

DEPARTMENT FOR CULTURE, OLYMPICS, MEDIA AND SPORT
QUALITY BENCHMARK FOR DIGITAL RECEIVERS AND DIGITAL RECORDERS

This document sets out the quality benchmark for digital receivers and digital recorders to be certified by the digital switchover Certification Marks (commonly referred to as the 'digital tick' logo). It should be read in conjunction with the terms of the digital TV equipment authorised user licence which can be found at:

http://digitallogo.digitaluk.co.uk/company_license_view.php.

No-one may use the 'digital tick' logo without successfully applying for an authorised user licence.

The Quality Benchmark for Digital Receivers

Digital receivers designed to provide access to digital terrestrial television (known as DTT digital receivers) must be capable of demodulating 16 and 64 QAM and 2k and 8k signals and must meet the required standards of the following DCMS recognised industry test suites and processes¹:

- RF test process
- AFD test suite
- SI/PSI test suite
- MHEG test suite
- Subtitle test suite and*
- Time Exclusive Services test suite*.

The minimum criterion for DTT digital receivers and digital recorders to be registered for the first time is the UK Profile of MHEG 5 v1.06 as determined by the corresponding MHEG test suite¹.

From 31 July 2007, the following criteria also apply to digital receivers being registered for the first time:

- the published product specification for DTT digital receivers must declare the standby power consumption, as measured in accordance with the procedures within BS EN 62087:2003 'Methods of measurement for the power consumption of audio, video and related equipment'. When registering such a product for the first time for the 'digital tick', the standby power consumption must be notified to the Digital Logo Scheme administrator;
- the information on digital switchover in the attached Annex must be made available with DTT digital receivers, either as a separate leaflet or incorporated into the product instruction manual;
- the product instruction manual for DTT digital receivers must meet the following criteria:
 - clear and legible typeface (e.g. Arial, Bookman, Foundry Form, Garamond, Gill Sans, Helvetica, Palatino, Times), not highly stylised or ornate fonts that are less easy to read (e.g. Apple Chancery, Braggadocio, Brush Script, Curlz MT, Desdemona, Edwardian Script, Sand, Textile)²;

* part of the SD Linear services test suite

¹ Available from DTG Testing Limited

² This is based on advice from the RNIB publication 'See it Right' (ISBN 1 85878 704 1 978 1 85878 704 6)

- where the manual has to cover different languages, these should be presented in separate sections, complete with diagrams;
- a single model should be covered in the manual, unless differences between the models covered are small or cosmetic;
- sources of further help and advice to be displayed prominently near the front or back of the manual.

From 1 January 2009, the following criteria also apply to digital receivers being registered for the first time:

- within three months of the product registration applicants must provide a electronic copy of the product instruction manual, with confirmation that the information on digital switchover in the attached Annex has been made available to consumers, either as a separate leaflet or incorporated into the product instruction manual.

From 1 January 2010, the following criteria also apply to digital receivers being registered for the first time:

- when registering, applicants must provide test reports showing that the product meets the required standards of BIS recognised industry test suites and processes¹.
- Within 3 months of licence award, applicants must provide a working representative sample of the consumer market version to include remote control and all usual accessories for any new product not currently listed on a BIS recognised testing facility equipment database.

From 1 September 2010, the following criteria also apply to digital receivers being registered for the first time:

- the product must be capable of receiving and implementing over air downloads (OAD). The product shall be able to receive OAD updates from any multiplex with minimal interruption to the viewer; to systematically search for such updates automatically; and to ensure that it only downloads software updates with a higher version number than it currently uses.

From 1st September 2011 all new DTT receivers being registered for the first time:

- **Are capable of manual tuning, whereby the user can for each RF (UHF) channel search for the regional service appropriate to the region where the receiver is being used.**
- **Have the ability to interpret Target Region Descriptor (TRD) signal information, therefore enabling consumer devices to correctly identify regional attributes of incoming broadcast signals.**
- **Are able to receive signals from multiple transmitters each with multiple multiplexes, each with multiple services and be capable of processing 1500 services through the scan process, with up to 63 services in a single multiplex.**

The Quality Benchmark for Digital Recorders

Digital recorders designed to be used to record digital terrestrial television (known as DTT digital recorders) must be capable of demodulating 16 and 64 QAM and 2k and 8k signals and must meet the required standards of the following BIS recognised industry test suites and processes¹:

- RF test process and
- AFD test suite

From 31 July 2007, the following criteria also apply to DTT digital recorders being registered for the first time:

- the published product specification for DTT digital recorders must declare the standby power consumption, as measured in accordance with the procedures within BS EN 62087:2003 'Methods of measurement for the power consumption of audio, video and related equipment'. When registering such a product for the first time for the 'digital tick', the standby power consumption must be notified to the Digital Logo Scheme administrator;
- the information on digital switchover in the attached Annex must be made available with DTT digital recorders, either as a separate leaflet or incorporated into the product instruction manual;
- the product instruction manual for DTT digital recorders must meet the following criteria:
 - clear and legible typeface (e.g. Arial, Bookman, Foundry Form, Garamond, Gill Sans, Helvetica, Palatino, Times), not highly stylised or ornate fonts that are less easy to read (e.g. Apple Chancery, Braggadocio, Brush Script, Curlz MT, Desdemona, Edwardian Script, Sand, Textile)²;
 - where the manual has to cover different languages, these should be presented in separate sections, complete with diagrams;
 - a single model should be covered in the manual, unless differences between the models covered are small or cosmetic;
 - sources of further help and advice to be displayed prominently near the front or back of the manual.

