



CITY	ADDRESS	COUNTY	MILES FROM ALLEMAN
Altoona	N/A	Polk	20.2
Ames	N/A	Story	17
Ames	N/A	Story	17
Ames	N/A	Story	17
Ames	N/A	Story	17
Ames	5458 Frost Drive	Story	17
Ames	420 25th Street	Story	17
Ames	N/A	Story	17
Ankeny	N/A	Polk	6.2
Des Moines	2200 Stanton Ave.	Polk	19.1
Des Moines	46th & University	Polk	19.1
Des Moines	1106 Rittenhouse St.	Polk	19.1
Des Moines	N/A	Polk	19.1
Eagle Grove	N/A	Wright	78.9
Eagle Grove	N/A	Wright	78.9
Eldora	N/A	Hardin	65.1
Fort Dodge	N/A	Webster	80.5
Fort Dodge	N/A	Webster	80.5
Grimes	N/A	Dallas/Polk	17
Grimes	N/A	Dallas/Polk	17
Indianola	N/A	Warren	41.4
Lake Panorama	N/A (client)	Guthrie	46.5
LeGrand	N/A	Marshall/Tama	57.1
LeGrand	N/A	Marshall/Tama	57.1
LeGrand	N/A	Marshall/Tama	57.1
Lucas	N/A	Lucas	70.8
Nevada	N/A	Story	22.3
Oskaloosa	N/A	Mahaska	75.8
Oskaloosa	N/A	Mahaska	75.8
Panora	N/A	Guthrie	46.5
Panora	N/A	Guthrie	46.5
Pella	N/A	Marion	58.6
Pella	N/A	Marion	58.6
Perry (sent email twice)	N/A	Dallas	33.3
Pleasant Hill	335 56th Court	Polk	23.4
State Center	N/A	Marshall	36.8
Story City	N/A	Story	29.4
Truro	N/A	Madison	57.5
Urbandale	3820 64th Street	Polk/Dallas	22.5
Urbandale	86th & Douglas	Polk/Dallas	22.5
West Des Moines	N/A	Polk/Dallas/Warren	25.3
Zearing	N/A	Story	39.7

NOTE: EMAILS WITHOUT TOWN LOCATION OR ADDRESSES 24

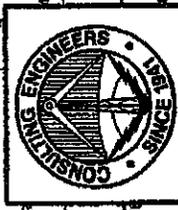
Total: 66 total complaints.



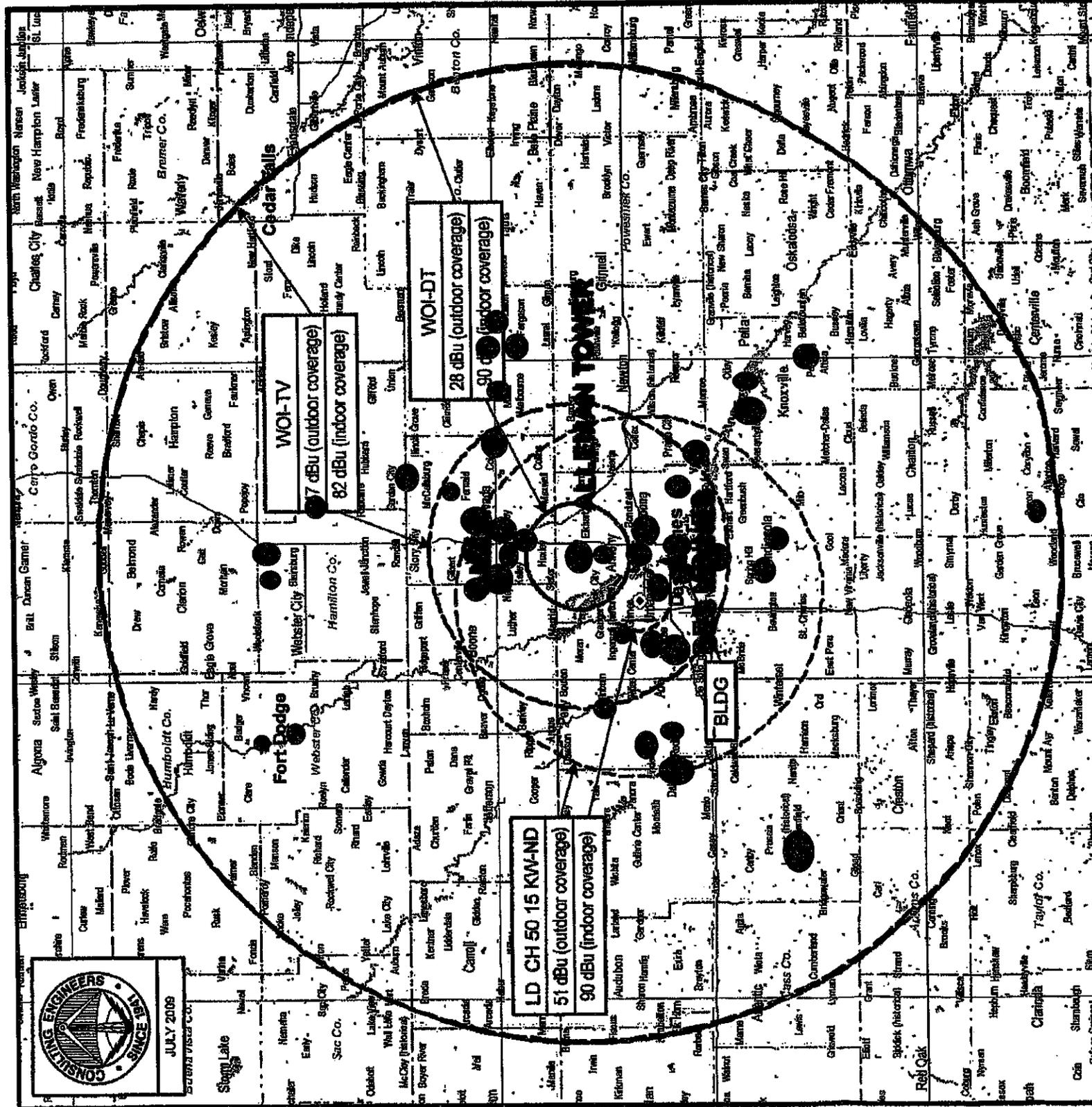
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NOTE: EMAILS WITHOUT TOWN LOCATION OR ADDRESSES 24

Total: 66 total complaints.



JULY 2009
STANLEY VISER CO.



WOL-TV
87 dBu (outdoor coverage)
82 dBu (indoor coverage)

WOL-DT
28 dBu (outdoor coverage)
90 dBu (indoor coverage)

LD CH 50 15 KW-ND
51 dBu (outdoor coverage)
90 dBu (indoor coverage)

BLDG

ELMER TOWER

Randy Shelton

From: Michael C Woody <MichaelC@ideas2burn.com>
Sent: Monday, January 16, 2017 8:58 AM
To: Randy Shelton
Subject: Happy slippery morning

Hope everyone made it safely to work (or not).

I have a quick question for you.

I've cancelled my cable at Panorama for the off-season and last weekend put up an antennae to receive whatever digital signals were available. I got 18 channels, all the major nets and their digital subs channels. I cannot get anything for ABC? I do get KCWI though!

