



**Australian Government**



## **Some reasons for poor digital TV reception: Coverage from multiple transmitters and logical channel numbering**

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.

### **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 Victoria may be able to receive their television services from more than one transmitter.

For example, viewers in the Echuca area may receive their services from either the Bendigo transmitter, which is about 100 kilometres south west of Echuca, or the Goulburn Valley transmitter, which is about 90 kilometres east of Echuca.

To receive 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 your fly lead 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 that 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 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 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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## 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 with logical channel numbering the scan will take the lowest radiofrequency channel it finds first, regardless of the quality of the signal or whether or not it is a local service.

## What is logical channel numbering?

Logical channel numbering (or LCN) is the designation of a channel number for a service that is different from the actual radio frequency channel that the service is broadcast on. The advantage of logical channel numbering is that it is more convenient for viewers to find services on a particular designated channel number than on a range of different radio frequency channels. In regional Victoria, the designated logical channel numbers for the national services are 2 (ABC) and 3 (SBS), and for the commercial services 5 (Southern Cross), 6 (Prime), and 8 (WIN).

Most set-top boxes and digital televisions autotune by starting at channel 6 and working up to channel 69. The first channel that is found for a particular service is then stored in the logical channel number for that service. When the local signal is found later in the scan, and the logical channel number is already filled, the channel will be stored somewhere else, typically in the channel range 300–400.

If this happens, when you choose, say, channel 2 for your local ABC service, you may find that the reception is poor because the channel that has been stored in channel 2 is not your local channel that your antenna is oriented to receive.

There are two ways of dealing with this.

1. If have used autoscan, you can use the channel up button to find the duplicate channels which are stored elsewhere and decide which is the best channel to watch.
2. You can do a manual scan to ensure that you are tuned to the best quality signal. For instructions about how to manually scan for television channels available in your area, you should refer to your set-top box or digital TV manufacturer's instruction manual. 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 to 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.

To find the channel numbers you need to 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]'.

Viewers who want to watch additional services from a transmitter other than their local transmitter should first manually scan their local channels in if they want to have these channels on their logical channel numbers.

Some equipment requires a PIN when you try to do a manual scan. 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, please refer to the VAST fact sheet.