From 1 January 2009, the following criteria also apply to DTT digital recorders being registered for the first time:

- within three months of the product registration applicants must provide a electronic copy of the product instruction manual, with confirmation that the information on digital switchover in the attached Annex has been made available to consumers, either as a separate leaflet or incorporated into the product instruction manual.

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- when registering, applicants must provide test reports showing that the product meets the required standards of BIS recognised industry test suites and processes¹.
- Within 3 months of licence award, applicants must provide a working representative sample of the consumer market version to include remote control and all usual accessories for any new product not currently listed on a BIS recognised testing facility equipment database.

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From 1st September 2011 all new DTT digital recorders being registered for the first time:

- **Are capable of manual tuning, whereby the user can for each RF (UHF) channel search for the regional service appropriate to the region where the receiver is being used.**
- **Have the ability to interpret Target Region Descriptor (TRD) signal information, therefore enabling consumer devices to correctly identify regional attributes of incoming broadcast signals.**
- **Are able to receive signals from multiple transmitters each with multiple multiplexes, each with multiple services and be capable of processing 1500 services through the scan process, with up to 63 services in a single multiplex.**

ANNEX: RE-TUNING LEAFLETS FOR TELEVISIONS AND FREEVIEW BOXES

The artwork for these leaflets is available to equipment licence holders for download in the members area on the Digital Logo Scheme website at www.digitallogo.co.uk.

When does switchover happen?

Border	Switched
West Country	Switched
Granada	Switched
Wales	Switched
West	Switched
STV North	2010
Channel Islands	2010
STV Central	2010/11
Central	2011
Yorkshire	2011
Anglia	2011
London	2012
Meridian	2012
Tyne Tees	2012
UTV	2012



To find out which transmitter group you are likely to receive your TV signal from, visit our postcode checker[†] at digitaluk.co.uk or call us on **08456 50 50 50**^{*}

get set for digital

[†]This is a predictive coverage database and should be used as a guide only. ^{*}Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 8am to 7pm Monday to Friday and 10am to 4pm on a Saturday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG

Important information

Re-tuning your digital TV recorder

Keep this leaflet and your instruction manual



digitaluk

Providing independent advice.

The digital TV switchover

Television services in the UK are going digital TV region by TV region, ending in 2012. The digital TV switchover is happening so that Freeview services (digital TV through an aerial) can be extended to people who can't currently get them.

Digital UK is the not-for-profit organisation responsible for leading the TV switchover. We're independent, which means that all the advice and information we give is unbiased.

When do I re-tune?

- At each of the two stages of switchover
- If at any time you find you have lost any TV channels
- Regular re-tuning will ensure your equipment is up to date and that it picks up new channels as they become available



Any Freeview product, including Freeview HD, needs to be re-tuned.



How do I re-tune my Freeview TV or box?

These instructions are a guide only, as menu instructions will vary. If you have any problems, check your instruction manual or ask a friend or family member to show you how. Alternatively, go to your local electrical retailer, contact your manufacturer or visit digitaluk.co.uk/retuning

Re-tuning only takes a few minutes, just follow the steps below:

- Switch on your Freeview television 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 re-tune'** or **'default settings'**)
- Press **'OK'** if your equipment asks if you want to delete all your channels. Don't worry, this 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

Please note: most digital TV recorders will keep your original recordings after running a re-tune but you will need to reset any future recordings.

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Channel Islands	2010
STV Central	2010/11
Central	2011
Yorkshire	2011
Anglia	2011
London	2012
Meridian	2012
Tyne Tees	2012
UTV	2012



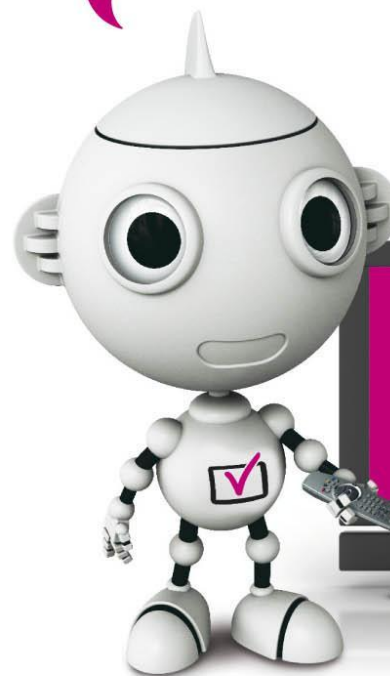
To find out which transmitter group you are likely to receive your TV signal from, visit our postcode checker† at digitaluk.co.uk or call us on **08456 50 50 50***

get set for digital 

†This is a predictive coverage database and should be used as a guide only. *Calls are free for BT customers within inclusive calling plans. Call charges from other providers may vary. The standard business hours for Digital UK's contact centre are 8am to 7pm Monday to Friday and 10am to 4pm on a Saturday. Opening hours will be extended during switchover in each area. Digital UK, PO Box 26833, Kirkcaldy, KY2 9AG

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