



University of New Haven

Off Campus Cable Troubleshooting

(Off campus only, campus residents use a different system)

If you are having problems with your Comcast cable box at off campus housing please try the steps below. If they do not work please email us your room number, phone number, and general availability schedule for the next week (please include all days and hours of the week you are generally home, we cannot guarantee when Comcast has availability to come onsite).

Make sure the coax(cable) wires are tightly screw onto the wall, cable box, and TV. Check the back of the box for a channel 3/4 switch and make sure that it is set to 3. Then be sure to put your TV on channel 3. Then unplug the cable box for 15 seconds. Then plug it back in and wait about 30 minutes to see if all the stations come in or not.

**If you use an HDMI cable, please set your TV to HDMI instead of channel 3. To change the channels, use the Comcast remote with the cable box. Do not scan for channels or change channels using your TV remote.*

If it still does not work please send us the error message that does appear on the screen or in detail explain exactly what is happening. Please note unless the cable box does not physically power on (green/red LED light on cable box does not show), you should receive at least an error code/message on the screen. If you have not your cable box is not correctly connected to your TV.

Please contact studenttechsupport@newhaven.edu and give as much detail as possible, so we can resolve your problem quickly.

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