What am I doing wrong? I've programmed it a couple of times to be sure.

Michael C Woody
President/Chief Idea Officer
Capital Ideas LLC
515.556.5373

Randy Shelton

From: Joe Tharpe <joet@tigdistributing.com>
Sent: Monday, January 02, 2017 10:51 AM
To: Randy Shelton
Subject: signal this morning? 10:49 am 1/2/17

Hi – we were watching your channel over the air HDTV, and suddenly we have no signal at all. Normally have been watching and get 60 or better signal here in State Center.

Is there something that would cause the signal to go to 0 today?

Thanks in advance,
Joe Tharpe
State Center, IA

Randy Shelton

From: WeAreIowa Contact Form <info@weareiowa.com>
Sent: Monday, December 12, 2016 11:04 AM
To: Randy Shelton
Subject: Submission from WeAreIowa.com

Your Name : Jan Cassady

Email Address : tcassady@netins.net

Subject : reception

Message : About a week ago we lost reception for your channel. All others are OK. Are you having technical problems. Do you have any suggestions on how to get your channel back?

Thank you.

Randy Shelton

From: WeAreIowa Contact Form <info@weareiowa.com>
Sent: Tuesday, November 01, 2016 8:53 PM
To: Randy Shelton
Subject: Submission from WeAreIowa.com

Your Name : Roland Roghair

Email Address : rdroghair@wccta.net

Subject : signal

Message : Where is your channel tonight? Nothing. You were dependable before digital tv. Now, very undependable. All other channels 100%. You, no signal. Buy stronger signal or change channel to 15.1 as all double digits have no problems.

Randy Shelton

From: Tom Anderson <kyot5@yahoo.com>
Sent: Saturday, October 29, 2016 7:32 PM
To: Randy Shelton
Subject: ABC

What are the chances of you moving your ABC network broadcasting to channel 23? Channel 5 doesn't come in on the majority of the new over the air antennas since they are not tuned for anything below channel 7.

I live 10 miles north of Fort Dodge & get all of the central Iowa stations except 5 & 39.

Tom Anderson

Randy Shelton

From: WeAreIowa Contact Form <info@weareiowa.com>
Sent: Sunday, October 02, 2016 8:06 PM
To: Randy Shelton
Subject: Submission from WeAreIowa.com

Your Name : Kathy Manning

Email Address : kamoons@gmail.com

Subject : Channel 5 Problems

Message : Why did we get WOI 5 for years and now the picture and sound is distorted and breaking up. Please help us get our channel back.

Randy Shelton

From: Dark Star <lorddarkstarx@gmail.com>
Sent: Wednesday, September 28, 2016 3:52 PM
To: Jon Skorburg; Randy Shelton
Subject: Commendation of John Franz

Good afternoon gentlemen,

The purpose of my email to the both of you is to commend to you, most highly, your chief engineer, John Franz, for the assistance he provided to me both in understanding the reason for my inability to receive channel 5, and in resolving the problem successfully.

As you may recall, I emailed the both of you regarding my inability to receive channel 5 for as long as I have lived in Windsor Heights. John contacted me that very Sunday and explained to me, in very easily understood terms, the dual reasons for my problem receiving your station. The very next day, he brought me a very simple, but elegantly crafted antenna which not only allows me to now receive channels 5.1 and 5.2, but all of the other local OTA channels more clearly than ever before!

Having been a customer care manager previously, I can attest that he provided me with service far above and beyond even my *wildest* expectations. This man is truly a gem in your organization's crown, and it is my fervent hope that you make sure that he knows this on a regular basis, AND in a substantial way, if you take my meaning.

Many thanks to all of you once again!

Best regards,

Frank Waterman

Qui male cogitat malum. Malum ei qui malum agit.

Randy Shelton

From: WeAreIowa Contact Form <info@weareiowa.com>
Sent: Sunday, September 25, 2016 12:58 PM
To: Randy Shelton
Subject: Submission from WeAreIowa.com

Your Name : Alfredo Pesina

Email Address : a.pesina@mchsi.com

Subject : TV Reception

Message : Hi I am not sure if im emailing the right person but please direct this comment to right person. I live 60 miles away from the broadcast towers and live in a apartment that don't allow satellite or roof top antennas so i am stuck paying cable for local stations. Is there anyway ABC & KCWI can provide a transmitting tower for NW Iowa like PBS does?

Randy Shelton

From: WeAreIowa Contact Form <info@weareiowa.com>
Sent: Saturday, September 24, 2016 11:22 AM
To: Randy Shelton
Subject: Submission from WeAreIowa.com

Your Name : Kirk Corbin

Email Address : kccorbin6280@gmail.com

Subject : TV reception

Message : I sure wish I could receive your signal. You have many programs I would like to watch. I'm from Oskaloosa and can receive receive KCRG from Waterloo. I wish you address this problem. Thanks for addressing it.

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:19 AM
To: Randy Shelton
Subject: FW: Reception

From: Randy Shelton
Sent: Tuesday, May 26, 2015 4:12 PM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorburg <JSkorburg@weareiowa.com>
Subject: Reception

Reception question
Rick 515-543-8583

Randy Shelton
Operations Manager
WOI-DT 1
Local 5 News
www.WeAreIowa.com
Office: 515-457-9645 x108
Cell: 515-249-5818



Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:19 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

-----Original Message-----

From: Randy Shelton
Sent: Thursday, May 28, 2015 1:49 PM
To: John Franz <JFranz@weareiowa.com>
Subject: FW: Submission from WeArelowa.com

Submitted through our website

Randy Shelton
Operations Manager
WOI-DT 1
Local 5 News
www.WeArelowa.com
Office: 515-457-9645 x108
Cell: 515-249-5818

-----Original Message-----

From: WeArelowa Contact Form [mailto:info@weareiowa.com]
Sent: Thursday, May 28, 2015 1:09 PM
To: Randy Shelton
Subject: Submission from WeArelowa.com

Your Name : Beth McPhail
Email Address : mcphail2005@msn.com
Subject : Reception Issues (?)

Message : I have been having quite a problem recently receiving Channel 5 and am wondering if the frequency has channel at the tower which I believe is located in Alleman. I live in Ames & haven't had any problems receiving Channel 5 until now. Can you help me by sending some suggestions that I can try. I have rescanned my TV and my antenna as well as moved my antenna several times to receive the station.

Any help will be greatly appreciated.

Thank you.

