

Digital Adapter Easy Installation Guide

Important!

Rogers will soon phase out the analog versions of select channels included in your TV service. In order to keep your complete channel line-up, a Digital Adapter is required for every TV without a Digital Terminal or PVR.

Install this Digital Adapter as soon as possible to maintain your complete TV service.

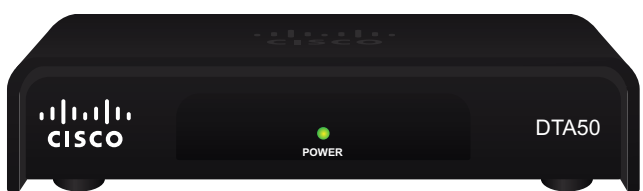
Installing your Rogers Digital Adapter is as easy as A - B - C.

A: Connect The Digital Adapter To Your TV

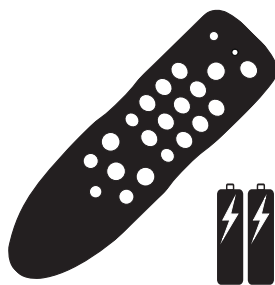
B: Authorize The Digital Adapter

C: Program Your Rogers Remote And Additional Options

Included in the Install Kit:



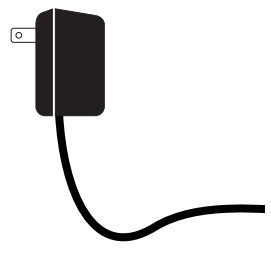
Digital Adapter



Remote Control w/ 2 AA Batteries



Coax Cable

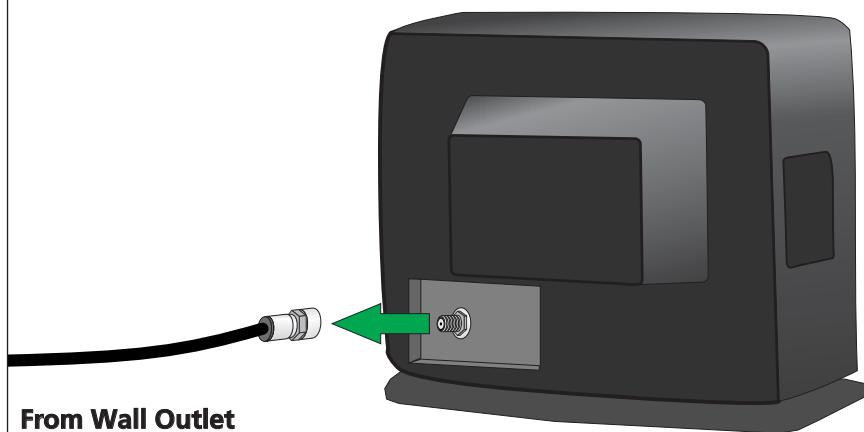


Power Cord

A

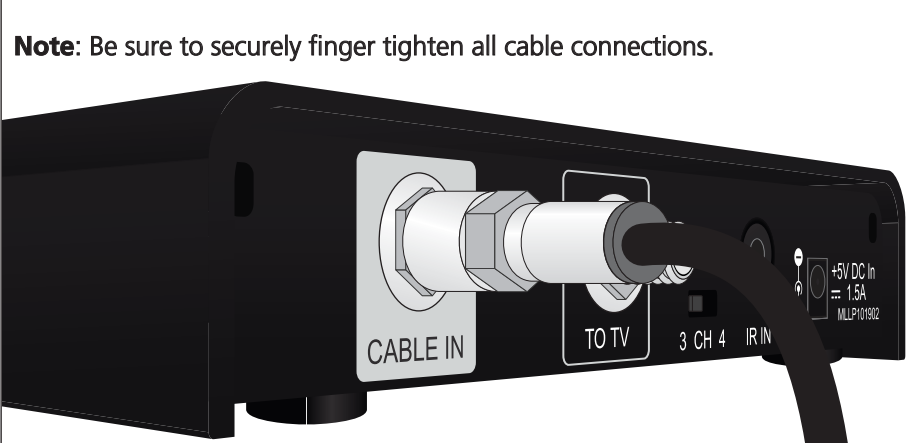
Connect The Digital Adapter To Your TV

- 1** Locate the coax cable that currently runs from your wall outlet to the back of your TV. Disconnect the cable from the back of your TV.



