

Important information – please keep.



For more information and help  
with your switchover to digital TV,  
call **0845 454 00 15\***  
or visit **digitaluk.co.uk/selkirk**

If you already have digital TV, please help any neighbours, family  
or friends who have not switched yet.

Everything you need  
to know about the  
switch to digital TV.

Switchover starts on  
6 November 2008.



get set for digital 

Please note, during preparations for switchover there may be interruptions to your television service due to engineering works. While digital switchover relates to TV, and not to radio, the preparations for switchover may also result in interruptions to radio services.

\*Calls provided by BT charged at up to 2p per minute daytime and 0.5p per minute evenings (plus 6p BT connection charge). Rates may vary for calls from other providers including mobile operators.

Digital UK, PO Box 26886, City Point, Glasgow, G4 7BN.

digitaluk

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## What is the digital switchover?

TV in the UK is going digital, and the existing analogue TV signal in the Scottish Borders will be switched off from **6 November 2008**. After switchover, almost everyone will be able to receive digital TV through their aerial.

There's no need to buy a new TV unless you want to. However, if you haven't already, you will need to convert your TVs to digital by the time your area starts to switch. This booklet has lots of helpful information on how to get ready and where to get more help.

Don't risk losing your TV picture.



## Where can I get trustworthy advice?

Just contact us at Digital UK. We are the not-for-profit company responsible for leading the UK digital TV switchover. We're independent, which means that all the advice and information we give is impartial and unbiased.

We're not working alone either. Our partners are:



Call us on **0845 454 00 15\*** or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

\*Calls provided by BT charged at up to 2p per minute daytime and 0.5p per minute evenings (plus 6p BT connection charge). Rates may vary for calls from other providers including mobile operators.

## Two dates you need to remember.

The Selkirk transmitter and its 11 relays (known as a transmitter group) will switch to digital in two stages. It is important your home is ready before the first switchover stage.

# 6 November 2008

- The analogue BBC Two signal is switched off.
- BBC Two goes digital, plus you'll get some new channels.

# 20 November 2008

- The analogue BBC One, ITV, Channel 4 and Five signals are switched off.
- The digital versions of these channels, and many more, become available to everyone. Switchover is complete.

For more information, see pages 13 and 14.

# Am I affected by the digital switchover?

The digital TV switchover will affect any TV that is not connected to a satellite TV service.

If you receive your TV through an aerial, we believe its signal comes from the Selkirk transmitter group, which is switching to digital from **6 November 2008**. It is possible, however, that your aerial may be pointing towards a different transmitter group that will switch at another time (see map).

The easiest way to check if a TV is affected is to look for the messages that will appear at the top of your TV screen several times a day. These will start on **28 July** and last for 2 weeks. They will start again on **6 October** and run until switchover is complete.



