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**Press release**

**digitaluk**

## **VIEWERS GET SET FOR TV RETUNE**

*Extra channels launch as airwaves are prepared for 4G*

**A campaign to prepare viewers in the Channel Islands for important changes to local TV transmitters will be launched next week by Digital UK.**

On-screen messages and advertising in local press will prompt homes watching Freeview to retune their equipment on or after Wednesday, 29 February, as airwaves are cleared for 4G mobile broadband services and two new channels are launched.

Changes to TV signals will see ITV2 and ITV3 become available to Freeview viewers in the Islands for the first time and free up frequencies for future developments, including fourth-generation mobile broadband. Between now and the end of 2013, similar changes will also be made at transmitters across the UK to prepare for 4G services<sup>†</sup>.

Freeview viewers served by the Alderney, St Helier and St Brelades relay transmitters may find they are missing channels and should retune their TVs and boxes from 3pm to receive all available services. Viewers in other areas can retune to add the new ITV channels if they have not automatically been added by their equipment.

David Scott, Chief Executive of Digital UK, said: "These changes pave the way for a host of exciting new products and services for viewers in the Channel Islands. Retuning typically takes just a few minutes but anyone who needs help with this can call our advice line or visit our website."

Detailed advice on retuning is available from Digital UK's website and advice line.

- **Website: [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning)**
- **Advice line: 08456 50 50 50**

**- ends; notes follow -**

### **Notes to editors**

#### **How to retune Freeview equipment:**

- Make sure your Freeview TV or box is on. If you have a Freeview TV, ensure it is in digital mode by pressing the DTV or digital button on your remote. Then press 'menu'.
- Select the 'set up' or 'installation' option. If you see picture icons, select the tool box, satellite dish or spanner.
- If you are prompted for a code, try 0000 or 1234.
- Select the full retune option. This is sometimes called 'first time installation', 'factory reset', 'default settings' or 'shipping conditions'. Selecting 'channel update' or 'add channels' may not always fully clear old channels and enable new ones to be found.
- Press 'OK' if you are prompted to delete all your channels; don't worry, this is normal.
- Channels will automatically be installed. This may take a few minutes and your equipment may shut down and restart.

These instructions are a guide only. For detailed retuning instructions of popular makes and models visit [digitaluk.co.uk/channelislands](http://digitaluk.co.uk/channelislands) or call 08456 50 50 50.

† Between now and the end of 2013, some of the spectrum currently used to broadcast digital terrestrial TV (DTT) will be released for new services, including 4G high-speed mobile broadband. To enable this, some Freeview channels in parts of the UK and the Channel Islands will move to new frequencies.

4G is the fourth generation of mobile phone technology. It is ideally suited for wide bandwidth data services such as video streaming, email, messenger services, GPS and mapping services and social networking sites. Spectrum cleared for 4G will be auctioned by Ofcom at the end of 2012 and services are expected to become available in some areas from 2013.

**Digital UK** is the independent, not-for-profit organisation established by the public-service broadcasters (BBC, ITV, Channel 4 and Channel 5), and the digital multiplex operators. The company is coordinating clearance of parts of the 800MHz band of spectrum for new services, including fourth-generation (4G) high-speed mobile broadband. The changes require some Freeview channels in parts of the UK and the Channel Islands to move to new frequencies. The project is being funded and carried out on behalf of Government.

Engineering work is being undertaken by **Arqiva**, owner and operator of the transmitter network.

## Contact

Chris Cain  
Digital UK  
020 7462 5442  
[chris.cain@digitaluk.co.uk](mailto:chris.cain@digitaluk.co.uk)

Jon Steel  
Digital UK  
020 7462 5428  
[jon.steel@digitaluk.co.uk](mailto:jon.steel@digitaluk.co.uk)

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