XFINITY On Campus
Campus Technical Support Guide

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AGENDA

- XFINITY On Campus Overview
- Navigation
- Upgrades & Features
- Support and Escalation
  - Troubleshooting Steps
  - Support Portal
    - https://support.xfinityoncampus.com

Note: After today's presentation, please refer to the above website as features and device requirements can change frequently.

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XFINITY ON CAMPUS OVERVIEW

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XFINITY ON CAMPUS: TV YOUR WAY

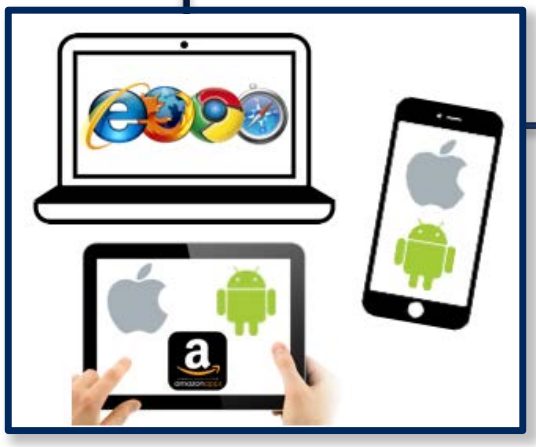
100+ live streaming channels, XFINITY On Demand and premium channels anywhere on campus.

Includes Popular Channels Like

A&E Real Life. Drama.
AMC
E!
FREE FORM
USA network
NBC Sports
THE CW
FX
ESPN

Available Through Subscription

HBO
THE MOVIE CHANNEL
CINEMAX
SPORTS Entertainment Package
NFL RedZone from NFL Network
FOX College Sports
beIN SPORTS
GOAL LINE
starz
DIGITAL PREFERRED
SHOWTIME
NFL NETWORK



XFINITY On Campus live streaming TV and XFINITY On Demand services included in your on campus TV service at no additional cost to students.

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Support article: https://support.xfinityoncampus.com/hc/en-us/articles/209945907

XFINITY ON CAMPUS ACCESS

University Students

Available to all students registered as living on Campus

On Campus

Available to students within campus boundaries- Some free TV content is available off campus as long as student is registered as an on-campus resident

Campus Network

For full access, students must be connected to the campus network to use XFINITY On Campus. 3rd party hotspots will only allow access for TV Go & TV Everywhere. VPN is not allowed as per contract.

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NAVIGATION

LOGGING IN ON WEB, MOBILE OR ROKU

Students log in using their college/university credentials.

Step 1

WEB: Visit www.xfinityoncampus.com

-OR-

MOBILE/ROKU: Download the "XFINITY Stream" app from App or Channel Store

Step 2

Type and select your college or university from the drop down list.

Step 3

After choosing your school, you will be taken to a school hosted authentication page to log in with your university credentials.

Step 4

Students will be directed to the XFINITY On Campus Storefront after signing in.

On Mobile & Roku, click on:

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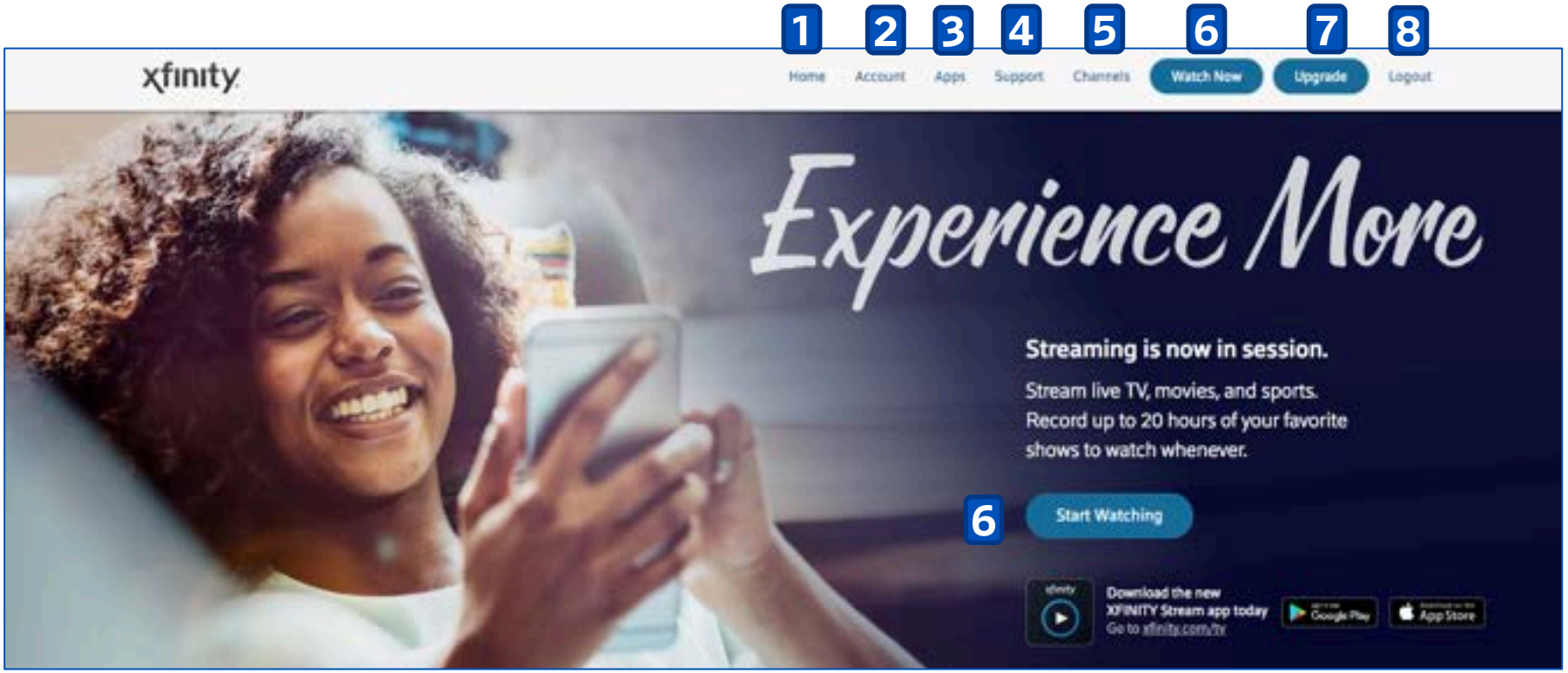
Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204841708

