

Vision Tech

LG, Sony, Sky, Virgin & other TVs Handbook

22 free step-by-step guides in plain English

Free to print and share.

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

LG TV: no sound from the TV speakers

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 LG TV shows a picture but stays silent, the cause is usually a setting rather than a broken speaker. Menus differ between LG models and years, so your screen may look slightly different to the steps below.

Quick checks

- Press **Volume up** on the remote and make sure the **Mute** symbol is not on screen.
- Try a different channel or app. If only one is silent, the fault is with that programme or app.
- If you use a Sky or Virgin box, turn up its volume too, and check the box is not set to a different audio output.

Check where the sound is being sent

LG TVs can send sound to a soundbar, headphones or Bluetooth speaker and then stay quiet. Press the **Settings** (cog) button on the remote, then choose **All Settings** and look for **Sound**, then **Sound Out**. Choose **TV Speaker** and test again. On some models the wording is slightly different.

If a soundbar is connected by HDMI, look for the option called **HDMI ARC** or **eARC** in the same list. Switch it on or off to see which works for you.

Restart the TV properly

1. Switch the TV off with the remote.
2. Unplug it from the wall socket.
3. Wait a full minute, then plug it back in and switch on.

This clears many temporary glitches and is safe. Nothing is erased.

Try the sound reset

In the **Sound** menu there may be a **Sound Mode** setting. Try **Standard**. Some models also have a reset option for sound only. If you see this, use it rather than a full factory reset.

When to get more help

Get help if there is still no sound on every channel and input after a restart, if the sound crackles, or if a soundbar still stays silent. Please do not factory reset the TV as a first step, as it removes your apps, logins and settings.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

LG TV: black screen or no picture

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.

A black screen on an LG TV can mean the TV is off, on the wrong input, or needs a restart. Work through these in order. Menu names vary by model and year.

Is it really off?

Look for a small light under the screen. If there is sound but no picture, shine a torch close to the screen. A faint image means the backlight has failed, which needs a repair.

Check the input

1. Press the **Input** button (or **Home** then choose **Inputs**).
2. Pick the one your box uses, for example **HDMI 1**.
3. Make sure the box itself is switched on.

A message such as **No Signal** points to the box or the HDMI lead rather than the TV.

Check the lead

Push both ends of the HDMI cable in firmly. Try another HDMI socket on the TV, and another cable if you have one.

Power cycle the TV

1. Unplug the TV from the wall.
2. Press and hold the power button on the TV itself for 30 seconds.
3. Wait one minute, plug in and switch on.

Check for a mode problem

If the logo appears but the screen then goes black, try an Energy Saving setting. Go to **Settings**, then **All Settings**, then **Picture**, and look for **Energy Saving** or similar. Turn it off and see if the picture returns.

If it is a flicker or lines

Lines, dark patches or a split picture usually mean a hardware fault. Do not try to open the TV. They contain high voltages.

When to get more help

Get help if the TV makes sound but stays black, the picture has lines or patches, or the TV clicks and will not start. If the TV is under guarantee, check this before anyone opens it.

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LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

LG TV: Wi-Fi will not connect or keeps dropping

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Smart features on an LG TV need a working internet connection. If Wi-Fi fails, the problem is often the router rather than the TV. Menus differ by model and year, so look for similar wording if yours is not exact.

Check the basics

- Do your phone and other devices work on the same Wi-Fi?
- If not, restart the router: switch it off at the wall, wait 30 seconds, switch it on and wait five minutes.

Reconnect on the TV

1. Press the **Settings** (cog) button, then **All Settings**.
2. Choose **Connection**, then **Wi-Fi Connection**. On some models it is under **Network**.
3. Pick your home network and type the password carefully.

If it will not connect, choose your network again and select the option to forget it, then connect from scratch.

Check the date and time

Wrong date or time can stop apps loading. In **All Settings**, look under **General** for **Date and Time** and set it to automatic.

