

## **Troubleshooting:**

### **Weather**

Storms or hot weather can affect digital television. Digital signals freeze, pixilated or simply disappear in these weather conditions. Clear, sunny days in the summer will have an affect on the signal due to co-channeling interference – signal will be especially poor in the mornings and evenings. If the signal improves later in the morning weather was the culprit. Please **DO NOT** re-scan your television(s) during this time.

### **Poor line-of-sight**

CTV is a line-of-sight system which means when you get on top of your house and look where your antenna is pointed, it should be pointed toward the CTV tower. The rule of thumb for good antenna placement is the higher the better; there shouldn't be anything between it and the tower that would cause any interference.

### **Technical difficulties**

If reception is poor, yet you are within 20-30 miles of a tower and have a clear line of sight, you may want to consult your local TV antenna installer. You may have a poor connection between your TV and the antenna or you may need a booster or other equipment. Please click on the link named "BCREA Antenna Providers" to find the closest provider to you.