

xfinity™

XFINITY TV

# User Guide

Comcast

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# Welcome to XFINITY™ TV

## What You Need to Know

We're enhancing our network so you will have access to a new level of entertainment. To enjoy the great benefits of this enhancement, you need the right digital equipment on each of your TVs — like a set-top box or this digital adapter.

With this digital adapter, you'll receive:

- Crisp digital picture and sound.
- Your current channels, plus access to additional channels.

Comcast, America's leading enhanced fiber-optic network for TV, Internet and phone.

## What You Need to Do

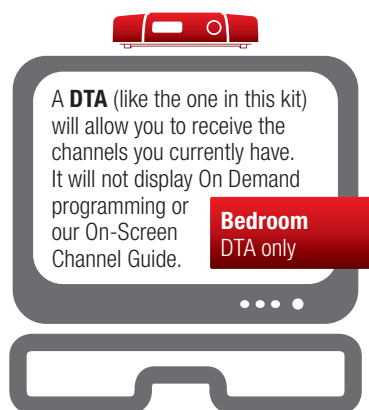
To keep receiving the channels you're used to, you'll need to make sure that every TV in your home is equipped with one of our all-digital devices (either a DTA, like the one in this kit, or a Digital Set-Top Box).

## Every TV Will Need One Device

### XFINITY Digital Set-Top Box



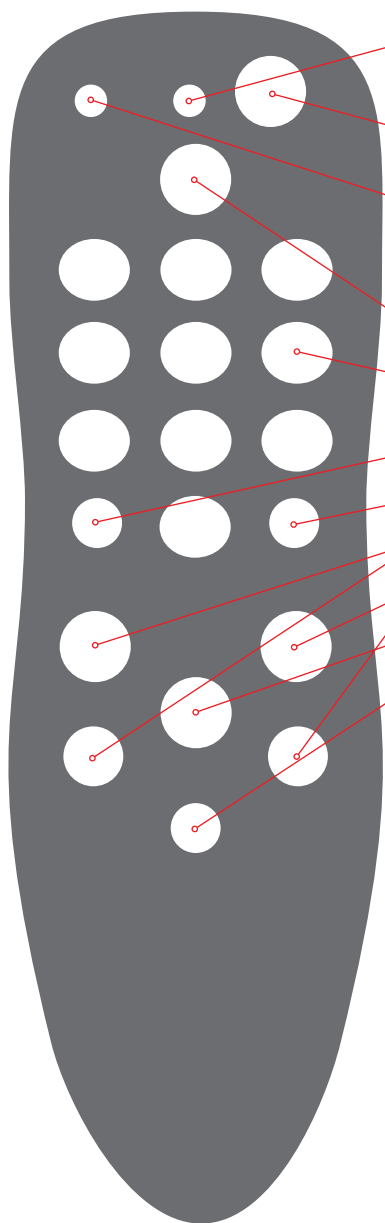
### Digital Transport Adapter (DTA)



If you currently have one of our Analog Cable Boxes, you'll need to replace it with either a DTA or a Digital Set-Top Box. If you're not sure what type of cable box you currently have, or have any questions related to your DTA, please visit [comcast.com/digitalnow](http://comcast.com/digitalnow) for more information.

*XFINITY service not available in all areas. Not all services available with all XFINITY packages. Comparisons to Comcast's offerings prior to recent network upgrades. On Demand selections subject to charge indicated at time of purchase. Compatible devices required for Mobile App features. Airtime charges may apply. Check with your carrier.*

## Using Your Remote Control



**Indicator light:** This button flashes red during the programming sequences and when any key on the remote is pressed.

**POWER:** Turns your TV on or off (it will not turn your DTA off, the DTA is always on).

**SET:** Programs the remote control for your TV — programming instructions and a complete list of TV programming codes are available at [comcast.com/digitalnow](http://comcast.com/digitalnow) and are included with your remote.

**INFO:** Displays the channel number and station call letters.

**Keypad (0-9):** Directly selects the channel you want to view (i.e. 09 or 025).

**ENTER:** Directly tunes to a channel (i.e. 1-0-9 ENTER).

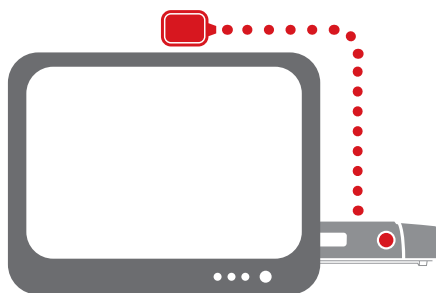
**LAST:** Recalls the last channel watched.

