

Troubleshooting

Standard Sky Digibox

“Channel Unavailable”

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

Select the channel on your TV that Sky is normally viewed on (usually AV if you use 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 contacting us.

If you are still experiencing problems please send us an e-mail to info@astrosat.info so that we can provide further technical assistance.

Astrosat Support Team