

# DIGITAL TERRESTRIAL TELEVISION AND CURRENT ANALOG TV RECEPTION ñ A GUIDE FOR DARWIN

This brochure has been prepared by the ABC, SBS, Territory Television Channel 8 and Seven Darwin to assist viewers in Darwin.

## **Q.1 *When will digital terrestrial television transmissions begin in the Darwin ?***

- A.** Digital transmissions by the ABC on UHF channel 30 and the SBS on channel 29 began in Darwin in late 2001.

The Darwin digital transmissions of Territory Television channel 8 began in March 2003 on UHF channel 31.

Seven Darwin will operate its digital services for Darwin from 30 September 2003.

## **Q.2 *Will digital terrestrial television transmission in Darwin affect my current reception of analog television services e.g. ABC (VHF channel 6), Territory Television (VHF channel 8), SBS (UHF channel 28) and Seven Darwin (UHF channel 34)?***

- A.** The digital terrestrial television transmissions of the ABC and Territory Television were not reported to cause interference to the reception of analog television services in Darwin.

Some interference to SBS analog services on channel 28 was expected to be caused by its ñadjacent channelñ digital service on channel 29, but few calls were received by the broadcaster help desk.

The digital transmissions of Seven Darwin are not expected to cause any interference problems either.

## **Q.3 *How will I know if my analog television reception is being affected by digital transmissions?***

- A.** Interference to current analog television reception which occurs around the time of Seven Darwin commencing digital television is not likely to be caused by such transmissions. It is more likely to be the result of some local interference originating around your home, street or community.

## **Q.4 *If I believe I am suffering interference to my current analog television reception 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** 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 controls, reduces or removes the interference.

**Step 2** If your VCR and television set have audio/video sockets connect your VCR to the television set via those sockets **as well as** (not instead of) via the ñantenna outñ socket of the VCR and ñantenna inñ socket of the TV set. Then

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switch your TV set to 'video' or 'VCR' mode on the remote control when replaying tapes or using the VCR for TV channel selection for the TV set. See if this reduces or removes the interference.

A brochure describing this form of connection between your TV set and VCR, and why it might solve particular problems you are experiencing is available by sending a self addressed stamped envelope to PO Box 563 Mosman 2088 marked 'Better Connected'. It can also be downloaded from the web site of Digital Broadcasting Australia at [www.dba.org.au](http://www.dba.org.au). (click on reception)

**Step 3** Keep a close record of when the interference problems are occurring (including the date and approximate time and duration of interference).

**Step 4** Check with neighbours to see if they are experiencing the same problems for the same duration at the same times.

**Step 5** Check to see if the interference is coming from some other source. It could come from:

- a nearby motor, computer, mobile phone or another 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 6** Having carried out steps 1 to 5 and before calling the broadcasters' assistance line for help (see **step 7** for the number), please make a record of the following:

- model and make of your television set/s and when you purchased them;
  - model and make of your VCR/s and when you purchased them;
  - whether you have an external or an internal antenna and when it was 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 ABC, SBS, Territory Television channel 8 and Seven Darwin main services on the channels mentioned in **Q2** above or their translator services on different UHF channels along with Seven Central and Imparja from Batchelor;
  - As clearly as possible a description of the form the interference is taking and which channels (services) it is affecting.
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**Step 7** Having collected the above information you should ring **1800 55 22 88** for further assistance, but please have your television set and VCR manual handy if possible. It will also assist the Call Centre to help you, if you can ring *from the room where the television set and VCR are located.*

**Q.5** *What should I do if my Pay TV service is affected?*

**A.** Ring your Pay TV provider.

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