



switchovernews

Digital Switchover in Wakefield
How councillors can help their constituents

Be a
digi-pal – help us
switch to digital!

Dear Colleagues

In August and September 2011, the Yorkshire tv region goes digital. Digital UK is the not-for-profit body set up and managed by the public service broadcasters to lead the switchover programme and provide information and advice for viewers to help them to switch over and/or retune their digital tv equipment. We know that you are often asked for information and advice by your constituents and we have no doubt that some of them will seek your advice about getting help with switchover.

In order to help you to answer their questions, we have put together this information sheet so that you can have the basic facts at your fingertips. We'd like to thank you in advance for your help. The involvement of community partners will be vital in ensuring the success of the switchover.

The likely questions: WHAT? WHO? WHEN? WHERE? WHY? HOW? and HOW CAN I GET HELP?

What is Digital Switchover?

The process of switching off the old analogue television network and replacing the signals with a complete network of digital (**Freeview**) channels. The Digital Switchover programme is being carried out region by region and transmitter group by transmitter group.

Most viewers in Wakefield receive television signals directly from the Emley Moor main transmitter, which carries both analogue and digital tv services and will switch to digital-only operation in two stages on 7th and 21st September 2011.

Some viewers may be able to receive signals from other main transmitters. The dates for these transmitters are shown below.

When does Digital Switchover happen in Yorkshire and Lincolnshire?

Transmitter Group	Where?	Stage one - (BBC2 analogue off)	Stage two (all other analogue off)
Oliver's Mount	the Scarborough area	3 Aug 11	17 Aug 11
Belmont	Lincolnshire and East Yorkshire	3 Aug 11	17 Aug 11
Sheffield	the Sheffield area	10 Aug 11	24 Aug 11
Chesterfield	the Chesterfield area	10 Aug 11	24 Aug 11
Emley Moor	W, S and parts of N Yorkshire	07 Sep 11	21 Sep 11

The Bilsdale transmitter group, serving many viewers in North Yorkshire, will switch to digital-only operation with North East/Tyne Tees region during the later part of 2012. Existing Bilsdale Freeview viewers do not have to retune until then

Who is affected by switchover?

Anyone who has only four or five analogue channels will need to convert their televisions to digital operation with a digital box or get a tv or recorder with built-in digital tuners in order to continue watching television.

Everyone who can receive analogue television should be able to receive at least fifteen digital channels after switchover. Digital Switchover **does not affect** televisions which are connected to satellite dishes or cable systems—it only affects equipment which receives its signal through a traditional tv aerial.

All Freeview viewers will need to retune their equipment on each of the two switchover dates in order to receive the new higher power Freeview signals

What do I have to do?

Satellite and cable viewers—NOTHING—you are already watching digital tv—but don't forget that you will need to convert any other tvs in your home which are using an aerial.

Analogue only viewers need to convert all tv equipment to receive digital signals.

Viewers already watching digital Freeview services through their aerial will need to retune on each switchover date.

NO-ONE NEEDS TO BUY A NEW TELEVISION— all televisions can be converted using a digital box.

TVs with no SCART socket can be converted through the aerial socket using a digital box with a built in **RF MODULATOR***.

Don't buy a new aerial unless you are sure you need one—most aerials will work well and there is no such thing as a **DIGITAL aerial**.

Some viewers may need to obtain a wide-band aerial to be able to obtain all the digital services after switchover. If you want advice about your aerial contact a qualified aerial installer who is registered with **RDi-LB** (The Registered Digital Installers Licensing Body : www.rdi-lb.tv) or is a CAI plus approved member of **CAI** (The Confederation of Aerial Industries : www.cai.org.uk).

*Your local television dealer can tell you which models of digital box contain an RF modulator.

Why is it happening?

Switchover is happening so that all analogue viewers, who cannot receive any **Freeview** channels at present, will be able to receive at least fifteen digital channels and some radio channels through their tv. It improves fairness, as it will allow all viewers to access all of the public service broadcast content and for the first time, all viewers will be able to see all of the content which their licence fee pays for. It provides access to stronger more powerful signals for most **Freeview** viewers, improving reception and picture quality. It frees up valuable airspace for other economically important services such as telecommunications and broadband.

Where can I get more help?

Anyone who needs help and advice about switching over to digital or who needs help with retuning their television equipment can visit www.digitaluk.co.uk or call the advice line on **08456 50 50 50**

Viewers who are over 75, or who have a disability, are blind or partially-sighted or who have lived in a care home for six months or more, can get practical help and support from the **Switchover Help Scheme**. The Help Scheme will write to ALL eligible viewers offering to convert one television to digital operation.

For more information, visit www.helpscheme.co.uk or call **0800 40 85 900**

What do I need for the switchover?

To get digital TV through your aerial, you will need a digital (Freeview) box to convert each of your analogue TVs or have digital-ready TVs. You could also choose to convert to satellite or cable television services. You don't have to pay a subscription for satellite services unless you want to. Freesat and freesat from Sky are free-to-air services. If you already have more than five channels, then you are already watching some form of digital TV.

The most affordable way of making sure that you are ready for the switchover is to buy a digital box. They cost from around £25 (check that it has a SCART lead included or you will have to buy one separately). The box will give you access to between 15 and 40 channels depending on which transmitter your aerial receives its signal from.

There's no need to buy a new TV unless you want one. All analogue TVs can be converted using a digital box. TVs with no SCART socket can be converted using a digital box with a built-in RF modulator. This connects to the TV through the aerial socket.

Tuning in and retuning

You will need to tune in or retune your digital box(es) or digital tv 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 the DigitalUK advice line on 08456 50 50 50

What about my aerial?

There is no such thing as a "digital" aerial. If you have your own individual aerial and it is in good condition, you won't need a new aerial to receive at least the main public service channels (around 15). In some places viewers need a wideband aerial to receive additional commercial channels. In many parts of the region viewers will already have fitted wideband aerials to receive the existing Freeview services. If you can get a good analogue picture now, you are unlikely to need a new aerial to get a good digital picture after switchover as the power and strength of the digital signals will be increased. You can check to see how well your aerial is receiving analogue signals using p284 of Teletext on any analogue channel.

If you think you might need work on your aerial, consult a qualified aerial installer who is a member of the **Register of Digital Installers** (www.rdi-lb.tv) or a **CAI plus** registered member of the **Confederation of Aerial Industries** (www.cai.org.uk). Do not buy any equipment from people who cold call on you at home and do not let anyone into your home if they have not made an appointment. If you think you might have been mis-sold equipment **Consumer Direct** on **08454 04 05 06** can offer advice.

Communal (shared) aerials may need to be upgraded. If your landlord or managing agent hasn't already told you that they have checked the aerial, ask them to do so.

How can parish councils do more?



The Regional Team in Yorkshire and Lincolnshire can support you by providing information and materials for use with your residents and at local events. We can provide information and advice about the **Switchover Help Scheme** for older viewers and those who need extra help and support. We can help you to help people locally to make the switch.

You could 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, or to order supplies of materials, please contact **Julie Belford** on **0113 287 8471**, e-mail yorkshire@digitaluk.co.uk or write to: **Digital UK, 5 Carrwood Park, Selby Road, Leeds LS15 4LG**



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