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ECSU Cable TV Service:

In 2014, Eastern's Charter Communications cable TV service was changed from an analog to an all-digital signal. This new service, which is free to students living in Eastern residence halls includes an expanded channel lineup with many high-definition (HD) channels, four HBO channels, and over thirty digital music channels. This is a customized, bulk-feed type of service that is specific to Eastern. The channels are fixed and the service cannot be upgraded with additional channels using Charter provided equipment.

To receive these channels, you must have a QAM tuner (Quadrature Amplitude Modulation). The QAM tuner allows your TV to receive high definition cable programming without a cable set-top box. Most, but not all televisions manufactured after 2007 have an integrated tuner that can receive QAM based channels.

You should check the specifications from your TV manufacturer to determine if it includes the required QAM tuner. It should be explicitly referenced in the TV's specifications. There are several types of digital tuners in the United States and not all will work with Eastern's cable TV service.

- § NTSC Tuner - not compatible,
- § ATSC Tuner - not compatible,
- § QAM Tuner - compatible and required.

Unfortunately, some less expensive TVs come with a low-quality QAM tuner that may not be able to pick up all of the digital channels. Our experience has demonstrated that well-established manufacturers such as Samsung, Sony, Sharp, LG, and Toshiba have performed better. Also, to receive HD channels, you need an HD-compatible TV.

How do I program my TV to view the new channel lineup?

Most QAM tuner TVs have a "Channel Search" or "Auto Program" function that will automatically scan the incoming signals and detect the ones that are available. It may be necessary to do a channel search before your TV will allow you to tune to a specific channel.

1. Go into the TV Menu and select "Set Up"
2. Look for and select an option similar to "Channel Search" or "Auto Program"
3. The TV will automatically begin searching to identify all available channels
4. After this auto search is completed, there should be approximately 60-70 channels available for viewing (if the TV has an internal QAM tuner). If no channels are available, it is likely the TV does not have a QAM tuner.

If you previously watched a program on channel 4, the new channel may have moved to a new number, such as 4.2 or 4-

Some TVs require you to erase "old" channels and rescan them in the new channels.

Also, most HD TVs have the ability to modify aspect ratios. If your picture seems stretched or has black bars around the picture after the scan, please modify the aspect ratio to fit with your desired viewing experience.

If I do not have or do not want to purchase a TV with a QAM tuner do I have any other options?

You can purchase an external QAM tuner that can be connected to a TV. Only the following unit has been endorsed by Eastern and Charter Communications as being fully compatible with the new cable TV service. This unit is available online directly through Channelmaster or from Amazon.

- http://www.channelmasterstore.com/HD_Antenna_Tuner_CM_7001_p/cm-7001.htm

After consulting my TV user manual and verifying that I have a TV with a QAM tuner, I am still having problems getting a cable signal on my TV. What can I do for support?

- Please contact the ITS Help Desk at 860-465-4346 or by email, helpdesk@easternct.edu.

Channel Name	TV Channel Number
WFSB CBS HD	7.1
WVIT NBC HD	7.2
WCBV ABC HD	7.3
WCCT CW	8.1
WBZ CBS HD	8.2
WTNH ABC HD	8.3
WCTX MyTV HD	9.1
WUVN Univision HD	9.2
WTIC Fox Hartford	10.1
WEDH PBS Hartford	10.2
WGBH PBS Boston	10.3
WHPX ION HD	11.1
NESN HD	11.2
WRDM-LP - Telemundo	12.104

Channel Name	TV Channel Number
Government Access	13.156
Connecticut Public Affairs	15.97
ECSU Channel 22	16.105
Public Access	17.150
Charter TV 3	18.67
HBO HD	19.1
HBO 2 HD	19.2
HBO Signature HD	19.3
HBO Family HD	19.4
WCCT-DT - CW	20.1
This-TV	20.2
Comedy Central HD	22.17
A&E HD	23.17
WEDH PBS	24.1
Animal Planet HD	24.17
WEDH PBS CPTV4U	24.2
WEDH PBS CPTV Sports	24.3
Discovery HD	25.17
History Channel HD	26.17
National Geographic HD	27.17
Travel Channel HD	28.17
BET HD	29.17
Bravo HD	30.17
E! HD	31.17
Lifetime Movie Network	32.17
Esquire Network HD	33.17
TBS HD	34.133
TNT HD	35.174
USA HD	36.17
ABC Family HD	37.17
Cartoon Network -HD	38.17
Disney Channel HD	39.17
Nickelodeon-East HD	40.17
TV Land HD	41.17

Channel Name	TV Channel Number
Food Network HD	42.17
fx HD	43.17
Cloo TV SD	44.17
HGTV HD	45.17
Learning Channel HD	46.17
Spike TV HD	47.17
SyFy HD	48.17
TruTV - HD	49.17
Weather Channel HD	50.494
AMC HD	51.17
Turner Classic Movies	52.17
CMT	53.2
MTV HD	54.17
VH-1 HD	55.17
CNBC HD	56.17
CNN HD	57.17
CSPAN - HD	58.17
CSPAN2	59.211
Fox News Channel HD	60.17
HLN HD	61.17
MSNBC HD	62.17
EWTN	63.15
Home Shopping Network	64.17
Comcast SportsNet - HD	65.368
ESPN HD	66.173
ESPN2 HD	67.177
Golf HD	68.17
NBC Sports Net	69.131
Speed Channel HD	70.17
Music Channels	71.53 - 71.98

Note: Some HP Wifi-compatible printers may interfere with campus wireless network activity. To keep wireless channels free of interference, follow the steps below to disable HP wireless printer services.

