

## Cable TV FAQ's and Troubleshooting

### **How Do I Get cable TV In My Dorm Room?**

All residential rooms, suites and apartments are equipped with atleast one outlet to receive cable television. Using a standard coaxial cable (also called an RF cable), connect your cable-ready television to the CATV wall outlet. If you are using a VCR or DVD as your tuner, connect it to the CATV wall outlet, then connect this to your television.

### **Where Can I Get the Cables to Connect My TV to the Campus Cable TV System?**

You will need to bring your own coaxial cable. Cables can also be purchased at the SU bookstore or any store where TV's, VCR's, or other video equipment is sold.

### **What if I am not able to see all channels?**

Look on the front or back of your television for a CATV switch (sometimes within a door or panel). Set this switch to CATV. For televisions with a three-position switch (typically STD/IRC/HRC), set the television to STD position. You can also refer to your owner's manual for instructions.

### **Why Am I only getting channels 2-13?**

If you are only getting reception for the first 13 channels, your TV may need to be auto programmed using your remote control. You can also refer to your owner's manual for instructions.

### **How do I auto-program my TV to receive digital stations?**

- Through the TV menu functions Make sure TV is set to "cable" and not "antenna".
- Go to the MENU, PROGRAMMING or ACTION button
- From this screen go to SETUP.
- (If you are prompted to choose between OFF-AIR and CABLE, select CABLE)
- Go to AUTO PROGRAM or AUTO SCAN
- When you select the AUTO PROGRAM/AUTO SCAN, your television will automatically scroll through the channels. The TV is programming itself to acquire the channels that have signal.
- Save the changes and EXIT

### **Who do I call if the cable tv outlet is physically broken or cracked?**

Call the ITS Help Desk 443-2677.

### **Who Do I call if my screen is all snowy?**

If all channels are "snowy" it is most likely a cable reception issue, call Time Warner at 315-634-6000 for service.

### **What Channels are available on the campus cable lineup? Click here:**

[http://its.syr.edu/telecom/\\_telecom-documents/Student-Cable-Channels.pdf](http://its.syr.edu/telecom/_telecom-documents/Student-Cable-Channels.pdf)