### The message on your screen reads:

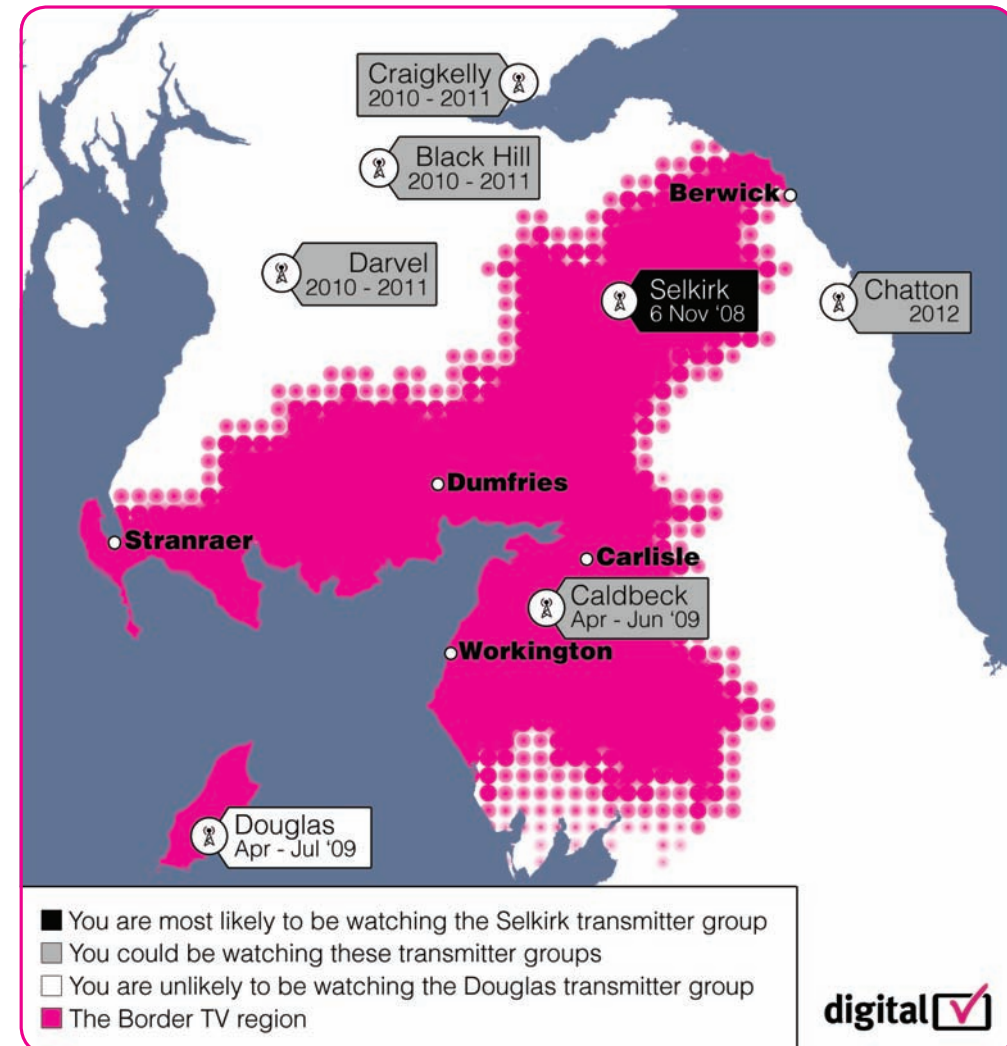
If you can see this, your TV will be affected by the switchover on 6 November. Questions? Call **digitaluk** on 0845 234 0388.

### Please note you won't see these messages if:

- You are already watching digital TV (e.g. Sky TV or Freeview)
- or
- You receive your TV signal from an adjacent transmitter that will switch at a different time.

Call us on **0845 454 00 15\*** or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

If you live in the Scottish Borders, please see the map and key below



If you think you may be watching a different transmitter group, visit our postcode checker<sup>†</sup> to find out when you switch. Go to [digitaluk.co.uk](http://digitaluk.co.uk) or call **0845 454 00 15.\***

<sup>†</sup>This is a predictive coverage database and should be used as a guide only.

# What should I do to get ready for switchover?

You need to think about **all** of your TV equipment:

- 1 Consider every TV set that you want to continue watching** – any TV that is left unconverted will not work after switchover.
- 2 Consider replacing your video or analogue DVD recorder with a digital TV recorder.** Video and DVD recorders will still play back and record, however most won't be able to record one channel while you watch another.

The simplest way to do this is to get a digital TV recorder like Sky+ or Freeview+. These have features that let you pause and rewind live TV, and record at the press of a button. If you get a digital TV recorder with a twin tuner it will also convert your TV to digital.