XFINITY ON CAMPUS STOREFRONT



1. **Home**
2. **Account**: Manage account settings, payment, order history and subscriptions
3. **Apps**: Lists available TV Everywhere apps

4. **Support**: Support Help Center & FAQ's
5. **Channels**: View your channel line up
6. **Watch Now** & **Start Watching**: Watch Live TV or On Demand Content
7. **Upgrade**: Purchase premium content on student's personal credit card.
8. **Logout**

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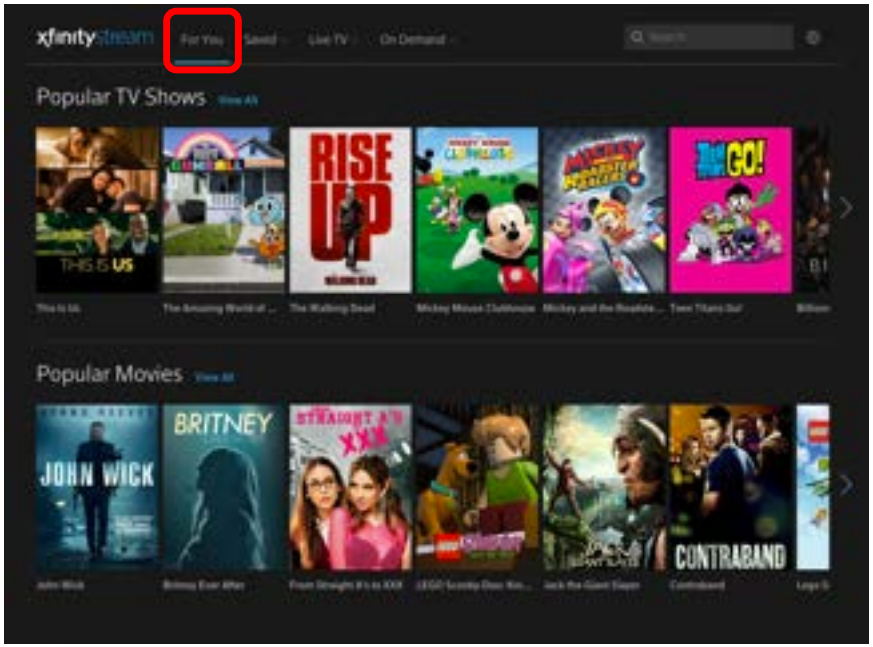
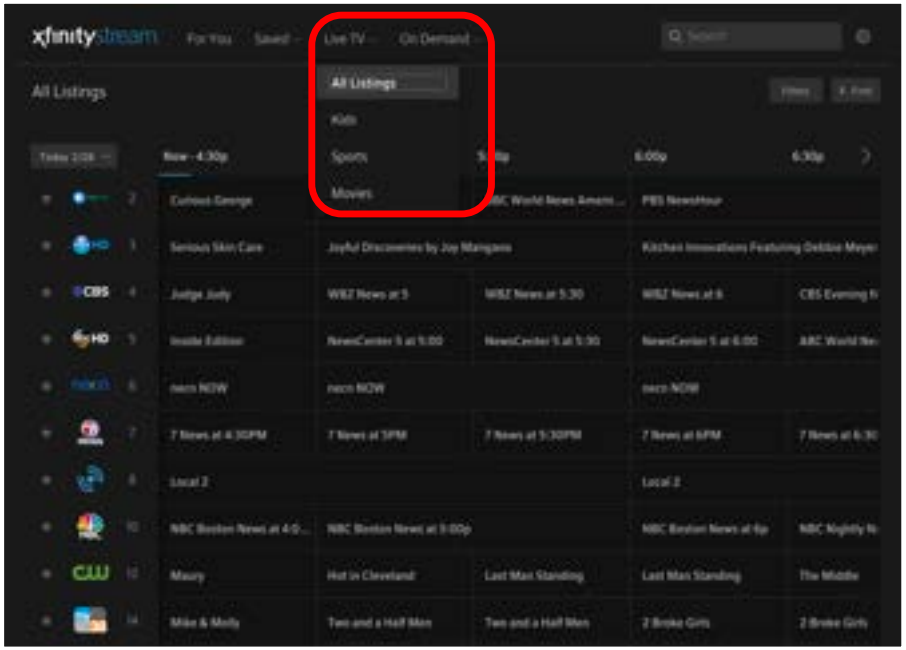
WATCH NOW: XFINITY STREAM PORTAL

Watch Live TV, XFINITY On Demand content, or DVR Recordings from the Watch Now button in the storefront.



"For You" - a curated list of shows and movies that are suggested according to previously watched or recorded content



"Live TV" – TV guide listings for live channels
"On Demand" – Extensive library of TV Shows and movies available to watch

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Support article: https://support.xfinityoncampus.com/hc/en-us/categories/202857588

UPGRADES AND FEATURES

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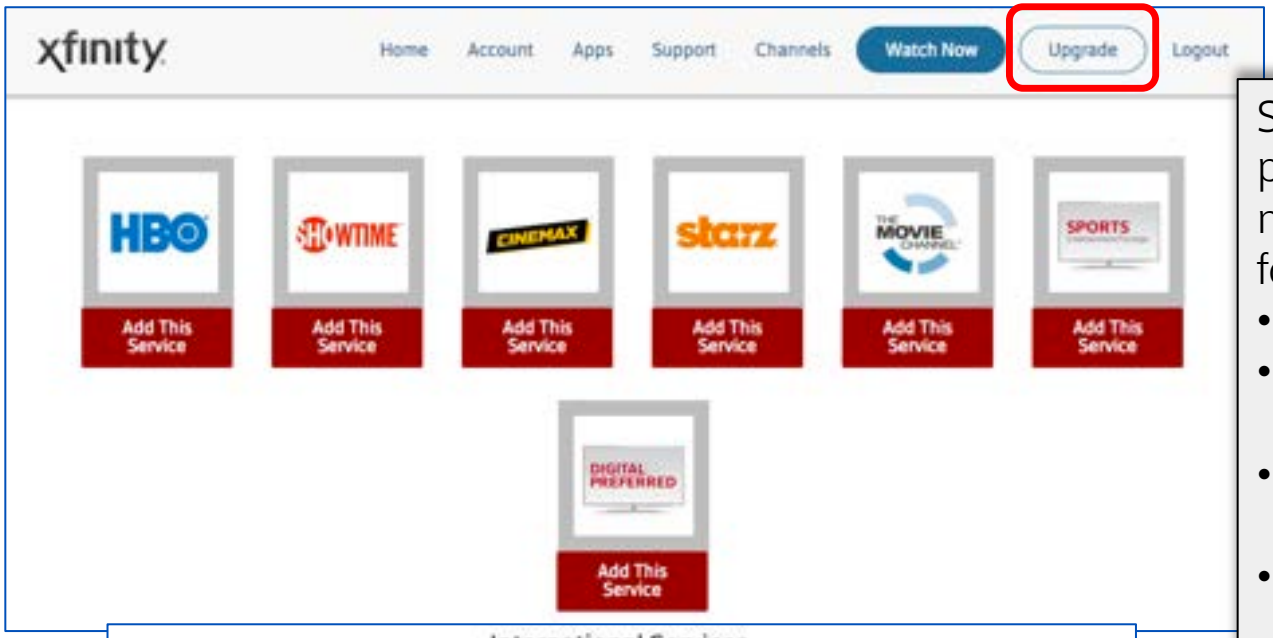
PREMIUM CONTENT UPGRADES