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:19 AM
To: Randy Shelton
Subject: FW: bad reception

-----Original Message-----

From: Jeffrey Smith [mailto:smiter22@yahoo.com]
Sent: Friday, May 29, 2015 8:04 AM
To: John Franz <JFranz@weareiowa.com>
Cc: smiter22@yahoo.com
Subject: bad reception

On Fri, 5/29/15, Jeffrey Smith <smiter22@yahoo.com> wrote:

Subject: bad reception
To: jfranz@weareiowa.com
Cc: smiter22@yahoo.com
Date: Friday, May 29, 2015, 8:01 AM

hi,
I'm getting poor reception on my 32" hdtv. I live
3820 64th st, apt 49, urbandale 50322. the make of my antenna is probably winegard, it's for outdoors but I'm using it
inside. I use a co-ax cable for it. it works better than rabbit ears, or a mohu leaf. I can get about everything but chanel
5. and I don't have any led bulbs in my apt.

thanks,
jeff

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:20 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

-----Original Message-----

From: Randy Shelton
Sent: Friday, May 29, 2015 8:49 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorburg <JSkorburg@weareiowa.com>
Subject: FW: Submission from WeArelowa.com

-----Original Message-----

From: WeArelowa Contact Form [mailto:info@weareiowa.com]
Sent: Friday, May 29, 2015 8:49 AM
To: Randy Shelton
Subject: Submission from WeArelowa.com

Your Name : Timothy Lee Adams
Email Address : jmjadams@hotmail.com
Subject : Reception

Message : Why is it that we cannot pick up your station? We are in Eldora and have not heard anyone picking it up though an antenna. We used to live in Zearing, and there as well nobody could pick up the station. Why is it we can easily pick up all the other stations and never yours?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:20 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

-----Original Message-----

From: Randy Shelton
Sent: Friday, May 29, 2015 8:50 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorborg <JSkorborg@weareiowa.com>
Subject: FW: Submission from WeArelowa.com

-----Original Message-----

From: WeArelowa Contact Form [mailto:info@weareiowa.com]
Sent: Thursday, May 28, 2015 8:56 PM
To: Randy Shelton
Subject: Submission from WeArelowa.com

Your Name : Susan Martin

Email Address : srtm54@gmail.com

Subject : Getting your station in our area Message : I can't seem to find any information on what's happening to your broadcasting every evening. I live in Pella and have lost your station every evening for several weeks. I must say I was not a happy camper when I didn't get to see several of the season finalizes that were to be on your station. Of all the times not to broadcast, that was the wrong time. Are you upgrading your systems, towers, what has happened to your station?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:20 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

-----Original Message-----

From: Randy Shelton
Sent: Saturday, May 30, 2015 9:14 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorburg <JSkorburg@weareiowa.com>
Subject: FW: Submission from WeArelowa.com

-----Original Message-----

From: WeArelowa Contact Form [mailto:info@weareiowa.com]
Sent: Friday, May 29, 2015 8:35 PM
To: Randy Shelton
Subject: Submission from WeArelowa.com

Your Name : Beth McPhail

Email Address : mcphail2005@msn.com

Subject : Antenna Issues

Message : I have been having a lot of trouble trying to watch channel 5 the last 2 wks and my question is: has the transmitter frequency changed or is the transmitter down for repair?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:21 AM
To: Randy Shelton
Subject: FW: Antenna Issues

From: BETH MCPHAIL [mailto:mcphail2005@msn.com]
Sent: Sunday, May 31, 2015 3:01 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: Antenna Issues

I live in Ames on the west end of town about approximately 15 - 20 miles from Alleman.

Looking forward to getting this problem solved.

Thank You,
Beth

John Franz <JFranz@weareiowa.com> wrote:
Hi Beth,

We have not changed frequency or power. We did however upgrade our MPEG encoder about a month ago. In the process we had to change several of our PIDs (the address that tells TVs where to find the audio and video services in the digital stream) to conform to corporate policy. Different TVs deal with these changes differently but they all learn the new PIDs when you do a channel re-scan. I suggest trying that if you haven't already. If that doesn't help, feel free to call me (hopefully during business hours) and we can discuss some other things that could be causing a loss of signal – 515.343.7722.

Could you please tell me where you are located? Our antenna is actually made up of 18 antenna units and if one of them has an issue, it can be very difficult to isolate. By knowing where you are it can help us locate potential problems.

Regards,

John Franz, CE
WOI-DT
C: 515.343.7722

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:21 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

-----Original Message-----

From: Randy Shelton
Sent: Thursday, June 04, 2015 8:47 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorborg <JSkorborg@weareiowa.com>
Subject: FW: Submission from WeArelowa.com

-----Original Message-----

From: WeArelowa Contact Form [mailto:info@weareiowa.com]
Sent: Wednesday, June 03, 2015 8:33 PM
To: Randy Shelton
Subject: Submission from WeArelowa.com

Your Name : Trent

Email Address : trentrozinek@gmail.com

Subject : poor reception

Message : We live in Ankeny and around 8:00 - 9:00 in the evening your over the air reception is awful. Is this being fixed or not?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:21 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

From: Randy Shelton
Sent: Friday, June 05, 2015 7:59 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorborg <JSkorborg@weareiowa.com>
Subject: Fwd: Submission from WeAreIowa.com

Sent from my iPhone

Begin forwarded message:

From: WeAreIowa Contact Form <info@weareiowa.com>
Date: June 4, 2015 at 8:45:31 PM CDT
To: <rshelton@weareiowa.com>
Subject: **Submission from WeAreIowa.com**

Your Name : Jeff Kopaska

Email Address : jeffkopaska@yahoo.com

Subject : No signal

Message : Wondering why I'm not getting any over the air signal any more. Sure would be nice to be watching the game right now instead of random pixels.

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:21 AM
To: Randy Shelton
Subject: FW: Submission from WeAreIowa.com

From: Jon Skorburg
Sent: Friday, June 05, 2015 8:06 AM
To: John Franz <JFranz@weareiowa.com>
Subject: FW: Submission from WeAreIowa.com

From: Randy Shelton
Sent: Friday, June 05, 2015 7:59 AM
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Cc: Jon Skorburg
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From: Randy Shelton
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To: John Franz
Cc: Jon Skorburg
Subject: Fwd: Submission from WeAreIowa.com

Sent from my iPhone

Begin forwarded message:

From: WeAreIowa Contact Form <info@weareiowa.com>
Date: June 4, 2015 at 9:10:18 PM CDT
To: <rshelton@weareiowa.com>
Subject: Submission from WeAreIowa.com

Your Name : Jeff Kopaska
Email Address : jeffkopaska@yahoo.com
Subject : No signal

Message : So I actually got a signal for about 5 minutes. Woo who. What's your deal. I get all the other stations just fine, even the chappy ones like 19 and 23. Sure would be nice to be watching the game.

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:22 AM
To: Randy Shelton
Subject: FW: WOI 8:00p - 9:00 reception problem

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Friday, June 05, 2015 11:00 AM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: WOI 8:00p - 9:00 reception problem

I appreciate the feedback, its perplexing that all the other stations are clear then 5 has good night and bad nights. I have an amplified HD antenna 30' in the air pointing north, would it help to increase the amplifier?

On Jun 4, 2015 9:53 AM, "John Franz" <JFranz@weareiowa.com> wrote:

Trent,

On our end nothing had changed, we are at power and not having technical issues. Our biggest issue is that we are on a low band VHF channel (~79 MHz) and most all band antennas don't do well with low band VHF. With digital, low band VHF channels have issues with interference, anything from auto ignition to LED lighting power supplies to light dimmers. With digital, it's all a matter (the ratio) of desirable to undesirable RF levels. If there is a source of RF noise it has the same effect as reducing our transmitted signal at your TV set.

There are a few things to watch out for. Are you using any passive splitters? If at all possible, replace them with powered splitter? Every time you split a signal with a passive splitter you halve the antenna signal. If you've got a four way splitter the best each output can get is one-fourth of the signal. Are you using an indoor or outdoor antenna? Outside, bigger, and as high as you can get is better. On your TV, somewhere in the menu should be a signal level meter. If at all possible you want at least 60%.

