How do I get service?
All residence hall rooms and UW Apartments have digital cable TV service. Locate the TV outlet in your room and connect one end of the coaxial 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 all the University channels?
Please note: All TV’s need to have digital tuners. If your TV was built before 2007, it may not be compatible with this cable system. If you have a digital TV not connected to a cable receiver, it is important to auto program your TV to ensure you are viewing all the available analog and digital channels. Exact details on how to auto program or auto 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” or “Analog/DTV Cable” (Cannot select “Air”)
Step 5: Select “Auto Program/Auto Tune” then “OK”

How do I make my analog TV work on the University’s digital cable system?
If you have an older analog television, your television cannot receive the signal without use of a digital-to-analog converter box.

Where do I get a digital-to-analog converter box?
You may purchase a digital-to-analog converter box anywhere that you shop for electronics. These boxes vary in price from $40.00 to $100.00.

Why does my digital TV 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 VCNs.

If you have a digital HDTV that will not recognize the whole number virtual 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 the virtual channels and you have the following options:

• Do nothing and use the physical channel numbers.

• Purchase a newer model HDTV with an NTSC Clear QAM tuner that you know can recognize whole number virtual channels.

• Purchase a digital-to-analog converter box with an NTSC Clear QAM tuner that will recognize the VCNs or you may use one of the following TiVo units: Series 2 (single tuner), Series 3, TiVo HD DVR or the Premier. The cable TV system is not compatible with the newest TiVo model line known as Roamio.

Troubleshooting
Your Cable TV TV System
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. The 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. See section “How do I program my digital TV to receive all University channels”.

Will TiVo work with the University’s cable system?
The cable TV system is compatible with all TiVo units with the exception to the newest model line known as Roamio. For instructions on how to program TiVo, visit our Cable TV FAQ page found on our website at uwyo.edu/reslife-dining.

Can I use Boxee for live TV?
The Boxee Live TV system has been tested and works with the digital system. Follow the instructions provided by Boxee when connecting to your cable television system.

Boxee Live TV Setup:
• Attach your cable television coaxial cable to the Boxee Live TV.
• Plug the USB tuner into the back of the Boxee unit.
• Select Live TV from the main menu. For more information please go to http://support.boxee.tv/home

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 vary 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, the television and/or connected devices to the television.

• First, check to see if a neighbor in another room is experiencing the same problem. If not, if possible, try to connect your television to another outlet where another television is not experiencing a problem. If a neighbor is experiencing the same problem or the problem is associated with your outlet, please submit a work request form found on our website at uwyo.edu/reslife-dining.

• Second, disconnect any other devices attached to your television, such as digital receivers, VCRs, Xboxes, etc. so that the coaxial cable is connected directly from the television to the outlet. If this addresses the problem, then reconnect the devices in an attempt 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 using the 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 feature or check your channel lineup to verify channel availability.

Can I Upgrade My Plan?
No, there are no individual upgrades available with our cable services.

Need Additional Assistance? Please fill out a work request form or contact us at 307-766-3175