For most models:

1. Use the printer menu and locate the **Setup** option.
2. Select **Network** from the options presented.
3. Select **Wireless Radio** on the menu that follows.
4. Switch **Wireless Radio** off.

HP Photosmart C4780

1. From the front panel, choose **Scan**
2. Scroll to locate and select **Networking**
3. Within the Networking menu, select **Wireless** to disable it.

HP Photosmart D110

1. Some models include a Wifi hardware button, requiring only that you push the button to disable wireless connectivity. The button may need to be held for up to 5 seconds. For those models without a Wifi hardware button, follow the steps below.
    1. Within the menu, navigate to **Settings**.
    2. From the Settings menu, select **Wireless,** and choose **Wireless Settings**
    3. Within Wireless Settings, select **Disable Wireless** and click **Ok**.

HP Laserjet P1102w

1. Press and hold the button shown below for 5 seconds.

2. If the indicator light turns off, the Wifi has been successfully disabled.

Housing Staff Cable TV Support Procuedures

1. If a student has a problem with their cable TV service they first contact their RA or Hall Director.

2. If the cable jack is broken off or pushed in, RA or HD submits a service form @ www1.easternct.edu/helpdesk as aPhysically Damaged Cable TV Wall Jack problem.

3 . If the cable jack is physically OK, the RA or HD tests it with the test TV.

4. If the test TV does not show the channels, the RA/HD submits a service form @ www1.easternct.edu/helpdesk as a No Signal problem.

5. If the test TV does show the channel, the HD/RA refers the student back to the info sheet which reminds them how to scan the channels on their TV or determine if they have a TV with a QAM tuner and then gives them the options for either purchasing or borrowing an external tuner.

6. Student's that wants to borrow a loaner QAM tuner unit must pick it up from **Media Services**. They must bring their ID and fill out a loan form. The unit must be returned to Media Services it at the end of the school year (or they withdraw from Eastern.)

7. If after following all of these steps, the student still has problems, they can contact Media Services by email at:

mediaservices@easternct.edu.

****New methods to print over campus wireless****

- MobilePrint for printing via email, uploading, or from your mobile device.
- ChromePrint for chromebook users.

****IMPORTANT** - The above options are driver-less. The below options are driver based and require a package download.**

Choose the appropriate link below to install the printer for your building

Windows computers:

- Burnap Hall
- Burr Hall
- Constitution Hall
- Crandall Hall
- High Rise Hall
- Laurel Hall
- Mead Hall
- Niejadlik Hall
- Noble Hall
- Nutmeg Hall
- Occum Hall
- Winthrop Hall

Mac computers:

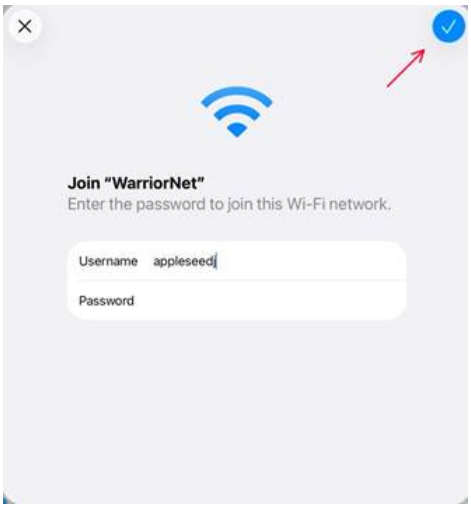
- All dorms and public areas.

Below are the steps on how to connect to Eastern's Wi-Fi networks.