The Upgrade button on the Storefront lets students purchase premium services like HBO, Starz and Digital Preferred content at a no-contract monthly fee to their credit cards.



Students who purchase premium content are notified via email for the following reasons:

- Order made
- Change in Payment instrument
- Subscription renewal failure
- Subscription Cancelation
- Subscription Credit Card Expiration warning
- **Subscription Auto Renewal reminder**

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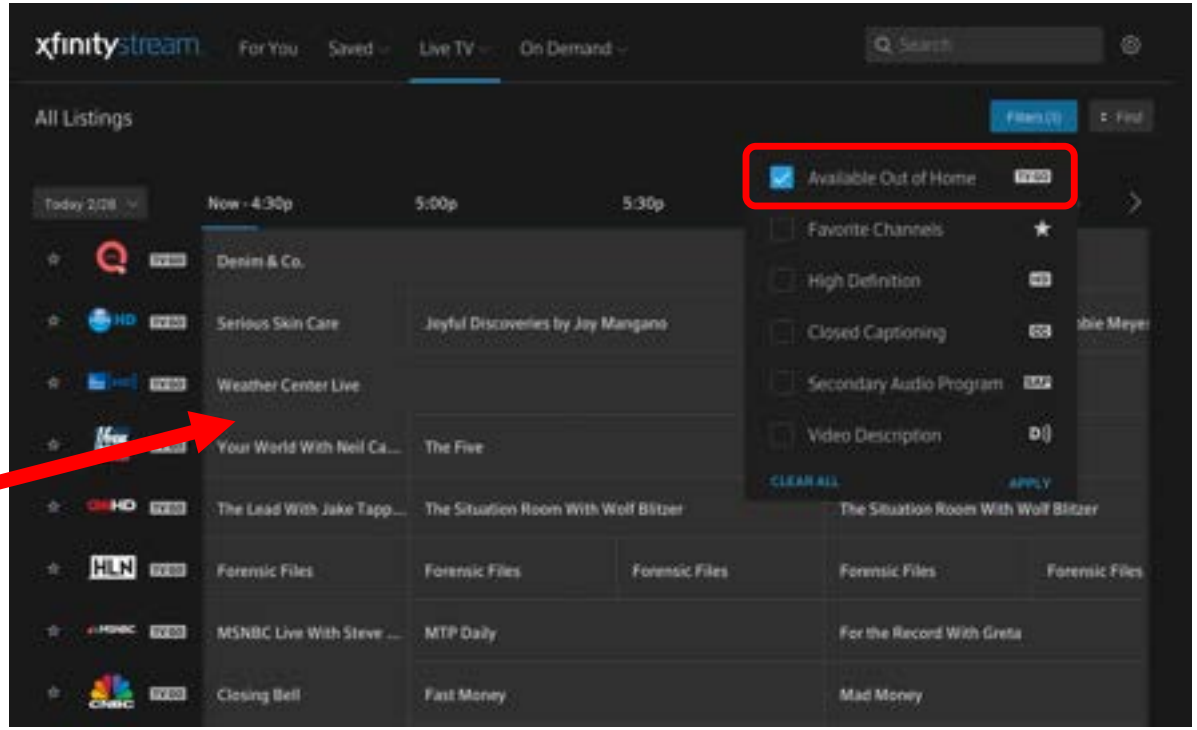
Support article: https://support.xfinityoncampus.com/hc/en-us/categories/202851307

TV GO

What is TV GO?

- TV Go channels allow students to log in to the XFINITY Stream Portal and choose a select number of channels that are available for viewing while not connected to your campus network.

In the upper right corner, choose the **Filter** tab and then select **"Available Out of Home"** to see a list of all available live channels for streaming off network. You can recognize TV Go Channels from regular Live TV by the **lighter grey background.**



When available, movies or shows in On Demand with TV Go versions will be listed along side the On Demand versions.

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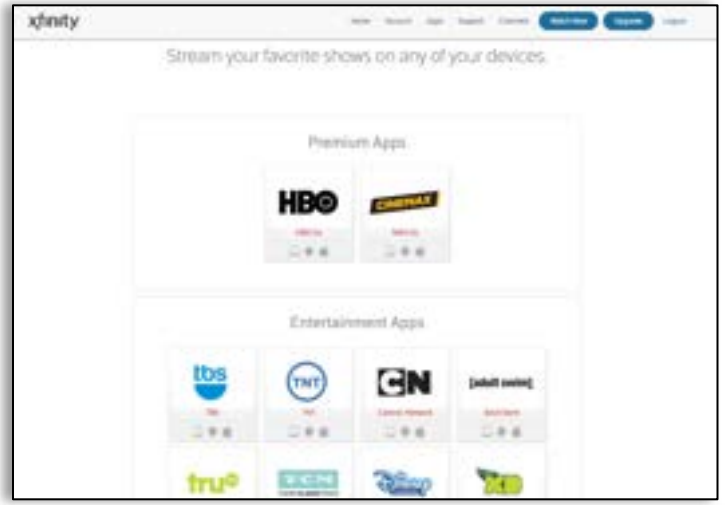
Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204837687

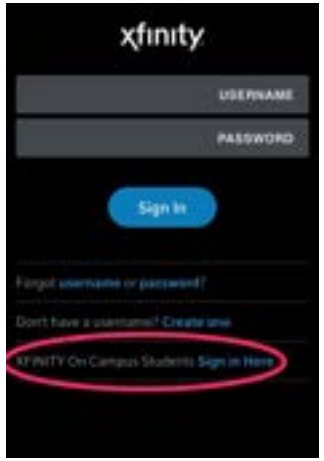
TV EVERYWHERE

- TV Everywhere provides the freedom to watch when and where you want, on the most convenient device, while on or off campus.
- *You will only have access to TV Everywhere apps and content if you or your school already subscribes to that provider's content.
- See a list of TV Everywhere apps at www.xfinityoncampus.com/apps



Logging into TV Everywhere

- After navigating to a specific programmer's TV Everywhere site or app, choose "XFINITY" as your television provider before selecting your school & logging in using your university credentials.



