

# Sky Gnome

User guide



**skygnome**

[www.sky.com/skygnome](http://www.sky.com/skygnome)

# WELCOME TO THE WORLD OF SKY GNOME

Listen to digital satellite TV and radio channels

Portable, compact and wireless

Stereo sound

LCD multi-information display

10 channel presets

Built-in volume and channel control

Use with headphones or link to a sound system

Rechargeable battery pack with up to 8 hours battery life

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## USING THIS GUIDE

To find the topic you want, click the links on the [contents](#) page, use the bookmarks on the left or perform a search (press <ctrl>+<f>).

You can print all or some pages by going to **File > Print**.

## REGULATORY INFORMATION

The product complies with the following European Council Directives and safety standards:

Radio and Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC  
(Reference standard EN301 357 / Reference standard EN300 220-1)

Radio and Telecommunications Terminal Equipment (R&TTE) Directive IR2030  
Low Voltage Directive (LVD) 73/23/EEC

For operation and use in the UK, ROI, Channel Islands and Isle of Man.



## SKY GNOME WARRANTY

If you purchased your Sky Gnome directly from Sky, it comes with a warranty against faults arising in the first 12 months following delivery. The following are not covered by the warranty: faults arising from misuse, accidental or deliberate damage, damage arising from using the Sky Gnome with equipment that is not supplied by or on behalf of Sky, cosmetic damage which does not affect the functionality of the Sky Gnome or damage caused by events outside the reasonable control of Sky or its equipment suppliers. To report a fault, please call Sky on 08702 43 23 27. If a reported fault cannot be remedied over the phone we will arrange collection of your faulty product and delivery of a replacement. This warranty is provided by British Sky Broadcasting Limited and only applies to Sky Gnomes ordered from Sky and does not apply outside the UK, Isle of Man and Channel Islands. It does not affect your statutory rights.

If you have a faulty product and wish to return it, but did not purchase it directly from Sky, please contact the vendor.

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# SAY HELLO TO SKY GNOME

Sky Gnome lets you listen to your favourite digital satellite TV and radio channels inside or outside your home. News, sport, music, radio channels and much more - Sky Gnome gives you greater freedom to enjoy Sky entertainment.

**This guide covers essential information on installing and using your Sky Gnome. Please read it carefully before making any connections!**

## PLEASE REMEMBER

- You need a digital satellite system to use Sky Gnome and a Sky digital subscription to receive Sky digital channels.
- Sky Gnome responds to channel changes made on your Sky/Sky+ box and vice versa.
- The operating range depends on walls and barriers between the base station and Sky Gnome receiver. The typical range for changing channels with Sky Gnome is 30m from the base station. The typical audio range may be greater.
- Your TV doesn't have to be on when you're using Sky Gnome.
- Sky Gnome needs to be charged for 16 hours initially. In normal use, the battery will take approx. 8 hours to charge fully.
- Avoid using other wireless devices close to Sky Gnome, such as radios and radio microphones.
- Avoid obstructing the path of transmission with large metal objects.
- For improved performance, position the base station and Sky Gnome away from the TV, Sky/Sky+ box and any other electrical equipment.
- Position the base station off the floor, away from metal pipes and cables.



# SAFETY FIRST

- Sky Gnome's base station is intended for use indoors only. The Sky Gnome receiver is intended for use indoors when connected to the mains.
- Do not store or operate in areas of high temperature or high humidity (e.g. near heaters, fires, or in bathrooms, showers).
- Sky Gnome is not waterproof. Switch off the base station and/or receiver immediately if liquids are dripped or spilled onto them. Allow them to dry out thoroughly before switching on again.
- Never bring naked flames (e.g. candles) near Sky Gnome.
- Interference with operation of other equipment, e.g. pacemakers, hearing aids: - Sky Gnome uses RF energy for its operation and some unshielded equipment may not operate correctly if used in close proximity. Consult your physician or the manufacturer if you have any doubts about the effect of RF power on your equipment's operation. Switch off Sky Gnome's base station and receiver immediately if you suspect that interference is taking place.
- Use only the mains power supply adapters that are provided with Sky Gnome.
- Ensure that the mains power supply adapters are always accessible when in use. Switch off the supply or disconnect the plug when not using Sky Gnome.
- Use only approved batteries to replace the battery pack supplied with Sky Gnome. Refer to the chapter on charging the battery for further information.
- Do not force or distort the battery connector; connection may only be made in one orientation.
- Do not dispose of the battery pack in an open fire or with household rubbish.
- Do not dispose of Sky Gnome with household rubbish. Take it to a civic amenity site.
- Do not touch or press the LCD screen with a sharp or pointed object.
- Do not attempt to disassemble any part of Sky Gnome, other than the receiver battery compartment.
- There are no other user-accessible parts.

# WHAT'S IN THE BOX?

Check the contents of the box:

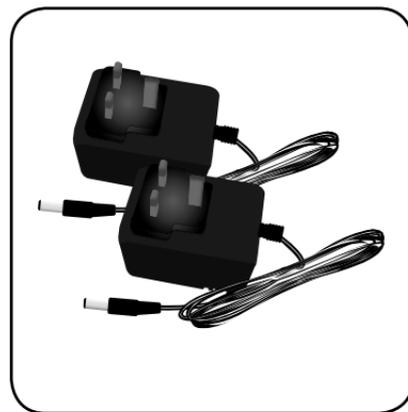
SKY GNOME



BASE STATION



POWER LEADS X2

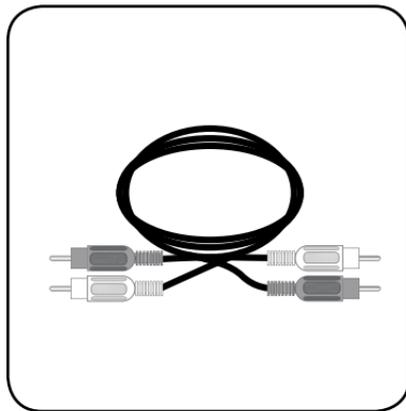


RECHARGEABLE BATTERY PACK



The battery pack is already in the battery compartment. Once you've set up the equipment and connected the battery, **you need to charge the pack for 16 hours initially.**

