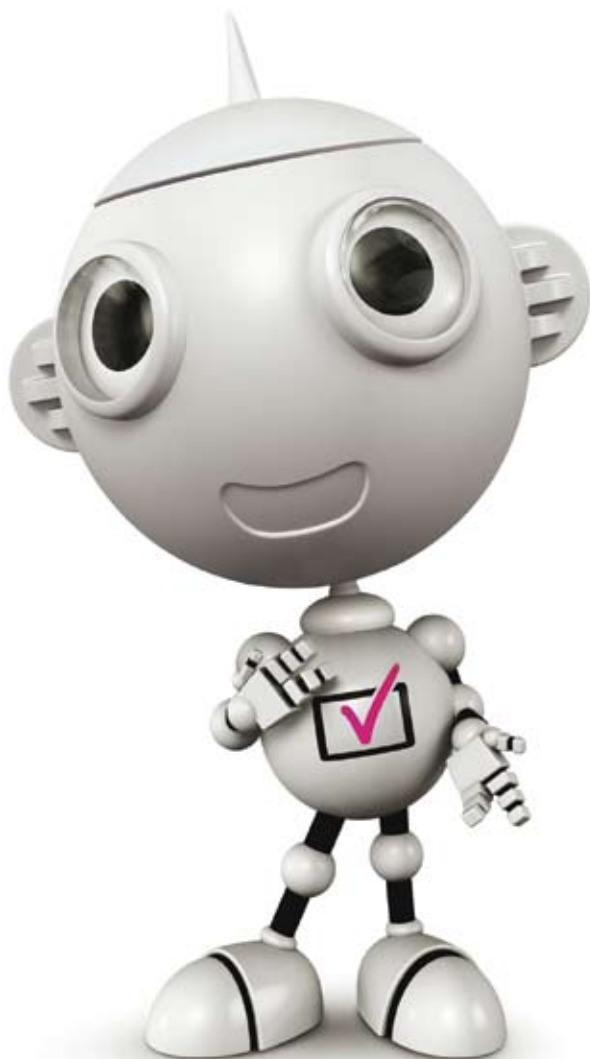


Re-tuned and still missing channels?

If you have re-tuned at switchover 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:

- Your picture sometimes freezes or breaks up, or reception is intermittent
- You are missing some channels
- You pick up a different regional service to your preferred service. The service you want may have moved further down the channel list (probably in the 800's)



To solve these issues, you will need to do a manual[†] re-tune:

- First, unplug the aerial from the TV or box and carry out your usual retune
- Then re-connect the aerial and follow the procedure below. While exact instructions vary, here is a guide of what to do:

1. Using your remote control, press the **'menu'** button
2. Select the **'set up'** or **'installation'** option
3. Select **'manual re-tune'** or **'manual search'**
4. If you are prompted for a code, try 0000 or 1234
5. To manually tune in BBC services type in where it asks for a 'channel' number and press **'OK'**
6. You need to repeat steps 1-5 to manually re-tune the other groups of channels, one by one:
7. Then press **'menu'** or **'exit'**
8. You should now find your preferred services back at the top of the channel list

You will need to do this every time you re-tune so keep these instructions

'Channel' numbers vary by postcode.
For more information call **08456 50 50 50***
or visit digitaluk.co.uk/retuning

[†]Not all Freeview TV or boxes have a manual re-tune facility. Please speak to your manufacturer.

*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary.

digitaluk

Providing independent advice.