Many of these apps are available on streaming devices such as Roku, Apple TV, Google Chromecast, Amazon Fire TV, and XBOX.

Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204841808
https://support.xfinityoncampus.com/hc/en-us/sections/204841728

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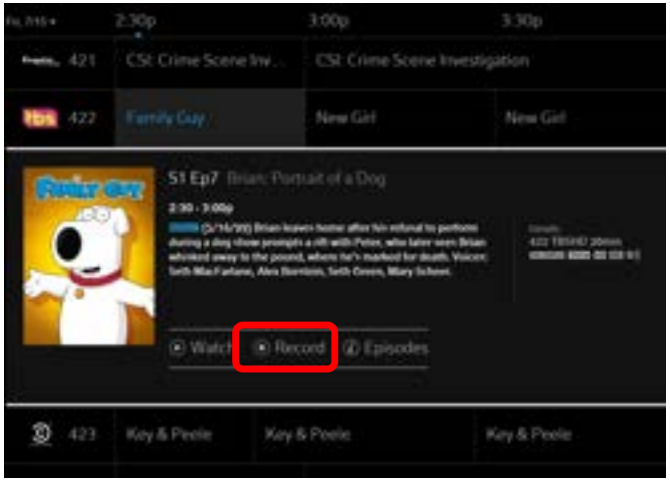
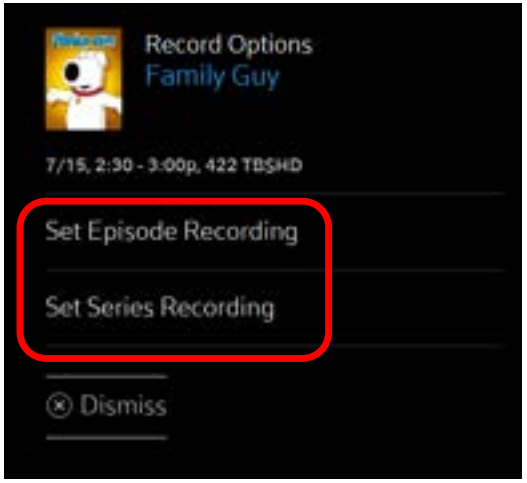
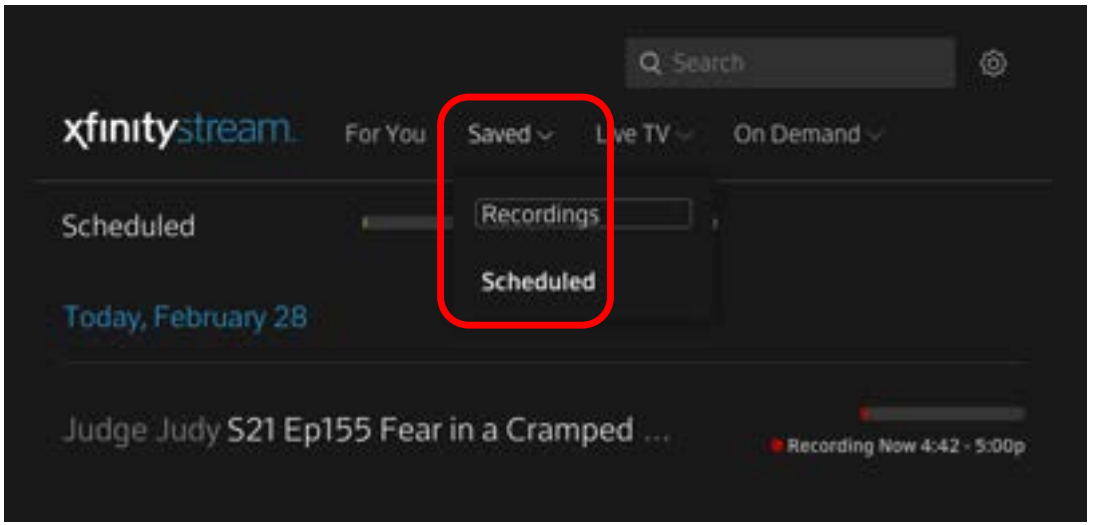
DVR

Features

- Record up to two programs at once
- Up to 20 hours of DVR recordings
- Ability to download DVR recordings and On Demand programs to mobile devices
- Watch DVR recordings outside campus network
- Schedule, change, and manage recordings
- Watch in-progress DVR recordings while connected to the campus network







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Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204458327

LOCATION DEPENDANT FEATURES

Functionality	On Campus (Connected to campus network)	Off Campus (NOT Connected to campus network)
Watch & Stream Live TV	✓	✗
Watch On Demand Shows & Movies	✓	✓
Watch Completed DVR Recordings	✓	✗
Watch In-Progress DVR Recordings	✓	✗
Schedule DVR Recordings	✓	✓
Watch Downloaded DVR Recordings Read more	✓	✓
Watch TV GO Channels Read more	✓	✓
Watch TV Everywhere Content (Network Apps) Read more	✓	✓
Stream to Roku device (coming June 1, 2017)	✓	✗

- ✔ For full access, must be connected to the campus network – either wired or Wi-Fi
  - ✅ 3rd party hot spots (e.g., Starbucks) will be considered "off campus"
  - ❌ VPN is not allowed as defined in your bulk services contract
- ✔ Stream on one device at a time
- ✔ Register up to forty devices

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Support article: https://support.xfinityoncampus.com/hc/en-us/articles/222789768