From Wall Outlet

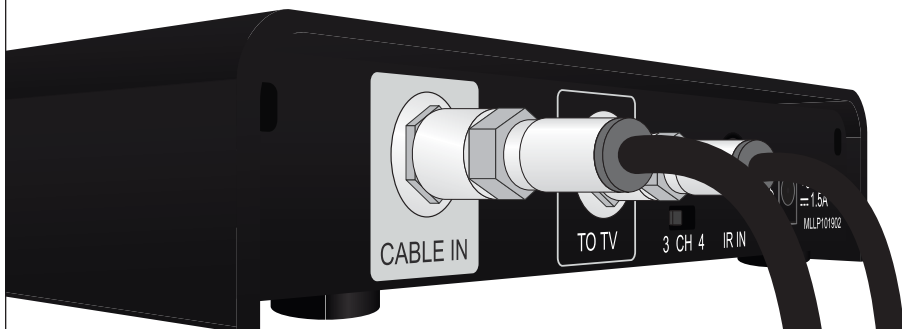
- 2** Connect the end of the coax cable coming from your wall to the **CABLE IN** port of the Digital Adapter. Ensure the switch on the back of the Digital Adapter is set to **CH 3**.



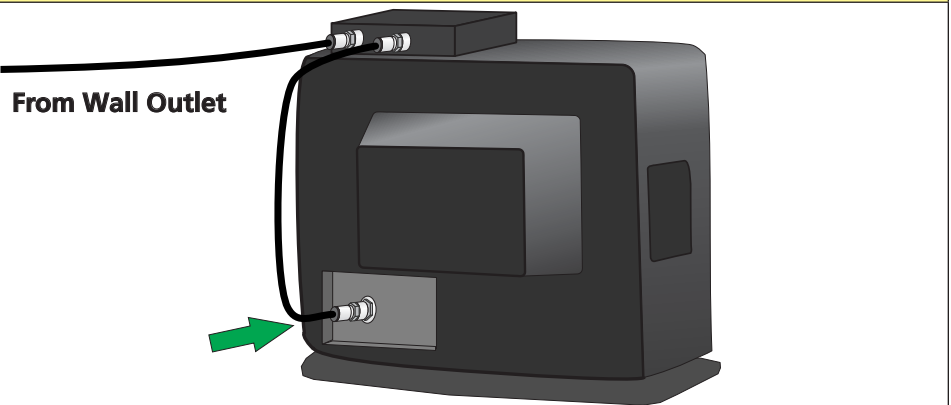
Note: Be sure to securely finger tighten all cable connections.

- 3** Connect one end of the provided coax cable to the **TO TV** port of the Digital Adapter.

Note: Be sure to securely finger tighten all cable connections.



- 4** Connect the other end of the provided coax cable to the coax port on the back of your TV.



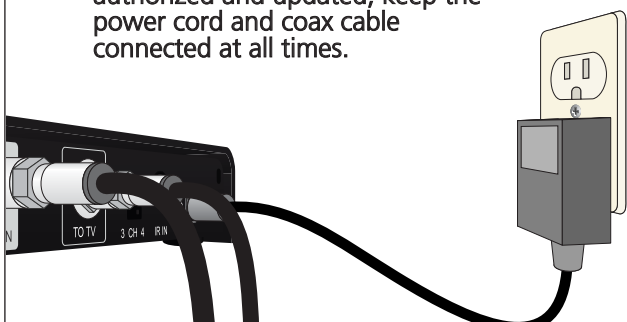
From Wall Outlet

B

Authorize The Digital Adapter

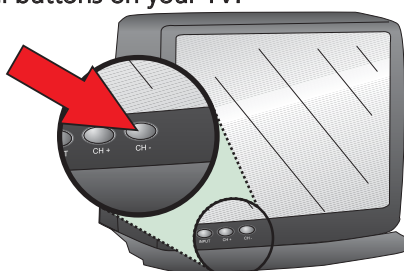
- 5** Connect the power cord to the back of the Digital Adapter and to the wall outlet. The front power light will begin to flash green.

