

DIGITAL TV/CONVERTER BOX Q & A FROM PHONE BANK, 5/20/08

Q: HOW CAN I GET THE COUPONS?

A: CALL 1-888-DTV-2009 OR USE THE WEBSITE: WWW.DTV2009.GOV

Q: I HAVE CABLE (OR SATELLITE) – DO I NEED A CONVERTER BOX?

A: ONLY ON TELEVISION SETS IN YOUR HOME THAT ARE NOT HOOKED UP TO A CABLE OR SATELLITE SERVICE.

Q: WHAT DO I NEED TO USE MY VCR?

A: IF YOU ARE HOOKED UP TO CABLE OR SATELLITE YOU ARE FINE – BUT IF YOU ARE HOOKED UP TO AN ANTENNA, YOU WILL NEED A CONVERTER BOX FOR EACH ITEM IF YOU WISH TO RECORD ONE CHANNEL WHILE WATCHING ANOTHER.

Q: DO I NEED A BOX FOR MULTIPLE TELEVISIONS WITH AN ANTENNA?

A: YES, ONE FOR EACH TELEVISION

Q: HOW DO I KNOW IF MY TV IS DIGITAL OR HIGH-DEF TV?

A: EASIEST WAY TO FIND OUT IS LOOK AT THE OWNER'S MANUAL – IF IT SAYS HD-TV, DIGITAL TUNER OR ATSC TUNER, IT WILL WORK FINE.

Q: HOW LONG DOES IT TAKE TO RECEIVE THE COUPON ONCE YOU'VE ORDERED IT?

A: UP TO 6 WEEKS, AND THEN IT MUST BE USED WITHIN 3 MONTHS AFTER RECEIVED.

Q: CAN THE CONVERTER BOX WORK WITH MY PORTABLE TELEVISION? (BATTERY OPERATED)

A: YOU WOULD NEED A SEPARATE ANTENNA AND A BATTERY ADAPTOR FOR THE CONVERTER BOX SUCH AS AN AC TO DC CONVERTER. THE ANSWER AT THIS TIME IS PROBABLY NOT, BUT THIS COULD CHANGE IN THE FUTURE.

Q: CAN YOU USE THE CONVERTER BOX IN AN RV?

A: YES, BUT YOU WILL NEED TO RE-SCAN EACH TIME YOU GO TO A NEW AREA.

Q: I HAVE AN OLD OUTSIDE ANTENNA, WILL IT WORK?

A: IT MAY REQUIRE PROFESSIONAL ATTENTION/UPDATING.

Q: WILL MY OLD TV WORK OR DO I HAVE TO BUY A NEW ONE?

A: YES. ALL OLD TV SETS THAT ARE HOOKED UP TO AN ANTENNA WILL REQUIRE A DTV CONVERTER BOX. IF YOUR TV SETS ARE HOOKED UP TO A CABLE OR SATELLITE SERVICE YOU SHOULD BE FINE.

Q: DO I NEED TO GET A CONVERTER BOX THAT IS THE SAME BRAND AS MY TV SET?

A: NO. ALL BRANDS SHOULD WORK OK.

Q: I HAVE SATELLITE AND USE AN ANTENNA FOR THE LOCAL CHANNELS. DO I NEED A CONVERTER BOX?

A: YES.

Q: CAN I GET RID OF MY DIGITAL CABLE BOX?

A: IF YOU RECEIVE THE DIGITAL CABLE PACKAGE FROM YOUR CABLE SUPPLIER YOU WILL STILL NEED THE CABLE BOX.

Q: MY CABLE COMPANY IS MOVING CHANNELS, AND THEY SAY I NEED A CABLE BOX. DO I NEED A CABLE BOX?

A: IF YOUR CABLE SUPPLIER IS MOVING AN ANALOG CHANNEL TO A DIGITAL ONLY SERVICE YOU MAY NEED A CABLE BOX.

Q: I LIVE IN A SENIOR CENTER DO I NEED A CONVERTER BOX?

A: YOU SHOULD TALK WITH THE STAFF OF YOUR CENTER. IF THEY HAVE CABLE THEY SHOULD BE FINE. IF THEY HAVE A SHARED CATV ANTENNA SYSTEM THEY MAY NEED TO CONTACT A PROFESSIONAL INSTALLER FOR HELP.

Q: WHY CAN'T I GET ALL THE DIGITAL TV STATIONS ON MY DIGITAL TV OR CONVERTER BOX?

