

# How to re-tune your Freeview TV or box

You will need to re-tune your equipment on or after **Wednesday 30 September**. Otherwise you will lose some channels, including Five.

**BBC**

**itv**



**S4/C**



**teletext**

# What's happening?

On **Wednesday 30 September 2009**, we are making improvements to the Freeview\* service to pave the way for the digital TV switchover. This means you will need to re-tune your Freeview TV or box or you will lose some of your channels, including Five.

You will need to re-tune **from lunchtime** on 30 September. It is also good practice to re-tune from time to time in order to pick up new channels and services as they become available.

Please note: satellite, cable and analogue equipment will not be affected.

## How to re-tune

Switch on your Freeview TV or box

Using your remote control, press **'menu'**

Select the **'set up'** or **'installation'** option

Select the **'first time installation'** option (sometimes called **'factory reset'**, **'full retune'** or **'default settings'**)

Press **'OK'**. If your equipment asks if you want to delete all your channels, don't worry, that is normal

If you are prompted for a code, try 0000 or 1234

Channels will be automatically installed. This may take a few minutes and your equipment may shut down and restart

After re-tuning, you may have to reset your **'favourites'** list. When you re-tune a digital TV recorder, you should re-set future recordings

Remember to re-tune every piece of Freeview equipment you have

**These instructions are a guide only**, as menu instructions will vary. The best way to re-tune your equipment is to use your instruction manual. For detailed re-tuning instructions of popular makes and models visit [tvretune.co.uk](http://tvretune.co.uk)

## Any questions...?

If you're still unsure about re-tuning your equipment, don't worry. You can find more help and information at [tvretune.co.uk](http://tvretune.co.uk) or you can call our helpline on **08456 05 11 22**.\*\*

\*Includes BT Vision and Top Up TV.

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



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