

How do I perform a channel scan/auto scan?

If you are missing channels or don't see any channels on your TV without a cable box, verify that:

1. All of the cables are physically connected to the TV straight and snug by hand.
2. The device is turned on.

Your TV needs to scan for channels before it can show programming from BELD Broadband cable TV when the cable comes directly from the wall (no cable box). Do not scan for channels if you have a cable box connected using AV (composite), component, or HDMI cables. The box—not the tuner inside your television—selects the channel. If you are not using the "TV" input, press the INPUT button on your remote until the correct input mode is selected.

To perform a channel scan using the coaxial input:

1. Press the INPUT button on your remote to view your current input source. The TV (coaxial cable) input must be selected. This may appear as "TV," "ANT," or the channel and call letters of a station. If the TV input is not selected, press INPUT until the TV input mode is selected.
2. Open the on-screen menu and select TV or Tuner option (this varies by model).
3. Highlight Tuner Mode and select Cable (BELD Broadband coaxial cable direct from the wall to your TV)
4. Select Auto Search or Auto Channel Scan (*varies by model*).
5. When the search reaches 100% complete, Exit to the menu.
6. Use the Channel Up and Channel Down buttons on your TV remote to view available channels.

If this does not resolve the issue, power cycle the TV and then re-run the channel scan:

1. Turn off the TV.
2. Unplug the TV from the electrical outlet.
3. Plug the TV back into the electrical outlet.
4. Turn on the TV. Note: There is also an option to reset the TV to the factory default settings in either the SETUP or SYSTEM section of the on-screen menu. The option may be "Reset all settings," "System Reset," or "Reset & Admin." Consult your TV's user manual for the location and steps for resetting your model.
5. Remove the coaxial cable from the TV connector on the back of your television and perform a channel scan to clear the existing channels (see procedure above). This should not find any channels.
6. Re-attach the coaxial cable to the TV connector and perform a new channel scan.