AUDIO LEAD



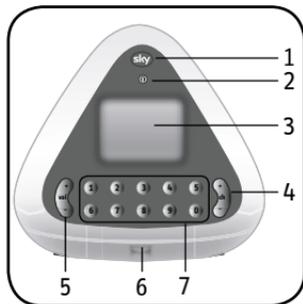
DATALINK ADAPTER



**Warning!** Never try to plug the data lead (RJ11) into the telephone socket of your Sky/Sky+ box.

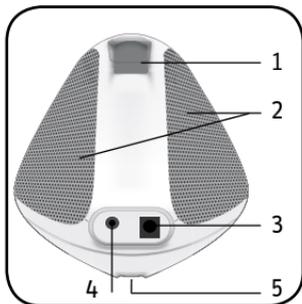
# IDENTIFYING PORTS AND OTHER PARTS

## SKY GNOME FRONT



- 1 SKY KEY
- 2 POWER / BACK UP
- 3 LCD DISPLAY
- 4 CHANNEL +/-
- 5 VOLUME +/-
- 6 HEADPHONES PORT
- 7 NUMBER KEYS 0-9

## SKY GNOME BACK



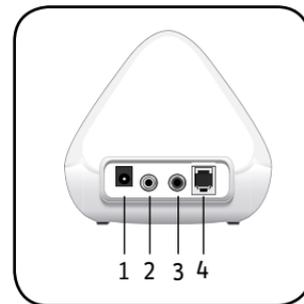
- 1 CARRY GRIP
- 2 SPEAKERS
- 3 STEREO LINE OUT
- 4 DC IN
- 5 BATTERY COMPARTMENT

## BASE STATION FRONT



- 1 POWER LIGHT

## BASE STATION BACK

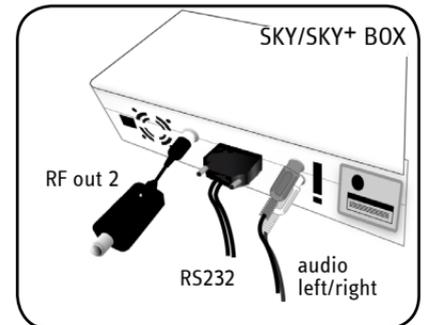
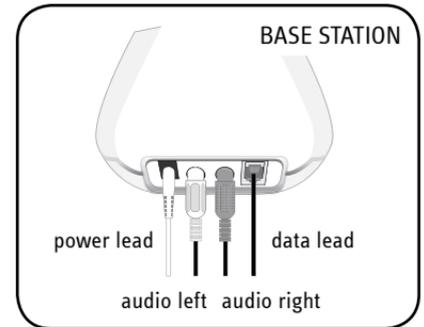


- 1 DC IN
- 2 AUDIO LEFT
- 3 AUDIO RIGHT
- 4 DATA IN (RJ11)

# FIRST THINGS FIRST

Sky Gnome has to be installed properly before you can start to use it. Follow each step carefully, using the pictures as a guide.

## STEP 1: CONNECTING THE BASE STATION TO YOUR SKY/SKY+ BOX



# STEP 2: ENABLING SKY GNOME

Before you can use Sky Gnome, your Sky/Sky+ box must be set up to recognise it as an external device.

- 01 Plug your Sky/Sky+ box back into the mains and turn the power on. Wait for it to start up.
- 02 With a TV channel showing, point your remote control at the box and press **services**.
- 03 Select *System Setup* to see the *System Setup* screen.
- 04 In the *System Setup* screen, press the key sequence **0, 1** then **select**. When you enter the numbers, nothing happens onscreen until the *Installer Setup* screen appears.
- 05 Select *RF Outlets* to see the *RF Outlets* screen.
- 06 Check the *RF Outlet Power Supply* setting.  
If it's *OFF*, use the left/right arrow to select *ON* then select *Save New Settings*.  
If it's already *ON*, exit the screen without changing any settings.



**PLEASE REMEMBER:** The settings made from the *RF Outlets* screen are crucial to the performance of your Sky/Sky+ box and were adjusted when your box was installed. There's no need to make any changes other than the one described here.

Your Sky/Sky+ box is now set up to recognise Sky Gnome.

# STEP 3: CONNECTING SKY GNOME

Sky Gnome runs on a rechargeable battery which is already inserted in the battery compartment. All you have to do is make the final connection and charge it for 16 hours.

- 01 Push the tab on the battery compartment and lift the cover away.
- 02 Carefully remove the battery pack.
- 03 Connect the battery's cable to the small socket inside the battery compartment, making sure the notches match the slots in the socket.
- 04 Insert the battery pack and carefully put the cover back on, making sure the catch clicks into place. The battery is now connected but don't forget to **charge it initially for 16 hours**, otherwise you may be disappointed with Sky Gnome's performance. The battery is charged when Sky Gnome is plugged into the mains.
- 05 Take the second power lead, connect one end to the **DC in** socket on the back of Sky Gnome and plug the other end into the wall socket.
- 06 Press Sky Gnome's **Sky** key. Sky Gnome turns on and the display lights up. After a few seconds you see the words **no signal** on the information screen.



- 07 On your Sky/Sky+ box, select a satellite channel with audio, for example, Sky News (channel 501).
- 08 Plug the base station's power lead into the wall socket. The datalink light and the base station light both turn on, and Sky Gnome plays the Sky News audio. After a few moments, you see information about the channel on Sky Gnome's display.

That's it, Sky Gnome is set up and is now ready to roam!



TV SCREEN



SKY GNOME SCREEN

# GET READY TO ROAM

## CHARGING THE BATTERY

The great thing about Sky Gnome is that it's run by battery so you can carry it about without wires (typical range of 30m). When you first bring Sky Gnome home, you need to charge its battery by plugging it into the mains (see **Step 3: Connecting Sky Gnome**). It's essential to Sky Gnome's performance that you leave it to charge for 16 hours initially. After this, the battery will take around 8 hours to charge.

