

## 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.