Improvements to Cable TV Service

The University is upgrading cable TV service on Monday, November 14, 2016 at 7:00 AM. The improved service will include all-digital, high-definition channels and the addition of approximately 45 music stations at no charge. **For offices using cable TV services, the following changes will take place:**

- You will need a TV that has a QAM tuner, which tunes into digital or HD channels. Many TVs made after 2006 have a built-in QAM tuner. If your TV does not have one, you will need to purchase a converter box. Please reference your owner’s manual or research the make/model of your TV to identify your needs.
- Program your TV for the new channel lineup. Using the TV menu function, perform an auto-scan for channels (be sure to select “CABLE” as your source). This may take 10-40 minutes. If you are unable to access channels once the scan is complete, your TV may not have a digital tuner built in.
- Departments no longer need a cable box. To eliminate monthly charges, the cable box must be returned. For your convenience, ITS will collect them in MSC 209 and return them to Time Warner Cable (TWC) on your behalf. If you prefer, you may return them directly to TWC at their Colonie Center location.
- DVR service will no longer be available. A DVR device may be purchased at various online retailers.

Should you have questions or need assistance, please contact ITS by emailing askit@albany.edu with the subject line, “Cable TV”. While Time Warner Cable is the provider of cable TV services, ITS may be able to provide guidance and/or assistance.