

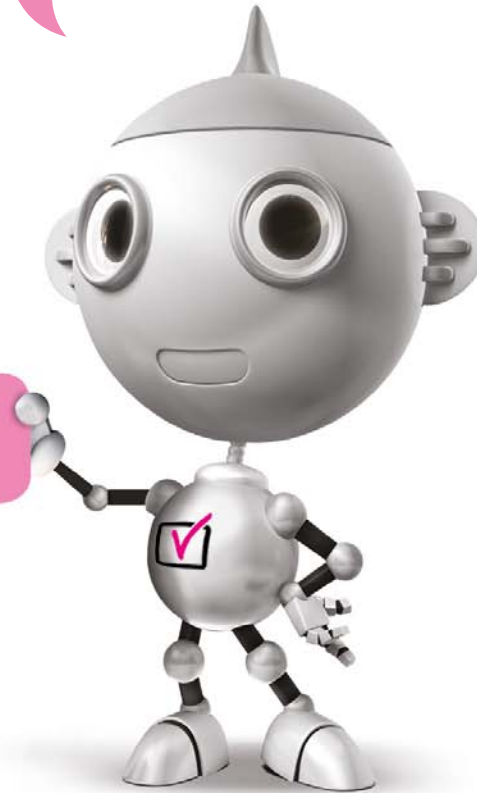
# Your guide to switchover

For all TV viewers

For independent advice visit  
[digitaluk.co.uk/stvcentral](http://digitaluk.co.uk/stvcentral) or call **08456 50 50 50\***

## Can I get this in an alternative format?

- This booklet is available in large print, audio or Braille, just call **08456 50 50 50\***
- If you have a hearing or speech impediment, contact our textphone service on **0845 234 0380\***



**digitaluk**  
Providing independent advice.

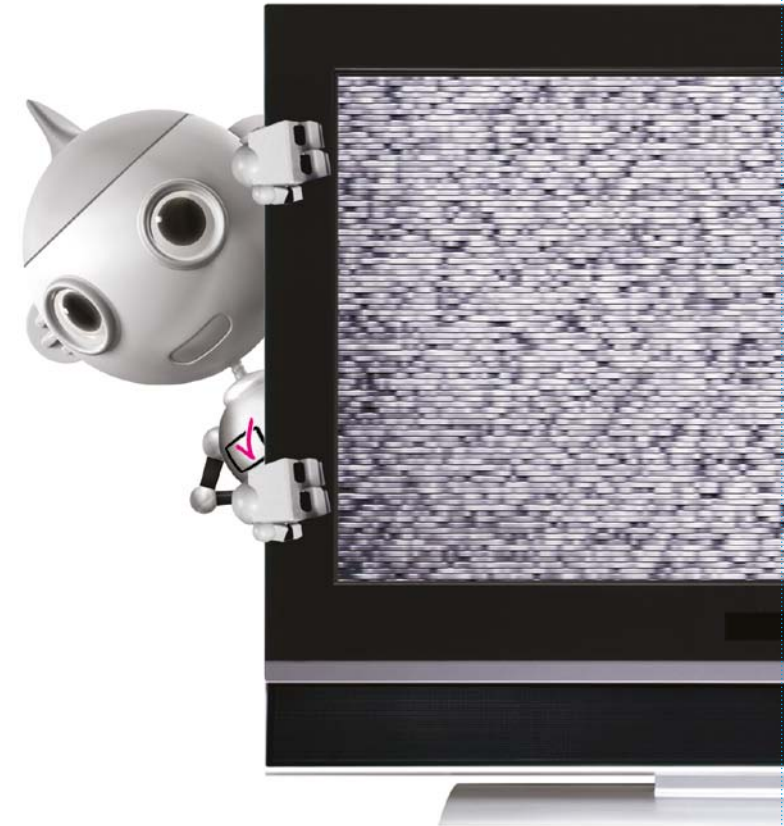
Preparations for switchover may result in some interruptions to your TV and radio services.  
Visit [digitaluk.co.uk/engineeringworks](http://digitaluk.co.uk/engineeringworks) for more information.



\*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. Sunday closed. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy KY2 9AG. STVC3M

# Your guide to switchover

For all TV viewers



**STV Central region**

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## What is the digital TV switchover?