We can't move up the band or increase power. I can identify with your reception issues. I went so far as to build cut channel 5 folded dipole antennas (a stick 6'-2" long, 12 AWG wire wrapped around it, and a matching transformer), which is what I use at home. If you want to try one and it works, it's yours. My cell phone is 515.343.7722 (best called during business hours).

Regards,

John Franz, CE

WOI-DT

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:22 AM
To: Randy Shelton
Subject: FW: WOI 8:00p - 9:00 reception problem

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Sunday, June 07, 2015 8:52 PM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: WOI 8:00p - 9:00 reception problem

Just lost it again during the finals. Nothing changed here as far as electronics.

On Jun 5, 2015 11:55 AM, "John Franz" <JFranz@weareiowa.com> wrote:

Trent,

If you've got a moment, give me a call – 515.34.7722. Like everything else having to do with digital and RF, there is no clear cut answer. Because we are low band VHF (one of only seventy-two in the country), the first issue is the actual length of the 'driven elements'. The best energy transfer between the transmitted and received occurs at $\frac{1}{2}$ the channel's wave length, in our case this is ~6'-2" (by comparison a UHF channel 35's $\frac{1}{2}$ wave length is ~11"). The 'driven elements' are the elements (on an outdoor antenna), that your lead in wire connects to. The other elements are called reflectors and directors, they sort of help bunch up the signal on the 'driven elements'. Your antenna probably favors the high channels (shorter wave length) and they expect that the amplifier to make up for the miss-match in physical size (trouble is, you can't amplify what isn't there). For high band VHF and UHF this works reasonably well but for low band VHF, not so well. Remember they are sell antennas focused on what most people have to receive and that isn't low band VHF.

This is probably too much information, sorry. The folded dipole antenna cut for channel 5 will also pick up the higher channels. If you put an antenna preamp on the cut 5 antenna, that is about all you can do short of finding an actual low band VHF antenna (and they don't make them any more for public consumption). The offer stands, you are welcome to try one of my 6'-2" folded dipole stick antennas, if it works for you, it's yours.

-John

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Friday, June 05, 2015 11:00 AM

To: John Franz

Subject: Re: WOI 8:00p - 9:00 reception problem

I appreciate the feedback, its perplexing that all the other stations are clear then 5 has good night and bad nights. I have an amplified HD antenna 30' in the air pointing north, would it help to increase the amplifier?

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There are a few things to watch out for. Are you using any passive splitters? If at all possible, replace them with powered splitter? Every time you split a signal with a passive splitter you halve the antenna signal. If you've got a four way splitter the best each output can get is one-fourth of the signal. Are you using an indoor or outdoor antenna? Outside, bigger, and as high as you can get is better. On your TV, somewhere in the menu should be a signal level meter. If at all possible you want at least 60%.

We can't move up the band or increase power. I can identify with your reception issues. I went so far as to build cut channel 5 folded dipole antennas (a stick 6'-2" long, 12 AWG wire wrapped around it, and a matching transformer), which is what I use at home. If you want to try one and it works, it's yours. My cell phone is [515.343.7722](tel:515.343.7722) (best called during business hours).

Regards,

John Franz, CE

WOI-DT

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:23 AM
To: Randy Shelton
Subject: FW: Reception

From: Randy Shelton
Sent: Monday, June 08, 2015 5:01 PM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorborg <JSkorborg@weareiowa.com>
Subject: Reception

Curtis Wilson called and said he had our signal a couple of weeks ago and no longer can receive us. Curtis would like you to call him. His phone number is 641-486-5923.

thanks

Randy Shelton
Operations Manager
WOI-DT 1
Local 5 News
www.WeAreIowa.com
Office: 515-457-9645 x108
Cell: 515-249-5818



Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:23 AM
To: Randy Shelton
Subject: FW: Channel 5

From: Randy Shelton
Sent: Tuesday, June 09, 2015 9:22 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorburg <JSkorburg@weareiowa.com>
Subject: FW: Channel 5

This is from a cable company.

Randy Shelton
Operations Manager
WOI-DT 1
Local 5 News
www.WeAreIowa.com
Office: 515-457-9645 x108
Cell: 515-249-5818



From: Steve Trimble [<mailto:trimble@palmerone.com>]
Sent: Tuesday, June 09, 2015 7:33 AM
To: Randy Shelton
Subject: Channel 5

Randy

I have a question and I do not know when the problem started but we can no longer watch WOI from our Set Top boxes. I have checked and the settings have not changed. We use MPEG stream 1 for it and that has not changed in our mapping. If a Digital TV is used it works fine showing up as 5.1. By chance was the MPEG stream changed? I know other Des Moines channels are using streams 3, 4 and 5. Thanks.

Steve Trimble
General Manager
Palmer Mutual Telephone Company
Tel 712-359-2411
Fax 712-359-2200
Cell 712-335-0000
trimble@palmerone.com

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:23 AM
To: Randy Shelton
Subject: FW: WOI 8:00p - 9:00 reception problem

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Thursday, June 11, 2015 6:55 AM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: WOI 8:00p - 9:00 reception problem

I appreciate it but I think it is due to interference with a neighboring house.

On Jun 8, 2015 8:09 AM, "John Franz" <JFranz@weareiowa.com> wrote:

Trent,

Would you like me to come out, take a look at your setup and possibly make some suggestions?

-John

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Sunday, June 07, 2015 8:52 PM
To: John Franz
Subject: RE: WOI 8:00p - 9:00 reception problem

Just lost it again during the finals. Nothing changed here as far as electronics.

On Jun 5, 2015 11:55 AM, "John Franz" <JFranz@weareiowa.com> wrote:

Trent,

If you've got a moment, give me a call – 515.34.7722. Like everything else having to do with digital and RF, there is no clear cut answer. Because we are low band VHF (one of only seventy-two in the country), the first issue is the actual length of the 'driven elements'. The best energy transfer between the transmitted and received occurs at ½ the

channel's wave length, in our case this is ~6'-2" (by comparison a UHF channel 35's ½ wave length is ~11"). The 'driven elements' are the elements (on an outdoor antenna), that your lead in wire connects to. The other elements are called reflectors and directors, they sort of help bunch up the signal on the 'driven elements'. Your antenna probably favors the high channels (shorter wave length) and they expect that the amplifier to make up for the mismatch in physical size (trouble is, you can't amplify what isn't there). For high band VHF and UHF this works reasonably well but for low band VHF, not so well. Remember they are sell antennas focused on what most people have to receive and that isn't low band VHF.

This is probably too much information, sorry. The folded dipole antenna cut for channel 5 will also pick up the higher channels. If you put an antenna preamp on the cut 5 antenna, that is about all you can do short of finding an actual low band VHF antenna (and they don't make them any more for public consumption). The offer stands, you are welcome to try one of my 6'-2" folded dipole stick antennas, if it works for you, it's yours.

-John

From: Trent Rozinek [mailto:trentrozinek@gmail.com]
Sent: Friday, June 05, 2015 11:00 AM
To: John Franz
Subject: Re: WOI 8:00p - 9:00 reception problem

I appreciate the feedback, its perplexing that all the other stations are clear then 5 has good night and bad nights. I have an amplified HD antenna 30' in the air pointing north, would it help to increase the amplifier?

