

Troubleshooting

If you have re-tuned your equipment but it still isn't working properly then it could be due to one of the following reasons:

- At each switchover stage, services for the majority of people will resume after 6am. If you are watching a relay transmitter, you may not be able to re-tune until switchover is complete later in the day.
- A few of the oldest digital boxes and digital TVs will stop working at switchover. To find a comprehensive list of affected products visit digitaluk.co.uk/troubleshooting
- If you do not receive your preferred regional service, you are likely to find it further down the channel list. You can make your preferred services easier to find by using the 'favourites' list, 'channel settings' or 'edit channels'. See your instruction manual for more details.

If you are still missing channels or would like more information visit digitaluk.co.uk/retuning or call **08456 50 50 50***



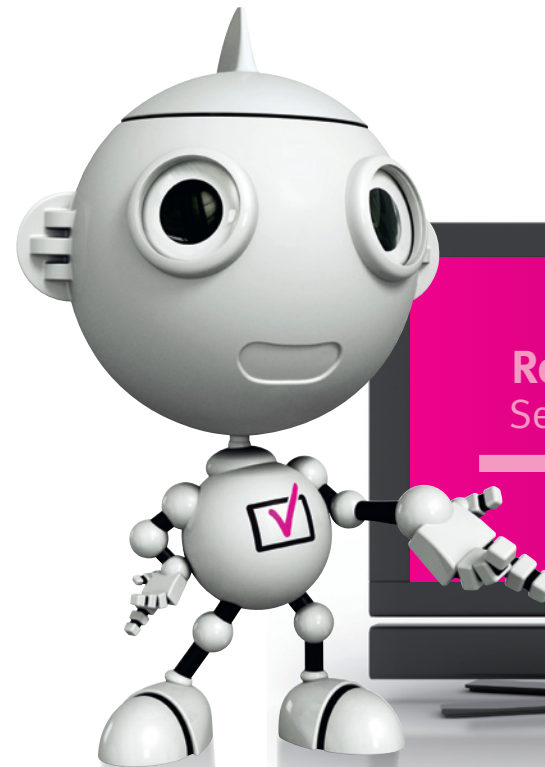
get set for digital 

*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 9am to 7pm Monday to Friday and 10am to 4pm on a Saturday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG

Your guide to

Re-tuning your Freeview equipment

for the digital switchover



code xxx

digitaluk

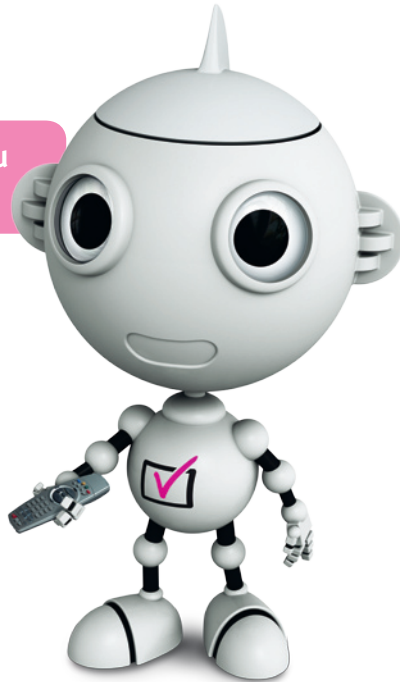
Providing independent advice.

When do I re-tune my Freeview equipment?

If you have, or are planning to get Freeview, BT Vision or Top Up TV, you will need to re-tune your digital box or TV:

- **At each of the two 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 up.



Regular re-tuning will ensure your equipment is up to date and that it picks up new channels as they become available.

Please note: if you have a satellite or cable service, you won't need to re-tune.

How do I re-tune?

Re-tuning only takes a few minutes, just follow the steps below:

- Switch on your digital box or digital television.
- Press **'menu'** on the remote control.
- Select the **'set up'** or **'installation'** option.
- Select the **'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.
- If you are prompted for a code, try 0000 or 1234.
- Channels will be automatically installed. This may take a few minutes and your equipment may shut down and restart.
- After re-tuning, you may have to reset your **'favourites'** list. When you re-tune a digital TV recorder, you should re-set future recordings.
- Remember to re-tune every piece of Freeview equipment you have.

These instructions are a guide only, as menu instructions will vary. If you have any problems, check your instruction manual, ask a friend or family member to show you how. Alternatively, go to your local electrical retailer or visit digitaluk.co.uk/re-tuning