



Australian Government

Stay tuned for the **RETUNE**

FACTSHEET

WHAT IS THE RETUNE?

As the final step in Australia's successful move to digital-only TV, some channels will be changing frequencies. After they've changed, you'll need to retune your digital TV, set-top box or digital TV recorder to find the channels that have moved.

These moves will free up broadcasting spectrum so that it can be used for new services such as mobile broadband. Just like the successful switch to digital-only TV, the retune is being carefully planned to make sure the change is as easy as possible.

Different areas will need to retune on different dates, so to find your date visit www.digitalready.gov.au/retune where you can sign up for a reminder SMS or email.

WHO DOES IT AFFECT?

The retune will affect most TV viewers in Australia. But if you are watching TV via the Viewer Access Satellite Television (VAST) service, the retune won't affect you. If you watch your free-to-air channels via pay TV, your set-top box may be retuned for you by your provider.

Some viewers may find some of their equipment will automatically detect changes to the channels and retune itself, or it may prompt them to retune. If you are missing a free-to-air digital TV channel or channels you will need to retune.

IMPORTANT INFORMATION FOR BUILDING OWNERS, PROPERTY MANAGERS, BODY CORPORATES AND INDIVIDUAL OWNERS

Many strata properties, including apartment buildings, hotels or groups of townhouses, have a Master Antenna Television (MATV) system (also known as a shared antenna system). These devices, which come in different forms, are used to distribute TV signals to individual units throughout the property.

If you are a property manager or member of a body corporate for a building with a MATV system, you may need to take action to ensure residents continue to receive free-to-air TV after the retune date.

It is recommended that you consult your TV services technician as soon as possible to determine whether the MATV system will need to be adjusted or modified to pick up channels once they change frequency.

The retune campaign is contacting strata companies and other stakeholders to inform them about the retune ahead of time so they can take action early.

Residents of MDUs should contact their property manager or body corporate if they are experiencing issues in retuning digital TV equipment after their retune date.

For more information visit www.digitalready.gov.au/retune and go to the "Property Managers" link at the bottom of the home page.

Key points

You'll need to retune your digital TV, set-top box or digital TV recorder on or after your retune date.

Different areas will retune on different dates.

Find out your retune date by entering your address on our website at www.digitalready.gov.au/retune

You can also sign up for a reminder SMS or email about your retune date.

More Information

Visit www.digitalready.gov.au/retune or call the Digital Ready Information Line on 1800 20 10 13, 8am to 10pm (AEST), 7 days.

Want more information?



www.digitalready.gov.au/retune



1800 20 10 13

SIMULCAST

In some areas that have a large number of high-rise buildings, channels will be broadcast on both their current and final frequencies for 1 to 3 months—this is referred to as the simulcast period. These simulcast periods give property owners and managers time to check whether their shared antenna system is able to pick up the channel/s on their final frequencies, and, if there are any problems, to seek professional assistance.

HOW DO I RETUNE?

Most people would have scanned for channels when they bought a new television – retuning follows the same process. It is often called “auto-tuning”, “auto-scanning” or something similar.

Start by pressing the “menu” button on your remote then look for your “set-up” options.

Next, try to select words like “channels” or “auto-tuning”.

You might want to write down your favourite channel, program recording and parental lock settings before you retune, as retuning may delete these settings.

WHEN DO I RETUNE?

Your retune date depends on your location and the TV tower from which you are receiving your TV signal. To find your retune date, enter your address into the “Get retune info” box on the website at www.digitalready.gov.au/retune.

You’ll need to retune your digital TV, set-top box or digital TV recorder on or after your area’s retune date.

Some people within the same town or city will have different retune dates. This is because some areas may be serviced by a number of TV towers.

The retune will take place across Australia progressively until the end of 2014.

WHY DO I NEED TO RETUNE?

Some free-to-air digital TV channels are changing frequencies to make room for new services such as mobile broadband. You will need to retune your digital TV equipment on or after your retune date to keep receiving all the free-to-air digital TV channels available in your area.

SERVICE DISRUPTIONS

There may be some unavoidable temporary outages to all TV channels in the days leading up to, on the day of, and the day or two after the retune date. These outages are necessary because of engineering work being undertaken at the TV transmission tower. Any outages are unlikely to last longer than a few hours. Viewers should wait until after their expected retune date before attempting to retune their digital television equipment.

To check for expected outages associated with the retune, viewers should enter their address in the mySwitch tool at www.digitalready.gov.au/retune

Channel changes should not impact on the quality of television transmission or reception across the area. If people continue to experience difficulties with reception on a particular channel, they should contact the relevant broadcaster for more information about reception issues.

HELP AND ADVICE

If you are having difficulty retuning your equipment, check your manufacturer’s handbook for instructions on how to retune, ask a friend or family member to help you, visit the retune website at www.digitalready.gov.au/retune or call the Digital Ready Information Line on **1800 20 10 13**, 8am to 10pm (AEST), 7 days.

In the lead up to the retune date, we will be providing local community organisations with information so they can help spread the word. In some areas there will also be advertising.

Want more
information?



www.digitalready.gov.au/retune



1800 20 10 13