



Sky Q Setup Manual

[Home](#) » [SKY](#) » Sky Q Setup Manual 

Contents

- [1 Sky Q Setup Manual](#)
- [2 Introducing Sky Q](#)
- [3 Get to know your Sky Q remote](#)
- [4 Extra tips and tricks](#)
- [5 Recording your favorite shows](#)
- [6 Watch your recordings](#)
- [7 Related Posts](#)



Sky Q Setup Manual



Your Quick Guide

Discover how this award-winning box is the best and most innovative TV experience.

Introducing Sky Q



Entertainment made easy

Watch live and on demand. On your TV, online, and on the go.



Say it. Watch it.

Use Voice Control to say the name of a show, the type of show, or even a line from a show.



Take control of your TV

Pause, record, rewind, or restart live TV. You can do so much on Sky Q.



All your TV. All your apps

See your Sky TV next to your Netflix, YouTube, Spotify, BBC iPlayer, and more – all in one place, easy.



Storage

- 1TB – over 500hrs
- 2TB – over 1000hrs
- Save more of the shows you love.

Record

6 shows watch a 7th life You'll need to change your preferences on your box to enable 6 simultaneous recordings.

Stream on

2 TVs and devices* Watch more of the shows you love

Watch in

Ultra HD See detail and clarity like never before, with up to 4 times the definition of HD.

Requires Sky Q Multiscreen and a Sky Q Mini box if you are watching on another TV. Store More: Up to 500 SD hours. Compared to the standard 500GB Sky+HD box: Sky Q 1TB box: has 700GB personal storage. 300GB reserved by Sky for other uses. Sky Q 2TB: 1.7TB personal storage. 300GB storage reserved by Sky. 1000 SD hours. Ultra HD: Ultra HD ready required, Requires Ultra HD subscription. Content depends on Sky TV subscription. Wi-Fi: Coverage depends on the home setup.

Get to know your Sky Q remote

Access your recordings

On/Off
Long press for TV
Short press for Sky

Rewind, Play, Pause
and Fast-Forward

Dismiss
Back to Live TV

Navigation buttons
and Select

Home Page

Press for Sky News,
Sky Sports and
Weather apps

Volume +/-

Channel +/-










Mute

Voice Control
Search for your show
by voice, press and talk

Help and access
to Subtitles,
Audio Description

Record your
favourite Show
Press for Series Link, 2nd
press for a single episode,
then press again to cancel



	Sky Takes you to your recordings.		Navigation buttons Navigate the menus. Press up when watching a recording to display the progress bar, then press right or left to move through the show minute by minute. Press and hold to find a specific point.
	Standby Press once to switch your box on or off.		
	Search Find a specific TV show, movie or actor.		Dismiss Return to live TV or stop playing a recording.
	Rewind/play/pause/fast-forward Control the way you watch live TV, or fast-forward a recorded show.		
	Select Brings up the Mini Guide so you can discover more.		Home Go to the Homepage.
			Sidebar Open the sidebar and find apps including Sky News, Sky Sports News HQ and My Photos.

Extra tips and tricks

Mini Guide

When watching live TV press the select button to see the details of the show you're watching, press right to see what's on later, or left to choose from HD or Favourite channels.

Bluetooth technology

The Sky Q remote uses Bluetooth technology, so you don't need to point it at your Sky Q box to make it work.

