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Who has access to XFINITY On Campus? How do I access it?  
XFINITY On Campus is available to all students who are registered as living on campus. For full access, students must be connected to either DuqNet or DuqNet-IoT*. However, some free TV content (TV Go & TV Everywhere) is available off campus as long as the student is registered as an on-campus resident.

*Please note: DuqNet-IoT is unsecured network and not recommended for financial transactions.

You can access streaming TV and content from any supported browser. Start by going to xfinityoncampus.com, select Duquesne University as your school, and enter your MultiPass username and password when prompted.

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This document can be found on http://www.duq.edu/about/campus/computing-and-technology/network

Updated on 8/15/2017
What channels will I get?
The channel listing is available [here](#).

Can I subscribe to a certain channel?
Yes, you can subscribe to premium channels such as HBO, Starz, Digital Preferred content, and much more. Students can subscribe to these channels using a credit card for a no-contract monthly fee. To get started, log in to [xfinityoncampus.com](http://www.xfinityoncampus.com) and click [Upgrade](#).

What devices are supported and can I use my mobile device?
For an up-to-date list of supported devices, visit the Xfinity Apps Support page at [http://customer.xfinity.com/help-and-support/xfinity-apps/](http://customer.xfinity.com/help-and-support/xfinity-apps/). Once you find your supported device, download the "Xfinity Stream" app from your respective mobile device's app store.

Comcast recommends the Roku streaming player for students who want to stream to their television sets.

Can I use XFINITY On Campus while off of campus?
Yes, some content is available off campus (TV Go & TV Everywhere).
How do I get help with this service?
For technical assistance, please contact the CTS Help Desk at 412.396.4357 or email help@duq.edu.

For billing or subscription assistance, please go to support.xfinityoncampus.com. Feel free to browse their Help Center or submit a ticket for additional help.

Can I watch on multiple devices simultaneously?
No. Although students may register up to 40 devices, you may only stream video to one device at a time. When you start streaming to a second player, the stream to the first player stops. Furthermore, students are able to connect up to four devices on DuqNet-IoT.

An error message displays when I try to watch a channel, what’s wrong?
Prior to contacting the CTS Help Desk, ensure you are on-campus and connected to the campus network (DuqNet or DuqNet-IoT), close and reopen Xfinity Stream, and try different channels. Also, clearing your respective browser’s cookies and cache resolves most issues. For more information on how to clear your browser’s cookies and cache, please visit: http://www.refreshyourcache.com/en/home/

If you continue to experience issues with service, Contact the CTS Help Desk at 412.396.4357 or email help@duq.edu.

How do I log in to the mobile Xfinity Stream app?
Students can access this service on their mobile devices by installing the Xfinity Stream app.

Once you launch the app,

1. click “Get Started”
2. At the bottom of the next screen, click “Xfinity on Campus Students Sign in Here” and you will be redirected to the Duquesne login screen
3. Login with your MultiPass
4. You will now be able to access the Xfinity on Campus service
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 our network.

In the upper right hand 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 alongside the On Demand versions.

This document can be found on [http://www.duq.edu/about/campus/computing-and-technology/network](http://www.duq.edu/about/campus/computing-and-technology/network)

Updated on 8/15/2017
What is TV Everywhere?

TV Everywhere provides the freedom to watch when and where you want, on the most convenient device, while on or off campus. See a list of TV Everywhere apps at xfinityoncampus.com/apps

To log into TV Everywhere, navigate to a specific programmer’s TV Everywhere site or app and choose “Xfinity” as your television provider. Then, select Duquesne University and sign in using your Multipass credentials.

What features are included with DVR?

- 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 when not connected to DuqNet or DuqNet-IoT
- Schedule, change, and manage recordings
- Watch in-progress DVR recordings while connected to DuqNet or DuqNet-IoT

My question is not listed on this FAQ -- how do I get help with...?

You can search the XFINITY Support Pages at https://www.xfinityoncampus.com/support to search for your specific.
In-Room Cable TV

Overview

The residence halls are still equipped with digital HD cable TV powered by Comcast, providing over 100 channels. However, box sets have now been removed from all LLCs. Students can plug their TV directly into the cable outlet via a coaxial cord.

Students must provide their own coaxial cable cord, which can be obtained at any electronics store or on-line retailer.

Students will be required to re-program their channel line-up upon set-up of their TV. To learn how to program your TV for the channel line-up, search for the make and model of your TV on the internet to find the most recent version of instructions.

TV Set-UP

1. Plug coaxial cable into co-ax wall jack.
2. Plug the coaxial cable used in step 1 into co-ax port on TV set.
3. Turn TV set on.
4. Place TV set into "TV" or "Display" as the source.
5. Program TV for the channel line up or Channel Search.
   1. To program your specific TV, please search the make and model of your TV on the internet to find the most recent version of instructions.

TV Requirements

Your TV must be able to accept a coax cable input and be equipped with a QAM digital tuner. Most major brand flat screen TVs manufactured after 2006 come equipped with a QAM digital tuner. QAM is used to receive digital channels.
without use of a cable box. If your TV is not supported, you may choose to purchase a set-top QAM Tuner, or elect to exclusively use the Xfinity on Campus streaming service.