

RTÉ NL



RTÉNL

Frequently Asked Questions

(FAQ's)

INDEX

(Click on heading to go directly to that section & to return to index)

1. WHAT IS SAORVIEW ALL ABOUT?

In Ireland most people receive their TV services in one of the following ways:

- through a UHF and / or VHF aerial on the roof or chimney
- from a satellite dish (e.g. SKY)
- through a TV cable (e.g. UPC, Casey Cablevision)
- through a broadband cable (e.g. Magnet, SMART, UPC)

This information is about a change that is happening to Irish homes that receive their TV services through a UHF and / or VHF aerial on the roof or chimney of the home.

- 1.1 [What Is Analogue Terrestrial Television?](#)
- 1.2 [What Is SAORVIEW?](#)
- 1.3 [What Is Analogue Switch Off \(ASO\)?](#)
- 1.4 [What Is Different In My Home?](#)

2. WHEN WILL THINGS HAPPEN?

- 2.1 [When Will Analogue Switch Off \(ASO\) Happen?](#)
- 2.2 [When Will SAORVIEW Be Available?](#)

3. WHY IS IT BEING DONE?

- 3.1 [Why Is Analogue Being Switched Off?](#)
- 3.2 [Why Was SAORVIEW Selected As The Replacement?](#)
- 3.3 [Why Bother? Most Homes Have Cable, MMDS, IP or Satellite Television.](#)
- 3.4 [Why Is There An Overlap Between The Switch On of SAORVIEW And The Switch Off Of Analogue, A Simulcast Period?](#)

4. WHAT ARE THE BENEFITS OF SAORVIEW FOR ME?

- 4.1 [What Are The Benefits Of SAORVIEW For Me?](#)
- 4.2 [When Will SAORVIEW Start Showing High Definition \(HD\) Services?](#)

5. DO I HAVE TO DO ANYTHING TO BE READY FOR ANALOGUE SWITCH OFF (ASO)?

6. WHAT DO I HAVE TO DO TO RECEIVE SAORVIEW?

- 6.1 [Stay Calm.](#)
- 6.2 [Check To See If Your Area Is Currently Covered By The SAORVIEW Service.](#)
- 6.3 [Check Your Aerial.](#)
- 6.4 [Sort Out Your Television Set.](#)

7. TECHNICAL TV / RECEIVER INFORMATION

- 7.1 [Why Does RTÉNL Only Recommend SAORVIEW Approved Receivers?](#)
- 7.2 [What Does SAORVIEW Approved Mean?](#)
- 7.3 [Will Non SAORVIEW Approved Receivers Work?](#)
- 7.4 [I Want To Buy A Receiver That Is Not SAORVIEW Approved What Should I Do?](#)
- 7.5 [Where Can I Get SAORVIEW Approved Receivers?](#)
- 7.6 [Is There An Easy Way To Identify SAORVIEW Approved Receivers?](#)
- 7.7 [I Have A Digital Television But Am Only Getting Sound. What Is Wrong?](#)
- 7.8 [I Have A Digital Television But Am Only Getting Video/Pictures. What is wrong?](#)
- 7.9 [I Have An MPEG4 Television, Will It Work?](#)
- 7.10 [I Can See Everything Else. Why Can't I See RTÉ Two?](#)
- 7.11 [Will My Digital Satellite Receiver Work?](#)
- 7.12 [Will My Teletext Continue To Work?](#)
- 7.13 [How Do I Connect My Television?](#)
- 7.14 [How Do I Connect My DVD/Blu-Ray Player To My Television?](#)
- 7.15 [How Do I Connect My Personal Video Recorder \(PVR\)?](#)
- 7.16 [Why Did Ireland Choose MPEG4 over MPEG2?](#)

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8. TECHNICAL AERIAL INFORMATION

- 8.1 Can I Install Or Upgrade My Own Antenna / Aerial?
- 8.2 Can I Use An Indoor Portable Aerial, Rabbits Ears?
- 8.3 Can I Put My Aerial In My Attic Rather Than Outside On The Chimney?
- 8.4 I Live In An Area With A Weak Signal What Should I Do?

9. SAORVIEW COVERAGE CHALLENGED AREAS

- 9.1 The 'Coverage Checker' Shows My Area As Not Covered. What Do I Do?
- 9.2 I Have Has A Local Competent Aerial Installer Look At My Aerial And He/She Has Confirmed That My House Is Not Covered BY SAORVIEW, What Now?

10. I LIVE IN NORTHERN IRELAND

- 10.1 Is Northern Ireland Covered By SAORVIEW?
- 10.2 Why The End Of 2012 Or Early 2013?
- 10.3 How Can I Check If I Am Covered?
- 10.4 Are There Any Plans To Increase The Free-To-Air Coverage Of The Irish Free-To-Air Television Services In Northern Ireland?

11. IRISH FREE TO AIR TELEVISION SERVICES ON SATELLITE

- 11.1 How Can I Get The Irish Free-To-Air Services (RTÉ One, RTÉ Two, TV3 & TG4) From A Satellite Without A subscription Or Other Pay Service?
- 11.2 What Services Can I Get From Satellite?
- 11.3 When Will The Irish Free-To-Air Services (RTÉ One, RTÉ Two, TV3 & TG4) Be Available Free-To-Air From Satellite?

12. WHO PAYS AND WHAT DOES IT COST?

- 12.1 In The Future Will I Have To Pay Someone To Continue to Get The Irish Television Services (RTÉ One, RTÉ Two, TV3 & TG4) That I Currently Get for Free?
- 12.2 Is A Television Licence Still Required When Ireland Moves To Digital?
- 12.3 Will The Television Licence Cost Increase Because Of the Move To Digital, SAORVIEW?
- 12.4 This Technology Change Is Being Forced On Us By the European Union And The Government. Who Is Going To Pay For My Aerial Work And My Set-Top-Box?
- 12.5 Will There Be A Fund To Help Genuine Hardship Cases?
- 12.6 Why Isn't, At Least Part Of, The €500 Million That The Government Is Getting For Digital Dividend Used To Help People With The Costs (question 3.1)?
- 12.7 What Does A Set-Top-Boxes, An integrated Digital TV's, Or Aerial Works, Cost?

13. HOW DO I IDENTIFY A COMPETENT LOCAL AERIAL INSTALLER?

1. WHAT IS SAORVIEW ALL ABOUT?

In Ireland most people receive their TV services in one of the following ways:

- through a UHF and / or VHF aerial on the roof or chimney
- from a satellite dish (e.g. SKY)
- through a TV cable (e.g. UPC, Casey Cablevision)
- through a broadband cable (e.g. Magnet, SMART, UPC)

This information is about a change that is happening to Irish homes that receive their TV services through a UHF and / or VHF aerial on the roof or chimney of the home.

1.1 What Is Analogue Terrestrial Television?

1.2 What Is SAORVIEW?

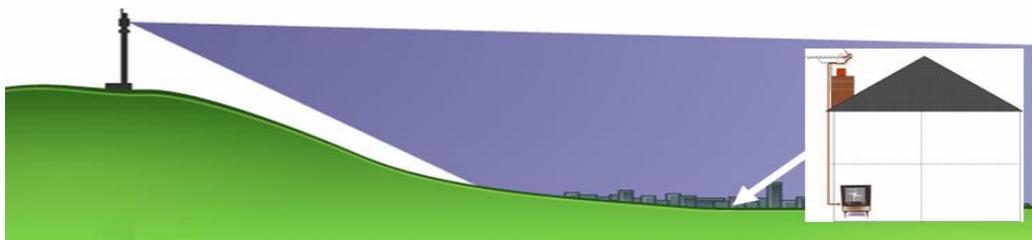
1.3 What Is Analogue Switch Off (ASO)?

1.4 What Is Different In My Home?

1.1 What Is Analogue Terrestrial Television (ATT)?

Irish Free-To-Air television commenced in the early 1960s and over the last 50 years it has evolved into a four channel system carrying RTÉ One, RTÉ Two, TV3 and TG4 on a Free-to-Air basis.

