

Digital Terrestrial Television and Current Analog TV Reception – a Guide for the Mt Moombil, Grafton, Kempsey and Coffs Harbour Areas

This brochure has been prepared by all local commercial television stations, the ABC and SBS to assist television viewers in the Grafton, Kempsey, Coffs Harbour and Mt Moombil areas of northern NSW.

Q1. What channels have been allocated to digital terrestrial television transmissions from Mt Moombil?

A. The channel allocations for all local digital services from the Mt Moombil and Bruxner East sites are outlined in the table below. Southern Cross TEN digital services from Mt Moombil will commence on 21 September 2005. The ABC and SBS Mt Moombil digital services began in 2003. The ABC, SBS and Southern Cross TEN services from Bruxner East started in 2003. The Prime (NEN) and NBN services from both sites are expected to begin soon.

Digital Channels

STATIONS	ABC	SBS	NBN	SC10 (NRN)	Prime (NEN)
Mt Moombil	36	39	33	38	30
Bruxner Pt East	61	68	67	64	56

Q2. Could the new digital terrestrial television transmission from Mt Moombil affect reception of local existing analog television services listed in the table below?

STATIONS	ABC	SBS	NBN	SC10 (NRN)	Prime (NEN)
MT Moombil	2	28	34	11	31
Bruxner Pt East	60	69	66	63	57

A. Because the Southern Cross TEN digital frequency from Mt Moombil is the same as many VCRs use to 'transmit' their signals to their companion TV set, when it starts digital transmissions on channel 38 a few houses that connect their VCRs to the companion TV set using one lead from the RF (or antenna) out socket to the RF (or antenna) in socket may experience interference. Accordingly, If you suddenly experience interference after 21 September 2005 to all channels or when replaying tapes from your VCR go to **Q3.** for help. If you suddenly experience interference after 21 September to just one, or a few channels go to **Q4.** for help.

A similar problem for a few viewers occurred two years when the ABC commenced transmissions from Mt Moombil on channel 36. Because of the preventative action

taken by affected viewers then, the broadcasters expect very few problems to be caused when Southern Cross TEN commences on 21 September

Q3. If you have been advised in the answer to Q2. to “go to Q3.” and the interference experienced occurs on ALL channels or when tapes are replayed from a VCR what should you do? (If interference is only to some channels go to Q4.)

A. First establish what might be the source of the interference.

Step a. Check to see if the interference is coming from some local source. It could come from a nearby motor, computer, mobile phone or other electrical or electronic device or a loose cable or a damaged antenna.

Check that none of these potential sources of interference are affecting your reception and attend to them if necessary.

Step b. Make sure that your VCR is not faulty. To check this, disconnect the TV antenna cable (not the Pay-TV cable, if present) from the wall socket (while following the manufacturer’s guidelines on safety), and then play a pre-recorded video cassette.

If it plays back satisfactorily, then your VCR is OK and the problem is probably due to interference from an external source.

If it does not play back satisfactorily, then your VCR needs attention and you should follow the manufacturer’s instructions if it is still under warranty, or otherwise call a service organisation.

Now reconnect your TV antenna cable at the wall socket.

Step c. Turn off your VCR and tune in the local stations on your television set.

If the interference is still present on ALL channels, then your TV needs attention and you should follow the manufacturer’s instructions if it is still under warranty, or otherwise call a service organisation.

If the interference disappears, it means it was probably caused by the new digital service transmitted from Mt Moombil and you will need to change your current VCR to the TV set connection (Go straight to **Q5.**).

Many people set their TV to “video” and change channels using the remote control on the VCR or Pay-TV set top box. In these cases, the new digital service from Mt Moombil may be using the same channel as the VCR or set top box do to “transmit” signals to the TV set.

Q4. If you have been advised in the answer to Q2. to “go to Q4.” the interference being experienced is not on all channels. What should you do in these circumstances?

A. Again, it is important to establish what might be the source of the interference.

Step a. Check to see if the interference is coming from some local source. Carry out the same checks described in **step a** in the answer to **Q3**.