On Jun 4, 2015 9:53 AM, "John Franz" <JFranz@weareiowa.com> wrote:

Trent,

On our end nothing had changed, we are at power and not having technical issues. Our biggest issue is that we are on a low band VHF channel (~79 MHz) and most all band antennas don't do well with low band VHF. With digital, low band VHF channels have issues with interference, anything from auto ignition to LED lighting power supplies to light dimmers. With digital, it's all a matter (the ratio) of desirable to undesirable RF levels. If there is a source of RF noise it has the same effect as reducing our transmitted signal at your TV set.

There are a few things to watch out for. Are you using any passive splitters? If at all possible, replace them with powered splitter? Every time you split a signal with a passive splitter you halve the antenna signal. If you've got a four way splitter the best each output can get is one-fourth of the signal. Are you using an indoor or outdoor antenna? Outside, bigger, and as high as you can get is better. On your TV, somewhere in the menu should be a signal level meter. If at all possible you want at least 60%.

We can't move up the band or increase power. I can identify with your reception issues. I went so far as to build cut channel 5 folded dipole antennas (a stick 6'-2" long, 12 AWG wire wrapped around it, and a matching transformer), which is what I use at home. If you want to try one and it works, it's yours. My cell phone is 515.343.7722 (best called during business hours).

Regards,

John Franz, CE

WOI-DT

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:18 AM
To: Randy Shelton
Subject: FW: Reception

From: Randy Shelton
Sent: Tuesday, May 26, 2015 10:45 AM
To: John Franz <JFranz@weareiowa.com>
Cc: Jon Skorburg <JSkorburg@weareiowa.com>
Subject: Reception

I got a viewer call this morning about poor reception in Ames. They left no phone number. I have been getting more complaints than normal lately. Have we done anything different to our signal?

Randy Shelton
Operations Manager
WOI-DT 1
Local 5 News
www.WeAreIowa.com
Office: 515-457-9645 x108
Cell: 515-249-5818



Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:18 AM
To: Randy Shelton
Subject: FW: OTA reception

From: Bill Dickey [mailto:dickeybill@msn.com]
Sent: Tuesday, May 26, 2015 11:03 AM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: OTA reception

I am in Ankeny

Sent from Bill Dickey's iPhone

On May 26, 2015, at 10:21 AM, John Franz <JFranz@weareiowa.com> wrote:

Hi Bill,

Sorry to hear about your reception problem with WOI. If you tell me where you are located and possibly a contact phone number, I can probably help. Have you ever been able to receive a signal? The problem is that WOI is on a low band VHF channel (channel 5) which has some electrical interference issues with some of the new LED light power supplies. Also since we are at ~79 MHz, most of the UHF/VHF antenna aren't a good match (favoring the UHF higher frequencies). What I've been doing is making folded dipole antennas (a 6'-2" stick with a 12 AWG wire around it and a matching transformer). Depending on where you are located, this might solve the problem and I can supply you with one.

One more thing to try, do a channel re-scan. We recently upgraded our MPEG encoder and had to change some of the PIDs to conform to company policy. Not all TVs see the change dynamically but they all do it during a channel re-scan.

Regards,

John Franz, CE
WIO-DT
C: 515.343.7722

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:17 AM
To: Randy Shelton
Subject: FW: t.v .signal

From: robert white [mailto:rbw@netins.net]
Sent: Thursday, April 09, 2015 8:36 AM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: t.v .signal

John: Thank you for this last e-mail. I have found the source of my problem. I recently replaced the light bulbs in our kitchen ceiling with LED bulbs. When they are turned on the reception of your signal is totally disrupted for the entire house. Don't know what to do now because we enjoy channel 5. Thanks again for your help.

From: John Franz
Sent: Wednesday, April 08, 2015 4:24 PM
To: robert white
Subject: RE: t.v .signal

Robert,

No we are not having transmitter trouble. I am sorry that you are experience difficulty with channel 5's over the air signal. Could you do me a favor, could you send me your address and phone number? I have been doing some field studies and it would help me if I know your location and I'd want to contact you beforehand. I've found that people (and neighbors) get very suspicious of strangers putting up antennas and test equipment in front of their house.

Channel 5 is in a unique position in that we are one of only seventy-two stations in the country on low band VHF. The problem is that the lower the frequency (in our case, 76 – 82 MHz) the larger the antenna required to properly receive it. For example, on channel 5 a half-wave antenna would be 6'-2" whereas on channel 35 a half-wave antenna is ~11". Additionally, low band VHF frequencies are subject to what is called impulse noise, which includes auto ignition and a whole host of electronic devices from light dimmers to fish tank heaters. In the days of analog this just caused little sparkles in the picture, in the digital age, this increase in the noise floor has the same effect as a weaker signal (it's all based on desirable to undesirable signal ratios). One lady I spoke with had an electrician install LED under counter lights in her kitchen with a switching power supply in the basement. Now when she turns on the under counter lights, channel 5 goes away. ☹ In general a higher (in elevation) antenna is better, 75 ohm coax cable is better than 300 ohm flat cable, passive splitters should be avoided (for every split, the signal level is cut in half), also check and retighten all connections. You might try to recall if when you lost the signal corresponds with anything else happening.

Again, thanks for contacting me and if you can send me you address and phone number, hopefully I can take a look at your situation.

Regards,
John Franz, Chief Engineer
WOI-DT
C: 515.343.7722

From: robert white [mailto:rbw@netins.net]

Sent: Wednesday, April 08, 2015 3:14 PM

To: John Franz

Subject: t.v .signal

I have been unable to receive your t.v. signal for the past two weeks. Are you having trouble? I live at Lake Panorama, Panora, Iowa. I have lived in the same home for 23 years and this is the first time I have not been able to get your station. I have a signal booster on my antenna. What do I need to do?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:17 AM
To: Randy Shelton
Subject: FW: signal strength

From: Shirley Willard [mailto:swillard24@gmail.com]
Sent: Thursday, April 09, 2015 10:56 AM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: signal strength

Dear John,

Thank you for taking my complaint seriously! My address is 2200 Stanton Ave. in DM. I am 1/2 block west of Fleur near Hy Vee. It's an apartment complex. Telephone is 515-724-1717.

At this moment when I turn to channel 5 I get a screen of static, not even the hint of an image.

Good luck with boosting...Shirley

On Wed, Apr 8, 2015 at 12:58 PM, John Franz <JFranz@weareiowa.com> wrote:

Hello Shirley,

I am sorry that you are experience difficulty with channel 5's over the air signal. Could you do me a favor, could you send me your address and phone number? I have been doing some field studies and it would help me if I know your location and I'd want to contact you beforehand. I've found that people (and neighbors) get very suspicious of strangers putting up antennas and test equipment in front of their house.

Channel 5 is in a unique position in that we are one of only seventy-two stations in the country on low band VHF. The problem is that the lower the frequency (in our case, 76 – 82 MHz) the larger the antenna required to properly receive it. For example, on channel 5 a half-wave antenna would be 6'-2" whereas on channel 35 a half-wave antenna is ~11". Additionally, low band VHF frequencies are subject to what is called impulse noise, which includes auto ignition and a whole host of electronic devices from light dimmers to fish tank heaters. In the days of analog this just caused little sparkles in the picture, in the digital age, this increase in the noise floor has the same effect as a weaker signal (it's all based on desirable to undesirable signal ratios). One lady I spoke with had an electrician install LED under counter lights in her kitchen with a switching power supply in the basement. Now when she turns on the under counter lights, channel 5 goes away. ☹ In general a higher (in elevation) antenna is better, 75 ohm coax cable is better than 300 ohm flat cable, and passive splitters should be avoided (for every split, the signal level is cut in half).