## TURNING THE POWER ON AND OFF

To turn Sky Gnome on, press the **Sky** key. You may have to wait up to 60 seconds for the screen to show programme info.

To turn the power off, hold down the power key for at least 3 seconds.

- Pressing the **Sky** key also turns your Sky/Sky+ box on if it's in standby. Remember the box has to be on for you to use Sky Gnome.
- Save battery life by turning Sky Gnome off when you're not using it.

## ABOUT THE DISPLAY

When you turn Sky Gnome on after completing the setup, the display lights up and the word **SKY GNOME** welcomes you. The blue backlight fades after 10 seconds if you don't touch any keys. Look out for important information on the screen, such as messages or battery warnings.



# CHANGING CHANNELS

You can change channels directly from Sky Gnome. When you change channels, your Sky/Sky+ box tunes to the new channel, displaying the Search & Scan banner on the TV as it does when you use your Sky remote control. In the meantime, Sky Gnome plays the audio and displays the channel information.

## Change channels with the channel +/- key, as follows:

- 01 Press **channel +/-** to listen to the next channel.
- 02 Wait for your Sky/Sky+ box to tune to the channel. Sky Gnome plays the audio then shows the channel information.

## Change channels with the number keys, as follows:

- 01 If you need to, look up the channel number in Sky Guide's TV Guide listings. See your Sky/Sky+ box user guide for details.
- 02 Enter the number of the TV channel you want; 5-0-1 for Sky News, for example.  
If you enter a wrong number, press the **power** (back up) key briefly to go back one digit.
- 03 Wait for your Sky/Sky+ box to tune to the channel. Sky Gnome plays the audio then shows the channel information.



## ADJUSTING THE VOLUME

Use the **volume +/-** key to change the volume.

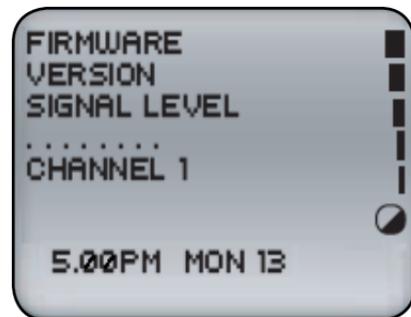
Sky Gnome remembers the last level it was set to next time you turn it on.



## ADJUSTING THE CONTRAST

You can change the contrast of Sky Gnome's display as follows:

- 01 Press and hold down **Sky** until you see the menu.
- 02 Use the **volume +/-** key to adjust the contrast.  
The display goes back to the main screen after a few moments.



# USING PRESET CHANNELS

To select channels quickly from Sky Gnome, you can store up to 10 of your favourites as follows:

- 01 While listening to a channel, press and hold down one of the number keys.  
After 2 seconds the backlight of the display flashes on then off.  
After 6 seconds the backlight comes on again.
- 02 Once the backlight comes on again, release the key.  
The channel is stored.

Switch to a stored channel as follows:

- 01 Press and hold down the allocated number key for 2 seconds.
- 02 As soon as the backlight flashes on, release the key.  
The channel number is loaded onto the screen.
- 03 Wait for your Sky/Sky+ box to tune to the channel.  
Sky Gnome plays the audio then shows the channel information.



# LISTENING TO RECORDED PROGRAMMES (SKY+ ONLY)

When your Sky+ box plays back a recorded programme, you can listen to it with Sky Gnome as you can with a live programme.

The screen shows the programme information and **Playback** in the top right corner.

- You can start playback only from the Sky+ box itself.
- If you want to listen to something else, you can stop playback by changing channels on Sky Gnome.
- If someone pauses, fast-forwards or rewinds the recording on the Sky+ box, Sky Gnome mutes and you see the word **Pause / Fast Forward / Rewind** on the screen.
- When Sky+ reaches the end of playback, you see the message **Press Sky for channel audio** on Sky Gnome's screen. Press **Sky** to then switch to a live channel.



TV SCREEN



SKY GNOME SCREEN

## OVERRIDING SKY GUIDE BEHAVIOUR

As Sky Gnome responds to your Sky/Sky+ box, remember that some settings may interrupt the programme you're listening to.

With **AutoView** (not for Sky+ viewers) your Sky box tunes to a channel automatically without reminding you. Sky Gnome warns you before it tunes to a programme marked by **AutoView**.

When you see this warning message, you can press **Sky** to stop the channel changing, otherwise your Sky box and Sky Gnome tune to the preset channel.



## LISTENING TO SKY GNOME ON YOUR SOUND SYSTEM

To listen to satellite channels on your sound system, connect it to Sky Gnome as follows:

- 01 Turn Sky Gnome's volume to a low level (not off completely).
- 02 Take a compatible audio cable (not supplied) and connect it to Sky Gnome's **line out** socket.
- 03 Connect the other end to your sound system's line in socket.
- 04 Adjust the sound using your sound system's volume control.



## LISTENING TO SKY GNOME ON YOUR HEADPHONES

You can listen to your satellite channels on headphones instead of through Sky Gnome's speakers.

Just plug your headphones into Sky Gnome's **headphones** port on the front of the unit and adjust the volume as usual.

When your headphones are connected, the speakers are muted.

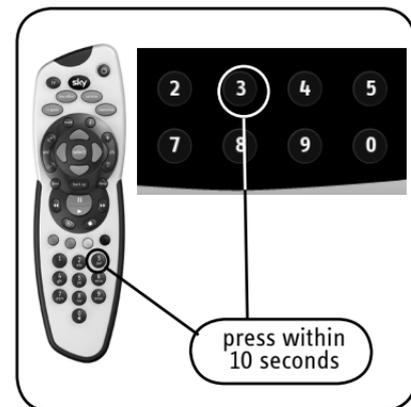
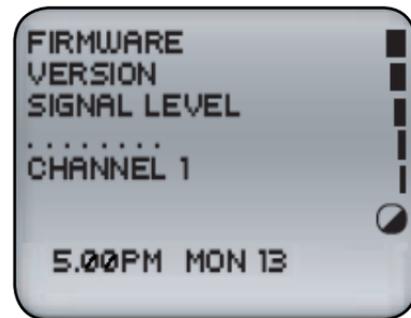


# WHAT TO DO IF THERE'S INTERFERENCE

If there's interference when you're listening to Sky Gnome, it may be because another wireless audio device in the area is using or controlling the same frequency. Sky Gnome has 4 channel frequencies to help you find a clear signal.