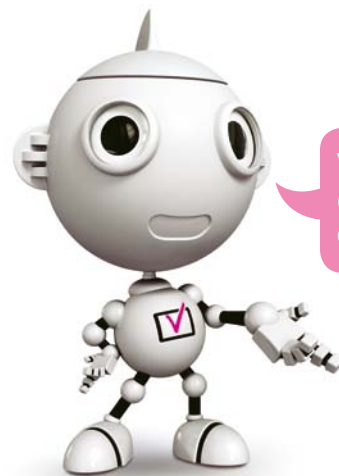
TV across the UK is going digital. The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal.

## Why is switchover happening?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them, including those who receive their signal from a relay transmitter.

## Where can I get impartial advice?

Contact us at Digital UK or visit our regional roadshow. We are the **not-for-profit** organisation responsible for leading the digital TV switchover. We are working with the BBC, STV, Channel Four, Five and the leading national charities.



Visit us at [digitaluk.co.uk/stvcentral](http://digitaluk.co.uk/stvcentral) or call our UK advice line on **08456 50 50 50\***

1

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## What do I need to do next?

If you have:

### Freeview, BT Vision, or Top Up TV

Re-tune at each stage of switchover to avoid losing channels.

See page 13

### Sky TV, Freesat from Sky, freesat, Virgin Media or Smallworld

If you have one of these services on **all** your TVs you won't need to do anything.

See page 5

### Five channels or fewer (i.e. analogue TV)

Convert your TV to digital or you will lose channels.

See page 11

Alternatively:

### If you're 75 and over, or eligible disabled

Call the Switchover Help Scheme, they can provide everything you need to keep watching your TV.

See page 17

**Please note:** make sure that every TV set in your house is converted.

2

## When do I switch?

When you switch depends on where your TV gets its signal from. Homes on the same street can be served by different transmitters that switch on different days.

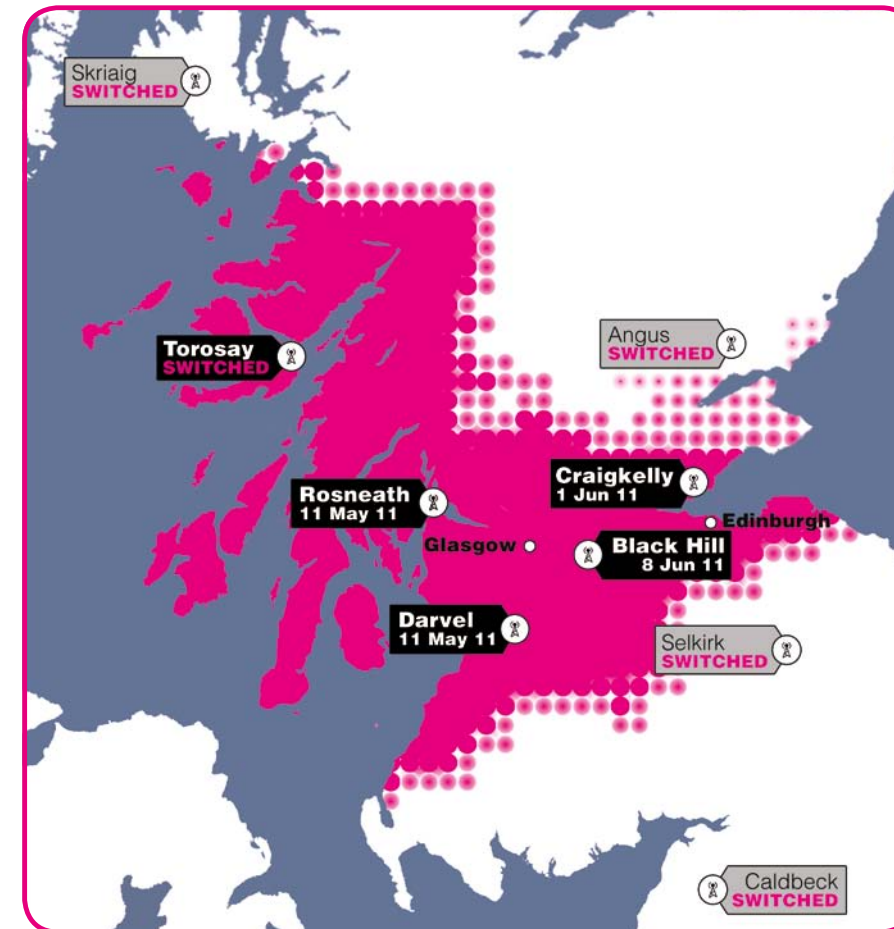
- The STV Central region has five transmitter groups, each made up of a main transmitter and its local relays.
- Each transmitter group switches in two stages to give people the chance to check their equipment. **It is important you are ready by stage one.**

