### WOW! equipment setup

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Different Hook-Ups for Cable</td>
<td>E-1</td>
</tr>
<tr>
<td>Connecting a VCR without a Receiver</td>
<td>E-1</td>
</tr>
<tr>
<td>Connecting VCR and Receiver</td>
<td>E-2</td>
</tr>
<tr>
<td>Connecting Receiver with A/B Switch</td>
<td>E-3</td>
</tr>
<tr>
<td>Connecting VCR and A/B Switch</td>
<td>E-4</td>
</tr>
<tr>
<td>Connecting HD Receiver</td>
<td>E-5</td>
</tr>
</tbody>
</table>

**Digital Cable Receiver Setup Troubleshooting**

**Troubleshooting**

**Frequently Asked Questions**

### WOW! HD reference guide

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome</td>
<td>E-10</td>
</tr>
<tr>
<td>Before You Begin</td>
<td>E-10</td>
</tr>
<tr>
<td>Important Rules for Safe Operation</td>
<td>E-10</td>
</tr>
<tr>
<td>Connecting the Set-Top</td>
<td>E-12</td>
</tr>
<tr>
<td>Using the Set-Top</td>
<td>E-14</td>
</tr>
<tr>
<td>Setting Menu Options</td>
<td>E-15</td>
</tr>
</tbody>
</table>

**Troubleshooting**

### digital adapter

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital Adapter - Self-Install Instructions</td>
<td>E-17</td>
</tr>
<tr>
<td>Programming Your Remote</td>
<td>E-18</td>
</tr>
</tbody>
</table>

**Digital Adapter Troubleshooting**

E-18
Different Hook-Ups For Cable

Standard Hook-Up With VCR and Without A Receiver

With this configuration, the user can record any basic cable channel and watch a second basic cable channel at the same time.

TO HOOK UP:
1. Insert the cable coming into the room from the outside into the input port in the back of VCR; this port will be labeled either “Antenna In” or “RF In”.
2. Insert a second cable into the port labeled either “Out to TV” or “RF Out”.
3. Insert other end of the second cable into the port labeled either “VHF/UHF” or “Antenna A” at the back of TV.

TO RECORD:
Tune VCR to the station being recorded. Tune television to the channel being watched.
Standard Receiver Hook-Up
Use this hook-up to watch any cable television channel.

**TO HOOK UP:**
1. Insert cable coming into the room from the outside into the port labeled “Cable In” on the receiver.
2. Use a second cable to connect the television from the port labeled “To TV” on the back left of the receiver to the port labeled “Antenna In” or “VHF/UHF” on the back of the television.

**TO OPERATE:**
1. Tune TV to channel 3 and receiver to desired channel.

Standard Cable Hook-Up With VCR and Receiver
Use this hook-up to watch and record simultaneously the same channel; you cannot use this hook-up to watch and record separate channels.

**TO HOOK UP:**
1. Insert cable incoming from the wall into the port labeled “Cable In” on the rear of the receiver.
2. Insert a second cable (provided with the receiver) into the port labeled “To TV” on the back of the receiver. The opposite end of this cable goes into the port labeled “Antenna In” or “RF In” at the back of the VCR.
3. Insert a third cable into the port labeled “Out To TV” at the back of the VCR. The opposite end of this cable goes to the port labeled “In from Antenna” or “VHF/UHF” at the back of the TV.

**TO RECORD** (any channel while you watch the same channel):
1. Turn TV to channel 3. The television must always be tuned to channel 3.
2. Turn VCR to channel 3.
3. Set receiver to the channel you want to record.

If using the VCR timer:
Set the VCR timer to record channel 3 at the desired time.
Receiver Hook-Up With A/B Switch

Allows you to separate the usage of the receiver from the TV so you can watch a basic cable channel on the TV while recording a second basic or premium cable channel from the receiver. This hook-up requires additional hardware and cable, which is not provided.

**TO HOOK UP:**
1. Plug incoming cable into the port marked “IN” on the two-way splitter.
2. Run a second cable from either of the output ports on the two-way splitter and connect it to the “Cable In” port on the rear of the receiver.
3. Insert a third cable into the port at the rear of the receiver marked “To TV,” and plug the other end into the port marked “Antenna In” at the back of the VCR.
4. Run a cable from the port at the back of the VCR marked “Antenna Out” to the “B” side of the A/B switch.
5. Connect a cable from the remaining output port on the two-way splitter to the “A” side of the A/B switch.
6. Connect a cable from the middle port on the A/B switch to the port marked “VHF/UHF” on the back of the TV.

