

# Channels Snowy Or Missing Pictures

## Problem

The picture is snowy or missing on all channels.

## Solution

Cable is connected to the wrong connector on your TV ([review set-up notes](#)).

Plug your coax cable into another jack in your room. If this solves the problem, contact the Help Desk to arrange for repairs of the defective jack. If this doesn't solve the problem, try using a different coax cable and test your connection.



**Still need help?**

For additional assistance, contact the [IT Help Desk](#).

## Related articles

- [FAQ - Cable TV](#)
- [Channel Interference](#)
- [Channels Snowy Or Missing Pictures](#)
- [Multiple Channels Missing](#)
- [TV Channel Is Missing](#)