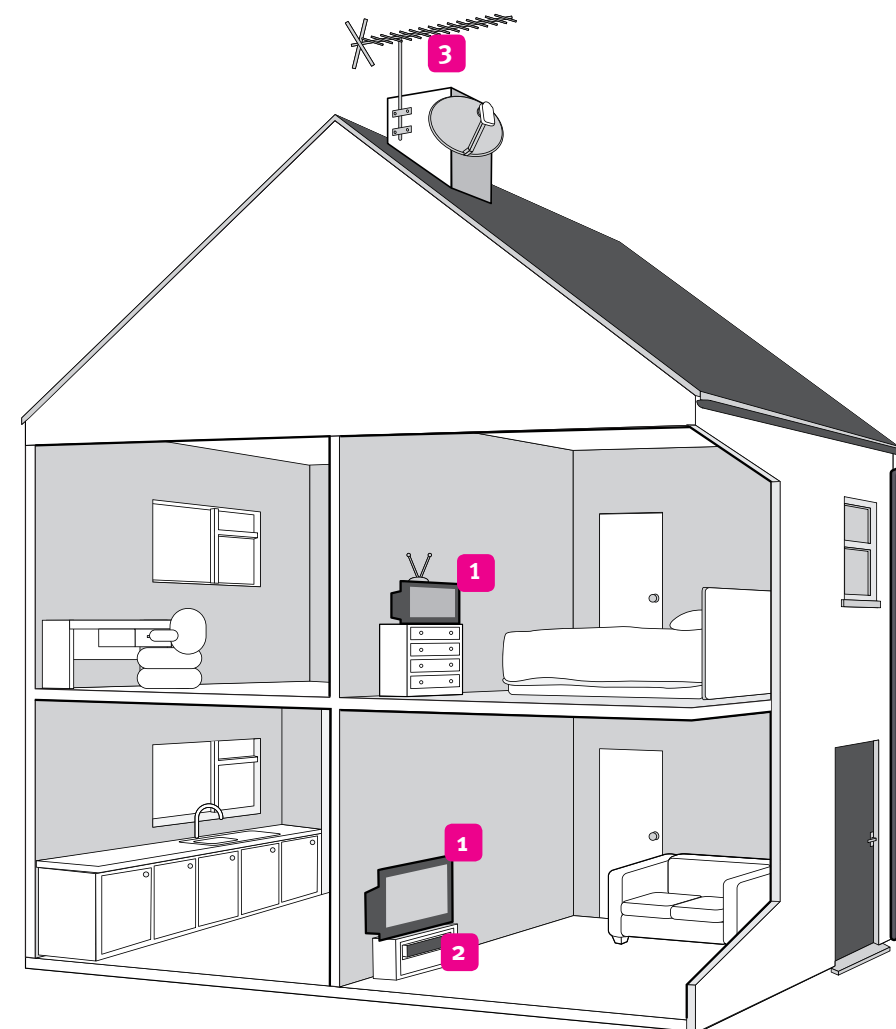
- 3 Check your aerial.** If you want to receive a service like Freeview, BT Vision or Top Up TV on any TV set in your home, you may need to check your aerial.

Most rooftop and some set-top aerials will work after switchover. If you receive a good picture now, your aerial should be fine for switchover. To find out more, please turn to page 11.



Even if you have digital on your main TV set, you still need to check any other TV sets are ready for switchover.

Call us on 0845 454 00 15\* or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)









What should I do to get ready?

**Please note:** technical changes to the transmitters mean that a few of the earliest digital boxes and digital TVs (including all ONdigital and ITV Digital boxes purchased between 1998 and about 2001) will stop working at switchover. You'll find details of the products affected at [digitaluk.co.uk/help/technical\\_help](http://digitaluk.co.uk/help/technical_help)

# What are my options?

If you haven't already got digital TV, you need to decide which TV service to get. You can convert your existing TV with any of the services in the table or you can get a new TV with digital already built in. Visit our postcode checker† at [digitaluk.co.uk](http://digitaluk.co.uk) to find out which options are available now and after switchover.

