

Important information for all TV viewers

Your essential guide to the digital TV switchover

STV North



digitaluk

Providing independent advice.

When will I switch?

What happens at switchover?

How do I get ready?

Re-tuning and troubleshooting

Where can I get help?

What is the digital TV switchover?

TV across the UK and the rest of the world is going digital. The existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal.

Why is switchover happening?

Switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them, including those who receive their signal from a relay transmitter.

What do I need to do next?

What you need to do depends on what service you have now, or what you plan to get for switchover:

IF YOU HAVE, OR PLAN TO GET:	WHAT YOU WILL NEED TO DO:
Freeview, BT Vision or Top Up TV.	You will need to re-tune at both switchover stages or you will lose channels. Please see page 15.
Sky TV, Freesat from Sky, freesat or Virgin Media.	If you have this service on all of your TV sets, you will not need to do anything.
Analogue TV (five channels or fewer).	You will need to convert your TV or you will no longer be able to receive TV channels after switchover.

Call our UK advice line on **08456 50 50 50*** or visit us at **digitaluk.co.uk/stvnorth**

*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 9am to 7pm Monday to Friday and 10am to 4pm on a Saturday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG.

Where can I get impartial advice?

For impartial advice, contact us at Digital UK. We are the **not-for-profit** organisation responsible for leading the UK digital TV switchover. We're independent, which means that the advice and information we give is unbiased.

We're not working alone. Our partners are:



What is the Switchover Help Scheme?

The Switchover Help Scheme is run by the **BBC**, under an agreement with the Government to help older and disabled people make the change to digital TV. For further information **see page 18**.



If you live in a remote or island community think about preparing for switchover now.

What's happening?

When do I switch?

What happens at switchover?

How do I get ready?

When do I switch?

When you switch will depend on which transmitter group you receive your TV signal from. STV North has nine transmitter groups, each made up of a main transmitter and its local relays.

Switchover happens in two stages to give people the chance to check their equipment. **It is important you are ready by stage one.**

TRANSMITTER GROUP (including relay transmitters)	SERVING	STAGE ONE	STAGE TWO
Bressay	The Shetland Islands	5 May	19 May
Keelylang Hill	The Orkney Islands	12 May	26 May
Rumster Forest	Caithness and North Sutherland	2 June	16 June
Eitshal	Lewis, Wester Ross, North West Sutherland, parts of Harris and Skye	7 July	21 July
Skriaig	Skye, Harris, North Uist, Benbecula, South Uist and parts of Barra	14 July	28 July
Angus	Angus, Dundee, Perth and parts of Fife	4 August	18 August
Durris	Aberdeen and Aberdeenshire	1 September	15 September
Knockmore	Morayshire, Strathspey and parts of Easter Ross	8 September	22 September
Rosemarkie	Inverness and the Great Glen	6 October	20 October

Please note: anyone with a Freeview service will need to re-tune their digital TV or box at both switchover stages. See page 15.

Transmitters in STV North



- If you live in STV North including the Highlands and Islands, you're most likely to be getting a signal from one of the transmitter groups shown above.
- However, you could be receiving your TV signal from a neighbouring TV region (shown in grey) which switches on a different date.

To find out which transmitter group you are likely to receive your TV signal from, visit our postcode checker[†] at digitaluk.co.uk or call us on 08456 50 50 50.

What happens at switchover?

Stage one

At stage one, the analogue BBC Two signal is switched off permanently and Freeview extends to reach all areas for the first time. This means that:

- If you have a Freeview service, you'll need to re-tune your equipment or you'll lose your BBC services.
- If you have Sky TV, Virgin Media¹, Freesat from Sky or freesat on all your TV sets, you will not be affected by switchover.
- If you haven't switched to digital, you'll lose BBC Two.



Analogue BBC Two is switched off. If you receive your signal from a relay transmitter, you will now receive the BBC Freeview channels.



Stage two

At stage two, the rest of the analogue channels are switched off and the remaining Freeview channels become available in all areas for the first time. This means that:

- If you have a Freeview service, you'll need to re-tune your equipment again or you will lose your channels.
- If you have Sky TV, Virgin Media¹, Freesat from Sky or freesat on all your TV sets, you will not be affected by switchover.
- If you haven't switched to digital, you will all lose all your TV channels.



All analogue services are switched off. If you receive your signal from a relay transmitter, you will now receive the remaining Freeview channels.