A: THERE ARE MANY REASONS WHY YOU ARE HAVING DIFFICULTY SUCH AS: ANTENNA PROBLEMS, BAD CABLE FROM THE ANTENNA, BAD ANTENNA AMPLIFIER, TOO FAR FROM THE STATION, ANTENNA POINTED IN THE WRONG DIRECTION WHEN YOU SCAN OR YOU ARE TOO FAR AWAY FROM THE STATION. THESE ARE JUST A FEW OF THE PROBLEMS THAT MAY CAUSE YOUR PROBLEM.

Q: I HAVE RABBIT EARS ON MY TV – DO I NEED A CONVERTER BOX?

A: YES IF YOUR TV DOES NOT HAVE A DIGITAL TUNER. NO IF YOUR TV HAS A DIGITAL TUNER.

Q: I CAN'T FIND THE CONVERTER BOXES THEY ONLY GET A FEW IN. WHERE CAN I GET ONE?

A: THE LOCAL STORES ARE GETTING MORE AND MORE OF THESE BOXES. YOU MAY NEED TO TRY ANOTHER RETAILER. THE LETTER YOU RECEIVED WITH YOUR COUPON CARDS WILL HAVE A LIST OF LOCAL RETAILERS.

Q: I HAVE A CONVERTER BOX ALREADY. DO I NEED TO WAIT UNTIL FEBRUARY 2009 TO USE IT?

A: NO! YOU SHOULD START USING IT AS SOON AS YOU CAN. YOU MAY HAVE SOME OF THE OTHER ISSUES THAT PREVENT YOU FROM HAVING A GOOD SIGNAL. USING THE BOX EARLY WILL GIVE TIME TO CORRECT THE PROBLEMS BEFORE THE ANALOG TV CHANNELS ARE DISCONTINUED. ALSO MOST OF THE STATIONS HAVE ADDITIONAL CHANNELS AVAILABLE ON THE DIGITAL TRANSMISSION.

Q: CAN I PUT A SPLITTER ON THE OUTPUT OF THE CONVERTER BOX?

A: IF YOU DO, BOTH TV SETS WILL ONLY BE ABLE TO WATCH THE SAME CHANNEL THE BOX IS TUNED TO. YOU WILL NEED A SEPARATE BOX IF YOU WANT TO WATCH DIFFERENT CHANNELS AT THE SAME TIME.

Q: WHY WON'T THEY SEND THE BOX TO A P.O. BOX?

A: AT THIS TIME THEY NEED A HOME ADDRESS TO SEND THE BOXES. THIS IS AN ISSUE BROADCASTERS ARE TALKING TO THE GOVERNMENT TO GET RESOLVED. THIS MAY CHANGE IN THE FUTURE. CONTACT YOUR GOVERNMENT REPRESENTATIVE SO THEY MAY BE INFORMED TO HELP.

Q: I LIVE IN A SENIOR HOME AND WHEN I CALLED TO GET MY COUPON THEY SAID THEY COULD NOT SEND ME ONE BECAUSE SOMEONE ALREADY USED THE ADDRESS. HOW DO I GET ONE?

A: THIS IS AN ISSUE BROADCASTERS ARE TALKING TO THE GOVERNMENT TO GET RESOLVED. THIS MAY CHANGE IN THE FUTURE. CONTACT YOUR GOVERNMENT REPRESENTATIVE SO THEY MAY BE INFORMED TO HELP.

Q: I INSTALLED MY CONVERTER BOX AND NOW I DON'T GET THE ANALOG CHANNELS. WHATS WRONG?

A: YOU MAY HAVE A CONVERTER BOX THAT DOES NOT PASS THE ANTENNA SIGNAL WHEN IT IS TURNED OFF. TO GET AROUND THIS YOU WILL NEED TO BUY AND INSTALL AN ANTENNA SPLITTER AND RF SWITCH IN YOUR SYSTEM. FOR HELP ON THIS CONTACT AN ELECTRONIC STORE OR AN ANTENNA INSTALLER.

Q: I HAVE AN ANTENNA ON MY ROOF THAT HAS THE FLAT CABLE. WILL IT WORK?

A: YOU SHOULD LOOK AT REPLACING THE FLAT CABLE WITH COAX CABLE. THIS ALSO MAY INDICATE THE AGE OF THE ANTENNA AND IT MAY ALSO NEED TO BE REPLACED.