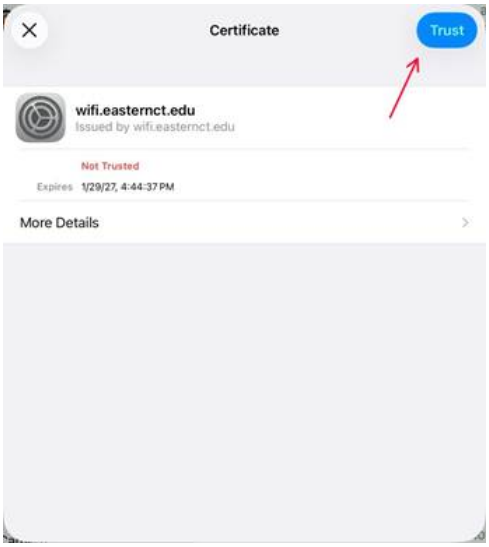
- **How to log into the "WarriorNet" Wi-Fi Network using your ECSU-provided account credentials for the options below. The "WarriorNet" network is used for student and staff personal devices (laptops, phones, tablets, etc.) and ECSU Managed Wi-Fi Devices.**
  - iPhones/iPads
  - Windows Laptops
  - Apple Laptops
  - Samsung Phones
  - Google Pixel Devices
- **How to log into the "ECSU-Public" Wi-Fi Network for the options below.**
  - Connect to Wi-Fi as a guest/visitor
  - Connect a gaming/smart device to "ECSU-Public" network

For iPhones/iPads:

1. Click the "WarriorNet" Wi-Fi network.
2. Sign in with your Eastern username and password.
   - Your username is everything before the "@" in your Eastern email address
   - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click the check mark to connect.



4. A certificate will pop up.
5. Click trust in the top right.



You are now connected!

For Windows Laptops:

1. Click the "WarriorNet" Wi-Fi network

2. Sign in with your Eastern username and password.
    - Your username is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click **OK**



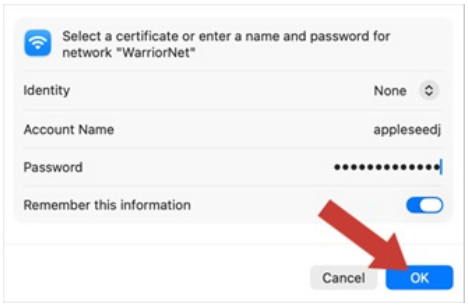
4. Click **Connect**



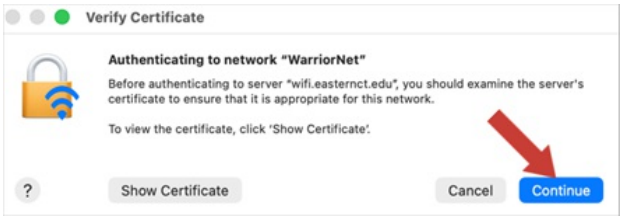
You are now connected!

For Apple Laptops:

1. Click the "WarriorNet" Wi-Fi network
2. Sign in with your Eastern username and password.
    - Your username/account name is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj
3. Click **OK**



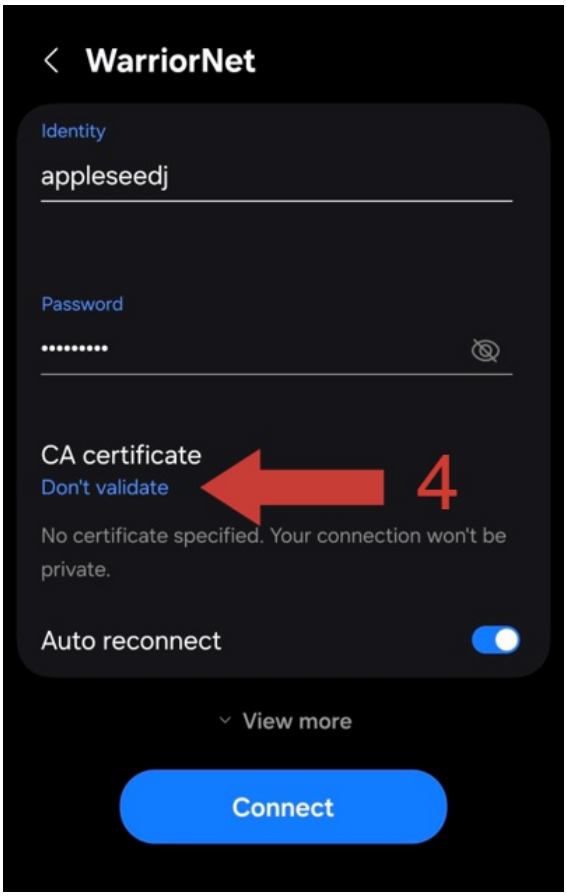
4. Click **Continue** to accept the certificate



You are now connected!