Again, thanks for contacting me and if you can send me you address and phone number, hopefully I can take a look at your situation.

Regards,

John Franz, Chief Engineer

WOI-DT

C: 515.343.7722

From: Shirley Willard [mailto:swillard24@gmail.com]

Sent: Wednesday, April 08, 2015 11:49 AM

To: John Franz

Subject: signal strength

Mr. Franz-

I am writing in the hopes that there is some way you can strengthen the Channel 5 signal so that I can watch your station. I loose it very often and especially on Saturday when we most need to watch all those morning programs!

Thanks, Shirley Willard

Des Moines

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:18 AM
To: Randy Shelton
Subject: FW: t.v .signal

From: Michele Waldo
Sent: Thursday, April 09, 2015 11:23 AM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: t.v .signal

Yep; he was the guy who called us yesterday. He said he hadn't been able to get us for 2 weeks---that's probably right around the time he installed his LED lights.

I may just ask people if they have LED lights in their house right off the bat now when they call.

Thanks for forwarding this to me!

Michele

From: John Franz
Sent: Thursday, April 09, 2015 11:20 AM
To: Michele Waldo
Subject: FW: t.v .signal

Michele,

Thought you might find this interesting.

-John

From: robert white [<mailto:rbw@netins.net>]
Sent: Thursday, April 09, 2015 8:36 AM
To: John Franz
Subject: Re: t.v .signal

John: Thank you for this last e-mail. I have found the source of my problem. I recently replaced the light bulbs in our kitchen ceiling with LED bulbs. When they are turned on the reception of your signal is totally disrupted for the entire house. Don't know what to do now because we enjoy channel 5. Thanks again for your help.

From: John Franz
Sent: Wednesday, April 08, 2015 4:24 PM
To: robert white
Subject: RE: t.v .signal

Robert,

No we are not having transmitter trouble. I am sorry that you are experience difficulty with channel 5's over the air signal. Could you do me a favor, could you send me your address and phone number? I have been doing some field studies and it would help me if I know your location and I'd want to contact you beforehand. I've found that people (and neighbors) get very suspicious of strangers putting up antennas and test equipment in front of their house.

Channel 5 is in a unique position in that we are one of only seventy-two stations in the country on low band VHF. The problem is that the lower the frequency (in our case, 76 – 82 MHz) the larger the antenna required to properly receive it. For example, on channel 5 a half-wave antenna would be 6'-2" whereas on channel 35 a half-wave antenna is ~11". Additionally, low band VHF frequencies are subject to what is called impulse noise, which includes auto ignition and a whole host of electronic devices from light dimmers to fish tank heaters. In the days of analog this just caused little sparkles in the picture, in the digital age, this increase in the noise floor has the same effect as a weaker signal (it's all based on desirable to undesirable signal ratios). One lady I spoke with had an electrician install LED under counter lights in her kitchen with a switching power supply in the basement. Now when she turns on the under counter lights, channel 5 goes away. ☹ In general a higher (in elevation) antenna is better, 75 ohm coax cable is better than 300 ohm flat cable, passive splitters should be avoided (for every split, the signal level is cut in half), also check and retighten all connections. You might try to recall if when you lost the signal corresponds with anything else happening.

Again, thanks for contacting me and if you can send me you address and phone number, hopefully I can take a look at your situation.

Regards,
John Franz, Chief Engineer
WOI-DT
C: 515.343.7722

From: robert white [mailto:rbw@netins.net]
Sent: Wednesday, April 08, 2015 3:14 PM
To: John Franz
Subject: t.v .signal

I have been unable to receive your t.v. signal for the past two weeks. Are you having trouble? I live at Lake Panorama, Panora, Iowa. I have lived in the same home for 23 years and this is the first time I have not been able to get your station. I have a signal booster on my antenna. What do I need to do?

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:18 AM
To: Randy Shelton
Subject: FW: Over air reception

-----Original Message-----

From: Randy Shelton
Sent: Tuesday, May 26, 2015 10:00 AM
To: John Franz <JFranz@weareiowa.com>; Dennis Poffenberger <DPoffenberger@weareiowa.com>
Subject: FW: Over air reception

-----Original Message-----

From: Bill Dickey [mailto:dickeybill@msn.com]
Sent: Sunday, May 24, 2015 5:26 PM
To: Randy Shelton
Subject: Over air reception

I am unable to receive any of your stations with any over the air antennas. Any suggestions or reason?

Sent from Bill Dickey's iPhone

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:16 AM
To: Randy Shelton
Subject: FW: Reception problem

From: Jon Skorburg
Sent: Monday, March 16, 2015 9:55 AM
To: John Franz <JFranz@weareiowa.com>
Subject: FW: Reception problem

Can someone reach out to this guy? Thanks.

From: Greg Twedt [<mailto:gatwedt@gmail.com>]
Sent: Friday, March 13, 2015 10:37 AM
To: Jon Skorburg
Cc: Dennis Poffenberger
Subject: Fwd: Reception problem

I sent this message to Dennis back in early February and have not yet received any reply. I see that you now have a new chief engineer. Perhaps my inquiry was lost in the shuffle.

Begin forwarded message:

From: Greg Twedt <gatwedt@gmail.com>
Subject: Reception problem
Date: February 2, 2015 at 8:36:28 AM CST
To: dpoffenberger@myabc5.com

Hi Dennis

My family and I live 2.5miles north of LeGrand (5 miles east of Marshalltown). Unfortunately, since the switch to digital signals several years ago we have not received channel 5. We receive ALL the other Des Moines stations, but a signal is not even detected for channel 5.

At first I thought it might have been a problem with either our televisions or our antenna. — But I updated our antenna about 5 years ago, and we are now on our fourth TV (including our recently purchased Samsung flatscreen). Nothing is being detected for channel 5.

The upper end antenna I purchased (got it at Menards but do not remember brand or model) is a directional antenna which is carefully pointed at the Alleman towers. Strangely, the only Cedar Rapids station we receive is the ABC affiliate KCRG. Why the heck do we pick up KCRG off the back of our antenna while the ABC station we really want to see remains undetected?

For a number of years I have been intending to contact you folks. Please advise me as to how to proceed. I would certainly be willing to try another antenna if you have any specific recommendations. —

Help me make WOI our ABC station of choice.

Thank You

Greg Twedt
641 691 3311

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:27 AM
To: Randy Shelton
Subject: FW: Where's Channel 5? Final Addendum I DID FIX the problem

From: jim gerard [mailto:jimwgerard@outlook.com]
Sent: Thursday, January 21, 2016 5:16 PM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: Where's Channel 5? Final Addendum I DID FIX the problem

Well, I took apart my antenna system and put one with elements more VHF applicable in my attic with a GE amp and now I'm getting WOI again and all my other channels. I'm not sure what changed last week but elevation of a VHF antenna seems to have done the trick.

Thanks for all your correspondence and suggestions.