The analogue signals are transmitted from mountain top structures and antenna systems and are received in the home by an aerial on the rooftop of the home. Some homes where the signals are very strong can receive the services with an aerial in their attic or with an indoor portable aerial, often referred to as 'rabbits ears'.



Analogue Terrestrial Television is received using a suitable aerial system connected to a compatible analogue television.

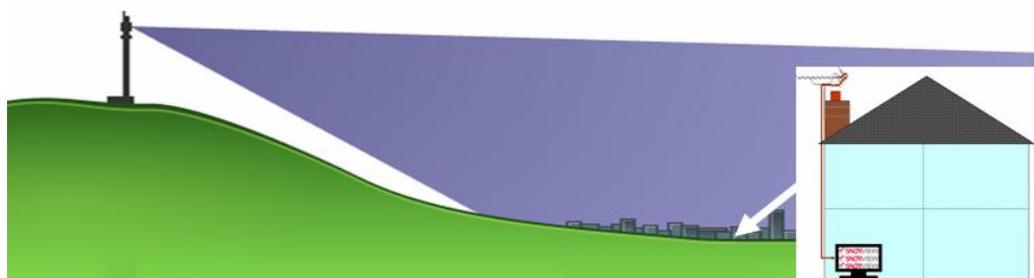
Analogue Terrestrial Television (ATT) is not satellite, it is not cable, it is not MMDS and it is not IPTV.

1.2 What Is SAORVIEW?

SAORVIEW is the name given to the Free-To-Air Digital Terrestrial Television (DTT) transmission platform that is replacing the old Analogue Terrestrial Television system that has been in use in Ireland since the early 1960s and which will be switched off in October 2012.

SAORVIEW is Ireland's free Digital television service. No subscriptions, no contracts, just continued access to a variety of free television and other services.

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SAORVIEW is received using a suitable aerial system connected to a SAORVIEW digital television, or set-top-box.

The primary purpose for SAORVIEW is to ensure that the Public Service Broadcast television services and other Irish Free-To-Air television services (RTÉ One, RTÉ Two, TV3 & TG4) remain available to the population of Ireland on a Free-To-Air basis after Analogue Terrestrial Television is switched off in October 2012.

In addition to facilitating continuity of Free-To-Air access to the existing four Irish Free-To-Air television services the digital technology used for SAORVIEW facilitates better picture and sound quality for the existing services and capacity for additional services.

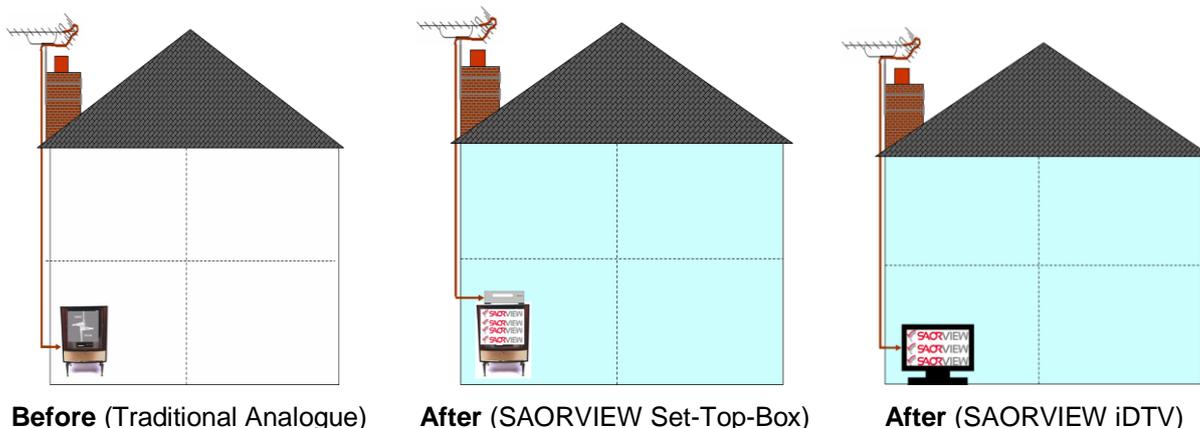
SAORVIEW is not satellite, it is not cable, it is not MMDS and it is not IPTV.

1.3 What Is Analogue Switch Off (ASO)?

The Analogue Terrestrial Television (ATT) transmission system currently used to deliver the four analogue Irish Free-To-Air television services, RTÉ One, RTÉ Two, TV3 and TG4, (described in section 1.1 above) will be switched off on the 24 October 2012 as mandated by the European Union and the Irish Government.

1.4 What Is Different In My Home?

For the vast majority of homes the only difference is around the television set. Some will use a SAORVIEW approved Set-Top-Box (STB) to convert their existing television and other homes will use SAORVIEW approved integrated Digital TV's (iDTVs).



2. WHEN WILL THINGS HAPPEN?

- 2.1 When Will Analogue Switch Off (ASO) Happen?**
 - 2.2 When Will SAORVIEW Be Available?**
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2.1 When Will Analogue Switch Off (ASO) happen?

The transmission of Analogue Terrestrial Television (ATT) will cease on the 24 October 2012, as mandated by the European Union and Irish Government.

In the lead up to ASO captions will appear on screen on Analogue Terrestrial Television (ATT) transmissions informing ATT viewers of the impending switch-off of the service and the need to switch to an alternative source of TV (i.e. SAORVIEW).

2.2 When Will SAORVIEW Be Available?

SAORVIEW is currently available to in excess of 97% of the population of Ireland.

SAORVIEW will cover in excess of 98% of the population of Ireland by October 2012.

3. WHY IS IT BEING DONE?

- 3.1 Why Is Analogue Being Switched Off?**
- 3.2 Why Was SAORVIEW Selected As The Replacement?**
- 3.3 Why Bother? Most Homes Have Cable, MMDS, IP or Satellite Television.**
- 3.4 Why Is There An Overlap Between The Switch On of SAORVIEW And The Switch Off Of Analogue, A Simulcast Period?**

3.1 Why Is Analogue Being Switched Off?

The European Union has recommended the end of 2012 as the target date for analogue switch off in all member states and the Irish government selected the 24 October 2012 as the date for Ireland.

Digital technology is more efficient than analogue and the technology can squeeze more television services into less radio spectrum. Radio spectrum is a limited natural resource and the radio spectrum freed up can be used for other purposes such as wireless broadband, mobile phone and other wireless services.

In October 2010 the Minister for Communications, Energy and Natural Resources noted, *“Digital Television will improve the television experience for the viewer, with more channels, high-definition pictures, higher-quality sound, on-screen menus and digital teletext. For Ireland, the switch-off of the analogue signal releases valuable spectrum which can be used for wireless broadband and new mobile services. It is estimated that Ireland will benefit to the amount of €500 million over the next decade as a result of this digital dividend”.*

As the world is moving to digital the manufacturing of analogue television transmission and reception equipment is diminishing and the cost of replacements and repairs are rising.

3.2 Why Was SAORVIEW Selected As The Replacement?

The technologies and technical standards used by SAORVIEW were developed for the specific purpose of replacing Analogue Terrestrial Television. These international standards have been adopted in most countries.

3.3 Why Bother? Most Homes Have Cable, MMDS, IP or Satellite Television.

There are a number of reasons why the population of Ireland should have an Irish based Free-To-Air platform to deliver Irish television services, here are just a few:

- Many homes can not afford to pay for access to the Irish Free-To-Air television services.
- Around 350,000 or circa 22% of homes in Ireland depend on Free-To-Air Analogue Terrestrial Television as their sole method of receiving the four main Irish television services (May 2010). They do not have a pay television service (Cable, MMDS, IP, Satellite, etc).
- 1 million of the circa 2.75 million television sets in use in Ireland depend on Free-To-Air Analogue Terrestrial Television as their sole method of receiving the four main

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Irish television services (May 2010).

- Many homes want a family safe platform where all services are fully monitored and regulated by Irish authorities.
- Absent an Irish based Free-To-Air delivery platform Ireland becomes totally dependant on the policies of multinational corporations and pricing decisions mostly made outside of the country. Ireland would run the risk that pricing could eventually become prohibitive and additionally the service could be withdrawn at any time for one reason or another.

