

# Cable TV Troubleshooting Guide

While the local cable TV service provider does everything possible to deliver the best quality cable television picture, occasionally you may experience a reception problem. In many cases, this may be a problem that you can fix yourself in just a few minutes. If you determine that your problem is a cable TV issue, contact ITS using the online [Media Request Form](#). This insures that Media staff will have all the necessary information to coordinate repairs with the cable TV service provider. You will be contacted if there are any questions or to confirm a site visit. Cable TV issues reported after hours, over the weekend, or during holidays will be addressed on the next business day.

Please note that neither IT Services nor the cable TV service provider can perform repair work on any customer-owned equipment (televisions, VCR's, DVD's, personal computers, routers, hubs, audio equipment, etc.). Such repairs are the responsibility of the customer. The cable TV service provider also reserves the right to charge a fee for a service visit if it is determined that the problem is not related to the network or cable TV provider services.

## 1. No picture on all channels.

Are all televisions in your room/home having the same problem?

- a) **YES** - The problem may be related to equipment or wiring in the room or a system wide cable outage. Check to see if a neighbor is having a similar problem with their reception. If so, report the outage to Educational Media using the online [Media Request Form](#).
- b) **NO**–
- Make sure that the TV is plugged into an electrical outlet, and that the cable jumper wire is properly connected.
  - Check all wires for damage. If picture quality is poor, a different jumper cable may solve the problem.
  - Make sure all equipment is set to the proper channels (Channel 3 or 4) and modes.
  - If you have a digital receiver, VCR, DVD player, or video games attached to the television set, disconnect and try connecting the cable directly to the TV.
  - If service works properly with just the TV connected, isolate the problem by adding other equipment one by one to determine which one may be at fault.
  - If the digital receiver is not working, notify Educational Media using the online [Media Request Form](#).

## 2. Reception problems on higher channels – “Only receiving Channels 2-13.”

- a) **YES** - The problem may be related to equipment or wiring in the home or a system wide cable outage. Check to see if a neighbor is having a similar problem with their reception. If so, report the outage to Educational Media using the online [Media Request Form](#).
- b) **NO** -
- If you have a digital receiver or VCR/DVD player(s), etc. attached to the television set make sure all equipment is set to the proper channels (Channel 3 or 4) and modes.
  - If necessary, bypass the receiver, etc. to see if the service is working properly.
  - If service is working properly, then isolate the problem between the attached equipment.
  - If the digital receiver is not working, notify Educational Media using the online [Media Request Form](#).

## 3. No picture on one channel.

Are all televisions in the room/home having the same problem?

- a) **YES** - The problem may be related to a system wide cable outage. Notify Educational Media using the online [Media Request Form](#).
- b) **NO** -
- If you have a digital receiver or VCR/DVD player(s), etc. attached to the television set make sure all equipment is set to the proper channels (channel 3 or 4) and modes.
  - If necessary, bypass the receiver and VCR to see if the service is working properly.
  - If service is working properly, then isolate the problem between the attached equipment.
  - If the digital receiver is not working, notify Educational Media using the online [Media Request Form](#).

## 4. Normal picture, but no color, wavy lines or buzzing sound.

Are all televisions in the room/home having the same problem?

- a) **YES** - The problem may be related to a system wide cable problem. Notify Educational Media using the online [Media Request Form](#).
- b) **NO** –
- Adjust the fine-tuning setting on your TV.
  - Check to make sure television is on Channel 3 or 4.
  - If the problem is still there, it is a television related issue, not a cable TV issue.

## 5. Dark picture.

Slowly adjust your TV's brightness and/or contrast control. This is a television related issue.

## 6. Rolling picture.

Slowly adjust your TV's vertical hold. This is a television related issue.

### 7. Picture leans to side.

Try adjusting the "horizontal hold" on your TV. This is a television related issue.

### 8. Stations appear on the wrong channel.

If you have a digital receiver and/or VCR/DVD player(s), etc. connected to your television set, make sure your TV (and other units) are tuned to the proper channel (Channel 3 or 4).

### 9. A vertical bar moves through the picture.

Are all televisions in the room/home having the same problem?

- a) **YES** - The problem may be related to a system wide cable outage. Notify Educational Media using the online [Media Request Form](#).
- b) **NO** –
  - Connect the affected television to an outlet where another television is not experiencing the problem. If the problem still occurs it is a television related issue.
  - If the problem does not occur, there may be a wiring/equipment problem within the home. Contact the PTS Facilities Office at 497-7778.

### 10. Dark horizontal bars move through the picture.

Are all televisions in the room/home having the same problem?

- a) **YES** - The problem may be related to a system wide cable outage. Notify Educational Media using the online [Media Request Form](#).
- b) **NO** –
  - Connect the affected television to an outlet where another television is not experiencing the problem. If the problem still occurs it is a television related issue.
  - If the problem does not occur, there may be a wiring/equipment problem within the home. Contact the PTS Facilities Office at 497-7778.

### 11. Snowy picture and/or hissing sound.

Are all televisions in the room/home having the same problem?

- a) **YES** - The problem may be related to equipment or wiring in the home or a system wide cable outage. Check to see if a neighbor is having a similar problem with their reception. If so, contact Educational Media using the online [Media Request Form](#).
- b) **NO** -
  - If you have a digital receiver or VCR/DVD player(s), etc. attached to the television set make sure all equipment is set to the proper channels (Channel 3 or 4) and modes.
  - If necessary, bypass the receiver and VCR/DVD player(s), etc. to see if the service is working properly.
  - If service is working properly, then isolate the problem between the attached equipment.
  - If the digital receiver is not working, notify Educational Media using the online [Media Request Form](#).

### 12. Can't tune in desired channel.

- Determine if you are able to tune the channel using the tuning buttons on the digital receiver or VCR/DVD player(s), etc. If so, the problem is likely your remote control.
- Make sure the channel is not restricted by the parental control feature or has not been subscribed to for billing purposes.
- Verify the television set is tuned to the proper channel (Channel 3 or 4).
- If the power was recently disconnected (e.g. there was a power outage, or the TV was unplugged for any reason), the TV may need to be re-programmed (this is a common problem).
- If these steps do not resolve the problem, notify Educational Media using the online [Media Request Form](#).

### 13. Digital receiver does not operate properly.

- Verify the television set is tuned to the proper channel (Channel 3 or 4).
- If this does not resolve the problem, notify Educational Media using the online [Media Request Form](#).

### 14. Remote doesn't work.

- Replace the batteries in the hand unit. The batteries may be weak or dead.
- Check that there are no obstructions between the sensor on the digital receiver and the transmitter on the remote control. (Tell your dog to move.)
- Verify that the buttons on the front of the receiver are operational. If so, the remote will need replacement.
- If these steps do not resolve the problem, contact Educational Media using the online [Media Request Form](#), and request that a new unit to be mailed to you. (Note: damaged units are charged a replacement fee.)