Note: To ensure the Digital Adapter remains authorized and updated, keep the power cord and coax cable connected at all times.



- 6** Turn your TV on and set it to **Channel 03**.

To view programming from your Digital Adapter, your TV must be set to **Channel 03**. Change your TV to Channel 03 by using the channel buttons on your TV.



- 7** Call Rogers to authorize the Digital Adapter.

Call **1 800 530 4034** to have the Digital Adapter authorized. You will be asked for the phone number associated with your account.

When the Digital Adapter is authorized, the green light on the front will be on solid.



In addition to operating the Digital Adapter, the Rogers remote is capable of controlling basic commands on your TV. To enable these features, the Rogers remote must be programmed for your particular TV make and model.

Program the Rogers remote for your TV.

1. Turn your TV on.
2. Press and hold **SET** key for 3 seconds.
3. Press **9 - 1 - 4**.
4. Point the remote towards your TV and press and hold the **Power** button down.
5. Continue to hold the **Power** button down until your TV turns off. The remote will cycle through all possible codes until a match is found.

Note: You may need to hold the **Power** button for a few minutes before finding a match.
6. Once the TV turns off, release the **Power** button to lock the code.
7. Confirm the correct code was locked by pressing the **POWER** button to turn on your TV.

Your Rogers remote is now set to turn your TV on and off as well as adjust the volume. The remote that came with your TV can now be put away.

What if this did not work?

Your remote also came with a small user guide that contains specific instructions for programming other TVs. Consult the user guide for further instructions.



Notes:

The **Power** button is for turning on or off the **TV only**. The Digital Adapter remains on at all times.

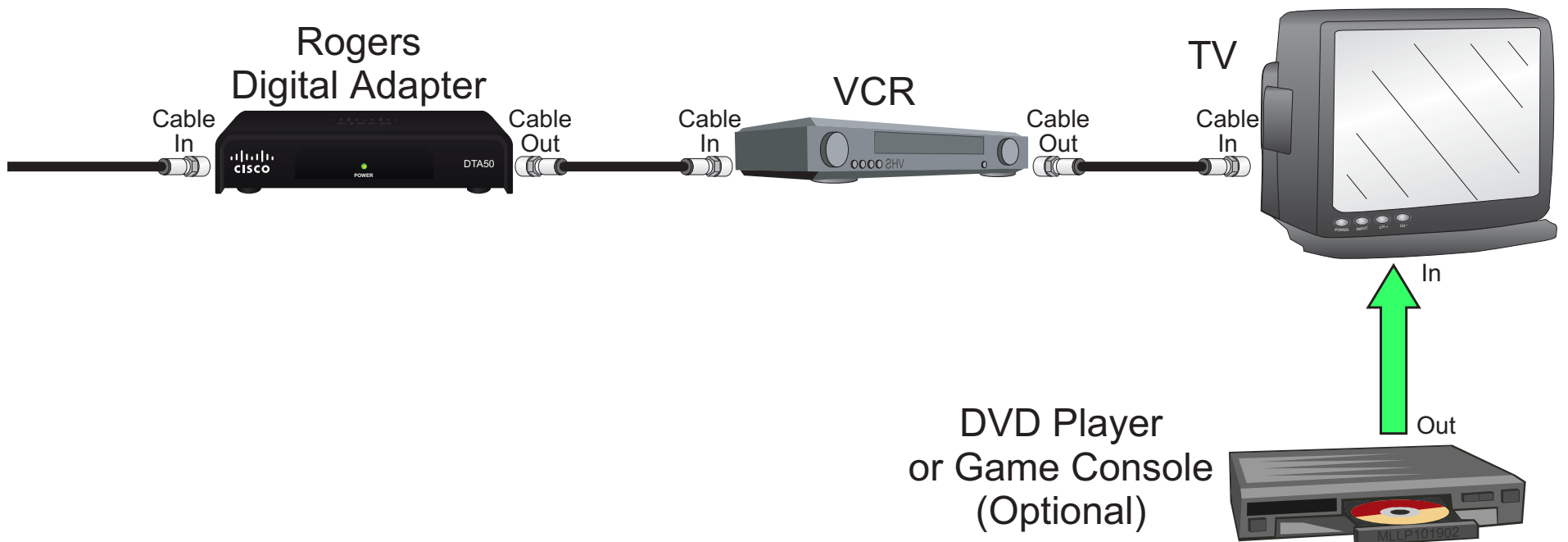
The **LANG** button is for accessing the SAP (Second Audio Program) of certain shows.

