Channels will not automatically appear on your TV after connecting the cable from the wall. Please follow the instructions below to set up your TV.

**Step-by-step guide**

1. Locate the cable TV faceplate in your room. If the faceplate is missing or damaged, contact the Help Desk.
2. Using a coaxial cable, connect your TV to the TV faceplate. You will need to provide your own cable.
3. Run a “Channel Search” on your TV if no channels appear. Consult the product manual for specific instructions.

**Common Cable TV Problems**

**Missing Channels**

**Problem**

I can get most of the channels, but some aren't there.

**Solution**

Try typing the channel number directly, rather than using the “channel up/down” arrows. If this works, then you need to reprogram your TV. Consult your televisions instructions and run a “Channel Scan.”

**Premium Channels**

**Problem**

I'd like to order a pay-per-view event or add a premium channel (like HBO) to my service.

**Solution**

The Brandeis cable TV system is designed to provide a fixed channel lineup across campus. It is not capable of supporting pay-per-view or premium channels. However, add-on subscriptions are available through the Xfinity-on-Campus streaming service.

**Related articles**

- XFINITY On Campus
- Cable TV Setup
- Premium Cable Channels
- Cable TV Channel Lineup
- Missing Cable TV Channels