

SUNY Potsdam – Residence Life - Cable TV Information Fall 2016

Time Warner Cable is has updated the channel offering for this school year. All channels are offered in Digital High Definition, with the exception of HBO and Showtime, which are offered in Analog format. TVs must have a Clear QAM Tuner.

For TVs to receive the new programming the following steps need to be taken upon connecting TV to the CATV Outlet.

1. Make sure your TV is set to "cable and not "antenna".
2. Through the TV menu functions perform an auto-scan for channels (May take 10-40 minutes depending on TV model).
3. Once the scan is complete, if the problem persists your TV may not have a CQAM digital tuner built in. Please refer to FAQ on back.

Should you have any issues:

Dial 1-844-725-4339

1. Auto Attendant will ask for your 10 digit Phone number. At this time say I do not have an account.
2. Auto Attendant will ask "Are you living in a community where all or part of your services are provided by your landlord or campus?"
3. Respond Yes
4. The call should then be routed to dedicated bulk customer care agents. You will need to give them your building and room number.

Channel Listing

CH	Station	CH	Station	CH	Station	CH	Station
1.1	ABC	30.1	MSNBC	50.1	OWN	72.1	USA
2.1	CBS	31.1	Comedy Central	51.1	EWTN	73.1	TruTV
3.1	CW	32.1	Discovery	52.1	MTV	74.1	TV LAND
4.1	FOX	33.1	DISCOVERY FIT & HEALTH	53.1	MTVu	75.1	CBS Sports
5.1	NBC	34.1	Disney Channel	54.1	VH-1	76.1	NBCSPT
6.1	PBS	35.1	E!	55.1	CMT	77.1	SPORTSNET NY HD
7.1	TWC News	36.1	ESPN	56.1	Fuse	78.1	YES
8.1	Weather Channel	37.1	ESPN2	57.1	Logo	79.1	WGN AMERICA
9.1	C-SPAN	38.1	ESPN News	58	HBO	80.1	TWC Sports Channel
10.1	A&E	39.1	ESPNU	59	SHOWTIME	81.1	MSG
11.1	ABC Family	40.1	Food Network	62.1	TCM	82.1	MSG+
12.1	AMC	41.1	Fox News	63.1	Spike TV	83.1	Univision
13.1	Animal Planet	42.1	FX	64.1	NASA TV	84.1	Telemundo
23.1	BBC America	43.1	Golf Channel	65.1	National Geographic	85.1	Aljazeera America
24.1	BET	44.1	HGTV	66.1	Nickelodeon	86.1	NFL Network
25.1	Bravo	45.1	History Channel	67.1	SyFy	87.1	Fox Sports 1
26.1	Cartoon Network	46.1	Lifetime	68.1	TBS	88.1	Fox Sports 2
27.1	CNBC	47.1	LMN (Lifetime Movie Net)	69.1	TLC	89.1	Fox College Sports- Atlantic
28.1	CNN	48.1	WE	70.1	TNT	90.1	Fox College Sports- Central
29.1	Headline News	49.1	Ovation	71.1	Travel	91.1	Fox College Sports- Pacific

Plus – Digital Music Stations on Channels 100.1 to 144.1

FAQ from Time Warner

Q: My TV only shows a hand full of channels.

A: repeat Steps 1-3 above

Q: I don't want to upgrade my television yet, is there a type of tuner box I can purchase to work with the new digital line up?

A: Yes, the TWC cable service is a Clear QAM signal. Any stand-alone tuner box provided must have a QAM tuner built into it. Tuners with only off air/terrestrial (8vsb/ATSC modulation) will not work.

Q: Where can I pick up a standalone QAM tuner to utilize with my old analog TV?

A: Based on testing on other campuses, an [iView 3500STBII](http://www.iviewus.com/index.php/iview-3500stbii.html) Multi-Function Digital Converter Box has been found to work sufficiently. This manufacturer/model is only a suggestion as TWC cannot speak to the manufacturer's quality control. There are other manufacturers/models of varying prices and quality that you may choose to try as well. These can be purchased through Best Buy, Wal-Mart, Kmart and other Electronics stores and online.

<http://www.iviewus.com/index.php/iview-3500stbii.html>

Q: My TV shows the channel line-up in a different numbering sequence. Am I getting the proper feed or is the TWC digital channel line-up incorrect?

A: If given a choice of STD, HRC, or IRC for auto-scanning options please select STD. Some digital television sets have tuners within them that change the channel numbering sequence even if scanned with STD. All channels should still be able to be received but may show on different channel numbers than what is shown on the TWC digital channel line-up chart posted online. This channel line-up variance is a product of the specific TV's tuner and is not an item that TWC can control. We have encountered this issue with Samsung but other manufacturers may do the same. If you are missing multiple channels within the line-up please let us know and we will work with you to resolve the matter.

Q: Will my TIVO work on campus?

A: TIVO units will NOT function fully on the College cable television service and are not recommended.

Q: I have a Westinghouse TV and can't get any TV channels to come up. What do I do?

A: You will need to get a manufacturer's code. To get this choose information start to scan, go to QAM, on your TV you will see a phone number to call to get your code. You will have to give your TV serial number and then you will receive your code. Enter the code in the TV remote when prompted.

If Time Warner Cable is unable to help you, you need to email Josh McLearn (mclearjd@potdam.edu) with the following information. Failure to include all information will likely result in a delay in Time Warner contacting you.

Your name:

Cell phone #:

Building: Room:

Your Issue (be as specific as possible):

TV Brand:

Model #:

Time you called Time Warner:

Name of the customer service rep:

What did the customer service rep tell you: