

## Diagnostic Television Journey: Analogue and Digital

Each question is on a single page, containing the following information:

- Background
  - Options
  - Resolution
- .....

**Question:** What is the nature of your problem?

**Options:**

- Reception problems
  - Lost BBC Channels
  - Subtitles
  - Audio description
  - Red Button
  - Digital Switchover
  - Can you hear another radio station over the one you are trying to listen to
  - Dealer contact
- .....

**Question:** Please enter your postcode

**Background:** We need your postcode to identify your local television or radio transmitter

**Options:** TV/Radio

**Resolution:** This will help us display a list of your TV and Radio transmitters and their status

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**Your Local Transmitters:**

- The table below indicates the transmitters which are most likely to be serving your postcode.
  - If the transmitter is suffering from a weak signal, this will affect your reception. Keep checking the website, and if the problem remains when the transmitter is operating normally, contact us again
  - If there is more than one transmitter in the list, it may be that you are not using the first transmitter, but one of the alternatives, so check the status of all of them.
- .....

**Question:** Do your neighbours have the same problem?

**Background:** Many problems are within your own installation, but if your neighbours are also affected, it indicates the problem is more widespread.

**Options:** Yes / No / Don't Know

**Resolution:** It will help us identify the source of the problem if you can identify whether just you, your neighbours or your whole street is suffering from the same problem at the same time.

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#### **Which Platform?**

- DAB
  - Freeview
  - Analogue
  - Satellite
  - Cable
  - Internet Radio
  - Freesat HD
  - Freeview HD
  - Cable HD
- .....

#### **Which Platform:** Internet Radio?

- It is also possible to listen to BBC Radio services via the internet without having to log on to a computer. The easiest way to do this is via a WiFi or Internet Radio. These radios pick up radio stations streamed on the internet via a broadband connection to the radio set.
- You should be aware that support for these devices is the responsibility of the manufacturer, as they control what content is offered on the device and how to access it.
- Once the BBC has evaluated their device we do make every attempt to provide them with information that allows them to offer the BBC Radio services to their customers.
- You should always check with the manufacturer, if in any doubt, about whether our services are offered by their device by contacting the manufacturer's Customer Services department/website or asking the seller/retailer questions - we recommend that you specifically mention a particular BBC service you wish to hear. Some devices only offer our Live services, while others also offer our seven-day Listen Again service.
- The BBC is, understandably, unable to provide support to you directly on these devices, and you must contact the manufacturer in the first instance. However, we would be pleased to hear from you if you have been unable to resolve your problem to your satisfaction - please contact us in this event, making sure to mention the specific Internet Radio device.
- Some devices can be configured to play our live services, by following the manufacturer's instructions. For this you will need to know the types of streams that the device supports, and the [technical information about our streams](#) is available by visiting the BBC FAQ webpages.

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**Which Platform:** Cable or Satellite?

There may be a glitch in the software, so try [rebooting your set-top box](#) if that does not work, please contact your satellite/cable TV supplier or retailer for help and advice.

**Cable**

- The main providers are [Virgin Media](#), [Smallworld](#) and [Wightcable](#).

**Satellite**

- The main providers are [Freesat](#) and [Sky](#).
- .....

**Question:** Do your neighbours have the same problem?

**Background:** Many problems are within your own installation, but if your neighbours are also affected, it indicates the problem is more widespread.

**Options:** Yes / No / Don't Know

**Resolution:** It will help us identify the source of the problem if you can identify whether just you, your neighbours or your whole street is suffering from the same problem at the same time.

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**Question:** Do you have a communal/shared aerial?

**Background:** If you live in a block of flats or similar, there may be a shared aerial provided by the landlord, which is why your neighbours are also affected.

**Options:** Yes / No / Don't Know

**Resolution:** See if other residents using the same aerial have the same problem. If there appears to be a fault with the communal aerial, you will need to report it to whoever is responsible for the block - the council, landlord or property manager.

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**Question:** Is your picture tearing and/or rolling?



**Background:** If you are watching analogue television, this is a common symptom of a weak signal. This may be due to a transmitter fault or a problem with your own installation.

**Options:** Yes / No

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, you may wish to get a “health check” on your installation by a CAI registered aerial installer.

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**Question:** Please select the option that best describes your reception problem:

- Snowy/Fuzzy Picture
- Lines or dots on the picture
- Ghosting
- Audio problems with Radio on DTV
- Distorted Sound
- Jumbled Ceefax Text
- Digital Blocking
- Buzzing/Clicking

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**Question:** Please select the option that best describes your reception problem:  
Snowy/Fuzzy Picture



**Background:** If you are watching analogue television, this is a common symptom of a weak signal. This may be due to a transmitter fault or a problem with your own installation.

