

# Troubleshooting Tips

## General Troubleshooting Tips

- ▶ Properly plug your television and receiver into an electrical outlet. (If a light switch controls the outlet, make sure it's turned on.)
- ▶ Make sure all cables are properly connected and connections are finger tight.
- ▶ Make sure power indicator light on the digital converter is on.
- ▶ Make sure TV power is on and TV is tuned to channel 3 or the correct line input.
- ▶ If your set-up includes a VCR and/or stereo, make sure they are properly connected to the digital converter.

## Blank Screen Or Snowy Picture

- ▶ If you are using the cable TV/RF input, make sure your TV and/or VCR are tuned to channel 3.
- ▶ If you are using the line/RCA inputs, make sure your TV and/or VCR are tuned to the correct line input.
- ▶ If digital converter flashes "load" for more than 15 minutes, recheck connections to CABLE IN.

## Remote Set-up Problems

- ▶ Point the remote control directly at the digital converter (not the TV) when changing channels.
- ▶ Make sure nothing is blocking the pathway of the remote's infrared sensor.
- ▶ Verify that the batteries are good.
- ▶ Try to re-program the remote by using the remote control owner's manual included in your digital install kit.

## "Freeze Frames"/Tiling of Pictures

- ▶ Make sure all cables are properly connected and connections are finger tight.
- ▶ Ensure that you do not have anything sitting on top of your digital converter. This can temporarily affect picture quality.

## Blue Screen Or Other VCR-Related Troubles

- ▶ Make sure your VCR is tuned to channel 3 or the correct line input.
- ▶ Press TV/VCR button on your VCR.

## On-Screen Guide With No Data Or Descriptions

- ▶ Disconnect the power plug from the wall outlet and wait at least 10 seconds. Insert the power plug back into the wall outlet to begin reloading the on-screen guide information. This will take about 15 minutes to complete. While the guide is reloading information, you will be able to watch TV and change channels with your remote, but on-screen information will not be available until the reloading process is complete.

## No Sound

- ▶ Verify that the mute function has not been activated on your TV and/or converter box.
- ▶ Make sure the volume is turned up on your TV or Stereo.
- ▶ If the problem is with channels below 100, check the SAP (Second Audio Language) setting on your TV. Refer to the handbook provided by the manufacturer of your TV.
- ▶ For channels above 100, check the language preference setting in the Setting Menu of the on-screen program guide.
- ▶ If you are using an audio receiver, verify the audio output connection and the HD/DVR receiver are set to the right input.

## Further Troubleshooting Tips

- ▶ If the above steps are not successful, visit our web site at [www.cox.com/support](http://www.cox.com/support), or refer to the troubleshooting section of your Digital Cable User Guide or call:

**The American Campus Communities- Irvine  
Support Line at (888)202-9888**

