

How to activate a \$KY card from abroad

You will need the following information before calling \$KY. You need the full name and address of the person who holds the account with \$KY. You need the card number which is printed on the back of the viewing card. You also need the Password for this account. \$KY television are not allowed to broadcast (for contractual reasons with some of its program providers) outside of the UK and Ireland, and they are very vigilant about this. They use "Caller ID" when being telephoned, to check where and who is calling them. If you call them on a landline from outside the UK, to activate a card or change account details, they will deactivate the card account, with no refunds or 2nd chances. The trick is to phone them from a UK mobile phone (with a UK SIM card/account). When using a UK mobile from abroad, the caller ID will show the phone as being a UK mobile number, which they cannot tell is being used from abroad. You may want to double check this information before calling \$KY, by making a test phone call to a friend in the UK, and ask them to tell you what number shows up on their display. When ringing \$KY, they will ask for account Name, Address and Password. They will then ask you for some information from one of the menu screens on the TV, normally this information is on the "System Details" which is a sub menu of the "System Setup" menu under the "Services" menu. To quickly get to this information, press "Services" then press "4" then press "5". When calling \$KY they talk you through this process, and ask you what the information says on the screen. If you want to activate a card without being near the Digibox, you will need to write down the information from this screen in advance, and make out you are reading it directly from the screen. They will ask you several times "is the Telephone Line connected to the Digibox", to which you must reply of course YES. They have no way of actually telling, if a phone line is physically connected or not. The phone line is only needed when using on-line purchases, gambling and ordering box office movies. Never connect a Digibox to a phone line outside the UK. A trick \$KY have been using recently (when activating a \$KY subscription card) is to ask customers what does it say on the "System Test" menu (press "Services" then press "4" then press "7"), this test is to see if the Digibox see's a phone line connected. When they ask what does this screen say, tell them it says "Telephone Line Busy, Press Back-up to return". If they ask is somebody on the telephone line, reply by saying the kids must be on the Internet again" or words to that effect. Once all this has been done, the only other thing that may happen is, they tell you that the box needs its software updating, this is done by unplugging the Digibox from the mains for ten seconds, press and holding in the "Back-Up" button on the front of the Digibox, plugging it back into the mains, waiting for the 3 LEDS on the front panel of the Digibox to light (takes about 10 seconds) and then releasing the "Back-up" button. A message will come up on the screen saying that the new software is being downloaded, and not to disconnect power to the box, or unplug the dish. This updating process takes about 10 minutes. Once updated, switch the Digibox onto a \$KY channel, and wait for the activation signal to be sent from \$KY HQ to your Digibox and Card, this usually only takes about 10 minutes, but can take several hours, be patient. The activation signal is sent down from the Satellite, along side the picture information, and not through the phone line, as is often mistakenly thought.

All of the above information was correct at the time of writing (20th September 2006) and is given in good faith. We accept no liability for any losses incurred, whilst using the above information.