**What causes weak signals?**

- The signal may be reduced by a tall structure which could be blocking your aerial from the signal e.g. trees, hills, buildings, etc.
- Aerial receiving signal from more than one transmitter
- You are too far away from the transmitter
- Your television is faulty, or your aerial has moved or become weather-beaten over a period of time
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**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Please select the option that best describes your reception problem: Lines or Dots on the Picture



**Background:** If you are watching analogue television, this is a common symptom of electrical interference.

**Visual Description:** Ragged, moving, horizontal patterns; random white dots or flashes; buzzes or clicks on sound.

**What causes electrical interference?**

- Interference can be caused by anything powered by electricity, such as domestic appliances, switches, central heating thermostats and computers.
- An unusual colour effect on the TV screen may be caused by the magnets inside a hi-fi speaker, so don't put speakers on or near the TV.
- Sometimes, high-voltage electrical equipment outside your home can cause interference.

**Resolution:** To work out what is causing the interference, leave the TV on and switch off or disconnect your electrical appliances - including the central heating or boiler - one at a time to see if reception improves. You may have a faulty appliance or thermostat that needs repairing or replacing.

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**Question:** Please select the option that best describes your reception problem:  
Ghosting



**Background:** If you are watching analogue television, this is a common symptom of ghosting.

**Visual Description:** Double image on the TV screen

**What causes ghosting?**

- Signals travel in straight lines between the transmitter and your aerial and will often bounce off solid objects such as hills, tall structures, or cranes and reflect off shiny surfaces such as the sea on their way.
- This can create a second, delayed signal and produce a ghost like repetition of the main picture on the TV screen.

**Resolution:** Slightly changing the angle of your aerial, so that it is not pointing directly at the transmitter, may improve the picture. Alternatively, it may help to replace the aerial with a more directional one that focuses on the main signal and ignores other ones.

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**Question:** Please select the option that best describes your reception problem: Audio problems with Radio on DTV

**Background:** If you are watching digital television, this is a common symptom of a weak signal. This may be due to a fault or a problem with your own installation.

**What causes weak signals?**

- The signal may be reduced by a tall structure which could be blocking your aerial from the signal e.g. trees, hills, buildings, etc.
- Aerial receiving signal from more than one transmitter
- You are too far away from the transmitter
- Your television is faulty, or your aerial has moved or become weather-beaten over a period of time

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, if this is digital switchover work you may wish to contact DUK. Alternatively, you may wish to get a health check on your installation by a CAI registered aerial installer

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**Question:** Please select the option that best describes your reception problem:  
Distorted Sound

**Background:** If you are watching analogue television, this is a common symptom of a weak signal. This may be due to a fault or a problem with your own installation.

**What causes weak signals?**

- The signal may be reduced by a tall structure which could be blocking your aerial from the signal e.g. trees, hills, buildings, etc.
- Aerial receiving signal from more than one transmitter
- You are too far away from the transmitter
- Your television is faulty, or your aerial has moved or become weather-beaten over a period of time

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, if this is digital switchover work you may wish to contact DUK. Alternatively, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Please select the option that best describes your reception problem:  
Jumbled Ceefax Text



**Background:** If you are watching analogue television, this is a common symptom of a weak signal.

**Visual Description:** Jumbled or scrambled characters on a Ceefax page.

**What causes Jumbled Ceefax Text?**

- The signal may be reduced by a tall structure which could be blocking your aerial from the signal e.g. trees, hills, buildings, etc.
- Your aerial is receiving a signal from more than one transmitter
- You are too far away from the transmitter
- Your television is faulty, or your aerial has moved or become weather-beaten over a period of time.

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Please select the option that best describes your reception problem: Digital Blocking



**Background:** If you are watching digital television, this is a common symptom of a weak signal.

**Visual Description:** Picture break-up (pixellation) or freezing, as well as clicking sounds, sound dropping out, no reception at all.

**What causes digital blocking?**

Any of the problems described above could be a sign of a weak signal. DTT comes to your TV via an aerial, so your aerial may need repairing or upgrading, it may be pointing (even slightly) in the wrong direction, or the aerial or aerial lead may be broken. If only your TV is affected, check with neighbours or another TV connected to a different aerial. The problem is likely to be in your TV, digital box or aerial. If other TVs are affected, it's more likely to be caused by work at your local transmitter, or possibly the weather.