**VOL +/VOL -:** Turns the volume up or down.

**CH +/CH -:** Selects the next higher or lower channel.

**MUTE:** Turns the sound on your TV off or on.

**LANG:** Switches between different languages and audio options available for that channel. If there is not an audio option available, it may mute the channel — if you do not hear sound, try pressing the MUTE button first to restore sound. If that doesn't work, try pressing the LANG button.



### Using the Remote Control Signal Receiver

If you need or want to hide the DTA behind the TV, or if the DTA will not reach the front of the TV, you can hide it by using the Remote Control Signal Receiver. Plug the smaller end of the Remote Control Signal Receiver into the "IR In" port on the back of the DTA. Position the other end of the Remote Control Signal Receiver where it can be seen from the front of the TV.

*Your remote may vary slightly from the one pictured here, but the basic functions should remain the same. Some features require your remote to be programmed for operation and may not be available in all areas.*

# Troubleshooting



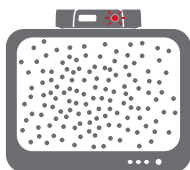
## **If the remote control does not work:**

- Make sure the batteries are inserted correctly.
- Make sure your remote can “see” the front of the DTA (or the front of the Remote Control Signal Receiver).
- If you are using the Remote Control Signal Receiver, make sure it is connected firmly to the DTA.



## **If there is no light illuminated on the front of the DTA:**

- Make sure the power cord is attached to the DTA and plugged into a live electrical outlet.



## **If there is no picture on the TV and the light on the DTA is blinking:**

- Make sure you have contacted Comcast to activate the DTA.
- Wait a few minutes. If the light is still blinking, call Comcast at 1-888-634-4434.

## **If there is no picture on the TV and the light on the DTA is solid:**

- Make sure the TV and DTA are both set to the same channel (both 3, or both 4).
- Try switching the TV and DTA to other channel (3 or 4).
- If you're also connected to a VCR, make sure the VCR is turned on.
- Make sure the DTA is connected directly to the cable wall outlet.
- Make sure all the cables are firmly connected.



## **If the audio is in a language you don't expect to hear:**

- You may have accidentally changed it to an alternate language option. Press the LANG button on your remote control one or two times.

**If you need additional support, go to [comcast.com/digitalnow](http://comcast.com/digitalnow) or call 1-888-634-4434.**

# The Comcast Customer Guarantee

## THE COMCAST CUSTOMER GUARANTEE

We are committed to providing you with a consistently superior customer experience. If for any reason something goes wrong, we will work to resolve the issue as quickly and professionally as we can.

### 1. We will give you a 30-day, money-back guarantee on all our services.

If you're not satisfied and wish to cancel service for any reason, you can do so in the first 30 days and get your money back. Simply return all equipment in good working order and we'll refund the monthly recurring fee for your first 30 days of service and any charges you paid for standard installation.

### 2. We will treat you and your home with courtesy and respect.

Our technicians will clearly display their Comcast identification when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives will be courteous and knowledgeable when you contact us.

### 3. We will answer your questions at your convenience.

You can contact us 24 hours a day, 7 days a week regarding any service-related issue by calling 1-800-XFINITY or in any of the following ways:

- Online via Ask Comcast
- Live Chat online with a Comcast technician
- Online Community Forum
- Send us an email and receive a response within 24 hours

### 4. We will offer easy-to-understand packages and provide you with a clear bill.

Our packages are designed to be straightforward. A call or visit to our website makes it easy to find a package that's right for you. We aim for the same clarity with our bills. You may view your monthly statement and service details anytime by visiting [xfinity.com](http://xfinity.com).

### 5. We will continually offer the best and most video choices.

We're working hard to bring more choices to our customers instantaneously by using the full power of our advanced network and decades of television experience. We will use On Demand to bring customers dramatically more content choices, including more movies, more sports, more kids' programs, more network TV shows and more HD than anyone else.

### 6. We will quickly address any problem you may experience.

After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will extend a complimentary service to your account. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.

