

Troubleshooting

SkyPlus Digibox

“Channel unavailable”

Occasionally, groups of channels may not be able to be viewed due to a problem with one of the transponders. However, if your viewing issue is only with one channel, please following the instructions below.

Select the channel on your TV that Sky is normally viewed on (usually AV if you are using a SCART lead). Using the Sky remote control, press Sky and then press 501 for the Sky News channel.

If this channel can be viewed with no problems, then return to the channel which was previously affected.

If the problem is no longer apparent, check that the issue has been resolved by selecting some other channels.

This may happen from time to time but if it occurs again please try this process before calling back.

If you are still experiencing problems after completing this procedure then please call us on the number below so that we can provide further technical assistance.

If you are now still experiencing problems after completing a Connection Check and 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