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Please select the option that best describes your reception problem: Buzzing/Clicking



**Background:** If you are watching analogue television, this is a common symptom of radio interference.



**Visual description:** Moving, wavy or herringbone patterns, S-patterns or loss of colour.

**What causes Radio Interference?**

- This type of interference is usually caused by equipment that emits radio waves, as used by taxis and emergency services, amateur and citizens' band radio, and mobile phone services. Most of this equipment is properly licensed and filtered, though some is not.
- Radio interference can also be caused by equipment connected to your TV set, such as a video or DVD recorder or a signal booster.
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**Resolution:** Try disconnecting these and plugging the aerial lead directly into the TV. If the problem disappears, one of the units is causing the problem - reconnect each one until the problem recurs to find out which one.

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**Question:** Have you always had this problem, or is it more recent?

**Background:** We need to distinguish between a service that was previously working correctly, but is now suffering interference, and a service which has always had problems.

**Options:** Always / Recent

**Resolution:** If you have always had this problem, it is likely that your installation has not been optimised. You may wish to refer to a local CAI aerial installer to have your installation checked out.

If the problem is more recent, it is important to identify if anything has changed within your own home – have you installed new equipment, which may be causing a problem?

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**Question:** Please select the option that best describes your reception problem:  
Weather



**Background:** If you are watching analogue television, this is a common symptom of high pressure.

**Visual Description:** A “venetian blind” effect, smooth, evenly spaced, horizontal bars.

**Why does this happen?**

- This is caused by signals from different transmitters overlapping, and happens when high air pressure (which brings fine weather) allows signals to reach areas they would not normally reach.
- High air pressure can also cause the signal to become weaker in low-lying areas.
- Other effects may be a generally poor picture, or in extreme conditions you may see other pictures in the background or the picture may 'roll'. It may be only one or two channels that are affected.

**Options:** Yes / No

**Resolution:** Unfortunately, there is no solution to this kind of interference. Broadcasters can't prevent it, and adjusting your aerial will make no difference. Reception will only improve when the weather changes.

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**Question:** Are there any tall structures being developed nearby?



**Background:** Tall structures can interfere with reception. Signals bounce off solid objects such as hills, tall buildings or cranes and reflect off shiny surfaces such as the sea. This can create a second, delayed signal and produce a ghost like repetition of the main picture on the TV screen.

**Visual Description:** Double image on TV screen.

**Options:** Yes / No

**Resolution:** Slightly changing the angle of your aerial, so that it is not pointing directly at the transmitter, may improve the picture. Alternatively, it may help to replace the aerial with a more directional one that focuses on the main signal and ignores other ones.

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**Question:** Are there any trees blocking your line of sight to your transmitter?



**Background:** Signals can bounce off solid objects such as trees, reducing the signal strength, which can manifest itself as a snowy/fuzzy picture. This problem is often worse in the summer months when trees are in leaf.

**Visual Description:** Unclear picture, very grainy, spots of various colours.

**Options:** Yes / No

**Resolution:** It may help to replace the aerial with a more directional one, which points to an alternative transmitter, or you could slightly change its angle, or place it on a long pole which will point over the trees and not directly at them. Alternatively, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Does the problem occur at regular times or when electrical equipment in your home is operated?



**Background:** The interference can be caused by anything powered by electricity, such as domestic appliances, switches and computers (in your home or near neighbours), also fish tanks and hot tubs. The most common cause is a faulty boiler or central heating thermostat, which can lead to regular bursts of interference (e.g. for 10 seconds every 20 minutes).

- Sometimes, high-voltage electrical equipment outside your home can cause interference.
- An unusual colour effect on the TV screen may be caused by the magnets inside a hi-fi speaker, so don't put speakers on or near the TV.
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**Visual Description:** Electrical interference can cause ragged horizontal patterns, random white dots or flashes on the TV picture.

**Options:** Yes/ Don't know/ No - always there

**Resolution:** It may help to replace the aerial with a more directional one, which points to an alternative transmitter, or you could slightly change its angle, or place it on a long pole which will point over the trees and not directly at them. Alternatively, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** When there, does the interference stay for more than two hours?

**Background:** We need to establish whether the problem is due to a reception problem or interference.

- Reception problem, this could be seen as:
  - lost channels or poor quality sound or vision
  - the problem is always present, even if it has just started recently
  - the problem does not come and go.
- Interference, this could be seen as:
  - short burst of interference, which may last some time
  - Periods of unaffected reception in between interference
  - Interference may appear at regular times

**Options:** Yes/Don't know/No

**Resolution:** Check your postcode to see if your transmitter is faulty, speak to neighbours to eliminate an installation problem. If you think the problem is caused by interference, record as much information as possible before submitting this form so we can investigate further if necessary.

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**Question:** Did you reboot or rescan your set-top box or digital TV?