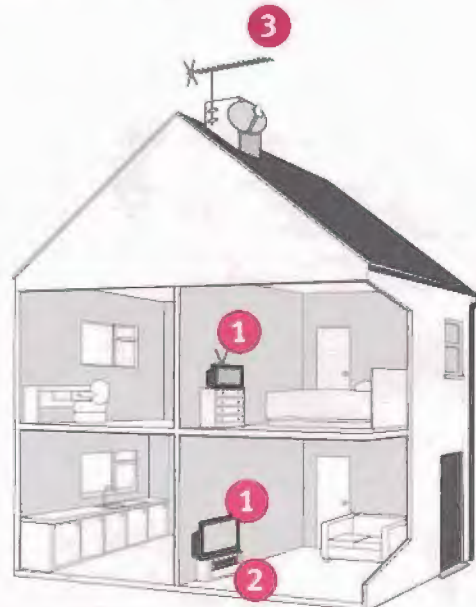


How do I get ready for switchover?

You need to think about **all** of your TV equipment:

- 1 Convert every TV set that you want to continue watching** as any TV that is left unconverted will not work after switchover.
- 2 Consider replacing your video or analogue DVD recorder.** Your video will still play back and record but won't be able to record one channel while you're watching another. The same is true for your DVD recorder unless it has digital built-in. A digital TV recorder with a 'twin tuner' such as Sky+, V+, freesat+ or Freeview+ will record one channel while you watch another and will also convert your TV.
- 3 Check that your aerial is in good condition** if you want to receive a service like Freeview, Top Up TV or BT Vision on any TV set in your home.

Find out more about
aerials on page 11.



Call our UK advice line on **08456 50 50 50**
or visit us at **digitaluk.co.uk/stvnorth**

Do I need to get a new TV?

No, almost any TV can be converted with a digital box, even a black and white one. Most digital boxes connect to a TV using a SCART cable.

If your TV doesn't have a SCART socket, you will need to ask for a digital box with a built-in 'RF modulator'.



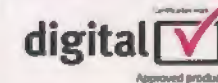
Do I need High Definition (HD) TV for switchover?

You don't need high definition TV to be ready for switchover. You may, however, wish to consider HD as an option if you are buying new TV equipment. HD services are available from Sky, freesat, Virgin Media, and now in some areas via Freeview. You can check the HD services available where you live using the postcode checker at **digitaluk.co.uk**

What should I look for if I decide to get new equipment?

Look for TV sets, digital boxes and digital TV recorders that carry the 'digital tick' logo. It means they are designed to continue working after the switchover.

The logo looks like this:



Will I need to switch my radio at the same time?

No, the digital switchover relates to TV only.

What are my options?

The options available in your area are listed in the table below. To find out which services are available where you live, visit our predictive postcode checker at digitaluk.co.uk or call the service provider directly:



Ask about recorders, as a digital TV recorder can also convert your TV.

ONE-OFF PAYMENT

MONTHLY SUBSCRIPTION

PROVIDER ¹	HOW IS THIS SERVICE RECEIVED?	COST ²	CHANNELS	CONTACT DETAILS
	Aerial	Digital boxes from £25. Digital TVs from £150. Self-installation.	Number of channels will vary depending on where you live. See page 14.	www.freeview.co.uk
	Satellite	£146.81 including mini dish, viewing card, standard Sky box and installation.	More than 240 digital TV channels.	08442 410 595 www.freesatfromsky.co.uk
	Satellite	Digital boxes from £50. Installation (if required) costs from £80.	Over 140 digital TV channels.	08453 130 053 www.freesat.co.uk
	Satellite	From £18.00 – £48.50 a month depending on package. Installation costs from £30.	Up to 160 digital TV channels plus 240 free-to-air channels.	08442 410 285 www.sky.com
	Cable	From £5.50 – £21.50 a month ⁴ when you take a Virgin phone line (£11). Installation £35.	Up to 160 digital TV channels. Plus access to on demand TV, films and music videos.	08000 522 525 www.virginmedia.com
	Aerial (broadband required)	From £6.99 a month or pay-per-view from 39p ³ . BT broadband required. No connection fee.	Freeview channels plus on demand TV, films and sport.	08006 781 984 www.bt.com/vision
	Aerial (Top Up TV is not available on local relay transmitters)	Top Up TV digital TV recorder from £49.99 required. £10.99 a month for TV Favourites. No installation costs or contract required ¹ .	Freeview channels plus on demand TV, films and sport.	08444 158 158 www.topuptv.com

all our UK advice line on 08456 50 50 50
or visit us at digitaluk.co.uk/stvnorth

¹Some of these service providers are unable to offer 100% UK coverage. For full terms and conditions and to check availability in your area, please contact each supplier directly.

²Costs are correct at time of printing, December 2009. Cost details are standard pricing, other offers or packages may be available.

³Aerial upgrade may be required.

⁴Only available in parts of Angus.

What about my aerial?

Any **rooftop aerial**, in good condition, is capable of receiving both an analogue and digital TV service like Freeview, Top Up TV or BT Vision. You don't need to have a 'digital aerial' for switchover. So, if you have good reception now, you are unlikely to need to replace your existing aerial.

