

LaGrange College Office of Residential Education & Housing
Connect/Disconnect Instructions & Instructions to Report Cable Concerns

Instruction to connect your TV to black Charter cable box:

- Plug in your TV to the power outlet
- Plug in the power source to the black Charter cable box to the power outlet (make sure the cord from the power source is connected to the “Power” plug to the black Charter cable box)---solid green light should be on when the black Charter cable box has power and is properly functioning
- Connect your coaxial cable to the jack on the wall and connect the other end of coaxial cable (that is connected to the wall) to the “Cable In” jack on the black Charter cable box
- Connect the college’s coaxial cable (with the blue and silver rings on the cable) to the “To TV” jack on the black Charter cable box and connect the other end to your TV ****Charter recommends using RG6 coaxial cables****
- Turn your TV on and make sure that your TV is on channel 3; if your TV does not have channel 3, then turn in to channel 4---make sure the button on the back of the black Charter box corresponds to the same channel
- Use the Charter cable remote to change channels

Instruction to connect your cable remote to black Charter cable box:

- Make sure that the remote has fresh batteries for proper operation (students have to provide their own batteries for remote)
- Point the remote at the black Charter cable box
- Press and hold the “SETUP” button on the remote until the LED light (on the remote) blinks twice and then press the “MENU” button; the LED button will blink continuously until it connects to the black Charter cable box

Instruction to connect your cable remote to your TV:

- Make sure that the remote has fresh batteries for proper operation (students have to provide their own batteries for remote)
- Point the remote at the black Charter cable box
- Press and hold the “SETUP” button on the remote until the LED light (on the remote) blinks twice
- Press and hold the “OK” button and then release the “OK” button when your TV turns off

Instructions to disconnect your TV from the black Charter cable box:

- Turn off your TV
- Disconnect the coaxial cable from the “To TV” jack on the black Charter cable box
- Disconnect the coaxial cable from the “Cable In” jack on the black Charter cable box
- Disconnect the coaxial cable from the jack on the wall
- Disconnect the coaxial cable from your TV jack
- Connect the college’s coaxial cable (with the blue and silver rings on the cable) to the “Cable In” jack on the black Charter cable box and then connect the other side of the college’s cable to the jack on the wall
- **Leave power source to the black Charter cable box plugged in to the black Charter cable box and to the wall power outlet**
- Leave the Charter cable remote & instructions to the remote by the jack that the black Charter cable box is attached to—the black Charter cable box is synced to its Charter cable remote and it is important to keep both the black Charter cable box and the Charter cable remote together at all times

If you believe you have a concern for your Charter cable service, please follow these basic steps to troubleshoot your concern before reporting your concern:

- TV is on channel 3 (if you don’t have a channel 3, then channel 4); make sure the button on the back of the black Charter box corresponds to the same channel
- Make sure the cable cords on the TV, black Charter cable box, cable jack are securely connected and connected to the right areas—review the above connection instructions to ensure the correct connections
- Make sure to use the Charter remote to change channels
- Finally, unplug the power from the black box and then plug it in after 1 minute without power

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Instructions to report your concern:

- Follow the basic steps to troubleshoot your concern again to ensure correct connections, etc.
- If you still have concerns for your cable service: if you live in: Boatwright, Broad Street Apartments, Candler, or Turner email kwatson1@lagrange.edu and if you live in Henry, Hawkes, Hawkins, Pitts email jstrickland@lagrange.edu and include the information below to ensure a timely response to reporting your concern:
 - first and last name
 - residence hall and room # (and letter if in apartments)
 - serial number (starts with PAQZ) located on the black Charter cable box
 - your cell phone number
 - short description of the message on your TV and what the green light on the cable box is doing (i.e. flashing, solid green, etc.)

Cost for replacement/damaged/lost Charter cable equipment:

- 1 black Charter cable box and power supply = \$60.00
- 1 Charter cable remote = \$10.00
- 1 College's coaxial cable (with the blue and silver rings on the cable) = \$5.00

*****Know that Charter may increase the replacement cost of their equipment (without notice) and the replacement cost that you will be charged will rise accordingly*****

Feel free to check out the housing website <http://www.lagrange.edu/campus-life/housing/index.html>