TRANSMITTER GROUP (including relay transmitters)	AREA	STAGE ONE	STAGE TWO
Torosay	South West Highlands and Islands	SWITCHED	SWITCHED
Darvel	Parts of central Scotland, Argyll and Bute	11 May 2011	25 May 2011
Rosneath	Rosneath	11 May 2011	25 May 2011
Craigkelly	Lothian, parts of Edinburgh and parts of Fife	1 June 2011	15 June 2011
Black Hill	Glasgow, central Scotland and parts of Edinburgh	8 June 2011	22 June 2011

If you have a Freeview service you will need to re-tune on both switchover dates. For instructions, see **page 14**.

## How do I check my date?

The best way to check when you switch is to enter your address and postcode into the predictive postcode checker at [digitaluk.co.uk/postcodechecker](http://digitaluk.co.uk/postcodechecker) or call us on **08456 50 50 50**



- If you live in the STV Central region, you're most likely to get your TV signal from one of the transmitter groups shown in black.
- However, you could get your TV signal from one of the transmitter groups shown in grey which are in a neighbouring TV region.

## What happens at switchover?



### Stage one

- The analogue BBC Two signal is switched off forever
- At the same time, BBC digital channels, including BBC Two, extend to reach all areas for the first time

### Stage two

- Two weeks after stage one, the remaining analogue channels are switched off forever
- The remaining digital channels become available in all areas

## What does this mean for me?

- **If you have a Freeview, BT Vision or Top-Up TV service,** you will need to re-tune your digital TV or box at each switchover stage. Please see page 14 for how.
- **If you have Sky TV, Virgin Media, freesat, Freesat from Sky or Smallworld** on **all** your TV sets, then you will be unaffected by switchover.
- **If you haven't converted and still have analogue TV,** you will lose BBC Two at stage one and all your remaining channels at stage two.

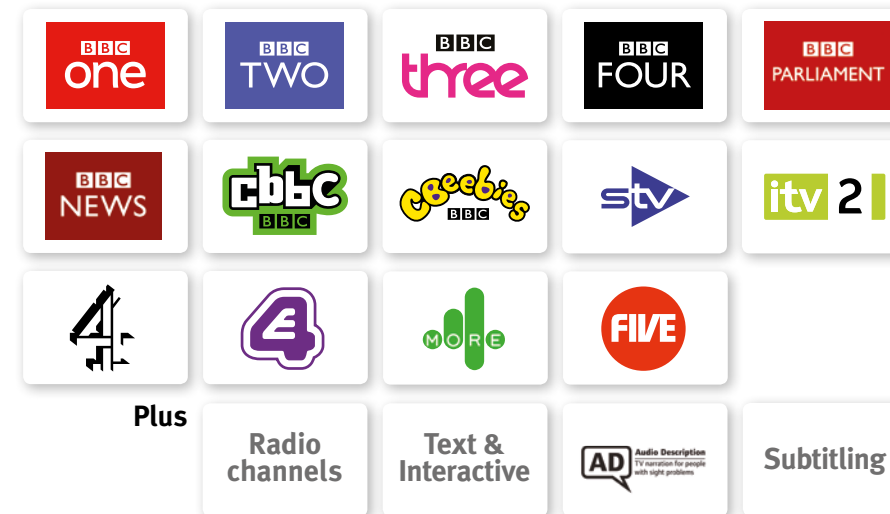
If you choose a Freeview service and you are having problems, see page 15.

## What channels are available after switchover?

If you choose a Freeview service, the exact number of channels you receive will depend on which transmitter you get your TV signal from. Most homes will get more than 40 channels and some will receive around 15, depending on where they live.

