

14 September 2010

Press release

digitaluk

RETUNE REQUIRED FOR RUMSTER FOREST VIEWERS

Freeview viewers tuned to the Rumster Forest transmitter near Wick will need to retune their equipment on **Wednesday 29 September**, when an important change to local signals is carried out.

The change will take place after midnight and is expected to be complete by 6am. All Freeview, BT Vision and Top Up TV boxes, as well as digital TVs, should be retuned at any point after this.

Only viewers served by the Rumster Forest transmitter itself – an estimated 45,000 households – are affected. Anyone watching Freeview will need to retune in order to regain access to several channels including ITV3 and Fiver. Those watching just satellite are not affected.

The changes are necessary to move channels to their final frequency, following the recent completion of digital switchover in neighbouring parts of Scotland. As a result of the retune, around 11,000 extra households in Caithness and North Sutherland will be able to receive an increased number of Freeview channels.

Digital UK is launching an information campaign to make people aware of the need to retune, including local advertising and messages on Freeview viewers' screens.

John MacNeil, Digital UK Assistant National Manager in Scotland, said: "Most viewers in Caithness and North Sutherland will be familiar with retuning, having done so during digital switchover in June. This retune will make extra channels available to some viewers, and we'll be working with the community to make sure everybody is ready for 29 September."

Anyone needing further help can get detailed advice from Digital UK's website and advice line.

- **Website: digitaluk.co.uk/retuning**
- **Advice line: 08456 50 50 50**

- ends; notes follow -

Notes to editors:

How to retune your Freeview, Top-Up TV or BT Vision equipment:

- 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 restart.

These instructions are a guide only – each product works slightly differently. For more information on retuning visit digitaluk.co.uk/retuning.

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

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 and S4C), 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.

Follow us on Twitter: for live updates on switchover – twitter.com/Digit_AI

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