The Rogers remote has to be programmed for your TV before these buttons can be used.

OPTIONAL

Connect A VCR And Digital Adapter To Your TV

The order in which you connect your VCR to your TV is very important, below is the recommended connection order. Any additional cables that may be required are sold separately at Rogers Plus stores.



With this connection you can:

- Watch TV programming and VCR videos on your TV.
- Record the show you are watching on the Digital Adapter to your VCR. Turn on your VCR and set it to channel 3 to record the program currently viewed or future scheduled recordings.

Note:

This hookup will not allow you to record one program **on your VCR** while watching another.

Troubleshooting

If the remote control does not work:

- Make sure the batteries are inserted correctly.
- Make sure your remote can "see" the front of the Digital Adapter.

If the light on the front of the Digital Adapter is not illuminated:

- Make sure the power cord is attached to the Digital Adapter and plugged into a live electrical outlet.

If there is no picture on the TV and the light on the Digital Adapter is blinking:

- Wait a few minutes. If the light is still blinking, call our Self Serve Line at **1 800 530 4034** to have the Digital Adapter reauthorized or for more troubleshooting tips.

Note: You will be asked for the phone number associated with your account.

If there is no picture on the TV and the light on the Digital Adapter is solid:

- Make sure your TV and the Digital Adapter are both set to the same channel (either 3 or 4).
- Try switching your TV and the Digital Adapter to the other channel (3 or 4).
- If you're also connected to a VCR, make sure the VCR is turned on and set to **channel 3** (or 4 if you changed the setting on the Digital Adapter to CH 4).
- Make sure the Digital Adapter is connected directly to the cable outlet in your wall.
- Make sure all the cables are firmly connected.

If the audio is in a language you don't prefer:

- You may have accidentally changed it to an alternate language option. Press the **LANG** button on your remote control one or two times.

Most common problems can be fixed by rebooting the Digital Adapter. To reboot the adapter:

1. Unplug the power cord and wait 10 seconds.
2. Plug the power cord back in and wait 10 minutes.
3. Press the **POWER** button on your Rogers remote.
4. Ensure your TV is on and is set to **channel 3** (or 4 if you changed the setting on the Digital Adapter to CH 4).

Additional Information

After installing your Digital Adapter and receiving your channels in digital quality you may notice some changes:

CLOSED CAPTIONING: Depending on the make and model of your TV, you may have to use your TV remote to enable the Closed Captioning features.

CHANGING CHANNELS: Since your new Digital Adapter converts the digital-quality picture and sound into an analog signal your TV can view, there may be a slight delay when changing channels. When changing channels rapidly, you will notice the current channel pause as the channel number changes in the bottom right-hand corner of your screen. When you have reached the desired channel, the channel number will remain-on screen momentarily.

VCR RECORDINGS: There will be changes to the way you program a VCR for recording. For details, please refer to the instructions in the section above.

Online Support

Visit us at:

www.rogershelp.com for additional Digital TV information.

Email us at:

digitaltvsupport@rci.rogers.com for technical support.

Phone

For Self-Serve:

Call us at **1 800 530 4034** and follow the prompts.

-OR-

To speak to a Live Agent:

Call us at **1 888 ROGERS 1 (1 888 764 3771)**.