

Suddenlink has transitioned its analog video TV service to high-quality digital TV service, which provides more channels and increased HD content. As part of this transition, only TVs with a digital QAM tuner will be able to view the new digital lineup. If a TV does not have an embedded QAM tuner or is enabled with an external QAM tuner, an error message or snowy picture will appear on the TV.

What is a QAM tuner and how do I know if my TV has one?

A QAM tuner allows your TV to tune to the digital or HD cable channels that Suddenlink will be sending out. Most, but not all, TVs made after 2006 have a QAM tuner built in. Most Samsung, Sony, Sharp, Panasonic, Toshiba, and Visio models have a built in QAM tuner. Brands like Westinghouse, Colby, Element, or other lower end brands often do not have the QAM tuner. If you are unsure, please check your manufacturer's website for information.

- You can search online by make/model of your TV or reference your TV's owner's manual for specific model information related to what type of tuner is present.
- An example of what the manual may say if the TV has a QAM tuner:
 - "Built-in digital tuner (ATSC/Clear QAM)"
 - **NOTE:** An ATSC tuner will not work with Clear QAM. It **MUST** say "Clear QAM" or "Digital QAM Tuner".
- Additionally, if your TV remote has the (.) or (-) symbol button for easy tuning or is able to display channels with a (.) or (-) as in 5.2 or 5-2, your device likely has a QAM tuner.

How do I program my TV to view the new channel lineup?

- Most QAM tuner TVs 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 and select an option similar to "Channel Search" or "Auto Program"
 3. Be sure to select "Digital Scan" and not "analog scan"
 4. The TV will automatically begin searching to identify all available channels
 5. After this auto search is completed, there should be approximately 80 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: Most HD TVs have the ability to modify aspect ratios. If your picture seems stretched or has black bars around the picture after the scan, please modify the aspect ratio to fit with your desired viewing experience.