

Xfinity on Campus System Requirements, Troubleshooting, and Support

Student Housing Requirement

Student must live in an SU "on campus" residence hall [and have an on campus address listed in Gullnet](#). Students can change their address in Gullnet.

System Requirements- Web Viewing

<u>Windows PC(subject to changes)</u>	<u>Mac OS (subject to changes)</u>
Hardware- <ul style="list-style-type: none">o 3 GHz Intel Pentium 4, AMD Athlon 3400, or faster processoro 128 MB RAMo Video card with 64 MB memory	Hardware- <ul style="list-style-type: none">o Intel Core Duo 1.83 GHz or faster processoro 256 MB RAMo Video card with 64 MB memory
Supported Operating Systems- <ul style="list-style-type: none">o Windows 8 or 10 (Desktop Mode)	Supported Operating Systems- <ul style="list-style-type: none">o IOS X 10.7 or later (10.14.4 if using Safari)
Supported Web Browsers- <ul style="list-style-type: none">o Google Chrome 89 or latero Microsoft Edge 90 or latero Firefox 89 or later	Supported Web Browsers- <ul style="list-style-type: none">o Google Chrome 89 or latero Microsoft Ege 89 or latero Latest Safari
Browser Plug-ins and Settings <ul style="list-style-type: none">o JavaScript enabledo Cookies enabled	Browser Plug-ins and Settings- <ul style="list-style-type: none">o JavaScript enabledo Cookies enabled

System Requirements- Mobile & Roku

Xfinity Stream App (subject to changes)

IOS:

- o To find and download the Xfinity Stream app in the Apple App Store, your device must be running iOS 13.0 or later. AirPlay is not supported.
- o To access and watch all content, including content available to watch when out-of-home, Xfinity Stream app version 6.9.1 or later is required.

****Please visit the Apple App Store to download the latest version.**

Android:

- o To find and download the Xfinity Stream app in the Google Play Store or Amazon App stores, your device must be running Android 5.0 or later. Any smartphone, tablet or Fire TV device running Android 4 or earlier is not supported..
- o Xfinity Stream app version 6.9.0 or later is required.

****Please visit the Google Play Store to download the latest version**

Kindle:

Xfinity Stream app is available for Kindle devices running Android version 4.1 and up.

Chromebook:

Xfinity Stream app is available for Chromebooks that can access the Google Play Store.

Partner Streaming Devices:

- o Compatible Amazon Fire TV devices, Samsung Smart TV, LG Smart TVs, Roku devices, Apple TV and other Partner Devices (subject to changes).
- o Updated Partner Devices list: <https://www.xfinity.com/support/articles/xfinity-stream-beta-app-faqs>
- o Apple TV: <https://www.xfinity.com/support/articles/stream-on-apple-tv-overview>

Xfinity Stream Beta Roku Channel (subject to changes)

- o Roku TVs: A000X, C000X, 5000X, 6000X, 7000X, 8000X, G000X, E000X, D000X
- o Roku Streaming Media Players:
- o Roku Ultra (4340X, 4640X, 4660X, 4670X, 4800X) and Roku Ultra LT (4662X)
- o Roku Express (3700X, 3900X, 3930X), Express+ (3710X, 3910X, 3931X), Express 4K (3940X) and Express 4K+ (3941X)
- o Roku Premiere (3920X, 4620X) and Premiere+ (3921X, 4630X)
- o Roku 2 (4210X), Roku 3 (4200X, 4230X) and Roku 4 (4400X)
- o Roku Streaming Sticks
- o Roku Streaming Stick (3600X, 3800X), Streaming Stick+ (3810X), Streaming Stick 4K (3820X) and Streaming Stick 4K+ (3821X)
- o Roku Soundbar: 9100X
- o Roku Streambar: 9102X

See updates here: <https://www.xfinity.com/support/articles/activate-xfinity-tv-app-on-roku>

The Xfinity Stream Beta Channel will only appear in the channel store for eligible devices. Please verify you have one of the above devices if you do not see the channel in you channel store.

Latest info: <https://www.xfinity.com/support/articles/xfinity-tv-app-requirements>

Troubleshooting Tips for Common Issues

Issue	Probable Cause	Troubleshooting Step
Xfinity on Campus app does not open properly	Local access network is down	Determine if issue is related to local network issues and follow usual steps to resolve
Not able to get to the Campus Login page	The Campus authentication server is down	Check SAML authentication service and follow Campus as usual process to resolve
Login user ID+Password was rejected or Forgot User ID+Password	<ul style="list-style-type: none"> Invalid User ID+Password Expired password 	Check if issue is related to authentication/login issue
After being authenticated by the Campus, I get a campus housing error	Incorrect SAML response being returned	Ensure campus housing flag is set correctly for student submitting error
I don't see the channel listing	<ul style="list-style-type: none"> Network or timeout issue Player issue 	Request Student to verify or try the following: <ul style="list-style-type: none"> Confirm student is on campus (within IP range) Retry action Clear local browser cache Try a different browser Attempt the same action on another device Ensure user is not trying to stream on more than one device at the same time
I can't play one, more or all of the channels	Playback issue	
I can't play one, more or all of the Xfinity On Demand titles	Playback issue	
The video is jerky, freezes, or is low/poor picture quality	Playback issue	

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 Apple AirPlay from a mobile device – Not supported
"Available to watch on campus only"	Connected to an unknown network/IP range

Support & Escalation

For Self Help-

From the Portal-

- Select the Support button in the navigation bar

From the Xfinity Stream Web Player-

- Select the Settings icon, then Help
- Select Help and Support to be redirected to support.xfinityoncampus.com

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 support.xfinityoncampus.com

From the Xfinity Support Portal-

- Exclusive support and ticketing portal support.xfinityoncampus.com.
- Check for known outages.
- Learn about product features.
- Search for solutions to common problems.

For SU IT Assistance- SU IT can assist with login account issues, device compatibility/support questions, and wifi connectivity issues. Other issues involving your Xfinity services/added channels and billing would need to be reported to Xfinity support.

To report a problem with your cable television, contact [Technology Support](#). Please include the following information when reporting your problem:

- Name
- Location
- Phone Number
- A detailed description of the problem
- A time frame of when you will be available