

XFINITY On Campus DVR Overview

Hello XFINITY On Campus friend,

The XFINITY On Campus team is excited to announce that starting this summer, XFINITY On Campus will be adding cloud-based DVR (cDVR) to the XFINITY On Campus experience as part of our basic product offering. With cDVR, students will have the ability to record their favorite shows and play them back on their time or on the go.

HELP US SPREAD THE WORD!

The links below will provide you with some more information about the functionality that will be available with cDVR. Please note links require campus login to view:

- [Record Live TV](#) - Record up to 2 programs at once
- [View Your Saved Programs](#) - Up to 20 hours of DVR recordings
- [Manage Recordings](#) - Schedule, change and manage recordings
- [Cancel your Recordings](#) – Cancel scheduled recordings
- [Download DVR Recordings](#) - Once downloaded, users can watch their programs from anywhere on the go

NOTE: We are currently refining our FAQ's around DVR and welcome your feedback.

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What You Need to Know

- **Activation:** Once the cDVR feature is activated for your university, it will become available to users upon re-authentication (re-login) of the video player (XTV app or tv.xfinity.com).

*To ensure all existing students receive the new feature we will begin enforcing a 30-day authentication time-out. Anyone logged in for more than 30 days will be asked to re-authenticate.

- **Eligibility:** cDVR will be included as part of the basic offering for XFINITY On Campus: any student who is eligible to receive the XFINITY On Campus service will now have cDVR as a feature at no additional cost.
- **Troubleshooting:** There are no new troubleshooting steps that your university help desk will need to take to support this feature. All issues related to cDVR will follow the existing troubleshooting and escalation steps.

Additionally, any issue can be submitted directly to our support website (support.xfinityoncampus.com) by students or your help desk staff on their behalf.