**Background:** Users should retune their TVs or boxes from time to time, to receive the latest channel line-up.

- In addition, viewers will need to re-tune at each stage of the digital switchover (<http://www.tvretune.co.uk/>).
- Many problems can be cured by simply rescanning your digital box, whether it's a terrestrial (Freeview), satellite, cable or broadband box or a digital TV recorder. This also applies to digital TV sets, which have Freeview built in.

Visual Description: Missing channels, interactive (red button) services not working, the picture breaking up, freezing or becoming pixellated, picture and sound being out of synchronisation, subtitles missing or not appearing correctly.

**Options:** Yes/ No/ Don't Know

**Resolution:** Unplug the box from the mains power supply for about 10 minutes, then plug it in again. Check to see if the problem has been cured. For missing channels, first try retuning/rescanning your digital box or TV. Retuning should also restore any missing channels or features that you think you should have.

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**Question:** Which stations are affected?

**Background:** If all the channels on the same frequency are poor quality, this information enables us to give the best possible advice to help you resolve your problem.

**Options:** Select the channels from the list on the following slide

**Resolution:** If you are missing some channels in the multiplex/list, there may be a glitch in the software, try rebooting/rescanning your set top box. Channels on Freeview also change from time to time - new ones are added, some are removed and others move to different channel numbers or multiplexes. It's worth retuning your digital box or TV every so often to make sure you're up to date.

- After retuning, if channels are still missing:
  - Check Digital UK's [Planned Engineering Works](#) to see if there is work taking place at your local transmitter.
  - If all the channels in one of these multiplexes are missing, the problem may be in your aerial, speak to a local CAI registered aerial installer for advice.
  - If you can receive some of the channels in a multiplex but not all, the problem is more likely to be in your set-top box or digital TV. Please contact your retailer or the equipment's manufacturer.
- .....

**Question:** Which stations are affected?

**Background:** If all the channels on the same frequency are poor quality, this information enables us to give the best possible advice to help you resolve your problem.

- All channels affected
  - Single BBC Channel
  - Single non BBC channel
  - Multiple channels including BBC1, 2, 3, BBC News, CBBC
  - Multiple channels including ITV1, ITV2, CH4, Ch 5
  - Multiple channels including ITV3, E4, Fiver, Virgin 1
  - Multiple channels including BBC radio, BBC 4, Cbeebies, BBC Parliament
  - Multiple channels including Dave, Sky news,
  - Multiple channels including Film 4, ITV4
- .....

**Question:** Is your TV tuned in correctly?



**Background:** If you have recently purchased an analogue TV or moved house and your picture is not as clear as your previous TV.

**Visual Description:** Snowy/fuzzy, picture tearing, wavy lines, herringbone pattern.

**Options:** Yes/ No/ Don't Know

**Resolution:** Retune your new TV to the out-put of your nearest transmitter. Alternatively, you may wish to speak with your local CAI registered aerial installer, retailer or manufacturer for advice on tuning and setting up your TV.

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**Question:** Check your TV. Are the leads to the mains, the aerial, the DVD player etc. properly connected?



**Background:** Are the leads in good condition, and not old or worn? Look for breaks in the coaxial cable - can you see the copper braiding through the outer insulation, this would result in the cable picking up unwanted signals (interference).

Some types of coaxial cable do not contain enough copper to shield the cable from unwanted signals (interference). Poor quality cable can cause a snowy picture on analogue or picture break up on digital TV.

**Options:** Yes/No-Don't know



**Resolution:** The cable should appear quite thick and not be very flexible; often referred to as double screened, satellite cable or CT100/WF100; the first choice for

reputable aerial contractors as this type of cable has passed stringent tests and has sufficient copper to shield the cable from unwanted signals. It is also important that you use good quality connecting lead including your scart lead, as well as good quality connectors and screened cable.

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**Question:** Do you have an external (rooftop) aerial?



**Background:** Ideally your aerial should be mounted outside and as high as possible preferably on the roof. To get the best reception your aerial should be in good condition and pointed towards the best local transmitter and not towards any obstructions e.g. trees, tall structures, etc. It is possible to get good reception with an aerial in the loft of your house. However, the incoming signal from the transmitter will be weakened by such things as roof tiles, loft insulation, water tanks, electrical cable and even the gables of the house.

**Options:** Is the aerial external or internal?

**Resolution:** Always take advice from a reputable aerial contractor before making a new aerial purchase, because an outdoor aerial is open to the elements, it can deteriorate and should be checked periodically. High winds or even birds can knock the aerial out of alignment; cable connections inside the aerial junction box can become corroded; if you live near the sea, corrosion can happen quite quickly; sunlight can make the cable become brittle, and water can leak into the cable; to check for water damage remove the plug and inspect the coax socket - if it looks green or it is wet, this will cause poor reception.

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**Question:** Could the aerial have been moved or damaged due to weather or something else?



