

# Troubleshooting Your Television

If you are having trouble with your cable box or certain channels, try these troubleshooting steps to see if you can resolve your problem.

## The Cable Box is On but the Remote Is Not Working

Make sure the remote is on the correct selection to control the cable box. To do this, all you have to do is hit the "CBL" button and try to change channels again. If this doesn't work might need a new pair of batteries.

## Missing a Channel?

A channel scan should be able to fix this for you. We have outlined the general steps to perform a channel scan, however, each Television brand is a little different.

1. Find the "Menu" or "Settings" button on your remote.  
**Note:** If you have a Smart TV, they generally have a "Smart Button" that you may have to use to get to settings. This is usually in the shape of their logo.
2. Locate the **Channels** or **Tuner Set Up** option.
3. Check the menu for **Antenna Type** or **Connection Type**.
4. Make sure that Cable is the selected option.  
**Note:** Some manufacturers may have it labeled as **Digital Cable, CATV** or **Cable STD**.
5. Depending on the brand of TV, it should have for selection either **Channel Scan, Auto Program** or **Auto Tune**.
6. Allow time for the TV to complete the scan. The process may take up to an hour.
7. Once complete, confirm the menu prompts and then exit out of the menu.

Once you have completed the channel scan you will be able to pull in all stations on either the expanded or basic cable tier depending on your selected service.

