Cable & Internet Technical Support for 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).
4. For WiFi issues, contact the Pitt IT Help Desk

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, Forbes Craig, Darragh St Apartments, Central Oakland or Oakwood Apartments
Bulk Support: 1 855 MDU BULK (638-2855)
Available 24 hours a day, 7 days a week (including holidays).

- Before calling, please have the equipment ID ready:
  - Cable box: *Serial Number* on the back/ bottom of the unit.
  - Modem: *HFC MAC ID* (12 alphanumeric characters), bottom of unit.
- Automated answering system will request a phone number or account number. (If it finds an account associated to your phone it will ask if this is the account you are calling about (SAY NO.) You want to say you don't have one either. If it states there is no account associated to your number, you want to say "you do not have one."
- Automated answering system will request your zip code. Verbally state or enter the zip code of the University (15260)
- It will ask why you are calling. Verbally State: Technical Support
- IVR will then ask "technical issue with what product": State Television / Internet (whichever is applicable) - **Note that Central Oakland / Oakwood Apartments are the only location that may have Comcast internet, other locations should contact the Pitt IT Help Desk for WiFi issues.**
- IVR will ask more details: State Picture Issue (for TV) / or Connection Issues (For Internet)
- Then ask to speak with an agent and you will be directed to a customer agent