



Spectrum Repack: Frequently Asked Questions

Here are some Frequently Asked Questions

When should I rescan my TV? You can rescan for available channels any time after 10am on Wednesday, January 15.

I have cable, do I need to do anything? No. If you have a TV connected to an indoor, attic, or outdoor antenna, you will need to rescan to capture all available channels.

I have an antenna. I tried rescanning and it's not working. What do I do? Try repositioning your antenna. If you have an antenna on your roof, try retuning it. If you have an inside antenna, try moving it closer to a window and rescan again.

I rescanned and now I have no audio. Rescan again. Sometimes the TV tuner needs more time to process the information.

Will my reception improve? Depending on where you are and where your antenna is, it should. If you're interested, you can check your signal strength on this website, www.tvfool.com.

Do I need to rescan if I am using a Firestick? No. The firestick is not an antenna. It is only for streaming.

I do not have my original remote. Can I use my Universal remote to rescan? Yes, you can in most cases.

I don't have a remote control. How do I rescan? You can rescan using the controls usually located on the side of your TV. (Refer to the separate document Spectrum Repack: Rescanning without A Remote for details.)

Will I have to rescan every year? No. You will rescan any time a channel you had is missing or to see if more channels are available in your area.

My up and down arrow buttons don't work. Ask if the caller is using the arrow buttons formulated in a circle usually around the OK or SELECT button. Sometimes viewers use the Channel or Volume arrow buttons by mistake.



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Why do I have to rescan? The FCC assigned new over the air broadcast channels to most of the TV stations in the New Orleans area. On January 17, those stations are required to transmit with their new channel. Rescanning allows your TV to acquire and store the new channel information so you can receive the available channels. The actual channel number you have always watched on your TV will not change. (Please note that WDSU is transitioning on January 15.)

Helpful Websites

This is the FCC's website explaining this situation.

https://www.fcc.gov/TVrescan?utm_medium=search&utm_source=google&utm_campaign=FCC-Rescan---Phase-6&utm_content=pn-12032018_search_Rescan-TV/Channels_how-to-rescan-tv&gclid=CjwKCAjwxOvsBRAjEiwAuY7L8rUHdhasqEl4ipkta49A3TJAT47F4cO0zIhzztfmQP4vUXgEoNW1oRoCucAQAvD_BwE

Here's another website with good information. It has links to a number of TV set manufacturers. <https://www.tvanswers.org/rescan.asp>

This website has a good overview for scanning.

<https://www.howtogeek.com/424853/how-to-scan-or-rescan-for-channels-on-your-tv/>

This website helps viewers identify the appropriate type of antenna to use to access available channels in their area. <https://www.antennaweb.org/>



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Rescanning applies to people who receive their local channels using a TV antenna. Cable and satellite subscribers are not affected.

If the user doesn't have a manual for his/her TV, ask for the manufacturer and model number to look it up on the internet. Most manuals are available, but it could take a little bit of time to locate online.

FCC Call Center:

The center will be staffed from 8 a.m. to 1 a.m. ET and can be reached by calling 1-888-CALLFCC (1-888-225-5322) and pressing 6 to speak to someone on the help desk.

<https://www.fcc.gov/TVrescan>