

# Re-tuning your TV equipment for the digital switchover



# Re-tuning at switchover

**Switchover is a two-stage process. If you have, or are planning to get Freeview, BT Vision or Top Up TV, you will need to re-tune your digital box or TV:**

- At each of the two stages of switchover
- If you find you have lost any TV channels

In addition, you should re-tune on a regular basis to make sure you pick up any new channels and services that become available.

If you have satellite or cable on all your TV sets, you won't need to re-tune your equipment.

## Basic re-tune:

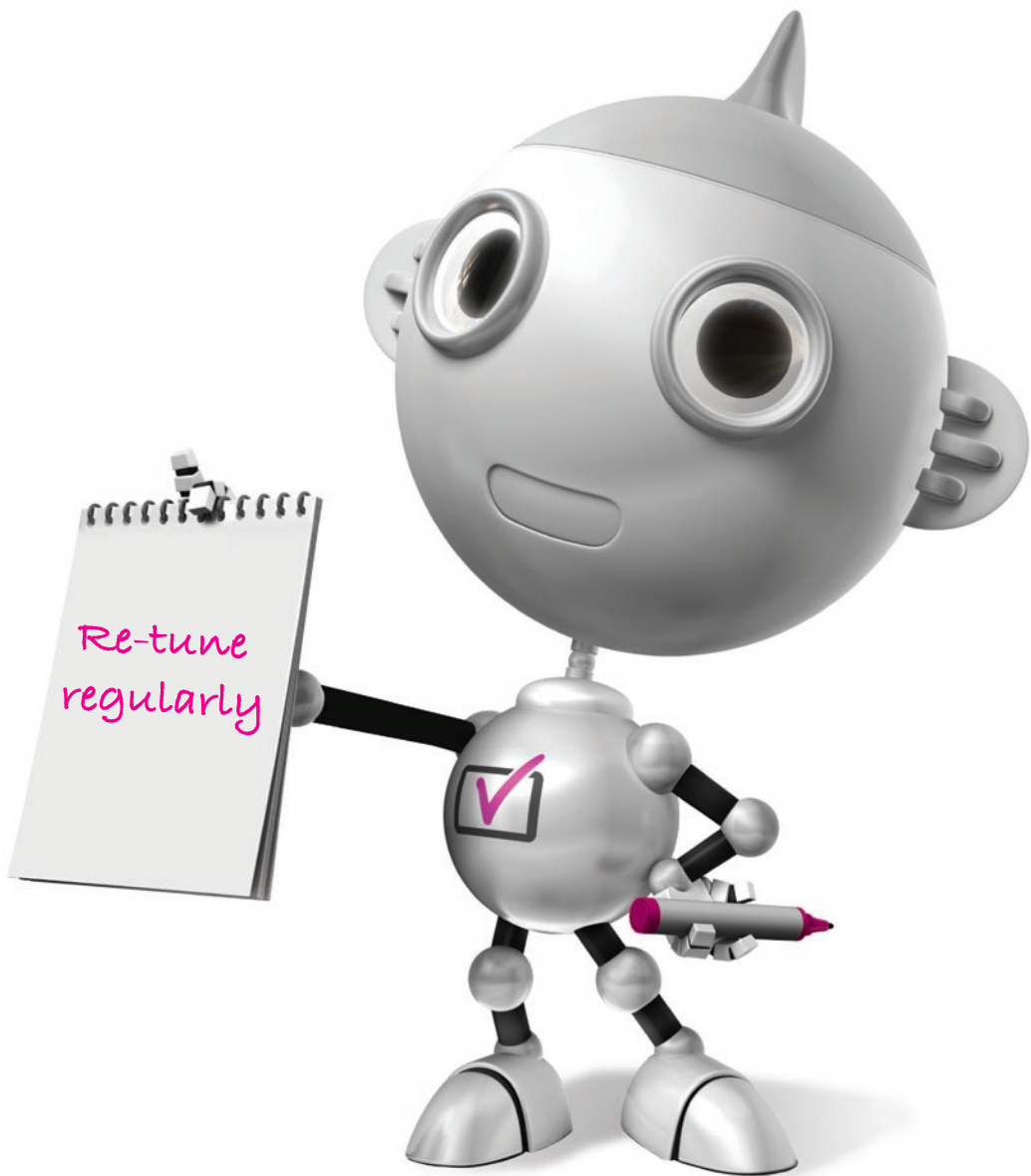
Basic re-tuning normally only takes a few minutes, just follow the simple steps below:

### step one

- Press **'menu'**
- Select the **'set up'** or **'installation'** menu
- Select **'first time installation'** or **'update'**

### step two

- Some digital televisions, boxes and TV recorders will ask you for a code. If you haven't already changed it, this is usually either **0000** or **1234**.



**Please note:** If you re-tune a digital TV recorder, previously recorded programmes will not be lost, but you should re-set future recordings (including 'series links') or you may lose them.

# Troubleshooting

- After a basic re-tune, if you aren't receiving your preferred regional service, you are likely to find it further down the channel list. If you want to make your preferred services easier to find, you can either use the 'favourites' list, 'channel settings' or 'edit channels'. See your instruction manual for more details.
- If you find you are missing some channels or your equipment has stopped working, visit **[digitaluk.co.uk/retuning](https://digitaluk.co.uk/retuning)** for more information. If you can't fix it yourself, you may need to call out an installer. Make sure the installer you choose has been security checked and trained.

Your instruction manual should give you full information on how to re-tune, set favourites, and edit channels. Not all equipment will allow you to set favourites or edit channels so if this is the case, please contact the manufacturer.

If you would like to find out more information on re-tuning, please visit **[digitaluk.co.uk/retuning](https://digitaluk.co.uk/retuning)** or call **08456 50 50 50** \*



get set for digital 

\*Standard BT rates apply. Rates may vary for calls from other providers including mobile operators. Equipment varies in the way it operates. For more information see your instruction manual or contact the manufacturer.