SUPPORT AND ESCALATION

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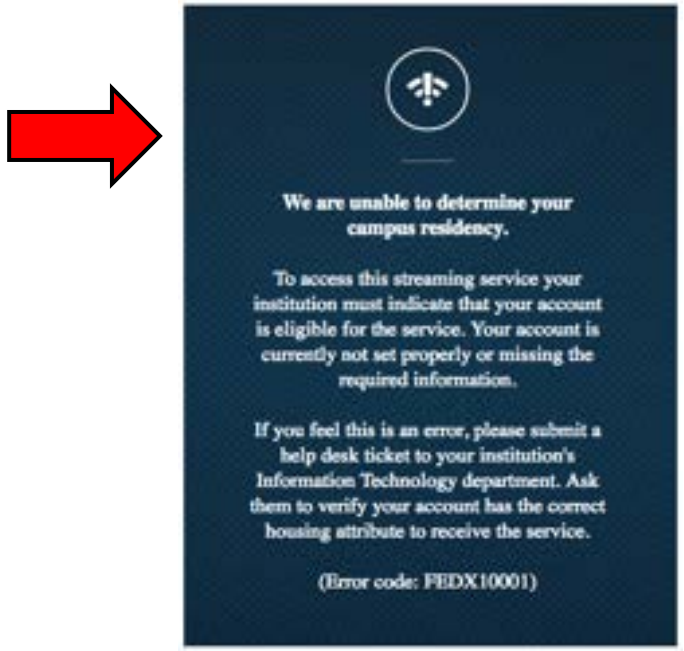
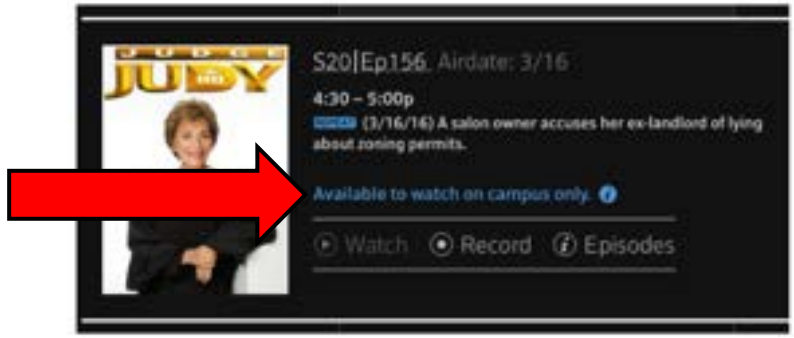
COMMON ERROR MESSAGES

Error Message	Cause
FEDX10001	Student ID is not returning a campus housing attribute
Error 120005	Too many concurrent streams.
Error: “Attempting to Resume”	Interruption in local Internet Connection
Error License Issue :: 3338 (1000942)	Occurs when trying to use AirPlay from a mobile device - Not supported
“Available to watch on campus only”	Connected to an unknown network/IP range.





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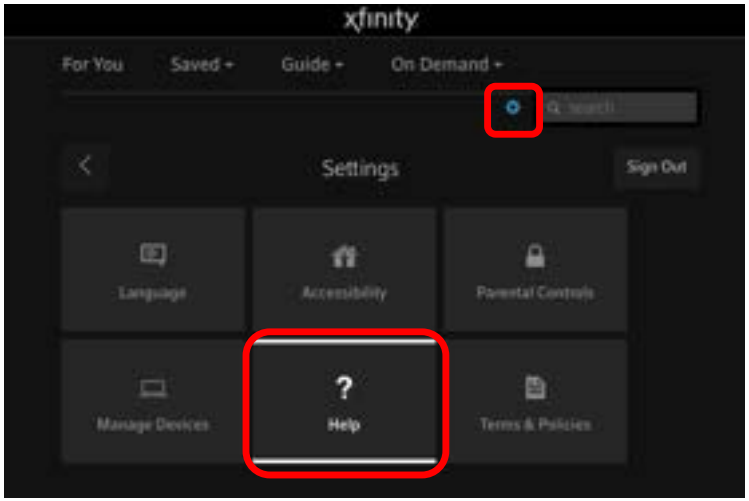
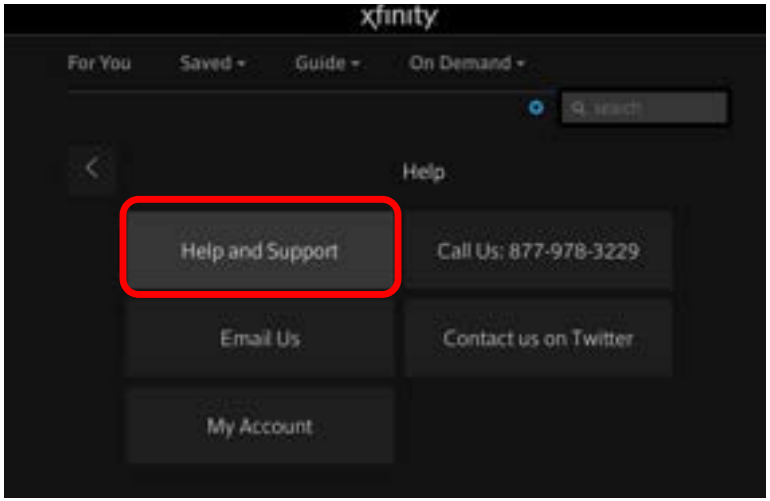
Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204837767

NAVIGATE TO HELP & SUPPORT

From the XFINITY Stream web player

- Select **Settings Icon** ⚙, then **Help**.
- Select **Help and Support** to be redirected to http://support.xfinityoncampus.com.





