

Cable TV Service Troubleshooting Guide

Customer Name

Account Number

Date of Service

Technician ID

1. Physical Connection & Power Check

Troubleshooting Step	Pass	Fail	N/A
Verify coaxial cable is securely connected to the wall outlet and the receiver.	☐	☐	☐
Verify HDMI or RCA cables are secure between the receiver and the TV.	☐	☐	☐
Ensure power cables are connected and the outlet has power.	☐	☐	☐
Check for any visible damage on cables or splitters.	☐	☐	☐

2. Signal & Hardware Diagnostics

Troubleshooting Step	Pass	Fail	N/A
Perform a hard reset on the receiver (unplug power for 30 seconds).	☐	☐	☐
Check signal strength levels at the receiver interface.	☐	☐	☐
Verify TV is set to the correct input source (HDMI1, HDMI2, etc.).	☐	☐	☐
Test remote control battery level and pairing with the receiver.	☐	☐	☐

3. Service & Authorization Check

Troubleshooting Step	Pass	Fail	N/A
Confirm subscription status and channel package authorizations.	☐	☐	☐
Send a refresh/reauthorization signal to the receiver from the main office.	☐	☐	☐

Troubleshooting Step	Pass	Fail	N/A
Check for localized outages or scheduled system maintenance.	☐	☐	☐

Technician Notes & Actions Taken

Resolution Confirmation

Customer Signature

Technician Signature