For Samsung Phones:

1. Click the "WarriorNet" Wi-Fi network
2. Make sure EAP method is à "PEAP"
    a. It is this way by default
3. Sign in with your Eastern username and password.
    a. Your username/identity is everything before the "@" in your Eastern email address
    b. Example: if your email is appleseedj@easternct.edu, your username is appleseedj
4. CA Certificate must be set to "Don't Validate"

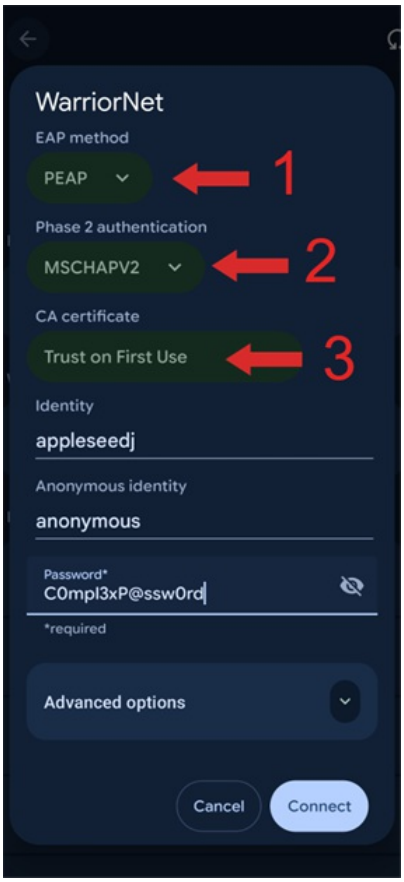


5. Click **Connect**

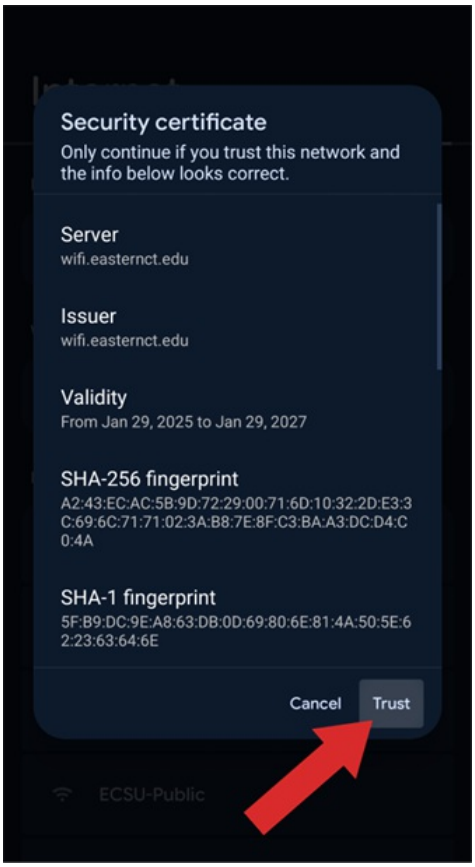
You are now connected!

For Google Pixel Devices

1. EAP Method: PEAP
2. Phase 2 Authentication: MSCHAPv2
3. CA Certificate: Trust on first use
4. Sign in with your Eastern username and password.
    - Your username/identity is everything before the "@" in your Eastern email address
    - Example: if your email is appleseedj@easternct.edu, your username is appleseedj



5. A security certificate will pop up —> Click Trust



You are now connected!

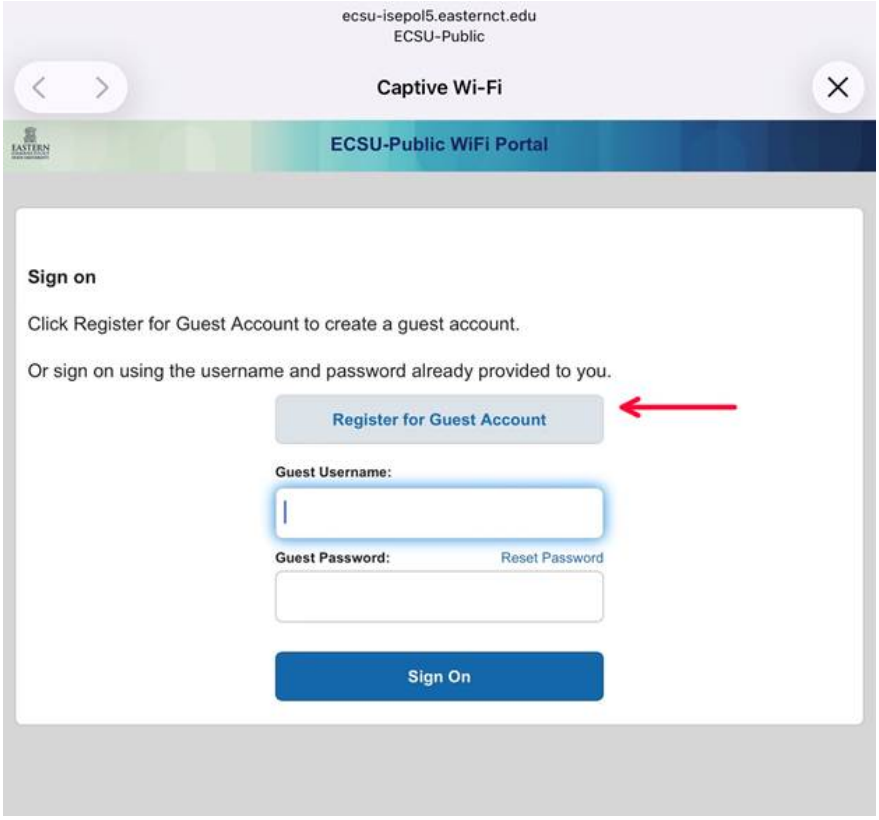
"ECSU-Public" Wi-Fi Network

This network is for guests and visitors.

