



**Australian Government**



## Switching to digital TV in Cooloola Cove, Tin Can Bay and Rainbow Beach

If you live in Cooloola Cove, Tin Can Bay or Rainbow Beach, you now have access to the full suite of free-to-air digital TV channels, including the commercial digital-only channels ONE, Eleven, GO!, Gem, 7TWO, and 7mate, from three new local digital transmitters.

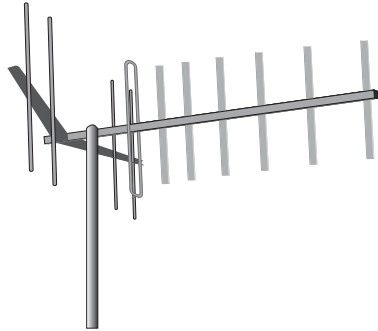
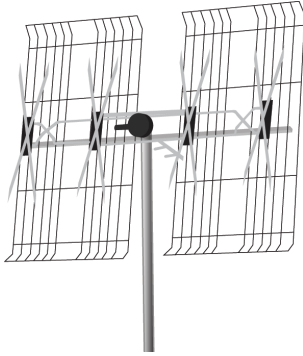
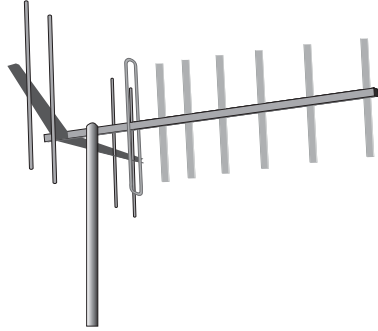
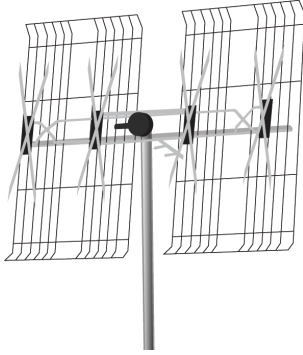
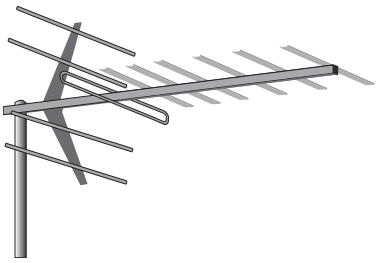
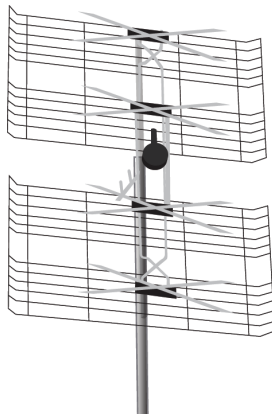
Analog TV services in Cooloola Cove were switched off to make way for digital-only TV services on 13 May 2011. Broadcasters established new sites to provide digital TV services in Tin Can Bay on 25 May 2011 and Rainbow Beach on 28 June 2011.

Following reports of reception difficulties in the area, broadcasters made adjustments to the new digital transmitters at each of three sites in the last week of August. These adjustments should ensure more reliable television signals in Cooloola Cove, Tin Can Bay and Rainbow Beach. Broadcasters advise that you should now receive adequate digital TV reception, provided your antenna set-up is appropriate for these services.

If you have good digital TV reception, you do not need to do anything. If you have problems with your digital TV reception, you should consider engaging an antenna installer to check that your antenna is properly configured to receive the digital signals available in your area. You can find a list of Endorsed Antenna Installers in your area through **mySwitch** on the Digital Ready website or call **1800 20 10 13**.

### How can I access services from the local transmitter sites?

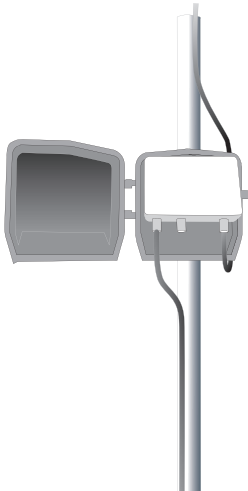
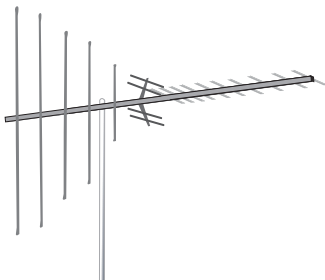
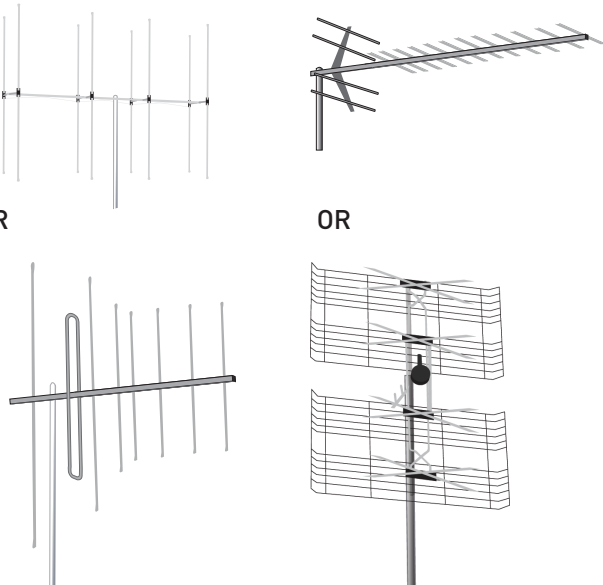
If you are accessing services from the Wide Bay (Mt Goonaneman) transmitter, you were likely to be using a combination (UHF and VHF components) antenna or combination system (UHF and VHF antenna), with a masthead amplifier. You have two antenna options which could provide better digital reception.

