

Dear Resident,

To deliver the clearest video in digital high definition and standard definition, your property employs clear QAM technology. Older analog televisions and some high definition (HD) televisions will not work with this technology as programming is delivered in crystal-clear digital quadrature amplitude modulation (QAM), alternatively Quite A Mouthful.

It is very important that you check your television's specifications sheet to determine if it has a QAM-256 tuner. A list of televisions that are QAM compatible is provided below. This is by no means a comprehensive list, but if you own or intend to purchase a model not on this list, you should verify that it has a QAM-256 tuner.

50" - Toshiba 50L1400	42" - Toshiba 42L6200U
50" - Samsung UN50EH5300F	42" - Haier 42D3500
50" - Sansui SLED5000	32" - LG 32LN530B
42" - LG 42LM3400	

If your current television does not have a QAM tuner and you do not intend to purchase a new television, you can purchase a QAM Converter. We recommend the Technicolor DCI-401. You can find these at our exclusive online store.

<http://elauw.it/QAMConverter>

This converter has been tested and is 100% compatible with your property's cable television lineup. If you choose to purchase a different, perhaps less expensive converter, we cannot guarantee that it will work.

Frequently Asked Questions...

What is a QAM Converter?

A QAM Converter is a separate box with a remote that connects to the cable television port in your unit and has an HDMI output for your TV. It deciphers the QAM-256 digital HD and SD feeds and outputs them in a video format that your TV can display. The converter becomes your cable box and you change channels on the converter – not your TV – just like a satellite receiver. Do not get this QAM Converter confused with a Digital Converter Box or HDTV Tuner – these terms are used for boxes that convert the over-the-air (OTA) digital signals to analog signals.

Can I use a digital video recorder (DVR) with this video system?

TiVo brand DVRs work with your property's QAM technology. **In fact, newer TiVo models (TiVo Premier 4 and TiVo Roamio) serve as a QAM converter.** So even if your TV doesn't have a QAM tuner, these TiVo models will do that job for you.

What will happen if my TV isn't QAM capable and I don't buy a QAM converter?

If your television does not have a QAM Tuner and you do not invest in the converter, you could experience significant issues in receiving the cable signal. This could include receiving no programming, bad reception, poor picture, missing channels, missing audio on HDTV channels, and more.

Who do I talk to if I have more questions?

If you have any further questions about the television equipment you'll need to optimally enjoy the cable services provided, please call the Elauwit Networks Help Desk 800-611-9837.

800-611-9837 | support@elauwitnetworks.com | @elauwitnetworks | [FB.com/elauwitnetworks](https://www.facebook.com/elauwitnetworks)