

# XFINITY On Campus Campus Technical Support Guide



# 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.

# **XFINITY ON CAMPUS OVERVIEW**

# XFINITY ON CAMPUS: TV YOUR WAY

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

Includes Popular Channels Like



Available Through Subscription



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

# XFINITY ON CAMPUS ACCESS

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## 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. 3<sup>rd</sup> party hotspots will only allow access for TV Go & TV Everywhere. VPN is not allowed as per contract.

# NAVIGATION

# LOGGING IN ON WEB, MOBILE OR ROKU

Students log in using their college/university credentials.

## Step 1

**WEB:** Visit  
[www.xfinityoncampus.com](http://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

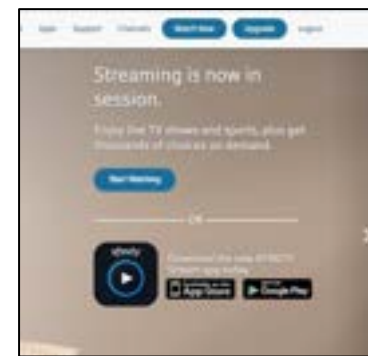
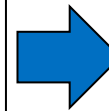
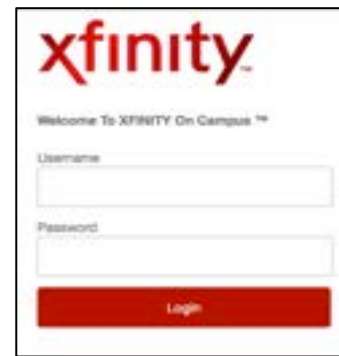
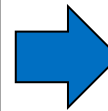
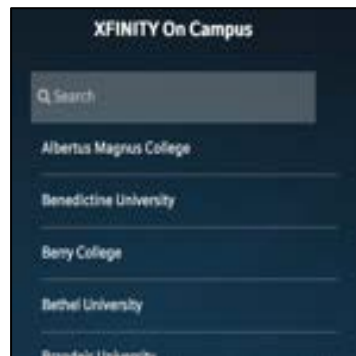
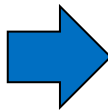
After choosing your  
school, you will be taken  
to a school hosted  
authentication page to log  
in with your university  
credentials.