Improve the signal

- Move the router nearer, or the TV away from thick walls and metal shelves.
- Many routers have two bands, 2.4GHz and 5GHz. Try the other one if your router lists them as separate networks.
- A network cable from the router to the TV is the most reliable option.

Restart the TV

Switch off, unplug for one minute and plug back in.

When to get more help

Get help if the TV connects but apps still buffer, if only the TV drops out while other devices are fine, or if you are not sure how to change router settings. Avoid factory resetting the TV just for Wi-Fi, as you would lose your apps and logins.

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LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

LG TV: apps will not open, crash or will not update

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LG TVs run apps through webOS. When an app such as Netflix, iPlayer or YouTube misbehaves, the fix is usually an update, a restart or a reinstall. Menus vary by model and year.

Start simple

1. Close the app and open it again.
2. Restart the TV: switch off, unplug for one minute, plug in.
3. Check other apps. If all fail, see our Wi-Fi guide first.

Check for TV updates

Press **Settings**, then **All Settings**. Look for **Support** or **General**, then **Software Update** or **About This TV**. Turn on automatic updates if offered. Old software is a common reason for apps to stop working.

Remove and reinstall the app

1. Press **Home** on the remote.
2. Scroll to the app, then press and hold **OK** (the wheel) on it until edit options show.
3. Choose to remove or delete it.
4. Open the **LG Content Store**, search for the app and install it again.

You will need to sign in again, so have your password to hand.

Older TVs may lose apps

Apps are sometimes withdrawn from older LG models. If an app is missing from the store, your TV may be too old for it. A streaming stick such as a Chromecast with Google TV or Roku is a low-cost way round this.

Date and time

Wrong time settings cause sign-in errors. Under **All Settings**, then **General**, make sure date and time are set to automatic.

When to get more help

Get help if the app is missing from the store, repeatedly freezes the TV, or you cannot remember the login for the service. A full factory reset is a last resort and should only be done after you have noted down your passwords.

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

LG Magic Remote: how to re-pair it

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.

The LG Magic Remote has a pointer and a scroll wheel. If the pointer vanishes or buttons stop responding, it may have lost its link with the TV. Instructions depend on your model and year, so if one method fails, try the next.

First, the easy checks

- Replace both batteries with new ones.
- Point the remote straight at the TV, close up.
- Check the TV is on. Use the power button on the TV itself if needed.

Reset and re-pair

LG's support pages give these methods, which differ by model:

1. For most models, point the remote at the TV and hold **Back** and **Settings** together for at least 5 seconds. The remote light blinks and it disconnects.
2. When the unpair message shows, press the **wheel (OK)** while pointing at the screen to reconnect.
3. For some 2021 and 2025 models, LG says to hold **Home** and **Settings** together for 5 seconds until instructions appear.
4. For some 2020 models, hold the **Guide** button until instructions appear.

If you are unsure of the year of your TV, look at the model number sticker on the back.

Pairing a new remote

Switch on the TV and wait about 20 seconds. Point the new remote at the screen and press the **wheel (OK)**. A message should say it is connected.

If voice does not work

Make sure the TV is online, you are signed in to an LG account and the TV language matches the country you are in.

Temporary workaround

The free LG ThinQ phone app can act as a remote on many models. Your phone and TV need to be on the same Wi-Fi.

When to get more help

Get help if a new remote still will not pair, or if the TV itself does not react to its own buttons.

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.

LG, Sony, Sky, Virgin & other TVs | Advanced | 1 min read

LG TV: software update and factory reset

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.

Keeping an LG TV up to date helps apps run smoothly. A factory reset is different: it wipes everything and should only be a last resort. Menus differ between models and years.

Updating the software

1. Make sure the TV is connected to Wi-Fi or a cable.
2. Press **Settings**, then **All Settings**.
3. Look under **Support** or **General** for **Software Update** or **About This TV**.
4. Choose **Check for Updates** and follow the prompts.