From: jimwgerard@outlook.com
To: jfranz@weareiowa.com
Subject: RE: Where's Channel 5? I DIDN'T FIND the problem
Date: Tue, 19 Jan 2016 19:35:38 -0600

Oops, I got a new preamp and still cannot get Channel 5, apparently from what I've read on Ames and Des Moines forums very few without a provider can get WOI.

From: jimwgerard@outlook.com
To: jfranz@weareiowa.com
Subject: RE: Where's Channel 5? I think I found the problem
Date: Fri, 15 Jan 2016 09:15:01 -0600

I have an RCA TVPRAMP1R Preamplifier and I think its power injector has gone on the fritz, I'm looking for another one but will probably have to buy the whole preamp again as I can't find just the injector. I've asked a couple of ebay sellers whether the injectors they have are compatible but I'm pretty sure this is the problem. That preamp is necessary ONLY for channel 5 as all the other channels come through crystal clear without it.

From: jimwgerard@outlook.com
To: jfranz@weareiowa.com
Subject: RE: Where's Channel 5? Addendum
Date: Thu, 14 Jan 2016 20:16:48 -0600

I could try to rig something up like that, but if my antenna suddenly stops receiving 5 I doubt any augmentation is going to help since it was doing fine before. The last time 5 went out it I was told the station was having problems and it came back in a couple of days.

From: JFranz@weareiowa.com
To: jimwgerard@outlook.com
Subject: RE: Where's Channel 5? Addendum
Date: Thu, 14 Jan 2016 14:14:12 +0000

Jim,

Our center frequency is 79 MHz and the best reception (coupling) would require an antenna with the driven elements of the antenna being 6'-2" (half wave of 79 MHz). I have made folded dipole antennas (a 6'-2" 1x2 with a copper wire around the perimeter (think giant rabbit ears made into a loop). I can offer you one to try and if it works, it's yours. All we need to do if figure out how to get it to you.

-John

C: 515.434.7722

From: jim gerard [<mailto:jimwgerard@outlook.com>]
Sent: Thursday, January 14, 2016 7:14 AM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: Where's Channel 5? Addendum

I have an old set of rabbit ears I connected to my TV upstairs with the 'ears' flat horizontal and I get no signal from WOI at all. The loss of the channel certainly doesn't seem to be coming from anything I can do, I'm trying to find another person I know in Ames who uses an antenna to see if they're having any problems.

From: jimwgerard@outlook.com
To: jfranz@weareiowa.com
Subject: RE: Where's Channel 5?
Date: Wed, 13 Jan 2016 14:01:28 -0600

I have an RCA antenna which really should be able to pick up 5, I am aware of the low band issue as occasionally in past 5 has disappeared for a short time but this is the longest it's been out. I haven't switched anything. It's just very irritating, federal law stipulates that networks have to provide OTA access and through WOI ABC access is pretty spotty. Why on earth does WOI broadcast such a weak signal?

From: JFranz@weareiowa.com
To: RShelton@weareiowa.com; jimwgerard@outlook.com
Subject: RE: Where's Channel 5?
Date: Wed, 13 Jan 2016 14:56:43 +0000

Jim,

Sorry to hear of your reception problem with WOI. The biggest issue is that WOI actually transmits on channel 5, low band VHF. Most of the current antennas don't receive low band VHF well. That being said, it sounds like you've got a

system that has worked in the past so you might want to re-seat all the connections. Low band VHF is also susceptible to impulse noise which on a digital signal acts the same as lower signal strength. Things like switching power supplies, light dimmers, etc. make impulse noise. We can discuss this a bit farther, my cell is 515.343.7722.

Regards,

John Franz, CE
WOI-DT

From: Randy Shelton
Sent: Wednesday, January 13, 2016 8:34 AM
To: John Franz <JFranz@weareiowa.com>
Subject: FW: Where's Channel 5?

From: jim gerard [<mailto:jimwgerard@outlook.com>]
Sent: Wednesday, January 13, 2016 8:34 AM
To: Randy Shelton
Subject: Where's Channel 5?

I'm in Ames with a huge powered directional antenna and the past couple of days I haven't been able to get ABC since WOI isn't coming in. What's wrong? Why is the channel I should be getting in best not coming in at all?

Sincerely

Jim Gerard

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:27 AM
To: Randy Shelton
Subject: FW: No signal

-----Original Message-----

From: Bridgette Lockman [mailto:bridgettelockman@yahoo.com]
Sent: Monday, February 22, 2016 4:29 PM
To: John Franz <JFranz@weareiowa.com>
Subject: No signal

Hi John,

My name is Bridgette Lockman and I recently moved to Grimes. I am using an antenna that gets signals from up to 50 miles away and I'm getting KCCI and WHO just fine... I am not able to get a signal from ABC 5... Some of my favorite shows are on abc and I'm not able to watch them live...I used the contact us form online as well as reaching out to ABC 5 on Facebook and I was given your email... Please advise.

Thank you!
Bridgette Lockman

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:27 AM
To: Randy Shelton
Subject: FW: Antenna

From: Mary A. Fillman [mailto:fillman.marya@yahoo.com]
Sent: Wednesday, February 24, 2016 3:39 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Antenna

We have enjoyed getting channel 5 since you came and gave us the antenna. At first, we got it every other day, so took it off the curtain rod & stood it at an angle in the corner. Thanks again. Now, just asking you if you had heard of a TV station only making a fluttering noise when you turn it on? It is #17 and it doesn't do it on only one TV. Mary 287-4274

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:28 AM
To: Randy Shelton
Subject: FW: No signal

-----Original Message-----

From: Bridgette Lockman [mailto:bridgettelockman@yahoo.com]
Sent: Monday, February 29, 2016 5:10 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: No signal

Hi John,

Just wanted to say thank you so much!!! As I can now watch ABC 5 and all my favorite shows and news anchors :) I also get all the other channels I was used to with the antenna you gave me... I really really appreciate it!

Thanks again!

Bridgette Lockman

> On Feb 23, 2016, at 8:43 AM, John Franz <JFranz@weareiowa.com> wrote:

>

> Bridgette,

>

> The problem is that WOI is actually transmitting on channel 5, a low band VHF channel. Most antennas sold today are designed to pick up High Band VHF and UHF stations and have very poor reception on Low Band VHF. Our center frequency is 79 MHz and the optimum receive antenna would be a half wave length of 79 MHz - 6' 2" (think giant rabbit ears).

>

> Depending on you exact location (apartment, floor, facing direction, etc.), I may have a solution for you. I make cut 5 folded dipole antennas that I give to people in your situation. I'd like to discuss this with you. My cell phone number is 515.343.7722, best called during business hours.

>

> Regards,

>

> John Franz, CE

> WOI-DT

>

> -----Original Message-----

> **From:** Bridgette Lockman [mailto:bridgettelockman@yahoo.com]

> **Sent:** Monday, February 22, 2016 4:29 PM

> **To:** John Franz <JFranz@weareiowa.com>

> **Subject:** No signal

>

> Hi John,

> My name is Bridgette Lockman and I recently moved to Grimes. I am using an antenna that gets signals from up to 50 miles away and I'm getting KCCI and WHO just fine... I am not able to get a signal from ABC 5... Some of my favorite shows are on abc and I'm not able to watch them live...I used the contact us form online as well as reaching out to ABC 5 on Facebook and I was given your email... Please advise.

