

Troubleshooting Charter Cable FM Interference

Determine if household receives Charter cable via standard wall outlet or Digital cable box

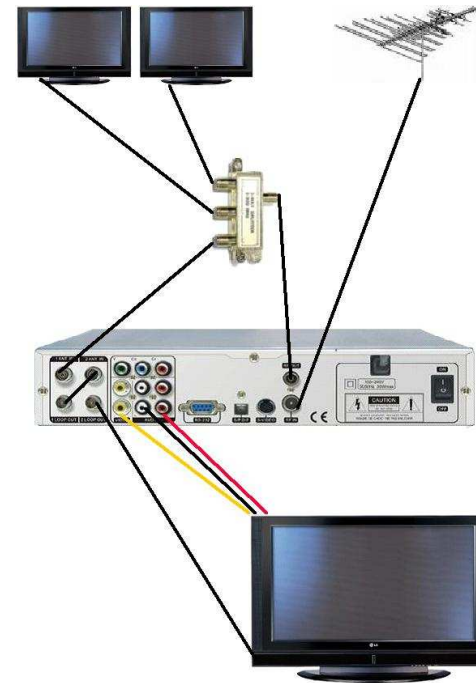
Is RF cable secure at wall outlet and at TV set?

If not, re-connect/tighten all connections



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Digital cable box standard connection



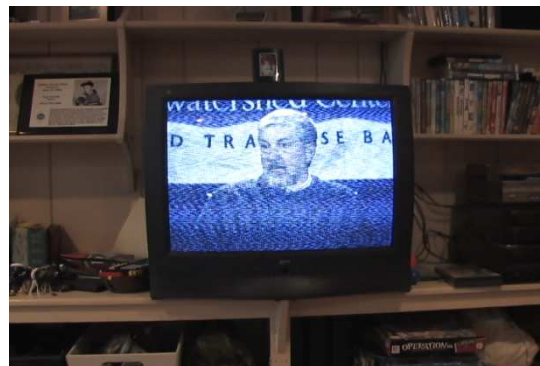
UpNorth Media Center

Homes without digital cable boxes are referred to as **analog customers**

Determine if the analog TV tuner actually can *receive* channels in the 90's.

(Older TV's may only receive channels up to 69.)

Using the analog TV remote – select the **menu**, select **Auto-program** – this will allow the TV to find **all** analog channels – *this may take a few minutes to complete*

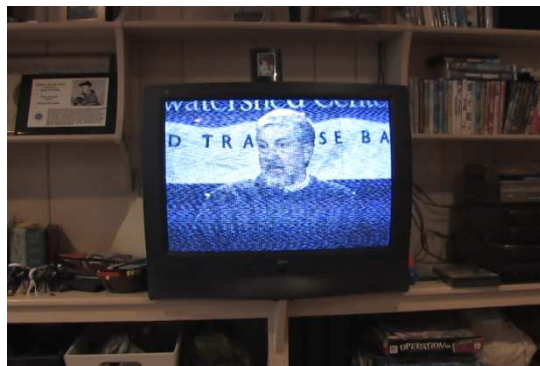


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Once **Auto-programming** is complete – use remote or channel selector to tune TV to **Ch.97** or **Ch. 96**

Ch.97 is
UpNorthTV

Ch.96 is



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analog customers

**FM interference is likely for many analog customers on
Ch.'s 96 & 97**



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FM interference is likely for many analog customers on Ch.'s 96 & 97 - a herring bone pattern or FM audio interference may be present - *see image below*



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Charter has agreed to perform all work necessary to cure the FM interference issue on PEG TV channels **97** and **96** without cost to the subscriber, regardless of the location of such work.

If the situation warrants, Charter will even give a **single free converter box to customers who are unable to receive channels 97 and 96 programming.**

However, you must call Charter soon.

You have a 6-month window to get this free service.

Call 1-877-976-1625.



**Charter's customer service line is
1-888-438-2427**

**For more information on local cable access programming
Please visit our website www.UpNorthMedia.org or call**

929-4188