Connecting Your TV to Campus Cable

1. Select a television that is compatible with CMU cable TV programming.

   Although most modern TVs will work properly, it is important that you purchase a TV with a QAM Digital tuner.

   Check the manufacturer’s specifications and/or your electronics store before purchasing a television. A unit without this specific type of digital tuner will not receive campus cable TV programming.

   If you have a TV that does not have a QAM digital tuner, you can opt to purchase a set top QAM Digital Converter Set Top Box. Not all digital converters are QAM. Make sure the product says QAM and not ATSC.

   For reference, the iView 3500STBII Multi-Function Digital Converter Box is a converter box that has a QAM digital tuner.

2. Make sure the television is plugged in and there is a coax cable connected between the television and the cable jack on the wall.

3. Turn on the television and set your input to TV.

4. Go into your television’s Menu. Select your Channel sub-menu. On some televisions, it may be called Tuner or TV. It will look slightly different on each brand of television, but here are a few examples:

5. Make sure the television is set to search for Cable and not Antenna or Air.

6. Select Auto Scan. Some televisions may say Auto Tune or Auto Program.

7. The process should take 5 – 15 minutes to complete depending on your television.
Troubleshooting

1. TV won’t power on.
   a. Make sure the electrical outlet is functioning. Try plugging in another device into the outlet to check if it’s working. If the outlet is not working, open a help ticket with facilities.

2. TV doesn’t find any channels during the channel scan.
   a. Make sure the coax cable is securely attached to both the TV and the wall jack.
   b. Double-check that your TV’s digital tuner is a QAM type tuner. Try the channel search process again.

3. Using a QAM digital converter set top box.
   a. Make sure the coax cable from the wall jack is connected to the Antenna-In port (coax) on the set top box.
   b. Make sure the set-top box is connected to the TV. Connection type will vary depending on your TV and converter set top box. Common types include Ant-Out, HDMI, and RCA.
   c. If the digital converter box starts scanning immediately, stop the scan. Make sure the ‘Signal Type’ is set to Cable. Then start the scan again.

4. After trying the steps above, if you still don’t have any cable channels appearing on your TV, please submit a work order to the IT Help Desk through MAVzone, or you can call the IT Help Desk at 970-248-2111.