

ECSU Cable TV Service Information

In 2014, Eastern's Charter Communications cable TV service was changed from an analog to an all-digital signal. This new service, which is free to students living in Eastern residence halls includes an expanded channel lineup with many high-definition (HD) channels, four HBO channels, and over thirty digital music channels. This is customized, bulk-feed type of service that is specific to Eastern. The channels are fixed and the service cannot be upgraded with additional channels using Charter provided equipment. If you are having problems with cable TV service in your room, please contact your RA or Hall Director first. They will guide your support to the appropriate service dept.

To receive these channels, you must have a QAM tuner (Quadrature Amplitude Modulation). The QAM tuner allows your TV to receive high definition cable programming without a cable set top box. Most, but not all televisions manufactured after 2007 have an integrated tuner that can receive QAM based channels.

You should check the specifications from your TV manufacturer to determine if it includes the required QAM tuner. It should be explicitly referenced in the TV's specifications. There are several types of digital tuners in the United States and not all will work with Eastern's cable TV service.

- NTSC Tuner - not compatible
- ATSC Tuner - not compatible
- QAM Tuner - compatible and required.

Unfortunately, some less expensive TVs come with a low quality QAM tuner that may not be able to pick up all of the digital channels. Our experience has demonstrated that well established manufacturers such as Samsung, Sony, Sharp, LG, and Toshiba have performed better. Also, to receive HD channels, you need a HD-compatible TV.

If you are having problems with your cable TV signal, please contact your RA or Hall Director for assistance.

If the jack is physically broken they will report the problem. If the jack is physically OK they will test it with a QAM Tuner TV.

If the jack is working properly with the test TV, the problem has to do with your TV not having a QAM tuner.

If your TV does not have a QAM tuner you have the option of purchasing one that does, or purchasing or borrowing an external QAM tuner. The following commercial quality unit is available online directly through Channelmaster or from Amazon. Approximate cost is \$ 129.

http://www.channelmasterstore.com/HD_Antenna_Tuner_CM_7001_p/cm-7001.htm

As a lower cost option (approximately \$ 40), the unit below will also tune in the Charter channel line-up.

<http://ematic.us/tv-accessories/at103b>

As a final option, Media Services can loan you an external QAM tuner unit for the school year. The Media Services equipment loan area is located in Communication 134. A student ID is required and you will be asked to return the loaner unit at the end of the Spring semester or if you withdraw from Eastern.

How do I program my TV to view the new channel lineup?

Consult your TV manual for specific instructions. Generally speaking the steps are:

1. Go into the TV Menu and select "Set Up" or "Settings"
2. Set your tuner for Cable or QAM (rather than Air).
3. Look for and select an option similar to "Channel Search" or "Auto Program"
4. Some TV's require you to erase "old" channels and rescan in the new channels.
5. The TV will automatically begin searching to identify all available channels
6. After this auto search is completed, there should be approximately 60-70 channels available for viewing (if the TV has an internal QAM tuner). If no channels are available, it is likely the TV does not have a QAM tuner.

If you previously watched a program on channel 4, the new channel may have moved to a new number, such as 4.2 or 4-2.

If you are having problems with your external QAM tuner, please contact Media Services at the address below:

mediaservices@easternct.edu

Channel Name	TV Channel Number
WFSB CBS HD	7.1
WVIT NBC HD	7.2
WCBV ABC HD	7.3
WCCT CW	8.1
WBZ CBS HD	8.2
WTNH ABC HD	8.3
WCTX MyTV HD	9.1
WUVN Univision HD	9.2
WTIC Fox Hartford	10.1
WEDH PBS Hartford	10.2
WGBH PBS Boston	10.3
WHPX ION HD	11.1
NESN HD	11.2
WRDM-LP - Telemundo	12.104
Government Access	13.156
Connecticut Public Affairs	15.97
ECSU Channel 22	16.105
Public Access	17.150
Charter TV 3	18.67
HBO HD	19.1
HBO 2 HD	19.2
HBO Signature HD	19.3
HBO Family HD	19.4
WCCT-DT - CW	20.1
This-TV	20.2
Comedy Central HD	22.17
A&E HD	23.17
WEDH PBS	24.1
Animal Planet HD	24.17
WEDH PBS CPTV4U	24.2
WEDH PBS CPTV Sports	24.3
Discovery HD	25.17
History Channel HD	26.17
National Geographic HD	27.17
Travel Channel HD	28.17
BET HD	29.17
Bravo HD	30.17
E! HD	31.17
Lifetime Movie Network	32.17
Esquire Network HD	33.17

TBS HD	34.133
TNT HD	35.174
USA HD	36.17
ABC Family HD	37.17
Cartoon Network -HD	38.17
Disney Channel HD	39.17
Nickelodeon-East HD	40.17
TV Land HD	41.17
Food Network HD	42.17
fx HD	43.17
Cloo TV SD	44.17
HGTV HD	45.17
Learning Channel HD	46.17
Spike TV HD	47.17
SyFy HD	48.17
TruTV - HD	49.17
Weather Channel HD	50.494
AMC HD	51.17
Turner Classic Movies	52.17
CMT	53.2
MTV HD	54.17
VH-1 HD	55.17
CNBC HD	56.17
CNN HD	57.17
CSPAN - HD	58.17
CSPAN2	59.211
Fox News Channel HD	60.17
HLN HD	61.17
MSNBC HD	62.17
EWTN	63.15
Home Shopping Network	64.17
Comcast SportsNet - HD	65.368
ESPN HD	66.173
ESPN2 HD	67.177
Golf HD	68.17
NBC Sports Net	69.131
Speed Channel HD	70.17
Music Channels	71.53 - 71.98