



Australian Government



## Finding the right channel for best digital TV reception

Areas of regional Queensland will be switching to digital-only television on 6 December 2011\*. To receive free-to-air digital TV, your television needs to be able to receive digital signals. You will need to add a digital set-top box or digital video recorder to your existing analog TV, or have a television with a built-in digital tuner.

### Where can I get information about television services in my area?

To get information about your local television services, the frequencies they are transmitted on, and the expected coverage of the transmitter serving your local area, go to **mySwitch** on the Digital Ready website [www.digitalready.gov.au](http://www.digitalready.gov.au)

### Where do my television services come from?

Viewers in some areas of regional Queensland may be able to receive their television services from more than one transmitter. For example, viewers in Port Douglas may receive their services from Mossman, Port Douglas or even Cairns transmitters.

To make sure you have the best reception in situations where there is more than one transmitter providing coverage in your area, you will need to ensure that your antenna is pointed towards the transmitter which provides the strongest signal. To find out which transmitter provides the best coverage in your area, you should go to **mySwitch** and enter your address.

### What can I do to improve poor digital reception?

The first step towards improving your reception is to check your antenna system, to the extent that you are able, to ensure that there are no loose fitting connections or plugs, and that the cable connecting your antenna system to your television is of good quality. You should also check that the signal is not obstructed in any way, for example, by trees.

You should then ensure that your antenna installation is optimised to receive the best television signals available in your area. This will mean ensuring your antenna is correctly oriented, and in some cases might include installing a high-gain antenna and a masthead amplifier. You may wish to consider engaging an Australian Government Endorsed Antenna Installer to assess your antenna set-up.

An antenna installer can help you with setting up your antenna installation to ensure that you will receive the best reception. You can find your local Australian Government Endorsed Antenna Installer by calling the Digital Ready Information Line on **1800 20 10 13** or by going to **mySwitch** and clicking on 'Endorsed Antenna Installers' in the box headed 'Switchover information'. Keep this factsheet handy to use when discussing your reception difficulties with your antenna installer.

## How can I be sure that I'm tuned to the best channels?

Viewers in some areas may find that auto-tuning their set-top box or digital TV for available channels may result in tuning into a service which does not provide the best reception. This is because your set-top box or digital TV will allocate a logical channel number to the lowest available radiofrequency channel it picks up, regardless of the quality of the signal or whether or not it is a local service.

## What is logical channel numbering (LCN)?

Logical channel numbering (LCN) is the designation of a channel number for a TV service that is different from the actual radiofrequency (RF) channel that the service is broadcast on. Your RF channel number is difficult to remember and varies across Australia. The advantage of a LCN is that it is convenient for viewers to find services by pressing a particular number on their remote control to get to a specific TV channel. In regional Queensland the designated LCN for the national services are 2 (ABC) and 3 (SBS), and for the regional commercial services 5 (Southern Cross), 7 (7 Queensland), and 8 (WIN). Some areas around Brisbane, Sunshine Coast and Gold Coast have access to the metro commercial services on LCN 7 (Seven Network), 9 (Nine Network) and 10 (Ten Network).

LCNs can be used to access the main TV channel and their additional digital channels; for example ABC1 is on logical channel 2 or 21, ABC2 is on 22, ABC3 on 23 and ABC24 on channel 24.

Most set-top boxes and digital televisions auto-tune by starting at the lowest RF channel (6) and work up to the highest RF channel (69). The first channel that is found for a particular service is then stored in the LCN for that service. When the local signal is found later in the scan, and the LCN is already filled, the channel will be stored somewhere else, typically in the channel range 300–400.

If this happens, when you choose channel 2 for example, for your local ABC service, you may find that the reception is poor because the channel that has been stored in 2 is not your local channel that your antenna is oriented to receive. For example, in the Port Douglas case, Mossman ABC on RF channel 40 would be picked up first, while Port Douglas ABC on RF channel 54 would have better reception. The Mossman service would be given LCN 2, while the Port Douglas service may be given LCN 300.

There are two ways of dealing with this.

1. You can use auto-tune to find all the channels available. If reception is poor, press "channel up" to find the best reception for each service you want to watch. You may wish to delete the other duplicates once you have found your best reception.
2. You can retune manually to ensure that you only have your local services tuned in. These will then be placed at the correct LCN. For instructions about how to do a manual retune you should refer to your set-top box or digital TV manufacturer's instruction manual.

To find the RF channel numbers you need to manually tune to, go to **mySwitch** and enter your address. When the map comes up, click on 'What channels can I receive' and then go to the bottom of the page and click the '+' sign on the tab labelled 'Technical information for [Area]'.

Some equipment requires a PIN when you try to retune. If this happens, try either 0000 or 1234.

### **What if I still can't receive adequate terrestrial reception?**

If your antenna is correctly set up and you are still not able to receive adequate terrestrial reception from your local transmitter, you may be eligible to access the new government-funded digital Viewer Access Satellite Television (VAST) service.

For information about the VAST service and the digital switchover visit **[www.digitalready.gov.au](http://www.digitalready.gov.au)** or call the Digital Ready Information Line on **1800 20 10 13**.

\* Switch off may occur earlier in some towns relying on a self-help transmission tower. Residents in these areas will be informed about the switchover dates. Visit mySwitch at [www.digitalready.gov.au](http://www.digitalready.gov.au)

Digital Ready Information Line **1800 20 10 13**

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