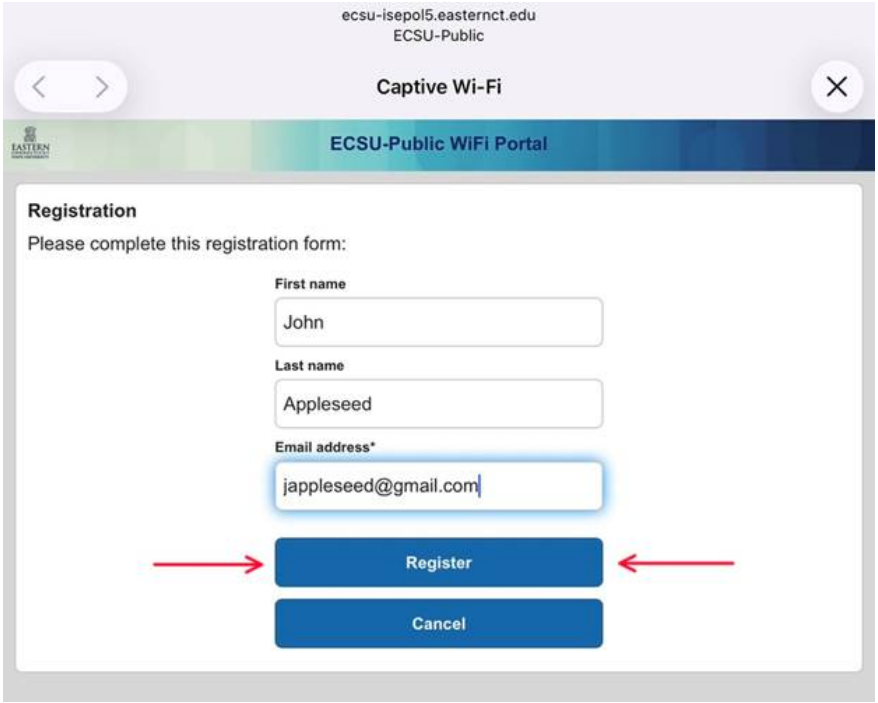
Click the ECSU-Public SSID
Wait for the pop up to pop up

1. Click **Register for Guest Account**

- **NOTE:** If you already have guest credentials from a previous sign in within the last 24 hour window, you can use them in the "Guest Username" and "Guest Password" fields.

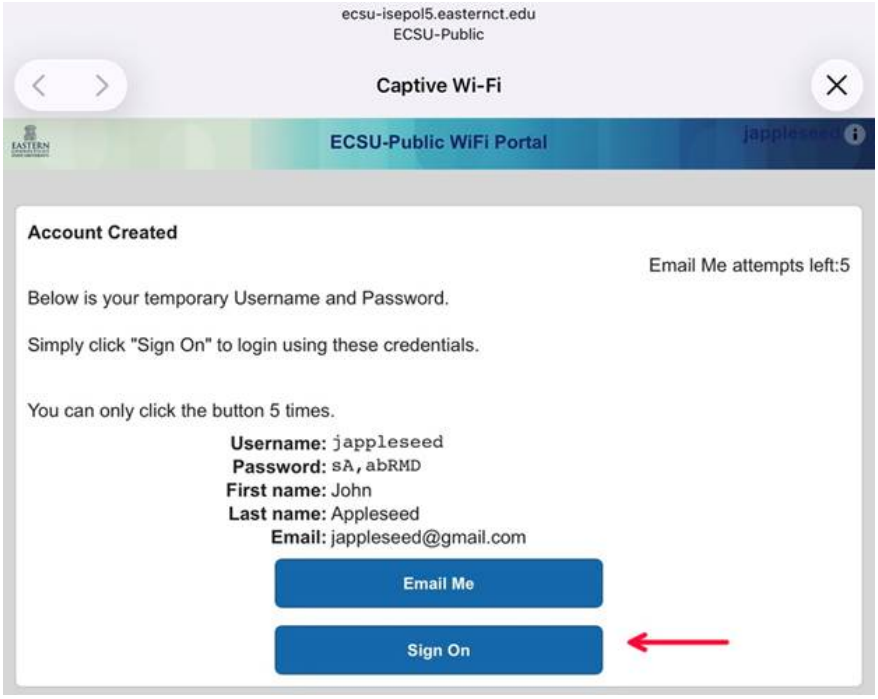


2. Enter Your First Name, Last name, and email address, and then click **Register**

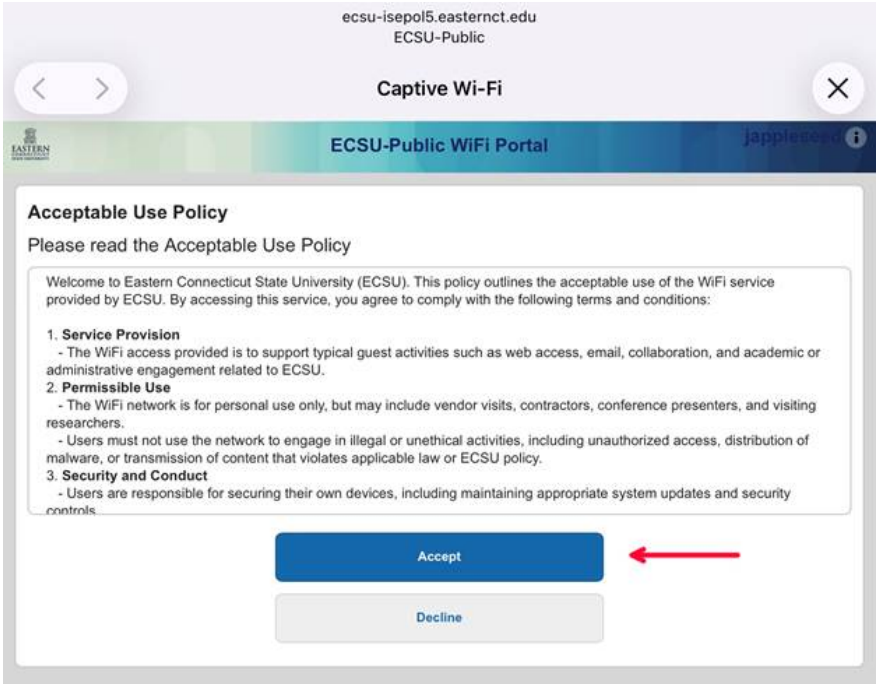


3. Click S**ign On**

- **NOTE:** The username and password displayed on this page, can be re-used for other devices that you plan to put on the ECSU-Public network. You can put these credentials in, in the beginning of step one, instead of clicking "Register for Guest Account"
- These guest account credentials will be sent to the associated email. The credentials will be valid for 24 hours.



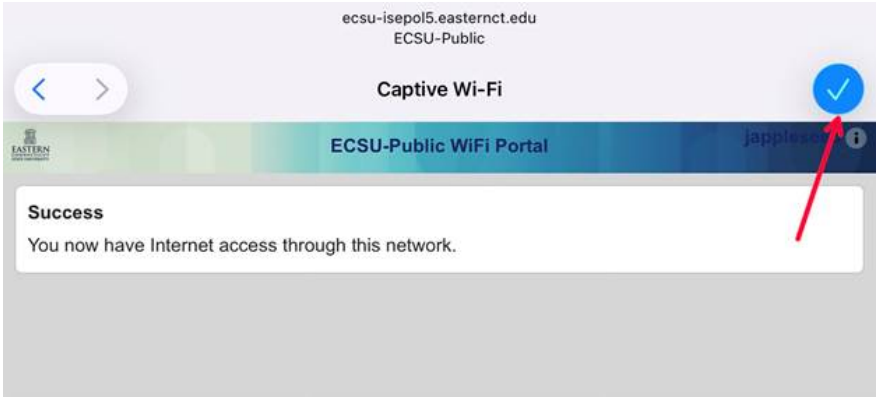
4. **Accept** the Acceptable Use Policy



5. Click **Continue**



6. Click out of the pop-up if it does not close automatically



"Eduroam" Wi-Fi Network

Visitors that have been assigned login credentials at other educational institutions can login to this network using those credentials.

The instructions are the exact same process as "WarriorNet"

- You must use your **full home institution email address** and password to sign into Eduroam