3.4 Why Is There An Overlap Between The Switch On of SAORVIEW And The Switch Off Of Analogue, A Simulcast Period?

Overall there will be a two-year overlap between the two services. SAORVIEW was switched on permanently in October 2010 and operated on a test basis until it was formal launched at the end of May 2011. Analogue Terrestrial Television will switch off on the 24 October 2012.

The test period gave broadcasters, manufacturers, retailers and installers an opportunity to test their equipment and services and to get SAORVIEW approved receivers into the marketplace.

The remaining months of simulcast will give homes the opportunity to familiarise themselves with SAORVIEW, to review the various options open to them and to migrate to the new service in an orderly manner.

The simulcast period means there is a significant period of time for people to consider the various options open to them and to migrate to SAORVIEW in an orderly manner.

4. WHAT ARE THE BENEFITS OF SAORVIEW FOR ME?

4.1 What Are The Benefits Of SAORVIEW For Me?

4.2 When Will SAORVIEW Start Showing High Definition (HD) Services?

4.1 What Are The Benefits Of SAORVIEW For Me?

More free television services from the start and capacity for more services in the future.

Current SAORVIEW Services

For up to date information and current service line-up check www.saorview.ie. All services are subject to confirmation by the various broadcasters and subject to execution of appropriate carriage agreements and arrangements.

Television Services:

RTÉ One
RTÉ Two HD
TV3
TG4
RTÉ News Now
3e
RTÉjr
RTÉ One +

Radio Services:

RTÉ Radio 1
RTÉ Radio 1 Extra
RTÉ 2FM
RTÉ Lyric
RTÉ RnaG
RTÉ Pulse
RTÉ 2XM
RTÉ Choice
RTÉ Gold
RTÉ Chill / Junior.

Digital Teletext:

RTÉ Digital Aertel

Better quality picture

- Better quality picture on all services and High Definition (HD) ready.
- RTÉ Two broadcasting sports, movies and drama programming in High Definition.

Better quality sound

- Clear stereo sound and options for broadcasters to use more than one language at the same time.

Digital Teletext

- Clearer text display and easier to navigate.

7 Day Electronic Programme Guide (EPG)

Displays the programmes that will be on for the next week for each channel.

For receivers with built in Personal Video Recorders (PVRs) it's as simple as clicking on the program on the EPG to set it up to be recorded.

Assistive Services

More broadcaster options for subtitling, audio and other services.

4.2 When Will SAORVIEW Start Showing High Definition (HD) Services?

RTÉ started showing High Definition (HD) programmes on RTÉ Two on the 28 May 2011.

The number of actual HD programmes will increase over time.

For up to date information, as it becomes available check www.saorview.ie.

All Irish television broadcasters have intentions to move some of their services to HD over the next number of years.

5. DO I HAVE TO DO ANYTHING TO BE READY FOR ANALOGUE SWITCH OFF (ASO)?

If you currently receive any of the four Irish Free-To-Air television channels (RTÉ One, RTÉ Two, TV3 & TG4) Off-Air using an aerial on your chimney, on an outside wall, in your attic or via an indoor portable aerial **You HAVE TO Do Something**. You need to migrate to SAORVIEW before October 2012 to continue to receive these services Free-To-Air.

If you currently receive the four Irish Free-To-Air television channels (RTÉ One, RTÉ Two, TV3 & TG4) on your television via a subscription or pay service **You May Choose To Move To SAORVIEW But You DO NOT HAVE TO**. Analogue Switch Off (ASO) does not impact on your current method of television reception or television set.

Companies carrying the Free-To-Air television channels (RTÉ One, RTÉ Two, TV3 & TG4) as part of their subscription or pay service packages includes, but is not limited to, BskyB, UPC, Magnet, Smart Telecom, Casey Cablevision, 3 PLAY Plus.

If you are **not** currently receiving any of the four Irish Free-To-Air television channels (RTÉ One, RTÉ Two, TV3 & TG4) **You May Choose To Get SAORVIEW But You DO NOT HAVE TO**. Analogue Switch Off (ASO) does not impact on your current television or television services.

6. WHAT DO I HAVE TO DO TO RECEIVE SAORVIEW?

- 6.1 Stay Calm.
- 6.2 Check To See If Your Area Is Currently Covered By The SAORVIEW Service.
- 6.3 Check Your Aerial.
- 6.4 Sort Out Your Television Set.

6.1 Stay Calm.

Nothing is going to change overnight. You have until 24 October 2012 to consider the options available and plenty of information about the options will be put in the public domain, on television, on the radio and in the news papers.

As an introduction to SAORVIEW read the booklet that can be downloaded from this link:

[Receiving Saorview Digital Television](#)

6.2 Check To See If Your Area Is Currently Covered By The SAORVIEW Service.

Digital transmissions technology differs from traditional analogue technology and requires a re-configuration of the transmission network. All of the large television transmission sites will remain in use and a number of new transmission sites are being built. A number of small transmission sites that are currently in use for analogue television will cease operation when analogue switches off on the 24 October 2012.

In all cases you can use the 'Coverage Checker' tool at the following location to see if your home is covered.

Read all of the information and instructions. Remember to check which direction your aerial should be pointing and the required polarisation of the aerial.

<http://coverage.rtenl.ie/>

If your area is not covered please go to section 9.0 of this document for further information.

Local environment (hills, forestry, trees, buildings, and other large obstructions and local interference from other wireless services) will cause coverage to vary. RTÉNL recommends consultation with a local competent aerial installer to confirm coverage in your area and to confirm the suitability or otherwise of your aerial system.

6.3 Check Your Aerial.

The existing outdoor aerial on the vast majority of homes will already be the correct type of aerial and will also be pointing at the correct transmission site.

Use the 'Coverage Checker' to see which is the best transmission site for your area. Your aerial should be pointing at it. If not you may have to realign the aerial.

- If you can receive Analogue Free-To-Air TV3 then your aerial is most likely fine and is pointing in the right direction. You should not need to do anything with your aerial.

- If you currently receive Analogue Free-To-Air RTÉ One, RTÉ Two and TG4 but do not receive TV3 then your aerial is most likely fine but for a small number of homes it will be pointing in the wrong direction. Use the 'Coverage Checker' to identify the location and direction of best transmission site for your area. The aerial does not have to be pointing exactly at the transmission site but the closer the alignment the better.
- If you receive RTÉ One and RTÉ Two only (No TV3 and No TG4) then you most likely need a new UHF aerial and you need to have it pointed at the best transmission site for your area. Use the 'Coverage Checker' to identify the location and direction of best transmission site for your area. The aerial does not have to be pointing exactly at the transmission site but the closer the alignment the better.
- Some existing aerials, that work fine now, may require filtering at some time in the future as other, non broadcast, services move into adjacent frequency bands.

The spectrum used for wireless services is becoming more and more congested. This includes the radio spectrum used for television broadcasting which is reducing. As different services are moving closer and closer together cross service interference becomes more of an issue. If you are doing work, or having work done on your television aerial, RTÉNL recommend that you ensure that the aerial is restricted, in so far as is possible, to the television broadcast band only (UHF channel 21 to 60). To protect your television services against interference into the future frequencies / channels above and below this should be filtered out.

In Brief:

Receiving Free-To-Air Analogue TV3

- Aerial should be fine and no need for any adjustment.

Receiving Free-To-Air Analogue RTÉ One, RTÉ Two & TG4 but no TV3

- Aerial should be fine but some homes will have to point it in a different direction.

Receiving Free-To-Air Analogue RTÉ One & RTÉ Two Only

- Most likely need a new UHF aerial.

If you are not sure how you get your television services contact a competent local aerial installer.

Local environment (hills, forestry, trees, buildings, and other large obstructions and local interference from other wireless services) will cause coverage to vary. RTÉNL recommends consultation with a local competent aerial installer to confirm coverage in your area and to confirm the suitability or otherwise of your aerial system.