Change the channel frequency as follows:

- 01 Bring Sky Gnome to within 5 ft (about 150 cm) of its base station and your Sky/Sky+ box.
- 02 Make sure your Sky/Sky+ box is showing a TV channel.
- 03 Press and hold Sky Gnome's **Sky** key until you see the menu.
- 04 Press a number from 1 to 4 to choose one of the four frequencies.
- 05 Within 10 seconds, point your Sky remote control at your Sky/Sky+ box and press the same number as you did on Sky Gnome.  
This changes the channel frequency on the base station.
- 06 Put your Sky/Sky+ box into standby to apply the settings.
- 07 Wait a few moments for the base station to turn the box back on. If the box doesn't turn on automatically, press the **standby** key to turn it back on and start again at step 1.



# PROBLEM SOLVING

Read these troubleshooting tips if you come across any problems using Sky Gnome. If you're still having trouble, make sure you have followed the setup instructions and precautions carefully.

Refer to your Sky/Sky+ box user guide as the issue may lie with the box. Go to the Customer Support pages of [www.sky.com](http://www.sky.com) for more information. If you have any problems with Sky Gnome that aren't covered in this guide or the other references, call us on 08702 43 23 27.

## PROBLEM

## POSSIBLE SOLUTION

There's too much interference

You may need to change the channel frequency.

See [What to do if there's interference](#).

---

I can't hear anything from Sky Gnome

Try moving Sky Gnome closer to its base station and your Sky/Sky+ box.

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I can't use any of Sky Gnome's keys

Check the volume and make sure you have followed all the precautions and instructions on setting up the equipment. If you can't change channels but can still hear the audio, Sky Gnome may be out of range. In this case, try moving Sky Gnome closer to its base station and your Sky/Sky+ box. Check that your Sky/Sky+ box is working and responding to its controls. Check all the connections between your Sky/Sky+ box and the base station. Make sure the datalink and base station lights are on.

If there's a battery symbol on the display, you need to charge Sky Gnome's battery. An empty battery takes approx. 8 hours to charge fully.

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I can't see any channel information on the display / the display is unclear

Check the contrast level and check all the connections between your Sky/Sky+ box and the base station. Try moving Sky Gnome closer to its base station and your Sky/Sky+ box.

## PROBLEM

I can't control my Sky box from Sky Gnome, even at close range to the base station

## POSSIBLE SOLUTION

This doesn't apply to Sky+ boxes: If you have an Amstrad, Panasonic or Grundig Sky box model older than four years, you may need to make a simple setting so that the Sky box recognises Sky Gnome as an external device. Only try this if no other problem-solving options have worked.

- 01 Go to *Services > System Setup > System Details* and check the *Version Number*. If it's one of the following, you need to carry on with step 2: Amstrad 4F0101; Panasonic 0F0101, 0F0102 or 0F0103; Grundig 4E0101, 4E0102 or 4E0103.
- 02 With a TV channel showing, point your remote control at the Sky box and press the key sequence, 9, 9, back up, 9, back up.  
You don't see anything onscreen when you're pressing the key sequence.  
The base station automatically turns the Sky box off to apply the settings.

---

Sky Gnome plays some channels at very low volume

The volume setting on your Sky/Sky+ box may be too low. Remember, if you change this setting, it may affect the volume when watching TV channels.

Set the volume as follows:

- 01 Go to the Services screen of Sky Guide, select System Setup then Sound Settings.
- 02 Highlight Volume and use the left/right arrow to set the volume to half way.
- 03 Select Save New Settings.

---

When I turn Sky Gnome on, there's no information on the display

Sky Gnome's base station sends information to Sky Gnome once every 60 seconds unless you prompt it by changing channel. When you turn Sky Gnome on, wait for 60 seconds for the information to appear.

# DISPLAY MESSAGES

If Sky Gnome shows you a message and you need to know more, check the explanations below.

## MESSAGE

## WHAT DOES IT MEAN?

Channel change not available at this time - two programmes are being recorded

Sky+ only: Sky+ is recording two programmes at the same time. You can't change channels on Sky Gnome until the recording is complete. Wait for the recording to finish and try again.

Please call to upgrade your subscription to receive this channel

You can't listen to channels that aren't included in your subscription. Call to upgrade your subscription or choose a different channel.

Audio unavailable - please check your digital satellite receiver

Check that Sky Gnome, the base station and other Sky equipment are set up properly and well connected. Also check that your Sky/Sky+ box is showing the channel as it should.

There is a technical fault with this channel - please try later

There is a fault with the channel you're trying to listen to. Check that your Sky/Sky+ box is showing the channel as it should. Wait for the broadcaster to fix the fault or try a different channel.

Press Sky for channel audio

The Sky/Sky+ box is being used for interactive services or to buy Box Office programmes. Exit the interactive or Box Office screens and press Sky to hear the channel as before.

Channel unavailable - PIN protected. Please try a different channel.

If the channel is restricted by Parental Control settings, you have to enter a PIN to listen to it. Enter your PIN on your Sky/Sky+ box with the remote control. If you try to enter the PIN on Sky Gnome, it reads it as a channel number and changes channel instead.

## MESSAGE

Channel details unavailable

## WHAT DOES IT MEAN?

If you can still hear the audio, it may be that Sky Gnome is too far out of range to pick up any programme information. Try moving Sky Gnome closer to its base station. Otherwise, change channels or wait for the programme information to appear.

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System fault - please contact customer services

There was an unexpected error with Sky Gnome during system setup. Call us on 08702 43 23 27.

## SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

Input voltage:	Sky Gnome: 9V DC / base station: 9V DC
Number of RF channels:	4
Band of operation:	863MHz to 865MHz
Audio channel frequencies:	ch 1: 863.4MHz / ch 2: 863.8MHz / ch 3: 864.2MHz / ch 4: 864.6MHz
Control channel frequency:	433.92 MHz
Range:	approx. 30m (typical home environment)
Speakers:	built-in stereo, 1 W rms per channel
Weight:	Sky Gnome: max. 1 kg / base station: max. 0.2 kg
Operating temperature:	+4°C to +40°C
Storage temperature:	-5°C to +50°C
Battery:	Rechargeable NiCad 1000mAh power pack
Battery life:	Typical 8 hrs (typical 10 hrs with headphones)

## REGULATORY INFORMATION

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- You need a digital satellite system to use Sky Gnome and a Sky digital subscription to receive Sky digital channels.
- Sky Gnome responds to channel changes made on your Sky/Sky+ box and vice versa.
- The operating range depends on walls and barriers between the base station and Sky Gnome receiver. The typical range for changing channels with Sky Gnome is 30m from the base station. The typical audio range may be greater.
- Your TV doesn't have to be on when you're using Sky Gnome.
- Sky Gnome needs to be charged for 16 hours initially. In normal use, the battery will take approx. 8 hours to charge fully.
- Avoid using other wireless devices close to Sky Gnome, such as radios and radio microphones.
- Avoid obstructing the path of transmission with large metal objects.
- For improved performance, position the base station and Sky Gnome away from the TV, Sky/Sky+ box and any other electrical equipment.
- Position the base station off the floor, away from metal pipes and cables.



# SAFETY FIRST

- Sky Gnome's base station is intended for use indoors only. The Sky Gnome receiver is intended for use indoors when connected to the mains.
- Do not store or operate in areas of high temperature or high humidity (e.g. near heaters, fires, or in bathrooms, showers).
- Sky Gnome is not waterproof. Switch off the base station and/or receiver immediately if liquids are dripped or spilled onto them. Allow them to dry out thoroughly before switching on again.
- Never bring naked flames (e.g. candles) near Sky Gnome.
- Interference with operation of other equipment, e.g. pacemakers, hearing aids: - Sky Gnome uses RF energy for its operation and some unshielded equipment may not operate correctly if used in close proximity. Consult your physician or the manufacturer if you have any doubts about the effect of RF power on your equipment's operation. Switch off Sky Gnome's base station and receiver immediately if you suspect that interference is taking place.
- Use only the mains power supply adapters that are provided with Sky Gnome.
- Ensure that the mains power supply adapters are always accessible when in use. Switch off the supply or disconnect the plug when not using Sky Gnome.
- Use only approved batteries to replace the battery pack supplied with Sky Gnome. Refer to the chapter on charging the battery for further information.
- Do not force or distort the battery connector; connection may only be made in one orientation.
- Do not dispose of the battery pack in an open fire or with household rubbish.
- Do not dispose of Sky Gnome with household rubbish. Take it to a civic amenity site.
- Do not touch or press the LCD screen with a sharp or pointed object.
- Do not attempt to disassemble any part of Sky Gnome, other than the receiver battery compartment.
- There are no other user-accessible parts.

# WHAT'S IN THE BOX?

Check the contents of the box:

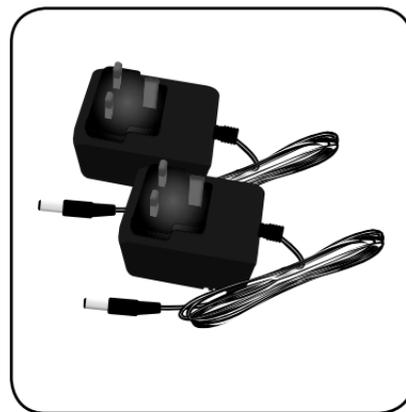
SKY GNOME



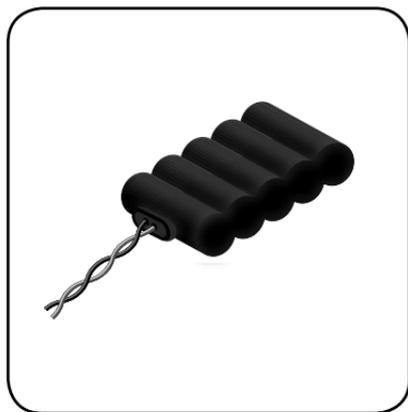
BASE STATION



POWER LEADS X2

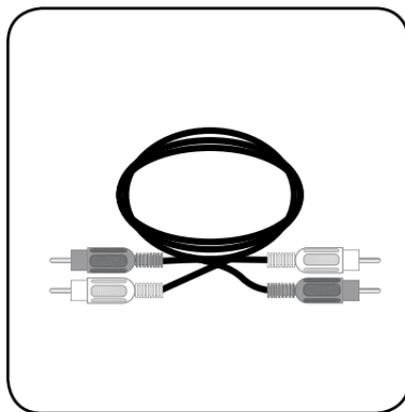


## RECHARGEABLE BATTERY PACK



The battery pack is already in the battery compartment. Once you've set up the equipment and connected the battery, **you need to charge the pack for 16 hours initially.**

