How to program your TV to receive CU cable channels

It is important to perform a channel auto program on your TV to ensure you are viewing all the available analog and digital channels. Exact details on how to auto program or auto tune digital TVs varies from manufacturer to manufacturer and from model to model. For best results, refer to the owner’s manual. Using the TVs remote control, follow these general steps:

Step 1: Press the “Power” button to turn on the TV
Step 2: Press the “Menu” button
Step 3: Select “Set-Up”
Step 4: Select “Cable”
Step 5: Select “Auto Program” then “OK” (most TVs will take several minutes to complete this function)

Frequently Asked Questions

I'm only getting channels 2-13!
If your TV is not setup for CABLE signal, you will only get channels 2-13. This is because a TV’s internal antenna can usually automatically receive the broadcast VHF signals for channels 2-13. Your CU cable signal is already set up and activated for all the channels, before you even move into your room. If you're only receiving channels 2-13, your TV needs to be auto programmed to receive the full spectrum of channels.

I get all the channels, but many of them are fuzzy!
This issue is often—though not always—related to a faulty connection. Check to make sure that the cable running from your wall plate to your TV is seated properly at both ends; a loose connection will prevent full transmission of the signal.

I'm not getting CU cable at all!
"No signal" or "no channel" issues can often be traced to a faulty connection. Check to make sure that the cable running from your wall plate to your TV is seated properly, and tight at both ends; a loose connection will prevent full transmission of the signal.

I get all the channels, except for the HD channels!
Some televisions don’t work correctly with CU cable. You must ensure that your TV has a QAM tuner, or it will not pick up the HD channels correctly.

If you follow these steps but you are still not getting CU cable or need additional support. Please call 303-735-4357.