

## FAQs for use at Switchover



### Do I need to do anything for the digital switchover?

- If you are watching TV from freesat, Sky or Virgin Media on all your sets, then you don't need to do anything.
- If you are watching TV from an aerial for Freeview, Top up TV or BT Vision you will need to do a full retune on both switchover days.
- If you receive only four or five channels on your TV, then you are likely to be watching analogue TV and will have to convert your TV to digital.

### Do I need to buy a new television to go digital?

No. Almost any TV can be converted using a digital set top box and these cost from about £20.

### I have tried to retune my digital TV equipment today but I'm not getting TV, could there be a problem with the aerial?

Most aerials should be fine. The digital signals come back on at different times during the day depending on your transmitter, so some people may find that they don't have a service until the afternoon.

In our blocks of flats that have a communal aerial and channelised filters, these will be adjusted during the day. We are keeping a note of blocks where residents are reporting difficulties, in case there is a problem with the system, but often it's because residents need to retune their TVs. We would suggest that you try a full or manual retune later today and let us know if that doesn't resolve the problem. We will get the contractor out, if required, but we don't want to incur unnecessary costs.

### Why have BBC2 / ITV have disappeared?

You are watching analogue TV and at the first stage of switchover BBC2 is turned off. Due to a change in broadcast frequencies, some viewers may find that one of their other analogue channels moves to a different button on the remote control (ie ITV may move to button 2). All the analogue channels will be switched off permanently at stage two. You need to get your TV converted to digital otherwise you will have no programmes after stage 2.

### I'm missing digital channels. What should I do?

If you are watching digital television through an aerial you will need to retune your Freeview, Top up TV or BT Vision equipment. Using the menu you need to do a full retune, not an auto-tune or add-on channels (it may be called factory reset, default settings or similar). Many TVs will take you to a screen telling you to 'press OK to delete all channels', that's fine. You will need to press OK, so that the memory can be reloaded with the new channels.

### I've tried to do a full retune but it hasn't worked and I am getting the wrong regional news service, what do I need to do?

You will need to do a manual retune using the channel group frequencies. These are {organisations can check and supply these for local transmitters} or can be found at [digitaluk.co.uk/manualretune](http://digitaluk.co.uk/manualretune)

Please be aware that on 7 March 2012 BBC news service broadcast from Whitehawk Hill and its relays changes permanently from BBC South to BBC South East Today.

### Is my radio affected by the switchover?

No. Radio services aren't affected but you may find that you can now get a range of radio channels through your TV.

**Is there any help available?**

The Help Scheme can help people over 75, anyone who gets a disability allowance, anyone who is registered blind or visually impaired, or who lives in a care home. If you think you qualify, but haven't received an information pack or you want to take up the offer, call 0800 40 85 900 or visit **[helpscheme.co.uk](https://helpscheme.co.uk)**.

There are a number of roadshows and local advice points offering switchover assistance. Information about their locations can be found at **[digitaluk.co.uk/find\\_help](https://digitaluk.co.uk/find_help)**

Additional information about the switchover in this region, and help with retuning is available from Digital UK at **[digitaluk.co.uk/retuning](https://digitaluk.co.uk/retuning)** or by calling **08456 50 50 50**