



Cable TV Troubleshooting

OneSource is responsible for providing reliable cable television service to the Network Interface Device (NID) located on the outside of your home or business. If you request a technician to come to your location and the problem is related to your internal wiring or electronic equipment, you will be billed a trip charge.

Q. Nothing happens when I turn on my TV set.

A. Double check that the TV and set top box plugs are completely inserted in active electrical outlets. If the outlets are controlled by a wall switch, make sure the switch is in the on position. If your TV is plugged into the back of the set top box, be sure the box is plugged in and turned on before turning on your TV set.

Q. What if I have a snowy or grainy picture?

A. Check all other TVs in the home for the same problem. If all TVs have a snowy or grainy picture, contact OneSource Customer Service at 817-745-3000. If the problem is occurring on one TV:

- Check all cable connections for secure fit (this includes connections to the wall jack, television, set top box and any other equipment).
- Check the equipment and verify that everything is set to the correct channel. Please refer to your owner's manual for appropriate channel settings for TV, VCR, DVD etc.

Q. The audio does not match the video, what do I do?

A. Check the SAP settings on your equipment and make sure that they are set correctly. Refer to your owner's manual for information on SAP.

Q. How can I correct poor video/audio reception?

A. Make sure the TV is set to the Primary Default Channel (Ch. 3 for most TVs). Then check for loose fittings at wall outlet, TV, VCR, Set top box, etc., and tighten if necessary. Your VCR, DVD or other equipment may be causing interference, turn off all additional equipment. If the problem still exists, contact OneSource Customer Service at 817-745-3000.

Q. Why is the volume on my TV buzzing?

A. You need to lower the volume on your TV set and then adjust and lock the volume on your set top box to Stereo. For instructions, refer to the user manual for your remote control.

Q. What do I do if I am not receiving all of the correct channels?

A. First, check your TV and/or VCR Auto Programming settings. Then verify that your TV is set to cable as an input. Turn your set top box off and then turn it back on. If the problem remains, contact OneSource Customer Service at 817-745-3000.

Q. What is causing my TV to show a completely blue screen?

A. This is caused by customer equipment (TV, VCR, DVD, etc.). Check the equipment guides for the correct manufacturers' settings.

Q. Why do some channels have a blocky appearance and/or "One Moment Please" message on the screen?

A. These problems may occur occasionally and are usually temporary. If the problem persists, please contact OneSource Customer Service at 817-745-3000.

Q. My Remote Control doesn't work, what should I check?

A. Press the key labeled CABLE on your Remote Control to be sure you are in the cable mode. Also, check the batteries.

Q. What if I forgot my Parental Control/Purchase Codes?

A. Contact OneSource Customer Service at 817-745-3000 and a representative will help you erase the existing codes and set new ones.

Q. If the power goes out, do I need to reset my Parental Control/Purchase codes, Favorite Channels, Reminders and Locks?

A. No, these are maintained in the set top box memory.

Q. If the power goes out, do I lose my on-screen program guide?

A. You will lose the guide for approximately five minutes. Program information will then begin to appear. Future programming information and access to all features will be restored shortly thereafter.

Q. What do I do if I am stuck on a screen or menu?

A. You can always press the EXIT key on your remote control to immediately return to TV viewing mode. You can also press the LAST key to back you out of the on-screen program guide one menu at a time.

Note: If you move your TV set to a new outlet and there is no picture, the outlet may not be activated for service. Contact OneSource Customer Service at 817-745-3000 for rates and scheduling of jack activation.