Questions & Answers

Q  No signal or picture on screen
A  Is all equipment turned on?
   Does your equipment need retuning?
   Is your cable plugged into the correct socket?
   Are all connections in securely? (E.g. aerial / scart lead)
   Is your TV on the correct input channel (AV1, DTV, AV2, Source AV)?
   Turn off box at mains, leave for 5 minutes, and then turn on again.
   Check neighbours system to see if they are experiencing any problems if they are on a communal system.
   Ask friend, relative or scheme manager to have a look.

Q  Can't change channel
A  Make sure the remote control can see the Box/TV.
   Is it the right remote control?
   Check the batteries in the remote control.
   Are you on the correct input (ATV, DTV)
   Turn box off, leave for 5 minutes then turn box on again.

Q  Sound but no picture
A  Check scart lead is in correctly.
   Turn box off, leave for 5 minutes then turn box on again.
   Replace scart lead.

Q  Picture but no sound
A  Check scart lead is in correctly.
   Turn box off, leave for 5 minutes then turn box on again
   Replace scart lead.

Q  Channel pixelating/freezing before July 2012
A  Check Digital UK website to see if digital is available in this area. (This still does not mean that you can receive it).
   Are there any tall buildings in the way or are you in a valley?

Q  I can't record any TV channels on my Video recorder
A  You can still watch your existing videos on your VHS player but you will no longer be able to record. You will need to purchase digital Freeview recording equipment.