6.4 Sort Out Your Television Set.

- If you are buying a new television at any time from this point onward RTÉNL recommends that you buy a SAORVIEW approved television. SAORVIEW approved televisions will be carrying the SAORVIEW logo on their packaging, marketing and promotional materials.
- If you wish to use an existing television you can upgrade this to receive SAORVIEW by connecting a SAORVIEW approved Set-Top-Box to it. Connect your aerial to the SAORVIEW approved Set-Top-Box and connect the Set-Top-Box to your television. RTÉNL recommends the use of SAORVIEW approved Set-Top-Boxes.

All existing televisions can be upgraded to receive SAORVIEW.

Depending on the make and model each receiver can be different. Read the instructions that came with your receiver.

Download the booklet at following link for basic information about connecting your television, [Connecting A Television Set To SAORVIEW](#)

7. TECHNICAL TV / RECEIVER INFORMATION

- 7.1 Why Does RTÉNL Only Recommend SAORVIEW Approved Receivers?
- 7.2 What Does SAORVIEW Approved Mean?
- 7.3 Will Non SAORVIEW Approved Receivers Work?
- 7.4 I Want To Buy A Receiver That Is Not SAORVIEW Approved What Should I Do?
- 7.5 Where Can I Get SAORVIEW Approved Receivers?
- 7.6 Is There An Easy Way To Identify SAORVIEW Approved Receivers?
- 7.7 I Have A Digital Television But Am Only Getting Sound. What Is Wrong?
- 7.8 I Have A Digital Television But Am Only Getting Video/Pictures. What is wrong?
- 7.9 I Have An MPEG4 Television, Will It Work?
- 7.10 I Can See Everything Else. Why Can't I See RTÉ Two?
- 7.11 Will My Digital Satellite Receiver Work?
- 7.12 Will My Teletext Continue To Work?
- 7.13 How Do I Connect My Television?
- 7.14 How Do I Connect My DVD/Blu-Ray Player To My Television?
- 7.15 How Do I Connect My Personal Video Recorder (PVR)?
- 7.16 Why Did Ireland Choose MPEG4 over MPEG2?

7.1 Why Does RTÉNL Only Recommend SAORVIEW Approved Receivers?

There are 1000s of different digital receivers out there on the market, integrated Digital Televisions (iD TVs) and Set-Top-Boxes (STBs), computer TV cards. Some unknown makes and models may work fine and some big brand models may not.

RTÉNL recommends the use of SAORVIEW approved receivers as these are the only receivers that have been independently tested for compliance against the SAORVIEW minimum receiver requirement specification.

7.2 What Does SAORVIEW Approved Mean?

SAORVIEW Approved means that the receiver has been put through a rigorous set of tests, at an RTÉ approved independent test facility, to ensure that it is capable of operating properly with the signals that carry the SAORVIEW services (television, audio, radio, data, electronic program guide, digital teletext services).

Additionally before any future changes are made to the SAORVIEW transmission signal (the signal received by your aerial and your receiver) the proposed change will be tested against all approved SAORVIEW receivers in a laboratory environment before it is transmitted. This will ensure that the new signal format works properly with the entire population of SAORVIEW approved receivers in use in Ireland.

SAORVIEW approved does not mean that any other part of the receiver is SAORVIEW approved it is purely the SAORVIEW element (television, audio, radio, data, electronic program guide, digital teletext services). Some receivers will have integrated Personal Video Recorders (PVRs), USB media players, DVD/Blue Ray players, satellite receivers, internet interfaces and / or combinations of devices. SAORVIEW approved means that the SAORVIEW element of the receiver works fine alongside any integrated devices but the operation and other integrated devices have not been tested or approved by SAORVIEW.

7.3 Will Non SAORVIEW Approved Receivers Work?

There are many receivers that will work. Some will work fully and some will not support all the functionality of the SAORVIEW platform. RTÉNL recommends the use of SAORVIEW approved receivers as these are the only receivers that have tested for full compliance against the SAORVIEW minimum receiver requirement specification and are the only receivers that will be tested against any proposed future changes to the transmission signals.

No television services will be transmitting in both Standard Definition and High Definition and therefore, without a High Definition receiver, you will lose most, if not all, services in the coming years as they move to High Definition.

7.4 I Want To Buy A Receiver That Is Not SAORVIEW Approved What Should I Do?

RTÉNL recommends the use of SAORVIEW approved receivers as these are the only receivers that we have tested for full compliance against the SAORVIEW minimum receiver requirement.

If you are determined to purchase an unapproved receiver make sure that you get appropriate guidance and assurances at the point of purchase.

As a minimum: For an integrated Digital TV (iDTV) or Set-Top-Box (STB) make sure that it has MPEG4, MHEG5 and that it can handle High Definition (HD).

If you don't have a HD ready television with a HDMI connection, make sure that the Set-top-Box can process High Definition (downscaled to Standard Definition) and Standard Definition to its SCART connection. That way all services, including HD downscaled to SD, will be viewable on your television through a SCART lead.

If the receiver fails to operate, fully or partially, for any reason in the future your only recourse is to the retailer.

No television services will be transmitting in both Standard Definition and High Definition and therefore, without a High Definition receiver, you will lose most, if not all, services in the coming years as they move to High Definition.

Again RTÉNL only recommends the use of SAORVIEW approved receivers.

7.5 Where Can I Get SAORVIEW Approved Receivers?

SAORVIEW approved receivers are currently available from a number of electrical goods retailers and supermarkets.

To ensure that approved set-top-boxes and iDTVs are widely available across the country SAORVIEW has set up a process of registering and providing ongoing support to retailers who chose stock SAORVIEW approved receivers.

For up to date information on SAORVIEW approved receivers check www.saorview.ie

7.6 Is There An Easy Way To Identify SAORVIEW Approved Receivers?

Yes. SAORVIEW Approved receivers will carry the SAORVIEW logo on their packaging and marketing materials.



Only SAORVIEW approved receivers can legitimately carry this logo.

7.7 I Have A Digital Television But Am Only Getting Sound. What Is Wrong?

The good news is that your aerial would appear to be fine.

The bad news is that your receiver is not fully compatible with the SAORVIEW service. Some digital televisions have an older decoding system and while they can decode the sound / audio they are unable to display the video or pictures.

Check your television manual to see what video decoding standard it uses. It needs to have an MPEG4 video decoder that can handle High Definition as a minimum.

If the television only has an MPEG2 video decoder it needs a SAORVIEW Set-top-Box to receive and display SAORVIEW.

RTÉNL only recommends the use of SAORVIEW approved receivers.

7.8 I Have A Digital Television But Am Only Getting Video/Pictures. What is wrong?

The good news is that your aerial would appear to be fine and your television is probably also OK for at least the basic television and radio services. It may be missing some SAORVIEW functionality.

SAORVIEW can carry more than one audio service for each television service and some broadcasters may use this function in the future. Some unapproved receivers get confused between the main audio source and other options.

Go to your receiver 'Setup' / 'Installation' menu and adjust the 'Language', 'Configuration' and 'Audio' default settings and you should be able to arrive at a combination that works for your receiver. You may have to return to the 'Installation' menu and re-start the receiver setup process.

7.9 I Have An MPEG4 Television, Will It Work?

There are 1000s of different digital receivers out there with various decoders, including MPEG4. Some unknown makes and models may work fine and some big brand models may not. MPEG4 is only part of the SAORVIEW minimum receiver requirement specification.

RTÉNL recommends the use of SAORVIEW Approved receivers as these are the only receivers that have been tested for compliance with the SAORVIEW minimum receiver requirement specification.

The only way to confirm if your, non SAORVIEW Approved, MPEG4 television works is to try it out. The majority of MPEG4 receivers will work but some may be a bit jittery, unstable, and lock up or lose services. A full factory reset often resolves these issues for a period of time.

Some MPEG4 receivers will not be able to show High Definition channels or programmes.

Some MPEG4 receivers do not have the MHEG5 middleware which is required for digital teletext and other interactive services.

If you do manage to get it working satisfactorily, switch off or disable the automatic over-air software update/download function (if there is one). This is more relevant if you receive overspill services from Northern Ireland or Wales as your television could receive an over-air software update / download that is not intended for the Irish market and that is not compatible with SAORVIEW.

