

Equipment issues: Vestel DTR – Type T810 only

Missing services

Issue: In Selkirk, existing DTT viewers owning early Vestel DTRs in common designs but under various brands (see below) purchased in mid 2006-mid2007 found that their product could not deliver BBC services at DSO Stage 1 on 6 November. This extended to no ITV or Channel 4 services from DSO Stage 2 if the owner missed an overair update.

Why? On 6 November 2008 - these products were found to be unable to decode a new 8K based BBCA signal transmitted on UHF Channel 62 with a negative offset. (The use of a offset is designed to remove interference with other channels.)

Which models? Note this refers **only to models built on the T810 design**. The consumer should check below the base (not the back) of their receiver for a T810 label:



Makes & Models:

T810 based PVRs first appeared in Summer 2006, and phased out around August 2007:

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| <ul style="list-style-type: none">• Digihome PVR80 (Argos)• Digihome PVR160 (Argos)• Dual PVR 80 (Asda)• Dual PVR160 (Asda)• Durabrand DPVR801 (Asda)• Evesham PVR160 | <ul style="list-style-type: none">• Goodmans GHD8015F2• Grundig GUSTB801V• Grundig GUSTB160IV• Hitachi HDR080 (Argos)• Hitachi HDR160 (Argos) | <ul style="list-style-type: none">• Maplin PVR80• Sharp TU160H• Techwood PVR80 (Tesco)• Techwood PVR160 (Tesco) |
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What was done? A software update was developed by Vestel in Turkey for the models above and broadcast over-air by the BBC to fix the affected products. This was either through the receiver doing an auto update at around 3am and requiring the product to be in standby mode, or the user initiating the download through the product's menus.

Going forward:

Negative offsets have been used prior to DSO and will be needed in future DSO regions. Transmitters using UHF channels 30 and 62 always use them. Where channel 29 or 61 is also in use at the same site, that channel will also have a negative offset. Sometimes other channels may also have a negative offset, but only in order to simplify the transmitter engineering.

Check for offsets with the Digital UK postcode checker at www.digitaluk.co.uk.

Those expected to report the issue are only those that have the old software and using a main transmitter. There are negative offsets applied to some muxes at relays but it is unlikely that consumers using these would have purchased products two years before DTT commences for the first time. Exceptions would be owners that have moved home, inherited product from family or purchased second-hand.