Do not switch the TV off during an update. It may restart a couple of times.

Before any factory reset

Warning: a factory reset removes your Wi-Fi details, apps, logins and all your settings. Your TV goes back to the first-time set-up, including re-tuning channels.

Before you start:

- Write down your Wi-Fi password and the logins for services such as Netflix and iPlayer.
- Try a restart, an update and the app reinstall first.
- Note any special picture or sound settings you like.

How to reset

1. Press **Settings**, then **All Settings**.
2. Look under **General** (on some models **Support**) for **Reset to Initial Settings**.
3. Confirm only if you are sure.
4. Wait for the TV to restart and follow the on-screen set-up.

If you cannot find the option, check the manual for your model rather than guessing.

After the reset

You will need to set up Wi-Fi, sign in to apps, and retune Freeview channels if you use an aerial.

Selling or giving away the TV

Reset it first, and sign out of your accounts, so the next owner cannot use them.

When to get more help

Get help if the TV is stuck on the logo after an update, a reset does not complete, or you are not sure whether a reset is the right step.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

Picture modes on LG, Sony, Hisense and Panasonic TVs explained

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.

Every TV has picture modes that change colour, brightness and sharpness. The names differ by brand, model and year, and some choices appear only on certain inputs. This guide helps you choose without being technical.

Where to find them

- **LG:** **Settings**, then **All Settings**, then **Picture**, then **Picture Mode Settings**.
- **Sony:** **Settings**, then **Display & Sound** or **Picture**, then **Picture mode**.
- **Hisense:** **Settings**, then **Picture**, then **Picture Mode**.
- **Panasonic:** **Menu**, then **Picture**, then **Viewing Mode** or **Picture Mode**.

If your TV does not match, look for the word **Picture** in the menu.

Common modes

- **Standard** or **Normal**: a safe, balanced choice for everyday use.
- **Cinema**, **Movie** or **Filmmaker Mode**: warmer and darker, best for films in a dim room.
- **Vivid** or **Dynamic**: bright and colourful, good in a bright room, but unnatural.
- **Sports**: smoother motion for football and racing.
- **Game**: reduces delay, good for consoles.
- **Eco** or **Energy Saving**: dims the picture to use less power.

Tips

1. Try a mode for a day before judging it.
2. If everything looks too smooth, like a soap opera, look for **motion smoothing**, **TruMotion** or similar and turn it down.
3. If the picture is too dark, check energy saving is off.

Resetting the picture only

Many TVs have a **Reset** option inside the **Picture** menu that resets just the picture, not the whole TV. This is safe to use.

When to get more help

Get help if the picture is dark or blurry in every mode, has colour tints, or looks different on one input only. This could be a cable or box setting rather than the TV.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

Sony Google TV: first-time set-up and getting around

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Many recent Sony TVs run Google TV (older ones run Android TV). Set-up is mostly on-screen prompts, and the menus differ slightly between models and years.

Before you start

You will need:

- Your Wi-Fi name and password.
- A Google account (a free one can be made on a phone or computer).
- The Sony remote with fresh batteries.

The set-up steps

1. Switch on the TV and press the button on the remote when it asks to pair. If nothing happens, see the remote section below.
2. Choose your language and country.
3. Pick **Set up on your phone** if you prefer, or **Set up on the TV** to use the remote.
4. Connect to Wi-Fi.
5. Sign in with your Google account.
6. Choose your apps. You can add more later from the **Apps** area.
7. If you use an aerial, allow the TV to scan for Freeview channels when asked.

Finding your way around

The **Home** button takes you to the main screen. The **Settings** cog is usually at the top right of the home screen. The aerial channels sit in the **Live** or **Channels** area, depending on the model.

