

Equipment issues: Philips DTR220 (version 1.63.01 only)

Loss of BBC TV services

Issue: Switchover tests for Caldbeck have revealed that those Philips DTR220-05 digital boxes with software version 1.63.01 only cannot handle joint BBC England and BBC Scotland regional service data being broadcast from the Caldbeck main transmitter group. As a result, these products fail to show BBC TV services. Importantly, the usual manual search, aerial out /aerial in, or adding attenuator methods for handling regional overlaps, do not address the problem.

Why? From switchover Caldbeck will carry seven muxes through nine transmitters (to include the BBC Scotland feed):

	Public Services Muxes			Commercial Multiplexes		
Into England	BBC-A (Eng)	D3&4 (Eng)	BBC-B (Eng)	SDN	Arqiva-A	Arqiva -B
Into Scotland	BBC-A (Scot)	D3&4 (Eng)	BBC-B (Eng)	SDN	Arqiva-A	Arqiva -B


The ongoing feeds to relays from the primary Caldbeck mast carry Network Information Table (NIT) data for all English and Scottish services. (*Excludes Kendal and Douglas on the Isle of Man that run dedicated NIT tables for the related transmitters in their groups*). While receivers normally filter the data to tally with the actual TV services being transmitted from each mast, the particular version of the Philips DTR220-05 decodes the full NIT data in the broadcast stream. Having found the English data first, the product carries on to decode the Scottish data too. So even the manual search facility for the desired PSB1 mux is used, the English data within it is then overwritten by the Scottish services data.

Which models? Note: this refers only to early models built with software version 1.63.01.

These were distributed up to June 2008 when a new 1.65 software version was launched. The 1.65 versions have also been tested and found to work perfectly.



You can check which version your product has by switching the product on and using the DTR220-05 remote control:

1. Press MENU
2. Scroll to option four  "Technical Information" and press OK
3. Select "System Information" and press OK
4. Line 5 "Software Version" carries the relevant information



Consumer Experience: The experience may vary slightly depending on where the home is located. As the Scottish data is the last that the model decodes, those homes in Scotland only able to receive Scottish services are expected to receive BBC services.

As the full NIT data is carried across all Caldbeck transmitter group relays, homes in England and out of reach of the Scottish services could still experience the issue.

This will include homes in Copeland as the Whitehaven, Gosforth and Eskdale Green transmitters that switched in 2007 are fed by Caldbeck.

For most with version 1.63.01 models the main experience is expected to be as follows:

- On picking up the BBC-A multiplex, the product detects the BBC England data first and loads the nine related services (e.g. BBC1, BBC2, etc) Then an on-screen message appears as opposite.
- ITV, Channel 4 and non PSB1 services are stored in their usual Logical Channel Number positions.
- BBC Scotland names with or without services appear in LCN 800s.
- After a random amount of time the same on-screen message appears
- At this point working BBC-A England channels are replaced with non-working BBC-A Scotland services in the usual LCN (1 for BBC1, 2 for BBC2, 7 for BBC3 etc)



Manufacturer position: Earlier this year, Philips sold their final stake in the set top box business to their partner Pace. Both parties are aware of the issue and are being encouraged by Digital UK, the BBC, Freeview and Digital Multiplex Operators Ltd (DMOL) to produce a software update for overair download.

The manufacturers indicate such an update is feasible but expected to take a few weeks to prepare. Broadcast capacity is being made ready by the Digital TV Group Engineering Channel and BBC.

Action: Until such time as a download is made available, there is no manual search solution or other fix. **Only those with the 1.63.01 version of the DTR220-05 model should be directed to contact Pace/Philips on 0800 331 6015 between 8:30am and 8pm for more information or support.**

