IMPORTANT INFORMATION ABOUT CABLE TV

Our cable TV system received a major upgrade this summer. 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 try a Google search of your TV’s make and model to check for QAM compatibility.

- 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 with one from the front desk.
- If this doesn't fix the problem, please call Michelle E. 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 send a service technician to take care of the problem.

For students who have TVs that do not have a QAM tuner, the link below is an option of 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.

https://www.amazon.com/3500STBII-Multi-Function-Converter-Recording-Playback/dp/B00GOILYB6/ref=sr_1_1?AWS宛=s=electronics&ie=UTF8&qid=1473186288&sr=1-1&keywords=iview