If the remote will not connect

Sony Bluetooth remotes sometimes need re-pairing. Look for the pairing instructions in the **Remote and Accessories** section of the Settings menu, or in the Sony manual for your model. Replace the batteries first.

Tip

Use the Google Home or Google TV app on your phone as a spare remote on the same Wi-Fi.

When to get more help

Get help if sign-in loops, the TV will not find Wi-Fi, or you do not want to set up a Google account. Do not factory reset in the middle of set-up unless you are sure.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Sony TV: apps slow, crashing or running out of storage

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.

Sony Google TV and Android TV models have limited built-in storage. When it fills up, apps crawl or crash. Menu names vary by model and year.

Restart first

Press **Settings**, then **System**, then **Restart**. On some models the cog shows as a small icon on the home screen. A restart clears the TV's memory and fixes many slow moments.

Clear an app's temporary data

1. Open **Settings**, then **Apps**.
2. Choose **See all apps** and pick the slow app.
3. Choose **Clear cache**.

Clear data also removes the app's login and saved settings, so use it only if clearing the cache did not help.

Free up storage

- In **Settings**, look for **Storage** (sometimes under **System**) to see what is using space.
- Uninstall apps you never use, such as old games.
- Keep the TV plugged in. It tidies itself when on standby.

Update the apps and the TV

Open the **Play Store** from the Apps area and check for app updates. For the TV itself, go to **Settings**, then **System**, then **About**, and look for **System software update**.

Slow because of Wi-Fi?

Weak Wi-Fi feels like a slow app. Test another device in the same room. A network cable gives the TV the best connection.

Do not use a factory reset lightly

A factory reset removes all your apps, logins and settings. It is available under **Settings**, then **System**, then **About**, then **Reset** on many models. Only use it after the steps above, and write down your passwords first.

When to get more help

Get help if the TV is still slow after clearing storage and updating, or if it restarts by itself.

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LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Hisense TV: common problems and simple fixes

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.

Hisense TVs use several systems. Many use VIDAA, others use Google TV, Roku TV or Fire TV, depending on the model and year. The menus differ, so use the steps below as a guide and look for similar wording.

Which system do you have?

The home screen gives it away. VIDAA shows a row of coloured app tiles. Google TV and Roku have their own recognisable layouts. If you are unsure, check the model number on the back of the TV on Hisense's UK website.

No picture or sound

1. Press the **Input** or **Source** button and choose the right HDMI input.
2. Press **Volume up** and check that mute is off.
3. Unplug the TV, wait one minute, and plug in again.

Apps will not load

- Check your Wi-Fi under **Settings** and **Network**.
- Close and reopen the app.
- Check the date and time are set automatically, as wrong values stop apps signing in.
- Look for a software update in the **Settings** menu, often under **Support** or **System**.

Remote not working

Replace the batteries. If it is a Bluetooth or voice remote, the manual for your model will show how to pair it. The free Hisense **RemoteNOW** phone app works as a backup on many models, on the same Wi-Fi.

Freeview channels missing

Use the TV's **Channel** or **Installation** settings and run an **Auto Tune** or **Auto Scan**. See our Freeview retune guide.

Factory reset warning

A reset removes your apps, logins and settings. If you find a reset option in the Settings menu, only use it after trying everything above, and note down your passwords first.

When to get more help

Get help if the TV is stuck on the Hisense logo, the screen has lines, or no input works.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

Panasonic TV: basics for input, sound, picture and updates

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.

Panasonic TVs come in several types. Some use Fire TV or Android TV, others use Panasonic's own My Home Screen system. Menus differ by model and year, so look for similar words if yours is not an exact match.

Changing input

Press the **Input** (or **Input Select**) button on the remote and choose the HDMI socket your device uses. If you cannot see the picture, check that the box is switched on.

No sound

- Press **Volume up** and make sure mute is off.
- Press **Menu**, then find the **Sound** section. Check **Speaker** settings and that sound is not set to go to an external system.
- If a soundbar is plugged into an HDMI socket marked **ARC**, check the TV is set to use it.

