

THE KEEN GUIDE

TV Antenna Troubleshooting Checklist

Print this 4-page fill-in guide and keep near your TV

Use this sheet when a channel goes missing or the picture breaks up.

My TV Antenna Setup

Antenna	☐ Indoor ☐ Attic ☐ Outdoor	Best spot	_____
Tower Direction	N / NE / E / SE / S / SW / W / NW	Miles away	_____
Cable	_____ feet	Splitter	☐ No ☐ Yes
Booster	☐ No ☐ Yes ☐ Has power	TVs on it	_____
TV menu	☐ Antenna ☐ Air	Last good scan	_____

My Must-Have Channels and Tower Notes

Look up your address at www.antennaWeb.org*. Write down the channels you want + tower directions.

Channel / network	TV location	Tower Direction	Miles from Tower	How signal comes in on your TV: Strong / OK / Weak

*How to use AntennaWeb

1. Go to AntennaWeb.org and enter your address.
2. Find each channel you want in the station results.
3. Write down its distance and tower direction below.

4. Use the station map to see which towers are in the same direction.

Good to know: Towers may be located in two different directions. Note both. You may need to turn the antenna a little for one channel.

SET IT UP

Find My Best Antenna Spot

Pick one must-have channel. Test one spot at a time. Move the antenna a little. Wait 10 seconds.

1. Try a window first.
2. Try a higher spot.
3. Try a different wall.
4. Move away from Wi-Fi gear, metal, and the TV.

Record Your Results

Spot I tried	Channels found	Must-haves clear?	What changed?
Near a window	_____	☐ Yes ☐ No	_____
Higher in room	_____	☐ Yes ☐ No	_____
Different wall	_____	☐ Yes ☐ No	_____
Away from Wi-Fi / metal	_____	☐ Yes ☐ No	_____

Save the Best Spot

Best spot	_____	Facing	_____
Height	_____	Cable path	_____
Best channel	_____	Channels found	_____

Run a Channel Scan

1. Use the TV remote. Open Settings.
2. Open Channels, Channel Scan, Auto Program, or Auto Tune.
3. Choose Antenna or Air. Do not choose Cable.
4. Start the scan. Let it finish.

Cable and booster check: Make the round cable hand-tight. If you use a splitter, test one TV with no splitter. If you use a booster, check its power. Try the booster on, then off. More boost is not always better.

QUICK FIX

When a Channel Goes Missing

Start here: If the channel worked before, do not scan first. A scan can erase a weak channel. Check the signal first.

1. Make sure the TV is on TV. In the menu, pick Antenna or Air.
2. Make the round cable hand-tight. Check the splitter and booster power.
3. Put on the missing channel. Move the antenna 1 or 2 inches. Wait 10 seconds.
4. Look for rain, wet leaves, a moved antenna, or a new thing in the way.
5. If you use a splitter, test one TV straight from the antenna.
6. When the signal is steady, scan again. Let the scan finish.

Match the Problem to the Fix

What you see	What to do
No channels	Check the cable. Pick Antenna or Air. Test one TV with no splitter. Then scan.
One channel is gone	Move the antenna a little. Check that channel's tower way. Do not buy parts yet.
Picture freezes	Tighten cable ends. Test with no splitter. Try the booster on, then off.
Works at some times	Write down the time and weather. Check wet trees and outdoor cable ends.

What Fixed It Last Time?

Channel / problem	What worked	Time / weather

Wait for clear weather: If the channel comes back after the weather clears, the antenna may be fine. Save the good spot before you buy anything.

SAFE NEXT STEP

When to Call a Pro

Stop and get help if any box below is true.

- ☐ I need a ladder, roof, attic, drill, or cable in a wall.
- ☐ The outdoor antenna, mount, or cable looks loose or worn.
- ☐ My must-have channels are still missing after four spots.
- ☐ I have many TVs and the signal stays weak.
- ☐ I do not know which cable to use.
- ☐ The work feels unsafe or too hard.

Have This Ready

☐ Antenna type and spot	☐ Tower notes and must-have channels
☐ Number of TVs	☐ Splitter or booster
☐ What you tried	☐ A photo of the antenna and cable

Ask Before You Book

1. Do you work on free over-the-air TV antennas?
2. Will you test the signal at the antenna and at my TV first?
3. Will you check the cable, splitter, and booster before new parts?
4. Can you use my antenna and cable if they still work?
5. What is the visit fee? Will I get the full price in writing?

Say this: "Please test the TV signal first. Tell me what is wrong and what it may cost before you replace parts."

Pro / company	_____	Phone	_____
What they found	_____	Written price	_____

Safe rule: If you must climb, drill, go on a roof, or run cable in a wall, stop and get help.