Subject: Prepare for Upcoming TV Frequency Moves: Plan to Rescan

By law, nearly 1,000 TV stations will be moving to new frequencies now through 2020. While this transition is happening behind the scenes, if you watch TV over the air using an antenna, you will need to rescan your TV or converter box when these changes take place. Rescanning is when your TV finds all the available channels in your area. It’s important to stay informed about upcoming frequency moves in your area.

<<Company>> is working with the National Association of Broadcasters (NAB) to keep you up-to-date on all station changes in your area, and we are committed to providing the resources and information you need to make this transition as easy as possible. When a station moves frequencies, it’s called a Rescan Day. On these days, rescanning your television or converter box will allow you to continue receiving the station’s signal.

To rescan, select "scan" or "autotune" from your TV or converter box control menu to start the scanning process. Instructions are usually available by pressing the "set-up" or "menu" buttons on your remote control. *(TV manufacturers should include information specific to your products if applicable).* If you haven’t rescanned your TV recently, you may discover TV channels you didn’t even know you were missing.

Because stations will be moving at various times throughout the next two years, you may need to rescan your TV more than once. Stay tuned to your local channels to know the exact date and time you will need to rescan your TV. It’s unlikely that you will need any new equipment, devices or services.

If you have any questions about rescanning and to find out what stations are moving in your area, visit TVAnswers.org, a viewer resource provided by NAB. You can also sign up for text and email alerts for reminders about local Rescan Days.

Thank you for relying on <<Company>> to connect to your favorite local stations. Plan to rescan in the future to ensure you can continue to watch your favorite shows, news and sports, as well as receive the emergency updates you rely on every day for free.

September 2018