention to the 21 pin SCART lead and the 2 dish input connections.
5. Restore power to your Sky+ and leave it in standby mode for 90 seconds. (The red light will show on the front panel of your Sky+). This time is required to allow the Sky+ to initialize.
6. Ensure that your TV is switched on, and on the correct channel (usually AV if you are using a SCART lead). Take the Sky+ out of standby mode by pressing the Sky button on the remote control or the standby button on the front panel of the Sky+.
7. The red light will turn to green on the front panel and the message "searching for listings" will appear on screen.
8. When completed successfully the Sky Welcome* channel on Channel 998 will be displayed.

*Please note, if the Sky Welcome Channel is not displayed, please repeat procedure from step one.

If you are now still experiencing problems after checking your dish alignment during normal weather conditions then please send us an e-mail to info@astrosat.info so that we can provide further technical assistance.

Astrosat Support Team