



HOUSING & RESIDENCE LIFE

UNIVERSITY OF NORTH CAROLINA PEMBROKE

Frequently Asked Questions / Troubleshooting UNCP Digital Cable

Can both my roommate and I have our own televisions?

Yes. Belk, Cypress, and North Halls, along with Village Apartments, have one cable outlet in each bedroom, so a cable splitter will need to be purchased for each resident to have their own television. Pine and Oak Halls have one cable outlet per bed, as does Courtyard apartments. Additional cable outlets are located in the living rooms of Cypress Hall, Village Apartments, and Courtyard Apartments as well as in the single suite living rooms of Pine and Oak Halls.

How do I hook up my television to receive cable?

You will need a coaxial cable to attach the cable jack on your wall to your digital cable ready TV. These cables can be purchased at many retail outlets in varying lengths. Please remember that an excessive length of cable can reduce signal quality, as can cheaper coax cable. Purchase accordingly.

Do I need special equipment to view the cable channels?

The cable television signal is always on, so you don't need to call anyone to order service. The system has been designed to work with all "digital cable ready" (ClearQAM) TVs and converters. Most new TVs manufactured since 2010 are digital cable ready. However, if your TV is not digital cable ready or is an older analog model, you will need to purchase a cable converter box capable of receiving ClearQAM (digital cable) or a newer set. To verify that your TV is capable of receiving digital cable channels (QAM), you should search online by make/model for specific information related to what type of tuner is present in your TV. If the TV has a QAM tuner, you should find reference to a "Built in digital tuner (ATSC/Clear QAM)", or "NTSC/QAM" or something similar. TVs that do NOT have a QAM tuners will reference an "ATSC / NTSC Tuner" or something similar (there will be no mention of QAM).

Premium services such as Showtime & Cinemax are not offered and cannot be ordered.

I've hooked everything up, but why can't I see any channels?

- 1) Did you attempt to **AUTOSCAN/AUTOPROGRAM** your TV? Simply hooking it up is only half of the process. You must also go into your TV's menu, set it for **CABLE**, and perform a channel search/channel scan for channels. This process sometimes takes up to a half hour to complete. This process **must complete** for channels to become available. Please refer to your owner's manual for specific instructions as programming methods varies by TV brand.
- 2) Verify that your TV is capable of receiving digital cable channels (ClearQAM). Please be advised that less expensive TVs sometimes come with a lower quality QAM tuner that may be unable to receive all of our channel line-up.
- 3) The following television brands may not be compatible with UNCP's digital cable. If you are choosing one of these brands, please verify that the model you purchase has a ClearQAM tuner (please note that this list is in no way comprehensive).

➤ Apex	➤ ILO	➤ Seiki
➤ Dynex	➤ Polaroid	➤ Sylvania
➤ Element	➤ RCA	➤ Westinghouse
➤ Funai	➤ Sanyo	➤ Viewsonic
➤ Haier	➤ Sceptre	

How do I AUTOSCAN/AUTOPROGRAM my TV to receive all the channels?

Each TV brand's setup menu is different. Sometimes it is referred to as a **CHANNEL SCAN, AUTOSEARCH, AUTOTUNE**, etc. If you don't still have the manual that came with your TV, the best option is to do an internet search for the make and model of your TV as this will sometimes bring you to the manufacturer's website.

I do not receive a clear picture. Who do I contact?

First, check the cables and cable connections. You may not be making good contact or need a new coax cable (reconnect or replace your coax as necessary). If this does not work then try your TV in another resident's room. If it works there, submit a work order to Housing to have your cable outlet checked.

My TV is old and I can't see the new digital channels. Is there anything I can do instead of buying a new TV?

You can purchase a ClearQAM-capable cable converter such as the **iView 3200** or **RCA DTA880**. These are readily available from Walmart, Amazon, and Best Buy, among others. Please be advised that these tuners may be unable to receive all of the channels offered in UNCP's digital line-up.

Why am I only getting a few channels and not the whole lineup?

You must also perform a channel search/channel scan (**AUTOSCAN/AUTOPROGRAM**) after connecting you TV to UNCP's cable. Before doing so, we recommend that you ensure the connections at the TV and wall plate are tight. After you perform a channel scan, all channels should appear.

Note: Some less expensive TVs are equipped with a lower quality QAM tuner that may be unable to receive all of the channels offered by UNCP.

Why does my digital TV not show channels with decimals or dashes?

On a digital cable television system, the "physical" channel numbers have decimals or dashes. However, some systems are designed to also provide "virtual" channel numbers (VCNs) that present the channel as a digit whole number. Unfortunately, different model digital TVs have different types of channel tuners and not all tuners can pick up the physical channel numbers.

If you have a digital TV that will not recognize the physical channel after a channel scan, be sure to check the settings in the set-up menu — including setting the clock if your TV has one. If this does not work, your TV tuner is probably not capable of presenting physical channel numbers and you have the following options:

- 1) Do nothing and use the virtual channel numbers
- 2) Purchase a newer model TV with a ClearQAM tuner that you know can recognize physical channel numbers

How often should I scan for channels?

You should AUTOSCAN/AUTOPROGRAM for channels at the beginning of every semester as our channel line-up is always subject to change.

Does UNCP provide converters for residents?

We do not provide ClearQAM converters for residents. As digital cable ready TVs have been on the market for several years now most residents already have digital cable ready sets. Any resident with a digital cable ready (ClearQAM) TV is capable of getting our service.

Note: Some less expensive TVs are equipped with a lower quality QAM tuner that may be unable to receive all of the channels offered by UNCP.