Picture looks wrong

Press **Menu**, then **Picture**, and try a mode such as **Normal** or **Cinema**. Our picture mode guide explains each one.

Freeview and retuning

Open **Menu**, then look for **Setup** or **Tuning**, then **Auto Tuning**. Many Panasonic sets also offer a **Rescan** or **Update Channel List** option. Save any new channels at the end.

Software updates

Look in the **Setup** or **System** area for **System Update** or **Software Update**. The TV needs to be online.

Remote not working

Replace the batteries and point it straight at the front of the TV. If you have a Bluetooth remote, the manual shows how to pair it.

Restart

Unplug the TV for one minute and plug it back in.

When to get more help

Get help if the TV shows no picture on any input, restarts constantly, or an update fails. Avoid choosing a factory reset unless you have noted down your passwords, as it erases your settings and apps.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

How to use ARC and eARC with a soundbar on your TV

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.

ARC and eARC let your TV send sound to a soundbar through one HDMI lead. When it is not working, the cause is usually the socket, the lead or a setting. Menu names differ by brand and year.

What it means

ARC stands for Audio Return Channel. It sends the TV's sound out to the soundbar over HDMI. eARC is a newer, better version that carries higher quality sound.

Use the right socket

On the TV, find the HDMI socket labelled **ARC** or **eARC**. Plug the soundbar into that socket. A normal HDMI socket will not work.

Use a suitable lead

Use a good HDMI cable. If eARC is not working, a newer cable labelled High Speed or Ultra High Speed may help.

Turn on the settings

- **LG:** **Settings**, **All Settings**, **Sound**, **Sound Out**, then choose **HDMI ARC** or **eARC** if offered.
- **Sony:** Look under **Settings**, **Display and Sound** for **Audio output**.
- **Hisense and Panasonic:** Look in the **Sound** menu for the audio output or speaker choice.

Wording varies, so look for any choice that names the soundbar or HDMI.

HDMI-CEC

Many TVs need **HDMI-CEC** switched on so one remote controls both. It has brand names such as **Simplink** on LG and **Control for HDMI** on Sony. Look for it in the settings menus.

Restart the order

1. Switch everything off.
2. Unplug the soundbar for 30 seconds.
3. Switch on the TV, then the soundbar.

When to get more help

Get help if sound is still missing after the steps above, if sound cuts out, or if lip movements do not match the sound.

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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.

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LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

BBC iPlayer, ITVX or Channel 4 not working on Freeview Play

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Freeview Play adds on-demand apps, such as BBC iPlayer, ITVX and Channel 4, to your aerial channels. They need the internet, so most faults come back to that. Menus differ by TV brand, model and year.

First, is it set up?

Not all Freeview TVs have Freeview Play. Look for the Freeview Play logo on the TV or box, or check the manual. If you do not have it, you can still use the apps on your TV's main app store or a streaming stick.

Check the internet

Open another app, such as YouTube. If it fails too, your TV is not online. See your brand's Wi-Fi guide, restart the router and reconnect.

Restart the TV

1. Switch the TV or box off.
2. Unplug it for one minute.
3. Plug in, switch on and wait for the apps to load.

Opening the apps

On Freeview Play, press the **Guide** button to scroll back to see past programmes, or open the app from the **Home** or **Apps** screen. Wording differs by brand.

Sign in and age checks

Some services ask you to sign in, such as BBC iPlayer. Make sure you have your password. Wrong date and time settings can also block sign-in, so set them to automatic.

Update

Check your TV's settings for a software update. Old software can stop apps working.

Remember the TV licence

You need a TV licence to watch BBC iPlayer. See our TV licence guide for the details.

When to get more help

Get help if only one app fails after trying the above, if the TV keeps restarting, or if your TV is old enough that the app is no longer supported. A streaming stick can fix that.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Freesat: channels missing and how to retune

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.

