

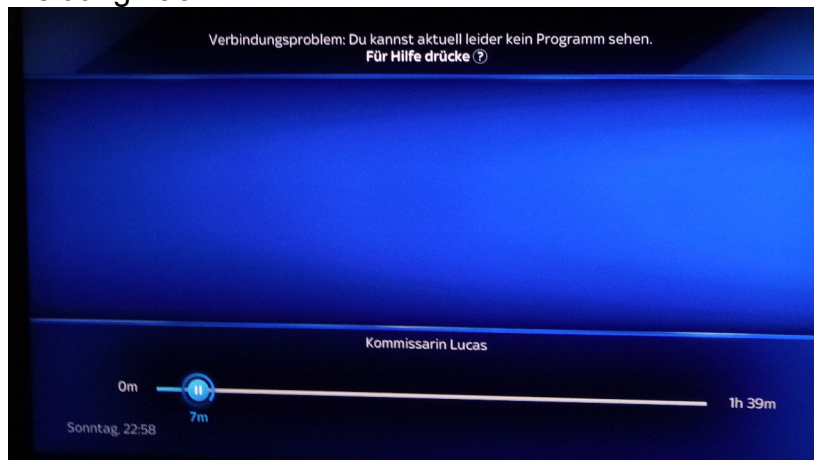
Aufnahme 6.2018, 20:15Uhr, ZDF_neoHD



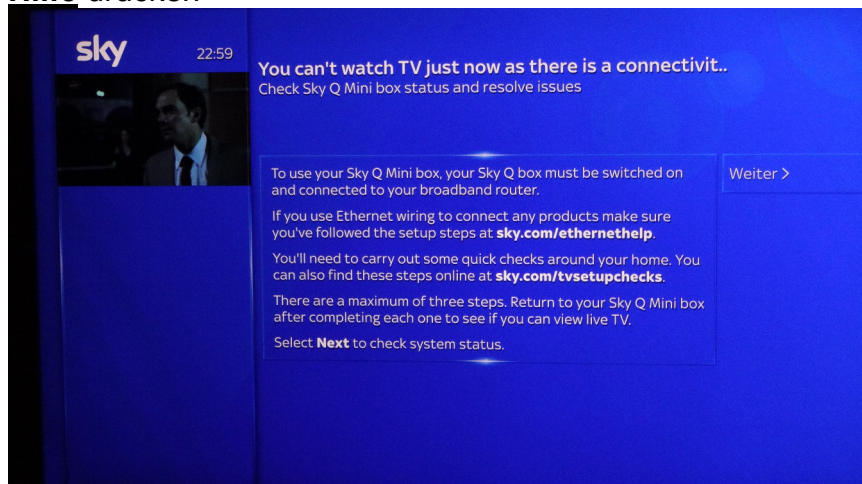
Wiedergabe bis 7min



Meldung nach 7min





Hilfe drücken



Weiter

sky22:59



You can't watch TV just now as there is a connectivit..

Check Sky Q Mini box status and resolve issues

Check your broadband router is working and your Sky Q box is connected to it by going to your Sky Q box and pressing **▲** on your Sky Q remote, then selecting **Settings** followed by **Status**.

Make sure **Satellite Signal**, **Network connection**, **Watch via Sky Q app** and **Watch on Sky Q Mini box** are all displaying ✓.

If they're all ticked, check you can watch TV and change channels on your main Sky Q box. If you can't restart your Sky Q box:



1. Switch off your Sky Q box at the power socket.
2. Check the lights on the Sky Q box have gone off, then plug or switch your box back on.
3. After three minutes, press **▲** on your Sky Q remote.

If you can watch TV and change channels but the problem remains, select **Next** to check your setup.

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Weiter

sky22:59



You can't watch TV just now as there is a connectivit..

Check Sky Q Mini box status and resolve issues

If you have more than one Sky Q Mini box, check the others are switched on and the standby light on front panel is amber or green.



If you have a Sky Q Booster, check it's switched on and the connected light is on.

If that doesn't work or you don't have a Sky Q Booster, select **Next** to restart your boxes.

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Weiter

sky23:00



You can't watch TV just now as there is a connectivit..

Check Sky Q Mini box status and resolve issues

On your Sky Q Mini box:

1. Switch your Sky Q box off at the mains.
2. Check that both ends of all cables are securely connected.
3. Switch your Sky Q box back on at the mains.
4. Wait for the onscreen instructions to disappear then press **▲** on your Sky Q remote.

If that doesn't fix the problem, go to your Sky Q box and carry out the same steps.



If you're still not connected you'll need to reset your Sky Q Mini box. Find instructions on how to do this at **sky.com/connectingmini**.

If you don't have internet access, select **More Info**.

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Mehr Information

sky23:00



Contact us

Call us on:

- UK - **0330 332 3037**
- ROI - **0818 904 087**

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