

LMU Cable TV FAQ's

Here at LMU we currently supply cable TV in both Analog (NTSC) and digital (QAM) form. If you have an older analog TV you will need to purchase a Digital to Analog converter.

[VIEW2000](#) – link to the retailer

[VIEW2000](#) – link to the user manual

- How do I get service?
 - Locate the TV outlet in your room and connect one end of the cable to it and the other end to the "CATV" or "VHF IN" on your television. Do not connect to the "UHF" in on your television.

- How do I program my digital TV to receive LMU channel lineup?
 - You will need to program your TV to ensure you are viewing all the available analog and digital channels. Exact details on how to program or tune digital TVs vary from manufacturer to manufacturer and from model to model. These instructions are generalizations that are meant to describe the way most TVs accomplish this feature. For best results, refer to the owner's manual for the specific TV you are working with. Most TVs will take between 20-45 minutes to complete this function.
 - Using the TV's remote control, follow these general steps:
 - Step 1: Press the "Power" button to turn on the TV
 - Step 2: Press the "Menu" Button
 - Step 3: Select "Set-Up"
 - Step 4: Select "Antenna" then "Cable"
 - Step 5: Select "Auto Program/Auto Tune" then "OK"

- Why does my digital TV show channels with decimals/dashes?
 - On a digital cable television system, the "physical" channel numbers may have decimals or dashes.

- 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. LMU campus 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 your TV once you make the change.

- How do I connect my computer to the CATV system?
 - Television signals may be viewed on your computer by using a special PC TV card. Refer to the equipment manufacturer's manual for installation details. Be aware that performance and quality varies according to the equipment used.

- 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.

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- First, check to see if a neighbor in another room is experiencing the same problem.
 - If they are, contact Housing or the Help Desk and let them know who is having the problem and what the problem is.
 - If not, connect your television to another outlet where another television is not experiencing a problem.
 - If these don't work, 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 from the outlet. If this resolves the problem, then reconnect the devices to isolate 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.
 - Last, adjust the fine-tuning settings on your television. Check your television's user guide for more information.

- Dark picture? Slowly adjust your 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 directly using the numbered 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.

- What kind of tuner should be in the TV for it to work properly?
 - The tuner that you will need is called a QAM

- Instructions on how to enter a work order or help desk ticket
 - Send an email to helpdesk@lmu.edu
 - Include the following information
 - Full Name
 - LMU username
 - Building
 - Room Number
 - Best Contact Phone Number
 - Best Contact Hours (during business hours)
 - Nature of Complaint
 - Explain the issue in detail

- If you're getting limited channels
 - Have you done an auto scan?
 - Ensure you have selected "Cable" (or equivalent) in Setup as your source?

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- Are you getting all the channels or just 2-45?
 - If only 2-45, then you probably have an Analog TV. You will need a Digital Converter to get the digital channels. See the website for instructions on getting the right converter box.
 - If you are still not getting any channels check with their neighbor, are they ok?
 - If their neighbor is out too it is most likely a building or system wide outage. Contact the Help Desk.
 - If the neighbor is ok, the problem is probably with your set or room. Contact the Help Desk. (Time and Materials charge to repair may apply.)
- Is the problem with just one channel?
 - Determine the Channel.
- Is anyone else having a problem with the same channel?
 - Yes – It's probably a system wide problem - Contact the Help Desk.
 - No – It May be a channel problem – rescan. If problem continues – contact the Help Desk – (Time and Materials charge to repair may apply.)
- Check your cable connections – When you wiggle the connector at the wall or the TV – does it get better? Or worse?
 - Yes - It is probably a cable problem - Contact– the Help Desk. (Time and Materials charge to repair may apply.)
 - Is the wire between the wall and TV physically broken? If so, please go to the bookstore or a local electronics store and purchase a new one.
 - Otherwise - It is probably a cable problem - Contact the Help Desk – (Time and Materials charge to repair may apply.)
- How long have you had this problem?
 - If it's been a while and this is the only call it's probably only in your room.
 - Have you tried a different cable between the wall and the TV
 - Yes – and it didn't fix the problem. And others in the building don't have a problem
 - Yes – and it fixed the problem
 - It's probably a wiring problem. Contact the Help Desk – (Time and Materials charge to repair may apply.)
 - "Disconnect all video games, DVRs, etc., and connect the TV straight to the cable. Do you still see the same problem?"
 - Yes – See other options above.
 - Is the signal poor quality? If so, is it certain channels that look worse than others, or even one specific channel?
 - Yes – Which Channels?
 - Do others in your building have the same problems?
 - Yes – It's probably a system wide problem - Contact the Help Desk
 - No - It's probably a TV problem. Contact the Help Desk – (Time and Materials charge to repair may apply.)