7.10 I Can See Everything Else. Why Can't I See RTÉ Two?

The good news is that your aerial would appear to be fine.

The bad news is that your receiver is not fully compatible with the SAORVIEW service. Some digital televisions have an older decoding system and while the sound and some video formats can be handled they are unable to handle High Definition video.

RTÉ Two has always intended to broadcast in High Definition on the SAORVIEW digital platform and has been doing so since October 2010. RTÉ One, TV3 & TG4 also have plans to move towards High Definition over the next few years.

None of the television services will be transmitting in both Standard Definition and High Definition and therefore, without a High Definition receiver, you will lose most, if not all, services in the coming years as they move to High Definition.

RTÉ NL did transmit RTÉ Two in Standard Definition in channel / EPG position 7 for a few months as a test. This temporary/test service on channel / EPG position 7 was clearly labeled as temporary and it was clearly identified that it would cease in April 2011. RTÉ Two in Standard Definition will not be returning to the SAORVIEW platform.

A SAORVIEW Approved Set-Top-Boxes can process High Definition (downscaled to Standard Definition) and Standard Definition to its SCART connection. This way all services, including HD, will be viewable on your television through a SCART connection.

SAORVIEW Approved Set-Top-Boxes can process High Definition and Standard Definition to its HDMI connection.

SAORVIEW approved integrated Digital televisions can process High Definition and Standard Definition.

7.11 Will My Digital Satellite Receiver Work?

SAORVIEW is a terrestrial service and its signal differs to that used for satellite services. A satellite receiver will not be able to decode SAORVIEW and will not work.

There are some combination receivers available that have inbuilt decoders for the signals of both terrestrial and satellite transmissions (satellite broadband, VOIP telephone, television etc. services). The terrestrial decoders may, in some cases, be capable of receiving SAORVIEW. Both a satellite dish and a terrestrial aerial are required to receive the satellite and terrestrial services.

RTÉ NL only recommends the use of SAORVIEW Approved receivers as these are the only devices that have been independently tested against the SAORVIEW minimum receiver requirement specification.

7.12 Will My Teletext Continue To Work?

If you have a SAORVIEW Approved receiver you will continue to receive Teletext / Aertel services. SAORVIEW Approved receivers are capable of showing both traditional analogue EBU teletext and new digital teletext services.

There are compatibility issues with some unapproved receivers and instead of just pressing the text button you may have to access the digital teletext service via another button or combinations of buttons.

If you have an unapproved receiver that does not have MHEG5 middleware then will not be able to receive digital teletext.

Broadcasters have the option to transmit traditional teletext (EBU teletext) and/or Digital teletext via the SAORVIEW service.

The digital teletext service has many advantages over the traditional EBU teletext:

- More information delivered at a faster rate.
- Easy to navigate menus as well as the traditional page numbers.
- Much cleared text and pictures.
- Television service continues to be displayed on the screen at around 1/4 size.

For up to date information on what teletext services are available check www.saorview.ie

7.13 How Do I Connect My Television?

If you are buying a new television at any time from this point onwards RTÉNL recommends that you buy a SAORVIEW Approved television. Approved televisions will be carrying the SAORVIEW logo on their packaging and marketing materials.

If you have an existing television set you can upgrade this to receive SAORVIEW by connecting a SAORVIEW Approved Set-Top-Box to it. Connect your aerial to the SAORVIEW Set-Top-Box and connect the Set-Top-Box to your television. RTÉNL recommends the use of SAORVIEW approved Set-Top-Boxes.

All existing televisions can be upgraded to receive SAORVIEW.

Depending on the make and model each receiver can be different. Read the instructions that come with your receiver.

Download the booklet at following link for basic information about connecting your television, [Connecting A Television Set To SAORVIEW](#)

7.14 How Do I Connect My DVD/Blu-Ray Player To My Television?

Depending on the make and model each DVD / Blu-Ray Player and television can be different. Read the instructions that come with your television and DVD / Blu-Ray Player.

For the vast majority of devices, connect the DVD / Blu-Ray Player to your television with either a SCART or HDMI cable. HDMI will provide better quality video / pictures.

Download the booklet at following link for basic information about connecting your television, [Connecting A Television Set To SAORVIEW](#)

7.15 How Do I Connect My Personal Video Recorder (PVR)?

It very much depends on the make and model of your PVR (tape, hard disk, integrated decoder, DVD-R, Blu-ray-R, etc.). Read the instructions that come with your PVR and your receiver (Set-Top-Box or iDTV).

Download the booklet at following link for basic information about connecting your television and some examples of PVR arrangements, [Connecting A Television Set To SAORVIEW](#)

Please note:

The SAORVIEW minimum receiver requirements for a Set-Top-Box requires that the Set-Top-Box outputs all services (Standard Definition and / or High Definition) via the SCART socket and the HDMI socket, where available. Therefore it is possible to record using a PVR connected to the SAORVIEW Set-Top-Box SCART or HDMI sockets. It is not possible to watch one channel and to record another at the same time with a basic SAORVIEW Set-Top-Box.

The SAORVIEW minimum receiver requirements for integrated Digital Televisions (iDTVs) does not require that the iDTV outputs any services (Standard Definition and / or High Definition) via the SCART socket or the HDMI socket. If you intend to connect a PVR directly to your iDTV to record content check with the iDTV vendor to make sure that the make or model of iDTV that you are purchasing outputs to the connection that you intend to use, SCART or HDMI. It is not a SAORVIEW requirement but many makes and models will be capable of outputting to the SCART and / or the HDMI sockets. It is not possible to watch one channel and to record another at the same time with a basic iDTV.

7.16 Why Did Ireland Choose MPEG4 over MPEG2?

MPEG2 is an older technology that does not properly facilitate services such as High Definition (HD) television.

In February 2008 as part of their Digital Terrestrial Television trial and after consultation with various stakeholders (*including, but not limited to, RTÉ, TV3, TG4, British Sky Broadcasting Ltd, Chellomedia services Ltd, Communicorp Group Limited, Eircom, Channel 6 Broadcasting Ltd (now 3e), Setanta Sports Channel Ireland Ltd, Digital Audio Productions, UPC Ireland, Today fm, 98fm, Phantom 105.2, Capital Radio Productions Limited, BT Ireland, RTÉNL, The Consumer Electronics Distributors Association (CEDA), the Broadcasting Commission of Ireland (now the Broadcasting Authority of Ireland, BAI), the Commission for Communications Regulation (ComReg), The National Disability Authority (NDA) and the National Council for the Blind in Ireland (NCBI)*) the Department of Communications, Energy and Natural Resources (DCENR) published the minimum receiver (Set-Top-Box (STB) and integrated Digital Television(iDTV)) specification for the Digital Terrestrial Television platform in Ireland (now called SAORVIEW).

MPEG4 encoding is one of the requirements of this DCENR publication. MPEG4 encoding allows more services to fit into the same spectrum or space than MPEG2 and also better facilitates the detail required for High Definition television services.

8. TECHNICAL AERIAL INFORMATION

- 8.1 Can I Install Or Upgrade My Own Antenna / Aerial?
- 8.2 Can I Use An Indoor Portable Aerial, Rabbits Ears?
- 8.3 Can I Put My Aerial In My Attic Rather Than Outside On The Chimney?
- 8.4 I Live In An Area With A Weak Signal What Should I Do?

8.1 Can I Install Or Upgrade My Own Antenna / Aerial?

Technically, legally and if you are competent and capable there is nothing to stop you upgrading or installing your own antenna.

However be very aware:

Working At Height Is Dangerous

RTÉNL recommend that only competent, trained and experienced people install or adjust aerial systems. Working on the vast majority of aerials requires the use of some means of gaining height. All working at height (ladders, trestles, roofs, etc.) is dangerous and RTÉNL recommends that only people qualified to do so should work at heights. For further information and guidance contact the Health and Safety Authority. http://www.hsa.ie/eng/Topics/Work_at_Height.

Damage

A simple thing like letting a hammer or wrench fall on a roof slate or tile can cause it to crack. If spotted straight away then you can get it replaced but if not it can let water into your roof. The amount of damage that can be caused is dependant on how soon the leak is spotted.