Freesat comes from a satellite dish rather than an aerial. If channels vanish or move, a retune on the box or TV often fixes it. Menu names vary by brand and model, so use the words below as a guide.

When to retune

- Channels have gone, or show **No signal**.
- New channels have been added.
- You see a message asking you to update your channel list.

Retuning

1. Press **Menu** on the Freesat box or TV remote.
2. Look for **Settings**, then **Installation**, **Search** or **Retune**. The wording differs by manufacturer.
3. Choose an automatic option, such as **Automatic Retune** or **Auto Scan**.
4. Wait while it searches. Do not switch off.
5. Save the channel list if asked.

A **Factory reset** or **First-time installation** option may appear in the same menu. **Warning: this erases all your saved channels, favourites and settings.** Use it only after an automatic retune has failed.

Check the basics

- Is the lead from the dish firmly in the satellite socket on the box?
- Is the box switched on?
- Was there heavy rain or snow? Satellite signal can drop briefly in bad weather.
- Does anything block the dish, such as growing branches?

Check your set-up

Freesat has a website with a channel guide and help pages. Check it for the latest retuning advice for your type of box or TV.

Dish problems

If many channels are missing and a retune does not help, the dish may have moved. Do not climb up or adjust it yourself.

When to get more help

Get help if the dish or cable looks damaged, if retuning fails, or if you are unsure how to use the installation menu.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

How to watch live TV without an aerial

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If you cannot, or do not want to, use an aerial, there are other ways to watch live channels. Here are the honest options, with their trade-offs. You still need a TV licence to watch live TV.

Satellite

Freesat and Sky both use a dish. Freesat has no monthly bill for the main channels. Sky is a paid service. A dish needs a suitable position and installing by a professional.

Broadband-based TV

- **Sky Stream, Virgin Media TV, BT TV and EE TV** deliver channels over your broadband. They are paid services and need decent broadband.
- **NOW** is a streaming service from Sky with paid passes. Different passes give different channels.

Freely

Freely is a free live-TV service delivered over the internet instead of an aerial. It is only on certain newer TVs and boxes. Check the Freely website to confirm that your TV supports it before relying on it.

Free apps on a smart TV

- **BBC iPlayer, ITVX, Channel 4, My5 and UKTV Play** all show live channels and catch-up through apps. These are free but, for live viewing, you need a TV licence.
- Your smart TV, Roku, Apple TV or Chromecast with Google TV can run them.

What you need

1. A TV with internet or a streaming device.
2. A reliable broadband connection.
3. Enough data. Heavy streaming uses a lot of it.

What you give up

Streaming is liable to buffer when your broadband is slow. Weather and busy evenings can also affect it.

When to get more help

Get help choosing between options, running a dish or setting up apps. Some smart TVs are too old to run today's apps. A streaming stick is the cheaper fix.

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.

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TV licence: do you need one?

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In the UK, a TV licence is a legal requirement for some types of viewing. The rules come from TV Licensing, and you should check their website for the latest details and fee.

When you need one

According to TV Licensing, you need to be covered if you:

- Watch or record live TV on any channel or service, including BBC, ITV, Channel 4 and streaming services showing live programmes.
- Download or watch BBC programmes on BBC iPlayer, whether live, catch-up or on demand.

This applies on any device: a TV, laptop, tablet, phone, games console or streaming device.

When you may not need one

You do not need a licence if you only watch on-demand services such as Netflix or Amazon Prime Video, or non-live YouTube videos, and never watch live TV or BBC iPlayer.

One licence per home

A single licence usually covers the whole household. Other rules apply to separate flats, lodgers and some shared homes, so check TV Licensing's guidance.

Away from home

If a device is running on its own battery, your home licence normally covers it elsewhere. Plugged-in devices at another address may need their own cover.