## Step 4

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



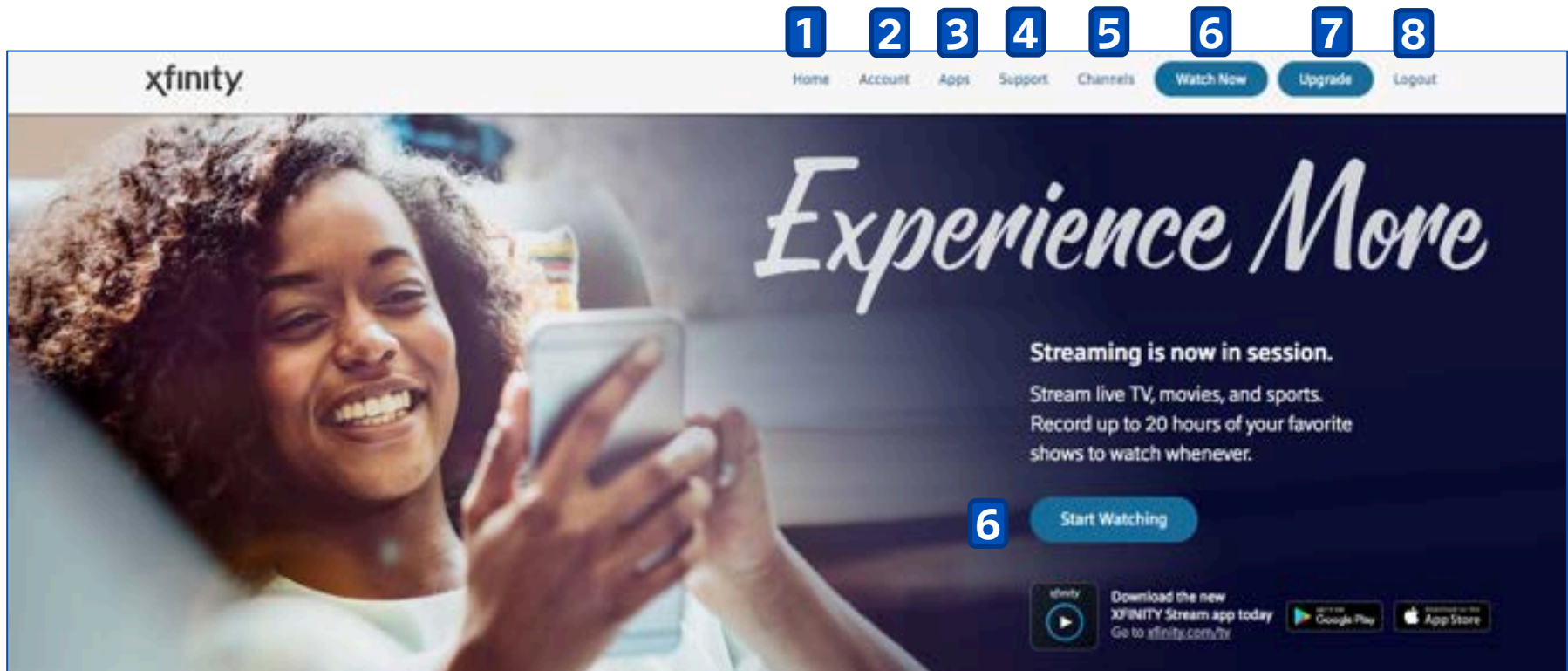
*On Mobile & Roku, click on:*



XFINITY On Campus Students [Sign in Here](#)



# 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**

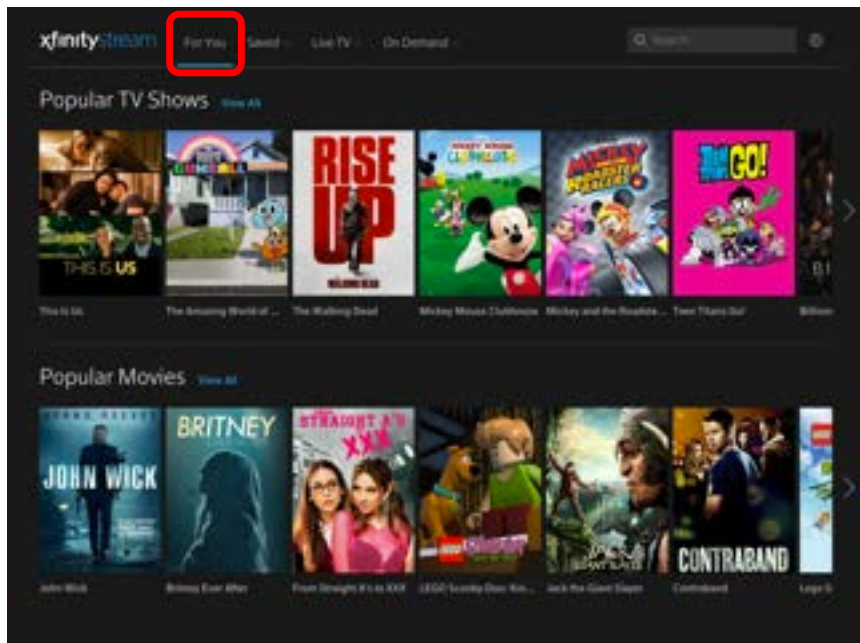
XFINITY On Campus Students [Sign in Here](#)



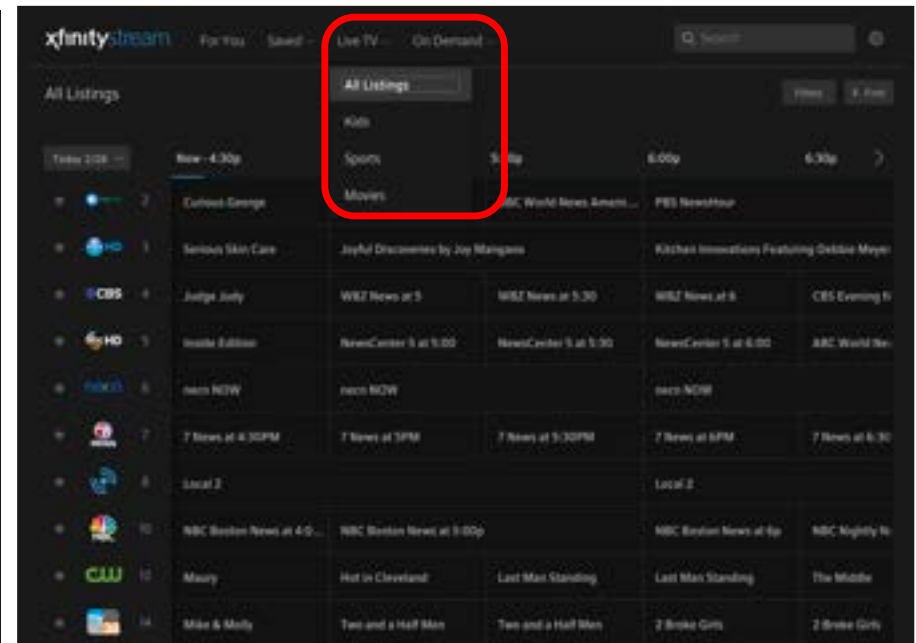
# WATCH NOW: XFINITY STREAM PORTAL

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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