Step b. If possible retrieve the manual for your television set and VCR (or try to obtain one from your local retailer or manufacturer) and see if altering the fine tuning control, reduces or removes the interference.

Q5. If I have identified that the interference is occurring to the output channel of my VCR (through steps a, b and c of Q3.) what can I do to help myself?

A. You have three major options:

Option 1. Use the A/V connections

Connect your television to the VCR through the audio and video (A/V) connections and watch video cassettes with the TV in "video mode" rather than "TV mode". This is the simplest and best solution and it gives you better picture quality.

The A/V connections are sockets (generally white, red and yellow) on the back or front of the equipment which are usually marked "VIDEO OUT" and "AUDIO OUT" on a VCR and as "VIDEO IN" and "AUDIO IN" on a television set.

Check your VCR and television set manuals for details on connecting the equipment. A/V Cables are readily available from electrical retailers.

If this connection is possible with your VCR you do not need to do any more.

Do not however disconnect the current single lead VCR antenna "out" to TV set antenna "in" connection.

If you require more details on how to carry out option 1 speak to your local TV retailer, or send a self addressed stamped envelope to "Better Connected" PO Box 563 Mosman 2088 (asking for the "AV Leaflet"), or view a copy of the AV leaflet on www.dba.org.au (the web site of Digital Broadcasting Australia click on city and regional interference guides).

However, not every TV has A/V connections. If yours does not see Option 2.

Option 2. Retune your VCR output channel

Warning

Follow the manufacturer's guidelines at all times.

Do not open the case of your VCR or television set, or you may receive an electric shock.

If your television set or VCR does not have A/V connections, you can retune the output channel of your VCR to a channel where there is no interference. This may involve trying several channels before you find one that is not being used locally.

Follow these steps:

Step a. Consult your VCR manual and follow the instructions on how to retune the output channel of your VCR (making sure to follow all safety guidelines). It will either be by using:

- A menu system, appearing either on-screen (using the remote control) or by pressing buttons on the VCR front panel display or
- A small tuning screw in the back of the VCR (generally earlier model VCRs).

Step b. After changing your VCR's output channel, you may need to retune your television set to receive the new frequency of the signal from the VCR.

To retune your TV, consult your TV manual for instructions (making sure to follow all safety guidelines). Retuning will probably involve using the TV's "channel set up" function to scan the UHF channels on the TV set to find the new VCR signal. Some TVs have a simple automated process for carrying out channel set up.

Option 3. Temporary solutions – you can temporarily remove the interference and still enjoy your TV and VCR!

Even if you have not got AV cords or your VCR needs retuning but you cannot do it immediately, it should not stop you from having interference free use of your TV and VCR:

- You can still watch TV – just turn your VCR off and use the TV set to tune channels as normal.
- You can still play video cassettes – just unplug the antenna from the back of the VCR when you do it.

Q6. If the advice in this brochure does not help me to resolve my interference problems what should I do and who should I ring?

A. If you are in this situation it is important that you follow the steps below:

- Step 1.** Keep a close record of when the interference problems are occurring (including the date and approximate time and duration of interference).
- Step 2.** Check with neighbours to see if they are experiencing the same problems for the same duration at the same times.
- Step 3.** Before calling a local TV service agent it would be worthwhile making a record of the following:
- Model and make of your television set/s and when purchased;
 - Model and make of your VCR/s and when purchased;
 - Whether you have an external or internal antenna and when installed;
 - If you have an external antenna, how many television sets in your house are fed from it?
 - Whether you have some device which is associated with your external aerial which amplifies the available signal strength;
 - What are the television services you normally watch e.g. the local services from Mt Moombil or those emanating from Bruxner Point East for Coffs Harbour or for other northern NSW towns such as Taree or Lismore/Ballina;
 - As clearly as possible a description of the form the interference is taking;
- Step 4.** Having collected the above information you should ring your local TV service agent who will be assisted if you have handy all the information outlined in **step 3** above.

Q7. What should I do if I am suffering interference to my Pay-TV channels?

A. Contact your Pay-TV service provider.
