

I was able to get your digital channel before (on a converter box or digital TV) but now I can't receive your signal any longer.

- [Please rescan your channels on your converter box or digital TV.](#)
 - Reason – We switched from digital UHF channel 52 back to digital VHF channel 9 and their digital TV is still looking for our channel on UHF 52. Once they rescan their channels the digital TV should see our channel again on channel 9.

I was able to get your signal really well before and now it breaks up or pixilates all the time. I already did a rescan of the channels and it picks up the channel but it still “breaks up” all the time.

- [It sounds like you may have an antenna problem. What type of antenna do you have?](#)
 - Indoor antenna or rabbit ears
 - With this style of antenna you can get very mixed results. Depending on your location, structure of your house, location of the antenna within your house can all have an affect your reception.
 - Best thing is to try a different position, move the antenna around to improve reception.
 - The reason it changed and is different now – is that we switched our digital signal from the UHF band to the VHF band. On many indoor antennas this means that you will need to readjust them to find the best signal strength for the new channel (VHF channel 9)
 - If it still not coming in after adjusting you should consider moving to an attic our outside antenna.
 - Outdoor or attic antenna
 - What type of antenna is it? Is it a UHF / VHF combination antenna?
 - In order to get the most channels in this area you will need a VHF and a UHF antenna or a combination one that gets both.
 - Reason – KCRG was on the UHF band on channel 52. We are now transmitting on the VHF band on channel 9.
 - For reference – What other stations in the area are on
 - VHF Channels
 - KCRG channel 9
 - KWWL channel 7
 - KIIN channel 12 (IPTV in West Branch)
 - UHF Band
 - KGAN channel 51
 - KRIN channel 35 (IPTV in Walker – the one on our tower)
 - KFXA channel 27 (Fox by Vinton)
 - KWKB channel 25 (WB in West Branch)
 - If it is a UHF and VHF antenna but still can't pick us up very well
 - You may need to try adjusting your antenna in order to improve your signal. KCRG's tower is located near Walker Iowa. That is the direction you will need to point your antenna in order to pick us up the best.
 - If someone is saying they are getting Davenport channels or WB 25 really well but not KCRG or KGAN very well they should check the direction of their antenna since it sounds like it might be pointed the wrong direction.

I think this is terrible that you are doing this!!! Who do I talk to about it? Who can help me?

- [Here is a DTV Hotline number you can call – 1-888-CALL-FCC \(1-888-225-5322\)](#)

Will my current analog TV still work any longer?

- Yes – see below
 - It will continue to work if you are on cable or satellite and your provider is still providing that service for you.
 - You can connect a converter box to your current analog TV
 - I believe there are still \$40 FCC coupons available
 - You can visit www.dtv2009.gov or call 1-888-388-2009 to check on the Digital To Analog Converter Box Coupon Program.
 - You can still use you analog TV for other uses that you already us it for today. For example playing back a DVD with your current DVD player, playing video games on video game systems (Nintendo, Xbox, Playstation).

Will my portable radio that I listen to KCRG on work any longer?

- Unfortunately it will no longer work.
 - The TV tuner that was built in to those portable radios was analog, now that we no longer broadcast an analog signal, those radios will not tune in KCRG. At this time I have still not seen a replacement radio that has a built in digital TV tuner?!?

I am on cable or satellite and am not able to get your digital signal any longer?

- Please call your service provider and make sure they have performed all the necessary changes in order to receive KCRG's digital signal. KCRG has been working with many cable and satellite companies to coordinate the June 12th change over to make sure they will be ready. Other than assisting them there is nothing we can do and the service provider will need to make the corrections.

I'm still not getting KCRG's digital channel very well will you be increasing your power soon?

- KCRG is currently broadcasting our digital signal at our fully licensed power. Without approval from the FCC we are not able to go any higher with our power.

What brand or type of antenna should I get?

- Very good resources for determining what stations you can receive in this area and what type of antenna you should get are:
 - www.tvfool.com
 - It allows you to type in your address under the TV Signal Locator link and it will let you know which channels are available in your area. How far you are away from the TV transmitters you are and which direction to point your antenna. There si also a color code for whether an internal antenna may work, attic antenna or you will need a strong outdoor antenna to receive the channels.
 - www.antennaweb.org
 - Performs the same tasks as TVfool but also gives you a color coding for antenna type. Yellow, Red, Blue, Violet. If you then log into a TV antenna manufactures website (like Channel Master or Winegard) you can match the color with the type of antenna.
 - <http://www.channelmasterintl.com/terr/outdoor.html>
 - Channel Master website to match antenna with proper color
 - WWW.dtv.gov
 - FCC site. A lot of good information