Basic troubleshooting for weak or no signal with a new outdoor antenna.

- Use TVFool.com with the complete address.
  - Verify that the Noise Margin is above zero.
  - Make notations on frequency type.
  - Make notations on broadcast tower locations.
  - Make sure the antenna is oriented in the correct direction for reception with as clear and unobstructed view to the broadcast towers as possible.

- Confirm that the TV has a digital tuner.
  - TV’s manufactured after March 2007 should have an ATSC tuner installed, before that date confirm by looking up the TV’s specs via it’s model number.
  - An ATSC tuner must be present to receive digital transmissions. An NTSC tuner is analog and absolutely will not work.
  - If the TV is older and does not have an ATSC tuner a Digital Convertor Box can be easily sourced from Best Buy or Walmart.

- Once the TV is confirmed to have an ATSC tuner or a Digital Convertor Box is present, ensure that the customer runs the Auto Program or Channel Scan procedure correctly. If needed lookup the manual for the TV on the manufactures website and walk them through the scan.

- New or existing coaxial wiring in home.
  - If existing, is it from a satellite installation? If so make sure the customer removes all hardware inline left over from the satellite install.

- How long the cable run is. Every 100’ run incurs a 6dB loss

- How many coaxial outlets are in the home? Each split incurs a 3.5dB loss.

- Is there an amplifier installed? If so, remove it for troubleshooting purposes.

- If all else fails, run a known good or new coaxial cable straight from the antenna to the TV. Avoid all splitters, connectors, amplifiers, etc. Throw the cable down the side of the house and come in through a window or door, then rescan for channels.

- Keep in mind, there are three main components using an OTA antenna. The antenna itself, the TV, and what’s in between (the coaxial cabling and hardware). To sum up this guide the following actions resolve most problems:
  - Correct Antenna Selection
  - Antenna Orientation
  - ATSC Present And Scanned Properly
  - Satellite Hardware Removed
  - Loss Due To Splitters Or Extended Cable Length