

TV reception issues in Cooloola Cove, Tin Can Bay and Rainbow Beach

Fact sheet

If you live around the areas of Cooloola Cove, Tin Can Bay and Rainbow Beach, and have problems with your TV reception, here's what you can do.

What's the story with TV reception in the region?

TV coverage for the Cooloola Cove, Tin Can Bay and Rainbow Beach areas comes from 3 local transmission sites that all operate on the same channel frequencies (also known as a Single Frequency Network or SFN).

This creates a more complex TV reception environment than usual, which means that the type of antenna you have and how it's installed is particularly important.

How can I improve my reception?

The good news is this is not about 'bad' reception – it's almost the opposite. The wide availability of signals means it's actually about making sure you have the right antenna, pointed the right way and tuned to the right channel for the best possible reception.

Get the right antenna

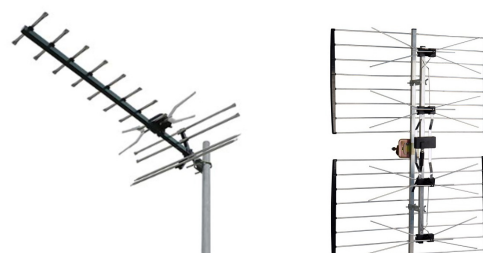
- > **Use a single UHF antenna with a 4G filter** to protect from signal overload from mobile base stations. Table 1 on the next page has location-specific information on suitable antennas. Some images of suggested antennas are below.
- > **Make sure your antenna is installed correctly.** It should be clear of all obstacles and in areas where the predicted signals are variable, up to 10 meters high. Use a qualified antenna installer for this.
- > **Do not use multiple receive antennas** pointed to the different transmission sites.
- > If possible, **avoid using mast head amplifiers (signal boosters)** as they can make your problem worse.
- > **Get an expert opinion** – have your antenna installation inspected by an experienced antenna installer. They can check and optimise your antenna system, tune your TVs and check if reliable reception from one of the TV broadcasting sites is possible.

Correct antenna types for Cooloola Cove, Rainbow Beach and Tin Can Bay

High gain – Vertically polarised Yagi and Phased Array antennas – Wideband UHF



High gain – Horizontally polarised Yagi and Phased Array antennas – Wideband UHF



Use the best transmission site

Even if you have your antenna set-up correctly, it may not be picking up the best site. Some locations in this region receive signals from all 3 local transmitters, as well as the Wide Bay transmitter.

You can find out the best transmission site for your location by going to the mySwitch website – <https://myswitch.digitalready.gov.au> – and entering your address.

mySwitch will tell you:

- > the **TV transmitter that has the strongest signals** to your location
- > the **direction to point your antenna**
- > the level of **expected signal coverage in your area**
- > the **TV channel frequencies** for your address
- > if your antenna should be **vertical or horizontal**
- > if there are **any known reception issues for your area**.

Do not use the signals from the Wide Bay transmitter as they may be unreliable.

Note that heavily forested areas with high trees and dense foliage may obstruct TV signals, causing reception difficulties. Viewers in this situation may need to investigate the VAST option below.

Other options – satellite TV

If none of these options help, you may have to consider Viewer Access Satellite Television (VAST), particularly for some areas in the northern region of Rainbow Beach.

The government's Viewers Access Satellite Television (VAST) service provide households without reliable terrestrial television reception with access to commercial and national services, including multi-channels where available. Access to VAST is free although there is a one-off cost in engaging an antenna installer to install the VAST box and satellite dish.

Find out more about VAST, including to how to apply, at www.mysattv.com.au.

Table 1: Best transmission sites and antenna types by location

	Cooloola Cove	Tin Can Bay	Rainbow Beach
Transmitter	Cooloola Cove	Tin Can Bay	Rainbow Beach
Location	Broadcast Site Reservoir, Cooloola Cove	Water Tower Squire St, Tin Can Bay	Rainbow Beach Sports Field, corner Carlo Rd and Karoonda Rainbow Beach
Channels and frequencies	SBS: 34–571.5 MHz	SBS: 34–571.5 MHz	SBS: 34–571.5 MHz
	ABC: 35–578.5 MHz	ABC: 35–578.5 MHz	ABC: 35–578.5 MHz
	RTQ: 37–592.5 MHz	RTQ: 37–592.5 MHz	RTQ: 37–592.5 MHz
	TNQ: 38–599.5 MHz	TNQ: 38–599.5 MHz	TNQ: 38–599.5 MHz
	STQ: 39–606.5 MHz	STQ: 39–606.5 MHz	STQ: 39–606.5 MHz
Antenna	Single high-gain UHF antenna with 4G filter but without booster	Single high-gain UHF antenna with 4G filter but without booster	Single high-gain UHF antenna with 4G filter but without booster
Antenna placement	Placed at the optimal position and height to minimise the obstruction of the nearby trees and vegetation	Placed at the optimal position and height to minimise the obstruction of the nearby trees and vegetation	Placed at the optimal position and height to minimise the obstruction of the nearby trees and vegetation
Antenna height	At least above roof height and up to 10m depending on obstructions	At least above roof height and up to 10m depending on obstructions	At least above roof height and up to 10m depending on obstructions
Polarization	Vertical	Vertical	Horizontal