

ECSU Cable TV Service

In 2014, Eastern's Charter Communications cable TV service was changed from an analog to an all-digital signal. This new service, which is free to students living in Eastern residence halls includes an expanded channel lineup with many high-definition (HD) channels, four HBO channels, and over thirty digital music channels. This is customized, bulk-feed type of service that is specific to Eastern. The channels are fixed and the service cannot be upgraded with additional channels using Charter provided equipment.

To receive these channels, you must have a QAM tuner (Quadrature Amplitude Modulation). The QAM tuner allows your TV to receive high definition cable programming without a cable set top box. Most, but not all televisions manufactured after 2007 have an integrated tuner that can receive QAM based channels.

You should check the specifications from your TV manufacturer to determine if it includes the required QAM tuner. It should be explicitly referenced in the TV's specifications. There are several types of digital tuners in the United States and not all will work with Eastern's cable TV service.

- NTSC Tuner - not compatible
- ATSC Tuner - not compatible
- QAM Tuner - compatible and required.

Unfortunately, some less expensive TVs come with a low quality QAM tuner that may not be able to pick up all of the digital channels. Our experience has demonstrated that well established manufacturers such as Samsung, Sony, Sharp, LG, and Toshiba have performed better. Also, to receive HD channels, you need a HD-compatible TV.

How do I program my TV to view the new channel lineup?

Most QAM tuner TVs have a "Channel Search" or "Auto Program" function that will automatically scan the incoming signals and detect the ones that are available. It may be necessary to do a channel search before your TV will allow you to tune to a specific channel.

1. Go into the TV Menu and select "Set Up"
2. Look for and select an option similar to "Channel Search" or "Auto Program"
3. The TV will automatically begin searching to identify all available channels
4. After this auto search is completed, there should be approximately 60-70 channels available for viewing (if the TV has an internal QAM tuner). If no channels are available, it is likely the TV does not have a QAM tuner.

If you previously watched a program on channel 4, the new channel may have moved to a new number, such as 4.2 or 4-2.

Some TV's require you to erase "old" channels and rescan in the new channels.

Also most HD TVs have the ability to modify aspect ratios. If your picture seems stretched or has black bars around the picture after the scan, please modify the aspect ratio to fit with your desired viewing experience.

If I do not have or do not want to purchase a TV with a QAM tuner do I have any other options.

You can purchase an external QAM tuner which can be connected to a TV. Only the following unit has been endorsed by Eastern and Charter Communications as being fully compatible with the new cable TV service. This unit is available online directly through Channelmaster or from Amazon.

http://www.channelmasterstore.com/HD_Antenna_Tuner_CM_7001_p/cm-7001.htm

After consulting my TV user manual and verifying that I have a TV with a QAM tuner, I am still having problems getting a cable signal on my TV. What can I do for support ?

Please contact the ITS Help Desk @ 465-4346 or by email.

Channel Name	TV Channel Number
WFSB CBS HD	7.1
WVIT NBC HD	7.2
WCBV ABC HD	7.3
WCCT CW	8.1
WBZ CBS HD	8.2
WTNH ABC HD	8.3
WCTX MyTV HD	9.1
WUVN Univision HD	9.2
WTIC Fox Hartford	10.1
WEDH PBS Hartford	10.2
WGBH PBS Boston	10.3
WHPX ION HD	11.1
NESN HD	11.2
WRDM-LP - Telemundo	12.104
Government Access	13.156
Connecticut Public Affairs	15.97
ECSU Channel 22	16.105
Public Access	17.150
Charter TV 3	18.67
HBO HD	19.1
HBO 2 HD	19.2
HBO Signature HD	19.3
HBO Family HD	19.4
WCCT-DT - CW	20.1
This-TV	20.2
Comedy Central HD	22.17
A&E HD	23.17
WEDH PBS	24.1
Animal Planet HD	24.17
WEDH PBS CPTV4U	24.2
WEDH PBS CPTV Sports	24.3
Discovery HD	25.17
History Channel HD	26.17
National Geographic HD	27.17
Travel Channel HD	28.17
BET HD	29.17
Bravo HD	30.17
E! HD	31.17
Lifetime Movie Network	32.17
Esquire Network HD	33.17

TBS HD	34.133
TNT HD	35.174
USA HD	36.17
ABC Family HD	37.17
Cartoon Network -HD	38.17
Disney Channel HD	39.17
Nickelodeon-East HD	40.17
TV Land HD	41.17
Food Network HD	42.17
fx HD	43.17
Cloo TV SD	44.17
HGTV HD	45.17
Learning Channel HD	46.17
Spike TV HD	47.17
SyFy HD	48.17
TruTV - HD	49.17
Weather Channel HD	50.494
AMC HD	51.17
Turner Classic Movies	52.17
CMT	53.2
MTV HD	54.17
VH-1 HD	55.17
CNBC HD	56.17
CNN HD	57.17
CSPAN - HD	58.17
CSPAN2	59.211
Fox News Channel HD	60.17
HLN HD	61.17
MSNBC HD	62.17
EWTN	63.15
Home Shopping Network	64.17
Comcast SportsNet - HD	65.368
ESPN HD	66.173
ESPN2 HD	67.177
Golf HD	68.17
NBC Sports Net	69.131
Speed Channel HD	70.17
Music Channels	71.53 - 71.98