

Frequently Asked Questions (FAQs)

Q. What is the 'digital switchover' and what does it mean for me?

A. For details download our Know How sheet or visit www.freeview.co.uk

Q. Can I receive Freeview where I live?

A. To check if you live within an area of Freeview coverage, click here (www.freeview.co.uk) and enter your postcode.

Q. Do I need a "digital aerial"?

A. It is possible to receive digital television signals on any UHF television aerial, though it is highly recommended that a quality 'high gain' aerial be used. The aerial should have a dipole fitted with a balun, which will allow optimum signal transfer and cancellation of unwanted impulse noise interference. All of our aerial installations use benchmarked products.

Q. Do you install aerials?

A. Yes! Please contact us on 0845 1306861

Q. What is a dipole and balun?

A. The cable is connected to the dipole section of the aerial. This is where the TV signal is received and where the coaxial cable is connected. The balun (balanced to unbalanced converted) is the small printed circuit that is located in the dipole plastic housing and is used to match the dipole to the coaxial cable. This has the effect of maximising the signal transfer from the aerial to the cable whilst minimising the effects of impulse noise interference.

Q. What size of aerial will be required?

A. There is no easy answer to this question as the size of aerial depends on available signal strength, which in turn depends a great deal on the distance from the transmitter.

Q. Can the aerial be mounted in the loft?

A. Yes. Any TV or Radio aerial can be mounted in a loft but there will be a loss of signal strength due to the roof material and construction used.

Q. What is the difference between a 'grouped' and 'wideband' aerial?

A. A grouped aerial is designed to receive and maximise signal over a particular group of frequencies within the UHF TV spectrum. A wideband aerial covers the complete band and has slightly less gain than the grouped version.

Q. What aerial group will I need?

A. The aerial group depends on the transmitter from where the signal is being received. If possible it is preferable to use a grouped aerial but a wideband aerial will cover all eventualities.

Q. What cable should be used to connect the aerial to the TV?

A. The cable should be a suitable 'CAI Benchmarked' coaxial cable. All cable used by us in your installation will be benchmarked

Q. Is the digital signal strength the same as for analogue signals?

A. No the digital signal is transmitted at lower power. A set-top-box has the ability to recognise the digital signals and distinguish them from the noise inherent on the carrier, allowing the lower signal power to be transmitted.

Q. What are the recommended threshold levels for TV reception?

A. The threshold for acceptable analogue TV is 60 dBuV and digital TV is 45 dBuV

Q. What happens if my signal level is too low for satisfactory reception?

A. If the analogue signal is too low then a gradual decline in reception quality is perceived. When this occurs with a digital signal the picture will initially 'freeze' then disappear. It is therefore advisable to allow a 6dB margin above the digital threshold level for signal loss over time and for seasonal / weather changes.

Q. How can I increase my signal level?

A. The first thing to do is make sure the correct aerial is being used. You may need to change to a 'higher gain' aerial. Alternatively, a suitable masthead amplifier may be required. This should have a low noise

performance and moderate gain (too much gain will over amplify the analogue signal and cause distortion to upset the digital decoder).

Q. My picture 'locks up', 'freezes', 'breaks up'

A. This can be caused by low signal strengths. Look at installing a higher gain aerial or masthead amplifier. These symptoms can also be caused by the system picking up high levels of impulse noise from unsuppressed sources (eg electrical motors or cars). The recommended cure is to try and increase signal strength and use suitable cable and outlet plates.

Q. What does non-isolated and isolated mean in relation to TV outlets?

A. A non-isolated outlet means there is a direct connection between the outlet socket and the cable or distribution system. In a system that uses isolated outlets, system isolation capacitors are used to prevent possible harmful voltages from reaching other parts of the distribution system.

Q. What is a diplexer?

A. The diplexer unit consists of two filters in parallel that allow two input signals (Radio and TV) on separate cables to be combined onto a single cable. This is a passive device and can also be used in the reverse allowing two signals to be filtered separately from a single cable. A TV-Radio outlet is sometimes called a diplexer outlet.

Q. What is a triplexer?

A. This is a three filter device allowing three input signals (TV-Radio-Satellite) from three cables to be split or combined onto a single cable. A TV-Radio-Satellite outlet is sometimes called a triplexed outlet.

Q. Do I need an aerial for each individual TV receiver?

A. No. You can use a setback amplifier to distribute to a number of points around the property.

Q. My Digital Link will not operate.

A. Check the light is on. If it is off, follow the set up instructions for the second output of your Sky STB. If it still does not operate, check that the wall outlet is not isolated as there must be a DC path between the Sky STB and the Digital Link.