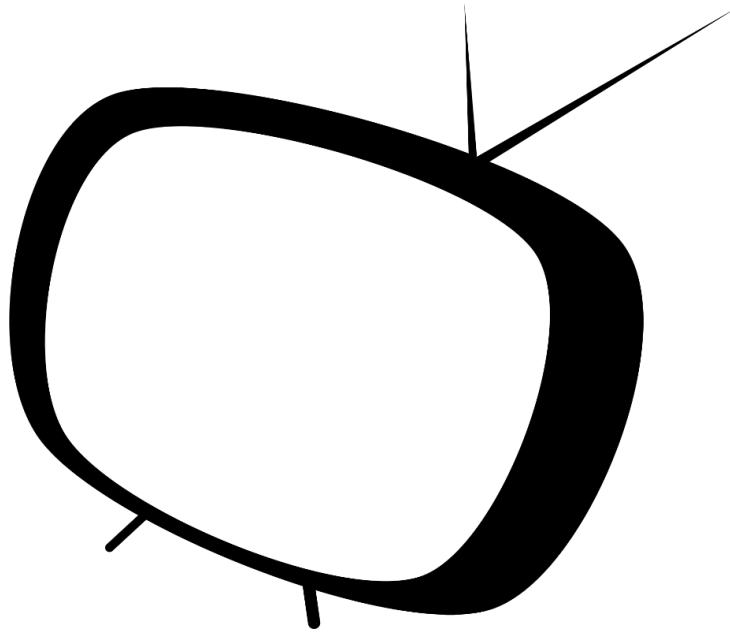


CABLE TV ISSUES?

In order to receive signal from Spectrum Cable, your TV needs to be digital and capable of picking up a QAM signal. Most, but not all, TVs that were manufactured after 2006 have a built-in QAM tuner. You can check to see if your particular TV has a QAM tuner by reading the instruction manual or contacting the manufacturer directly.



CONNECT & SCAN

Connect your TV to the cable jack in your room using a coaxial cable (available for purchase at Target, Wal-Mart, Amazon)

Run an auto channel scan (available in “Menu” using your remote, varies by TV/model). It may take 15-20 minutes depending on TV brand/model to complete the auto channel scan process.

STILL NOT WORKING?

Contact your building Facilities Manager (FM) or Apartment Manager (AM) and they will set up an appointment with Spectrum!

WHAT IS A QAM TUNER AND HOW DO I KNOW IF MY TV HAS ONE?

A QAM tuner allows your TV to tune to the digital or HD cable channels that Suddenlink will be sending out. Most, but not all, TVs made after 2006 have a QAM tuner built in. Most Samsung, Sony, Sharp, Panasonic, Toshiba, and Visio models have a built in QAM tuner. Brands like Westinghouse, Colby, Element, or other lower end brands often do not have the QAM tuner. If you are unsure, please check your manufacturer's website for information.

You can search online by make/model of your TV or reference your TV's owner's manual for specific model information related to what type of tuner is present.

An example of what the manual may say if the TV has a QAM tuner: “Built-in digital tuner (ATSC/Clear QAM).” Additionally, if your TV remote has the (.) or (-) symbol button for easy tuning -- or is able to display channels with a (.) or (-) as in 5.2 or 5-2, your device likely has a QAM tuner.