- >
- > Thank you!
- > Bridgette Lockman

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:28 AM
To: Randy Shelton
Subject: FW: WOI Over The Air Reception

From: Keith [mailto:kwmorgan@hotmail.com]
Sent: Wednesday, April 13, 2016 5:37 PM
To: John Franz <JFranz@weareiowa.com>
Subject: WOI Over The Air Reception

Dear Sir,

I live in Story City am switching to over the air reception. I understand that WOI 5 is a VHF lo broadcast which most antennas won't pick-up. When I called the station, the operator said you have helped other construct antennas to receive your station. My intent is to connect an antenna to a splitter so I can connect the three televisions I have to the antenna using the wiring that is already in the walls of my house. If I get a commercial antenna, would I be able to hook it into a splitter along with the antenna you recommend to provide a signal to all the televisions? My intent is to put the antenna in the attic of my garage.

Thanks,

Keith

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:28 AM
To: Randy Shelton
Subject: FW: WOI reception Technical problems

From: Linda Blackburn [mailto:lindablackburn49@gmail.com]
Sent: Monday, April 25, 2016 8:38 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: WOI reception Technical problems

Thank you for responding to my inquiry - I really appreciate it. To answer your questions, I have Direct TV and the equipment/antenna is on my roof, I live in West Des Moines (zip 50266), I have three TV's and I have HD TV.

If you need more information just let me know!

Again, thank you.

On Mon, Apr 25, 2016 at 11:13 AM, John Franz <JFranz@weareiowa.com> wrote:

Linda,

What you are describing sounds like low reception signal level and we know this is an ongoing issue because WOI is transmitting on a low band VHF frequency (and most antennas sold today aren't made for low band VHF). Can you give me some information? Where are you located, do you use an outdoor or indoor antenna, do you have more than one TV on a single antenna, and what is the configuration of your system (set top box, HD TV, etc.)?

My cell is 515.343.7722 and I would be glad to discuss this with you.

Regards,

John Franz, CE

WOI / KCWI

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:29 AM
To: Randy Shelton
Subject: FW: WOI reception Technical problems

From: Linda Blackburn [mailto:lindablackburn49@gmail.com]
Sent: Tuesday, April 26, 2016 9:07 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: WOI reception Technical problems

I will call you tomorrow - I had several appointments today. Thank you!

On Tue, Apr 26, 2016 at 6:49 AM, John Franz <JFranz@weareiowa.com> wrote:

Linda,

If you would be so kind as to call me we can probably address this issue more quickly. I've got a more questions.

John

C: 515.343.7722

From: Linda Blackburn [mailto:lindablackburn49@gmail.com]
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Regards,

John Franz, CE

WOI / KCWI

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:29 AM
To: Randy Shelton
Subject: FW: Show Descriptions on Channel 23

From: Deb B [mailto:dab602@gmail.com]
Sent: Thursday, April 28, 2016 12:18 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: Show Descriptions on Channel 23

Thanks for the ideas, I tried re-scanning, unplugging, deleting and adding back channel 23 on both of my converter boxes.

I will ask around to see if I know of anyone else having the same problem.

Thanks again!
deb

On Tue, Apr 26, 2016 at 4:13 PM, John Franz <JFranz@weareiowa.com> wrote:

Deb,

This should be an easy one, just do a channel rescan. We use a different encoder than the previous ownership and the PIDs are different. If this doesn't work either shoot me another email or call me on my cell - [515.343.7722](tel:515.343.7722) and we'll see if there is another issue receiving the program guide information.

Have a GREAT day,
-John

From: Deb B [mailto:dab602@gmail.com]
Sent: Tuesday, April 26, 2016 3:43 PM
To: John Franz
Subject: Show Descriptions on Channel 23

John,

Your operator suggested I contact you with this question.

I don't have cable or dish. I just have a converter box and use an antenna.

Before Channel 23 switched over. I was able to see the show name and description. But since the change - it just has No Programming Information Available.

How do I update my TV or converter box to see the names/descriptions for Channel 23 again? Is there a code I need to use?

Thank you.
Deb

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:30 AM
To: Randy Shelton
Subject: FW: Antenna Installers

From: Martha Thomas [mailto:kim@nesselectronics.com]
Sent: Friday, June 24, 2016 6:31 AM
To: John Franz <JFranz@weareiowa.com>
Subject: Re: Antenna Installers

Thanks John,

I'll keep that in mind, if I can clear Wednesday in advance and let you know. It would be fun to view it.

Take care,

Kim

From: John Franz <JFranz@weareiowa.com>
Date: Thursday, June 23, 2016 at 5:25 PM
To: Martha Thomas <kim@nesselectronics.com>
Subject: RE: Antenna Installers

Thanks Kim,

I look forward to talking with you again. Also right now our transmitter site inspections are hitting on Wednesday. I'd be glad to take you with if we can find a time.

-John

From: Martha Thomas [mailto:kim@nesselectronics.com]
Sent: Thursday, June 23, 2016 5:22 PM
To: John Franz <JFranz@weareiowa.com>
Subject: Antenna Installers

Hi John,

I enjoyed the meeting we had yesterday at the station. I learned a lot. As promised, enclosed please find a list of antenna sales and service dealers servicing their communities and customers doing OTA. While there may be more servicers "out there", than my list shows, I am not aware of them. These dealers are my customers and do their best to satisfy their customers with a reliable, solid signal reception. (It is tougher in the fringe areas as we discussed.) Please consider confidently using this list as well as my name to any of these folks. All of us are enthusiastic for OTA, and excited for it's future.

Thanks John, let me know if I can help in any way and I look forward to our next meeting.

Thanks,

Thank you and take care,

Kim

My cell: 515-681-2325

kim@m-kdistributing.com

www.m-kdistributing.com 515-994-0052 TV Mounts and Furniture

kim@nesselectronics.com 800-331-7617 Ness Electronics MN

Randy Shelton

From: John Franz
Sent: Friday, January 27, 2017 11:29 AM
To: Randy Shelton
Subject: FW: Antenna Reception

-----Original Message-----

From: Brent Larson [mailto:brent.larson@sundermanfarm.com]
Sent: Thursday, June 16, 2016 10:39 AM
To: John Franz <JFranz@weareiowa.com>
Subject: RE: Antenna Reception

John,

My local installer is Greg Hammen (515-302-0169). He said it's some sort of a Channel Master (<http://www.channelmaster.com/>) or Winegard (<http://www.winegard.com/>) antenna. Looking at the Winegard website, maybe my antenna is an HD8200U Platinum HD Series Antenna.

Greg says the Iowa representative for those companies is Kim Thomas (male) at 515-681-2325 or 515-263-9058. Kim is expecting your call.

Thanks!
Brent

Brent A. Larson
Sunderman Farm Management Co. -- Over 50 Years of Trusted Service
1309 1st Ave S, Suite 5, Fort Dodge, IA 50501-4954
Cell: 515-571-3704
Office: 515-576-3671
Fax: 515-576-3296
www.sundermanfarm.com

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-----Original Message-----

From: John Franz [mailto:JFranz@weareiowa.com]
Sent: Thursday, June 16, 2016 9:51 AM
To: brent.larson@sundermanfarm.com
Subject: RE: Antenna Reception