**Background:** Check it is still pointing in the right direction, that it is intact and not bent or misshapen. Check your masthead amplifier is still ok – try switching it off and see if the problem goes away.

**Options:** Yes/No

**Resolution:** Always take advice from a reputable aerial contractor before making a new aerial purchase, because an outdoor aerial is open to the elements, it can deteriorate and should be checked periodically. High winds or even birds can knock the aerial out of alignment; cable connections inside the aerial junction box can become corroded; if you live near the sea, corrosion can happen quite quickly; sunlight can make the cable become brittle, and water can leak into the cable; to check for water damage remove the plug and inspect the coax socket - if it looks green or it is wet, this will cause poor reception.

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**Question:** Is your downlead in good condition and free of water in the connections?



**Background:** Check the downlead is still connected. Check the connectors have not corroded, are they green or full of water?

**Options:** Yes/ No

**Resolution:** An outdoor aerial is open to the elements, so the downlead can deteriorate and should be checked periodically. High winds or even birds can knock the aerial out of alignment and damage the cable connections inside the aerial junction box, which can become corroded; if you live near the sea, corrosion can happen quite quickly; sunlight can make the cable become brittle, and water can leak into the cable; to check for water damage remove the plug and inspect the coax socket - if it looks green or it is wet, this will cause poor reception.

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**Question:** How old is your aerial installation?



**Background:** When an aerial ages, it can become less effective at some frequencies resulting in your reception getting gradually worse on some channels not all, but it will eventually effect all channels - snowy grainy picture on analogue or picture break up and sound glitches on digital.

**Options:** Yes/ No

**Resolution:** If your aerial is more than 10yrs old, you might not be getting the optimum picture. Speak to neighbours, if their reception is good then this could point



to a problem with your aerial. Speak to a local CAI registered aerial installer for further help and advice.

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**Question:** What can you hear?

- Buzzing/clicking
- Mush/noise
- Hissing/Fading
- Mono-service only
- Another radio station over the one you are trying to listen to

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**Question:** Do you hear the following – buzzing/clicking

**Background:** If you are listening to analogue radio, this is a common symptom of a interference. Bursts of buzzing or regular clicks are often caused by interference from Something powered by electricity, such as a domestic appliance or a faulty fridge or central heating thermostat.

**Options:** Select the best option that describes your problem from the dropdown list.

**Resolution:** If you are not sure what is causing the interference, leave the radio on and try switching off or disconnecting your appliances one at a time to see if there is an improvement. Also check the radio in case it has a loose aerial connection or mains lead.

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**Question:** Do you hear the following – Mush and Noise

**Background:** If you are listening to analogue radio, this is a common symptom of a weak signal. This may be due to a transmitter fault or a problem with your own installation. You might have recently moved your portable radio or the aerial connected to your Hi-Fi system if outside could have become faulty.

**Options:** Select the best option that describes your problem from the dropdown list.

**Resolution:** Try the following:

- If you have a portable radio with a telescopic aerial, make sure it is fully extended. Tilt and swivel the aerial until you get the best signal.
- Try moving the radio to another position, such as near a window, higher up or in another room.
- If your FM tuner is part of a hi-fi system, make sure you have connected the wire or ribbon cable aerial supplied. Consult your system's manual for details.
- Stereo needs a stronger signal than mono, so if you get hiss when listening to stereo, try switching to mono.
- If there is still no improvement, you may need a separate aerial (as long as your radio has an aerial socket. You could use an indoor aerial, or have an aerial installed on the roof, or outside of the house, or in the loft.

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**Question:** Do you hear the following – Hissing/Fading

**Background:** If you are listening to analogue radio, this is a common symptom of a weak signal. This may be due to a transmitter fault or a problem with your own installation. You might have recently moved your portable radio or the aerial connected to your Hi-Fi system if outside could have become faulty.

**Background:** If you are listening to analogue radio, this is a common symptom of a weak signal. This may be due to a transmitter fault or a problem with your own installation. You might have recently moved your portable radio or the aerial connected to your Hi-Fi system if outside could have become faulty.

**Resolution:** Try the following:

- If you have a portable radio with a telescopic aerial, make sure it is fully extended. Tilt and swivel the aerial until you get the best signal.
- Try moving the radio to another position, such as near a window, higher up or in another room.
- If your FM tuner is part of a hi-fi system, make sure you have connected the wire or ribbon cable aerial supplied. Consult your system's manual for details.
- Stereo needs a stronger signal than mono, so if you get hiss when listening to stereo, try switching to mono.
- If there is still no improvement, you may need a separate aerial (as long as your radio has an aerial socket. You could use an indoor aerial, or have an aerial installed on the roof, or outside of the house, or in the loft.

