

UNIVERSITY OF SOUTH FLORIDA – CABLE TV FAQ'S (DTV)

Apogee is the cable television service for the campus residents of University of South Florida. The toll free, support number that students may call for any technical support is (844) 283-6496.

TV Compatibility and Digital Conversion Boxes

The USF digital cable system requires a television with a QAM tuner. QAM is the format by which digital cable channels are encoded and transmitted via cable television providers. Many new cable-ready digital televisions support this standard but some inexpensive manufacturers or models may not include the QAM tuner.

Please be advised that less expensive TV's sometimes come with a lower quality QAM tuner that may be unable to tune all of the channels. We have this to be true of bargain brands such as Dynes, Insignia, and some models of Visio. If your television is determined to not have a QAM tuner or a lower quality QAM tuner, a digital conversion box can be purchased.

Just like with the TV, you should ensure that the conversion box includes a QAM tuner, and not just an ATSC tuner. For compatibility with USF digital cable programming, we recommend the following QAM tuner:

- Channel Master CM-7001

How to Connect

- Connect a coaxial cable from the TV wall outlet to the input port on the back of your TV
- Connect the TV power cord to the wall electrical outlet and turn on TV
- Using your TV remote, select Menu and then select and run the Auto-Setup feature

Storing Channels/Autoprogram

- Now that you have your TV set up to receive a cable signal, you now need to scan and store your channels. This process stores the channels of the USF cable system into your television's memory, and deletes from memory any unused or inactive channels.
- AUTOPROGRAM is usually a menu selection on the same menu where you selected CABLE. Or, there may be a button on your remote which says AUTOPROGRAM, CHANNEL SCAN, AUTOSCAN, or something similar.
- Once you have selected or pressed AUTOPROGRAM, your screen may go blank or turn blue, then will begin cycling through all of the cable channels. DO NOT interrupt the scan - otherwise you may have to scan all over again.
- After the autoprogram is complete, you should be able to flip through all of the USF channels with your CHANNEL UP and CHANNEL DOWN buttons.

Troubleshooting Tips

- Make sure that the TV is connected to the correct coaxial port in the room
- Ensure all cable connections to TV/wall are secure and not visibly damaged/loose.
- Check to make sure TV is set to CABLE and not AIR or Antenna.
 - This menu setting will be different for every TV.
- Usually you go into the main menu, and look through settings until you find mention of "cable" or "antenna/air".
- Run a channel scan
- Verify that your TV has an internal digital tuner by calling the support number; provide the model number of the TV