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**Press release**

**digitaluk**

## **NORTH DEVON SWITCHOVER UNDERWAY**

*Analogue BBC Two turned off • Freeview viewers required to retune*

**The digital TV switchover in north Devon got underway this morning, as analogue BBC Two was turned off at transmitters across large parts of the county.**

Shortly after midnight, all analogue services and existing low-powered digital services were temporarily switched off at the Huntshaw Cross transmitter and its 14 relays. Analogue BBC Two will remain permanently off.

An improved digital signal is being made available from Huntshaw Cross and relay transmitters, broadcasting the full range of BBC channels in digital form – BBC One, BBC Two, BBC Three, BBC Four, CBBC, CBeebies, BBC News and BBC Parliament. For the first time, north Devon viewers served by a relay transmitter will be able to receive digital TV through their aerial (Freeview).

Terrestrial TV services will be off air for some viewers until the first stage of switchover is completed by early this afternoon. Once services are back on air, viewers of Freeview, BT Vision and Top Up TV should retune their boxes.<sup>1</sup>

The second stage of switchover takes place on **29 July**, when the remaining analogue channels will be switched off permanently. On this date, further Freeview channels from ITV, Channel 4 and Five will also become available from relay transmitters for the first time. Virtually all households in north Devon will then be able to receive a Freeview signal.

Bill Taylor, Digital UK's South West Regional Manager, said this morning: "Much of Devon has already switched to digital, and now the process has reached the north of the county. Today, many more people are receiving Freeview channels for the first time.

"We're now encouraging viewers who still don't have the necessary equipment to get ready in time for 29 July, when all the analogue channels will be permanently switched off. Anyone who needs advice during this period should contact Digital UK."

Digital UK, the body leading switchover, continues to provide support through three local advice points (see notes), as well as its website ([digitaluk.co.uk](http://digitaluk.co.uk)) and helpline (08456 50 50 50). A switchover roadshow is also running today and tomorrow in Barnstaple.

The Switchover Help Scheme is still welcoming applications from eligible older and disabled people to get help to convert one television – including a choice of equipment, installation and aftercare. Eligible people who have already converted a TV set without assistance can still apply to convert a second set. Help Scheme engineers will be working in the area over the switchover period to help with retuning and viewers can contact the Help Scheme on 0800 40 85 902.

**- ends; notes follow -**

## Notes to editors

1. To retune your Freeview, Top-Up TV or BT Vision equipment, follow these steps:

**Note:** These instructions are a guide only – each product works slightly differently. Your instruction manual will explain the process for your particular product. Make sure you do a full retune following the guide below. Some product menus have 'add channels' or 'auto search' functions which may not restore all channels.

- Switch on your digital box or digital television
- Press 'menu' on the remote control
- Select 'set up' or 'installation' option
- Select 'first time installation' option (sometimes called 'factory reset', 'full retune' or 'default settings')
- Press "OK" if your equipment asks if you want to delete all your channels - don't worry this is normal.
- Channels will be automatically installed. This may take a few minutes; your equipment may shut down and restart.

For more information on retuning visit [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning)

- **Channel swap** From today, due to a change in broadcast frequencies, a minority of viewers may find that analogue Channel 4 moves to a different button on the remote control. All the analogue channels will be switched off permanently at stage two.
- **Freeview channels** After switchover, virtually all UK households will receive the most-watched Freeview channels and text services. These will include the public service channels BBC One, BBC Two, ITV1, Channel 4 and Five, plus associated digital channels such as ITV2, E4 and BBC Three. Viewers who receive their television signal from a main transmitter will receive more than 40 channels, including optional subscription services. Those who receive their television from a relay transmitter will receive around 20 channels. Viewers can use the postcode checker at [digitaluk.co.uk](http://digitaluk.co.uk) to check which channels are available in their area.

### Advice points

Switchover advice points are running from 11am – 4pm at the following locations until tomorrow:

**Barnstaple:** Library, Tuly Street, Barnstaple EX31 1EL

**Bideford:** Arts Centre (next to main Post Office), The Quay, Bideford EX39 2EY

**Ilfracombe:** The Candar, off Fore Street, Ilfracombe EX34 9DS

**Digital TV switchover** is the process of converting the UK's terrestrial television system to digital. Between now and 2012, analogue channels will be switched off region by region and replaced with free-to-air digital TV and radio services (Freeview). Switchover will extend Freeview coverage to the whole of the UK and free up airwaves for new services such as ultra-fast wireless broadband and mobile television.

**Digital UK** is the independent, not-for-profit organisation established in 2005 to lead the implementation of digital switchover. It is jointly owned and funded by the public-service broadcasters (BBC, ITV, Channel 4, Five, S4C and Teletext), and the digital multiplex operators.

**The Switchover Help Scheme** is run by the BBC under an agreement with the Government to help older and disabled people make the change to digital TV. Every eligible person will be offered practical help to convert one of their TV sets to digital in the run-up to switchover in each region. People are eligible if they are aged 75 years or more, have lived in a care home for six months or more, get (or could get) certain disability benefits, or are registered blind or partially sighted. Most people will be asked to contribute £40 towards the help but for those on certain income-related benefits, it's free.

**Images and video clips** are available to media free of charge from [vismedia.co.uk](http://vismedia.co.uk).

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