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**Question:** Do you hear the following – Mono-service Only

**Background:** If you are listening to analogue radio, this is a common symptom of a weak signal. Stereo needs a stronger signal than mono, so if you get a mono signal when trying to listen to stereo. This may be due to a transmitter fault or a problem with your own installation. You might have moved your radio or your aerial if outside could have become faulty.

- **What causes weak signals?**
- The signal may be reduced by a tall structure which could be blocking your aerial from the signal e.g. trees, hills, buildings, etc.
- Aerial receiving signal from more than one transmitter
- You are too far away from the transmitter
- Your radio is faulty, or your aerial has moved or become weather-beaten over a period of time

**Options:** Select the best option that describes your problem from the dropdown list.

**Resolution:** Look at the postcode check to see if there is work going on in your area, if not, you may wish to get a health check on your installation by a CAI registered aerial installer. Alternatively if using an internal aerial ensure it is fully extended, try moving the radio to a different location within in the house.

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**Question:** Can you hear another radio station over the one you are trying to listen to?

**Background:** If you are listening to analogue radio, this problem could be caused by interference from an illegal broadcaster (pirate radio) or some other local transmission.

**Options:** Select the best option that describes your problem from the dropdown list

**Resolution:** Look at the postcode check to see if there is work going on in your area. Continue to the end of this diagnostic journey and entering as much information as possible to enable the interference analysts to investigate further and if necessary they will escalate to the appropriate body if the cause is thought to be illegal.

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**Question:** Do your neighbours have the same problem?

**Background :** Many problems are within your own installation, but if your neighbours are also affected, it indicates the problem is more widespread.

**Options:** Yes / No / Don't Know

**Resolution:** It will help us identify the source of the problem if you can identify whether just you, your neighbours or your whole street is suffering from the same problem at the same time.

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**Question:** Do you have a communal/shared aerial?

**Background:** If you live in a block of flats or similar, there may be a shared aerial provided by the landlord, which is why your neighbours are also affected.

**Options:** Yes / No / Don't Know

**Resolution:** See if other residents using the same aerial have the same problem. If there appears to be a fault with the communal aerial, you will need to report it to whoever is responsible for the block - the council, landlord or property manager.

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**Question:** Have you always had this problem, or is it more recent?

**Background:** We need to distinguish between a service that was previously working correctly, but is now suffering interference, and a service which has always had problems.

**Options:** Always / Recent

**Resolution:** If you have always had this problem, it is likely that your installation has not been optimised. You may wish to refer to a local CAI aerial installer to have your installation checked out.

If the problem is more recent, it is important to identify if anything has changed within your own home – have you installed new equipment, which may be causing a problem?

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**Question:** Has the weather been fine clear skies, high pressure?

**Background:** If you are listening to analogue radio, during periods of high pressure it is possible to hear strong foreign stations that would normally not be available in your area, due to signals travelling much further than normal when the weather has been fine with clear skies. This is more common in coastal areas and less so inland.

**Options:** Yes/No

**Resolution:** There is nothing you can do about this - reception will only improve when the weather changes.

You could try the following:

- If you have a portable radio, partly close the telescopic aerial.
  - If you have a hi-fi system, you can plug a device called an attenuator (available from electrical shops) into the tuner's aerial socket.
- .....

**Question:** Are there any trees blocking your line of sight to your transmitter?

**Background:** Signals can bounce off solid objects such as trees, reducing the signal strength, which can manifest itself as a hissing/fading. This problem is often worse in the summer months when trees are in leaf.

**Description:** Hissing, fading, mush or noise.

**Options:** Yes / No

**Resolution:** It may help to replace the aerial with a more directional one, which points to an alternative transmitter, or you could slightly change its angle, or place it on a long pole which will point over the trees and not directly at them. Alternatively, you may wish to get a health check on your installation by a CAI registered aerial installer.

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**Question:** Is the problem always there, or does it come and go?

**Background:** We need to distinguish between a service that was previously working correctly, but is now suffering interference, and a service which has always had problems. We need to establish whether the problem is due to a reception problem or interference.

- Reception problem, this could be seen as:
  - lost channels or poor quality sound or vision

- the problem is always present, even if it has just started recently
- the problem does not come and go
- Interference, this could be seen as:
  - short burst of interference, which may last some time
  - Periods of unaffected reception in between interference
  - Interference may appear at regular times

**Options:** Always / Recent

**Resolution:** If you have always had this problem, it is likely that your installation has not been optimised. You may wish to refer to a local CAI aerial installer to have your installation checked out. If the problem is more recent, it is important to identify if anything has changed within your own home – have you installed new equipment which may be causing a problem?

