

TVs, streaming & smart home | Easy | 2 min read

Freeview channels are missing: how to retune

If some Freeview channels have disappeared, or you see "no signal" on channels such as BBC One or ITV1, retuning your TV usually brings them back. The steps differ by brand, so we describe what to look for.

Why channels go missing

- Channels can move or change frequency.
- Weather, such as heavy rain or strong wind, can weaken the signal.
- A loose or damaged aerial cable is a common cause.
- Building work, a new neighbouring building or a moved aerial can affect reception.

Retune your TV

1. Press **Menu** or **Settings** on your remote.
2. Look for something like **Channels**, **Broadcasting**, **Tuning** or **Installation**.
3. Choose **Auto Tuning**, **Channel Scan** or **Search**.
4. If asked, choose **Aerial** or **Antenna** (not cable or satellite), and set the country to **UK**.
5. Wait until the scan finishes. It can take several minutes.

Warning: a full retune may delete your channel order and any favourites. Write down any channels you care about first, and be aware that recorded schedules on some TVs may need setting up again.

Check the aerial connection

1. Turn the TV off.
2. Check the aerial cable is pushed firmly into the back of the TV.
3. If you use a set-top box or recorder, check its aerial lead too.
4. Retune again once everything is secure.

Freesat, Sky and Virgin

This guide is for Freeview through an aerial. Freesat, Sky and Virgin boxes have their own settings, and they use a dish or cable instead. If those have no picture, look at the box rather than the TV.

Check for signal problems

On many TVs, the tuning menu shows signal strength. If it is low or flickers, the aerial or cable is likely at fault.

When to get more help

Get in touch if retuning does not restore the channels, the signal strength is low, you have a loft or shared aerial, or you only get a few channels. A faulty aerial, amplifier or cable may need replacing. Do not climb onto the roof yourself.

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.