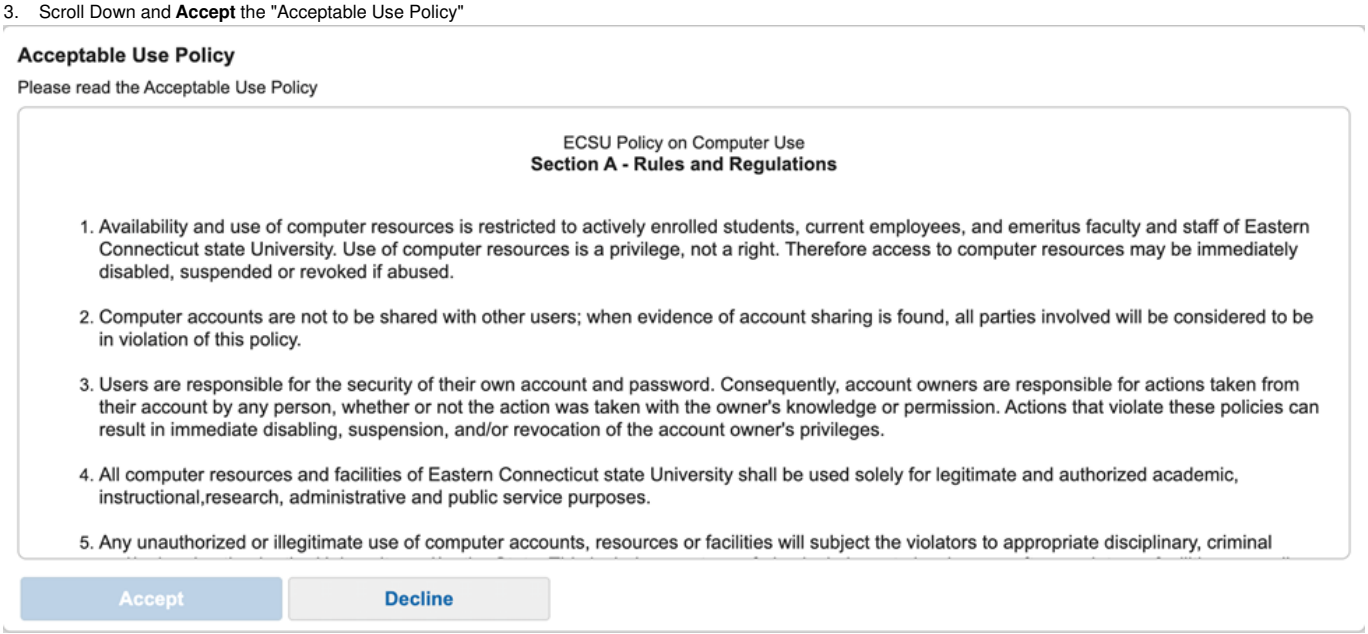
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How to Connect a Gaming/Smart Device to ECSU-Public:

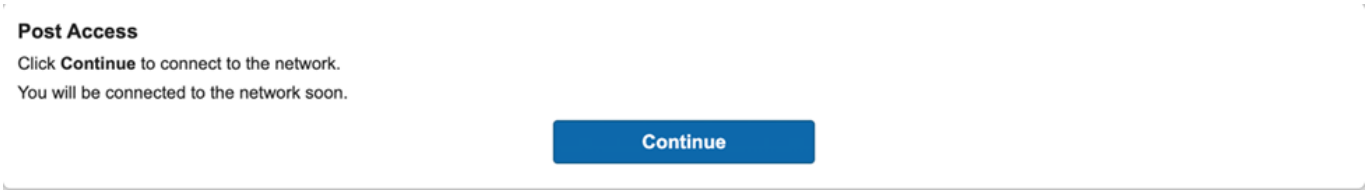
1. Obtain the Mac Address of your device
    - It is in a format like this: 76:73:af:bc:82:fb
    - Usually it is under the network settings of a device
    - Google is the best tool to find the location of the device's mac address
        - **Example:** "How to find mac address of Playstation 5"
2. Scan the QR code **-OR-** go to: mydevices.easternct.edu

mydevices.easternct.edu

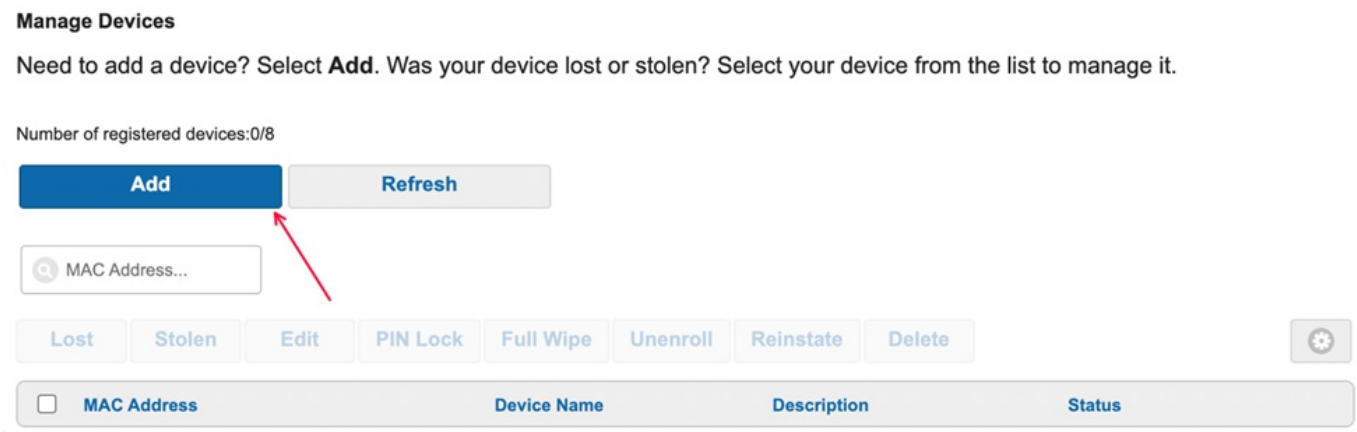
3. Scroll Down and **Accept** the "Acceptable Use Policy"