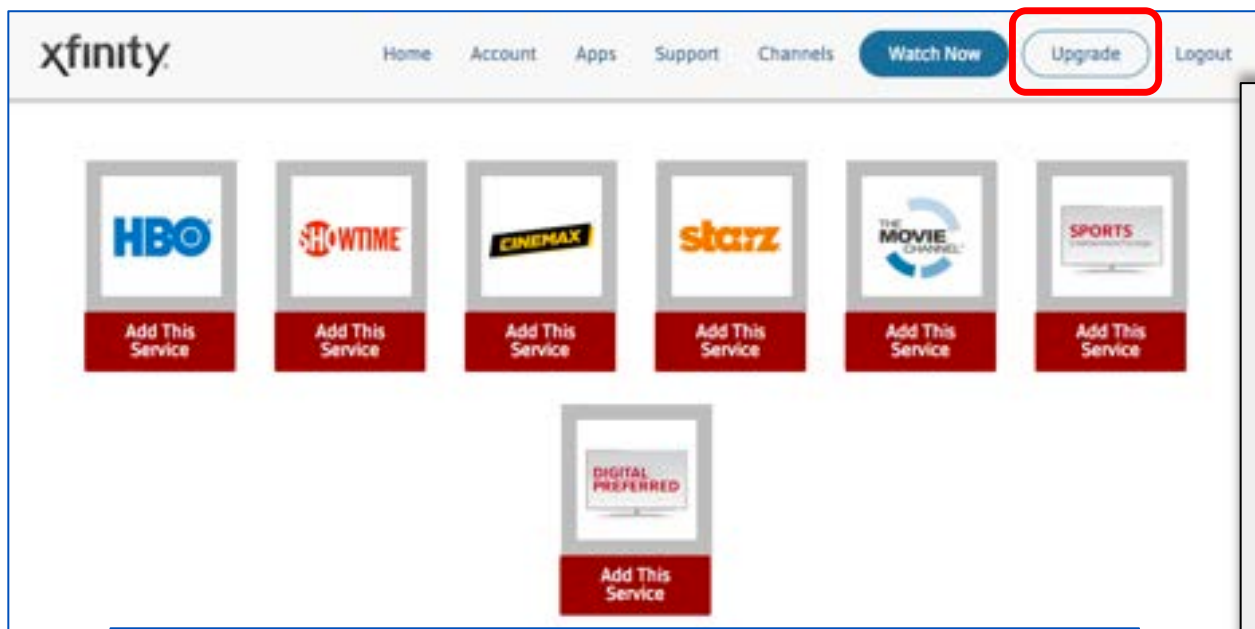
"Live TV" – TV guide listings for live channels  
"On Demand" – Extensive library of TV Shows and movies available to watch

# UPGRADES AND FEATURES

# PREMIUM CONTENT UPGRADES

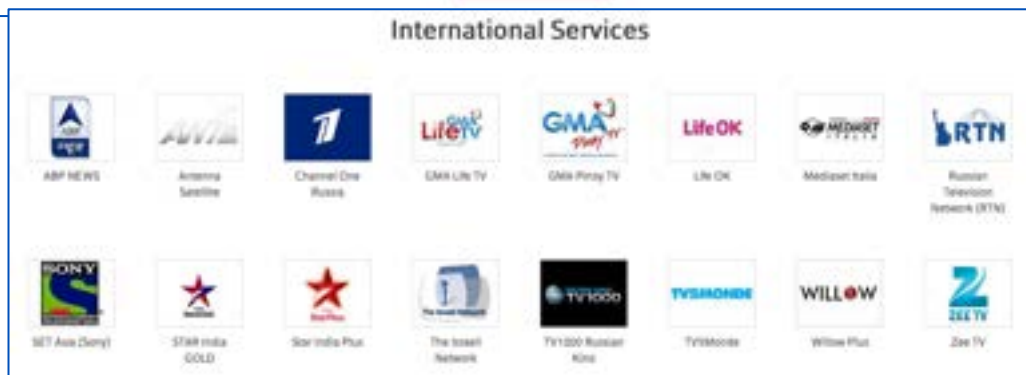
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The **Upgrade** button on the Storefront lets students purchase premium services like HBO, Starz and Digital Preferred content at a no-contract monthly fee to their credit cards.



