



TV SIGNAL TROUBLESHOOTING CHECKLIST

Quick checks to try before calling a TV aerial engineer

Seeing No Signal, missing channels, pixelation or a picture that keeps freezing?

Work through these simple checks in order. They can help you rule out loose connections, incorrect settings and temporary local problems - and give an engineer useful information if a visit is still needed.



Stay safe: Do not climb onto the roof or try to move an outdoor aerial. If you see exposed wiring, damaged electrical equipment or smell burning, switch the equipment off and seek professional help.

Three useful clues before you begin

ONE TV ONLY

Likely to be the TV, its aerial lead or wall socket.

EVERY TV

More likely to involve the aerial, amplifier, splitter or transmitter.

AFTER BAD WEATHER

The aerial or an outside cable may have moved or become damaged.

Need professional help?

Call free on **0800 802 1791** | localtvaerialsandsatellites.co.uk

Keep this guide by the television or save it on your phone.



TV Signal Troubleshooting Checklist

Part 1 - connections, equipment and settings

Start with the basics

Complete each check before moving on. Avoid retuning until you have checked for a local transmitter problem.

1 Check which channels are affected

- ☐ Try several channels, including BBC One, ITV1, Channel 4 and Channel 5.
- ☐ Make a note of whether every channel is affected or only a small group.

Only a few missing channels can point to one part of the Freeview signal rather than a complete loss.

2 Check your other televisions

- ☐ If you have more than one TV, check whether they all show the same problem.
- ☐ Try a television in another room, where possible.

One TV affected: check that set, its lead and wall socket. **Every TV affected:** suspect the aerial system, amplifier or transmitter.

3 Restart the TV and connected equipment

- ☐ Switch off the TV, Freeview box, recorder and any powered booster.
- ☐ Unplug everything from the mains for about one minute, reconnect it, then switch it back on.

A full power restart can clear temporary faults that the remote control does not.

4 Check the aerial cable

- ☐ Push the aerial lead firmly into the television or Freeview box and into the wall socket.
- ☐ Look for loose plugs, sharp bends, crushed sections or visible damage.
- ☐ Try a spare aerial lead if you have one.

Do not force or repeatedly twist the connector - this can damage the TV aerial socket.

5 Check the television input

- ☐ Press Source, Input or AV on the remote control.
- ☐ Make sure the TV is set to TV, DTV or Digital TV - or to the correct HDMI input for a Freeview box.

An accidental input change can make a working television appear to have lost its signal.



Look for the wider cause

These checks help you decide whether the fault is inside the property or affecting the local area.

6 Check boosters, amplifiers and splitters

- ☐ Make sure any powered booster or amplifier is switched on and showing a power light.
- ☐ Check every cable connection if the signal passes through splitters or adapters.

A failed amplifier can cause a sudden loss of signal on every TV connected to it.

7 Think about what changed

- ☐ Did the problem begin after strong winds, heavy rain, roofing work, scaffolding or moving the television?
- ☐ Has new electrical equipment been installed nearby?

Weather can move an aerial; scaffolding, trees and new structures can obstruct reception.

8 Check for a local transmitter problem

- ☐ Check whether engineering work or a temporary transmitter fault has been reported for your area.
- ☐ Ask a nearby neighbour whether their Freeview reception is working normally.

Important: A local outage can affect many homes at once.

9 Retune only when appropriate

- ☐ Retune when the TV requests it, Freeview has announced a change, or the signal is stable but some channels are missing.
- ☐ Do not repeatedly retune while the picture is breaking up or the TV shows No Signal.

Retuning will not repair a damaged aerial, faulty cable or weak signal - and during an outage it may remove correctly stored channels.

10 Test again and record the result

- ☐ Recheck the affected channels after completing the steps above.
- ☐ Write down what improved, what stayed the same and whether the problem comes and goes.

These details can save time when you speak to an engineer.



TV Signal Troubleshooting Checklist

When the basic checks have not solved the problem

When to call a TV aerial engineer

Professional testing is sensible when:

- ☐ Every television in the property is affected.
- ☐ The signal disappeared after strong winds or building work.
- ☐ The outside aerial or cable appears damaged.
- ☐ Channels continue to freeze, pixelate or disappear.
- ☐ A booster or amplifier appears to have failed.
- ☐ The problem keeps returning after temporary fixes.
- ☐ You use a communal aerial system in a block of flats.

Information to have ready when you call

Your postcode

When did the problem begin?

Is every television affected?

☐ Yes

☐ No

☐ Only one TV

What does the screen show?

☐ No Signal

☐ Weak Signal

☐ Pixelation/freezing

☐ Missing channels

Anything else you noticed (weather, building work, intermittent fault, noises):

Still having trouble?

A professional engineer can test the signal, inspect the aerial system and locate the fault safely.

0800 802 1791

localtvaerialsandsatellites.co.uk



Scan for Fix My TV Signal help