

ULL Video Television Services

Student Information

We are pleased to offer a 100% digital video solution from Cox Communications with a robust channel lineup of approximately 80 channels - including many in crystal clear HDTV.

IMPORTANT: In order to take advantage of the full channel lineup, you will need a digital television with a built-in QAM tuner. This built-in QAM tuner will enable you to receive the Cox digital cable channels directly on your television without a cable set-top box. Additionally, you will need a coax cable. You may need to provide the TV and coax cable yourself.

Setting up your TV to work with our digital video service is easy:

Setting Up My Television

1. Connect your TV to the cable outlet with a coax cable
 - Connect the coax cable to the coax port on the cable outlet.
 - Next, connect the other end of the coax cable to the coax port on the back of your TV.
 - If there is a single coax port, connect the coax cable to that port
 - If there is more than one coax port, connect the coax cable to the port labeled CABLE or CATV.
2. Make sure the source on the TV is set correctly
 - Using your TV remote or the front panel on your TV, change the INPUT or SOURCE until the source for the correct coax connection to your TV is selected.

3. Perform a channel scan for your television
 - Once the coax is connected to your cable outlet and TV and you have changed the source to the correct coax connection, you will need to run a TV channel scan. •Performing a channel scan varies based on the manufacturer and the TV model.

IMPORTANT: Your TV Manufacturer User's Manual can provide you with full details on how to connect your coax cable to your TV, change the source, and run a channel scan



FAQS

How do I know if my TV has a QAM tuner?

-Your university provided cable television service in an all digital system that utilizes QAM technology. Therefore, your television must have a QAM tuner (Quadrature Amplitude Modulation) to receive the school's cable service. This tuner enables your television to receive an HDTV signal without a cable set top box.

-Many newer televisions are OAM compatible; however, some models do not support the option. To determine if your TV is QAM compatible, follow these steps:

1. Search online for the make and model of your TV or reference your TV's owners manual
2. Look for labeling or details that state the TV is QAM compatible

Examples

Compatible: "Built in digital tuner (ATSC/QAM)"

Non-Compatible: "ATSC/NTSC Tuner" or

"Broadcast Digital" without mentioning QAM

If you are not certain or cannot locate the labeling, you can contact your TV manufacturer directly

What do I do if my TV does not have a QAM tuner?

-If your TV is not QAM compatible, you can purchase a different TV with a built-in QAM tuner or you can purchase an off-the-shelf QAM tuner set-top converter box from an electronics retailer. Follow the instructions provided to connect the off-the-shelf QAM tuner set-top converter box to your TV and cable outlet.

What do I do if my TV has a QAM tuner but it still does not work?

•Make sure you have followed all of the steps above. If you have done so, and you are still unable to set up your TV, you may still need to purchase an off-the-shelf QAM tuner set-top converter box from an electronics retailer.

For additional assistance, please contact your university's IT support staff at (337) 482-4357 or ithelp@louisiana.edu