Delay in Changing Channels- Article no. 1765

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

We provide 100% Digital Cable, which may cause a slight delay when changing channels

- Digital channels take up less space in a channel line-up than older Analog channels, so we can offer much more channels
- These channels are digitally compressed, which causes a slight delay (about a second or less) when a channel is changed because the channel needs time to 'decompress'
- This is not a service issue - any digital video service whether cable or satellite dish exhibits this type of behavior
- Additionally, you may see a slight delay in comparison when watching a standard or HD converter, as with a DVR or TiVo
    - The DVR / TiVo creates a slight 'buffer' so live TV may be paused

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=479