

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

Sky box says 'No signal'

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A 'No signal' message on a Sky box can come from the TV, the HDMI lead or the Sky signal itself. A short check usually shows which. Wording on screen differs between Sky Q and older boxes.

Which message is it?

- A **No signal** message from the TV usually means it is on the wrong input or the box is off.
- A message from the Sky box about satellite or dish suggests a problem with the dish or cable.

Check the TV and lead

1. Make sure the Sky box is switched on and shows a light.
2. On the TV remote, press **Input** or **Source** and pick the HDMI socket your Sky box uses.
3. Push the HDMI lead in firmly at both ends.
4. Try another HDMI socket on the TV.

Restart the box

1. Switch the box off at the wall.
2. Wait 30 seconds.
3. Switch it on and wait several minutes. It may restart a couple of times.

Check the satellite cable

Check the cable is firmly screwed into the back of the box. Do not unscrew cables at the dish.

Weather

Heavy rain, snow and storms can briefly interrupt satellite signals. If it clears after the weather passes, there is nothing to fix.

Sky Stream

Sky Stream is delivered over the internet, not a dish. If you see a message about connection, check your broadband and router instead.

When to get more help

Get help if the box shows a dish or cable error that persists after a restart, if you need to touch the dish, or if the box will not switch on. Sky can advise on repair or replacement.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.