



Comcast & Xfinity Streaming Services - FAQs

XFINITY ON CAMPUS STREAMING

Who has access to XFINITY On Campus? How do I access it?

XFINITY On Campus is available to resident students only. You **MUST** be on the campus network (DuqNet or DuqNet-iot).

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.

What channels will I get?

The channel listing is available by [clicking here](#).

Can I subscribe to a certain channel?

Yes, you can subscribe to premium channels such as HBO, Starz, and Digital Preferred content. Students can subscribe using a credit card for a monthly fee.

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/>. Once you find your supported device, download the "XFINITY STREAM" app from your respective mobile device's app store.

Can I use XFINITY On Campus while off of campus?

No, you **MUST** be on the campus network (DuqNet or DuqNet-iot).

How do I get help with this service?

Contact the CTS Help Desk at 412-396-4357 or email help@duq.edu.

Can I watch on multiple devices simultaneously?

No. Although you may register up to 3 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.

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.

If you continue to experience issues with service, Contact the CTS Help Desk at 412-396-4357 or email help@duq.edu.

Is there a mobile app? How do I log in to the app?

You can access this service on your mobile device by installing the XFINITY STREAM TV app.

Once you launch the app, click Get Started. At the bottom of the next screen, you should see "XFINITY On Campus Students Sign in Here". Click that link. You will be redirected to the Duquesne login screen. Once you log in with your multipass, you will be able to access the XFINITY on campus service.

My question isn't 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 issue or contact the CTS Help Desk.

IN-ROOM CABLE TV

Overview

The residence halls are equipped with digital HD cable TV powered by Comcast, providing over 100 channels.

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 Co-Ax cable into co-ax wall jack
2. Plug the Co-Ax cable used in step 1 into Co-Ax connection 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 isn't supported, you may choose to purchase a set-top QAM Tuner, or elect to exclusively use **XFINITY ON CAMPUS** streaming service.