

College Cable Services

Frequently Asked Questions

Q: What do I do if I have an analog TV?

A: Call our office at 800-472-2054, you will need to get a converter box. Converter boxes are available at cost of \$50 (a refundable deposit fee)

Q: What do I do if I have fuzzy reception or any other cable TV issues?

A: Call our office at 800-472-2054, or you can email us at service@collegecable.com

Q: I don't receive any channels higher then Ch. 13.

A: Your TV is not set to cable. Go into the TV menu and switch it from air to cable

Q: My HD television does not get all of the channels.

A: Your HD television may not have a QAM tuner in it. Call our office at 800-472-2054, you will need to get a converter box. Converter boxes are available at cost of \$50 (a refundable deposit fee)

SEE INFORMATION BELOW REGARDING TV COMPATIBILITY AND THE QAM TUNER.

Television Compatibility

The University/College digital cable system requires a television, DVR or other tuner device with a QAM tuner. You must check the specifications from your manufacturer to determine if it includes the required tuner. The types of tuners currently in use in the United States are listed here for your reference.

NTSC TUNER (NOT COMPATIBLE)

NTSC, named for the National Television System Committee, is the analog television system used in the United States from 1941 to 2009. After nearly 70 years of use, the FCC ordered the discontinuation of most over-the-air NTSC transmissions in the United States in 2009. Analog channels are still available on many cable systems to provide basic programming without the use of a cable conversion box. Some manufacturers no longer include this type of tuner in televisions built after 2009.

ATSC TUNER (NOT COMPATIBLE)

An ATSC (Advanced Television Systems Committee) tuner, often called an ATSC receiver or HDTV tuner is a type of television tuner that allows reception of digital television (DTV) television channels transmitted by television stations in North America. The FCC required all television manufacturers to include an ATSC tuner in all products since 2007, and required television broadcasters to switch in 2009. This type of tuner is currently included in all new televisions, including the inexpensive "digital conversion boxes" that were widely available leading up to the 2009 switchover.

QAM (REQUIRED)

QAM (quadrature amplitude modulation) is the format by which digital cable channels are encoded and transmitted via cable television providers, including CWRU. A QAM tuner is the cable equivalent of an ATSC tuner which

receives over-the-air digital channels broadcast by local television stations. Many new cable-ready digital televisions support both of these standards. Because there is no requirement, though, some very inexpensive manufacturers or models may not include the QAM tuner.

Please be advised that less expensive TVs sometimes come with a lower quality QAM tuner that may be unable to tune all of the channels. We have found this to be true of bargain brands such as Dynex, Insignia, as well as some low-cost models from Visio. If that is the case a digital conversion box can be purchased.

Digital Conversion Boxes

If your television does not support a QAM tuner, you can update your television or purchase a digital conversion box. Just like the TV, you should ensure that the conversion boxes includes a QAM tuner, and not just an ATSC tuner. Most tuner boxes available at electronic stores from over-the-air digital TV transition do not include this tuner, so be sure to verify the specifications from the manufacturer. The following boxes have been tested by the University/College for compatibility with our system.

COMPATIBLE DEVICES

- ChannelMaster CM-7001
- Firebird DCT210

INCOMPATIBLE DEVICES

The following specific devices are equipped with a low-quality QAM tuner that is not capable of tuning the entire channel lineup. You may get limited or erratic service with these devices. The most common issue is the device freezing when tuned to one of the local broadcast channels over cable.

- Access HD DTA1080
- Digital Stream DTX9950
- iView STB1000
- iView STB2000
- iView 3200STB
- iView 3500STB2

Digital Televisions

We have compiled the following information about television compatibility, and provide this list an informal reference for newer devices. This information is compiled from staff and student reports, and is not intended to be complete. The University/College cannot guarantee the accuracy of this information. You should verify the specifications when you make a purchase.

Dynex-Only limited models have a Qam tuner

Insignia-Only limited models have a Qam tuner

Seiki-Only limited models have a Qam tuner

Sylvania-Do not appear to have a Qam tuner

Visio-Recent models have a Qam tuner

Samsung-All models since 2009 have a Qam tuner (fifth digit of model number must be B or higher)

Element-Only limited models have a Qam tuner

LG-Most models since 2007 have a Qam tuner

Sony-Most models since 2007 have a Qam tuner

Toshiba-Most models since 2007 have a Qam tuner

Westinghouse-Some models require Qam tuner activation

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