Household location	Either	Or	Point towards
<b>Cooloola Cove</b>	<p>A wideband Yagi type UHF antenna with vertical polarisation.</p> 	<p>A wideband phased array type UHF antenna with vertical polarisation.</p> 	<p>Reservoir, Cooloola Cove</p>
<b>Tin Can Bay</b>	<p>A wideband Yagi type UHF antenna with vertical polarisation.</p> 	<p>A wideband phased array type UHF antenna with vertical polarisation.</p> 	<p>Water tower on Squire Street, Tin Can Bay</p>
<b>Rainbow Beach</b>	<p>A wideband Yagi UHF antenna with horizontal polarisation.</p> 	<p>A wideband phased array type UHF antenna with horizontal polarisation.</p> 	<p>Sports field, Kurrawa Road, Rainbow Beach</p>

To find out the level of digital television coverage from the transmitter that serves your area, or for further information about how to improve your reception, go to **mySwitch** on the Digital Ready website [www.digitalready.gov.au](http://www.digitalready.gov.au) or call the Digital Ready Information Line on **1800 20 10 13**.

## Can I use my current antenna system?

Some antenna systems can be re-used to receive the new local services, depending on your current set-up. Your antenna installer may be able to try the following options.

Current antenna set-up	Next steps
<p data-bbox="140 322 512 353"><b>Masthead amplifier or booster</b></p>  <p>The diagram shows a grey rectangular box with a circular opening on the left side, mounted on a vertical pole. A cable runs from the top of the box down the pole.</p>	<p data-bbox="810 322 1422 456">Remove or disconnect the masthead amplifier or booster, which is not necessary if you are watching your local service and may be the cause of poor reception.</p>
<p data-bbox="140 904 400 936"><b>Combination antenna</b></p>  <p>The diagram shows a horizontal antenna with a series of vertical elements on the left side and a series of diagonal elements on the right side, mounted on a pole.</p>	<p data-bbox="810 904 1406 963">Consider removing this combination antenna and replacing it with a new wideband UHF antenna.</p> <p data-bbox="810 985 1422 1120">Your antenna installer can try to re-point your antenna to pick up your local service, however the UHF component of this antenna may not be optimised for the new local sites.</p> <p data-bbox="810 1142 1430 1240">If you live in Tin Can Bay or Cooloola Cove your antenna will also need to be flipped to achieve the correct polarisation.</p>
<p data-bbox="140 1267 663 1335"><b>If you have a combination system – that is a separate VHF and UHF antenna</b></p>  <p>The diagrams show four antenna configurations. The top-left shows a VHF antenna with vertical elements. The top-right shows a UHF antenna with diagonal elements. The bottom-left shows a VHF antenna with a loop element. The bottom-right shows a UHF antenna with a grid element. Each diagram is labeled 'OR'.</p>	<p data-bbox="810 1267 1437 1366">Consider removing the VHF antenna and re-pointing the UHF antenna towards the best local transmitter (with the correct polarisation)</p>

After your antenna installer has made any changes to improve your antenna set-up, you should retune your set-top box or digital TV to find the digital channels.

If you continue to use an existing VHF UHF combination antenna system (as described on the previous page) you should be aware that you might receive digital services from both your local transmitter and Mt Goonaneman. If this is the case, both sets of services will be scanned into your television or set-top box when you retune. If you are receiving both sets of services, in most cases the local services will be located on higher channels, typically around channel 350.

### **For Household Assistance Scheme recipients**

If you were a recipient of the Household Assistance Scheme and you are still experiencing problems with your digital TV reception, contact the service provider, Hills TechLife on **1800 443 716**.

### **Renters and viewers with shared antenna systems**

If you are renting, responsibility for the upgrade of antenna systems in rental properties should be discussed with your landlord. In many cases, if your rental property has been provided with an antenna, your landlord is obliged to maintain it in working order. This would include upgrading it to receive digital TV signals, if this is necessary.

If you live in a unit or apartment with a shared antenna system, your building's owners' corporation or body corporate may need to engage an antenna installer upgrade the system.

The Antenna Systems eToolkit (ASeT) is an online facility that provides relevant information about antenna systems with cost estimates, for units, apartments or other multiple dwellings. To access ASeT, go to **[www.digitalready.gov.au/mdu](http://www.digitalready.gov.au/mdu)**