## AUDIO LEAD



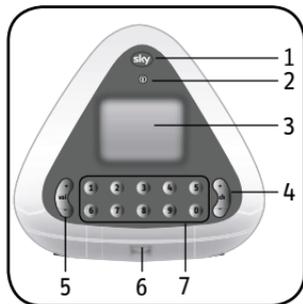
## DATALINK ADAPTER



**Warning!** Never try to plug the data lead (RJ11) into the telephone socket of your Sky/Sky+ box.

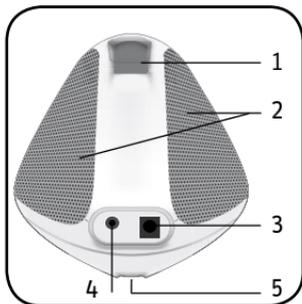
# IDENTIFYING PORTS AND OTHER PARTS

## SKY GNOME FRONT



- 1 SKY KEY
- 2 POWER / BACK UP
- 3 LCD DISPLAY
- 4 CHANNEL +/-
- 5 VOLUME +/-
- 6 HEADPHONES PORT
- 7 NUMBER KEYS 0-9

## SKY GNOME BACK



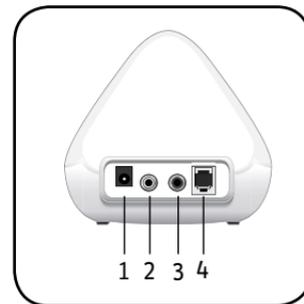
- 1 CARRY GRIP
- 2 SPEAKERS
- 3 STEREO LINE OUT
- 4 DC IN
- 5 BATTERY COMPARTMENT

## BASE STATION FRONT



- 1 POWER LIGHT

## BASE STATION BACK

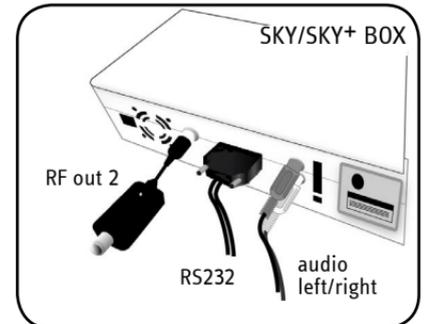
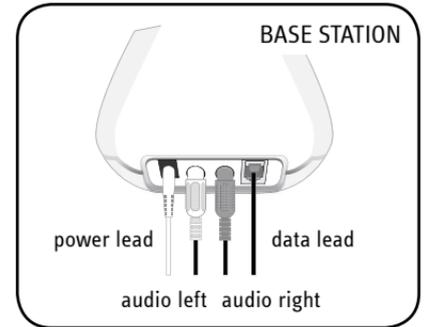


- 1 DC IN
- 2 AUDIO LEFT
- 3 AUDIO RIGHT
- 4 DATA IN (RJ11)

# FIRST THINGS FIRST

Sky Gnome has to be installed properly before you can start to use it. Follow each step carefully, using the pictures as a guide.

## STEP 1: CONNECTING THE BASE STATION TO YOUR SKY/SKY+ BOX



# STEP 2: ENABLING SKY GNOME

Before you can use Sky Gnome, your Sky/Sky+ box must be set up to recognise it as an external device.

- 01 Plug your Sky/Sky+ box back into the mains and turn the power on. Wait for it to start up.
- 02 With a TV channel showing, point your remote control at the box and press **services**.
- 03 Select *System Setup* to see the *System Setup* screen.
- 04 In the *System Setup* screen, press the key sequence **0, 1** then **select**. When you enter the numbers, nothing happens onscreen until the *Installer Setup* screen appears.
- 05 Select *RF Outlets* to see the *RF Outlets* screen.
- 06 Check the *RF Outlet Power Supply* setting.  
If it's *OFF*, use the left/right arrow to select *ON* then select *Save New Settings*.  
If it's already *ON*, exit the screen without changing any settings.



**PLEASE REMEMBER:** The settings made from the *RF Outlets* screen are crucial to the performance of your Sky/Sky+ box and were adjusted when your box was installed. There's no need to make any changes other than the one described here.

Your Sky/Sky+ box is now set up to recognise Sky Gnome.

# STEP 3: CONNECTING SKY GNOME

Sky Gnome runs on a rechargeable battery which is already inserted in the battery compartment. All you have to do is make the final connection and charge it for 16 hours.

- 01 Push the tab on the battery compartment and lift the cover away.
- 02 Carefully remove the battery pack.
- 03 Connect the battery's cable to the small socket inside the battery compartment, making sure the notches match the slots in the socket.
- 04 Insert the battery pack and carefully put the cover back on, making sure the catch clicks into place. The battery is now connected but don't forget to **charge it initially for 16 hours**, otherwise you may be disappointed with Sky Gnome's performance. The battery is charged when Sky Gnome is plugged into the mains.
- 05 Take the second power lead, connect one end to the **DC in** socket on the back of Sky Gnome and plug the other end into the wall socket.
- 06 Press Sky Gnome's **Sky** key. Sky Gnome turns on and the display lights up. After a few seconds you see the words **no signal** on the information screen.



- 07 On your Sky/Sky+ box, select a satellite channel with audio, for example, Sky News (channel 501).
- 08 Plug the base station's power lead into the wall socket. The datalink light and the base station light both turn on, and Sky Gnome plays the Sky News audio. After a few moments, you see information about the channel on Sky Gnome's display.

That's it, Sky Gnome is set up and is now ready to roam!



TV SCREEN

- channel number
- channel name
- programme
- volume bar
- time and day



SKY GNOME SCREEN

# GET READY TO ROAM

## CHARGING THE BATTERY

The great thing about Sky Gnome is that it's run by battery so you can carry it about without wires (typical range of 30m). When you first bring Sky Gnome home, you need to charge its battery by plugging it into the mains (see **Step 3: Connecting Sky Gnome**). It's essential to Sky Gnome's performance that you leave it to charge for 16 hours initially. After this, the battery will take around 8 hours to charge.

## TURNING THE POWER ON AND OFF

To turn Sky Gnome on, press the **Sky** key. You may have to wait up to 60 seconds for the screen to show programme info.

To turn the power off, hold down the power key for at least 3 seconds.

- Pressing the **Sky** key also turns your Sky/Sky+ box on if it's in standby. Remember the box has to be on for you to use Sky Gnome.
- Save battery life by turning Sky Gnome off when you're not using it.

## ABOUT THE DISPLAY

When you turn Sky Gnome on after completing the setup, the display lights up and the word **SKY GNOME** welcomes you. The blue backlight fades after 10 seconds if you don't touch any keys. Look out for important information on the screen, such as messages or battery warnings.



