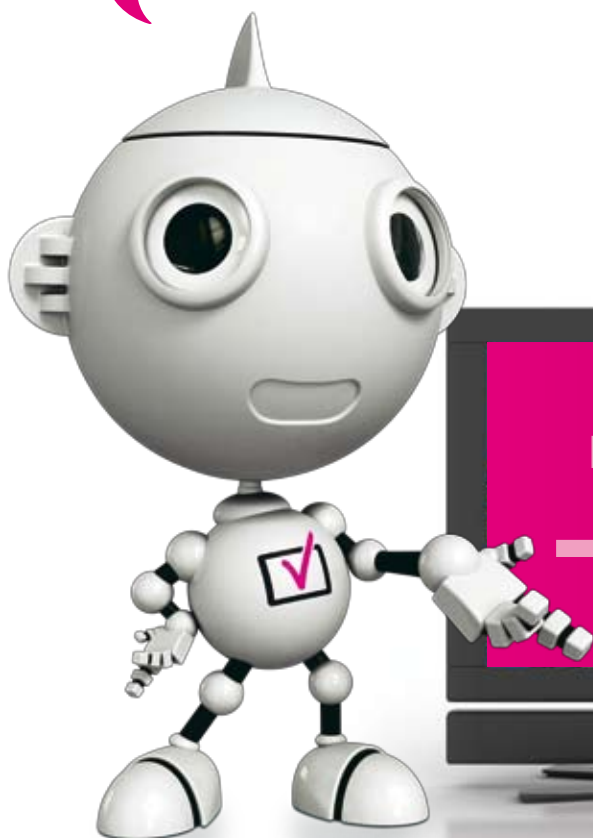


Your guide to

Re-tuning your Freeview equipment



Re-tune in progress
Scanning for channels



digitaluk

Providing independent advice.

What is re-tuning?

TV channels move to new frequencies, which means you may find some of your channels are missing. Re-tuning your digital TV or box will bring them back.

Who is affected?

Re-tuning affects anyone with a **Freeview, BT Vision** or **Top Up TV** service. If you have a satellite or cable service, you will not need to re-tune.

When do I need to re-tune?

- On or after both stages of switchover
- If at any time you find you have lost any TV channels

Don't be afraid to press buttons:
you can always press 'exit' or 'back'



How do I re-tune?

A full re-tune should only take a few minutes and can be done with your remote control. Here are some guidelines for how to do it, but bear in mind every model of digital TV or box will be a little different:

- 1 Switch on your Freeview TV or box and press 'menu'
- 2 Select 'set up' or 'installation' option
- 3 Select the 'full re-tune' option (sometimes called 'first time installation', 'factory reset' or 'default settings'). Selecting 'channel update' or 'add channels' will not fully clear old channels and enable new ones to be found
- 4 Press 'OK' if your equipment asks if you want to delete all your channels. Don't worry this is normal
- 5 If you are prompted for a code, try 0000 or 1234
- 6 Channels will automatically be installed. This may take a few minutes and your equipment may shut down and restart

If you need advice, visit Digital UK's website at digitaluk.co.uk/retuning where there is a video showing you how to re-tune and easy-to-follow guides for the most popular digital TVs and boxes.

Troubleshooting: tried re-tuning and still having problems?

If you are missing TV channels, consider the following:

