IMPORTANT INFORMATION ABOUT CABLE TV

Our cable TV system received a major upgrade in the summer of 2016. We moved from an analog signal to “ClearQAM.” Your TV **must** have a tuner that can decode the ClearQAM signal. Please check your technical documents which came with your TV or do a Google search of your TV’s make and model to check for QAM compatibility.

Some troubleshooting ideas are listed below:

- Have you completed the auto scan on your TV on the CATV setting? Let the auto scan go through its full scan until it reaches 100%.
- Are you connected via a coax cable to the cable outlet in your room? If you brought your own cable, try testing one from the front desk.
- Try a working TV in your room or try your TV in another room where the cable is working.
- If this doesn't fix the problem, please call Michelle in the Office of Residence Life at 608.785.8076 to report the specific nature of the issue (no channels, jack is broken, etc.).
- Michelle will report this to Charter and they will help us troubleshoot or send a service technician to take care of the problem.

For students who have TVs that do not have a QAM tuner, they can purchase a converter box that has been tested on campus. Please note that it is not perfect. Unlike TVs with the QAM tuner built in, this won’t have the name of the channel in the upper right corner and the channels on the guide paper from Charter are marked differently. The channels are all available but they are at different numbers.