Free or reduced licences

Free licences exist for some over-75s who receive Pension Credit, and there are other schemes. Check the TV Licensing website to see if you qualify.

Scams

Scammers often send fake TV licence emails and texts. Genuine contact comes from TV Licensing, and you should not click links in messages that ask for payment details. Go to the official website yourself instead.

When to get more help

Get help if you are unsure whether you need a licence, or if you receive a letter, text or email you do not trust. Do not give out bank details to a message you did not expect.

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.

LG, Sony, Sky, Virgin & other TVs | Easy | 1 min read

Sky box says 'No signal'

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A 'No signal' message on a Sky box can come from the TV, the HDMI lead or the Sky signal itself. A short check usually shows which. Wording on screen differs between Sky Q and older boxes.

Which message is it?

- A **No signal** message from the TV usually means it is on the wrong input or the box is off.
- A message from the Sky box about satellite or dish suggests a problem with the dish or cable.

Check the TV and lead

1. Make sure the Sky box is switched on and shows a light.
2. On the TV remote, press **Input** or **Source** and pick the HDMI socket your Sky box uses.
3. Push the HDMI lead in firmly at both ends.
4. Try another HDMI socket on the TV.

Restart the box

1. Switch the box off at the wall.
2. Wait 30 seconds.
3. Switch it on and wait several minutes. It may restart a couple of times.

Check the satellite cable

Check the cable is firmly screwed into the back of the box. Do not unscrew cables at the dish.

Weather

Heavy rain, snow and storms can briefly interrupt satellite signals. If it clears after the weather passes, there is nothing to fix.

Sky Stream

Sky Stream is delivered over the internet, not a dish. If you see a message about connection, check your broadband and router instead.

When to get more help

Get help if the box shows a dish or cable error that persists after a restart, if you need to touch the dish, or if the box will not switch on. Sky can advise on repair or replacement.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Sky Q and Sky Stream: restart, remote pairing and Wi-Fi Mini problems

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Sky Q and Sky Stream boxes are generally reliable, but a restart cures many faults. Sky's instructions vary by box and remote, so use the help pages on sky.com for exact buttons.

Restart

1. Switch the box off at the wall socket.
2. Wait 30 seconds.
3. Switch on and wait for the box to restart fully, which may take several minutes.

For Sky Stream, restart the Stream box in the same way.

Remote not working

- Replace the batteries.
- Point the remote at the front of the box and stand close.
- If pairing is lost, follow Sky's pairing instructions for your remote. Sky's pages show the exact button presses, which differ between the Sky Q and Sky Stream remotes.

Sky Q Mini boxes

Mini boxes in other rooms connect to the main Sky Q box using a wireless link. Problems usually come from distance, thick walls or mains plug extension blocks.

1. Move the Mini nearer to the main box as a test.
2. Plug it directly into a wall socket.
3. Restart both the main box and the Mini.

Sky's help pages explain the Mini's connection and what its lights mean.

Sky Stream Puck

The Puck extends your Sky Stream to another room. Follow the same checks: a wall socket, a restart and less distance to the main box.

Using the Sky app

If an app or box feature fails, check your broadband is working. Sign out and in again in the Sky Go or Sky app on your phone.

Avoid resetting

Do not factory reset a Sky box yourself. Contact Sky first.

When to get more help

Get help if a Mini keeps losing contact, a new remote will not pair, or the box stays on the start-up screen after a restart.

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.

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Virgin Media TV box not working: restart and remote problems

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Virgin Media offers several boxes, including the V6, 360, Stream and TiVo. Features differ between them, so check your box type on the front or back before following the steps.

Quick checks

1. Check the box has power and its light is on.
2. Use the **Input** or **Source** button on your TV remote to choose the correct HDMI input.
3. Check the HDMI lead is firmly in at both ends.

Restart the box

1. Press the power button on the box or remote to put it into standby.
2. Switch off at the wall, wait 30 seconds and switch on again.
3. Wait several minutes for the box to start up fully.

Do not unplug the box while it is installing an update.

Remote problems

Virgin Media says its 360, Stream and V6 remotes use Bluetooth and normally pair themselves during installation. If it stops working, or you have a new remote, it needs to be reset and re-paired. Virgin's help pages give the exact steps for each remote.

The TiVo remote uses infrared instead of Bluetooth. It needs a clear line of sight to the box, so remove anything blocking the front.

Try fresh batteries first.

Remote controls the box but not the TV

Virgin's remotes can be set up to control your TV's volume and power. If this stopped, check Virgin's pages for the right set-up steps for your remote.

Box on, but no channels

If you see a connection or service message, check broadband first. Restart the Virgin Media hub if other devices are also offline.

When to get more help

Get help if the box will not start, shows an error code, or the remote still fails after fresh batteries and re-pairing. Virgin Media can replace faulty equipment.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

BT TV and EE TV boxes: basic fixes

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.

BT and EE TV boxes stream programmes over broadband, so a TV fault is often a broadband fault. Box names and menus differ over the years, so check the label on yours.

Check the basics

1. Make sure the box is plugged in and its light is on.
2. Press **Input** or **Source** on the TV remote and choose the right HDMI input.
3. Push the HDMI lead in firmly.

Restart the box

1. Switch off at the wall.
2. Wait 30 seconds.
3. Switch on and wait for start-up. This can take several minutes.

Check your broadband

If apps and channels will not load, check other devices on Wi-Fi. If they fail too, restart the router. If the box connects by cable, check the network cable is firmly in at both ends.

Remote not working

Replace the batteries first. If the remote still fails, check BT's help pages for the pairing steps for your remote type. We cannot give exact buttons here as they differ between models.

Freeview channels on a BT or EE box

Some boxes also receive Freeview from an aerial. If channels are missing, BT's help includes a guide to fixing missing Freeview channels. Look for the retune option in the box's settings menu.

Apps and recording

If an app fails or a recording does not play, a restart is often enough. Make sure the box is on standby rather than unplugged when you are away, so it can update.

When to get more help

Get help if the box shows an error code, will not start, or broadband seems fine but the box still cannot connect. Your provider can swap faulty boxes.

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.

LG, Sony, Sky, Virgin & other TVs | Medium | 1 min read

Roku, Apple TV and Chromecast with Google TV: no picture, Wi-Fi and remote problems

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.

These small streaming devices plug into your TV. When one stops working, the fault is usually the TV input, Wi-Fi or remote. Menus differ by model and year.

No picture

1. Check the device has power. Use the plug that came with it, not the TV's USB socket if it is weak.
2. Press **Input** or **Source** on the TV and choose the HDMI socket used.
3. Push the HDMI lead in firmly. Try a different HDMI socket.
4. Unplug the device for 30 seconds and plug it back in.

Wi-Fi problems

- **Roku:** Look for **Settings**, then **Network**.
- **Apple TV:** Look for **Settings**, then **Network**.
- **Chromecast with Google TV:** Look for **Settings**, then **Network and Internet**.

Choose your network and re-enter the password. If it still fails, restart the router. A network cable is the most reliable option where the device allows it.

Remote problems

1. Replace the batteries, or charge the remote if it is rechargeable.
2. Roku and Apple TV remotes can be paired again using the device's instructions on screen. Follow the prompts or the maker's help page.
3. Chromecast remotes pair through **Settings**, then **Remotes and Accessories**.
4. Point the remote at the device, standing close.

A phone app can work as a spare remote for each of them.

Restart

Unplug for 30 seconds, then plug in. On some devices there is a **Restart** option in **Settings**, then **System**.

Factory reset warning

A factory reset removes your Wi-Fi details, apps and logins. Try everything above first, and note your passwords.

When to get more help

Get help if the device keeps rebooting, overheats, or the remote fails after pairing.

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