**TO OPERATE:**
1. Keep the VCR tuned to channel 3 at all times.
2. If the A/B switch is in the “A” position, you can use the TV to watch basic cable channels while you record any basic or premium cable channels.
3. With the A/B switch in the “B” position, you can watch and record any premium or PPV channels.
4. Change channels on the receiver with the cable remote control.

**TO RECORD:**
1. With the switch set to the “B” side of the A/B switch, program the VCR to tape channel 3 during the time frame of the show you want to record.
2. Program the receiver’s VCR timer to the channel you want to record.
3. Switch the A/B switch to the “A” side. Use the TV’s remote control to change channels and watch any program while you are recording.
4. When the taping is completed, use the TV’s remote control to return the TV back to channel 3. Then change the A/B switch back to the “B” side.
Standard Receiver Hook-Up With VCR And A/B Switch
This configuration separates the use of the receiver from the TV so that the user can record a basic cable channel on the VCR while watching a second basic or premium cable channel from the receiver. This hook up does not allow recording of a premium channel.

TO HOOK UP:
1. Connect incoming cable to the port of the two-way splitter marked “IN”.
2. Take the cable from either one of the two output ports on the two-way splitter and insert it into the port marked “Cable In” on the back of the receiver.
3. Run a second cable from the remaining output on the two-way splitter to the port marked “Antenna In” on the back of the VCR.
4. Run a cable between the port marked “To TV” at the rear of the receiver and insert into the “A” side of the A/B switch.
5. Insert a cable into the port marked “Antenna Out” at the back of the VCR and connect to the “B” side of the A/B switch.
6. Connect cable from the middle port on the A/B switch to the port marked “VHF/UHF” at the back of the TV.

TO OPERATE:
1. Keep the VCR tuned to channel 3 at all times.
2. When the A/B switch is in the “B” position, use the receiver remote control to tune to any channel.
3. When switch is in the “A” position, change TV channels with the TV remote control.

TO RECORD:
1. While connected to the “A” side of the A/B switch, program the VCR to tape channel 3 during the time frame of the show you want to record.
2. Once this is done, program the receiver’s VCR timer (option 4 on the receiver’s menu) to the channel you want to record.
3. Change the A/B switch to the “B” side. Use the TV’s remote control to change channels and watch any program.

When the taping is completed, use the TV’s remote control to put the TV back on channel 3. Then change the A/B switch back to the “A” side.
Connecting Your HD Receiver To Your TV
There are three types of high-definition connections available. They are Composite, DVI-D and HDMI. The DVI-D cable is not supplied or supported. Some HDTVs have a High-Definition Multimedia Interface (HDMI™) or Digital Visual Interface (DVI) connector. The HDMI connector provides both a digital video and audio connection. The DVI connector provides a digital video connection, but not a digital audio connection. Notes: 1) To connect the DVR with a DVI connector to a TV with an HDMI connector requires an adapter and a separate audio connection. 2) When using the HDMI connection with TVs, you need to complete additional configuration steps. 3) If you connect to an HDTV using the DVI or HDMI ports, the DVR is automatically placed in “HD” mode.
CONNECTING THE EXPLORER 3250HD™ TO AN HDTV

Explorer 3250HD

CONNECTING THE 8000HD TO A TYPICAL HDTV USING YPBPR CABLES AND AUDIO CABLES

8000HD
CONNECTING THE 8300HD TO AN HDTV WITH COMPONENT INPUT (PRPBY)
HDMI (High-Definition Multimedia Interface) is provided on the 8300HD DVR.

Digital Cable Receiver Setup Troubleshooting

Please walk through the troubleshooting solutions below if you do not have a picture, have a distorted picture, have no sound, or your Digital Cable receiver does not respond.

**No Picture**
- Turn the TV on.
- Tune the TV to channel 3 (channel 4 in Cleveland) or Video 1, Line 1 if you used an RCA cord.
- Check to see if your TV, VCR and Digital Cable receiver are plugged into an electrical outlet that is controlled by a wall switch. If it is, make sure the switch is turned on.
- Verify that all cable cords are properly connected. You may want to walk through your connection diagram again.
- If you are using an RCA cord, make sure the VCR is on (set to Video 1 or Line 1).

**Distorted Picture or Picture “Ghosting”**
- Tune the TV to channel 3 (channel 4 in Cleveland) or Video 1, Line 1 if you used an RCA cord.
- Verify that all cable cords are properly connected and tightened. You may want to walk through your connection diagram again.

