

your guide to going digital

digitaluk

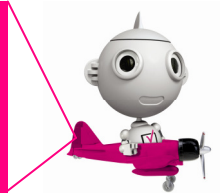
in the Tyne Tees/North East region

The North East* is switching to digital in September 2012. Here are some helpful facts to guide you through the switchover.

* The Tyne Tees tv region - Northumberland, Durham, Darlington, Teesside, Tyne and Wear and parts of North Yorkshire. Some areas overlap with Yorkshire region, which has already switched.

1 Switchover is coming to the Tyne Tees tv region

Digital TV means more channels and more choice. Everyone will receive around 15 of the most popular Freeview channels as standard, with many viewers being able to receive around 40 channels, depending on where you live and whether you receive signals from one of the three main transmitters or one of the local relays.



There are two stages to each switchover. This is to make sure that no-one loses all their television services. Each stage happens overnight on the dates shown below. On the first date, the old analogue BBC2 service is switched off and replaced with a new set of digital BBC services. On the second date, all the rest of the analogue channels are switched off and the remaining digital services start up, including HD channels for those who have HD ready televisions and an HD digital box or recorder.

Transmitter Group	Where?	Stage one - (BBC2 analogue off)	Stage two (all other analogue off)
Chatton	north Northumberland	12 September 2012	26 September 2012
Pontop Pike	Co Durham and Tyne and Wear		
Bilsdale	Teesside and much of North Yorkshire		

2 **Virtually all TV sets can be converted** with a digital box, even black and white sets and those without a “scart” connection*. A digital (Freeview) box costs from around £25. However, if you do want to buy a new TV, look for the “digital tick” logo. This means it’s designed to work after switchover. The digital tick logo looks like this:

*Box must have a built-in RF modulator to connect via the aerial socket



3 **After switchover, many people who only have four channels of analogue tv will receive a Freeview signal for the first time.** There are other options for going digital including satellite, cable and broadband tv or you can choose a tv with a built-in digital tuner. Choosing satellite does not mean paying a monthly subscription unless you want to.

4 **If you already have digital,** that is, more than five standard channels on all your TV sets, then you are ready for the digital switchover. However, if you only have digital TV on your main set, you’ll need to think about converting your other TV sets if you want to watch them after the switchover.

5 **Videos & analogue DVD recorders** will still play back and record, but won’t be able to record one channel while you’re watching another. The simplest way to do this is to get a digital TV recorder such as Sky+ or Freeview Plus. A digital TV recorder will also convert your analogue TV to digital if you ask for one with “twin tuners”.

6 **Almost all aerials will continue to work** after switchover. There is no such thing as a “digital” aerial. If you get a good picture now and your aerial and cabling are in good condition, your aerial will probably be fine after switchover. To double check the condition of your aerial visit the aerial checker on **teletext page 284 on any analogue channel.** If you get good analogue pictures with your current aerial you should not have problems receiving at least fifteen channels of digital television through the same aerial, although some Bilsdale viewers who have not already got one may need a “wideband” aerial to receive some of the additional commercial channels.

7 If you do need a new aerial, installation is likely to cost between £80–£180, and an additional socket costs around £45. Look for a Registered Digital Installer (RD*i*) who carries the digital tick logo (www.rdi-lb.tv). If you can't find one, look for an "Associate RD*i*" or an installer from the industry trade body CAI (The Confederation of Aerial Industries) who is registered with their CAI Plus scheme. (www.cai.org.uk). Do not buy any equipment from cold callers.

8 Nobody from DigitalUK or the Help Scheme will come to your house unless you've arranged an appointment yourself. If you have arranged for work to be done always make sure you ask for identification. If you think you may have been mis-sold equipment and you would like more advice, contact Consumer Direct on 08454 04 05 06

9 The **Switchover Help Scheme** can help those who need the most assistance to switch to digital. You'll be eligible if you are 75 or over or entitled to certain disability allowances, have been resident in a care home for six months or more, or are registered blind or partially-sighted.

It costs £40, but if you are eligible for help AND get certain income-related benefits, it's free. The Help Scheme will write to all eligible people, but if you think you might be eligible and would like advice, call the Help Scheme directly on **0800 40 85 900** or visit www.helpscheme.co.uk.



10 You will need to tune in or retune digital TVs and all Freeview, BT Vision and Top-Up TV digital boxes on the first switchover date, and everyone needs to retune again on the second switchover date. Retuning is easy. Tuning and retuning means adjusting your equipment so it can receive new TV channels and services. Some TVs and digital boxes do this for you automatically. To retune, press "menu" and select the "set up" or "installation" menu. From this menu, select "auto set up" or "first time installation" to re-tune the channels. Don't worry if it asks you to delete all your channels—this is normal—it means that the box has to download all the new channels from the transmitter after switchover, making sure that you only have up-to-date channel information. Some TVs and digital boxes will ask you for a code. If you haven't already changed it, this is usually either 0000 or 1234.

In some areas you may be able to receive more than one transmitter, as signals overlap. If you do, you might find that you have the "wrong" regional services at the top of your programme guide. Most digital equipment will store the other regional services lower down the programme guide, usually in the 800+ range of numbers. If this happens you can do a manual retune, storing each group of channels manually to store only the regional services you want – or you can sometimes swap the channel numbers. For more information about manual retuning, visit www.digitaluk.co.uk/retuning or call our advice line on 08456 50 50 50

Not sure about what services you will get where you live?

Visit the Digital UK website (www.digitaluk.co.uk) and enter your post code and house name or number into the postcode checker on the home page. This will tell you what services are available at and after the switchover in your area.

The Regional Team in the North East can support local groups by providing information and materials for use with your clients/members and at local events. We can provide information and advice about the **Switchover Help Scheme** for older viewers and those who need extra support. We can help you to help people locally to make the switch. For technical advice and information about how to convert individual televisions to digital, contact the **Digital UK Advice Line** on **08456 50 50 50** or visit digitaluk.co.uk For advice about the **Switchover Help Scheme** call **0800 40 85 900** or visit helpscheme.co.uk.

Local groups can be involved in our **Digital Outreach** programme to help charitable and voluntary organisations and community sector groups to reach out to people in the community to ensure that they get reassurance, advice and help to make the switch without any worries. For more information, to order supplies of information or to arrange a meeting, please contact **Jaime Flinn** on **0844 88 15072**, e-mail tynetees@digitaluk.co.uk or write to: **Digital UK, c/o ITV plc, The Watermark, GATESHEAD NE11 9SZ**



Digital UK is here to help. We are the independent, not-for-profit organisation set up by the public service broadcasters to provide independent and unbiased advice to guide you through the switchover. If you have any questions call 08456 50 50 50* or visit www.digitaluk.co.uk

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