1 TV Antenna Troubleshooting Checklist

Simple checks for missing channels and a picture that freezes or breaks up.

> You do not have to fill out every page. Start with your problem below, and stop when your picture works again.

For local channels received through a TV antenna — not for fixing Roku apps, Pluto TV, or cable service.

Choose your starting point

Your problem	Start here
No channels / new antenna	Quick checks below, then page 4.
One channel disappeared	Quick checks below, then page 3.
Picture freezes or breaks up	Quick checks below, then pages 2 and 4.
Works only sometimes	Quick checks below. Note time and weather on page 6.

Quick checks — start here

1. **Use your television’s remote.** If you have a Roku TV, use its Roku remote. For a separate Roku stick or box, use the television’s remote for antenna setup.

2. **Choose the TV’s antenna input.** Press Input or Source and look for TV or Antenna. On a Roku TV, press Home and choose Live TV. Names vary by television.

3. **Check the round antenna cable.** Make its screw-on end snug with your fingers. Do not use pliers. See page 2.

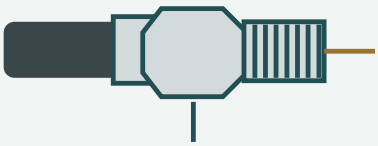
4. **Have a booster?** Check its power connection. No booster? Skip this check.

> Only check equipment you can reach safely from the floor. Do not climb, enter an attic, drill, or work near power lines.

2 Know the Parts

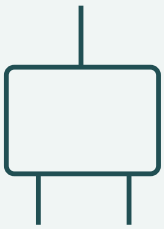
Your equipment may look different. These drawings show what to look for.

Antenna cable



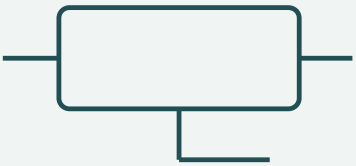
Turn the screw-on nut with your fingers.

Splitter



One cable in; two out

Booster / amplifier



Also needs power

A booster may be built into the antenna or be a separate part. It may use a wall outlet or USB power. Not sure what you have? Leave it alone for now.

If you have a splitter

A splitter sends the antenna signal to more than one TV. If you know which cables to use, try one TV connected directly to the antenna cable, without the splitter.

> Simple test: antenna → antenna cable → one TV
> No splitter in between. Keep required booster power connected.

Cannot tell which cable goes where? Skip this test. Do not pull on wires or disconnect parts at random.

If you have a booster

Check its power first. More boost is not always better; too much can cause picture trouble.

To test without it, follow its own instructions. Switching it off is not always the same as removing it. Some boosters block the signal when they have no power.

> Unsure? Keep going with the safe indoor checks. You do not have to complete every test.

3 When One Channel Disappears

If a channel used to work, try these checks before running another scan.

> A scan updates the saved channel list. On some TVs, a channel that is too weak during the scan may drop off that list.

Work through these checks

1. **Do the quick checks on page 1.** Check the TV input, antenna cable, and booster power.

2. **Check for a station problem.** On a phone or computer, look at the station's website for an outage or a message telling viewers to rescan. A missing channel is not always your antenna's fault.

3. **Is the channel still in the TV's channel list?** Select it, even if the picture is blank or says "No signal." If it is no longer listed, skip to check 5.

4. **Try a small indoor antenna move.** If you can safely reach it from the floor, move it an inch or two. Wait about 10 seconds, then check the picture. For an outdoor or attic antenna, skip this move.

5. **Notice what changed.** Did the antenna move? Is a new object in front of it? Did the problem start during rain? Write down what you notice. Stay indoors; do not inspect roof equipment.

6. **Try the splitter test, if you can.** Follow page 2. Skip it if you cannot identify the cables.

7. **Still missing?** After checking connections and antenna position, follow the scan steps on page 4. Also rescan if the station tells viewers to do so.

If it still does not return

Try the optional tower lookup on page 5, or get help using page 7. Do not buy parts just because one channel is missing.

Channel / station	What I noticed

4 Find a Spot & Scan

For an attic or outdoor antenna, skip the placement tests. Go straight to “How to scan” below.

Test safe indoor spots

Channels already saved? Leave one favorite channel on. Try the spots below one at a time. After each move, wait about 10 seconds before judging the picture.

No channels saved? Try a window spot and scan below. If none appear, try another safe spot and scan again. Use any channel you find to compare small moves.

Try a spot	Channel tested	Picture: clear / breaks up / none
Near a window		
Higher, within safe reach		
Another wall, away from electronics or metal		

Check your other favorite channels before choosing a spot.

How to scan

1. Check that the antenna cable is connected to the TV. Keep required booster power on.

2. On the TV remote, open **Settings**. Look for **Channels**, **Channel Scan**, **Auto Program**, or **Auto Tune**.

3. If asked for the signal source, choose **Antenna** or **Air** — not Cable. This choice may come before the scan menu.

4. Start the scan and let it finish. Run a final scan once you choose the best spot.

Roku TV: Look under Settings → TV inputs → Live TV for setup or scan options. Separate tuner box? Use that box’s scan instructions.

> **Still no channels after trying safe spots?** Recheck the equipment on page 2. If that does not help, use page 7. You do not need to keep moving the antenna.

5 Optional: Find Your Towers

Use this page for a stubborn reception problem. You can skip it if your picture is working.

Look up the stations you want

1. On a phone or computer, go to **AntennaWeb.org** and enter your address.

2. Find the stations you want in the results. Copy the distance and tower direction into the table.

3. Use the map to see which towers are in the same direction. You do not need to calculate anything.

> Stations may use different towers. Write down the direction for each one. Tower information is a starting point, not a promise of reception.

Channel / network	Tower direction	Miles away	Picture after testing

Copy the tower direction as shown, in letters or numbers. For the last column, write Clear, Breaks up, or No picture.

Only adjust an indoor antenna you can safely reach from the floor. Leave outdoor or attic adjustments to someone qualified to help.

6 Optional: My Setup & Notes

Fill in what you know. Leave the rest blank. These notes may help if the problem returns.

My antenna setup

What to record	My notes
Antenna location	☐ In the room ☐ Attic ☐ Outside ☐ Not sure
Best spot / direction it faces	
Splitter	☐ Yes ☐ No ☐ Not sure
Booster	☐ Yes ☐ No ☐ Not sure
Date channels last worked	

For “Best spot,” write something like “living room window.” For direction, “toward the front yard” is fine.

What happened — and what helped?

Channel / problem	What I tried / what helped	Time / weather

If the problem comes and goes, note when it happens. Keep this guide near your TV so you can find your notes next time.

7 Know When to Get Help

You have not failed if you need a hand. Some antenna problems need tools or a signal test.

Stop if any of these apply

☐ The next step means climbing, entering an attic, drilling, or running cable inside a wall.

☐ Outdoor equipment looks loose or worn when viewed from a safe place.

☐ You cannot tell which cable to disconnect or reconnect.

☐ Favorite channels are still missing after the safe indoor checks.

☐ The work feels unsafe or too difficult.

Have these details ready

Antenna location • Number of TVs • Splitter or booster, if known • Channels you want • What you already tried

Photos can help, but take them only if you can do so safely from the floor or ground.

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?
3. Will you check the cable, splitter, and booster before suggesting new parts?
4. Can you keep my antenna and cable if they still work?
5. What is the visit fee? Will I get the price in writing?

> “Please test the TV signal first. Tell me what is wrong and what it may cost before you replace parts.”

Company / phone	What they found / written price