Some **set-top aerials** are unsuitable for digital TV and may need to be replaced. For best results, consider having all your TV sets connected to your rooftop aerial.

If you decide to get a satellite or cable service on **all** the TV sets in your home, you won't need an aerial.

What if I need a new aerial?

If you think you need to repair or replace your aerial, look for a Registered Digital Installer (RDI) with the 'digital tick' logo – it means they have been trained and security checked. Installation of a standard rooftop aerial is likely to cost £60-£180. Additional sockets cost around £45 each.

To find an RDI installer near you:
visit **rdi-lb.tv** or call our UK advice line
on **08456 50 50 50**.

If you can't find one, look for someone with
Associate RDI or CAI Plus status, or ask
your local electrical retailer.

How is my aerial affected if I live in a flat?

If you live in a flat, it is likely that you receive your TV signal via a communal system. Talk to the person who manages your property as the system may need to be upgraded or replaced for switchover. They should consult with you to discuss options as you, and any other residents, may have to contribute to the cost of any work.

For more information visit **digitaluk.co.uk/sharedaerial**

Never attempt to
adjust your rooftop
aerial yourself.

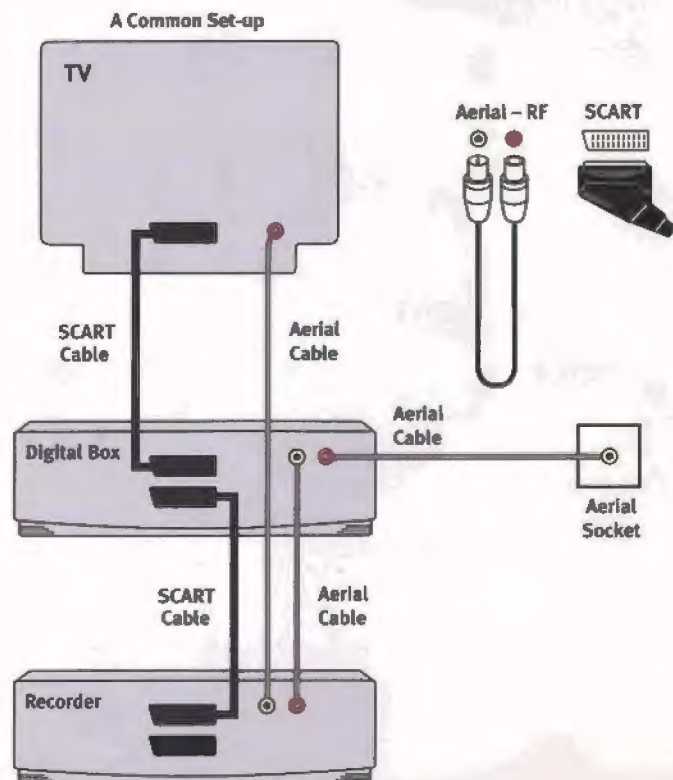


How do I set up my equipment?

If you choose to install a digital box yourself, here are three simple steps:

- 1 Unplug your TV from the electricity supply and do not switch your TV on again until you have connected all your equipment.
- 2 Plug in the SCART and aerial cables as shown in the diagram and reconnect all equipment to the mains.
- 3 Make sure you switch your TV on **first**, and then the digital box. Finally, install the new digital channels by following the on screen instructions.

For an online demonstration, visit digitaluk.co.uk/install/equipment



Which channels will I get after switchover?

The exact number of channels you receive will depend on where you get your TV service from. To find out which ones you are likely to receive visit the post checker* at digitaluk.co.uk

If your home receives its TV signal directly from the **Bressay, Keelylang Hill, Rumster Forest, Eitshal, Angus, Durris, Knockmore or Rosemarkie** transmitter you will get more than 40 Freeview channels, plus text and radio services.

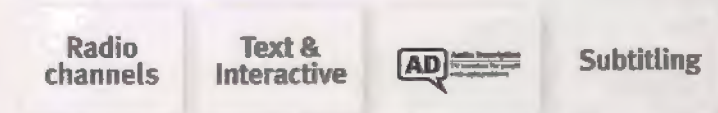
If you receive your signal from the **Skriaig** transmitter or any **local relay** transmitter you'll get around 15 of the most popular channels plus text and radio services.

If you'd like a greater choice of channels, consider freesat or Freesat from Sky or subscribe to a service like Sky TV, Virgin Media¹, BT Vision or Top Up TV² which offer additional packages like movies and sports.

If you choose a Freeview service these are the channels you will receive as standard:



Plus:



Channels are subject to change.

*This is a predictive coverage database and should be used as a guide only.

