

Cable Television Upgrade to Digital – Updating and troubleshooting your TV set

The upgrade from Analog to Digital Cable TV Service is complete; however, you may need to perform additional steps in order to fully configure your TV for the new digital service.

Configuring Your TV For The CSU Digital Signal:

Most modern televisions require only the simplest of installation activity to work.

1. Make sure the television is connected to AC power, and to the cable outlet. The cable outlet requires a coaxial cable that will connect into the outlet and the TV. This is a round cable that can be any length.
2. If you have a remote control, make sure the batteries are good.
3. If you do not receive all of the channels listed on the channel lineup, your TV may need to be set up and programmed to be cable ready.

With slight variations, all modern televisions require similar actions to prepare for use with a cable system. If the exact term listed below is not on your programming menu, there probably is a very similar term.

1. Go to "MENU", "Programming", or "Action" screen.
2. From this screen, go to "Set-Up".
3. If you are prompted to choose between "Off-Air" and "Cable", choose "Cable".
4. Go to "Auto Program".
5. When you depress the "Auto Program" button your television will begin to automatically scroll through the channels. The TV is programming itself to acquire the channels that have signal coming from the cable TV system.
6. Save the changes and exit.

NOTE: Some TVs, typically older than 2007, may have an "antenna-CATV" switch on the back. Make sure this switch is in the "CATV" position.

What to do if the update steps do not work:

If the update steps above do not work it may be that your TV is not compatible with the upgraded digital signal and it may be possible that you require a new modern digital TV or a set top converter box.

Converter boxes are available at local electronics stores. A limited supply of set top converter boxes is also available for purchase at RAMtech in the Lory Student Center. **(PLEASE NOTE: The converter box you purchase must support QAM signal, ATSC boxes are not supported).**

RamTech can be reached at:

Email: ramtech@colostate.edu

Phone: (970) 491-7625

Normal business hours are Monday - Friday, 7:45 am to 4:45 pm

If you need assistance:

Contact the ACNS Cable TV Support Group at (970) 491-1313.

Monday-Thursday: 8am to 8pm

Friday: 8am to 6pm

Saturday: 1pm to 5pm

Sunday: 2pm to 6pm

If you call after hours please leave a voice message; calls received after hours will be responded to the next day.