

University of Miami
"TVU"
Frequently Asked Questions

1) **How do I get service?**

Locate the TV outlet in your room and connect one end of the cable to it and the other to end to the "CATV" or "VHF IN" on your television. Student needs to provide this cable (they may be purchased at a variety of entertainment stores). Do not connect to the "UHF IN" on your television.

Make sure the television is connected to AC power, and to the cable outlet. Make sure the batteries on your remote are good. Make sure the TV is set to Cable instead of Antenna.

Note: Some older televisions may actually have an "Antenna/CATV" switch on the back. Make sure it's in the "CATV" position.

The following steps are generic and you should always refer to your television's User's Manual for specific directions:

- On your remote, find and press "Menu" or "Settings" button
- Find "Set-Up"
- If you are prompted, choose "Cable"
- Go to "Auto Program"
- Press the button and your television will automatically scroll through the channels (the TV is programming itself to acquire the channels that have signal coming from the cable system)
- Save the changes and exit.

Note: Some models of digital televisions may acquire the channel lineup differently from the published standard lineup. This will not impact the television's ability to receive these channels.

2) **Why do I only get channels up to Channel 13?**

Most television sets have settings to enable reception from either an Off-Air Antenna or from Cable service. TVU cable system requires your television to be set to "Cable" (or "CATV", "CATV-IRC"). If your television is set to "Off-Air" (or "Antenna") you must change this setting to enable reception of all cable channels. This setting may be changed either by moving a switch or by following menu prompts for set-up. Refer to your owner's manual for more details. **You will need to reprogram/scan the channels on your television once you make the change.**

3) I only receive the 30 analog channels.

Your TV is analog and will only receive those channels. If you want to receive more channels you will need to purchase and connect a QAM Digital Cable HDTV Tuner/Receiver or acquire a TV with 720p or any variety of 1080i.

4) How to address common reception issues?

No picture on one or all channels, no color, buzzing sounds, dark or rolling pictures, stations on wrong channel, vertical bars, snowy pictures, etc. Typically these types of problems can be a result of a system wide issue, in room cabling issue or the television and/or connected devices to the television.

First, check to see if a neighbor in another room is experiencing the same problem, if they are please call helpdesk support at 8-6565 (On Campus) or 305-284-6565. If neighbor television is working properly, connect your television to their outlet. If you receive a good picture, your room outlet has a problem. Call the help desk support at 8-6565. If your television does not work in your neighbor outlet (with the good signal) there is something wrong with your T.V. You may need to reprogram/scan the channels or purchase a new television.

Second, disconnect any other devices attached to your television, such as digital receivers, VCRs, Xboxes, etc. so that the coaxial cable is connected directly to the television to the outlet. If this addresses the problem, then reconnect the devices to isolate out the device creating the problem. If you have a VCR, make sure the VCR and the television are both set to the same channel- 3 or 4. If this does not produce a good picture call the helpdesk support at 8-6565.

Last, adjust the fine-tuning settings on your television. Check your television's user guide for more information.

- Dark picture? Slowly adjust to TV's brightness and/or contrast control
- Rolling picture? Slowly adjust your TV's vertical hold.
- Picture leans to side? Try adjusting the "horizontal hold" on your TV.
- Can't tune in desired channel? Determine if you are able to tune the channel using the tuning buttons on the digital receiver or VCR. If so, the problem is likely your remote control. Make sure the channel is not restricted by the parental control feature or has not been subscribed to for billing purposes.

5) We want to hook up 2 Televisions.

There is only one outlet per room. To hook up two televisions you will need to acquire and install a splitter and extra cable. (They may be purchased at an entertainment store.)

Note: If you need longer/shorter coaxial cables to connect your TV to the outlet, you will need to purchase it from a retail outlet such as Best Buy, Radio Shack, etc...