From the Storefront

- Select the "Support" tab

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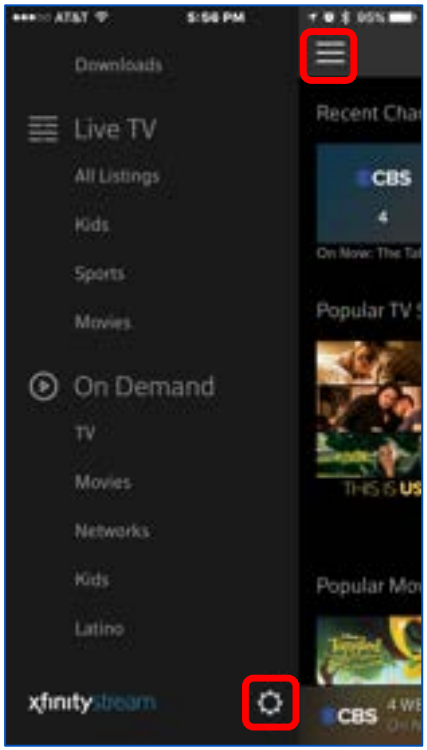
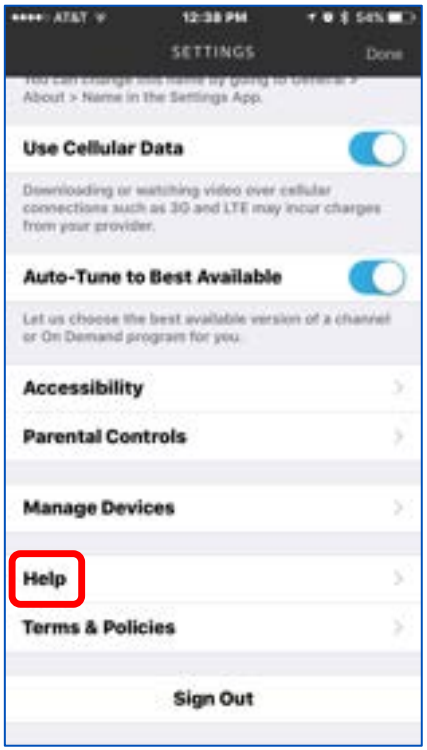
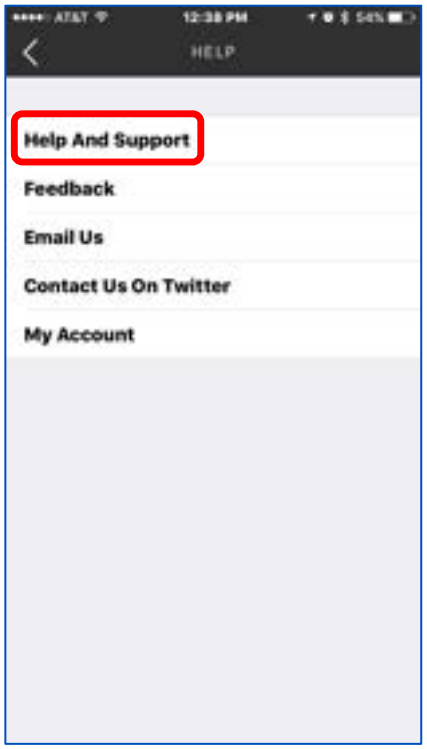
NAVIGATE TO HELP & SUPPORT

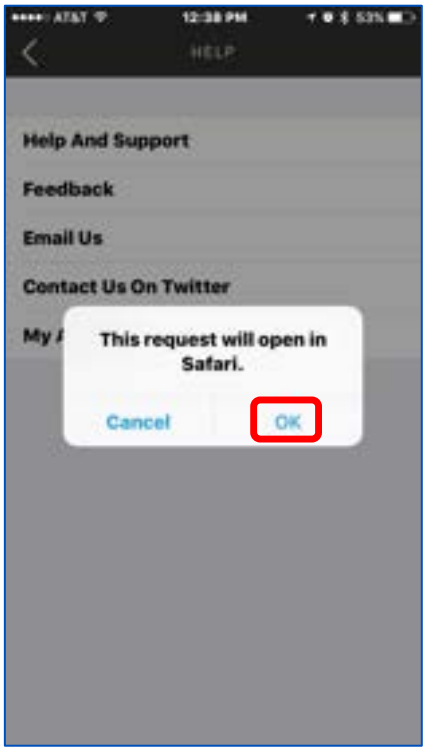
From the XFINITY Stream App

- Select the **Menu icon**, then scroll down to the bottom and select the **Settings Icon** ⚙.
- Select **Help**, then **Help and Support**.
- You will be asked to open your web browser and be redirected to http://support.xfinityoncampus.com.









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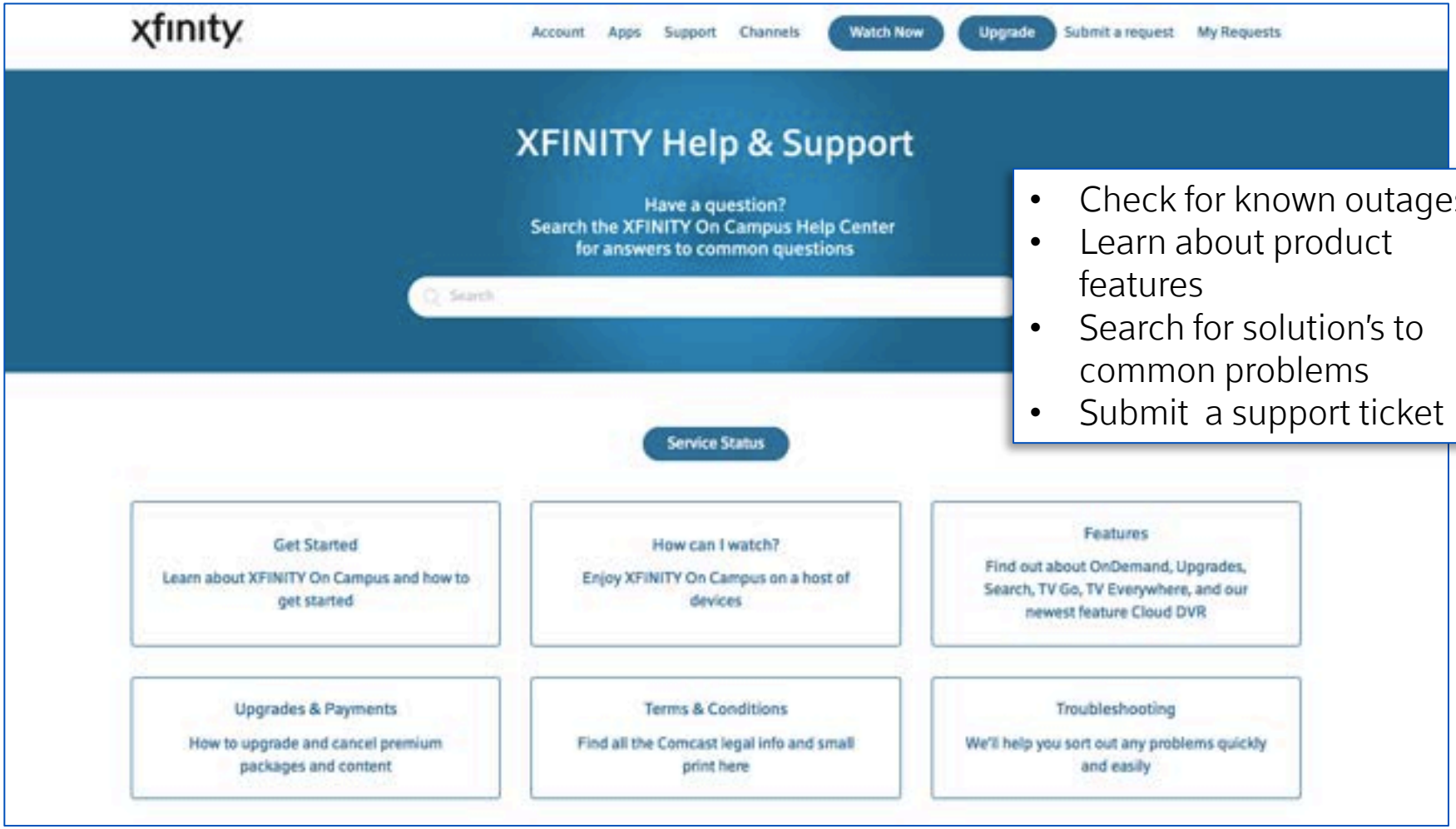
XFINITY ON CAMPUS SUPPORT PORTAL

http://support.xfinityoncampus.com



- Check for known outages
- Learn about product features
- Search for solution's to common problems
- Submit a support ticket

