

Digital Switchover Troubleshooting: “I’m missing some/all digital TV channels.”

Question	Answer	Suggested Action
Are you trying to receive digital TV through your aerial?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Contact your satellite/cable service provider.
Do you live in a flat or other accommodation with a communal (shared) aerial?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact your landlord/property manager.
Do you have a Freeview TV, set-top box or digital recorder?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Convert your existing TV or purchase a TV with digital built in.
Do you have a BT Vision or Top Up TV digital box?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact BT Vision or Top Up TV as appropriate.
Are you a Switchover Help Scheme customer?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact the Switchover Help Scheme on the number provided in your information pack.
Is the digital equipment connected as per the instruction manual, and switched on?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Connect your digital equipment as per the instruction guide and switch on.
Is your digital box/TV included on the 2K equipment list ?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact the manufacturer.
Have you tuned/re-tuned your equipment since your last switchover date?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Install or re-tune your digital equipment after your transmitter has completed.
Is your Freeview digital box/TV included on the Split NIT equipment list ?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Contact Freeview or the manufacturer to establish the recommended remedy (check the “800s” first).
Are you served by a relay transmitter that has not yet completed switchover?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Re-tune when your relay has completed.
Are you predicted to receive more channels? (Digital UK Postcode Checker digitaluk.co.uk).	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Advise of alternative available satellite/cable options in their area. If more Freeview channels are available from an alternative transmitter, aerial work might be required.
Are the channels you want in the “800s”? (See “Overlap Q&A”)	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Use manual re-tune, “Favourites” or “Edit Channels” to move channels to positions you want.
Do you have a signal booster?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Remove booster (contact an aerial installer if necessary) and re-tune equipment.
Did you always receive a good analogue service (with clear pictures on all channels) before switchover?	Yes <input type="checkbox"/> No <input type="checkbox"/> →	Consult an aerial installer (with RDI or CAI+ status).
Do you access your recorder via a number button on your remote, rather than “AV”?	Yes <input type="checkbox"/> → No <input type="checkbox"/>	Plug your aerial directly into your iDTV or digital box, then re-tune. If all channels are now accessed, reconnect as before, but tune your recorder into another RF channel on your TV.
Possible solutions if there is still an issue.	<ol style="list-style-type: none"> 1. Carry out a manual re-tune. 2. Fit an attenuator during tuning to reduce the strength of unwanted signals. 3. Consult an aerial installer (with RDI or CAI+ status). 	
<p>Note: When re-tuning, we recommend a full re-tune (sometimes called Factory Reset, First-time Installation or Default Settings). You may need to reset personal settings, e.g. “Favourites” or subtitles, as these may be lost. If you use “Add Channels” you will keep your personal settings, but the performance of your digital box could deteriorate over time.</p>		
<p>If problems still exist, contact Digital UK Call Centre on 08456 50 50 50.</p>		