EXCITING CHANGES ARE COMING...TO THE UNIVERSITY AT ALBANY!

We are going to be adding new high-definition, all-digital video services from Time Warner Cable as of November 14, 2016.

You may have seen advertising about Time Warner Cable and Spectrum. Time Warner recently merged with Charter Communications and the new product line is branded as “Spectrum”.

Here are a couple of things you need to know about this change:

1. **In order to receive the new QAM digital programming you must have a QAM enabled television.** You can check by looking in your Owner’s Manual or going online and looking at the specifications for your specific make and model. If it has a built-in QAM tuner it will list it there. You would search by manufacturer, make, model number and approximate year it was built.

2. Once you plug your TV in you will want to search all channels under the “Settings” button on your TV for cable channels in order to receive all of your new programming.

3. You will also be receiving analog HBO and Showtime in addition to the channels listed in your new electronic channel lineup.

4. **Please note:** In light of this new lineup you will no longer be able to set up individual accounts for services or equipment as it is not compatible with the new technology on campus.

If you have any problems with your services you can contact our TWC College Care support team at 1-844-725-4339.