

The following list includes common situations that might prevent the full enjoyment of your Cox Digital Cable. If you're still experiencing difficulties after trying these remedies, please call Cox Technical Support at the number provided at the front of this guide.

Damage that requires service

If your equipment has damage that requires service, unplug your equipment from the electrical outlet. Refer all service to qualified service personnel when any of the following occurs:

- There is damage to the power cord or plug.
- Liquid enters the equipment.
- A heavy object falls on the equipment.
- There is exposure to rain or water.
- Operation is not normal (instructions in this book describe the proper operation.
- If the equipment is dropped, or if the cabinet of this equipment is damaged.
- If this equipment exhibits a distinct change in performance.

Upon completion of any service or repairs of this equipment (home terminal), ask the service technician to perform safety checks to determine that the equipment is in proper operating condition. To setup a repair appointment, contact Cox Technical Support at the number provided at the front of this guide.

No picture/distorted picture

- Plug your television and Cox DCT into an electrical outlet.
- Make sure all cables are properly connected, and that all connections are tight.
- Make sure the TV power is turned on.
- If your system includes a VCR and/or stereo, make sure they are properly connected to the Cox DCT.
- Make sure your TV is tuned to the proper output channel (3 or 4).
- Make sure Parental Control is OFF.

TV screen will not turn on

If you have selected SET: OFF your television screen will not come on until the setting is changed in the General Settings function. To access your television, you must:

- Unplug your television from the cable box.
- Plug your television into a wall outlet and, using the television controls, turn the power ON.
- Using your Cox Digital Remote, press **MENU** to return to the Settings menu.
- Use the right arrow button to highlight SET: AC.
- Use the up and down arrow buttons and select ON WITH SETTOP. Press **SELECT**, then press **EXIT**.
- Turn the Cox Digital Cable OFF and plug the TV into the cable box.
- Press the **CABLE** or **TV** button to turn your television ON and OFF.

No sound

- Properly plug your television and Cox DCT into an electrical outlet.
- Verify that the **MUTE** button is not in use.
- Make sure all cables are properly connected.
- Make sure the TV power is turned ON.
- If your settop includes a VCR and/or stereo, make sure they are properly connected to the Cox DCT.
- Make sure your TV is tuned to the proper output channel (3 or 4).
- Make sure the volume is turned up.
- If the problem is with channels below 100, check the SAP setting, referring to the handbook provided by the manufacturer of your TV.
- For channels above 100, check the Language Preference setting in the Cox Program Guide Settings Menu.

No color

- Make sure the current TV program is broadcast in color.
- Adjust the TV color controls.

Troubleshooting

Remote control does not work

- Verify that the batteries are working by pressing the power button to see if the red light at the top of the remote turns on. If it does not, replace the batteries.
- Point the remote control directly at the Cox DCT when changing channels.
- Make sure you properly programmed the remote control.
- If you purchased new equipment, call Customer Service at the number provided in the preface of this guide to reprogram remote.

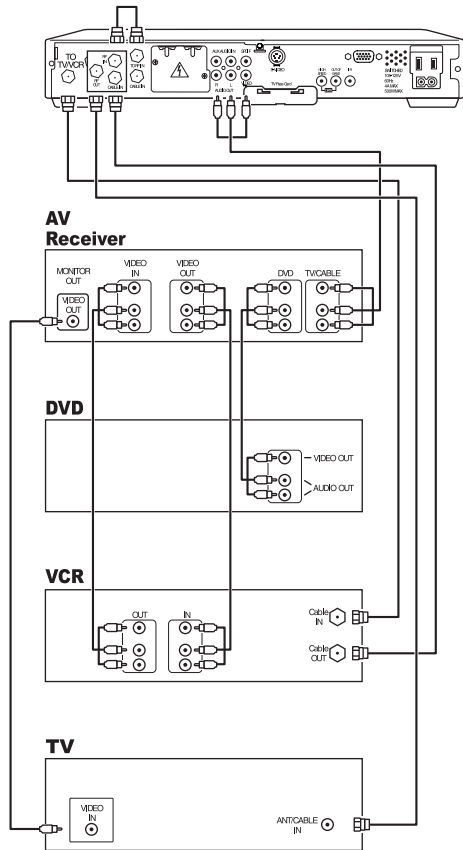
Cox DCT does not power on

- Make sure the DCT is properly plugged into an electrical outlet.
- Make sure all cables are properly connected.
- If the electrical outlet is controlled by a wall switch, make sure the switch is in the ON position.

Standard connection (watch and record)

If your equipment is hooked up like this, you can watch an unscrambled analog channel on a TV while recording another channel through the DCT 1000/1200. If your equipment is hooked up like this, you can watch a Cox Standard Cable channel (below channel 100) while recording a Cox Digital Cable channel (channels 100 and above). * Your VCR must be tuned to channel 3 to record properly. When connecting the video path, never connect baseband composite video and S-Video together. Because some entertainment equipment will not support both video inputs simultaneously, use only one connection path.

**Not all channels can be viewed in the bypass mode while recording a Cox Digital Cable channel.*



These diagrams are representative of the most common examples. Your requirements may be different. If you need additional assistance in connecting your audio and video components, please call Cox Communications Technical Support at the number listed in the front of this handbook.

Your digital converter terminal may vary.

Copyright © 2002 by Cox Communications, Inc.

Printed in the United States of America. All rights reserved. No parts of this publication shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopy, recording, or otherwise, without the written permission from the publisher.

Cox Communications, Inc. assumes no liability nor responsibility for the use of any content, materials, or techniques included in this book.

Trademarks, brand names and products mentioned in this book are the property of their respective owners. All such references are used strictly in an editorial fashion with no intent to convey any affiliation with the name or the product's rightful owner.

The Cox Interactive Program Guide is a customized version of the Pioneer PASSPORT DCT. Pioneer and the Pioneer logo are registered trademarks of the Pioneer Electronic Corporation. PASSPORT DCT and the PASSPORT DCT logo are trademarks of Pioneer Digital Technologies, Inc. All other product names mentioned in this publication are trademarks of their respective owners.

Cox is a registered trademark of Cox Communications, Inc.