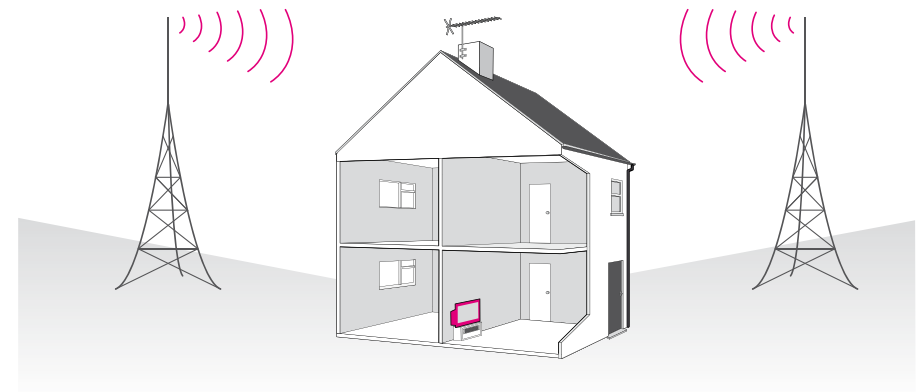
- If you've selected 'channel update' or 'add channels', it will not work. You need to do a full re-tune as outlined on page 3
- Not all channels are available in all areas. To find out what channels you can get in your area, go to our predictive postcode checker at digitaluk.co.uk/postcodechecker
- If you are watching a local relay transmitter at switchover, your service may not resume until late in the day. We recommend you wait until then before re-tuning
- Switchover is a two-stage process, you have to re-tune on or after both stages
- If you are missing BBC Two, it could be that the BBC Two analogue signal has switched off at the first stage of switchover and you need to watch it in digital
- At switchover a limited number of digital boxes and TVs will stop working and will need to be replaced. To find a list of affected products visit: digitaluk.co.uk/troubleshooting

Please note: If none of the above solve the problems you are experiencing, you may need to do a manual re-tune. See page 6.

If you have the wrong regional TV service:

A few homes may be able to pick up their TV service from more than one transmitter, including one from a neighbouring TV region. This means you may not receive the regional service you were expecting. You can either:

- Scroll down the channel list as you are likely to find your preferred regional service further down the list (probably in the 800s), or add the channel to your 'favourites' list, **or**
- Manually re-tune your TV or box, see pages 6 for instructions

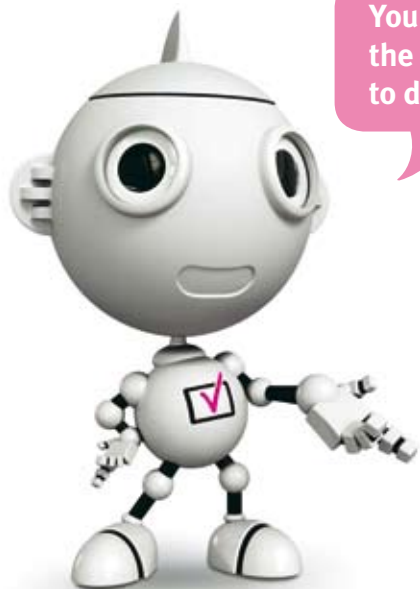


What is a manual re-tune?

A manual re-tune allows you to choose which services your digital TV or box displays. It's useful if you've completed a 'full re-tune' and it hasn't worked, or if you are receiving the wrong regional news service.

The instructions are shown on the right, but you will need the channel group frequencies for your area before you can do it. You can do this by using the manual re-tuning tool on our website, which will automatically fill in your channel group frequencies for you to print out, visit digitaluk.co.uk/manualretune.

Alternatively, you can ask one of our roadshow advisors or call **08456 50 50 50**.



You may want to wait until after the second stage of switchover to do a manual re-tune.

Your guide to manual re-tuning:

- 1 Using your remote control, press the 'menu' button
- 2 Select the 'set up' or 'installation' option
- 3 Select 'manual re-tune' or 'manual search'
- 4 If you are prompted for a code, try 0000 or 1234
- 5 Start with your BBC service. Type in the number from **Group 1** box (below) where it asks for a 'channel number' and press 'OK'
- 6 You need to repeat steps one to five, to re-tune the other groups of channels, one by one:

Group 1	Group 2	Group 3	Group 4	Group 5	Group 6
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Most people will have six groups of channels to fill in but others, who receive their signal from a relay transmitter, will have three
- 7 Then press 'menu' or 'exit'
- 8 You should now find your preferred services back at the top of the channel list

If you need more information on re-tuning,
contact your retailer or manufacturer.

You can also visit **digitaluk.co.uk/retuning** or call
the Digital UK advice line on **08456 50 50 50***



get set for digital 

*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 8am to 7pm Monday to Friday and 9am to 5pm on a Saturday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG.