

HELPDESK

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Regular Hours: 8:00a – 5:00p, Mon-Fri **Extended Hours:** 5:00p – 10:00p, Mon-Thu **Summer Hours:** 8:00a – 4:00p, Mon-Fri

Television Compatibility

QAM Tuners

QAM (quadrature amplitude modulation) is the format by which digital cable channels are encoded and transmitted via cable television providers, including UMHB. Many new digital televisions support this standard. Because there is no requirement, though, some inexpensive manufacturers or models may not include the QAM tuner.

Incompatible Televisions

We have identified the following manufacturers and models of televisions that do not have the necessary tuners to receive channels on the UMHB campus:

Manufacturer	Models
Dynex	Most Models
Element	All Models
Emerson	Most Models
Insignia	Most Models
RCA	Most Models
Sceptre	All Models
Seiki	All Models
Sylvania	All Models
Westinghouse	Most Models
Samsung	All Models prior to 2009
LG	All Models prior to 2007
Sony	All Models prior to 2007
Toshiba	All Models prior to 2007



Digital Tuner Boxes

A less expensive option (compared to purchasing a new television) that will allow you to receive channels is to purchase an external digital tuner box. Just like the TV, you should ensure that the tuner boxes includes a QAM tuner. Most tuner boxes available at electronic stores from over-the-air digital TV transition do not include this tuner, so be sure to verify the specifications from the manufacturer.

UMHB IT Department has tested the Mediasonic HomeWorx ATSC Digital Converter Box. This tuner box is compatible with UMHB cable network.

USB/Network TV Tuners (not supported)

We do not support the use of TV tuners used to receive channels on a computer. Most of these tuners do not have the proper shielding or tuner to receive channels optimally on UMHB campus. We recommend purchasing a standalone TV over the purchase of a USB/network TV tuner for a computer to ensure compatibility.

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FIND US We are located in the Sanderford Complex, next to the Bursar Office.