### 7. We will schedule appointments at your convenience and be mindful of your time.

As a courtesy, we will call you before we arrive at your home. And if we fail to arrive for a scheduled visit during the appointment window, we will credit \$20 to your account.\*

## We're here to help

Every Comcast employee is dedicated to meeting the commitments of our guarantee and to exceeding your expectations. We are working very hard to serve you better and listen carefully to your feedback. If you have any thoughts or ideas about this Guarantee or about your experience with us, we invite you to share them with us by visiting [xfinity.com](http://xfinity.com).

To learn more about your XFINITY products and services, visit us online at [xfinity.com/welcome](http://xfinity.com/welcome) for 24/7 online support, or give us a call at 1-800-XFINITY.

\*\$25 credit provided in Comcast systems in Illinois.

# How to Read Your Bill

## YOUR XFINITY BILL AND PAPERLESS OPTIONS WITH EcoBill

### Receiving Your Bill

Each month, you will receive a bill for your XFINITY service(s). All customers are billed for services received and payments are due on the date indicated on your bill. You can also choose to go paperless with Comcast's EcoBill® process by simply going to [comcast.com/ecobill](http://comcast.com/ecobill) and signing up.

### Understanding Your Bill

View the diagram below to view the key features of your XFINITY bill.

### Understanding Your Payment Options

- Go to [comcast.com/ecobill](http://comcast.com/ecobill) to set up a recurring payment from your bank account. Or choose from other one-time payment options, all without paper or stamps!
- Use your bank or credit union's website to pay your bill directly from your bank account. In many cases, you can also view your XFINITY bill summary from your bank's website.
- Mail your payment using the pre-addressed return envelope or bring your payment into our office.

Please remit your payments before the due date. Payments received after this date are subject to a late payment fee. Visit [xfinity.com/welcome](http://xfinity.com/welcome) for 24/7 online support or call 1-800-XFINITY.

#### 1 One-Stop-Shop Box

Important information such as your account number, amount due and date due.

#### 2 Contact Us

Chat and email support are available 24/7.

#### 3 Monthly Statement Summary

Your payments and new charges.

#### 4 New Charges Summary

A breakdown of your new charges for the current billing period.

#### 5 News From Comcast

Important information about your account, products and services.

#### 6 Savings Information

If you are taking advantage of our promotions and discounts, we will show you how much you are saving.

#### 7 Payment Coupon

Simply tear it off and mail it in with your check or money order. Or go to [comcast.com](http://comcast.com) and sign up for automatic payments.

#### 8 Service Details

Details of all new charges for the current billing period.

#### 9 Partial Month Charges and Credits

If you add, change or remove a service during your billing cycle, only partial month charges or credits are here, along with a brief description of what changed.

**1** Account Number: 9999 11 222 0000002  
Billing Date: 06/01/10  
Total Amount Due: \$20.00  
Payment Due by: 07/02/10  
Page 1 of 2

**2** Contact us: [comcast.com](http://comcast.com) | 1-800-XFINITY (1-800-934-4488)

**3** **Monthly Statement Summary**  
Previous Balance: \$50.00  
Payment Received/Thank you: -\$30.00  
New Charges - see below: \$20.00  
Total Amount Due: \$20.00  
Payment Due by: 07/02/10

**4** **New Charges Summary**  
XFINITY On-Box Services: \$20.00  
Additional XFINITY TV Services: \$20.00  
Additional XFINITY Internet Services: \$20.00  
Additional XFINITY Voice Services: \$20.00  
Partial Month Charges & Credits (Effective 06/01/10, you made a change to your account. See the following pages for more details. Taxes, Surcharges & Fees: \$20.00  
Total New Charges: \$20.00

**6** You saved \$27.26 this month with your XFINITY services!

**7** **Comcast**  
Account Number: 9999 11 222 0000002  
Billing Date: 07/02/10  
Total Amount Due: \$20.00  
Amount Enclosed: \$  
Make checks payable to Comcast  
Comcast  
PO BOX 3474  
SEATTLE WA 98124744