¹Only available in parts of Angus.

²Check coverage as Top Up TV is not available on local relay transmitters.

When do I re-tune?

If you have a Freeview service you will need to re-tune:

- At **both** stages of switchover.
- If at any time you find you have lost any TV channels*.

How do I re-tune?

To re-tune your Freeview TV or box, follow these steps:

- Switch on your Freeview TV or box.
- Using your remote control, press 'menu'.
- Select 'set up' or 'installation' option.
- Select 'first time installation' option (sometimes called 'factory reset', 'full re-tune' or 'default settings').
- Press 'OK' if your equipment asks if you want to delete all your channels, don't worry this is normal.
- If you are prompted for a code, try 0000 or 1234.
- Channels will automatically be installed. This may take a few minutes and your equipment may shut down and restart.
- Remember to re-tune every piece of Freeview equipment you have.

These instructions are a guide only as menu instructions will vary. If you have any problems, check your instruction manual, ask a friend or family member to show you how, or go to digitaluk.co.uk/re-tuning

Please note: if you have a satellite or cable service, you will not need to re-tune.




What if I have re-tuned, but my equipment still isn't working?

- It may be that you are watching a local relay transmitter which hasn't resumed yet. Either re-tune at the end of the day or check when your relay transmitter resumes.
- A few of the oldest digital boxes and digital TVs will stop working at switchover. To find a comprehensive list of affected products visit digitaluk.co.uk/trouble

What happens if I receive my signal from a local relay transmitter?

If you are watching TV from a relay transmitter, you will receive around 15 Freeview channels for the first time after switchover. Please note:

- TV services will resume by late afternoon at most local relay transmitters. Either wait to re-tune your equipment until the end of the day or check when your relay transmitter switches at digitaluk.co.uk/stvnorth
- Only the BBC digital channels become available at the first switchover stage. Until the second stage, you will need to switch between analogue and digital to get the full range of available channels. Use your TV remote to do this by:

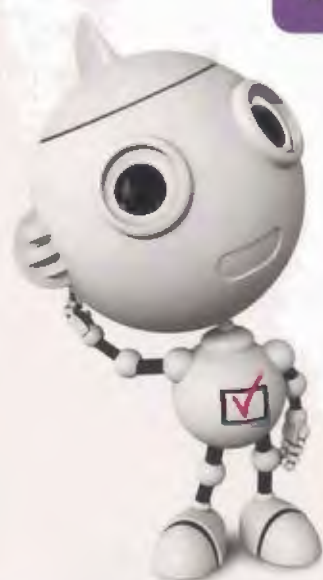
- Pressing **AV** or  or 
- Or switching the digital box on and off 

Where can I get face-to-face help?

The switchover roadshow will visit over 90 locations in your region. There will be independent trained advisors on hand to answer any questions you may have.

To find an event nearest to you:
call our UK advice line on **08456 50 50 50***
or visit **digitaluk.co.uk/stvnorth**

- If you need this information in large print, audio, Braille, or another language, please call our UK advice line on **08456 50 50 50***.
- If you have a hearing or speech impediment, you can contact our textphone service on **0845 234 0380***.



Know someone who needs
a helping hand?

Make sure they know
about the Help Scheme.



What does the Switchover Help Scheme do?

The Switchover Help Scheme is run by the BBC and provides practical help to older and disabled people to make the switch to digital on any one TV set.

The standard offer includes:

- Easy-to-use equipment.
- Home delivery and installation, if they wish, by an approved installer.
- An aerial check and, if needed, a replacement at no extra cost (subject to planning or landlord permission).
- A free helpline, re-tuning advice and 12 month aftercare service.

There is a one-off fee of **£40** for the standard offer, or for eligible people or certain income-related benefits, it's **free**.

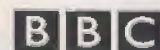
The Help Scheme can help everyone who:

- Is aged 75 or over, **or**
- Has lived in a care home for six months or more, **or**
- Gets (or could get) certain disability benefits, **or**
- Is registered blind or partially sighted.

What do I do now?

The Help Scheme has written to all eligible people – see example. To take up the offer, everyone who has received the mailing **needs to reply**.

Please call **0800 40 85 900** if you want our help, or if you know someone who is eligible.



The Switchover Help Scheme is run by the BBC.

Essential information about
switching to digital TV

No Ad Sample
28 Sample Street
Sample Town
Sampleshire
AB1 2CD

STV North

BBC The Switchover Help Scheme
is run by the BBC

Important information for all TV viewers

Your essential guide to switchover

For independent information and help

call our UK advice line on 08456 50 50 50*
or visit digitaluk.co.uk/stvnorth

Preparations for switchover may result
in some interruptions to your TV and
radio services.

Visit digitaluk.co.uk/engineeringworks
for more information.



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