The campus CATV (Cable TV) system is an all-digital system which now includes some high-definition channels. In order to take full advantage, please be sure to bring a digital TV with QAM tuner for use on campus. A QAM tuner enables your digital TV to receive digital cable channels directly without a set top box. If you are unsure if your TV has a QAM tuner, please check with your TV's manufacturer.

If you still have an analog TV (tube TV) you can continue to use it by purchasing a converter box.

http://www.campustelevideo.com/studentservices/dci401

Due to the upgrade from analog to digital, televisions need to go through a process called Channel Scan. This scan allows the television to receive the newer digital channels. Please follow the steps below to successfully troubleshoot a problem with CATV.

Channel Scan

1. Go to the menu screen on the television
2. Find a section named Channel or Setup; select Cable
3. Look for Auto Channel Search or Channel Scan
4. Begin the search or scan for digital and analog channels. The scan can take up to 45 minutes. Allow the channel scan to complete since some channels are added right at the end
5. When complete, scroll through some channels to verify that there are digital channels

TV Frequently Asked Questions

Q. How do I set up my TV to receive TV channels?

A. Follow these steps:

1. Connect a coaxial cable from the TV wall outlet to the input port on the back of your cable-ready TV.
2. Connect the TV power cord to the wall electrical outlet and turn on TV.
3. Using your TV remote, select Menu and then select and run the Auto-Setup feature. Refer to your user manual for instructions.
If you’re not receiving cable TV after following these instructions, double-check all coaxial connections. If there's still no reception, contact….

Q. Will my old analog TV still work with TV?
A. The TV system offers only digital channels. Old style, analog televisions will not work on the TV system.

Q. Can a laptop with a TV tuner installed be used to watch TV?
A. Yes, TV offers SD and HD digital stations. Any tuner that can receive an HD or SD signal will work. There is no need to decode TV digital signals as they are delivered using clear QAM.

Q. Do I need a converter box to receive the HD channels?
A. No, you do not need a converter box to receive the HD channels if you have an HD compatible television.

Q. What is the minimum hardware requirement to view HD channels in HD and which type of set works best?
A. The minimum hardware required to view HD channels is an HD compatible television. Television sets should be purchased based on the user's preferences and needs. Users are encouraged to use the same consumer product resources they would when evaluating and purchasing other electronic equipment. TV staff do not evaluate television sets nor do they provide recommendations on which sets work best.

Q. Will a Standard Definition (SD) television set work with all HD channels?
A. No, HD programming can only be viewed on an HD compatible television set.

Q. Why do the digital channel numbers include a period between the numbers on the channel lineup card?
A. Due to the technology differences between analog and digital television, multiple digital channels can fit within one channel. This is similar to radio channels, which also use decimals.
Q. Can the HD channels be programmed using the Auto-Setup option?

A. Yes, the HD channels can be programmed using the Auto-Setup option on most sets. However, this may vary depending on the manufacturer of the television set.

Q. How do I know if I am bringing the right television to view TV?

A. Only Digital televisions that have SD or HD capabilities will be able to view the SD and/or HD programming on TV.

Q. Why won't my Westinghouse TV tune in any channels?

A. You need to run a channel scan:
   ■ Select auto-tune on the TV.
   ■ Select cable. This will discover one channel and activate the tuner in the set.
   ■ The first prompt will tell you to contact Westinghouse. This is not required to activate the tuner.
   ■ Select next.
   ■ The next prompt will ask you for the QAM tuner activation code. Enter 14159.
   ■ The channel scan will start after the correct code is put in.
   ■ After the scan is completed, you should have all of the channels.

Q. Why does my Sony Bravia only tune 156 channels?

A. Your TV needs an upgrade. Go to Sony Television Support, search on the model number for your TV and follow the instructions for upgrading your TV.

Q. Why does my TV tune in about half of the channels, but not all of them?

A. We have found that some TVs will not tune in all of the channels. This is a problem with the tuner in the TV. You will need to contact the manufacturer with the TV model number and date of purchase to get their recommendation for a solution or upgrade procedure.
Q. Will a DVR work with TV?
A. If the tuner in your DVR supports signals transmitted in a Clear QAM format, then it will be able to receive and record all of the digital and HD channels. (There is one exception with TiVo DVR. See "Will a TiVo DVR work with TV" below.)

Q. Will a TiVo DVR work with TV?
A. Yes, it will, with one exception. The tuner in a TiVo DVR does not recognize channel numbers that have a dash or dot in the number such as 2.1, 4.1, 7.1 etc. These channels use local channel numbers and we have to carry them with this numbering format. The TiVo box will tune them in but you will not be able to record future programs on these channels.

Q. My TiVo box has lost its programing guide. How do I fix that?
A. To restore the programing guide you will need to repeat the Guided Setup on your TiVo.

If this does not resolve the problem, contact TiVo Support.
Troubleshooting and Support for University Residence Halls Residents

How to Connect

What You will Need:

1. Cable-ready TV that has a "clear qam" tuner built in.

2. Coaxial Video Cable: If you need a coax cable they are available for purchase at any Housing Dining Services convenience store. If you do not purchase your cable from Housing, you will need to make sure your cable has threaded connectors. Using push-on connectors can lead to signal leakage and fuzzy reception. If we detect leakage as a result of a substandard video cable (this can actually affect aviation communications systems), we will ask you to replace the cable with an approved model.

Connecting:

1. Screw one end of your video cable into the threaded coax jack on the cable television wall plate. Screw the other end into the appropriate coax connector on your TV.

If your set-up only includes a TV, make sure your video cable runs from the wall jack to the IN or ANTEENNA jack on your TV.

If your set-up consists of a TV and a DVD/VCR, make sure your video cable runs between the wall jack and the IN or ANTEENNA jack on your DVD/VCR. Next, make sure you have a second cable running from the OUT jack on the DVD/VCR to the IN or ANTEENNA jack on your TV. Please see the manufacturer's instructions for proper set-up, as ResNet will only provide support for the connection between a TV and the wall jack.

2. Your TV tuner should be set to CABLE or CATV. You can check this by accessing the setup menu on your TV.

Make sure you have run the auto-program feature in order for your TV to search for and memorize all of the available cable channels.

We recommend that you bring the manual and any remote controls that came with your TV since the setup menus on many TV's can only be accessed via the remote control.

Video Troubleshooting

Can’t receive anything above channel 13 OR you only receive channels 2-36.

Your TV may not be configured to receive a CATV signal (review set-up notes above). You should also run the auto-program feature on your TV to search for all available cable channels.
**Snowy or no picture on all channels.**

Cable is connected to the wrong connector on your TV (review set-up notes above).

Plug your coax cable into another jack in your room. If this solves the problem, contact the …. Help Line to arrange for repairs of the defective jack. If this doesn't solve the problem, try using a different coax cable and test your connection. If you need a coax cable they are available for purchase at any Housing Dining Services convenience store.

**Cannot receive a particular channel.**

You may have a feature on your TV which disables individual channels. Check your TV's documentation for information regarding this problem.

**Interference on channels 3, 13, 18, or 19.**

Signal Interference - an electrical device near your TV may be causing interference. This problem sometimes happens when TV's are placed on top of refrigerators.

**Color problems in the picture (e.g., no color, everything looks sea-green).**

Check other TV's on your floor to see if the same problem occurs. If so, contact….