

## Troubleshooting

### SkyPlus Digibox

#### **"My Message on screen saying 'No satellite signal is being received'**

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 loss of signal. Once the extreme weather has subsided your viewing should return to normal.

If this is not the case, follow the instructions below to ensure your signal settings are correct.

1. Using your Sky+ remote control press "Services" followed by "4".
2. Now press "0" (number zero), "1" then the "Select" button. The "Installer Setup Menu" should now be displayed.
3. Press "1" to access the "LNB Setup" menu.
4. Press the down arrow to highlight "LNB Power Supply".
5. Press the right arrow key once to change the setting from "On" to "Off".
6. Press the down arrow to highlight "22KHz Command".
7. Press the right arrow key once to change the setting from "On" to "Off".
8. Press the down arrow to highlight "Save New Settings" and press "Select".
9. This returns you to the "Installer Setup Menu".
10. Press "1" to access the "LNB Setup" menu.
11. Press the "red" button on your Sky+ remote control to reset all settings (Both the "LNB Power Supply" and "22KHz Command" will now read "On").
12. Press the down arrow to highlight "Save New Settings" and press "Select".
13. Now press the "Sky" button to exit all menus.

If you still have no signal, please follow the instructions below to carry out a Connection Check on your digibox.

1. Switch your Sky+ on to standby using your remote control 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 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 "No Satellite Signal" message is still being displayed 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 completing a Connection Check and during normal weather conditions, then please send us an e-mail to [info@astrosat.info](mailto:info@astrosat.info) so that we can provide further technical assistance.

### **Astrosat Support Team**