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

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



# TV GO

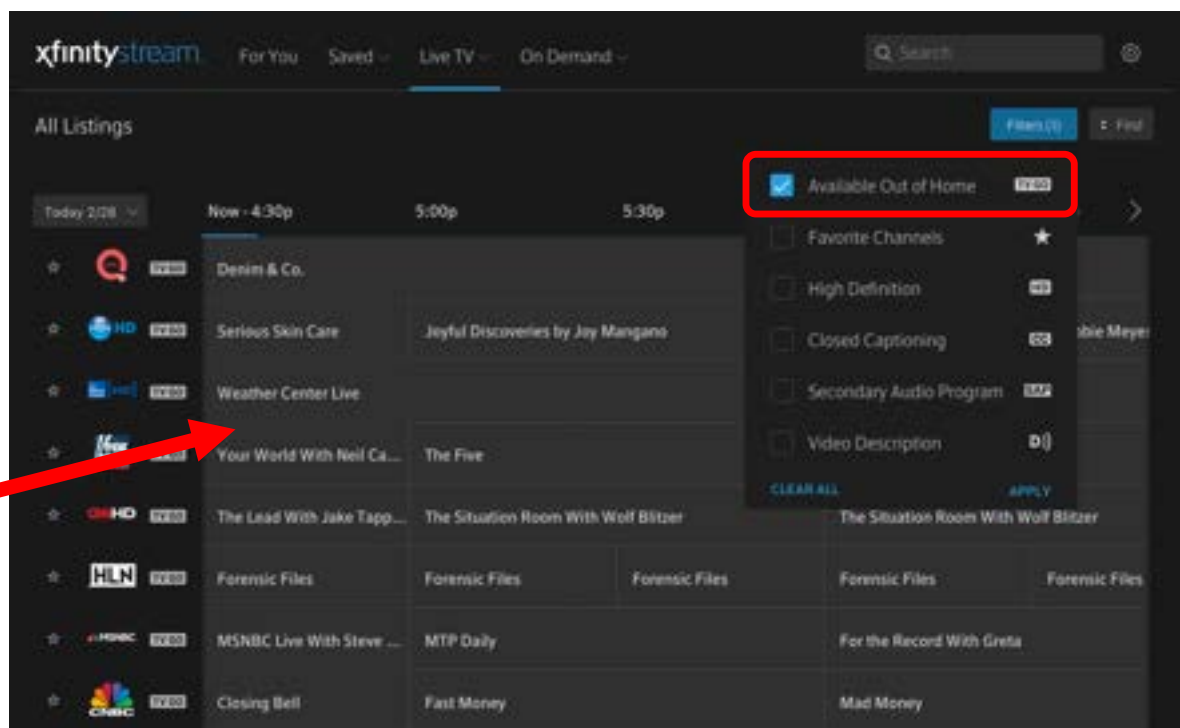
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What is TV GO?

- 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.



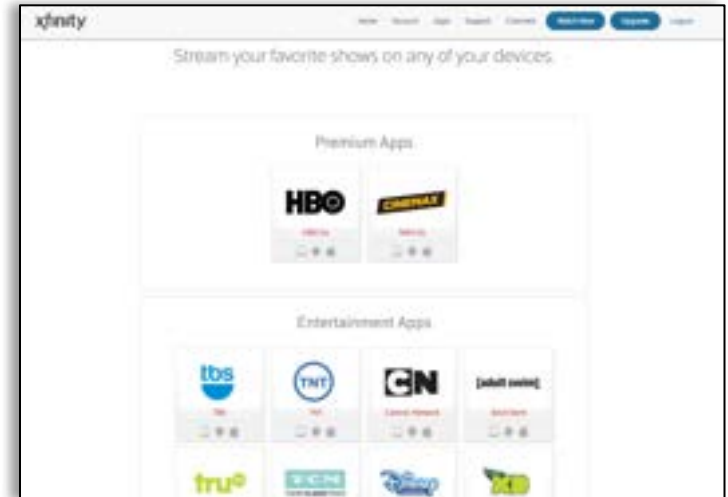
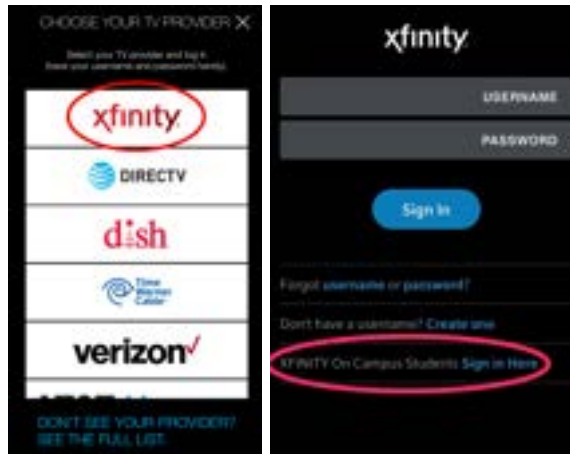
# TV EVERYWHERE

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- 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](http://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.



