

Welcome to the world of Satellite Television

Campbell & Kennedy are delighted to have installed your new Sky TV satellite system, we hope you enjoy all of the great benefits of Sky digital television.

To help you get the most out of your new satellite system the engineer will have given you a brief introduction and demonstration of how to use your new equipment. You may have further questions, and we ask you to please read through this leaflet carefully as it should answer most of them and might save you the cost of a call and the time it takes speak with one of our customer service advisors.

You're Ready for Digital Switchover

Good news all of Sky's TV products are digital ready, so there's no need to worry about the upcoming digital switchover. You won't need to do anything, just sit back and enjoy great entertainment from Sky.



Sky Broadband and Sky Talk

If you have ordered Sky's telephone or broadband services Campbell & Kennedy have passed your information to Sky and your order is now being processed. Sky may take upwards of 7 days to process an order and this is outwith the control of Campbell & Kennedy. If you have any questions regarding Sky Talk or Sky Broadband contact Sky directly, they will be more than happy to answer any questions.

Campbell & Kennedy do not carry out the installation or delivery of Sky's Broadband or telephone services. And we are unable to provide times and dates for when you can expect these to be completed. Campbell & Kennedy offer advice based on a postcode check and cannot provide definitive information regarding Sky Broadband and Sky Talk services available in your home. All advice is given in good faith based on the information presented to Campbell & Kennedy at the time of booking.

For information on Sky Broadband and Sky Talk services call:

08442 41 05 15

Sky Billing and Account Information or to Change your Channel Package

After your Sky TV system has been installed and your Sky Viewing Card is activated, you will need to contact Sky directly with any billing or subscription queries. Campbell & Kennedy cannot affect any changes to your Sky subscription or billing information once the account is activated.

Only the Account holder can change the Channel package or billing information, by calling Sky's customer service centre, you may need to have your account information at hand when you call with any queries.

For information on billing and your channel package call:

08442 41 41 41

Troubleshooting Guide

Your new Sky TV system is designed to be simple and easy to use, but like all new equipment such as a new TV or new mobile phone it may take you a while to get used to using it. To help you out, we have included some simple troubleshooting hints and tips below.

The most common problems are caused by loose connections to and from the Sky box. This could have happened if your TV has moved, have relocated your TV? or you have moved the TV to dust behind it? A loose connection can present itself in a number of ways, if you get an error messages on screen “No Satellite Signal is being received”, “ Please Insert Viewing Card” or if you are getting TV pictures with no sound or you can hear the Sky channel but the picture is black.

Check the connections to your Sky box by following these simple steps:

Step 1: Switch Off your Sky box at the mains

Step 2: Remove the cables from the Sky box and TV (be careful to note which cables go where, it may be easier to do this one cable at a time so as not to confuse yourself)

Step 3: Remove the Sky Viewing card from the box, wipe it with a clean cloth and place it back in the viewing card slot

Step 4: Re-connect all the Cables to the correct positions and power up your Sky box (it may take a few moments for you box to become responsive, be patient.)

I am getting a message onscreen telling me to subscribe to channels which I think I should be getting with my current Sky Package.

After the initial activation of your Sky Account it may take several hours for all of your viewing channels to become available, this is perfectly normal and we ask customers to wait patiently for the activation of their Sky subscription package. If you have waited and are still not getting channels which you think you should, give Campbell & Kennedy a call and we can confirm what channel package you should receive. If we detect a problem with your subscription at this point we may need to contact Sky and send another activation signal to your Sky box.

My Sky remote control volume buttons do not change the volume of my TV

The engineer will when possible set up your new Sky remote control to work with the television, this is done by inputting a code for the manufacturer of your television in to the Sky remote control. You may need to re-programme this code into your Sky remote, if the batteries run out on the remote or if you buy a new TV (even if it is the same brand as your old one). Don't worry there are full instructions on how to programme your Sky Remote Control, with codes for most Brand of TV in the instruction booklet which came with your equipment. In some cases it may not be possible to get the Sky remote to work fully with your TV in this case you will need to use your existing TV remote and the Sky remote control.

Most faults can be rectified without the need for an engineer callout and we ask that you go through these steps first. If the problem you are experiencing is not solved by following the steps above you will find more guides online at:

www.sky.com/portal/site/skycom/skyhelpcentre

If this does not help, or visiting the web site is not practical, then our dedicated customer service team will be more than happy to help and can be contacted on.

0141 435 7760

Notes: Charges may apply if service call is not covered by warranty or fault is not related to equipment Campbell & Kennedy have installed. It is recommended that communal system be inspected first before calling Campbell & Kennedy as you will be charged out standard call-out fee if no fault is found with the Campbell & Kennedy installed equipment. Roof installed satellite dishes, due to their increased exposure to weather elements, are not covered by warranty at all. Please see terms & conditions. All statutory rights are unaffected.