The cable has to get into your house at some point. Extreme care has to be taken when drilling holes in walls to make sure you don't hit anything in the wall and when the drill bit comes out the other side of the wall. You need to make sure that you don't hit water pipes or electrical or phone cables on the way through the wall.

A small job, with a bit of bad luck, can turn into a nightmare.

Apart from having adequate insurance a competent aerial installer will be familiar with working at heights, on ladders and roofs, and used to installing cables through walls and will be far less likely to cause damage.

Technical

If you are in an area with a good signal and are only connecting the aerial to one television then it's not too technically difficult.

More than one television and / or fringe reception conditions and it can get complicated very quickly. Not rocket science but a bit of knowledge is required to do it right.

RTÉNL recommend that only competent, trained and experienced people install or adjust aerial systems.

The spectrum used for wireless services is becoming more and more congested. This includes the radio spectrum used for television broadcasting which is reducing. As different services are moving closer and closer together cross service interference becomes more of an issue. If you are doing work, or having work done on your television aerial, RTÉNL recommend that you ensure that the aerial is restricted, in so far as is possible, to the television broadcast band only (UHF channel 21 to 60). To protect your television services against interference into the future frequencies / channels above and below this should be filtered out.

8.2 Can I Use An Indoor Portable Aerial, Rabbits Ears?

RTÉNL does not recommend the use of indoor portable aerials. They are too susceptible to localised physical and electrical interference. Terrestrial transmission of television, analogue and digital, is designed and built around rooftop reception.

It will be possible for over 50% of the population to receive SAORVIEW with an indoor portable aerial. However on a house to house basis there are many factors than impact on the effectiveness of a portable aerial. For example the orientation of your house, the location of the television in the house, the construction materials, the insulation materials, the proximity to neighbouring houses, walls and obstructions will all impact reception.

An outdoor aerial, positioned as high as possible, pointing towards the appropriate transmission site, with no local obstructions is recommended and will give the best results.

8.3 Can I Put My Aerial In My Attic Rather Than Outside On The Chimney?

In attic will work in most homes where there is a good or very good signal but it very much depends on the construction materials used in your roof. The roof is an obstruction immediately in front of your aerial and directly between the transmission site and the in attic aerial. It will block some, if not all, of the signal.

An outdoor aerial, positioned as high as possible, pointing towards the appropriate transmission site, with no local obstructions is recommended and will give the best results.

The spectrum used for wireless services is becoming more and more congested. This includes the radio spectrum used for television broadcasting which is reducing. As different services are moving closer and closer together cross service interference becomes more of an issue. If you are doing work, or having work done on your television aerial, RTÉNL recommend that you ensure that the aerial is restricted, in so far as is possible, to the television broadcast band only (UHF channel 21 to 60). To protect your television services against interference into the future frequencies / channels above and below this should be filtered out.

8.4 I Live In An Area With A Weak Signal What Should I Do?

Consult with a competent local aerial installer to verify that you are actually in a fringe signal area and discuss solutions. Too high a signal level can be a problem as well as too low. Similarly, local interference can be the problem rather than signal strengths.

A higher gain / better aerial is the best way of improving the reception.

When used with care, amplifiers can resolve some reception problems but if not used properly they can make things worse. The wide bandwidth of many amplifiers can cause them to amplify both wanted and unwanted signals, with resultant interference. Too many signals and the amplifier will overload. Too much gain and it could overload the television. Where required, an amplifier should be selected for the specific installation, and may need to be used with attenuators and/or filters. Ideally amplifiers should be narrowband, screened and low-noise, and connectors should be of a suitable quality, preferably F-type connectors.

In some situations, such as with a long cable run, a masthead amplifier can give a worthwhile improvement. Masthead amplifiers should be used only where the off-air

signal at the aerial is good enough for at least one television and after every effort has been made to increase the signal level by other means, such as adjusting the location of the aerial and trying an aerial with a higher gain.

Distribution amplifiers, similar to masthead amplifiers, are used to make up for the losses in cables in your house as well as splitting the signal to a number of different televisions. Distribution amplifiers do not improve the signal and will fail to work unless there is an adequate source signal available to work with.

Putting an amplifier near the television or receiver (setback amplifier) is easy but more or less pointless in the vast majority of applications.

If an adequate signal is not available at the input of any amplifier the output will also be inadequate. "Rubbish in, rubbish out". The amplifier will amplify the unwanted noise as well as the signal and while you end up with more signal strength you also end up with more noise strength. In the vast majority of cases you are no better off.

The spectrum used for wireless services is becoming more and more congested. This includes the radio spectrum used for television broadcasting which is reducing. As different services are moving closer and closer together cross service interference becomes more of an issue. If you are doing work, or having work done on your television aerial, RTÉNL recommend that you ensure that the aerial is restricted, in so far as is possible, to the television broadcast band only (UHF channel 21 to 60). To protect your television services against interference into the future frequencies / channels above and below this should be filtered out.

9. SAORVIEW COVERAGE CHALLENGED AREAS

- 9.1 The 'Coverage Checker' Shows My Area As Not Covered. What Do I Do?**
 - 9.2 I Have Has A Local Competent Aerial Installer Look At My Aerial And He/She Has Confirmed That My House Is Not Covered BY SAORVIEW, What Now?**
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9.1 The 'Coverage Checker' Shows My Area As Not Covered. What Do I Do?

Coverage shown by the 'Coverage Checker' is designed to be conservative and at a very localised level it is not 100% accurate as the local environment (hills, forestry, trees, buildings, and other large obstructions, interference from other local wireless services) will cause coverage to vary a little from what is predicted.

For the vast majority of locations RTÉNL is satisfied that coverage will be better than indicated but in fringe coverage areas RTÉNL recommend that you consult with a competent local aerial installer to confirm that SAORVIEW can be received at your home, or otherwise.

9.2 I Have Had A Local Competent Aerial Installer Look At My Aerial And He/She Has Confirmed That My House Is Not Covered BY SAORVIEW, What Now?

It is not possible to reach all locations by either Analogue or Digital terrestrial transmission means. Too many hills, too many hollows, too many localised obstructions and homes on sea facing slopes. Somewhere between 1% and 2% of the population will not be able to receive SAORVIEW.

RTÉNL has put a new Free-To-Air satellite solution, SAORSAT, in place which makes it possible for Irish broadcasters (television and radio) to reach every home in Ireland Free-To-Air should they wish to do so.

All of RTÉ's television and radio services are currently carried on this service. For further information look up the SAORSAT information on RTÉNL's website www.rtenl.ie.

10. I LIVE IN NORTHERN IRELAND

- 10.1 Is Northern Ireland Covered By SAORVIEW?
- 10.2 Why The End Of 2012 Or Early 2013?
- 10.3 How Can I Check If I Am Covered?
- 10.4 Are There Any Plans To Increase The Free-To-Air Coverage Of The Irish Free-To-Air Television Services In Northern Ireland?

10.1 Is Northern Ireland Covered By SAORVIEW?

In its final state (i.e. post Analogue Switch-Off, on both sides of the border, in October 2012) SAORVIEW will cover in excess of 98% of the population of the Republic and we estimate it will, through over-spill, cover of the order of 60% of the population of Northern Ireland. This is an increase over traditional analogue terrestrial television over-spill coverage.

10.2 Why The End Of 2012?

Traditional analogue services and digital services on both sides of the border use the same radio spectrum to wirelessly deliver their content. There is not sufficient radio spectrum available for full power analogue and full power digital from the two jurisdictions to coexist.

Before SAORVIEW transmissions can operate at full power traditional analogue services on both sides of the border have to be switched off.

10.3 How Can I Check If I Am Covered?

Overspill coverage of SAORVIEW into Northern Ireland will be limited until Analogue Switch-Off, on both sides of the border, in October 2012. SAORVIEW will be available to a small extent in the areas along the border.

Use the RTÉNL coverage checker to see if your area is covered. Read all of the information and instructions. Remember to check which direction your aerial should be pointing.