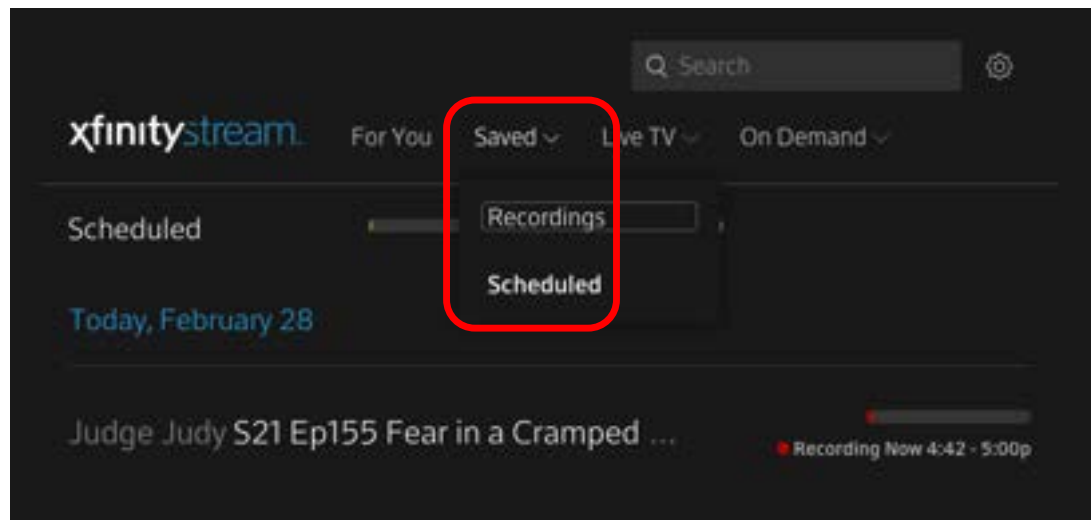
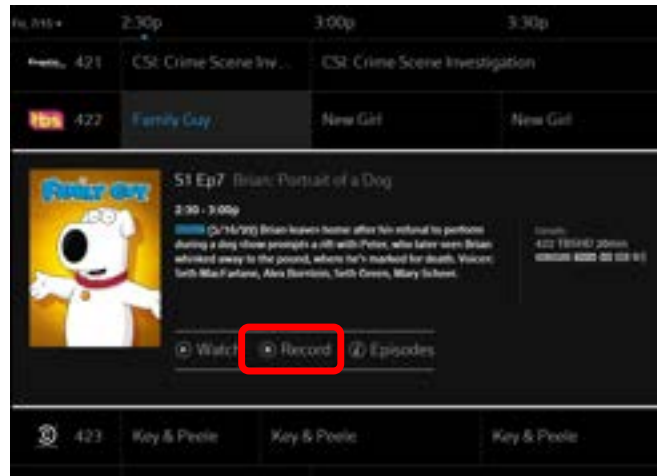
Many of these apps are available on streaming devices such as Roku, Apple TV, Google Chromecast, Amazon Fire TV, and XBOX.

# DVR

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## 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





# LOCATION DEPENDANT FEATURES

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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 <a href="#">Read more</a>	✓	✓
Watch TV GO Channels <a href="#">Read more</a>	✓	✓
Watch TV Everywhere Content (Network Apps) <a href="#">Read more</a>	✓	✓
Stream to Roku device (coming June 1, 2017)	✓	✗

✓ For full access, must be connected to the campus network – either wired or Wi-Fi

