



Technical Support University of Pittsburgh

****Instructions for all on-campus residence halls and apartments (Excluding Ruskin Hall, Centre Plaza and Forbes Craig)**

1. Ensure your television is compatible with High Definition/Digital cable. Most televisions 2007 and newer are compatible. If you are uncertain of the compatibility, please refer to the manufacturer's website.
2. Go to your television settings and reprogram the channels. Look for "reprogram channels, scan for channels, etc." Depending on the television, reprogramming the channels may take up to 45 minutes. Also note that some televisions require you to scan for digital channels specifically, not for analog channels.
3. After reprogramming the channels, you should now be able to receive a High Definition/Digital cable signal. If you still do not have a signal, please go to the Panther Central website and complete a maintenance request (<http://www.pc.pitt.edu/housing/maintenance.php>).

Important Information

If it is determined that your television is not compatible with the High Definition/Digital cable, you will be required to purchase a "QAM Tuner." You can purchase the "QAM Tuner" from a local Best Buy, Radio Shack, etc.

****Instructions for any issues at Ruskin Hall, Centre Plaza, and Forbes Craig**

1. Before calling Comcast (855-638-2855), please have the equipment ID ready:
2. Cable box: Serial Number on the back/ bottom of the unit.
3. Modem: HFC MAC ID (12 alphanumeric characters), bottom of unit.
4. Automated answering system will request a phone number or confirmation of a phone number
5. Enter: 412-555-1212
6. Press 1 to confirm this number
7. Press 1 to confirm this is about an existing account
8. Press 3 key to acknowledge you don't have affiliated phone number or know the account number
9. Enter Zipcode - 15213
10. Press 1 for "Trouble with Your Service"
11. Press 1 if issue with video service or 2 if issue with internet service
12. When agent answers, state you are a college student at University of Pittsburgh and part of their bulk account.
13. Provide the serial number or MAC ID equipment info to proceed with troubleshooting.