How to Connect

What You'll Need:

1. Cable-ready TV. Also, if you would like to view the high-definition channels offered on the ResNet Television Network, you will need a high-def TV that has a "clear qam" tuner built in.

2. Coaxial Video Cable: If you need a coax cable they are available for purchase at any Housing Dining Services convenience store. If you do not purchase your cable from Housing, you will need to make sure your cable has threaded connectors. Using push-on connectors can lead to signal leakage and fuzzy reception. If we detect leakage as a result of a substandard video cable (this can actually affect aviation communications systems), we will ask you to replace the cable with an approved model.

Connecting:

1. Screw one end of your video cable into the threaded coax jack on the ResNet wall plate. Screw the other end into the appropriate coax connector on your TV.

   If your set-up only includes a TV, make sure your video cable runs from the wall jack to the IN or ANTENNA jack on your TV.

   If your set-up consists of a TV and a DVD/VCR, make sure your video cable runs between the wall jack and the IN or ANTENNA jack on your DVD/VCR. Next, make sure you have a second cable running from the OUT jack on the DVD/VCR to the IN or ANTENNA jack on your TV. Please see the manufacturer's instructions for proper set-up, as ResNet will only provide support for the connection between a TV and the wall jack.

2. Your TV tuner should be set to CABLE or CATV. You can check this by accessing the setup menu on your TV.

   Make sure you have run the auto-program feature in order for your TV to search for and memorize all of the available cable channels.

   We recommend that you bring the manual and any remote controls that came with your TV since the setup menus on many TV's can only be accessed via the remote control.
Video Troubleshooting

Can't receive anything above channel 13 OR you only receive channels 2-36.

Your TV may not be configured to receive a CATV signal (review set-up notes above). You should also run the auto-program feature on your TV to search for all available cable channels.

Snowy or no picture on all channels.

Cable is connected to the wrong connector on your TV (review set-up notes above).

Plug your coax cable into another jack in your room. If this solves the problem, contact the ResNet Help Line (262-8703, option #3) to arrange for repairs of the defective jack. If this doesn't solve the problem, try using a different coax cable and test your connection. If you need a coax cable they are available for purchase at any Housing Dining Services convenience store.

Cannot receive a particular channel.

You may have a feature on your TV which disables individual channels. Check your TV's documentation for information regarding this problem.

Interference on channels 3, 13, 18, or 19.

Signal Interference - an electrical device near your TV may be causing interference. This problem sometimes happens when TV's are placed on top of refrigerators.

Color problems in the picture (e.g., no color, everything looks sea-green).

Check other TV's on your floor to see if the same problem occurs. If so, contact the ResNet Help Line (262-8703, option #3). If the issue appears to only affect your set, the problem is most likely in your TV (e.g., bad tube, faulty electronics). You will need to contact a television repair facility for further diagnosis and/or repair.
Support Information

If you are having trouble getting your TV connected, please call the ResNet Help Line at (608) 262-8703 and choose option #3 to speak to a Housing IT help desk agent during normal business hours, Mon. - Fri., 7:45 am to 4:30 pm. After hours, please leave a detailed voice message and we will return your call the next business day.