✗ 3<sup>rd</sup> 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

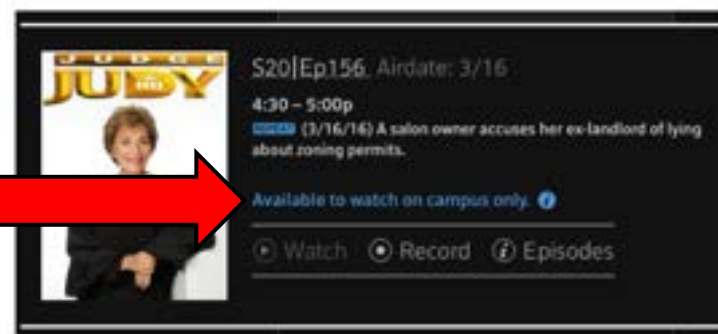
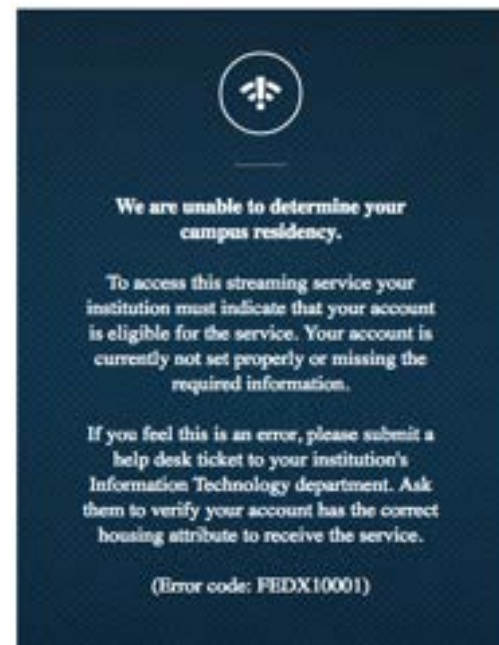
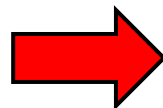


# **SUPPORT AND ESCALATION**

# COMMON ERROR MESSAGES

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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.

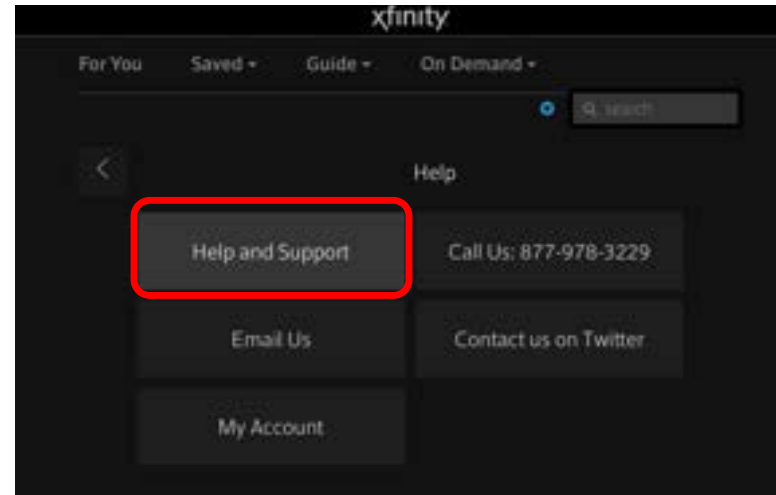
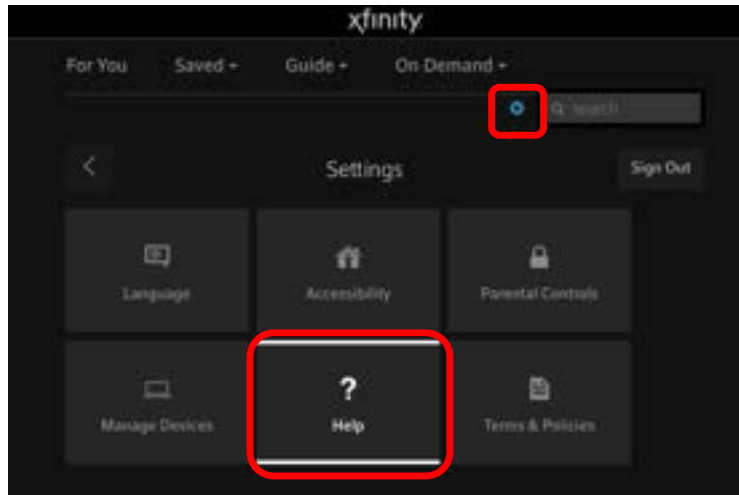


# NAVIGATE TO HELP & SUPPORT

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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