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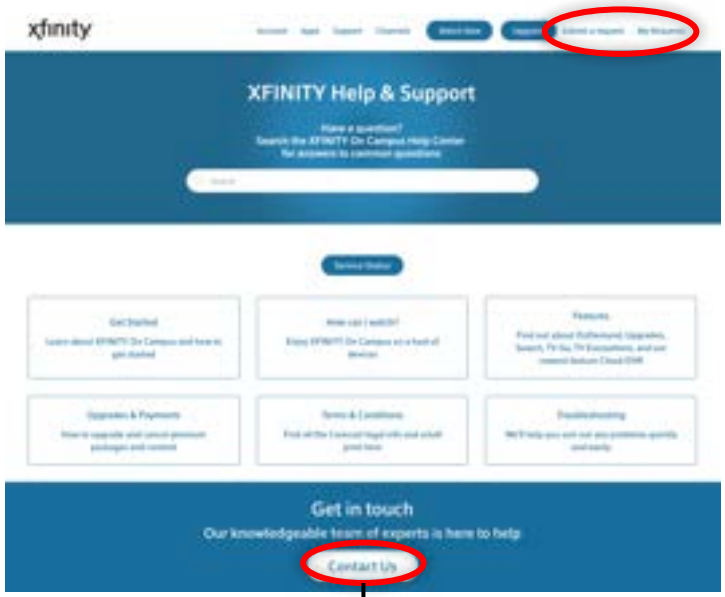
Support article: https://support.xfinityoncampus.com/

FAQS AND TICKETS

XFINITY On Campus' exclusive support and ticketing portal – support.xfinityoncampus.com

- Students & IT Staff can submit support questions directly to Comcast's XOC support team through the "Submit a Request" or "Contact Us" Link on the support page.
- This portal is exclusively for XOC tickets.
- Provide email address, description, School Username/ID, School, Device, and any picture attachments for faster resolution.
- Students & IT Staff can also use "My requests" to check the status & history of all tickets or add users to be cc'd on tickets.



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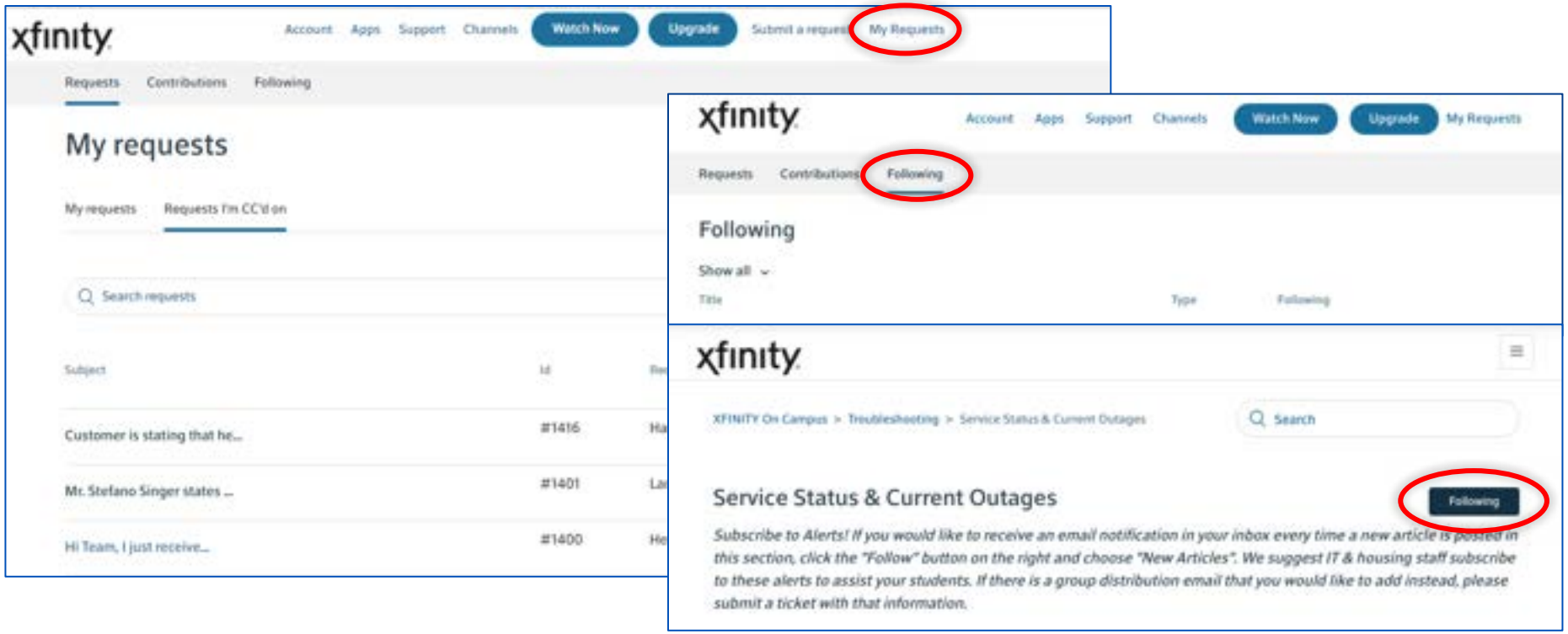
TICKET TRACKING VIA “MY REQUESTS”

- Students & IT Staff can track their tickets and sections they ”Follow” in the ”My Requests” tab.
- Receive email notifications in your inbox of new articles added to Sections you “Follow”, including our ”Service Status & Current Outages” section to be informed of outages affecting XOC



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Support article: https://support.xfinityoncampus.com/hc/en-us/sections/205041887

