



If you are experiencing difficulties with your 19", 24" or 32" TV while viewing your Sky channels, it could be that your card has been deactivated.

Firstly you need to change a setting on the cam which holds the card to allow it to update. Proceed as follows:

1. Press Menu button on the remote.
2. Scroll across ► to TV press ENTER
3. Scroll down to Common Interface, press ENTER
4. Ipnosys.037 (or similar number) will appear
5. Ipnosys is highlighted, press ENTER
6. Scroll down to highlight Configuration, press ENTER
7. Scroll down to Smartcards EMMs, press ENTER to turn it ON
8. Press EXIT to back out to main TV screen

You can now leave the TV turned on with a Sky channel selected and wait for the updates to happen to activate your card or you can call Sky and get them to reactivate it – you will need your account number and password for this.

Once up and running again, the EMMs will need to stay turned on for 2 hours or more while watching TV and you may experience some flickering while your card is updated.

Once updated you should go back into the EMMs by following the steps above and press ENTER again to turn them OFF.

We suggest if you are not able to put your card back into your home sky decoder to update, that you follow the steps above every 3 weeks to keep your card activated and updated.