If you already have Freeview and are not receiving more than 15 channels, a new wideband aerial may ensure you get more, see **page 9** or visit [digitaluk.co.uk/postcodechecker](http://digitaluk.co.uk/postcodechecker)

**All homes will receive the following channels as standard:**



Channels are subject to change.

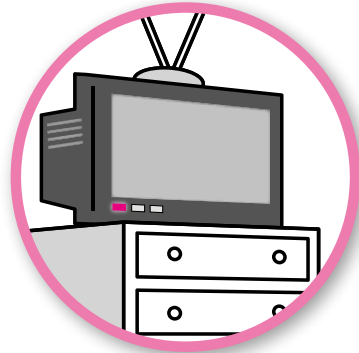
If you'd like a greater choice of channels, consider freesat or Freesat from Sky, or subscribe to a service like Sky TV, Virgin Media, BT Vision, Top Up TV or Smallworld which offer additional packages like movies and sport.

To find out which services and channels are available in your area visit the predictive postcode checker at [digitaluk.co.uk/postcodechecker](http://digitaluk.co.uk/postcodechecker) or call **08456 50 50 50**

## What else should I consider for switchover?

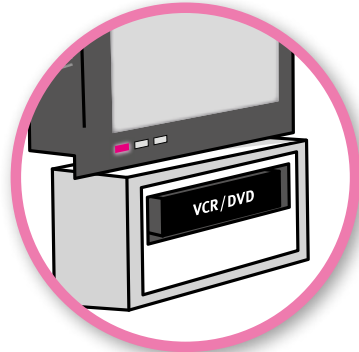
- **Convert every TV set that you want to continue watching**

Any analogue TV left unconverted will not work after switchover.



- **Decide what to do with your recorder**

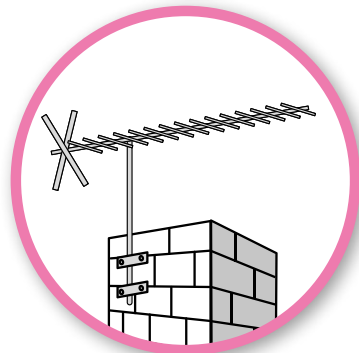
After switchover, if your VCR or DVD recorder is not digital, it will not be able to record one channel while you watch another. Only a digital TV recorder will allow you to do this.



A digital TV recorder will also convert your TV to digital.

- **Check your aerial**

Most aerials will be fine for switchover, see **page 9** for more information.



## Do I need to get a new TV?

No, almost any TV, even a black and white one, can be converted with a digital box. Most digital boxes connect to a TV using a SCART cable. If your TV doesn't have a SCART socket, you will need to ask for a digital box with a built-in 'RF modulator'.

## Do I need High Definition (HD) TV for switchover?

No, you **do not** need HD TV for switchover. You may, however, wish to consider HD as an option if you decide to buy new TV equipment.

HD services are available from Sky, freesat, Virgin Media and Freeview. Check which HD services are available where you live using the predictive postcode checker at [digitaluk.co.uk/postcodechecker](http://digitaluk.co.uk/postcodechecker)

## What should I look for if I decide to get new equipment?

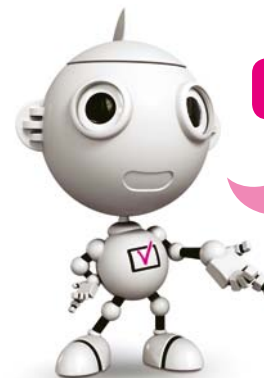
Look for TV sets, digital boxes and digital TV recorders that carry the 'digital tick' logo. It identifies products and services designed to work through switchover.

The logo looks like this:



## Will I need to switch my radio at the same time?

No, this switchover relates to TV only.



### More questions?

Visit our regional roadshow for face-to-face advice. To find an event near you visit [digitaluk.co.uk/stvcentralevents](http://digitaluk.co.uk/stvcentralevents)

## What about my aerial?

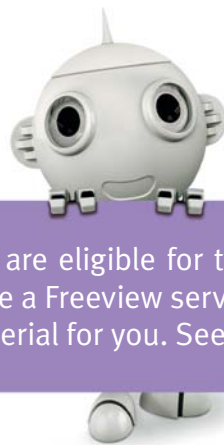
You will only need an aerial if you choose to switch with a Freeview service.