<http://coverage.rtenl.ie/>

The address search tool is not designed for Northern Ireland and it will not identify many locations. Try putting UK after the location name (i.e. Belfast, UK).

If it does not recognise your area use the name of a large population centre such as Belfast, Newry, Derry or Portrush (all followed with the, UK) to get the red pin or balloon to a location near you. Then click on the red pin or balloon and drag it to your exact location.

10.4 Are There Any Plans To Increase The Free-To-Air Coverage Of The Irish Free-To-Air Television Services In Northern Ireland?

A joint UK and Irish Government project is currently examining the possibility of allowing the existing RTÉ and TG4 television services to be carried on part of the UK's FREEVIEW (Digital Terrestrial Television) platform after analogue switch-off. The objective is to see if it will be possible to complement SAORVIEW overspill into Northern Ireland with some Northern Ireland-based transmitters and thereby expand the availability of these services to more than 90% of the population in Northern Ireland on a Free-To-Air basis.

11. IRISH FREE TO AIR TELEVISION SERVICES ON SATELLITE

- 11.1 How Can I Get The Irish Free-To-Air Television Services From A Satellite Without A subscription Or Other Pay Service?**
- 11.2 What Services Can I Get From Satellite?**
- 11.3 When Will The Irish Free-To-Air Services Be Available Free-To-Air From Satellite?**

11.1 How Can I Get The Irish Free-To-Air Television Services From A Satellite Without A subscription Or Other Pay Service?

RTÉNL has put a new Free-To-Air satellite solution, SAORSAT, in place which makes it possible for Irish broadcasters (television and radio) to reach every home in Ireland Free-To-Air should they wish to do so.

At present all of RTÉ's television and radio services are carried on SAORSAT. TG4's television service is also carried on SAORSAT.

The SAORSAT platform has capacity to carry additional television and radio services, in addition to RTÉ's, should any broadcasters wish to make their service available on this platform.

For further information look up the SAORSAT information on RTÉNL's website www.rtenl.ie.

11.2 What Services Can I Get From Satellite?

In addition to the services in section 11.1 above, there are more than 140 commercial satellites with coverage footprints over Europe and of these more than 30 have clear-sky-view of Ireland.

These satellites are used for many purposes including, but not limited to, national and international telecommunications, broadband, company to company networks, audio, and television services.

The vast majority of services carried on satellites are protected or encrypted in one form or another to protect their privacy and to eliminate unauthorised access.

There are some Free-To-Air services, such as television and radio, carried on some satellites.

You must be in a location that is covered by the satellite service you wish to receive.

Additionally:

In order to receive services from any satellite you must have an appropriately equipped satellite dish and an appropriate decoder box and where necessary appropriate authorisation.

Satellite signals are transmitted wirelessly. Every reasonable effort is made to ensure that satellite services are focused on the targeted area, however, wireless signals do not recognise land borders and therefore services intended for one jurisdiction very often overspill into other jurisdictions.

11.3 When Will The Irish Free-To-Air Television Services Available Free-To-Air From Satellite?

RTÉNL has put a new Free-To-Air satellite solution, SAORSAT, in place which makes it possible for Irish broadcasters (television and radio) to reach every home in Ireland Free-To-Air should they wish to do so.

At present all of RTÉ's television and radio services are carried on SAORSAT. TG4's television service is also carried on SAORSAT.

The SAORSAT platform has capacity to carry additional television and radio services, in addition to RTÉ's, should any broadcasters wish to make their service available on this platform.

For further information look up the SAORSAT information on RTÉNL's website www.rtenl.ie.

12. WHO PAYS AND WHAT DOES IT COST?

- 12.1 In The Future Will I Have To Pay Someone To Continue to Get The Irish Television Services (RTÉ One, RTÉ Two, TV3 & TG4) That I Currently Get for Free?**
- 12.2 Is A Television Licence Still Required When Ireland Moves To Digital?**
- 12.3 Will The Television Licence Cost Increase Because Of the Move To Digital, SAORVIEW?**
- 12.4 This Technology Change Is Being Forced On Us By the European Union And The Government. Who Is Going To Pay For My Aerial Work And My Set-Top-Box?**
- 12.5 Will There Be A Fund To Help Genuine Hardship Cases?**
- 12.6 Why Isn't, At Least Part Of, The €500 Million That The Government Is Getting For Digital Dividend Used To Help People With The Costs (question 3.1)?**
- 12.7 What Does A Set-Top-Boxes, An integrated Digital TV's, Or Aerial Works, Cost?**

12.1 In The Future Will I Have To Pay Someone To Continue to Get The Irish Television Services (RTÉ One, RTÉ Two, TV3 & TG4) That I Currently Get for Free?

Apart from the ongoing requirement to have a television licence there will be no subscription or other pay per view type service required to receive the Irish Free-To-Air television services (RTÉ One, RTÉ Two, TV3 & TG4). In addition to the existing four services SAORVIEW will also have some additional Free-To-Air television and radio services without subscription.

The Irish services that you currently get Free-To-Air will continue to be available to the population of Ireland on a Free-To-Air basis.

You do not need a subscription service with any party.

You do not need a contract with any party.

12.2 Is A Television Licence Still Required When Ireland Moves To Digital?

Yes a television licence is still required. In basic terms the Licence is for having the television set rather than what services it shows.

Television licences are granted by the Minister for Communication, Energy and Natural Resources to a person to keep and have possession of a television set. Section 140 of the Broadcasting Act 2009 defines a television set as “any electronic apparatus capable of receiving and exhibiting television broadcasting services broadcast for general reception (whether or not its use for that purpose is dependent on the use of anything else in conjunction with it) and any software or assembly comprising such apparatus and other apparatus”. In basic terms if you have a 'television set', you must have a licence. The licence is for having a television set regardless of whether it is in use or not, regardless of whether a signal is available or not and regardless of what signal is used (terrestrial, cable, MMDS, satellite, broadband, etc.).

If you have any issues in relation to the purpose and / or payment of TV Licence fees in Ireland that require further clarification please raise these with An Post and / or the Department of Communications, Energy and Natural Resources.

12.3 Will The Television Licence Cost Increase Because Of the Move To Digital, SAORVIEW?

No. There is no increase in the licence fee for the move to digital television, SAORVIEW.

Rolling out the national infrastructure necessary to transmit SAORVIEW to the population of Ireland has required a substantial up front capital investment by RTÉNL. The efficiencies created by the move to digital technology for SAORVIEW enables RTÉNL to transmit the individual services (RTÉ One, RTÉ Two, TV3 & TG4) for less than it costs using traditional Analogue Terrestrial Television service.

RTÉ, as the provider of two national public service television channels (RTÉ One and RTÉ Two), four national public service radio channels (RTÉ Radio 1 FM, RTÉ Radio 1 LW, RTÉ 2FM, RTÉ Lyric FM & RTÉ RnaG), digital radio services (RTÉ 2XM, RTÉ Choice, RTÉ Junior / Chill, RTÉ Gold, RTÉ Pulse and RTÉ Radio 1 Extra) and other services (RTÉ National Symphony Orchestra, RTÉ Concert Orchestra, RTÉ Vanbrugh Quartet, RTÉ Philharmonic Choir, RTÉ Cór na nÓg, www.rte.ie, RTÉ player, RTÉ Guide, etc.) is the grateful recipient of the largest proportion, but not all, of TV Licence monies collected by An POST on behalf of the Department of Communications, Energy and Natural Resources.

In addition to An POST's own collection costs, a significant percentage of the total licence fee collected is allocated to the Broadcasting Authority of Ireland's Sound & Vision Fund and a further circa €10 million goes to TG4 before the remaining balance is allocated to RTÉ by way of grant-in-aid by the Department of Communications, Energy and Natural Resources. Out of its grant-in-aid allocation RTÉ's provides services to the value of circa €10 million to TG4 without recharge.

RTÉ is not itself involved in the sale of TV Licences as under current legislation the only party legally entitled to sell TV Licences to the general public is An POST (acting the Agent of the Minister for Communications, Energy and Natural Resources). In addition, the Department of Community & Family Affairs (DCFA) distributes TV Licences to eligible social welfare recipients.

