

Digital TV Service Guide

FAQ – Cable TV

Q: Is there a charge for basic TV service in the residence halls?

- Basic TV service is provided at no additional cost.

Q: What equipment will I need to connect my TV?

- Standard coaxial cable and a cable ready television
- QAM tuner

Q: What is a QAM tuner?

- QAM (quadrature amplitude modulation) is the format by which digital cable channels are encoded and transmitted via cable television providers.
- The QAM tuner is a form of receiver; it receives and processes digital television transmissions through a cable. It reads a certain kind of signal sent by your digital cable provider, and translates it so your television can read and process it properly to generate your television shows.

Q: How will I know if I need a QAM tuner?

- The QAM tuner comes in two forms, either an internal device that is part of your inner TV, or an external device that can be plugged in to your TV.
- First check to see if the TV has an internal tuner by searching the specifications section of your TV manual. If you no longer have your TV manual, locate the make and model of the TV and lookup the specs online.
- If your TV does not have an internal QAM tuner, an external QAM tuner will need to be purchased in order to receive channels.

Q: Where can I purchase a QAM tuner?

- QAM tuners can be purchased at some electronic stores and online.

Q: How do I set-up my TV?

Method 1: Analog cable & digital cable - Internal QAM tuner

1. Connect one end of the coax cable into the wall jack and the other end to the TV.
2. Set the TV to CABLE or CATV
 - This setting is normally located in the menu or set-up option however it varies depending on the TV make and model
3. Run a channel scan
 - This setting is normally located in the menu or set-up option however it varies depending on the TV make and model

Method 2: Digital cable – external QAM tuner

1. Connect one end of the coax cable into the wall jack and the other end into the external QAM tuner
2. Connect the external QAM tuner to the TV.
3. Set the TV to CABLE or CATV
 - This setting is normally located in the menu or set-up option however it varies depending on the TV make and model
4. Run a channel scan
 - This setting is normally located in the menu or set-up option however it varies depending on the TV make and model

Q: My television does not appear to be working properly. What should I do?

Digital Cable

1. Verify that your TV has the proper QAM tuner (internal or external). Without a QAM tuner you will not receive the channels.
 - First check to see if the TV has an internal tuner by searching the specifications section of your TV manual. If you no longer have your TV manual, locate the make and model of the TV and lookup the specs online.
 - If your TV does not have an internal QAM tuner, an external QAM tuner will need to be purchased in order to receive channels.
2. Ensure that all cables are connected securely
3. In the menu or set-up options on the TV, verify that the TV is set to CABLE or CATV
4. Run a channel scan. This setting is normally located in the menu or set-up option however it varies depending on the TV make and model