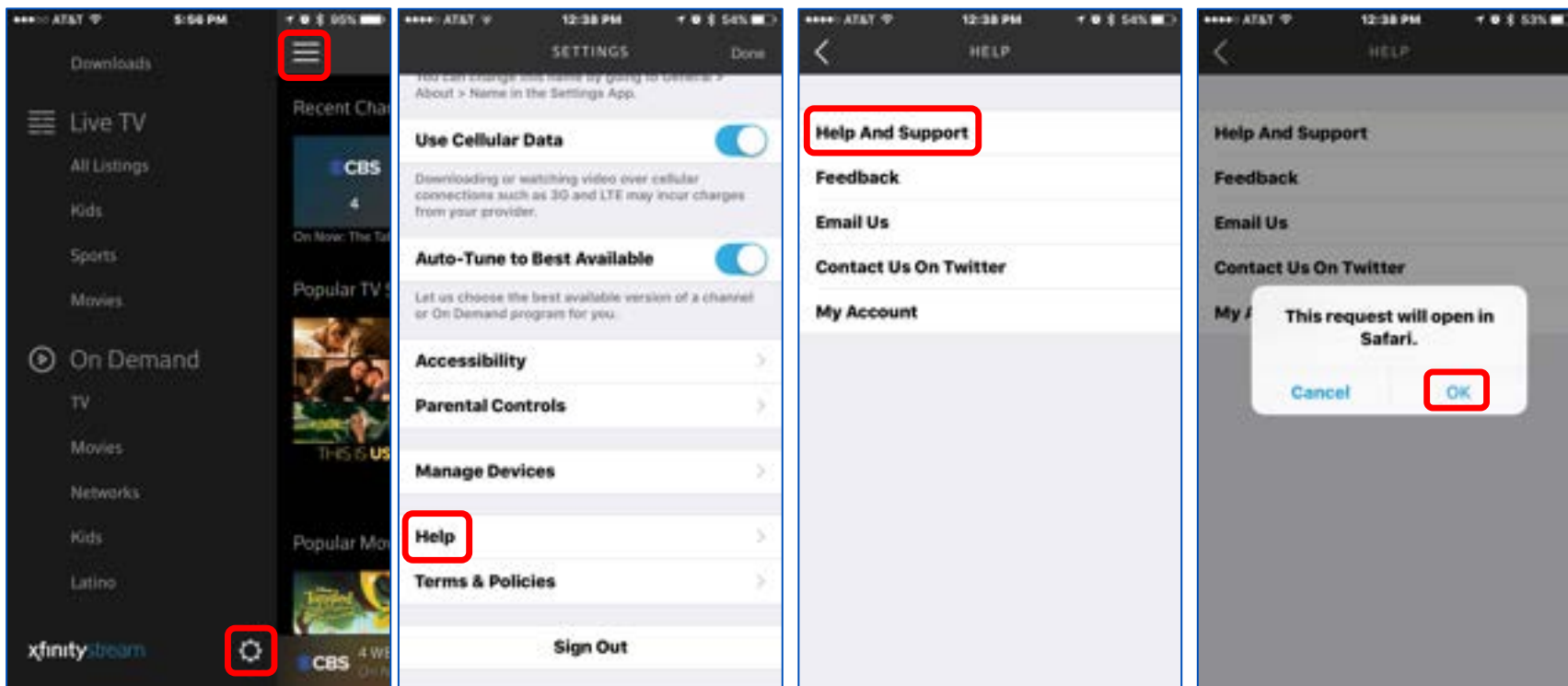


# NAVIGATE TO HELP & SUPPORT

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## 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>.



# XFINITY ON CAMPUS SUPPORT PORTAL

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<http://support.xfinityoncampus.com>

The screenshot shows the XFINITY Help & Support portal. At the top, the xfinity logo is on the left, and navigation links for Account, Apps, Support, Channels, Watch Now, Upgrade, Submit a request, and My Requests are on the right. The main heading is 'XFINITY Help & Support' with a subheading 'Have a question? Search the XFINITY On Campus Help Center for answers to common questions'. Below this is a search bar. A 'Service Status' button is centered below the search bar. At the bottom, there are six service category boxes: 'Get Started' (Learn about XFINITY On Campus and how to get started), 'How can I watch?' (Enjoy XFINITY On Campus on a host of devices), 'Features' (Find out about OnDemand, Upgrades, Search, TV Go, TV Everywhere, and our newest feature Cloud DVR), 'Upgrades & Payments' (How to upgrade and cancel premium packages and content), 'Terms & Conditions' (Find all the Comcast legal info and small print here), and 'Troubleshooting' (We'll help you sort out any problems quickly and easily).