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**Question:** When there, does the interference stay for more than two hours?

**Background:** We need to establish whether the problem is due to a reception problem or interference.

- Reception problem, this could be seen as:
  - lost channels or poor quality sound or vision
  - the problem is always present, even if it has just started recently
  - the problem does not come and go.
- Interference, this could be seen as:
  - short burst of interference, which may last some time
  - Periods of unaffected reception in between interference
  - Interference may appear at regular times

**Options:** Yes/Don't know/No

**Resolution:** Check your postcode to see if your transmitter is faulty, speak to neighbours to eliminate an installation problem. If you think the problem is caused by interference, record as much information as possible before submitting this form so we can investigate further if necessary.

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**Question:** Have you re-tuned your analogue radio?

**Background:** Each transmitter has different frequencies for each of its National and local stations. It is important to check which frequency you should be using for your area to ensure you get the best reception possible. If your radio uses batteries and these are not new or not fully charged this might cause your radio to go off tune.

**Options:** Yes/ No/ Don't Know

**Resolution:** Use this link to establish the correct radio frequencies for your local

transmitter <http://www.bbc.co.uk/reception/transmitters/radio/>. This will enable you to ensure your radio is correctly tuned. Replace your radio batteries.

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**Question:** Have you re-scanned you DAB radio?

**Background:** Many problems can be cured by simply re-scanning your DAB radio. DAB is less affected by interference than FM/AM radio.

**Description:** Sudden interruptions, especially in regular bursts, may be caused by an electrical appliance or a faulty central heating or fridge thermostat.

**Options:** Yes/ No/ Don't Know

**Resolution:** If possible, check an FM radio to see if it is affected by crackling noises.

- Try switching off or disconnecting your electrical appliances one at a time to find out what is causing the problem
- The BBC's national digital radio stations use one set of transmitters, but its local radio services use different ones, so problems affecting some stations may not affect others.

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**Question:** Which stations are affected?

- All channels affected
- BBC National Radio (1 to 4); e.g. Classic fm, TalkSport; e.g. BBC local radio;
- Single BBC programme
- Single non BBC programme
- Multiple programmes including BBC national Radio 1 to 4
- Multiple programmes including Classic FM, TalkSport
- Multiple programmes including BBC Local Radio

**Options:** Yes/ No/ Don't Know

**Resolution:** If possible, check an FM radio to see if it is affected by crackling noises.

- Try switching off or disconnecting your electrical appliances one at a time to find out what is causing the problem
- The BBC's national digital radio stations use one set of transmitters, but its local radio services use different ones, so problems affecting some stations may not affect others.

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**Question:** Do you have an external aerial, or an aerial built into the radio?

**Background:** Most DAB radios can take an external aerial - unscrew the fixed aerial and attach the cable from an external aerial in its place.

- DAB aerials are different from FM/AM or TV aerials, so make sure you have the right type. An indoor aerial may be enough, but for the best reception you can install an outdoor aerial. This should ideally be on the roof or high up on the outside of the building, though it may also give good results in the loft.
- If you want an outdoor aerial, we suggest you have it installed by a professional aerial installer, either one registered with the [CAI \(Confederation of Aerial Industries\)](#) or a [Registered Digital Installer](#).

**Options:** Yes/ No/ Don't Know

**Resolution:** Location: signal strength can be reduced in very built-up areas, in basements, and inside buildings with walls of materials such as thick stone or reinforced concrete. Placing the radio near a window can help, and reception may be better upstairs than downstairs. Many DAB radios can display the signal strength on their screen, which can help you find the best position. If you still can't get good reception, you may need an external aerial.

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**Question:** Have you moved your radio?

**Background:** By moving your radio you might have reduced the signal being received by the radio. An indoor aerial may be enough, but for the best reception you can install an outdoor aerial. This should ideally be on the roof or high up on the outside of the building, though it may also give good results in the loft. Most DAB radios can take an external aerial - unscrew the fixed aerial and attach the cable from an external aerial in its place.

DAB aerials are different from FM/AM or TV aerials, so make sure you have the right type.

**Options:** Yes/ No

**Resolution:** Signal strength can be reduced in very built-up areas, in basements, and inside buildings with walls of materials such as thick stone or reinforced concrete. Placing the radio near a window can help, and reception may be better upstairs than downstairs. Many DAB radios can display the signal strength on their screen, which can help you find the best position.

If you still can't get good reception, you may need an external aerial. This should ideally be on the roof or high up on the outside of the building. If you want an outdoor aerial, we suggest you have it installed by a professional aerial installer, either one registered with the CAI (Confederation of Aerial Industries).

