

**TV in London is
changing to digital
in April 2012**



digitaluk

What is happening?

The old TV signal will be switched off and replaced with a new, stronger digital TV signal in **April 2012**.

1

What do I have to do?

If you have:

- **Freeview, BT Vision or Top Up TV:**
You will need to re-tune your TV or box in April. See **page 4** for how to do this
- **Sky TV, Virgin or Freesat:**
If you have this service on ALL your TVs you will not need to do anything
- **A TV that is not digital** (one that can only receive five channels):
Convert your TV to digital or it will not work after April 2012.

2

When does the change happen?

In **April 2012** the old TV signal is being switched off and replaced with a digital signal. It happens in two stages:

4 April	BBC Two signal is switched off
18 April	BBC One, ITV, Channel 4 and Channel 5 are switched off

These channels will be replaced with digital ones.

3 Will my recorder still work?

After April 2012, if your VCR or DVD recorder is not digital, it will not be able to record one channel while you watch another. Only a digital TV recorder will do this. A digital TV recorder will also convert your TV to digital.

4 How do I get digital TV?

You can choose a service like Freeview, get a satellite or cable service like Sky TV or Virgin, or buy a digital TV. Some of these services, like Freeview and Freesat are available for a one-off cost. Other services, like Sky TV, will require a monthly payment.

5 When do I re-tune my TV?

If you have Freeview, you will need to re-tune your TV on **4 April** and again on **18 April**. You should also re-tune if you ever find you are missing TV channels.

6 How do I re-tune my TV?

You re-tune with your remote control. Here is how:

- 1 Turn on your Freeview TV or box. Then press **'menu'** on your remote control
- 2 Choose the **'set up'** or **'installation'** option. Or if you have pictures on your remote control, select the tool box, satellite dish or spanner picture
- 3 If you are asked for a code, try **0000** or **1234**
- 4 Select the **'full re-tune'** option. This is sometimes called **'first time installation'**, **'factory reset'**, **'default settings'** or **'shipping conditions'**.
Do not select **'channel update'** or **'add channels'**
- 5 Press **'OK'** if you are asked to delete all your channels
- 6 Channels will automatically be installed. Your TV may switch off and start again.

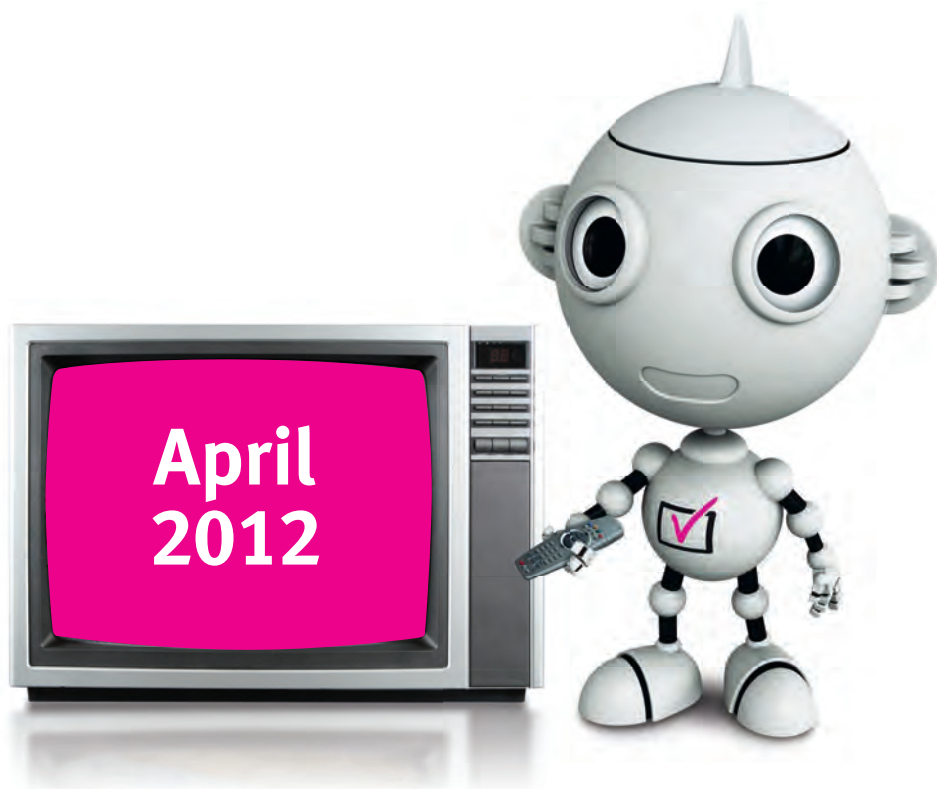


7 What about my TV aerial?

You will only need an aerial if you choose Freeview, BT Vision or Top Up TV. If you get a good picture now, you probably do not need a new aerial.

8 What if I live in a flat?

If you live in a flat, then your signal is likely to come through a shared aerial. You will need to speak to the person who manages your property to make sure it is ready.



9 Is there extra help available?

If you are 75 or over, or have certain disabilities, you can get help from the Help Scheme, which is run by the BBC.

You get:

- Easy to use equipment
- An official installer to supply and install the equipment for you
- A twelve month aftercare service including help with re-tuning

The service costs **£40** but is free if you get some income benefits. The Help Scheme will write to you but you can call the free helpline on **0800 40 85 900** and ask to speak to a translator.

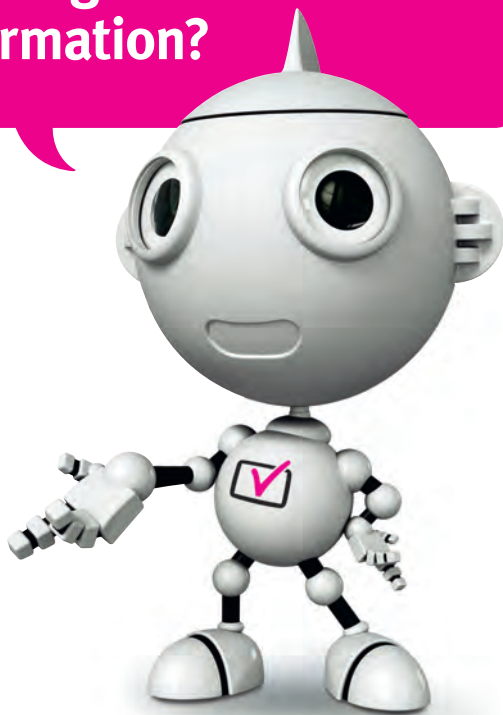


BBC

The Help Scheme is run by the BBC

 **switchover**
help scheme

10 Where can I get more information?



You can call **08456 50 50 50*** to speak to an advisor in English, or you can ask them to put you through to a translator.

Alternatively, you can get more information by visiting our English language website at **digitaluk.co.uk**



get set for digital 

*Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 8am to 7pm Monday to Friday and 9am to 5pm on a Saturday. Sunday closed. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG