

Comcast service problems

in Molokai Co-Op Inc., 1 Hawaiian way, Leesburg FL 34788 office 352 343-5300

Fill out more of these forms and give to Audrey *blanks also available on the web: www.molokai-co-op.com/8* v1-24-2011mbs

Comcast master account for basic cable and channel 20 # **01105132412021**

Your Name _____

Molokai street and street number _____

If you have subscribed with Comcast for extra services such as Hi Def, Internet, Home Box, Showtime, Pay per view, Telephone service, or any other extra service, then here is my Comcast

account number from my monthly Comcast bill: _____

Time of Day _____ Date _____

check

here Outside temperature _____ °F Outside humidity _____ %

	I can't get channel 20
	If Comcast phone, My phone often does not have a dial tone
	If Comcast internet, My internet connection often does not work
	If Comcast premium services, My _____ often, does not work
	My cable TV sound skips, stops and starts, or is quiet
	My low channels 2 thru 19 are pixelated (see photo sample below)
	My high channels 107 to 400 are pixelated (see photo sample below)
	My low channels 2 thru 19 are not available
	My high channels 107 to 400 are not available
	My cable TV box is frozen
	My cable TV box does not have the Guide Menus

Some of the things you can do first;

Check the cable connections running into both the receiver (from the wall) and into the TV. Push the cables in complete to ensure a secure connection.

Clear the area around where the cable enters your home. If tree branches or leaves have built around the cable, it can cause interference. Either clean off the area yourself or contact a contractor to do so.

Push the "Zoom" button on your television remote. Continue pressing the button until you completely turn off the zoom function. When you zoom into the image too far, you are going to cause the image to pixelate.

Samples of pixelated TV screen



When watching a television connected to a digital receiver you can occasionally run into an issue where the image appears pixelated. This is typically due to the connection running into the TV and may possibly be corrected through a few troubleshooting steps. However, some issues are due to the weather or Comcast distribution systems.

Make sure all equipment is set to the proper channels (Channel 3 or 4) and modes.

What is TV Screen Pixelation; Pixelation occurs when the incoming signal to your TV is weak or incomplete. It can also occur when the incoming signal is too strong causing an overload. As a result, the TV doesn't have all the data it needs to process the image incorrectly, and pixelation occurs. In layman terms, it can be thought of as the TV is processing an incomplete image. The causes of this problem usually stems from incomplete or incorrect digital or analog signals.

Cable TV with Comcast box, other things you can do:

1. Unplug the AC powercord for the cable box from the wall.
2. Wait two minutes (2 min.)
3. Plug the AC power back in.
4. Wait one minute (1 min.)
5. Press the power on button on the front panel of the cable box. **DO NOT USE THE REMOTE CONTROL** to turn the power on.
6. Check channels out to see if they are there. **IF not, fill out this service problem form, call Comcast 352 787-7875**
7. The Guide Menus will start to fill in, in about hour or so. Your channel numbers should be selectable by number only, immediately.

Cable TV with Comcast box, other things you can do:

Call Comcast 352 787-7875 and go through their automated response menus, for refresh signals.

1. (It has never fixed anything for me. - Mark Shaw - I use the above seven step process.)
2. After verifying your account,
3. Select 1 for trouble (2 is billing and so forth)
4. Select 1 for cable (2 is Internet or email, 3 is Comcast phone service)
5. Select 2 for no picture and sound (1 is for Video on Demand 3 is repeat menu options)
6. Select 1 for all channels
7. Select 1 for all channels ... recent power outage ...
8. Select 1 for Refresh Signals being sent to your cable box
9. **"after ½ hour your cable Guide channels will refresh"** - notice that they didn't say that the guide would be all fixed and complete, that may take hours.
10. NOTICE that at step 8 there will be an option to talk to someone and schedule a service call or they will offer to give you a credit on your next, or two months from now, cable bill. That is after you have tried a refresh process or two. *(Because the cable service problem is intermittent and is aggravated by extreme outside temperatures and humidity, the service truck, that you have to stay home for, may not find anything definite.)*

High Speed Internet with Comcast box, other things you can do:

- A) Turn off your computer,
- B) unplug AC power to your router/firewall (if you have one),
- C) unplug AC power to your Comcast cable modem box *(If battery backup Comcast cable modem box, then get a paper clip and reset the little black button on the back of the unit)*
- D) Plug the AC power cord to the cable modem back in
- E) The four or five lights on its front panel will start their dance
- F) After a minute or so, the Internet light should stay lit. If not, fill in this service problem form, call Comcast 352 787-7875
- G) If Internet light stays lit, then
- H) Plug the AC power cord to your router/firewall (if you have one),
- I) Turn on your computer, wait a couple of minutes and check for Internet. If not, fill out this service problem form, call Comcast 352 787-7875. Expect to stay on the phone for an extended time for further troubleshooting and possibly they will schedule a service call. *(Because the internet cable service problem may be intermittent and is aggravated by extreme outside temperatures and humidity, the service truck, that you have to stay home for, may not find anything definite.)*