Finding your remote

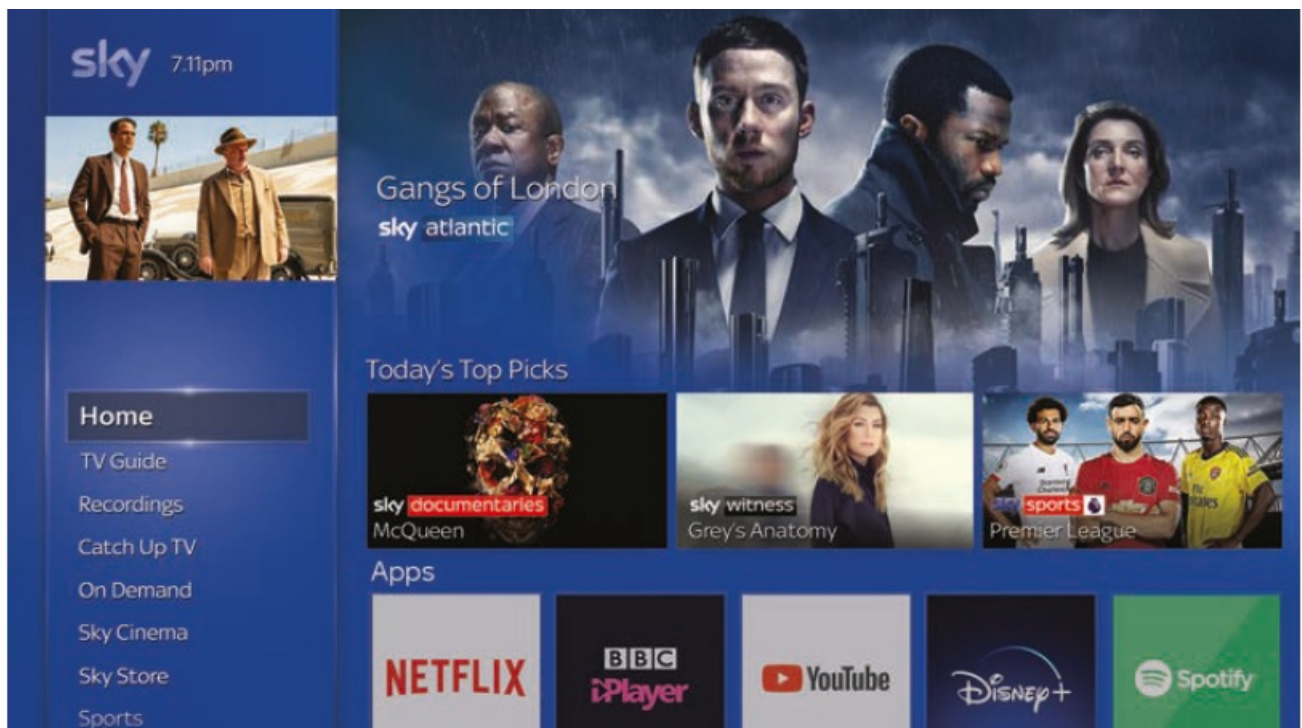
Press the Q button on the front of your Sky Q box and your Sky Q remote will beep for 30 seconds.

Voice Control

Find what you want to watch faster using Voice Control. Press and hold down the blue voice button on your remote and ask Sky Q to find a show or movie. For greater control of your voice, ask Sky Q to pause, rewind, or fast-forward to the best bits.

Your Sky Q Homepage

Your Sky Q Homepage brings you personalized recommendations on what to watch and your last viewed shows so you can carry on where you left off. You can also easily navigate to the TV Guide, Catch Up TV menus and your Recordings, and access TV apps from the Sky Q Homepage.



Catch Up TV

You'll always find something to watch on Sky Q. Simply select Catch Up TV on your Sky Q menu to discover and watch shows from the last 30 days. There are up to 65 Catch up channels, including Sky Atlantic, BBC iPlayer, and ITV Encore.

Favorites

Easily find your most-watched channels by saving them to Favourites. Go to the TV Guide, followed by Favourites, and then select Setup Favourites. They'll be assigned to the 1-99 channel numbers, so you can tune into them quickly.

Auto-Play

When you reach the end of an episode, Auto-Play starts the next one automatically, letting you watch a whole series in one sitting.

Recordings

You can record multiple shows without interrupting your live viewing and record a whole series at the touch of a button. Find all your recordings in one place, stored by most recent or A to Z.

Ultra HD

Sky offers the widest range of entertainment in Ultra HD. Watch dramas, movies, documentaries, and sports, including the Premier League and Formula 1, in up to four times the definition of HD, and experience clarity like never before.

Auto-Download

When you start watching an episode, the next in the series will be added to your download queue, ready to watch whenever you want.

Using the TV Guide

The Sky Q TV Guide can be accessed via the Home screen, or launched via Voice Control. You can select a specific channel type as well as Box Office events, Radio shows, and New Series that are available to you.

