

Manual re-tuning

If you are comfortable with technical information and your basic re-tune hasn't worked, you can use this manual re-tune guide.

If your Freeview TV or box picks up a different regional service to your preferred service (e.g. BBC England instead of BBC Scotland, or ITV Central instead of ITV Anglia), you can use this manual re-tune guide.

If you are missing some services you may find they have moved to channel 800 or above, this guide will help you put them in your preferred position.

If you find manual re-tuning too difficult, contact your local electrical retailer or installer. This is a guide only, Freeview models operate slightly differently. Some early models do not offer a manual re-tune facility – check your instruction book.

Please note:

Every time you re-tune, you will need to go through this process.

1

Go to the Postcode Checker at **digitaluk.co.uk**

Enter your postcode on the right hand side of the web page. Remember to include your house number or name. If you do not have internet access, contact the Digital UK helpline on **08456 50 50 50*** and ask for manual re-tune guide support.



2

Once you have entered your address details, the next page gives you an indication of which TV services you should receive, based on your most likely transmitter. You may be able to receive television services from more than one transmitter and you can check alternatives, where available.

On the results page click on the pink button to see your full reception forecast and channel information for switchover.



3

Click on the How do I re-tune? pink banner.

Scroll down to the manual re-tune table where you will see the relevant “RF Channel” numbers for the digital services that can be received at your home.**

	Today	During	Final step	
	17 Sep 2018	18 Sep 2018	4 Nov 2018	2 Dec 2018
	No re-tune required	Re-tune required to retain existing services	Re-tune required at switchover stage 1	Re-tune required at switchover stage 2
	✓ Areas signals may be received	✓ Areas signals may be received	✓ Areas signals may be received	✓ Areas signals may be received
Group 1	ch 58	ch 58	ch 52	ch 52
Group 2	ch 66	ch 66	ch 66	ch 59
Group 3	ch 67	ch 67	ch 67	ch 54
Group 4	ch 68	ch 68	ch 68	ch 58
Group 5	ch 69	ch 69	ch 56	ch 61

4

Write down the “RF Channel” numbers for your transmitter using the Group boxes here:

Group 1

Group 2

Group 3

Group 4

Group 5

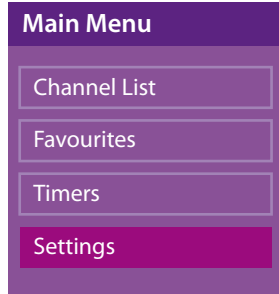
Group 6

*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.

**Please note that the Freeview channel line-up is subject to change.

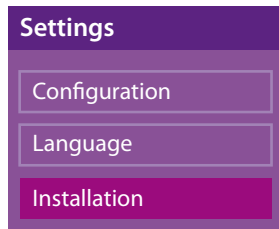
5

Switch on your digital TV or box, and find a Freeview TV service on your TV screen. Then using the remote control for your digital TV or box, press the **'Menu'** button. Using the arrow up or down button select **'Settings'** (may be 'Set-up', or similar).



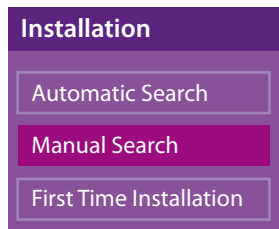
6

In the **'Settings'** menu, select **'Installation'**.



7

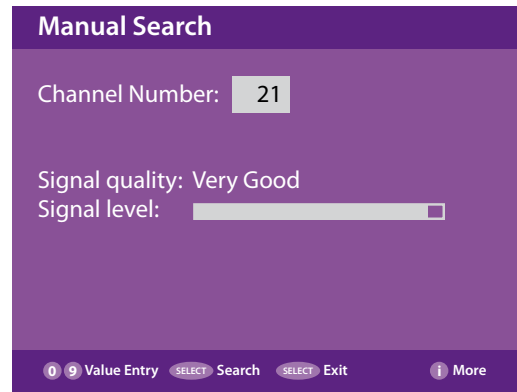
Then from the **'Installation'** menu select **'Manual Search'**.



8

This will reveal a new page where for each multiplex you can enter the "RF Channel" number you have written down. Repeat the same process on a one-by-one basis for each of the other services you can receive at your address.

Some equipment may require you to repeat steps 5, 6 and 7 each time.



9

Press the **'Menu'** button or **'Exit'**. You should find that you now have your preferred service at each channel button.



If you need any more help, contact your retailer, installer, manufacturer or the Digital UK helpline on **08456 50 50 50***

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