Cable TV Setup

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 television's 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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- XFINITY On Campus
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