10.40am

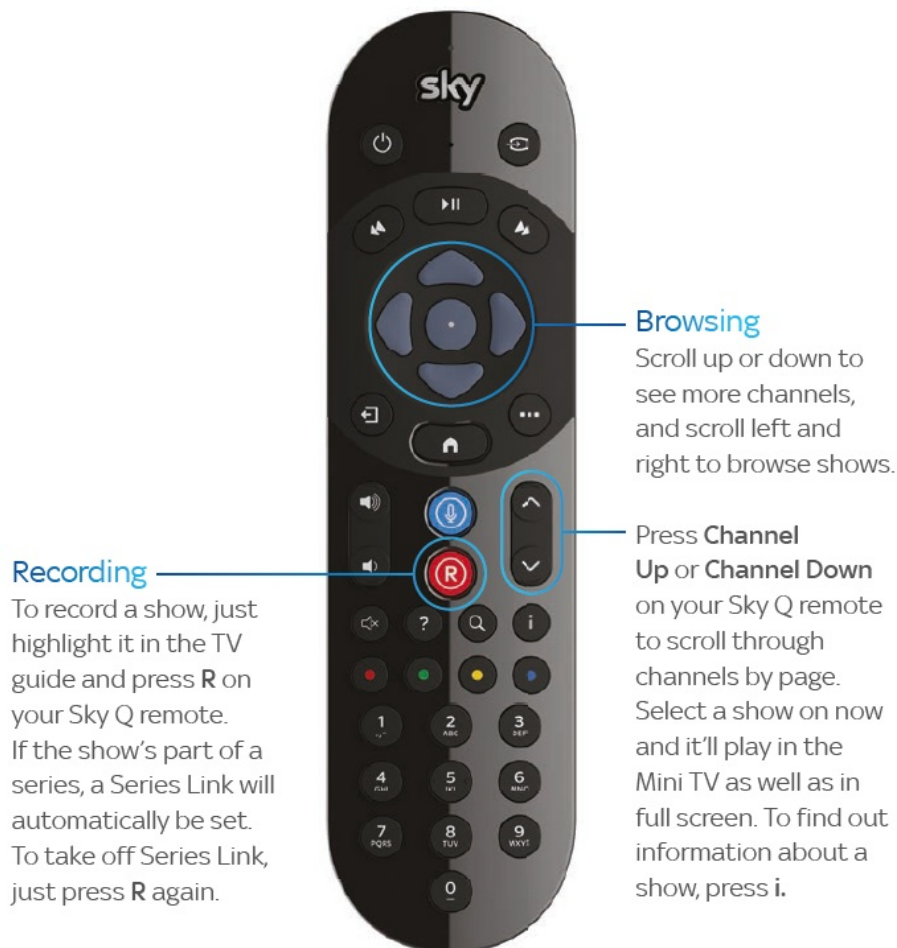
sky One HD

Modern Family

30m HD S Starts at 4.00pm R Record once

Heavy is the Head: Gloria gives Claire a birthday experience she will find it hard to forget. A childhood trauma haunts Cam when he winds up in hospital. (S8, ep 14)

Today		4.00pm	4.30pm	5.00pm	5.30pm
Sky One HD	106	R Modern Family	Modern Family	The Simpsons	Futurama
Sky Witness HD	107	Stop Search Seize		Nothing To Declare	Nothing to Declare
Sky Atlantic HD	108	Boardwalk Empire			The Sopranos
W HD	109	My Dream Home		My Dream Home	
GOLD HD	110	The Green	Last of the Summer Wine	Last of the Summer Wine	Arrested Development
Dave HD	111	Top Gear		Eddie Eats America	Eddie Eats America
ComedyCentHD	112	Friends	Friends	Friends	Friends
Sky Comedy HD	113	30 Rock	Will & Grace	Will & Grace	The Fresh Prince



Recording your favorite shows

sky 10.40am

sky one HD

Modern Family

30m HD S Starts at 4.00pm R Record series

Heavy is the Head: Gloria gives Claire a birthday experience she will find it hard to forget. A childhood trauma haunts Cam when he winds up in hospital. (S8, ep 14)

