

SHU CATV FAQ and Self Help Guide

FAQ

Q: How many channels am I supposed to receive?

A: The SHU channel line-up consists of 55 HD Channels.

Q: Are there any channels with SHU content?

A: Yes, channel 3 is a locally generated channel with media created by students and staff.

Q: I am a student living in Taft Apartments. Can I get TV in my bedroom?

A: Unfortunately not, as TV is only available in the common room at Taft Apartments.

Q: What does it take to get cable in my room?

A: You need a TV with a QAM tuner, (most modern TV's have these, with a few exceptions), and a coaxial cable, (we recommend one that is 15-20 feet long). All SHU dorm rooms (except for Taft and Oakwood Apartments) have a TV jack. It is usually at shin level. If you cannot find the jack, contact the Factory.

Q: I am trying to run a channel scan but the TV won't let me.

A: Make sure the TV input is on "TV" or "CATV", rather than "HDMI" or "Component"

Q: I am not receiving all 55 channels.

A: Make sure the coaxial cable connectors are tight on both ends, and that the cable isn't stretched.

Q: What kind of TV do you recommend?

A: We recommend brands such as Vizio, Samsung, Philips, and LG. Smaller brands such as Westinghouse or RCA have been known to lack a QAM tuner, and you will not be able to receive any channels without it.

Q: There is a channel I want but isn't on the line-up. What can I do?

A: Reach out to the Student Government and let them know that you want a new channel.

Q: Some channels are fuzzy or pixelating. What can I do?

A: Contact the Factory at 203-365-7575, or visit them across from 63's.

Q: Where can I get a coaxial cable?

A: Target, Best Buy, and Walmart carry them. They can also be found at the SHU Bookstore.

Q: Does the Factory provide coaxial cables?

A: No, they do not.

Self Help Guide

Connecting a TV

1. Make sure you have a coaxial cable long enough to reach your TV from the jack on the wall
2. Screw one end of the cable to the connector on the back of your TV and the other end onto the jack on the wall. Make sure both ends are tight but do not force it.
3. You will need to perform a channel scan. Go to the settings of your TV. There is usually a section called "Broadcasting" or "Channel Setup"
4. Select the option that will be called "Auto Programming" or "Channel Scan"
5. There may be an additional option for Cable or Air. Select Cable
6. There may be an additional option for Digital, Analog, or Both. Select Digital
7. The channel scan will commence, and will last anywhere from 2 minutes to 15 minutes
8. Once complete, you should have all 55 channels

Accessing Philo

1. Navigate to <https://myshu.sacredheart.edu>
2. Log in with your SHU username and password
3. Under the "Campus Life" section there will be an option for Philo
4. Please note that Philo is only available to students living in SHU dorms
5. Please also note that you must be connected to the SHU network to access Philo

Troubleshooting TV at Oakwood Apartments

1. Call the Factory at 203-365-7575
2. Do not attempt to reboot or unplug equipment