**No Sound**
- Check to make sure the volume is turned up on both the TV and the Digital Receiver.
- Press the TV button then the mute button. Verify that neither the mute button nor the SAP feature is activated.
- Review all suggestions from “No Picture” above.
Digital Cable Receiver Does not Respond

- Check to see if your TV, VCR and Digital Cable receiver are plugged into an electrical outlet that is controlled by a wall switch. If so, make sure the switch is turned on.
- Verify that all cable cords are properly connected.
- Press the POWER button on the Digital Cable receiver.

If the Remote Control Isn’t Working

This is usually because the remote control needs new batteries. Replace the existing batteries with new batteries.

IMPORTANT: Replace batteries within 2 minutes of removing old ones to avoid losing programmed settings.

If you are still experiencing problems, please contact WOW! toll free at 1-866-4WOW-NOW (1-866-496-9669).

Troubleshooting

**Question:** My Digital\HD Box and TV are on but I don’t have a picture?

**Answer:** You’re on the wrong input\video source

**Solution: High Definition TV**

1. Push the TV button on top of the remote, the TV button will blink red.
2. Push the Video Source button on the lower left corner of the remote, Input\Video source should pop up on your TV monitor. Continue pushing Video Source button until the desired input source is reached. Please record the Input source in the space provided below.
3. Once Input\Video source is found a picture will appear.
4. Push the CBL button located on the top right side of remote.
5. Repeat process if it doesn’t work.

**Solution: Digital TV**

1. Push TV button on the top right of the remote.
2. Push the Video Source button on the lower left corner of the remote until you get to the TV\ANT input.
3. If a snowy picture or no signal appears press the channel up or down button on the TV (not the digital box) until the TV is on channel 3.
4. Once a picture appears push the CBL button on the top right of the remote.
5. Repeat process if it doesn’t work.

**Question:** I push the power button and one of my devices (TV or Digital\HD Box) is powering off while the other is powering on?

**Answer:** The remote and devices are out of sync.

**Solution: Digital\HD TV**

1. Go to the TV and the Digital\HD box. One will not be powered on, turn it on so both devices are on. This will re-sync the devices to the remote.
2. Always allow the remote to power\on both devices before placing down.
3. Repeat process if it doesn’t work.

**Input Source**

TV ________________
TV ________________
TV ________________

If you have any questions, call our toll-free customer service line at 1-866-4WOW-NOW (1-866-496-9669).
Frequently Asked Questions

Q: I am only getting sound in Spanish? (SAP)
A: 1. If sound is in Spanish, click settings on remote.
2. Click more settings (yellow triangle on remote).
3. Arrow down to the Language heading.
4. Highlight SAP, arrow to the right.
5. Choose disable.
6. Choose Accept (yellow triangle on remote).
7. Press select on the remote.

Q: No picture or sound on HD receiver
A: 1. Press the video source button on your TV.
2. Go through the choices, video 1, video 2, and video 3 until the picture and sound return.

Q: Can I watch LIVE (Pay-Per-View Events) BOXING on WOW! OnDemand?
A: No, LIVE Pay-Per-View Events are not available through WOW! OnDemand because they are on a specific program schedule to begin only at a specific time, and only on a specific date. However, from time to time, you may see previously recorded event programming on WOW! OnDemand.

Q: Can I record programs with my DVR that are available on WOW! OnDemand?
A: No, due to copyright laws programs cannot be recorded.
Welcome!

Congratulations on adding the WOW! HD Set-top to your television viewing experience!

WOW! HD Set-tops provide you the ability to view cable television programming for high-definition television (HDTV) as well as standard-definition television (SDTV).

Before you Begin

• Read the IMPORTANT RULES FOR SAFE OPERATION below.
• If you plug the set-top into an outlet that is controlled by a wall switch, keep the switch in the ON position. The on-screen guide is updated nightly. If the wall switch is in the OFF position, your set-top will not receive the latest programming updates.
• Keep the top of the set-top free of all objects and electronic devices, including your TV.
• It is recommended that you connect a surge protector to your cable equipment and electronic devices.

Important Rules for Safe Operation

Read and Retain These Instructions

• Read all of the instructions before you operate the set-top. Give particular attention to all safety precautions. Retain the instructions for future reference.
• Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this set-top
• Comply with all instructions that accompany the set-top.

Placement

Place this set-top in a location that is close enough to an electrical outlet to accommodate the length of the power cord. Place set-top on a stable surface. The surface must support the size and weight of the set-top.