# CHANGING CHANNELS

You can change channels directly from Sky Gnome. When you change channels, your Sky/Sky+ box tunes to the new channel, displaying the Search & Scan banner on the TV as it does when you use your Sky remote control. In the meantime, Sky Gnome plays the audio and displays the channel information.

## Change channels with the channel +/- key, as follows:

- 01 Press **channel +/-** to listen to the next channel.
- 02 Wait for your Sky/Sky+ box to tune to the channel. Sky Gnome plays the audio then shows the channel information.

## Change channels with the number keys, as follows:

- 01 If you need to, look up the channel number in Sky Guide's TV Guide listings. See your Sky/Sky+ box user guide for details.
- 02 Enter the number of the TV channel you want; 5-0-1 for Sky News, for example.  
If you enter a wrong number, press the **power** (back up) key briefly to go back one digit.
- 03 Wait for your Sky/Sky+ box to tune to the channel. Sky Gnome plays the audio then shows the channel information.



## ADJUSTING THE VOLUME

Use the **volume +/-** key to change the volume.

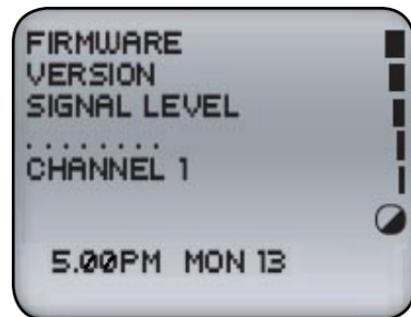
Sky Gnome remembers the last level it was set to next time you turn it on.



## ADJUSTING THE CONTRAST

You can change the contrast of Sky Gnome's display as follows:

- 01 Press and hold down **Sky** until you see the menu.
- 02 Use the **volume +/-** key to adjust the contrast.  
The display goes back to the main screen after a few moments.



# USING PRESET CHANNELS

To select channels quickly from Sky Gnome, you can store up to 10 of your favourites as follows:

- 01 While listening to a channel, press and hold down one of the number keys.  
After 2 seconds the backlight of the display flashes on then off.  
After 6 seconds the backlight comes on again.
- 02 Once the backlight comes on again, release the key.  
The channel is stored.

Switch to a stored channel as follows:

- 01 Press and hold down the allocated number key for 2 seconds.
- 02 As soon as the backlight flashes on, release the key.  
The channel number is loaded onto the screen.
- 03 Wait for your Sky/Sky+ box to tune to the channel.  
Sky Gnome plays the audio then shows the channel information.



# LISTENING TO RECORDED PROGRAMMES (SKY+ ONLY)

When your Sky+ box plays back a recorded programme, you can listen to it with Sky Gnome as you can with a live programme.

The screen shows the programme information and **Playback** in the top right corner.

- You can start playback only from the Sky+ box itself.
- If you want to listen to something else, you can stop playback by changing channels on Sky Gnome.
- If someone pauses, fast-forwards or rewinds the recording on the Sky+ box, Sky Gnome mutes and you see the word **Pause / Fast Forward / Rewind** on the screen.
- When Sky+ reaches the end of playback, you see the message **Press Sky for channel audio** on Sky Gnome's screen. Press **Sky** to then switch to a live channel.



TV SCREEN



SKY GNOME SCREEN

# OVERRIDING SKY GUIDE BEHAVIOUR

As Sky Gnome responds to your Sky/Sky+ box, remember that some settings may interrupt the programme you're listening to.

With **AutoView** (not for Sky+ viewers) your Sky box tunes to a channel automatically without reminding you. Sky Gnome warns you before it tunes to a programme marked by **AutoView**.

When you see this warning message, you can press **Sky** to stop the channel changing, otherwise your Sky box and Sky Gnome tune to the preset channel.



## LISTENING TO SKY GNOME ON YOUR SOUND SYSTEM

To listen to satellite channels on your sound system, connect it to Sky Gnome as follows:

- 01 Turn Sky Gnome's volume to a low level (not off completely).
- 02 Take a compatible audio cable (not supplied) and connect it to Sky Gnome's **line out** socket.
- 03 Connect the other end to your sound system's line in socket.
- 04 Adjust the sound using your sound system's volume control.



## LISTENING TO SKY GNOME ON YOUR HEADPHONES

You can listen to your satellite channels on headphones instead of through Sky Gnome's speakers.

Just plug your headphones into Sky Gnome's **headphones** port on the front of the unit and adjust the volume as usual.

When your headphones are connected, the speakers are muted.

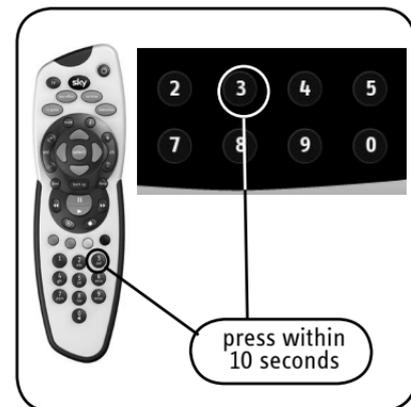
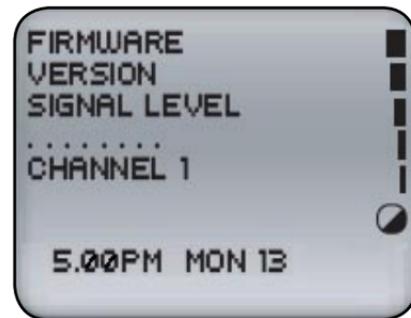


# WHAT TO DO IF THERE'S INTERFERENCE

If there's interference when you're listening to Sky Gnome, it may be because another wireless audio device in the area is using or controlling the same frequency. Sky Gnome has 4 channel frequencies to help you find a clear signal.

Change the channel frequency as follows:

- 01 Bring Sky Gnome to within 5 ft (about 150 cm) of its base station and your Sky/Sky+ box.
- 02 Make sure your Sky/Sky+ box is showing a TV channel.
- 03 Press and hold Sky Gnome's **Sky** key until you see the menu.
- 04 Press a number from 1 to 4 to choose one of the four frequencies.
- 05 Within 10 seconds, point your Sky remote control at your Sky/Sky+ box and press the same number as you did on Sky Gnome.  
This changes the channel frequency on the base station.
- 06 Put your Sky/Sky+ box into standby to apply the settings.
- 07 Wait a few moments for the base station to turn the box back on. If the box doesn't turn on automatically, press the **standby** key to turn it back on and start again at step 1.



