

get set for digital 

Cumbria

Switchover Newsletter

Switchover date: 24 June 2009

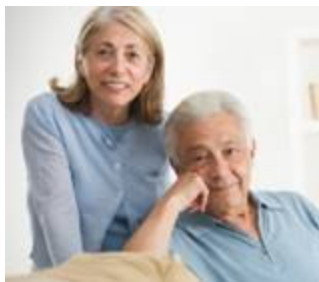


24th June is the date on which the **Caldbeck** main transmitter and all its relay transmitters, serving most of **Cumbria**, will start to switch from analogue to digital operation. All viewers who receive their television signals from any one of these transmitters* must convert their televisions to receive digital tv before that date or risk having blank screens.

*If you watch BBC North East and Cumbria and ITV Border you will switchover to Digital on 24th June and 22nd July. If you watch BBC North West and ITV Granada you will go digital when the Winter Hill transmitter and all its relays switch over on 4th November and 2nd December.

It's an inform-AL approach

TV viewers are already used to seeing the digital switchover robot – DigitAl – on their screens. Viewers in the Caldbeck transmission area will be getting information from Digital UK through their letterboxes too. Leaflets giving advice about switching to digital have already been delivered to every home in the area. Look out for the advice booklet which will be delivered to every home around three months before the switchover. In addition, DigitalUK is working with voluntary organisations and charities—particularly those working with older and more vulnerable people—to help spread the word about digital television switchover. If you haven't had a leaflet and would like one, call Digital UK on **08456 50 50 50**.



Could you be one of DigitAl's pals?

Digital UK is a not for profit company set up by the broadcasters to lead the switchover process. They have a small team of people working locally in the Border TV region but they need your help. We are looking for people from every community in Cumbria to be “digital champions” to help and advise people locally about the Digital Switchover. If you would like to be involved and help to ensure that everyone in your community gets switched over successfully, please contact us. We will provide you with information and materials so that you can give advice and reassurance to your community.

We know that some people will need advice about and help with retuning their equipment at switchover. If you would be prepared to help us do this, it would be very much appreciated and a great service to your community.

If you would like to volunteer to help with the Digital Switchover in your community, please write to us at **DigitalUK, PO Box 13424, KELSO, TD5 8WU**, contact us through the Digital UK call centre on **08456 50 50 50**, call Age Concern Eden on **01768 863618** or e-mail border@digitaluk.co.uk

Digital Outreach in Cumbria
working with Age Concern and **digitaluk**

AGE
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digital
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Bringing clarity to the digital world

What are the basic facts?

Switching to digital is easy. There are several different ways of getting digital television, including satellite tv. If all you want to do is to convert your television and watch through an aerial, all you need is a digital box (sometimes called a set-top box).

If your aerial is in good condition and you get a clear analogue picture before the switchover, it should receive digital television without any difficulty. There is no such thing as a “digital” aerial—so don’t be persuaded to buy a new one unless you are sure your old one needs to be replaced.

If you get Channel5 now, you are probably receiving your signals directly from Caldbeck. You could probably get digital signals already, if you convert now.

If you only have four channels now, you won’t be able to get digital television until the switchover in June, because your signals come from one of the relays, which will be converted from analogue to digital at the switchover date.

At switchover, everyone will have to tune in or retune their digital television equipment to receive the new digital signals. Because switchover happens in two stages (on 24 June and 22 July) you will have to do this twice—(once on each date). All viewers who watch tv through an aerial have to do this—even those who are already watching digital.

Retuning is easy. Switch on your tv and your digital box. Press the MENU button on the remote control. Select the SETUP or INSTALLATION menu and then select AUTO SET UP or UPDATE to re-tune the channels. Some tv’s and digital boxes will ask you for a code. If you haven’t already changed it this is usually either 0000 or 1234.

You will need to re-tune your equipment from time to time in the future too as channels are regularly updated.

If you need help with re-tuning at switchover, you can call Digital UK on 08456 50 50 50. It will help if you can quote the make and model of your tv and/or digital box.

If you need face-to-face help, you can visit your local Age Concern Resource Centre.

Help for older people and those with disabilities?

Everyone aged 75 and over and those with a severe disability, who receives or is entitled to receive disability living allowance or attendance allowance is entitled to special help with switchover.

Those on Pension Credit, Income Support or income-based Job Seeker’s Allowance will not have to pay anything for this help.

Other eligible households will be asked to pay a small standard charge of £40 which will be a contribution towards the cost of all the necessary work including the provision and installation of the equipment and after-installation support to make sure it is working and the viewer knows how to work it.

The help scheme provides a number of different options for viewers to choose from. The standard offer is for the installation of a free-to-air satellite system from SkyTV, but other options include the provision and installation (if requested) of a digital box or the provision of an integrated digital television (on payment of the appropriate additional cost).

The Help Scheme has sent options packs and more information to all eligible viewers. If you know of anyone who hasn’t received anything, or if anyone you know needs more information or advice call the Help Scheme direct on **0800 408 5901**. They can also help with completing the application forms.

What programmes will I get?

Everyone will have access to the channels provided by the public service broadcasters. This is a total of around 20 channels, including all BBC and ITV Channels, Channel 4 and Channel 5, plus a number of radio channels which are also broadcast through the tv network.

Viewers whose tv signals come directly from the main transmitter at Caldbeck will also be able to see additional commercial channels.