

Troubleshooting

SkyPlus Digibox

"I have a frozen image and/or freezing and blocking of my picture"

Extreme weather could be causing this. If it is raining hard, snowing heavily or if snow is settling on the dish, or if you are experiencing strong or gale force winds this could cause a reduction in signal quality. Once the extreme weather has subsided your viewing should return to normal.

If this is not the case, the cables connecting in to the Sky+ from the TV/dish may be loose.

This may be resolved by carrying out a Connection Check procedure.

Please follow the instructions below:-

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, 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 is also 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 the symptoms persist the satellite dish outside your home may be obstructed or misaligned. Please check your dish for alignment.

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