Cable TV Setup

Looking for a streaming option? Brandeis also have XFinity-on-Campus available to students living on campus.

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.

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