



## Office of Residence Life

September 6, 2013

Dear Campus Residents:

As you may know the College recently upgraded the television service that we have on campus from analog cable system to a digital one due to the unreliable nature of the old analog system. There were numerous complaints of picture quality, channel and service outages, and long response time to problems. With the new system problems can be addressed remotely, the picture quality is much clearer and we now have 133 channels including 12 High Definition channels. Unfortunately, we were not informed that in order to view the digital channels you need a certain type of television. We are very sorry that you were not informed prior to checking into the Residence Halls about this. At this point we wanted to inform you what options you have now with regard to the digital system.

### Options:

1. Purchase the an iView 3500STB DTV Converter Box (available online for \$39.99) and the appropriate A/V cable to connect to your television.. However, it does not work with closed captioning. If you require closed captioning, please contact [media@ramapo.edu](mailto:media@ramapo.edu) for further assistance.
2. Purchase a TV that has a Clear QAM tuner or can accept Clear QAM signal. This information is typically located in the TV specs or a sales associate can get you this information.

Frequently asked questions:

### ***How do I get service?***

Locate the TV outlet in your room and connect one end of the cable to it and the other end to the "CATV" or "VHF IN" on your television.

### ***How do I program my digital TV to receive all the Ramapo College channels?***

It is important to auto program your TV to ensure you are viewing all the available digital channels. Exact details on how to auto program or auto tune digital TVs vary from manufacturer to manufacturer and from model to model. These instructions are generalizations that are meant to describe the way most TVs accomplish this feature. For best results, refer to the owner's manual for the specific TV you are working with. Using the TVs remote control, follow these general steps:

- Step 1:** Press the "Power" button to turn on the TV
- Step 2:** Press the "Menu" Button
- Step 3:** Select "Set-Up"
- Step 4:** Select "Cable"
- Step 5:** Select "Auto Program/Auto Tune" then "OK"

### ***How do I program my TIVO?***

Instructions on how to program your TIVO are located in the customer resource section of the Campus Televideo.com website under FAQ's for students. <http://www.campustelevideo.com/images/stories/campus/pdf/tivo%20programming%20instructions.pdf>. We will be adding the instructions to the Residence Life webpage shortly.

If there are any problems with the cable system during regular business hours please contact [media@ramapo.edu](mailto:media@ramapo.edu). In the evening and weekend hours please contact Public Safety and they will inform the Coordinators of Residential Emergency Services to address the issue. At this point we are trying to upgrade our televisions as soon as possible in several of our lounges in the Residence Halls so you can watch television while you decide which option you want to pursue. Again, we apologize immensely for the inconvenience this may have caused some students.

Sincerely,

Linda Diaz

Director of Residence Life