

Equipment issues: Split NIT affected equipment

As at 24 November 2011

In summer 2008, Freeview and the digital multiplex operators (DMOL) updated the network due to the introduction of many more services since the launch of the platform. This required the Network Information Table (NIT) to be split to carry more data. Early products with insufficient memory or that need to reattribute memory subsequently stop working. Contact Freeview on 08701 111270 for more information.

Manufacturer	Model	Description	Manufacturer Contact Details
Box will stop working and viewers will need to replace equipment to continue receiving the Freeview service.			
Daewoo	DS608P	Set-top box	Daewoo 0844 887 2525
Labgear	DTT100	Set-top box	No longer trading
Triax	DVB 2000T	Set-top box	No longer trading
Portland	DP100	Set-top box	Portland 0870 100 2525
Daewoo	SV900	Combined set-top box and VCR	Daewoo 0844 887 2525
Bush	IDVCR01	Combined set-top box and VCR	Bush 0871 230 1777
BBC and ITV channels move into the 800's.			
Daewoo	DS700	Set-top box	Daewoo 0844 887 2525
Bush	DFTA3	Set-top box	No longer trading
Ferguson	FDT500	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Ferguson	FDT600	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Ferguson	FDT2000	Set-top box	01788 570215 (Inview support)
Grundig	GDT1000 /1000T	Set-top box	01788 570215 (Inview support)
Grundig	GDT1500/1500T	Set-top box	01788 570215 (Inview support)
Grundig	GDT2000	Set-top box	01788 570215 (Inview support)
Thomson	DTI1000	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Thomson	DTI1002	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Thomson	DTI500	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Thomson	DTI550	Set-top box	Thomson.Retail.STB.UK@technicolor.com
Astratec	TOPD1	Top Up TV Set-top box	No longer trading
Humax	MG-TU1	Top Up TV Set-top box	Humax 0870 247 8800
Matsui	TUTV1	Top Up TV Set-top box	0844 561 1234 (KnowHow- Dixons/Currys)
Thomson	DTI2300	Top Up TV Set-top box	08712 712712 (TUTV support)
Thomson	DTI2305	Top Up TV Set-top box	08712 712712 (TUTV support)
Ferguson	FDT2500	Top Up TV Set-top box	08712 712712 (TUTV support)
Where possible, manufacturers will produce solution in the form of an over air download (OAD) or DVD based update.			
EchoStar	T101	Set-top box	OAD 18-21 Sept 09 Almelo.service@echoStar.com
Panasonic	TUCT20	Set-top box	Models affected are those with software version lower than 0.19. Call Panasonic STB support on 0800 1693012
Panasonic	TUCT30	Set-top box	Models affected are those with software version lower than 0.46 Call Panasonic STB support on 0800 1693012
Panasonic	DMR ES20D	DVD Recorder	DVD available 0870 535 7357
Panasonic	DMR EH60D	DVD Recorder	DVD available 0870 535 7357
Sagem	PVR6240 – 6280	HDD Recorder	OAD Made 0871 075 0710
Sagem	DTR6240 – 6280	HDD Recorder	OAD Made 0871 075 0710
Samsung	LExxR41 series	Integrated digital television (IDTV)	OAD Made 08442 449 999
Samsung	LexxR51 series	Integrated digital television (IDTV)	OAD Made
Topfield	TF5800	HDD Recorder	OAD was made available from Turbosat the parent company of Topfield. Call Turbosat to check the software code and update availability
DTV channels are missing – cannot tune into MUXES: 1, 2, A, B, C, or limited services can be found when channels are searched.			
Samsung	(a) WS28A116DSXXEU, (b) WS32A116DSXXEU, (c) WS28A116TGXXEU, (d) WS32A116TGXXEU, (e) WS28M204D9XXEU, (f) WS32M204D9XXEU, (g) WS32Z419D8XXEU	Integrated digital television (IDTV) with firmware: For (a) to (d) T-UKIDTV1_0125. For (e) to (f) T-TRYPEU0_1037 For (g) T-UNLIDEUK0_1007	A software download is available from Samsung for use with PC serial port and Windows 95/98/2000.
Products that have not received an OAD freeze when receiving the first multiplex.			
Sagem	ITD81 (ex 'Picnic')	Set-top box	Sagem 0845 0900 316
Sony	KD-28DX40U	IDTV	Sony 0870 511 1999
Sony	KD-32DX100U	IDTV	Sony 0870 511 1999
Sony	KD-32DX40U	IDTV	Sony 0870 511 1999
Sony	KD-32NX100U	IDTV	Sony 0870 511 1999
Sony	KD-32DX150U	IDTV	Sony 0870 511 1999
Sony	KD-36NX200U	IDTV	Sony 0870 511 1999
Sony	KP-44DX2U	IDTV	Sony 0870 511 1999
Sony	KD-28DL10U	IDTV	Sony 0870 511 1999
Sony	KD-28DX200U	IDTV	Sony 0870 511 1999
Sony	KD-28DX50U	IDTV	Sony 0870 511 1999
Sony	KD-32DX150U	IDTV	Sony 0870 511 1999
Sony	KD-32DX200U	IDTV	Sony 0870 511 1999
Sony	KD-32DX50U	IDTV	Sony 0870 511 1999
Sony	KDE-P37XS1	IDTV	Sony 0870 511 1999
Sony	KD-EP24XS1	IDTV	Sony 0870 511 1999
Sony	KDL-L32MRX1	IDTV	Sony 0870 511 1999
Sony	KDL-L42MRX1	IDTV	Sony 0870 511 1999
Sony	KDE-P42MRX1	IDTV	Sony 0870 511 1999
Sony	KDE-P50MRX1	IDTV	Sony 0870 511 1999
Sony	KDE-P61MRX1	IDTV	Sony 0870 511 1999
Thomson	DTI6300	Top Up TV Recorder	08712 712712 (TUTV support)