

## Troubleshooting

### Standard Sky Digibox

#### **"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 will automatically return to normal.

If this is not the case, please 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 perform a Connection check on your digibox:

1. Switch your digibox on to standby using your remote control or the button on the front panel of the digibox.
2. The red light will be displayed on the front panel of your digibox.
3. Isolate the power to your digibox 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 digibox and TV connections are seated securely. Pay particular attention to the 21 pin SCART lead, the dish input connection.
5. Restore power to your digibox and leave it in standby mode for 30 seconds. (The red light will show on the front panel of your digibox). This time is required to allow the digibox 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 digibox out of standby mode by pressing the Sky button on the remote control or the standby button on the front panel of the digibox.
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 still experiencing problems after completing a Connection Check 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