Ventilation

This set-top has openings for ventilation that protect it from overheating. To ensure the reliability of the set-top, follow these guidelines to avoid obstruction the openings:

• Do not place other equipment, lamps, books, or any other object on the top of this set-top.
• Do not place this set-top in any of the following locations:
 --On a bed, sofa, rug or similar surface
 --Over a radiator or a heat register
 --In an enclosure, such as a bookcase or equipment rack, unless the installation provides proper ventilation.
Cleaning the Set-Top
Before cleaning this set-top, unplug it from the electrical outlet. Use a damp cloth to clean. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover).

Object and Liquid Entry
Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Do not expose this set-top to liquid or moisture. Do not place set-top on a wet surface. Do not spill liquids on or near set-top.

Accessories
Do not use accessories with this set-top unless recommended by your cable service provider.

Overloading
Do not overload electrical outlets, extension cords, or integral convenience receptacles, as this can result in a risk of fire or electric shock. For equipment that requires battery power or other sources to operate, refer to the operating instructions for that equipment.

Lightning and Power Surges
Ground your cable system to provide some protection against voltage surges and built-up static charges. Plug your set-top into a surge protector to reduce the risk of damage from lightning strikes and power surges. If you have questions, call WOW! at 1-866-4WOW-NOW (1-866-496-9669).

Power Cord Protection
Arrange all power cords so that people cannot walk on the cords, place objects on the cords, or place objects against the cords, which can damage the cords. Give particular attention to the cords at the point at which the cord connects to the plug, at electrical outlets, and at the places where the cords exit the set-top.

Power Sources
A label on this set-top indicates the correct power source for this set-top. Operate this set-top only from an electrical outlet that has the voltage and frequency that the label indicates. If you are unsure of the type of power supply to your residence, consult your cable service provider or your local power company.

Grounding
This set-top has a two-prong plug. Properly ground this set-top by inserting the plug into a grounded electrical, two-socket outlet. If this plug is polarized, it has one wide prong and one narrow prong. This plug fits only one way.

⚠️ CAUTION:
To prevent electric shock, match wide blade of plug to the wide slot, and then fully insert.

If you are unable to insert this plug fully into the outlet, contact an electrician to replace your obsolete outlet.
Servicing
Do not open the cover of this set-top. If you open the cover, your warranty will be void. Refer all servicing to qualified personnel only. Contact us for instructions.

Damage that Requires Service
For damage that requires service, unplug this set-top from the electrical outlet. Contact WOW! when any of the following occurs:

- There is damage to the power cord or plug
- Liquid enters the set-top
- There is exposure to rain or water
- Operation is not normal (the instructions in this guide describe the proper operation)
- Set-top is dropped or damaged
- Set-top exhibits a distinct change in performance

Upon completion of any service or repairs to this set-top, the WOW! service technician will perform safety checks to determine that the equipment is in proper operating condition.

Screen Burn-In Warning
Please refer to the user’s guide that came with your high-definition television (HDTV) for an important message regarding images being permanently “burned in” to your HDTV screen.

Connecting the Set-Top
Follow these steps using the connection diagrams on the following pages to connect your HD Set-top box to your HDTV and other devices.

1. Unplug all electronic devices before connecting the set-top.
2. Connect the set-top to your HDTV, VCR, and other devices as shown in the diagrams later in this guide.
   *(The diagrams in this guide do not cover every possible wiring combination.)*
3. Connect the set-top to the coaxial cable coming from the wall.
4. Plug the set-top and the TV into an AC power source, but do not turn on your set-top or HDTV yet.
5. Wait for the front of your set-top to display one of the following:
   - Current time
   - Four dashes (----)
   *Important: it may take several minutes for the set-top to receive the latest software, programming and service information. When the front panel displays the time or four dashes, the update is complete.*
6. After the update is complete, press POWER to turn on your set-top.
7. Turn on the power to your HDTV.
8. Press the Input or TV/Video key on the HDTV remote or on the HDTV and scroll to the video input you chose for the connection. For example: Video 6.
Wiring a HD Receiver
The following 2 diagrams display how a HD Receiver should be connected to a HDTV.

