What do you need?

The Lodges offer an all-digital cable line-up using the ClearQAM standard. You do not need a cable box if you have a TV made 2007-present and that has a ClearQAM (specs may indicate QAM, QAM-256 or ClearQAM) tuner. Only HD programming can be viewed with an HD compatible TV. An SD TV will not work.

TVs made in 2007 or before, even if it is a HDTV, may not work with our cable system. TVs made 2007 and before may not have the appropriate converter built in the TV. Always check on the box, the actual TV, or at the store to ensure the TV was made after 2007.

We encourage you to purchase name brand TVs like Toshiba, Sony, LG, Vizio and Samsung. Some off brand TVs will not work with our cable system.

If you are unsure if your TV has a QAM tuner, please check with your TV's manufacturer. If you still have an analog TV (tube-type) you can continue to use it by purchasing a converter box. Your analog TV will NOT work on the TV system without purchasing a converter box. You will NOT need a converter box if you have a HD compatible TV made after 2007.

You will need a coaxial video cable with threaded connectors. Using a push-on connector can lead to a fuzzy reception.

Connecting Your TV

1. Screw one end of the video cable into the jack in the wall and the other into your TV.
   a. If you are just connecting to your TV, not to other electronics, make sure to use the IN or ANTENNA jack on your TV
   b. If you are using a DVD/VCR make sure your cable runs between the wall jack, the IN or ANTENNA jack on your DVD/VCR, and OUT from the jack on the DVD/VCR to the IN or ANTENNA on your TV

2. Your TV tuner should be set to CABLE or CATV. This can be found by selecting the setup menu on your TV

3. A Channel Scan must be completed
   a. Go to the menu screen on the television
   b. Find a section named Channel or Setup; select Cable
   c. Look for Auto Channel Search or Channel Scan
   d. Begin the search/scan for analog and digital channels
   e. When complete, scroll through channels to verify there are digital channels Your TV must go through the Channel Scan to memorize all available channels.

Troubleshooting When There Are No/Missing Channels

1. Make sure you ran the Channel Scan. If you haven’t, follow the steps in Connecting Your TV

2. Double-check all coaxial connects.

3. If there is still no reception, contact the Office of Residence Life and Housing via email at liveon@ius.edu with the following information:
   a. Make, Model, and the year your TV was made NOT purchased
      i. As a reminder if your TV was made in 2007 or before, it most likely will NOT receive all digital channels even if it is a HDTV because it does not have the correct converter built in the TV.
   b. If your TV is analog, do you have a converter box?
   c. Do you have a threaded connector coaxial cable?
   d. Information on what you have done to remedy the situation. i.e. Channel Scan and checking the cables

Need Help?

Cannot Get Your Cable to Work?

Contact the Office of Residence Life and Housing

Meadow 103

liveon@ius.edu

(812) 941-2115
Frequently Asked Questions

Can a laptop with a TV tuner installed be used to watch TV?
Yes, TV offers SD (standard definition) and HD (high definition) digital stations. Any tuner that can receive an HD or SD signal will work. There is no need to decode TV digital signals as they are delivered using clear QAM.

Why do the digital channel numbers include a period between the numbers on the channel lineup card?
Due to the technology differences between analog and digital television, multiple digital channels can fit within one channel. This is similar to radio channels, which also use decimals.

Can the HD channels be programmed using the Auto-Setup option?
Yes, the HD channels can be programmed using the Auto-Setup option on most sets. However, this may vary depending on the manufacturer of the television set.

Why won't my Westinghouse TV tune in any channels?
You need to run a channel scan:
• Select auto-tune on the TV.
• Select cable. This will discover one channel and activate the tuner in the set.
• The first prompt will tell you to contact Westinghouse. This is not required to activate the tuner.
• Select next.
• The next prompt will ask you for the QAM tuner activation code. Enter 14159.
• The channel scan will start after the correct code is put in.
• After the scan is completed, you should have all of the channels.

Why does my Sony Bravia only tune 156 channels?
Your TV needs an upgrade. Go to Sony Television Support, search on the model number for your TV and follow the instructions for upgrading your TV.

Why does my TV tune in about half of the channels, but not all of them?
We have found that some TVs will not tune in all of the channels. This is a problem with the tuner in the TV. You will need to contact the manufacturer with the TV model number and date of purchase to get their recommendation for a solution or upgrade procedure.

Will a DVR work with CTV?
If the tuner in your DVR supports signals transmitted in a Clear QAM format, then it will be able to receive and record all of the digital and HD channels. (There is one exception with TiVo DVR. See “Will a TiVo DVR work with CTV” below.)

Will a TiVo DVR work with CTV?
Yes, it will, with one exception. The tuner in a TiVo DVR does not recognize channel numbers that have a dash or dot in the number such as 2.1, 4.1, 7.1 etc. These channels use local channel numbers and we have to carry them with this numbering format. The TiVo box will tune them in but you will not be able to record future programs on these channels.

I can’t receive anything above channel 13 OR you only receive channels 2-36.
Your TV may not be configured to receive a CATV signal (review set-up notes above). You should also run the auto-program feature on your TV to search for all available cable channels.

There is a snow or no picture on all channels.
• Cable is connected to the wrong connector on your TV (review set-up notes above).
• Plug your coax cable into another jack in your room. If this solves the problem, contact the Residence Life office to arrange for repairs of the defective jack. If this doesn't solve the problem, try using a different coax cable and test your connection.

Cannot receive a particular channel.
You may have a feature on your TV which disables individual channels. Check your TV’s documentation for information regarding this problem.

Interference on channels 3, 13, 18, or 19.
Signal Interference - an electrical device near your TV may be causing interference. This problem sometimes happens when TVs are placed on top of refrigerators.

Color problems in the picture (e.g., no color, everything looks sea-green).
Check other TVs on your floor to see if the same problem occurs. If so, contact your CA or the Residence Life office.