

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Freesat: channels missing and how to retune

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Freesat comes from a satellite dish rather than an aerial. If channels vanish or move, a retune on the box or TV often fixes it. Menu names vary by brand and model, so use the words below as a guide.

When to retune

- Channels have gone, or show **No signal**.
- New channels have been added.
- You see a message asking you to update your channel list.

Retuning

1. Press **Menu** on the Freesat box or TV remote.
2. Look for **Settings**, then **Installation**, **Search** or **Retune**. The wording differs by manufacturer.
3. Choose an automatic option, such as **Automatic Retune** or **Auto Scan**.
4. Wait while it searches. Do not switch off.
5. Save the channel list if asked.

A **Factory reset** or **First-time installation** option may appear in the same menu. **Warning: this erases all your saved channels, favourites and settings.** Use it only after an automatic retune has failed.

Check the basics

- Is the lead from the dish firmly in the satellite socket on the box?
- Is the box switched on?
- Was there heavy rain or snow? Satellite signal can drop briefly in bad weather.
- Does anything block the dish, such as growing branches?

Check your set-up

Freesat has a website with a channel guide and help pages. Check it for the latest retuning advice for your type of box or TV.

Dish problems

If many channels are missing and a retune does not help, the dish may have moved. Do not climb up or adjust it yourself.

When to get more help

Get help if the dish or cable looks damaged, if retuning fails, or if you are unsure how to use the installation menu.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.