



Australian Government



Digital channel offsets in regional Victoria

Regional Victoria will be switching to digital-only television on 5 May 2011. To receive free-to-air digital TV, your television must 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

Why can't I pick up all the TV channels available in my area when I tune my equipment?

Digital TV channels in Australia are usually placed in the middle of the radiofrequency channel they occupy. However for planning purposes, some are offset slightly within the channel. Most reception equipment will tune into these offset channels without any problems, but some set-top boxes have been unable to find services that have this offset applied. This list below shows most of the places in regional Victoria where this offset applies.

If you are affected by this, you may need to do a manual retune to ensure that you are tuned to the best quality signal. For instructions about how to do a manual retune, you should refer to the set-top box or digital TV manufacturer's instruction manual. To find the channel numbers you need to tune into, 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]'.

You may wish to consider consulting a Digital Advisor at a local retail outlet for further advice on how to tune your set-top box. You may also find it helpful to watch the video tutorial about setting up and retuning your digital television or set-top box on the Digital Ready website. To find the video, go the Digital Ready website, click on the tab labelled 'Info centre' at the top and scroll down to 'Video tutorials'. 'Setting up and retuning' is video 4.

If you still have problems receiving particular TV channels, you might have a more complex reception problem and may wish to consider consulting an Australian Government Endorsed Antenna Installer.

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 and Digital Advisor 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 fact sheet handy to use when discussing your reception difficulties with your antenna installer.

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

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

If your antenna is correctly set up and you still can't 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.

See the VAST fact sheet for information about the VAST service.

Areas in regional Victoria where digital channel offsetting applies

Site / Area Served	Stations Affected
Yarck / Alexandra	ABC and Prime
Alexandra Environs	ABC and SBS
Ballarat	ABC SBS WIN Southern Cross
Bonnie Doon	ABC and SBS
Cann River	ABC
Cobden	SBS
Eildon (Wightmans Hill)	ABC
Eildon Town	ABC and Prime
Horsham	SBS and ABC
Lorne	ABC
Nhill	ABC SBS WIN Southern Cross
Warrnambool City	ABC SBS Prime
Warrnambool	ABC SBS
Yea	ABC Prime
Terang - Mt Noorat	ABC Southern Cross SBS WIN