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PRESS RELEASE

FOR IMMEDIATE RELEASE
July 10, 2015

COX CABLE MOVES GOVERNMENT ACCESS CHANNELS; HOW TO GET KENNER TV-76

Kenner, LA. – A number of Kenner residents with Cox Cable television service have called in the past three weeks because they are no longer picking up Channel 76, home of Kenner’s Cable TV channel, along with other government access channels.

Cox Cable officials say this is part of a pre-planned effort to move those government access channels to an all-digital format. That will allow Cox to maximize its bandwidth and provide better customer service and faster Internet speeds.

The channels were moved several weeks ago, so customers with digital tuners built into their TV sets (which includes all TVs sold after 2007) will simply have to use the “auto tune” function on their sets to again receive those channels. That’s the function that automatically seeks out all available channels when a TV is first plugged in.

The auto tune function can be accessed through the remote control for the television set. There should be a menu button on the remote that will reveal a number of options including auto tune. Hitting the auto tune will cause the TV to search again for all available channels, including the government access channels that have been recently moved. Some TVs may say “auto search” or channel search” instead of auto tune. Remember to tune for digital channels. Re-tuning takes only a few minutes.

The process is different for anyone with an analog television set. Those customers need a standard definition digital receiver to pick up the digital changes. That receiver is a small box that Cox Cable is providing free of charge to current customers for one year.

“The good news is that Cox officials tell us only a very small percentage of customers have analog TV sets,” said Valerie Waguespack, Kenner’s IT Director. “If you have a flat-screen TV, you have a digital tuner.” Waguespack said the affected channels include 4, 6, and 8, as well as KTV 76.

Customers with analog TV’s will have to go to the Cox Cable office to receive the free box. The nearest location is 2121 Airline Drive in Metairie.

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