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

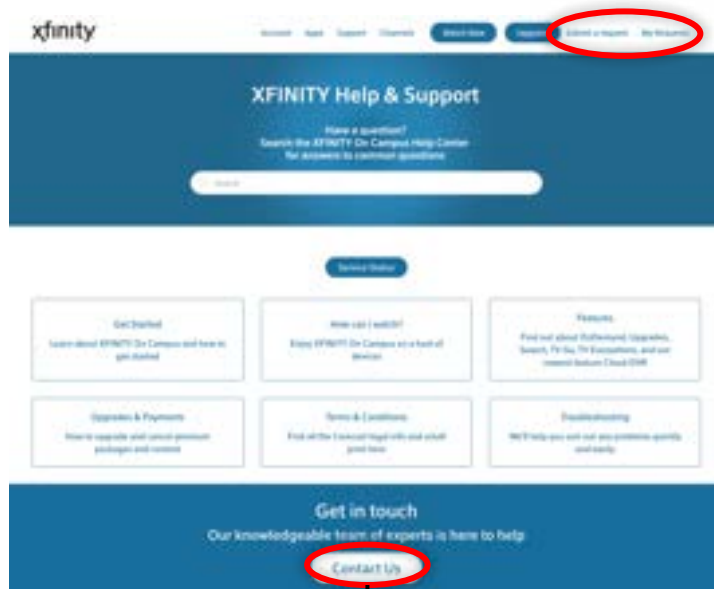


# FAQS AND TICKETS

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XFINITY On Campus' exclusive support and ticketing portal – [support.xfinityoncampus.com](https://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.

A screenshot of the 'Submit a request' form. The form includes a dropdown for 'I am a student', a large text area for 'Description', a 'Subject' field, a 'Type of Issue' dropdown, a 'Student Username/University login' field, a 'Preferred Contact Email Address' field, a 'Device' field, and an 'Attachments' section with a button to 'Add files to help fix issue'. A 'Submit' button is at the bottom.

# TICKET TRACKING VIA “MY REQUESTS”

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- 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

The image displays three overlapping screenshots of the Xfinity website interface, illustrating the process of tracking tickets and following sections.

**Top Screenshot:** Shows the Xfinity homepage navigation bar. The 'My Requests' link is circled in red.

**Middle Screenshot:** Shows the 'My requests' page. The 'Following' tab is circled in red. Below the tabs, there is a search bar and a table of requests.

Subject	Id	File
Customer is stating that he...	#1415	Ha
Mr. Stefano Singer states ...	#1401	La
Hi Team, I just receive...	#1400	Ho

**Bottom Screenshot:** Shows the 'Following' page. The 'Following' tab is circled in red. Below the tabs, there is a search bar and a section titled 'Service Status & Current Outages'. A 'Following' button is circled in red.

# SYSTEM REQUIREMENTS – WEB

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## 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

# SYSTEM REQUIREMENTS – MOBILE & ROKU

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## 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

# EXAMPLE IT WEBSITE FOR XFINITY ON CAMPUS

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The screenshot shows the Villanova University (UNIT) website with a navigation bar and a sidebar. The main content area is titled "Xfinity on Campus (Streaming TV)". A dashed line points from the "Simple explanation of IPTV product & features" text to the main content area. Another dashed line points from the "Support instructions for IPTV and Q2Q Cable Solutions" text to the "NEED HELP?" section. A third dashed line points from the "Directions for login & access" text to the "Access" section.

**VILLANOVA UNIVERSITY UNIT**

Google Custom Search

CAMPAIGN APPLY GIVE MY NOVA WEBMAIL ELEARNING LOG ON

ABOUT ADMISSIONS ACADEMICS LIBRARY ON CAMPUS ATHLETICS ADVANCEMENT

UNIT / Student Services / Cable TV / Xfinity on Campus (Streaming TV)

**Student Services**

- College IT Computing Requirements
- Google @ Villanova
- TechZone
- Purchase Program
- Public Labs
- Cable TV**
  - Xfinity on Campus (Streaming TV)
  - Cable TV
- Anti-Virus
- VU Play

## Xfinity on Campus (Streaming TV)

Beginning in the Fall Semester of 2016, Villanova will offer the Xfinity on Campus (Streaming TV) option for on-campus resident students.

Benefits include:

- Stream live TV on campus and access thousands of XFINITY On Demand titles anytime.
- Use the XFINITY TV app to stream live TV and sports, along with thousands of on demand choices, anytime, anywhere.
- Stream your DVR recordings anytime, anywhere or download them to watch even when you're offline.
- Watch on your laptop and iOS / Android devices
- In order to use XFINITY TV on Campus, you must first login using your myNova user id and password at <https://www.xfinityoncampus.com/>

### Access

- When first opening XFINITY on Campus, you will see the XFINITY sign in page.
  - Type Villanova University in the entry box
  - You will be re-directed to a campus login page
  - Login using your myNova userid and password
  - After sign-in you will be returned to the XFINITY TV on Campus Storefront where you can Watch TV, Manage your account, view registered devices or purchase premium or upgraded channels.

### NEED HELP?

For Xfinity on Campus visit the support tab here: [Xfinity Support](#)

For in Residence Hall Cable TV contact UNIT's TechZone

Stream TV shows and movies, included with campus housing.

[Start Watching](#)

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



COMCAST