

Department of Information Technology

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RE: Cable TV Service Changes

Dear Students,

Our current cable TV provider, Time Warner Cable has recently upgraded the campus to digital television, "Clear QAM", resulting in a sharper picture and better sound in all of our residence halls. This also means that to ensure reception, all televisions on campus must come with an installed "QAM" tuner. Please note that if your television was manufactured after 2006, then it will probably work. However, some brands may not. To ensure if your television will work on our campus, check your TV manual for the "QAM Tuner" or "Built in digital tuner (ATSC/Clear QAM)" or "NTSC/QAM". *If it does not mention of "QAM" then it is not built in.*


The following information about TV brands should assist you in determining if your set is compatible: (Please note, this is not a complete list)

- Dynex – Only limited models have a QAM tuner
- Element – Only limited models have a QAM tuner
- Insignia – Only limited models have a QAM tuner
- LG – Most models since 2007 have a QAM tuner
- Samsung – All models since 2009 have a QAM tuner (fifth digit of model number must be B or higher)
- Seiki – Only limited models have a QAM tuner
- Sony – Most models since 2007 have a QAM tuner
- Sylvania – Does not appear to have QAM tuners
- Toshiba – Most models since 2007 have a QAM tuner
- Visio – Recent models have a QAM tuner
- Westinghouse – Some models require QAM tuner activation

When you arrive on campus and connect your TV to the appropriate outlet, simply go into the "menu" option, find the channel search and run it. It will only pick up digital channels which currently is about 68 channels .

If you have problems in tuning your television, please send an email to helpdesk@claflin.edu or call 803-535-5767 (5SOS) and explain your problem. If you are leaving a voice mail, be sure to leave your contact information and location and so that IT helpdesk staff can contact you.

Sincerely,


Joey Brenn
Assoc. VP for IT