

Cable TV Troubleshooting Guide

Some of the common problems below can easily be solved without the assistance of a service technician. Locate the problem you are having in the problem column. Then follow the appropriate steps in the solutions column.

If you can't solve the problem by following the suggested solutions, or are you experiencing problems that are not listed, please contact our customer service at 1-800-924-7880.

Representatives are available from 8:00am to 5:00pm, Monday – Friday. If you are calling after hours or on weekends please leave a message, follow the prompts to page a technician. Our answering service is monitored after hours and on weekends. A service technician will return your call or be dispatched to work on the trouble if it is a major outage.

Please leave a working phone number. If it is an individual problem the technician will not drive out if they cannot reach someone to verify the problem.

PROBLEM	SOLUTION
A single channel is blank, scrambled, or has a poor picture	<ul style="list-style-type: none"> • Call for assistance. This is normally a system wide problem affecting all customers, but it can be a problem exclusive to your service. If you don't call we may not be aware of the problem.
Channels 2-13 are working. Channels above 13 are not working.	<ul style="list-style-type: none"> • Your TV is not in the cable TV mode. You need to change your TV's settings to the cable mode, then rerun your auto programming. Consult your TV's manual for tuning instructions. • If the problem continues call for assistance.
Poor pictures on all channels	<ul style="list-style-type: none"> • Check all the TV's • If the problem is on one TV- See Single TV Troubleshooting Section • If the problem is with all TV's –See Multiple TV Troubleshooting Section • If the problem continues call for assistance.
No reception on any channels	<ul style="list-style-type: none"> • Check all the TV's • If the problem is on one TV- See Single TV Troubleshooting Section • If the problem is with all TV's –See Multiple TV Troubleshooting Section • If the problem continues call for assistance.
Single TV Troubleshooting	<ul style="list-style-type: none"> • Turn on the TV- If the TV doesn't turn on, try a different power outlet. If the TV still doesn't turn on you will need to repair or replace your TV. • TURN the VCR OFF! If your VCR is on it will only pass channel 3 or 4, all other channels will be degraded to some degree. • If the TV turns on but has no picture or snowy pictures-check all of your connections at the TV, VCR, splitters and the wall- Connectors should be clean, Center wires should be straight and extend slightly past the end of the connector, Cables should be a good quality cable free from kinks cuts or other damage • Try to play a VCR tape or a DVD this will help to confirm the TV is working and there is a problem elsewhere in the house. • If the problem continues call for assistance.

<p>Multiple TV Troubleshooting (or if you only have one TV)</p>	<ul style="list-style-type: none"> • Try to locate the junction point where the wires to all the TV's come together-This is usually in the basement, a utility closet, on the outside of the house where the cable line attaches or behind one of your TV's-Check to see that all of the connections to the splitter or splitters are tight. If there is an amplifier on the line make sure it is plugged in, Check to see if the power outlet is working. • Follow the wire to the outside of the home check for damage to the wire or loose or damaged connections.. • Check the exposed wire on the outside of the home for damage to the wire or any loose or damaged connections • Has there been any digging done in your yard or near your home along the road check for wire ends sticking up from the ground in these areas. • Is there a wire laying in your yard that may have pulled loose from your house or from the utility poles around your yard. • If the problem continues call for assistance.
<p>Digital Set Top Box problems</p>	<ul style="list-style-type: none"> • Make sure your Box and TV are both turned on. • Make sure your TV is tuned to the correct channel (3 or 4) or input. • If box is locked up, has lost only some channels or guide information is missing, the box needs to be reset.-Unplug the box from the electrical outlet, leave unplugged for 2-3 minutes, plug it back in leave it sit for 15-20 minutes. Tune to a digital channel in the 300's leave the box on for 1-2 hours for all the information to download. • If the problem continues call for assistance.
<p>Digital Remote control</p>	<ul style="list-style-type: none"> • If it does not work at all check that the batteries are installed correctly or replace the batteries • If it is changing channels on the TV instead of the box – get your TV back to the correct channel: push the SAT button at the top of the remote, try changing the channels again. • If the problem continues call for assistance.