Cable TV Digital Upgrade – Updating & Troubleshooting

Note: Make sure the television is connected to AC power and to the cable outlet. The cable outlet requires a coaxial cable that will connect into the outlet and the TV. This is a round cable that can be any length.

If you do not receive all of the channels listed on the channel lineup, your TV may need to be set up and programmed to be cable ready.

Configuring your TV for the CSU Digital Signal:

With slight variations, all modern televisions require similar actions to prepare for use with a cable system. If the exact term listed below is not on your programming menu, there probably is a very similar term.

1. Go to "Menu", "Programming", or "Action" screen
2. From this screen, go to "Set-Up"
3. If you are prompted to choose between "Off-Air" and "Cable", choose "Cable"
4. Go to "Auto Program"
5. When you press the "Auto Program" button, your television will begin to automatically scroll through the channels. The TV is programming itself to acquire the channels that have signal coming from the cable TV system.
6. Save the changes and exit.

Note: Some TVs, typically older than 2007, may have an “antenna-CATV” switch on the back. Make sure this switch is in the “CATV” position.

If the above steps do not work, your TV may not be compatible with the upgraded digital signal and you may require a digital TV or a set top converter box. Converter boxes are available at any electronics stores. Please note: The converter box you purchase must support QAM signal - ATSC boxes are not supported.

For assistance:
(970) 491-1313

Hours of Operation:
Monday – Thursday: 8:00 AM – 8:00 PM
Friday: 8:00 AM – 6:00 PM
Saturday: 1:00 PM – 5:00 PM
Sunday: 2:00 PM – 6:00 PM
*Reduced hours during all University intersessions and/or breaks