# PROBLEM SOLVING

Read these troubleshooting tips if you come across any problems using Sky Gnome. If you're still having trouble, make sure you have followed the setup instructions and precautions carefully.

Refer to your Sky/Sky+ box user guide as the issue may lie with the box. Go to the Customer Support pages of [www.sky.com](http://www.sky.com) for more information. If you have any problems with Sky Gnome that aren't covered in this guide or the other references, call us on 08702 43 23 27.

## PROBLEM

## POSSIBLE SOLUTION

There's too much interference

You may need to change the channel frequency.

See [What to do if there's interference](#).

---

I can't hear anything from Sky Gnome

Try moving Sky Gnome closer to its base station and your Sky/Sky+ box.

---

I can't use any of Sky Gnome's keys

Check the volume and make sure you have followed all the precautions and instructions on setting up the equipment. If you can't change channels but can still hear the audio, Sky Gnome may be out of range. In this case, try moving Sky Gnome closer to its base station and your Sky/Sky+ box. Check that your Sky/Sky+ box is working and responding to its controls. Check all the connections between your Sky/Sky+ box and the base station. Make sure the datalink and base station lights are on.

If there's a battery symbol on the display, you need to charge Sky Gnome's battery. An empty battery takes approx. 8 hours to charge fully.

---

I can't see any channel information on the display / the display is unclear

Check the contrast level and check all the connections between your Sky/Sky+ box and the base station. Try moving Sky Gnome closer to its base station and your Sky/Sky+ box.

## PROBLEM

I can't control my Sky box from Sky Gnome, even at close range to the base station

## POSSIBLE SOLUTION

This doesn't apply to Sky+ boxes: If you have an Amstrad, Panasonic or Grundig Sky box model older than four years, you may need to make a simple setting so that the Sky box recognises Sky Gnome as an external device. Only try this if no other problem-solving options have worked.

- 01 Go to *Services > System Setup > System Details* and check the *Version Number*. If it's one of the following, you need to carry on with step 2: Amstrad 4F0101; Panasonic 0F0101, 0F0102 or 0F0103; Grundig 4E0101, 4E0102 or 4E0103.
- 02 With a TV channel showing, point your remote control at the Sky box and press the key sequence, 9, 9, back up, 9, back up.  
You don't see anything onscreen when you're pressing the key sequence.  
The base station automatically turns the Sky box off to apply the settings.

---

Sky Gnome plays some channels at very low volume

The volume setting on your Sky/Sky+ box may be too low. Remember, if you change this setting, it may affect the volume when watching TV channels.

Set the volume as follows:

- 01 Go to the Services screen of Sky Guide, select System Setup then Sound Settings.
- 02 Highlight Volume and use the left/right arrow to set the volume to half way.
- 03 Select Save New Settings.

---

When I turn Sky Gnome on, there's no information on the display

Sky Gnome's base station sends information to Sky Gnome once every 60 seconds unless you prompt it by changing channel. When you turn Sky Gnome on, wait for 60 seconds for the information to appear.

# DISPLAY MESSAGES

If Sky Gnome shows you a message and you need to know more, check the explanations below.

## MESSAGE

## WHAT DOES IT MEAN?

Channel change not available at this time - two programmes are being recorded

Sky+ only: Sky+ is recording two programmes at the same time. You can't change channels on Sky Gnome until the recording is complete. Wait for the recording to finish and try again.

---

Please call to upgrade your subscription to receive this channel

You can't listen to channels that aren't included in your subscription. Call to upgrade your subscription or choose a different channel.

---

Audio unavailable - please check your digital satellite receiver

Check that Sky Gnome, the base station and other Sky equipment are set up properly and well connected. Also check that your Sky/Sky+ box is showing the channel as it should.

---

There is a technical fault with this channel - please try later

There is a fault with the channel you're trying to listen to. Check that your Sky/Sky+ box is showing the channel as it should. Wait for the broadcaster to fix the fault or try a different channel.

---

Press Sky for channel audio

The Sky/Sky+ box is being used for interactive services or to buy Box Office programmes. Exit the interactive or Box Office screens and press Sky to hear the channel as before.

---

Channel unavailable - PIN protected. Please try a different channel.

If the channel is restricted by Parental Control settings, you have to enter a PIN to listen to it. Enter your PIN on your Sky/Sky+ box with the remote control. If you try to enter the PIN on Sky Gnome, it reads it as a channel number and changes channel instead.

## MESSAGE

Channel details unavailable

## WHAT DOES IT MEAN?

If you can still hear the audio, it may be that Sky Gnome is too far out of range to pick up any programme information. Try moving Sky Gnome closer to its base station. Otherwise, change channels or wait for the programme information to appear.

---

System fault - please contact customer services

There was an unexpected error with Sky Gnome during system setup. Call us on 08702 43 23 27.

## SPECIFICATIONS

These specifications may change without notice. Sky may not be held responsible for discrepancies.

Input voltage:	Sky Gnome: 9V DC / base station: 9V DC
Number of RF channels:	4
Band of operation:	863MHz to 865MHz
Audio channel frequencies:	ch 1: 863.4MHz / ch 2: 863.8MHz / ch 3: 864.2MHz / ch 4: 864.6MHz
Control channel frequency:	433.92 MHz
Range:	approx. 30m (typical home environment)
Speakers:	built-in stereo, 1 W rms per channel
Weight:	Sky Gnome: max. 1 kg / base station: max. 0.2 kg
Operating temperature:	+4°C to +40°C
Storage temperature:	-5°C to +50°C
Battery:	Rechargeable NiCad 1000mAh power pack
Battery life:	Typical 8 hrs (typical 10 hrs with headphones)