SYSTEM REQUIREMENTS – WEB

Streaming Rules

- A student may only stream on one device at a time

WINDOWS PC

- **Hardware**
  - 3 GHz Intel Pentium 4, AMD Athlon 3400, or faster processor
  - 128 MB RAM
  - Video card with 64 MB memory
- **Supported Operating Systems**
  - Windows 8 or 10 (Desktop mode)
  - Windows 7
- **Supported Web Browsers**
  - Google Chrome 31 or later (latest version recommended)
  - Microsoft Edge (Windows 10 only)
  - Internet Explorer 11 or later (latest version recommended)
  - Firefox 24 or later (latest version recommended)
- **Browser Plug-ins and Settings**
  - Adobe Flash Player (latest version required)
    - Note: The XFINITY On Campus web player will transition to HTML5 in early 2018.
  - JavaScript enabled
  - Cookies enabled

MAC OS

- **Hardware**
  - Intel Core Duo 1.83 GHz or faster processor
  - 256 MB RAM
  - Video card with 64 MB memory
- **Supported Operating Systems**
  - OS X 10.7 or later
- **Supported Web Browsers**
  - Firefox 24 or later (latest version recommended)
  - Google Chrome 31 or later (latest version recommended)
  - Safari 6 or later (latest version recommended)
- **Browser Plug-Ins and Settings**
  - Adobe Flash Player (latest version required)
    - Note: The XFINITY On Campus web player will transition to HTML5 in early 2018.
  - JavaScript enabled
  - Cookies enabled

Note: Please refer to link below for the latest information on system requirements

Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204837607

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SYSTEM REQUIREMENTS – MOBILE & ROKU

Streaming Rules

- A student may only stream on one device at a time

XFINITY Stream Mobile App

iOS

- The XFINITY Stream app works with iPhones, 4th generation or later iPod Touches, and iPads using iOS 9 or higher.

Android

- The XFINITY Stream app is available for Android devices running version 4.1 and up.

Kindle

- The XFINITY Stream app is available for Kindle devices running Android version 4.1 and up.

Chromebook

- The XFINITY Stream app is available for Chromebooks that can access the Google Play Store.

XFINITY Stream Beta Roku Channel

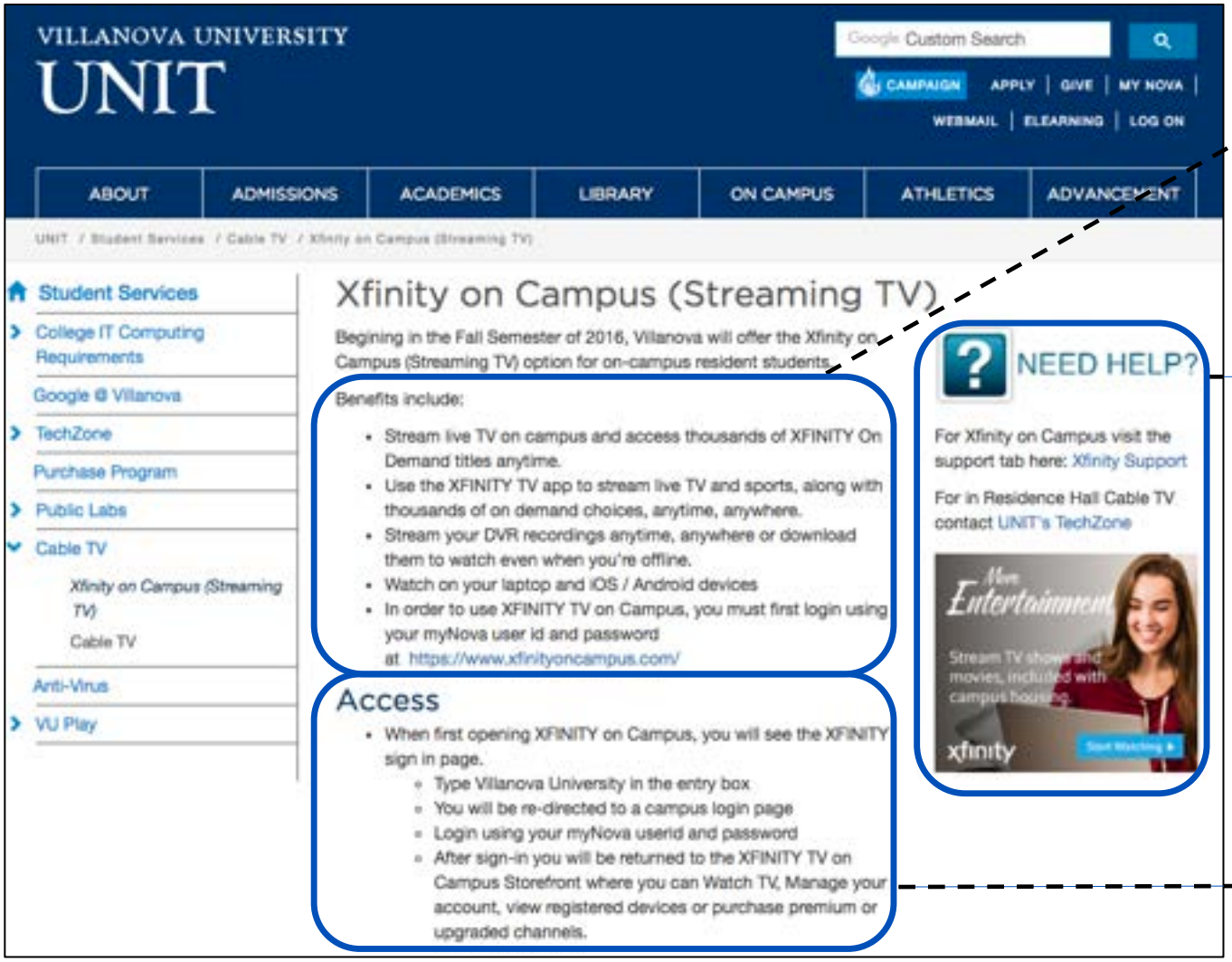
Roku

- Roku TV (5XXX, 6XXX: Models within the 5000 and 6000 range)
- Streaming Stick (3600)
- Express (3700, 3710)
- Express+ (3710)
- Premiere (4620)
- Premiere+ (4630)
- Ultra (4640)
- Roku 4 (4400)
- Roku 3 (4200, 4230)
- Roku 2 (4210)

Note: Please refer to link below for the latest information on system requirements

Support article: https://support.xfinityoncampus.com/hc/en-us/sections/204837607

EXAMPLE IT WEBSITE FOR XFINITY ON CAMPUS



Simple explanation of IPTV product & features

Support instructions for IPTV and Q2Q Cable Solutions

Less management & maintenance of internal FAQ pages for IT departments by sending help desk staff and students to our support portal for product information, questions, & troubleshooting issues with IPTV service

Directions for login & access

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