

# Troubleshooting

At COGECO, we are very proud of the quality service we offer. From time to time, minor problems can happen and affect your program watching. Often, these kind of technical problems can be easily resolved by checking certain items without even having to call a Technical Service Representative. The following part covers the most-frequently-encountered problems and the step-by-step procedure to correct the problems yourself.

## Four points to check if your picture is bad.

1. Are all your cable connections tightly secured?
2. Do you see any noticeable damages on the cable wiring?
3. Does the problem exist at each cable outlets?
4. Are there construction sites or excavation works around your house?
5. If you have answered Yes to any of the preceding questions, it means you probably need Technical Assistance. Please contact Cogeco Technical Service.

## Problem : On a channel, the sound is not synchronized with the picture.

1. Press the MENU or PROGRAM button on your Digital Decoder Remote Control, (or check your TV set because these buttons might be hidden under any panel.)

2. Select the SAP function (secondary audio programming) on your TV screen's programming menu.

3. Make sure that the Stereo or Mono sound is programmed.

## Problem : The screen is blue or white.

1. Make sure that your VCR TV /Video is not on Video Mode.

2. If you use a Digital Decoder or a VCR Remote Control, ensure that your TV is set to Position 3 (2 or 4 on certain models or video 1 according to the connection)

3. Find the TV programming button and make sure that your TV is set to CATV or CABLE mode.

## Problem : In all cable channels, the picture is snowy.

1. Call COGECO Technical Service.

## Problem : We don't get channels past channel 13

1. Check that your TV or any other device with a TV/CATV mode is on CATV or Cable position.

## Before you call Technical Service...

- Make sure that all your cable and electrical connections are firmly connected to all your equipment, including your TV and wall outlets.
- If you have obsolete splitters, which are of inferior quality or improperly installed, your digital reception will be affected. Make sure that all splitters are adequate and correctly connected.
- If, in your home, there are any wall switches that control any electrical outlets to which your equipment or TV is plugged in, make sure that they have not been accidentally turned off.
- Ensure that your TV is set on channel 3 or on Video 1 Mode, according to the set up type.
- Make sure that there is nothing obstructing your Digital Decoder when you point your Remote Control toward it.
- Make sure that your Remote Control is in Cable TV mode by pressing the CABLE button.
- Press the Help button at any time for ON SCREEN assistance.
- Check if batteries are not dead and change them if necessary.
- You can also try rebooting your System by turning it OFF for 10 seconds or unplugging it. The system might take 15 to 20 seconds to reactivate itself.
- Try to change the channel by using the CHANNEL + or CHANNEL - button on the Digital Decoder. If channels change and you have tried all previous steps, then there might be a problem with the Remote Control. Contact COGECO Technical Service for further assistance.
- You can also visit our Frequently Asked Questions section on our web page. Just visit our website at [www.cogeco.com](http://www.cogeco.com).