Cable TV Frequently Asked Questions

Cable TV Service (6/23/2016)

As a result of student feedback and analysis of data usage, Student Housing is no longer providing cable television service to our residents. Our current focus is to upgrade the network connectivity within our residential community by increasing the available bandwidth to all residents.

While we are certain that this change will benefit the majority of our residents, we understand that some residents will be disappointed. Our ResNet support team may be able to assist you with alternative suggestions to watch your favorite programming. They may be contacted by calling 956-6800.

So there is no cable TV at all in my room?

Currently the coaxial jack located in your room will still deliver HD quality local broadcast channels like NBC, ABC, CBS, and Fox. Run the auto-tune or channel discovery feature on the TV to properly pick up local broadcast channels.

The channels typically associated with cable--like ESPN, TBS, USA, Disney, etc--is no longer provided.

Where do I get a coax cable?

Coaxial (coax) cables are not provided by student housing. Coaxial cables are available at most electronic retailers. A six (6) feet long cable should be sufficient for students living in the residence halls. Students living in the apartments may want to consider a longer fifteen (15) feet long cable depending on their furniture arrangement.

Can I order pay-per-view or premium services?

No. Pay-per-view and other premium services are not available.

What will I watch without cable?

There are a number of video streaming services available on the Internet that may suit you. Netflix, Amazon Instant Video, and Hulu are three popular services that have movies, TV shows, and original programming unique to that service. Many "premium cable" channels are now available via streaming, including HBO, Showtime, and Starz. Finally, if you want to watch live programming, SlingTV and PlayStation Vue are two services that allow you to watch selected cable channels live as they air.

How do I watch shows off the Internet?

Watching content on your computer or mobile device is pretty straightforward and usually involves going to
the service's website or launching a mobile app. Watching on your TV is slightly more tricky. If you have a
"Smart TV", then it is likely you can connect it directly to our network (wired or wireless where available)
and watch via the menus on your TV. If your TV does not have that capability, then you will need an add-
on device like a Roku, Amazon Fire Stick, Apple TV, Chromecast, or Video Game Console. The services
and capabilities vary greatly from device to device.

**Where can I find a specific TV show?**

If you are looking to stream older episodes of TV shows, there are several websites like
https://www.justwatch.com/ [1] that allow you to search across the various platforms to find what you are
looking for. If you are looking for more recent TV episodes, take a look at CBS All access for CBS shows,
and Hulu for all other network shows.

**How can I watch my favorite channel?**

If you are addicted to a specific channel like ESPN or Food Network, go to that channel's website to see if
their online content provides what you are looking for. If not, then you will want to investigate SlingTV or
PlayStation Vue, two services that show live programming from many popular cable channels.

**Where can I watch the local News?**

For now, you can still watch programming from local channels via the coaxial cable in your room.
Alternatively, many of the local channels will let you watch their latest news broadcast via their website.
Some work better than others, however, so your results may vary.

**I still have questions, can anyone help me?**

Give ResNet support a call at 956-6800 or email resnet-l@lists.hawaii.edu [2]

**How do I program my digital TV to receive all University channels?**

You will have to program your TV to detect and program all channels when plugged in. Exact details on
how to setup your TV vary by manufacturer but these are the general steps:

- Plug in the power and coaxial cable connection to your TV
- Turn on your TV
- Using your remote control press the "Menu" button
- Select "Set-Up"
- Make sure your tuner/broadcast setting is "Cable" and not "antenna/air"
- Most TVs will then automatically try to scan for all available channels. If not you will have to go
  into setup and run the Auto Program so that it scans all available channels and programs your TV
  for those channels. The scan will take 10-20 minutes.

Residents with Seiki or Westinghouse TVs may encounter problems setting up TVs to pickup the digital
channels. It appears these some of these TVs do not have a QAM tuner or will need to have the QAM
tuner turned on.

For Westinghouse, see the following page: http://westinghouseelectronics.com/support/tunercode/ [3]

For Seiki try the following:
• click menu
• click 0,0,0,0, the service menu will open
• scroll and click others
• scroll and click other settings
• scroll down to cable qam - switch it to on
• go back to your setup menu, choose QAM an rescan for channels.

You may need to contact your TV manufacture for support. If your TV does not have a QAM tuner, you will need to return it or purchase a separate QAM tuner.