If you have good analogue reception now, you are unlikely to need to replace your aerial for switchover – there is no such thing as a ‘digital aerial’. If you currently have poor analogue reception, then you may need to replace it. Check by visiting the aerial checker on **Teletext page 284**. Or wait until after switchover to see if your picture is affected.

If you are watching the Craigkelly main transmitter and already have Freeview, you may only be receiving some of the channels. A wideband aerial may ensure you get all the channels available. Check by visiting [digitaluk.co.uk/youeraerial](http://digitaluk.co.uk/youeraerial)

If you need to replace your rooftop aerial, look for a Registered Digital Installer (RDI), who has been trained and security checked. Installation of a standard rooftop aerial is likely to cost £60-£180. Additional sockets cost around £45 each.

To find an RDI installer near you: visit [rdi-lb.co.uk](http://rdi-lb.co.uk) or call our UK advice line on **08456 50 50 50**. Alternatively, look for someone with Associate RDI or CAI Plus status, or ask your local electrical retailer.



If you are eligible for the Help Scheme and choose a Freeview service, they will check your aerial for you. See [page 17](#)

## How is my aerial affected if I live in a flat?

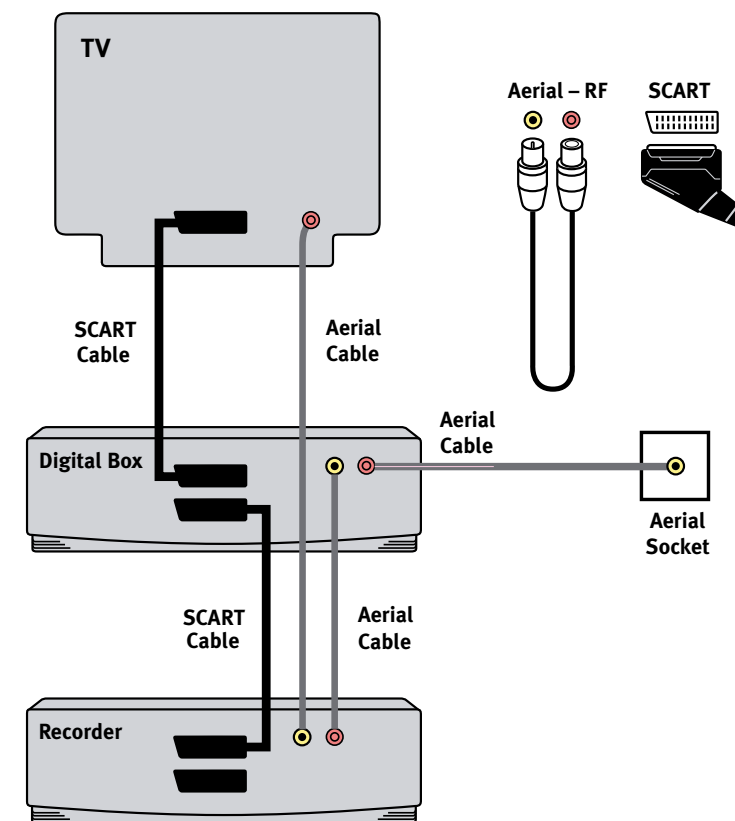
You probably receive your TV signal through a communal aerial so you need to speak to the person who manages your property to ensure it is ready for switchover. For more information visit [digitaluk.co.uk/sharedaerial](http://digitaluk.co.uk/sharedaerial)

## How do I set up my digital TV equipment?

If you choose to install a digital box yourself, here are three simple steps:

- 1 Unplug your TV from the electricity supply and do not switch your TV on again until you have connected all your equipment
- 2 Plug in the SCART and aerial cables as shown in the diagram and reconnect all equipment to the mains
- 3 Make sure you switch your TV on **first**, and then the digital box. Finally, install the new digital channels by following the on-screen instructions

For an online demonstration, visit [digitaluk.co.uk/connectionguide](http://digitaluk.co.uk/connectionguide)









