

# Digital TV Service Guide

The digital cable system requires a television with a QAM tuner. You must check the specifications from your TV 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.

## 1. QAM Tuner (REQUIRED)

QAM (quadrature amplitude modulation) is the format by which digital cable channels are encoded and transmitted via cable television providers, including Apogee. 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. If that is the case a digital conversion box can be purchased.

## 2. NTSC TUNER (NOT COMPATIBLE)

## 3. ATSC TUNER (NOT COMPATIBLE)

## Digital Conversion Boxes

If your television does not have 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

include a QAM tuner and not just an ATSC tuner. Most tuner boxes available at electronic stores for over-the-air digital TV transition do not include a QAM tuner, be sure to verify the specifications from the external tuner manufacturer before completing your purchase. Apogee has tested and recommends the following Tuner.

[Pico Digital -HD-2.1-High Definition MPEG-2/4 QAM Set-Top Box with CAS](#)

## QAM Digital Tuner Guide

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. We 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
- LG - Most models since 2007 have a QAM tuner
- Samsung - All models since 2009 have a QAM tuner (fifth digit of model number must be B or higher)
- Sony - Most models since 2007 have a QAM tuner
- Sylvania - Do not appear to have QAM tuners
- Toshiba - Most models since 2007 have a QAM tuner
- Vizio - Recent models have a QAM tuner
- Westinghouse - Some models require QAM tuner activation

## 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: Where do I find the cable channel lineup for my school?**

1. Visit [www.myresnet.com](http://www.myresnet.com) and login with your account username and password.
2. Click on "Find cable TV channels in your area".
3. Select your school from the menu to view.

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

- Standard coaxial cable & Cable-ready TV
- QAM tuner (required at select locations)

**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.
- QAM tuners can also be purchased from us.

## **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?**

### Analog Cable

1. Ensure that the coax cable is securely connected at both ends
2. In the menu or set-up options on the TV, verify that the TV is set to CABLE or CATV
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
4. Check the email listed on your account for a maintenance notice. While maintenances that are service impacting are infrequent, it may be possible that we are undergoing a maintenance.
5. Contact our 24-hour support center to report the issue.

### 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
5. Check the email listed on your account for a maintenance notice. While maintenances that are service impacting are infrequent, it may be possible that we are undergoing a maintenance.
6. Contact our 24-hour support center to report the issue.