HDTV Formats
Most HDTVs include YPbPr connectors for component video inputs, and your HD Set-Top includes a YPbPr cable for these inputs. However, some HDTVs only have RGB inputs. If you have one of these HDTVs, you may need an RGB adapter. Check with us for information about receiving an RGB adapter. Also, some SDRVs include YPbPr inputs. Your HD set-top will function correctly with these inputs only when outputting in 480i mode.
Audio Output
To hear stereo sound, you must do one of the following:

• Connect stereo audio cables from the AUDIO OUT LEFT and RIGHT connectors on the set-top to the AUDIO IN LEFT and RIGHT connectors on your HDTV.
• Connect an RCA cable from the DIGITAL AUDIO OUT on your set-top to the DIGITAL AUDIO IN on your HDTV (if equipped) or stereo receiver.

In addition, you may also connect an S-Video cable from the S-VIDEO OUT connector on the set-top to the S-VIDEO connector on the HDTV or VCR. However, the S-VIDEO connection does not supply audio. You must also use audio cables with the S-Video cable.

If you connect the set-top to your HDTV using only the coaxial cable at the CABLE OUT connection, your HDTV will not receive stereo sound from your set-top.

Note: S-Video and coaxial cables only deliver SDTV programming. They do not deliver HDTV programming.

Using the Set-Top

After you set up your HD Set-Top, and the front panel displays the current time, you can turn on the set-top and begin watching TV. Press the POWER button on the front of the set-top to turn it on. We will send nightly programming updates to your set-top (such as program guide information). You should leave your set-top on at all times so that it can receive these updates.

Basic Remote Control Keys

• To turn the set-top on, press TV and then POWER.
• To change the channel, use CH+ and CH-.
• To adjust the volume, use VOL+ and VOL-.
• To view more information about the current program, press INFO.

Interactive Program Guide
The Interactive Program Guide organizes programs and events into listing by channel, theme, or title. The current channel continues to display in the upper right corner of the guide. The upper left corner displays information about the highlighted program.

• To view or hide the guide, press Guide.
• To view information about a program, use the arrow keys on the remote control to highlight program.
• To view more information about the highlighted program press INFO.
• To view the highlighted program, press SELECT.
• The keys provide additional functions that vary, based on the current menu screen.

The functions assigned to each of these keys is shown on the bottom of the screen.
Setting Menu Options

Set-Top Menu Settings
The HD Set-Top offers the following two menu settings that you can use to configure your set-top features, based on your preferences:

- The Quick Settings menu gives you quick access to the more commonly used settings such as parental control, favorite channel lists, and sleep times.
- The General Settings menu gives you access to all of the quick settings plus advanced settings, such as on-screen languages and Personal Identification Numbers (PINs).

To Access the Menus:
- Press SETTINGS once to view the Quick Settings menu. Press SETTINGS again to view the General settings menu. Press SETTINGS a third time to hide both settings menus.
- Use the arrow keys to scroll through the settings options.
- Press SELECT to change the highlighted setting.
- Press INFO to learn more about the highlighted setting.

Troubleshooting
If your set-top does not function as expected, read the following conditions and suggestions. If the situation persists, contact your cable service provider.

Questions About the Set-Top
If your set-top does not perform as expected, check the following conditions:

- Verify that the power to your TV is turned on.
- If plugged into a wall switch, verify the switch is in the ON position.
- Verify that all cables are properly connected.
- Verify that your TV is connected to the proper TV input port.

If your set-top does not perform as expected after checking the power, the cables, and the output channel, check the following conditions:

No picture
- If your system includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the set-top Power light is on and the Bypass light is off.

No color
- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.

No sound
- If your setup includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the volume is turned up.
- Verify that the Bypass feature is disabled.

The TV Screen displays a message indicating that the set-top is automatically updating its software. Wait for the time to appear on the front panel of your set-top before continuing with the installation process. When the front panel displays the time, the update is complete.
United States FCC Compliance
This equipment has been tested and found to comply with the applicable limits of Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or TV reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

- Increase the distance between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an experienced radio/TV technician or WOW! for help.

Any changes or modifications not expressly approved by Scientific-Atlanta could void the user’s authority to operate the equipment.

Important: The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC and is intended to supply you with information regarding the FCC approval of this device. The phone numbers listed are for FCC-related questions only and not intended for questions regarding the connection or operation for this device. Please contact WOW! for any questions you may have regarding the operations or installation of this device.

Software and Firmware Use
Scientific-Atlanta, Inc. owns copyrights to the software included in your set-top and furnishes the software to your cable service provider under a license agreement. You may only use or copy this software in accordance with the terms of your cable service provider.

Scientific-Atlanta, Inc. owns copyrights to the firmware in this equipment. You may only use the firmware in the equipment in which it is provided. Any reproduction or distribution of this firmware, or any portion of it, without the express written consent of Scientific-Atlanta, Inc. is prohibited.