Television licences are granted by the Minister for Communication, Energy and Natural Resources to a person to keep and have possession of a television set. Section 140 of the Broadcasting Act 2009 defines a television set as "any electronic apparatus capable of receiving and exhibiting television broadcasting services broadcast for general reception (whether or not its use for that purpose is dependent on the use of anything else in conjunction with it) and any software or assembly comprising such apparatus and other apparatus". In basic terms if you have a 'television set', you must have a licence. The licence is for having a television set (or apparatus) regardless of whether it is in use or not, regardless of whether a signal is available or not and regardless of what signal is used (terrestrial, cable, MMDS, satellite, broadband, etc.). If you have any issues that require further clarification in relation to the purpose and payment of TV Licence fees in Ireland you should be raised these with An Post and / or the Department of Communications, Energy and Natural Resources.

12.4 This Technology Change Is Being Forced On Us By the European Union And The Government. Who Is Going To Pay For My Aerial Work And My Set-Top-Box?

Unfortunately you have to pay for your own receiver equipment, SAORVIEW Set-Top-Box and any necessary aerial upgrade.

12.5 Will There Be A Fund To Help Genuine Hardship Cases?

This is an issue for the Department of Communications, Energy and National Resources (DCENR).

12.6 Why Isn't, At Least Part Of, The €500 Million That The Government Is Getting For Digital Dividend Used To Help People With The Costs?

The €500 million mentioned (question 3.1), is a Government's estimated value of the benefits of the Digital Dividend to the economy over a ten year period. This is based on new services creating new jobs, using Irish facilities and services and paying taxes.

12.7 What Does A Set-Top-Boxes, An integrated Digital TV's, Or Aerial Works, Cost?

Set-Top-Box

A SAORVIEW approved Set-Top-Box is currently (Jan 2012) available for around €50.

Some Set-Top-Boxes costing around €80 have some built in recorder functionality but they do require connection to an external hard drive before the record function will work.

Each television needs a Set-Top-Box unless it's a SAORVIEW approved iDTV.

iDTVs

The cost of iDTV's varies substantially between makes, models, sizes and with the number of additional features (DVD/Blu-Ray, internet browsing, skype, media players, etc.) that are inbuilt into the iDTV.

Basic SAORVIEW approved iDTV's are currently (Jan 2012) available from retailers starting at, or close to, the following price points:

- 16 inch screen c. €130
- 22 inch screen c. €180
- 26 inch screen c. €250
- 32 inch screen c. €270

Aerial Works

Aerial installation costs vary with the complexity of the job and vary a little depending on location in the country. For your average house based on a competent installer, 20 mile round trip and 1 year guarantee:

- **Full Installation of a new rooftop aerial** for SAORVIEW to a single television should cost a maximum of around **€150** (including VAT) fully installed (aerial, chimney/wall bracket, cable-surface clipped, installation.).

Each additional room will cost somewhere between €30 and €45 per room (including VAT).

- A **basic UHF aerial**, if needed (the vast majority of Free-To-Air homes already have one), can be sourced for around **€20** (including VAT). Good quality aerial can be sourced for around €40 (including VAT).
- A **service call** to redirect an aerial and check over the rest of the aerial installation will cost somewhere **between €50 and €70** (including VAT).
- Reasonable quality **masthead amplifier** with power supply unit costs around **€35**(including VAT).
- Reasonable quality, powered, 4 way **distribution amplifier** costs around **€20** (including VAT).

With any installation if you are disconnecting an old or different aerial or satellite dish and the installer can use the existing cables the cost should drop significantly.

The spectrum used for wireless services is becoming more and more congested. This includes the radio spectrum used for television broadcasting which is reducing. As different services are moving closer and closer together cross service interference becomes more of an issue. If you are doing work, or having work done on your television aerial, RTÉNL recommend that you ensure that the aerial is restricted, in so far as is possible, to the television broadcast band only (UHF channel 21 to 60). To protect your television services against interference into the future frequencies / channels above and below this should be filtered out.

13. HOW DO I IDENTIFY A COMPETENT AERIAL INSTALLER?

TAKE THE TIME TO BE COMFORTABLE THAT YOU KNOW EXACTLY WHO YOU ARE LETTING INTO YOUR HOME

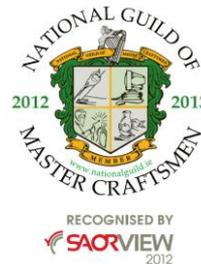
It is important to understand what you need and what you don't need to receive the SAORVIEW or SAORSAT service. If after reading through the available material you are still unsure as to what to do call the SAORVIEW information line or visit a SAORVIEW registered retailer for more information. For a list on SAORVIEW registered retailers in your area go to: [Find a SAORVIEW Registered Retailer](#). There are always people who will try to take advantage of people on the back of something new, like the change to digital television. As a general rule, if an offer seems too good to be true – in a leaflet, advert, by phone, e-mail or personal approach – it probably is. Be wary and read the details of the deal carefully.

If you think you've been deceived or misled in relation to the purchase of digital TV receiving equipment, for example a TV, set-top box, aerial or satellite dish or the installation of any of this equipment, contact the National Consumer Agency on 1890 432 432 or 01 402 5555.

Finding A Competent Local Installer

The aerial installation trade in Ireland is unregulated at present. SAORVIEW and or RTÉNL is not in a position to confirm the competence of any aerial installer and therefore **there is no such thing as a SAORVIEW installer**. However, SAORVIEW can direct you to a number of trade bodies with competence in this area who undertake vetting and registration of their members. If you require an aerial installer, the following organisations are recognised by SAORVIEW will be able to provide you with a list of registered members in your area.

- Confederation of Aerial Industries Ltd.
- Irish Satellite and Aerial Association
- National Guild of Master Craftsmen



<http://www.cai.org.uk/component/content/article/474>

<http://www.isaa.tv/isaamap.htm>

<http://www.nationalguild.ie/>

As with any service, make sure the companies or individuals you deal with are well established. If someone is coming to your home to do some work, it is always advisable to check their track record and ask for references from previous clients. Ask your friends, relatives and neighbours who may have received similar services for recommendations - it is always best to deal with someone you know.

Be safe. Neither SAORVIEW nor RTÉ will ever send anyone to your door to check your television or aerial.

Neither SAORVIEW nor RTÉ has commissioned or endorsed any door-to-door sales activities under the SAORVIEW, SAORSAT or RTÉ brands. The SAORVIEW or SAORSAT logos are not permitted for use by any direct sales companies. Any approach from door-to-door sellers purporting to be acting for SAORVIEW or SAORSAT is categorically not endorsed by SAORVIEW or RTÉ.

We are aware of a small number of people misrepresenting themselves as employees of RTÉ, SAORVIEW or SAORSAT. Some of these people may be wearing clothing with the RTÉ, SAORVIEW or SAORSAT logos, these people are not employees or agents of RTÉ, SAORVIEW or SAORSAT.

Appropriate action is being taken against anyone misusing either brand to further their sales activities. There may be genuine door-to-door sales people in your area offering legitimate services associated with digital switchover. As with any stranger appearing on your doorstep, please exercise caution when dealing with any person offering to install a set-top-box or suggesting you need a new aerial installation*.

Please be advised that aerial installers are not permitted to use the SAORVIEW, SAORSAT or RTÉ logos on clothing or vehicles. When choosing an aerial installer, our advice is to ask friends or neighbours for a recommendation or to choose one from one of the three recognised registration bodies listed above; installers registered with these bodies will have the necessary competence to complete the installation. If someone is coming into your home to do some work, it is always advisable to check their track record and ask for references from previous clients.

If you feel that you have been misled in relation to the sales of equipment or installation services please contact the National Consumer Agency on 1890 432 432 or 01 402 5555.

* Most people with aerials already have an UHF aerial which will receive the SAORVIEW service, however, the decision to upgrade your aerial is up to you.

TAKE THE TIME TO BE COMFORTABLE THAT YOU KNOW EXACTLY WHO YOU ARE LETTING INTO YOUR HOME