

### **What Equipment do I need to receive RU-tv service?**

In order to watch RU-tv, you need a television set capable of receiving a digital clear QAM 256 signal as well as a coaxial cable.

### **How can I check to see if my TV is QAM 256 compatible**

Look for your model number on your TV manufacturer's website or check your manual.

### **My TV set is QAM 256 compatible but isn't receiving channels**

Try using another TV on your floor that is working in another room, and set it up with your port: If that TV is tuning to RU-tv channels successfully, then there is a problem with your TV that YOU must resolve. If that TV is not working, then there is something wrong with the port. If this is the case, you can contact RU-Info at 732-445-INFO (4636) and request a repair.

### **I'm not receiving all of the channels**

Scan for the channels again. If you see some of the channels, the feed is working.

### **I have poor reception**

If you have a fuzzy or distorted screen check the cable connection. If this doesn't work, try your TV in another student's room. If your TV still doesn't work, the problem is with your TV set. If the TV does work in their room, try these steps: Take the TV cable from their room and try it in your room. If the TV works with the new cable, replace your cable. If the TV still doesn't work, the problem may be with the cable port in your room. Call RU-Info at 732-445-4636 to request a repair.

### **Sometimes the broadcast on an HD channel looks more like a standard definition channel. Why is this?**

Sometimes networks may show classic content that was originally recorded only in Standard Definition. That means that even though you're watching an HD signal, the original content was created in Standard Definition, and will play as such.

### **Will TiVo work at Rutgers?**

No

### **Where should I report problems with my TV service**

After making sure you've followed all of the steps to setup and troubleshoot your connection (refer to Checklist PDF for more information) you may call RU-Info at 732-445-4636.

### **What should I do if everything works?**

Enjoy!!!!