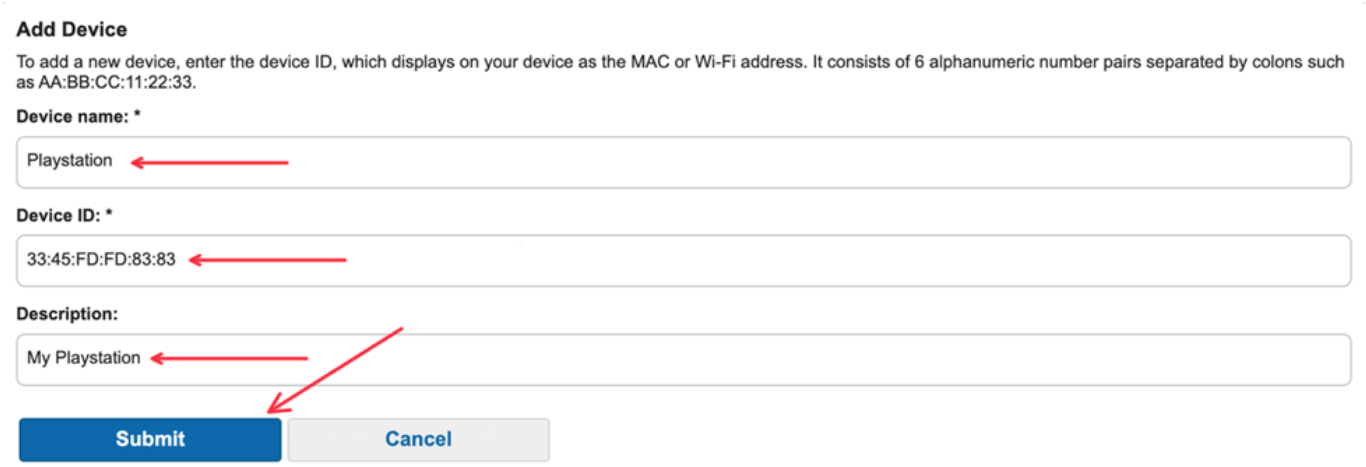
4. Press Continue



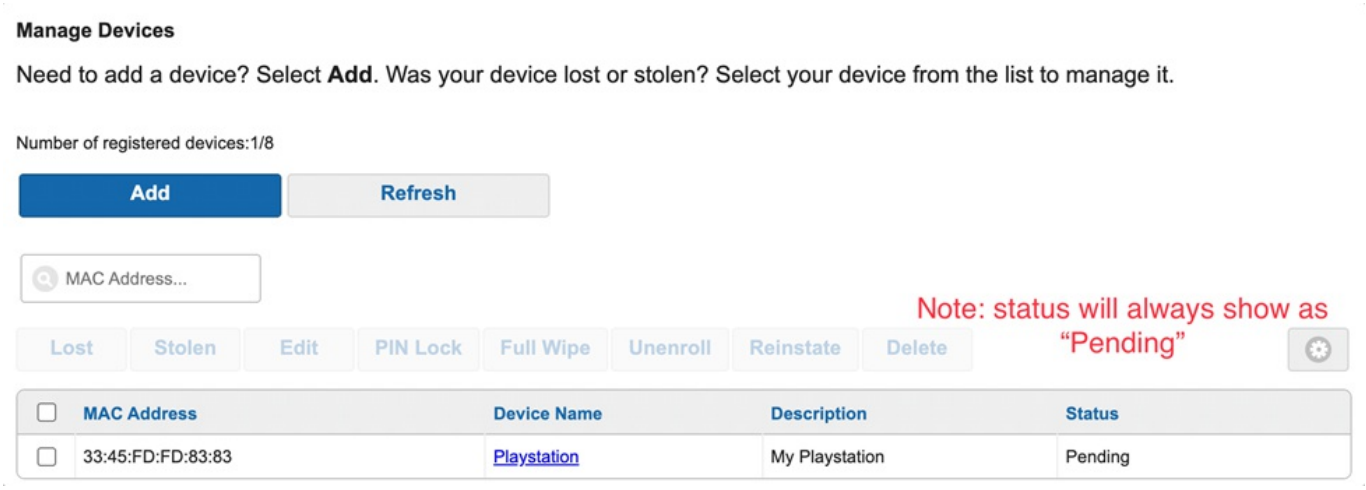
5. Click the "Add" button



6. Enter your device details, and then click "Submit"



7. Once you see this screen, your device has been successfully registered. You will see them listed in the format as shown below.



8. On the device you can now join the "ECSU-Public" WIFI network.
   - **NOTE:** If you want to add more gaming/smart devices (up to 8 total devices) click the add button in step 7 and repeat the process.