MTSU Cable TV Information and FAQs

MTSU uses Apogee for cable TV service. Apogee is providing an all-digital system that does not require a set top box. Over 100 channels are available, most are in HD. The available channels are numbered from 2.1 to 97.2. Since the cable TV service is all-digital, a digital TV or digital tuner is required. TV’s manufactured in the last few years have digital tuners. The tuner must be a QAM tuner to work with our system. Some digital TV’s have only ATSC or NTSC tuners, but these tuners will not work with our system. If you have an older TV that only has an analog tuner, or a newer digital TV that does not have a QAM tuner, you will need to acquire a digital to analog converter (DTA) with a QAM tuner to connect to the system. DTA’s are available for purchase online for about $35 (recommended model is IView 3500STBII). You may purchase one from Amazon here: [http://amzn.to/1JBcFNe](http://amzn.to/1JBcFNe). You may also acquire a DTA from Telecommunication Services by making a refundable deposit of $35. When you no longer need the DTA your deposit will be refunded after returning the DTA and accessories in working condition. See the Telecommunication Services web site at [http://mtsu.edu/itdtele/services/cable-tv.php](http://mtsu.edu/itdtele/services/cable-tv.php) for more information. Be aware, some standard DTA’s for over-the-air reception will not work with this system, the DTA must have a QAM tuner. The following FAQ’s offer helpful tips for using the service.

How do I get service?
Locate the TV outlet in your room and connect one end of a coax TV 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. The first time you use your digital television on the MTSU cable TV system, you need to program the TV so it knows what channels are available. This process is called "scanning" or "auto programming" where the TV quickly scans all channels to see which ones are active. The following are general instructions to guide you through the process. If this doesn’t work, you can also find scanning instructions in your TV user manual or online from the manufacturer.

1. Using the remote control for the digital TV, select "menu" or "setup" or a similar term.
2. Then select "scan," "channel scan," "auto scan," or "auto program."
3. Next, select "OK" and wait while your digital TV or converter box searches for all the channels available to you.
4. Once complete, you should be able to select the channels you want to view with the remote control.
5. For TVs connected to a digital to analog converter, you will need to use the converter remote control (not the remote control for the TV) to change channels.

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 TV 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.

MTSU Telecommunications tries to deliver the best possible cable television picture to your room, but occasionally you may experience a reception problem. In some cases, this may be a problem that you can fix yourself in just a few minutes.

How to address common reception issues?
Reception issues that can occur include 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 devices connected to the television.
March 2018

First, check to see if a neighbor in another room is experiencing the same problem. If so, then the problem could be affecting many people and should be reported to your resident assistant. If not, it could mean the trouble is isolated to your location or your television.

Second, 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 from the outlet. If this addresses the problem, then reconnect the devices to isolate out 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 or try these steps:

- 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.

If a neighbor is experiencing the same problem or the problem is associated with your outlet and not your TV or other equipment, follow the trouble procedures below.

**How do I report a trouble with my cable TV service?**

If you have tried to resolve your cable TV service problems and need additional help, then follow these steps:

1. Contact your Resident Assistant or the front desk for your area to report the trouble. They may have suggestions for resolving the issue.
2. Residence hall staff has access to a small portable TV that can be used to determine whether your cable TV outlet is working. If the portable TV works, then the trouble is in your TV or some device connected to the TV.
3. If the portable TV also does not work, you should ask your Resident Assistant to turn in a trouble ticket. The trouble ticket will be submitted by Housing and Residential Life. Telecommunication Services will respond to the trouble ticket. Someone will contact you to assist in resolving the cable TV issue.