



Australian Government



General information about digital TV reception difficulties

Regional Victoria will be switching to digital-only television on 5 May 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.

Why do I have poor digital TV reception?

There are a range of reasons why viewers may be experiencing poor reception of their digital television services. Factors that can lead to poor reception of digital television services can include:

- television reception equipment, including antennas, connections or cabling, that has not been properly set up to receive the digital television signals available in your local area, or has been poorly maintained
- an inadequate, or in some cases excessive, signal from the transmitter you are taking your signal from
- signal obstructions, such as the local terrain, foliage, and nearby buildings and trees
- interference caused by nearby electrical equipment and appliances (referred to as 'impulse noise').

Where can I find information to help me improve poor digital TV reception?

The Digital Switchover Taskforce has prepared a number of factsheets that provide information about a range of reception issues that viewers in regional Victoria might face and suggestions for improving reception. The fact sheets are:

- Some reasons for poor digital TV reception: coverage from multiple transmitters and logical channel numbering
- Digital TV services from new 'gap filler' transmitters
- Single VHF services in regional Victoria
- Band 1 antennas in regional Victoria
- Digital channel offsets in regional Victoria

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.

mySwitch is a web-based tool developed by the Digital Switchover Taskforce to provide information that will help you prepare for digital switchover in your area. You can access mySwitch by going from **www.digitalready.gov.au** and following the links to mySwitch.

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

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