TV Guide

Favourites

All Channels

Catch Up

HD

+1

Documentaries

Kids

Movies

Today	4.00pm	4.30pm	5.00pm	5.30pm
Sky One HD 106	R Modern Fam	Modern Family	The Simpsons	Futurama
Sky Witness HD 107	Stop Search Seize		Nothing To Decla	Nothing
Sky Atlantic HD 108	Boardwalk Empire		The Sopranos	
W HD 109	My Dream Home		My Dream Home	
GOLD HD 110	The Green	Last of the Summer Win	Last of the Summer Win	A
Dave HD 111	Top Gear		Eddie Eats Americ	Eddie Ea
ComedyCentHD 112	Friends	Friends	Friends	Friends
Sky Comedy HD 113	30 Rock	Will & Grace	Will & Grace	The Fre

How to record

You can schedule a recording for a TV or radio show up to 7 days before it airs. Simply find the program you want to record in your TV Guide and press Record. When you record a show, a Series Link will automatically be added to record all future episodes and seasons of a show, as well as any related shows (for example, The Great British Bake Off: An Extra Slice). Series Links will also be set up automatically when you download and then play back the latest episode of the latest series of a program from Catch Up TV.

Good to know

Series Links aren't available for all shows and channels, and a Series Link for the next episode won't appear in your scheduled recordings until the current one's started or ended.

Watch your recordings

sky 10.42am

sky one

Modern Family

Home

TV Guide

Recordings

Catch Up TV

On Demand

Sky Cinema

Sky Store

Sports

Kids

sky one

Modern Family

itv4

Minder

sky TWO

Have I Got a Bit More Ne

sky one

My Family

sky TWO

University Challenge

sky sports

Andrea Bocelli: Legends

How to watch

You can find your recordings by pressing Sky on your remote, or by pressing Home and then scrolling to Recordings.

- Simply select the program you want to watch and it'll start playing
- Part way through a recording? It'll pick up from where you left off
- Want to watch from the start? Just select Watch from start

Good to know

Use voice control to navigate to recordings quickly by simply pressing and holding the blue voice button on your remote and saying "Recordings".

Good to know

Pressing the Sky logo at the top of your remote takes you to Recordings.

Apps on Sky Q

Everything's so much easier when it's side by side. Easier to search, and easier to make the most of. That's why we have apps like Netflix, Disney+, YouTube, Spotify, and Xite all on Sky Q. All in one place. And it's easier to find everything faster when you tell your remote what you're looking for.



Access your Sky services online or on the app...



My Sky app

The My Sky app is the quickest and easiest way to manage your account and get help and support, wherever you are.

Simple billing

Check your current Sky package, view your bill, and change how and when you pay, all in one place.

Fast problem-solving

Find easy-to-follow articles and videos on the app to help you resolve the most common issues.

Smart broadband features

Tap Broadband & Talk from the Fix a Problem menu to test your home broadband connection.

The app will identify the cause of your broadband issue and guide you through the simple steps to get you back online quickly and easily. You can also keep track of your broadband usage or see your broadband speed by selecting Broadband & Talk from the Manage Account menu.

My Account

Log in to sky.com/myaccount via your laptop or desktop computer to update your account details and change your package all with a simple click. You can also create your Sky iD – your login for all our services.

Or straight from your TV



My Account

Get immediate access to your Sky account by selecting My Account on the Sky Q Homepage. Here, you can:

- Reset your TV PIN
- View your latest and previous bills
- Make a payment or change your payment details
- Reschedule a visit from an engineer*

Help from your homepage

The Help section features step-by-step videos and articles to help you get more from Sky Q. Whether you need a hand with your recordings or want to know how to view your Facebook photos on your TV, simply select Help on the Sky Q Homepage.

Introducing Sky VIP Your new loyalty program

Now you're a Sky VIP, don't miss out on everything your new loyalty program has to offer. It's our way of saying thank you.



Discover your rewards today

Enjoy exclusive rewards and money-can't-buy experiences. From free tickets to some of the biggest sporting events, to cinema previews across the country. And that's just the start; the longer you're with us the better it gets.

Get your Welcome Gift

Download the My Sky app today to discover your rewards. A Welcome Gift is waiting for you to enjoy – a Sky Store Buy & Keep movie on us. To enjoy all this and more download the My Sky app



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