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**Move the radio back**

**Background:** By moving your radio you might have reduced the signal being received by the radio. An indoor aerial may be enough, but for the best reception you can install an outdoor aerial. This should ideally be on the roof or high up on the outside of the building, though it may also give good results in the loft. Most DAB

radios can take an external aerial - unscrew the fixed aerial and attach the cable from an external aerial in its place.

DAB aerials are different from FM/AM or TV aerials, so make sure you have the right type.

**Options:** Yes/ No

**Resolution:** Signal strength can be reduced in very built-up areas, in basements, and inside buildings with walls of materials such as thick stone or reinforced concrete. Placing the radio near a window can help, and reception may be better upstairs than downstairs. Many DAB radios can display the signal strength on their screen, which can help you find the best position.

If you still can't get good reception, you may need an external aerial. This should ideally be on the roof or high up on the outside of the building. If you want an outdoor aerial, we suggest you have it installed by a professional aerial installer, either one registered with the CAI ( Confederation of Aerial Industries).

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**Question:** Could the aerial have been moved or damaged due to weather or something else?



**Background:** Check it is still pointing in the right direction, hat it is intact and not bent or misshapen. Check your masthead amplifier is still ok – try switching it off and see if the problem goes away.

**Options:** Yes/No

**Resolution:** Always take advice from a reputable aerial contractor before making a new aerial purchase, because an outdoor aerial is open to the elements, it can deteriorate and should be checked periodically. High winds or even birds can knock the aerial out of alignment; cable connections inside the aerial junction box can become corroded; if you live near the sea, corrosion can happen quite quickly; sunlight can make the cable become brittle, and water can leak into the cable; to check for water damage remove the plug and inspect the coax socket - if it looks green or it is wet, this will cause poor reception.

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**Question:** Is your downlead in good condition and free of water in the connections?





**Background:** Check the download is still connected. Check the connectors have not corroded, are they green or full of water?

**Options:** Yes/ No

**Resolution:** An outdoor aerial is open to the elements, so the download can deteriorate and should be checked periodically. High winds or even birds can knock the aerial out of alignment and damage the cable connections inside the aerial junction box, which can become corroded; if you live near the sea, corrosion can happen quite quickly; sunlight can make the cable become brittle, and water can leak into the cable; to check for water damage remove the plug and inspect the coax socket - if it looks green or it is wet, this will cause poor reception.

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**Question:** Can you hear another radio station over the one you are trying to listen to?

**Background:** If you are listening to analogue radio, this problem could be caused by interference from an illegal broadcaster (pirate radio) or some other local transmission.

**Options:** Select the best option that describes your problem from the dropdown list

**Resolution:** Look at the postcode check to see if there is work going on in your area. Continue to the end of this diagnostic journey and entering as much information as possible to enable the interference analysts to investigate further and if necessary they will escalate to the appropriate body if the cause is thought to be illegal.

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**Question:** Can you identify the other station's name?

**Background:** By providing us with this information we are able to establish whether or not this is an unwanted or illegal broadcast.

**Options:** Free text

**Resolution:** Look at the postcode checker to see if there is work going on in your area. Continue to the end of this diagnostic journey and entering as much information as possible to enable the interference analysts to investigate further and if necessary they will escalate to the appropriate body if the cause is thought to be illegal.

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**Question:** What station were you listening to?

**Background:** We need to establish the frequency of the unwanted broadcast so by telling us what station you were listening to, we can identify the frequency. Alternately supply the frequency if know in the free text box below.

**Options:** Free text

**Resolution:** Look at the postcode checker to see if there is work going on in your area. Continue to the end of this diagnostic journey and entering as much information

as possible to enable the interference analysts to investigate further and if necessary they will escalate to the appropriate body if the cause is thought to be illegal.

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**Question:** When do you typically hear the interference?

**Background:** This helps us to rule out other types of interference and offer the best possible advice to you on what you might do next to establish the cause of the interference.

**Options:** Free text

**Resolution:** Look at the postcode checker to see if there is work going on in your area. Continue to the end of this diagnostic journey and entering as much information as possible to enable the interference analysts to investigate further and if necessary they will escalate to the appropriate body if the cause is thought to be illegal.

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**Question:** Has the weather been fine clear skies, high pressure?

**Background:** If you are listening to analogue radio, during periods of high pressure it is possible to hear strong foreign stations that would normally not be available in your area, due to signals travelling much further than normal when the weather has been fine with clear skies. This is more common in coastal areas and less so inland.

**Options:** Yes/No

**Resolution:** There is nothing you can do about this - reception will only improve when the weather changes. You could try the following:

- If you have a portable radio, partly close the telescopic aerial.
- If you have a hi-fi system, you can plug a device called an attenuator (available from electrical shops) into the tuner's aerial socket.

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