	PROVIDER	COST <sup>^</sup>	CHANNELS	CONTACT DETAILS	ADDITIONAL INFO <sup>^</sup>
ONE-OFF PAYMENT		Digital boxes from £25.‡ Digital TVs from £150.‡ Self installation.	Up to 48 digital TV channels.	<b>0870 111 0390</b> <a href="http://www.freeview.co.uk">www.freeview.co.uk</a>	n/a
		£150 including mini dish, viewing card, standard Sky box & installation.	Over 200 digital TV channels.	<b>08442 410 595</b> <a href="http://www.freesatfromsky.com">www.freesatfromsky.com</a>	n/a
		Digital boxes from £50. Installation (if required) costs from £80.	Up to 80 digital TV channels.**	<b>0845 313 0053</b> <a href="http://www.freesat.co.uk">www.freesat.co.uk</a>	Subscription free HD. (HD equipment required).
MONTHLY SUBSCRIPTION		From £16 – £45 a month depending on package. Installation costs from £30.	Up to 160 digital TV channels plus 200 free-to-air channels.	<b>08442 410 285</b> <a href="http://www.sky.com">www.sky.com</a>	£75 for 'Pay Once, Watch Forever': Freesat from Sky (see above) half price plus a 4 month no obligation Sky TV trial (worth £19 a month).
		Free with BT Broadband subscription which costs from £15.99/month.* Set up charge of £30 may apply.	Up to 48 Freeview channels plus on demand TV, films and sport.	<b>0800 678 1984</b> <a href="http://www.bt.com/vision">www.bt.com/vision</a>	Get a free digital television recorder when you take any TV pack for 12 months. Plus free Setanta Sports with some packages.
		Top Up TV digital TV recorder from £79.99 required. £9.99‡ a month for Top Up TV Anytime. No contract required.▲	Up to 48 Freeview channels plus TV favourites, sport and films.	<b>08444 158 158</b> <a href="http://www.topuptv.com">www.topuptv.com</a>	Top Up TV + digital TV recorder £49.99 when purchased with Top Up TV Anytime for 12 months.

What should I do to get ready?

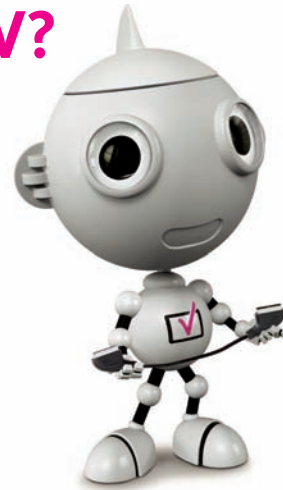
Call us on **0845 454 00 15\*** or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

†This is a predictive coverage database and should be used as a guide only.  
<sup>^</sup>Costs are correct at time of printing, July 2008. Cost details are standard pricing, other offers or packages may be available, please contact the service provider for further details. 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>‡</sup>Aerial upgrade may be required.  
<sup>\*</sup>Minimum guaranteed line speed required.  
<sup>\*\*</sup>Five will be joining freesat later in 2008.  
<sup>▲</sup>Top Up TV is not available on local relay transmitters.

## Do I need to get a new TV?

No, you don't need to get a new TV as almost any TV can be converted with a digital box – even a black and white one.

**Please note:** Most digital boxes connect to a TV using a SCART cable. If there isn't a socket for the cable on the back of your TV, you will need to ask for a digital box with an 'RF-modulator'.



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

TV sets, digital boxes and digital TV recorders that carry the 'digital tick' logo are designed to continue working after the switchover. It looks like this:



Make sure you look for the 'digital tick'.

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

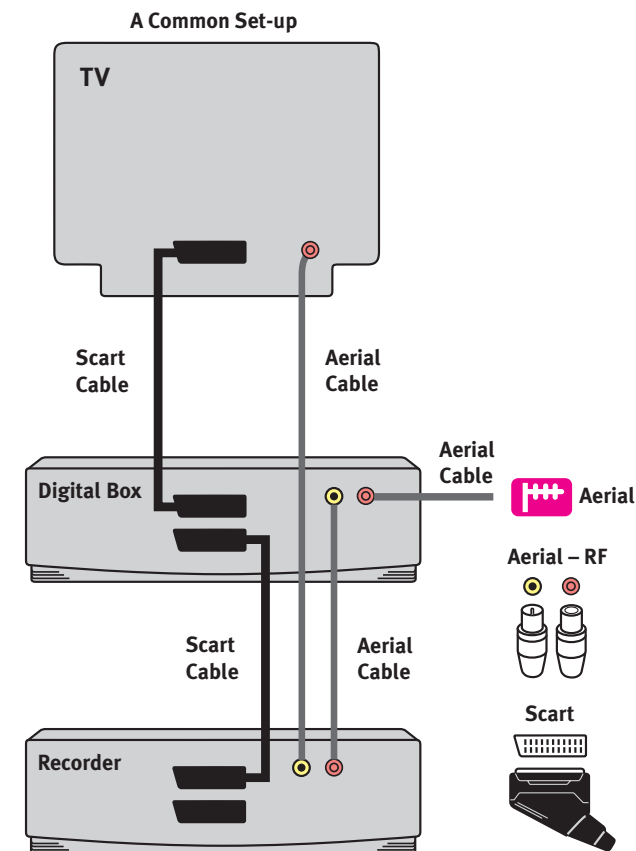
No, there's no need to get HD equipment for the digital switchover.

HD TV is a new technology that offers clearer picture and sound quality. If you do choose to buy HD TV equipment, make sure it carries the 'digital tick'. Sky TV and freesat currently both offer an HD service.

Call us on 0845 454 00 15\* or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

## How do I set up equipment that I'm installing myself?

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 and reconnect all equipment to the mains.
3. Switch your TV on first, then the digital box. Then tune in the new digital channels.



How do I set up my equipment?

## What about my aerial?

Most rooftop aerials and some set-top aerials will be fine after switchover. You can check whether your existing aerial is likely to work after switchover by visiting the aerial test on **Teletext page 284**.

Never attempt to adjust your rooftop aerial yourself. If you think you need to repair or replace it, look for a Registered Digital Installer (RDI) with the 'digital tick' logo – it means they have been trained and security checked.



To find an RDI installer near you, visit [rdi-lb.tv/installers.html](http://rdi-lb.tv/installers.html) or call Digital UK on **0845 454 00 15**.

If you can't find one, look for someone with Associate RDI, CAI Plus or IDSC status, or ask your local electrical retailer.

Installation of a standard rooftop aerial is likely to cost £60-£180, additional sockets cost around £45 each.

If you have digital TV from Sky TV, Freesat from Sky or freesat on all your TV sets, you don't need an aerial.



Call us on **0845 454 00 15\*** or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)



## Three simple things to remember:

1. Always look for the digital tick when you get goods and services for switchover. 

2. Always ask for identification from uninvited callers.

3. Don't agree to anything on the spot. Take time to think about what work (if any) you want done. Get a written quotation (not an estimate) and only go ahead if you're happy with it.

If you have any problems with rogue traders, call the Consumer Direct helpline on **0845 404 05 06** for free impartial advice on your rights.

How do I set up my equipment?

# What happens during the switchover?

The switchover will happen in two stages:



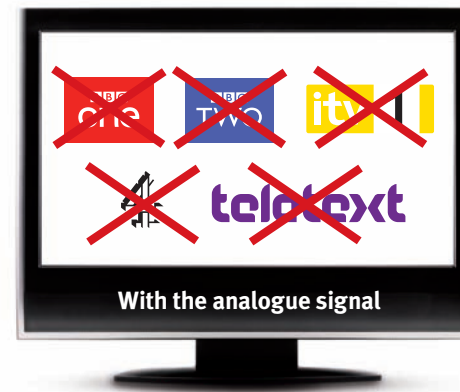
BBC Two will go digital and some new digital channels become available. This means that:

- If you haven't switched, you'll lose BBC Two
- If you have Freeview, BT Vision or Top Up TV you'll need to re-tune your equipment (please see page 15 for how to do this)
- If you have Sky TV, Freesat from Sky, or freesat on **all** your TV sets, you will not be affected.



