

LG, Sony, Sky, Virgin & other TVs | Medium | 2 min read

Freeview: pixelating or breaking up picture, and aerial checks

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.

If your Freeview picture freezes, breaks into squares or loses channels, the cause is usually a weak or disturbed aerial signal. Here are checks you can do safely from the ground.

Check for local problems

The Freeview website has a Channel Checker where you enter your postcode. It shows which channels you should get and whether there is a known transmitter fault or maintenance in your area.

Weather and timing

Heavy rain, strong wind and some weather conditions can affect reception. If the problem comes and goes, this may be the cause, and it often clears on its own.

Check what you can see

1. Look at the aerial lead at the back of the TV and make sure it is pushed in firmly.
2. Check the lead is not trapped, kinked or chewed.
3. If you use a set-top box or recorder, check the lead is plugged into the **Aerial In** socket.
4. Make sure the TV or box has its power cable plugged in properly.

Aerial signal strength

Many TVs show signal strength in the tuning menu, often under **Manual Tuning** or **Signal Information**. If it is low or flickering, the aerial or cable is a likely cause.

Mobile broadband interference

4G and 5G signals can interfere with Freeview. Freeview advises contacting Restore TV, which can diagnose it and fit a free filter if that is the cause. Check the Freeview website for current details.

The outdoor aerial

Do not climb onto the roof or ladders to adjust an aerial. A damaged, loose or misaligned aerial needs a qualified aerial installer.

Retune afterwards

If you made changes, retune the TV. You may need to reset favourite channels and scheduled recordings afterwards.

When to get more help

Get help if the picture is poor on every channel, if you suspect the aerial or cable is damaged, or if you are thinking of working at height.

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.