

HuskyCable Frequently Asked Questions

How do I connect my TV to HuskyCable?

HuskyCable is available to all students in NU-owned residence halls on campus. To receive service, connect one end of a coaxial cable to the cable port on the wall in your residence room hall, and connect the other end to the coaxial input on your television set.

Where can I get a coaxial cable?

Coaxial cables can be found in electronics and computer stores. They are also available at the NU Bookstore in the Curry Student Center.

How do I connect a DVD player or VCR?

Connect the cable from the room outlet to the DVD/VCR ("VHF IN"), and then connect the DVD/VCR ("VHF OUT") to the television ("VHF IN").

Is HuskyCable compatible with TiVo?

You can use TiVo to manually record shows on HuskyCable, but you cannot use any of the automatic features. We are working to make the automatic recording features (season pass, etc) available on HuskyCable.

How do I connect my computer to HuskyCable ?

HuskyCable television signals may be viewed on your computer screen by using a PC TV card. The PC TV card in your computer must have an input connection for cable TV. The performance and quality varies according to the equipment used.

Are all on-campus residences connected to HuskyCable?

All NU owned buildings have access to HuskyCable. Students living in residences that are not owned by the University may be eligible for a special offer from Comcast. Visit myNEU for more information about the Comcast affinity program.

Why am I only receiving one channel?

With many TVs, it is necessary to perform a channel scan in order to connect to the entire channel lineup. Typically, a channel scan can be activated by using the "menu" button on your remote. You also need to be sure that your TV is programmed to receive cable signals and not off-air signals. Follow your TV's manual to change these settings.

Why am I only getting channels up to Channel 13?

Most television sets have a setting to enable reception of either off-air antenna or Cable. On the campus television system, your television must be set to "Cable" (or "CATV", "CATV - IRC"). Most televisions come with a default setting of "Off-Air" (or "Antenna"). You must change this default setting to enable reception of all cable channels. This setting can be changed either by moving a switch or by following menu prompts for set-up. Check your TV's manual to find out how to change these settings.

My television has the old type rotary position tuner that only has Channels 2 - 13.

How do I receive the other cable television channels? You won't - unless you can run the cable through a Cable TV tuner or a VCR that has a Cable TV tuner; and then connect the output of that device to your television. Cable TV tuners are available at retail electronics stores, but they are expensive.

I don't have a TV set; I watch cable TV through a projector. Can I access HuskyCable?

You can still use your projector to view HuskyCable but you will require a device that has a tuner. Call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons for help.

There are certain channels that "freeze". What should I do?

Call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons. You will need to identify the specific channels that freeze when you contact us.

I've lost reception on one or more channels. What should I do?

Call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons. You will need to identify the specific channels that are not working when you contact us.

There is no cable TV outlet in my room. How do I get one?

Call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons for help.

I'm not sure if I have a television capable of receiving HDTV, and I'm not seeing the HDTV channels. What should I do?

To view the High Definition channels, you must have a television with a high definition tuner built in. If you are not sure if you have a TV that can receive HD signals, check your television's manual or Website. Call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons for help.

I have a High Definition Television. How do I see the HD channels?

Different models of HD televisions have different tuners. The process of seeing the HD channels is similar to standard cable channels; you must program your television and tell it how to find them. Next, you will need a splitter and 3 coaxial cables (one from the wall plate to the splitter, one from the splitter to the "Cable" port on your TV and one for the "Antenna" port on your TV). Once your TV is setup this way, switch your TV to the "Antenna" feed and set it to auto-program the channels. After doing this, you will be able to view standard cable channels and HD Channels using your TV remote.

I have a High Definition Television. The HD cable channels appear but they are channels 7, 7-1, 7-2, etc. What does that mean?

The HD broadcasters set up a standard channel, 7, and then a subchannel (7-1) offers the HD content. Depending on your television, the channel number could also be displayed on the screen.

Is there an on-line programming guide available?

At this time, there is not an on-line programming guide specifically for HuskyCable.

If you experience an interruption of service, have a damaged wall outlet, or have or poor reception, call the IS Help Line at (617) 373-4357 or visit ResNet in Speare Commons for help.