

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

Sky Q and Sky Stream: restart, remote pairing and Wi-Fi Mini problems

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.

Sky Q and Sky Stream boxes are generally reliable, but a restart cures many faults. Sky's instructions vary by box and remote, so use the help pages on sky.com for exact buttons.

Restart

1. Switch the box off at the wall socket.
2. Wait 30 seconds.
3. Switch on and wait for the box to restart fully, which may take several minutes.

For Sky Stream, restart the Stream box in the same way.

Remote not working

- Replace the batteries.
- Point the remote at the front of the box and stand close.
- If pairing is lost, follow Sky's pairing instructions for your remote. Sky's pages show the exact button presses, which differ between the Sky Q and Sky Stream remotes.

Sky Q Mini boxes

Mini boxes in other rooms connect to the main Sky Q box using a wireless link. Problems usually come from distance, thick walls or mains plug extension blocks.

1. Move the Mini nearer to the main box as a test.
2. Plug it directly into a wall socket.
3. Restart both the main box and the Mini.

Sky's help pages explain the Mini's connection and what its lights mean.

Sky Stream Puck

The Puck extends your Sky Stream to another room. Follow the same checks: a wall socket, a restart and less distance to the main box.

Using the Sky app

If an app or box feature fails, check your broadband is working. Sign out and in again in the Sky Go or Sky app on your phone.

Avoid resetting

Do not factory reset a Sky box yourself. Contact Sky first.

When to get more help

Get help if a Mini keeps losing contact, a new remote will not pair, or the box stays on the start-up screen after a restart.

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.