## What service providers are available in my area?



Ask about digital TV recorders, which can also convert your TV

ONE-OFF PAYMENT

MONTHLY SUBSCRIPTION

	COST <sup>1</sup>	CHANNELS	CONTACT DETAILS
	Digital boxes from around £20 <sup>2</sup> . Digital TVs from around £150. Self-installation.	Number of channels will vary depending on where you live. See page 6.	<a href="http://www.freeview.co.uk">www.freeview.co.uk</a>
	Digital boxes from £30. Digital TVs from around £450. Satellite dish installation (if required) from £80.	Over 120 TV channels, plus BBC iPlayer.	08453 130 053 <a href="http://www.freesat.co.uk">www.freesat.co.uk</a>
<b>FREESAT FROM SKY</b>	£175 including mini-dish, viewing card, standard Sky box and installation.	More than 240 TV channels.	08442 410 595 <a href="http://www.freesatfromsky.co.uk">www.freesatfromsky.co.uk</a>
	From £19.50 - £52 a month. Standard installation from £30.	Up to 160 subscription TV channels plus more than 240 free-to-air channels.	08442 410 285 <a href="http://www.sky.com">www.sky.com</a>
<b>BT Vision</b>	From £3.10 - £19.99 a month BT Broadband required (from £7.50) a month <sup>3</sup> . Self-installation.	As Freeview, plus Sky Sports 1, Sky Sports 2, ESPN and on-demand programmes.	08006 781 984 <a href="http://www.bt.com/vision">www.bt.com/vision</a>
	Top Up TV recorder from £79.99 <sup>2</sup> . Packages from £7 - £54.98 a month. Self-installation.	As Freeview, plus Sky Sports 1, Sky Sports 2, ESPN and on-demand TV and films.	08442 125 050 <a href="http://www.topuptv.com">www.topuptv.com</a>
	From £6 - £23 a month <sup>4</sup> . Connection fee of £35. Smallworld phoneline required (£11 a month).	Over 80 TV channels.	08000 70 61 50 <a href="http://www.smallworldmedia.com">www.smallworldmedia.com</a>
	From £6.50 - £23 a month including a V HD box. Virgin phone line required (£12.24). Installation £40.	Up to 160 TV channels, plus on-demand TV, films and music.	0800 052 2525 <a href="http://www.virginmedia.com">www.virginmedia.com</a>

The options above are the service providers in the STV Central region however some of these service providers are unable to offer 100% UK coverage. For full terms and conditions and to check availability in your area, please contact each supplier directly.

<sup>1</sup> Costs are correct at time of printing, December 2010. Cost details are standard pricing, other offers or packages may be available.

<sup>2</sup> Aerial upgrade may be required.

<sup>3</sup> Minimum guaranteed line speed required.

<sup>4</sup> Only available in Irvine, Troon and Kilmarnock.

## If I have a Freeview service, how am I affected?

If you have Freeview, Top Up TV or BT Vision, you will need to re-tune your digital TV or box or you will lose TV channels at switchover.

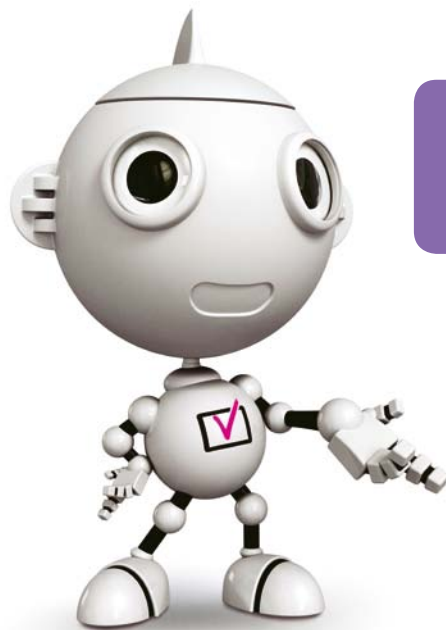
Remember, if you have a satellite or cable service, you will not need to re-tune.

## What is re-tuning?

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

## When do I need to re-tune?

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



If you are eligible and take up the Help Scheme, you'll get help with re-tuning. See page 17

## 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 digital TV or box will be a little different:

- 1 Switch on your Freeview TV or box and press 'menu' on your remote control
- 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 the Digital UK website at [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning) where there is a video showing you how to re-tune and easy-to-follow re-tune guides for the most popular digital TVs and boxes.

