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**Press release**

**digitaluk**

## **ANGUS SWITCHOVER UNDERWAY**

*Unprepared viewers face blank screens when analogue is switched off*

**All Freeview viewers in Angus, Dundee, Perth and parts of Fife will need to retune their TVs and boxes today as the digital switchover gets underway.**

Shortly after midnight, analogue BBC Two was turned off permanently at the Angus transmitter and engineers started switching on digital signals at 23 relay transmitters serving more than 75,000 homes. These households will be able to receive Freeview for the first time today.

The changes also affect existing Freeview viewers who may find their BBC TV channels are missing. These services have moved to new frequencies and can be restored by retuning Freeview TVs and boxes.<sup>1</sup> Viewers in areas where more than one regional service is available can get advice on choosing their preferred channels from Digital UK.

The second and final stage of switchover takes place on **18 August 2010** when the remaining analogue channels will be switched off permanently. On this date, additional Freeview channels from STV, ITV, Channel 4 and Five will become available from relay transmitters for the first time.

The Switchover Help Scheme is still welcoming applications from eligible older and disabled people to get help to convert one television, including a choice of equipment, installation and aftercare. For those who have already signed up, the Help Scheme call centre is available to help with any problems and can be contacted on 0800 40 85 900.

Paul Hughes, Digital UK's National Manager for Scotland, said this morning: "This is by far the largest switchover Scotland has seen, affecting more than 200,000 households with many people receiving Freeview channels for the first time.

"We're now encouraging any viewers who still don't have the necessary equipment to get ready in time for 18 August, when all the analogue channels will be permanently switched off. Anyone who needs advice during this period should contact Digital UK or sign up for the Help Scheme if they are eligible."

Digital UK, the body leading switchover, continues to provide support through local advice points, as well as its website and advice line. A switchover roadshow is also running in Dundee city square.

- [digitaluk.co.uk/stvnorthadvicepoints](http://digitaluk.co.uk/stvnorthadvicepoints)
- **08456 50 50 50**

**- ends; notes follow -**

## Notes to editors

### 1. Retuning and regional services

#### 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 shut down and restart

These instructions are a guide only – each product works slightly differently. For more information on retuning visit [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning)

#### Regional services

As with analogue terrestrial TV, Freeview signals will overlap in some areas, enabling viewers to receive two or more regional variants of BBC and ITV channels. Most Freeview equipment will automatically load all versions, placing one at the top of the channel list and any additional channels in the 800s. Viewers can prioritise their preferred regional services by completing a 'manual retune'. Alternatively, they can be made easier to find by using the 'favourites' feature on their digital TV or box. Advice on retuning is available at [digitaluk.co.uk/retuning](http://digitaluk.co.uk/retuning) or by ringing 08456 50 50 50.

**The Switchover Help Scheme:** People aged 75 and over, eligible for certain disability benefits, registered blind or partially sighted or living in care homes are entitled to practical help from the BBC-run Switchover Help Scheme. For £40, they will be given equipment to switch one TV per household to digital. They will be able to have that equipment installed if they want it, a demonstration of how it works and a number to call while they get used to things. If they're eligible and also on income-related benefits, the help will be free. Everyone eligible will be contacted directly before switchover. More information is available on 0800 40 85 900 and at [helpscheme.co.uk](http://helpscheme.co.uk).

#### Viewers in Dundee

Viewers in Dundee should note that the existing Camperdown transmitter is likely to be taken out of service some months after switchover. If you are replacing an old or damaged aerial, Digital UK recommends asking the installer about getting a signal from an alternative transmitter which may also give you a greater choice of channels. If you have any questions, call 08456 50 50 50 or visit [digitaluk.co.uk](http://digitaluk.co.uk).

**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. More information is available from [helpscheme.co.uk](http://helpscheme.co.uk).

**Images and video clips** are available to media free of charge from [vismedia.co.uk](http://vismedia.co.uk).

**Follow us on Twitter** for live updates on switchover: [twitter.com/Digit\\_AI](https://twitter.com/Digit_AI)

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