All the remaining analogue channels will switch to digital and the remaining digital channels become available. This means that:

- If you haven't switched to digital, you will lose your TV service
- If you have Freeview, BT Vision or Top Up TV you'll need to re-tune your equipment again
- If you have Sky TV, Freesat from Sky, or freesat on **all** your TV sets, you will not be affected.



On both dates, the main transmitter switchover will happen overnight. However, if you receive your signal from one of the local relay transmitters you may not receive your digital service until later in the day.

<sup>†</sup> Channel line up may change.

What will happen at switchover?

Call us on 0845 454 00 15\* or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

## How do I switch between analogue and digital?

If you have Freeview, BT Vision or Top Up TV for the first time, to watch the full range of channels between 6 and 20 November, you will need to use your TV remote to switch between analogue and digital. You can do this by:

- Pressing **AV** or  or 
- Or switching the digital box on and off 

## How do I tune and re-tune my equipment?

Follow these simple steps to tune or re-tune your Freeview, BT Vision or Top Up TV equipment.

1. “Tuning and re-tuning” means adjusting your equipment so it can receive new TV channels and services. Some TVs and digital boxes do this automatically, others will need to be done manually.
2. To re-tune manually, press ‘menu’ and select the ‘set up’ or ‘installation’ menu. From this menu, select ‘auto set up’ or ‘update’ to re-tune the channels.
3. Some TVs and digital boxes will ask you for a code. If you haven’t already changed it, this is usually either 0000 or 1234.
4. You will need to re-tune your box from time to time as channels are regularly updated.

Call us on **0845 454 00 15\*** or visit us at [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)

## Which channels will I get with digital TV?

The exact number of channels will depend on where you receive your TV service from.

If your home receives its TV signal directly from the main Selkirk transmitter, you’ll get at least 40 Freeview channels, plus text services.

If your home receives its signal from a local relay transmitter (such as Galashiels, Hawick or Peebles) you’ll get around 20 of the most popular Freeview channels plus text services. You may be able to receive more by getting an aerial installer to re-direct your aerial to the main Selkirk transmitter.



Plus



Channels are subject to change.

If you’d like a greater choice of channels, you should consider freesat or Freesat from Sky, or subscribe to a service like Sky TV, BT Vision, or Top Up TV\* that offers additional packages like movies and sport.

\*Check coverage as Top Up TV is not available on local relay transmitters.

What will happen at switchover?

## Digital UK is here to help.

We're independent, and our job is to help guide you through the digital switchover.

Look out for local events in the Scottish Borders area where people will be available to answer any questions you have. To find out when events are happening near you, visit our website or call us on the number below.

**For more help or information,  
call us on 0845 454 00 15\*  
or visit [digitaluk.co.uk/selkirk](http://digitaluk.co.uk/selkirk)**

- If you need this information in large print, audio, Braille or another language, please call **0845 454 00 15\***.
- If you have a hearing or speech impairment, you can contact our textphone service on **0845 234 0380**.



**If you already have digital TV, please help any neighbours, family or friends who have not switched yet.**

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## Need some extra help?

The Switchover Help Scheme has been set up to help eligible people make the switch to digital on **one** of their TV sets. If you're eligible, we'll explain digital TV to you clearly and simply. We can install the equipment you need in your home. And we'll make sure you're happy with how it all works.

## Am I eligible?

We can help you if:

- You are aged 75 years or over, or
- You get (or could get):
  - attendance or constant attendance allowance, or
  - mobility supplement, or
  - disability living allowance, or
- You are registered blind or partially sighted.

We'll ask you to contribute **£40** to the cost. However, our service is free if you are eligible and also get pension credit, income support or income-based jobseeker's allowance.

If you are eligible, you should receive a Help Scheme Pack during the summer, if you do not receive one, don't worry. Just call the Help Scheme on **0800 408 5901** or visit **[helpscheme.co.uk](http://helpscheme.co.uk)**

**No one from the Switchover Help Scheme will visit you without first making an appointment.**



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Where can I get help?