

## Charter Business TV – Digital Transition

---

Charter Business will be transitioning its analog video TV service to high-quality digital TV service. As part of this transition, only TVs with a Digital QAM tuner in them will be able to view the service. If a TV does not have a QAM tuner an error message or snow may appear.

### How do I know if my TV has a QAM Tuner?

A QAM tuner allows your TV to tune to the Digital or HD cable channels that Charter will be sending out.

Most HD TVs that were made after 2006 have a QAM tuner built in, but not all.

- You can search online by make/model of your TV or reference your TV's owner's manual for specific model information to include what type of tuner is available.
- An example of what the manual may say:

Built-in digital tuner (ATSC/Clear QAM)

- Here is a link to help search specific TV Manufacturers:
  - <http://www.midcocomm.com/resourcecenter/index.cfm/526/Cable/TV-Manufacturers>
- Additionally, if your TV remote has the (.) or (-) symbol button for easy tuning or is able to display channels with a (.) or (-) like 5.2 or 5-2 your device may have a QAM tuner.

**NOTE:** *This is general information regarding integrated QAM tuner enabled TVs. For customer specific model issues, refer to the manufacturer's website. QAM tuner information should be displayed in the "technical specifications" information of the device.*

### How do I program my TV to get these channels?

- Most QAM tuner TV's 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 an option similar to "Channel Search" or "Auto Program" and select
  3. The TV will automatically begin searching to identify all available channels
  4. After this auto search is completed, there will be 60 or more 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.

**NOTE:** *If you previously watched a program on channel 4, the clear QAM channel may have moved, example to 4.2 (4-2).*