

# Yale XFINITY on Campus™ FAQ's

## What devices are supported?

The product is currently available for viewing on PCs and MACs as well as iPhones, 4th generation or later iPod Touches, iPads and Android devices.

XFINITY on Campus requires the following minimum system capabilities:

- RAM: 512 MB minimum
- Video card: 32 MB minimum (128 MB recommended)
- Screen resolution: 800 x 600 minimum (1280 x 1024 recommended)
- Adobe Flash version: 12 or higher

Windows systems:

- Processor: Pentium 4 or newer
- Operating system: Windows 7, Windows 8 (Metro touch interface not supported)
- Browser: Internet Explorer 9, Safari 6, Firefox 27, or Google Chrome 32. All newer versions of these browsers will also work.

Macintosh systems:

- Processor: Intel Core Duo 1.83GHz or faster processor
- Operating system: Mac OS X 10.9 or higher
- Browser: Safari 6, Firefox 27, or Google Chrome 32. All newer versions of these browsers will also work.

iOS Support:

- The XFINITY on Campus service works with iPhones, 4th generation or later iPod Touches, and iPads. Note that the AirPlay function is disabled.
- Operating system: iOS 7 or higher

Android support

- Operating System: Android 4.0 or higher.

## The XFINITY on Campus app says I am off-campus and won't let me watch TV.

XFINITY on Campus requires you to be a current student in good standing living in on-campus housing and connected to the campus IP network. On campus is defined as hard wired to a Yale Network, Yale wireless, or Yale Secure. Third-party networks found on campus or the use of VPNs will not allow you to watch XFINITY on Campus. You must be on Yale's campus IP network.

If you are an XFINITY on Campus user but off your campus network you may find TV Everywhere services will allow you to view content while off campus. You will need to download an app specific to each channel. Refer to the off campus channel guide for a list of available channels.

Still having problems? Contact the ITS Help Desk at 203-432-9000 or [helpdesk@yale.edu](mailto:helpdesk@yale.edu).

## I'm getting an error message when I try to access XFINITY on Campus or the video won't play.

BEFORE contacting the Yale help desk please try the following steps:

- Confirm that you are on-campus and connected to the campus IP network.
- Close then reopen the XFINITY on Campus video player and try again.
- If the video will still not play, see if another video from the same network or programmer, or a different episode will play. Still not playing? Try a different channel or program entirely to confirm operation of the app.

## I get an error message when I enter my college username and password. What should I do?

Contact the ITS Help Desk at 203-432-9000 or [helpdesk@yale.edu](mailto:helpdesk@yale.edu). You may also visit one of the [Walk-In Computer Support Centers](#) or contact your [local support provider](#).

## Do I have to pay anything additional for XFINITY on Campus?

Except for any additional subscription services you elect to purchase, there is no additional charge for XFINITY on Campus live streaming TV and XFINITY On Demand programming. This service is included in the technology fee for all undergraduate students. For residents of the graduate dorms, this service is included in rental costs.

## For Further Assistance

For additional inquiries on additional services, viewing content, and payment information please visit click on the Support Tab in the Settings on the Xfinity on Campus webpage or mobile app and visit the FAQ page.