

Chibardun Telephone Cooperative / CTC Telcom

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Trouble Shooting Guide Cable TV

Problem	Possible Cause	Try This
No Sound	MUTE is pressed on the remote control.	Press MUTE on the remote to restore volume level.
No Picture	On one TV - cable signal may not be reaching your TV.	Make sure all cables are connected properly, power cord is plugged into electrical outlet and VCR is turned off.
	On all TVs - cable signal not reaching your home	For cable/connection problem, call Chibardun/CTC Telcom
		Is bill current?
Picture is distorted	Coaxial cable (TV cable) is disconnected or loose.	Reconnect or tighten the cable.
Blue or black TV screen	No video supplied to TV.	Turn VCR off.
Snowy picture	VCR is on at this location and TV is on wrong channel.	Turn VCR off.
	TV is on wrong channel for Source. (converter box)	Set TV to channel 3 or 4.
No Power	Power cord is disconnected.	Check to make sure that the TV is plugged into a live electrical outlet. Note: If a wall switch controls the outlet, make sure the switch is on.
Can't view channels above 13.	TV is not programmed to CATV.	Program TV for CATV (see TV owner's manual for programming instructions).

INSTRUCTIONS FOR PAY-PER-VIEW (where available)

1. Go to channel 51 for information about the pay-per-view channels (21-24).
2. Call the toll free number (1-877-877-4282) indicated on channel 51.
3. Follow the voice instructions, which includes entering your telephone number, channel number or event code of the movie to buy.