Trademarks
Explorer, Scientific-Atlanta, and the Scientific-Atlanta, Inc. VCR Commander and “Bringing the Interactive Experience Home” are trademarks of Scientific-Atlanta, Inc.

FCC Declaration of Conformity
This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions:

1. the device may not cause harmful interference, and
2. the device must accept any interference received, including interference that may cause undesired operation.

Explorer® Digital Interactive Set-Top model: Model 3250HD
Manufactured by: Scientific-Atlanta, Inc.; • 5030 Sugarloaf Parkway; • Lawrenceville, Georgia 30042; USA Telephone 770-236-1077 • (Terms and Conditions Revised as of September 2004)
digital adapter – self-install instructions

It's simple to install the Digital Adapter. Just follow the five easy steps and you'll be on your way to enjoying the digital experience.

**Step A: Connect the Digital Adapter to the cable outlet**

1. Find the coax cable that runs from the cable wall outlet to your TV.
2. Disconnect the coax cable from your TV.
3. Connect this cable to the “Cable In” port on the back of the Digital Adapter.
4. Leave the other end of this cable plugged into the cable wall outlet.

**Step B: Connect the coax cable from the Digital Adapter to the TV**

1. Take the coax cable provided in your self-install kit.
2. Connect one end to the “To TV” port on your Digital Adapter and connect the other end to the “Cable In” or “RF In” port on your TV.

**Step C: Connect the power cord**

1. Take the power cord provided in your self-install kit.
2. Connect the power cord to the electrical wall outlet and the “+5V DC In” port on the Digital Adapter.

**Step D: Set the channel**

1. Turn on your TV and tune it to channel 3 (Channel 4 in Cleveland area).
2. Make sure the channel “3/4” switch on the Digital Adapter is set to the same channel as your TV.
   If you don’t have a picture after completing the activation steps, you may need to switch your TV and Digital Adapter to channel 4.
**Step E: Activating your Digital Adapter**

Once you have connected your Digital Adapter(s), they are ready to be activated, which will authorize your Digital Adapter(s) to begin receiving signals from WOW!’s network and send cable channels to your TV. Once your Digital Adapter(s) are activated you will be able to enjoy your WOW! Cable.

All Digital Adapter's must be connected prior to activation.

To activate your Digital Adapter(s), visit [www.wowdigitaladapter.com](http://www.wowdigitaladapter.com) or call 1-888-268-5872.

**Programming Your Remote**

Program your remote to sync with your TV model.

1. Get remote instructions manual from self-install kit. Find the brand name and 3-digit device code number of your TV. For example, Panasonic TV: 005, 006, 007, 008.
2. Manually turn on the TV.
3. Confirm the batteries are correctly inserted in the remote.
4. Press and hold the “Set” button. Then, while holding down “Set”, press the Power button. The LED light will turn red, indicating the remote is in program mode. Release both buttons.
5. Enter the 3-digit Device Code (for example: code 005 under Panasonic TV). The red LED light turns off if the code has been accepted by the remote control.
6. If the LED light flashes twice, it means the code entered is incorrect, and the remote control remains in program mode. Re-enter the correct code number again. The remote will exit program mode if the code is not entered within 10 seconds.
7. Point the remote towards the TV and press the Power button. If the TV turns off, the remote is now programmed to operate the TV.
8. If the TV fails to turn off, go back to Step 1 and enter the next code listed under the TV brand.

**Digital Adapter Troubleshooting**

**How do I program my VCR to record using a WOW! Digital Adapter?**

To record a program using your Digital Adapter and VCR:

1. Set your VCR to record channel 3 (4 in Cleveland) for the time the program is airing.
2. Tune the Digital Adapter to the channel you want to record.

The VCR can only record the channel that your Digital Adapter is tuned to. To record different programs at different times, you will need to change the channel on your Digital Adapter.

**My Digital Adapter takes too long to change the channels. What can you do about that?**

We understand that the experience may be different from what you are used to. Unfortunately, there may be a slight delay when you are changing channels as the Adapter works to tune from one digital signal to the next.

**My Digital Adapter remote stopped working, loses its programming or won’t power off/on.**

If your remote loses its programmed codes, try replacing the batteries with high quality Alkaline batteries. When replacing the batteries, try not to push any buttons, and the codes should remain intact.

For a list of Frequently Asked Questions, visit [wowway.com](http://wowway.com).