## I have tried re-tuning but I am still having problems

If you are missing TV channels, consider the following:

- If you have selected 'channel update' or 'add channels', it may not work. We recommend you do a full re-tune as outlined on **page 14**
- Not all channels are available in all areas. To find out what channels you get in your area, visit 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
- 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**
- If you live in an area receiving Freeview services for the first time you may need to use your remote to switch between analogue and digital, to watch the full range of channels between the first and second switchover dates

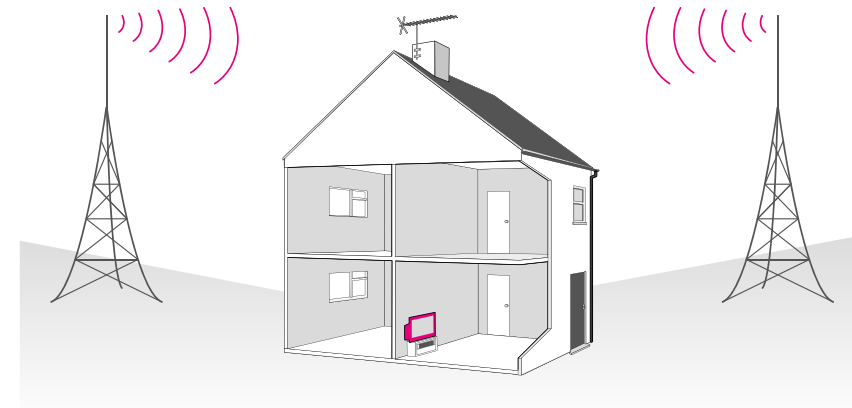
If you are still having problems, you may need to do a 'manual re-tune'. See **page 16**.

Visit us at **digitaluk.co.uk/stvcentral** or call our UK advice line on **08456 50 50 50\***

\*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. Sunday closed. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy KY2 9AG.

## I 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), and then add the channel to your 'favourites' list, or
- Manually re-tune your TV or box which will enable you to put your channels in the order you would usually find them.

### What is a manual re-tune?

A manual re-tune allows you to choose which services your box receives. To find out how to do a manual re-tune go to **digitaluk.co.uk/manualretune** or call **08456 50 50 50\***

## What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the **BBC**, to help older and disabled people with everything they need to switch one TV to digital.

Even for those who already have digital TV on their main set, we can convert another TV in their home, for example in the bedroom or kitchen.

## The Help Scheme can help everyone who:

- Is aged 75 or over, **or**
- Has lived in a care home for six months or more, **or**
- Gets (or could get) certain disability benefits, **or**
- Is registered blind or partially sighted.



Know someone who needs a helping hand?

Tell them about the Help Scheme

## The standard option includes:

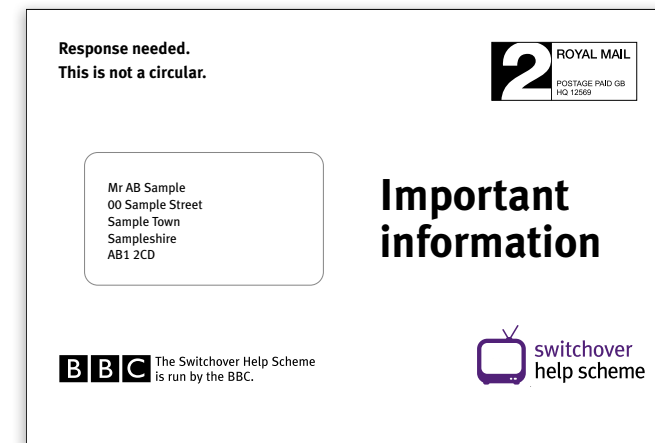
- Easy-to-use equipment
- An approved installer to supply and install the equipment for you
- A 12-month aftercare service including a free helpline and help with re-tuning

This service is available for **£40** all-inclusive or **free** for eligible people on certain income-related benefits.

## What do I do now?

The Help Scheme has written to all eligible people. To take up the option, everyone who has received the mailing **needs to reply**.

For more information, please call us free on **0800 40 85 900** or visit **helpscheme.co.uk**



**BBC** The Switchover Help Scheme is run by the BBC.

