

IMPORTANT CUSTOMER NOTICE - The re-tune of Channel Five, ITV4 and BBC Radio stations on or after Wednesday the 30th of September 2009

On or after Wednesday 30th September, Free view viewers will find that Channel 5, ITV4 and some BBC radio stations will appear 'blank'. In order to restore these channels a retune of all digital equipment as detailed below will be required. Technical preparations for future improvements to the Freeview service such as Freeview HD make this move necessary. Retunes cannot be undertaken in advance of the 30th, so the immediate impact of this move is expected to be significant. Satellite including freesat, cable and analogue equipment will not need to be retuned

All Freeview boxes, Freeview+ digital TV recorders and Digital TV'S will need a retune. This should be a simple process that takes only a few minutes and re-tuning regularly is good practice. This ensures that you keep your equipment up to date, and that you have all of the latest channels. If you are not sure how to re-tune, follow the guide below.

These instructions are a guide only – each product works slightly differently. Your instruction manual will explain the process for your particular product. If you don't have a copy of the user manual to hand please follow the following generic guide. Make sure you do a full re-tune following the guide below. Some product menus have 'add channels' or 'auto search' functions which may not restore all channels.

- Switch on your Freeview TV or box. Press 'menu' on your remote control.
- From the 'menu' options on screen, select the 'set up' or 'installation' menu.
- Select 'first time installation' option (sometimes called 'factory reset', 'full retune' or 'default settings'. Some digital boxes will ask you for a code. If you haven't already changed it this is usually either 0000 or 1234.
- Press 'OK' if your equipment asks if you want to delete all your channels - don't worry, this is normal. Channels will be automatically installed. This may take a few minutes, and your equipment may shut down and restart.

Hints and tips

- After re-tuning, you may have to reset any favourite lists and picture settings.
- If you re-tune a digital TV recorder, previously recorded programmes will be kept, but you should re-set future recordings (including 'series links') or you may lose them.
- If you continue to have difficulty, ask family or friends who have freeview equipment as they will also have had to undertake this process.
- **For retuning advice**, go to www.tvretune.co.uk, a website for Digital UK, the body established by government to guide consumers through digital switchover. Digital UK will be also be able to provide specific telephone assistance on 08456 051122 as will our own service department on 0844 412 4411, though demand for these services will be high on and shortly following the 30th September.