

## Re-tuned and still missing channels?

**Date:**  
7 Feb 2012

**Transmitter:**  
Crystal Palace

**Postcode searched:**  
LU2 8AR

If you have re-tuned and find you are missing channels this could be because you live in an area where the signals from neighbouring transmitters overlap. You may be experiencing one of these issues with your Freeview TV or box:

- A weak signal or intermittent reception
- Missing some channels
- You pick up a different regional service to your preferred service. The service you want has moved further down the channel list (probably in the 800's)

### We recommend trying a manual re-tune:

- 1 Using your remote control, press the "menu" button.
- 2 Select the "set up" or "installation" option. If you see picture icons, select the tool box, satellite dish or spanner.
- 3 Select "manual re-tune" or "manual search".
- 4 If you are prompted for a code, try 0000 or 1234.
- 5 For Group 1 (BBC Services) type in **25** where it asks for a "channel" number (frequency) and press OK.
- 6 Repeat steps 1 - 5 using the different numbers next to each "Group" (a group is a bundle of TV services), to complete the manual re-tune.  
Group 2: **22** , Group 3: **28** , Group 4: **32** , Group 5: **34** , Group 6: **29** , Group HD: **31**
- 7 Then press "menu" or "exit" to finish.



These instructions should work for most Freeview TVs or boxes, but they differ, and you may have to speak to your manufacturer for help.

Further re-tunes will be required at each stage of the digital switchover. Check the table below for dates. Please note, 'channel' numbers (frequencies) are subject to change and we advise you check back here when you need to re-tune.

	7 Feb 2012	4 Apr 2012 Switchover stage 1	18 Apr 2012 Switchover stage 2	-	-
	No re-tune required	Re-tune required at switchover stage 1	Re-tune required at switchover stage 2	-	-
Group 1	ch 25	ch 23	ch 23	-	-
Group 2	ch 22	ch 22	ch 26	-	-
Group 3	ch 28	ch 28	Not available	-	-
Group 4	ch 32	ch 32	ch 25	-	-
Group 5	ch 34	ch 34	ch 22	-	-
Group 6	ch 29	ch 29	ch 28	-	-
Group HD	ch 31	ch 31	ch 30	-	-

Note: specific equipment is required to access HD channels

For more information call

**08456 50 50 50\***

Or visit

**[digitaluk.co.uk/manualretuning](http://digitaluk.co.uk/manualretuning)**

\*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. Not all Freeview TV or boxes have a manual re-tune facility. Please speak to your manufacturer.