**8** **Service Details**  
**XFINITY On-Box Services** \$20.00  
Internet TV: \$20.00 (Saves up to \$20.00)  
XFINITY Digital Download with ON DEMAND, Premiums, High-Speed Internet and Digital Video Upload  
**Additional XFINITY TV Services** \$20.00  
On-Box Service: \$20.00 (Saves up to \$20.00)  
**Additional XFINITY Internet Services** \$20.00  
Internet Connectivity Charge, Routing: \$20.00  
**Additional XFINITY Voice Services** \$20.00  
Pay Telephone: \$20.00 (Saves up to \$20.00)  
Universal Connectivity Charge, Routing: \$20.00  
Regulatory Recovery Fee - Routing: \$20.00  
The Regulatory Recovery Fee is not a fee or guarantee, recurrent charge. It differs regulatory costs such as state, national services, relay services, 911 and other local or long distance services. For more information, visit [www.comcast.com/911](http://www.comcast.com/911).  
**Total Additional XFINITY New Services** \$20.00

**9** **Partial Month Charges & Credits**  
Adjustments for services added 06/01/10  
On-Box Service: \$20.00 (Saves up to \$20.00)  
On-Box Service: \$20.00 (Saves up to \$20.00)  
On-Box Service: \$20.00 (Saves up to \$20.00)  
Total Partial Month Charges & Credits: \$20.00  
**Taxes, Surcharges & Fees**  
TV Franchise Fee: \$20.00  
PEG Access Fee: \$20.00  
FCC Regulatory Fee: \$20.00  
Voice 911 Fees: \$20.00  
Total Taxes, Surcharges & Fees: \$20.00

**Lobby Locations:**  
1600...  
13115 DE...  
18...  
Mon-Fri 9am-6pm, Sat 11am-6pm  
Sun 10am-6pm  
207 NE...  
100...  
Mon-Fri 9am-6pm, Sat 11am-6pm  
Sun 10am-6pm  
100...  
100...  
Mon-Fri 9am-6pm, Sat 11am-6pm  
Sun 10am-6pm

**Your Franchise Authority is**  
Connecticut Franchise Division  
City of...  
100...  
100...  
(860) 284-2568

Actual bill may vary slightly.

# DTA Set-Top Box Connections

## Coax Cable Connection with TV Connect & Power Up

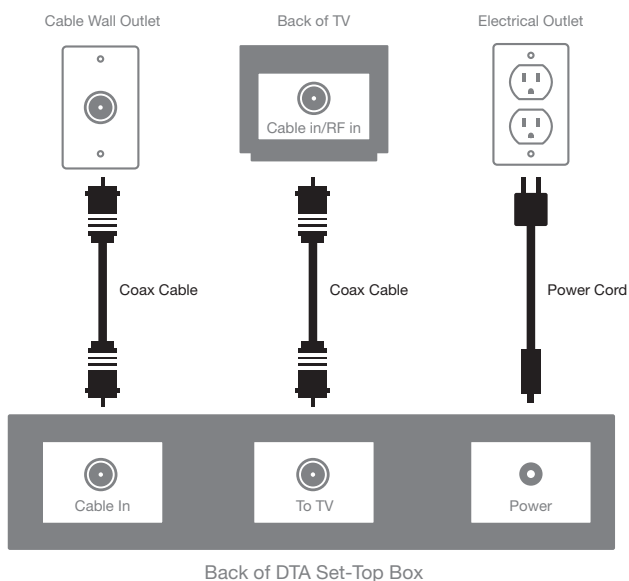
1. Find the **coax cable** that runs from the **wall outlet** to the back of your **TV**. Remove the end connected to the back of your **TV** and connect it to the **Cable In** connection on the back of your **DTA**.
2. Connect the **coax cable** included in this kit from your **DTA** to the **Cable In/RF In** connection on the back of your **TV**. Optional: Don't like the **DTA** laying on top of your **TV**? Hide it using the **Remote Control Signal Receiver** in your kit. Instructions are on the label.

*Is your connection different? Information for alternate connections is available in this section.*

3. Plug the round end of the **power cord** into the **Power** input on the back of your **DTA**. Then plug the other end into an **electrical outlet**.
4. Turn your **TV** on. Confirm that your **TV** is now on. Tune to **Channel 3**. Set the switch on the back of your **DTA** to **Channel 3**.

*Black screen? Switch both your **TV** and **DTA** to **Channel 4**.*

5. Place the batteries in your **Remote Control**.
6. To program your **Remote**, locate the booklet that came with your **Remote Control** and follow the instructions. You can do this now or later.
7. Do you have other kits to set up? If so, do that now.





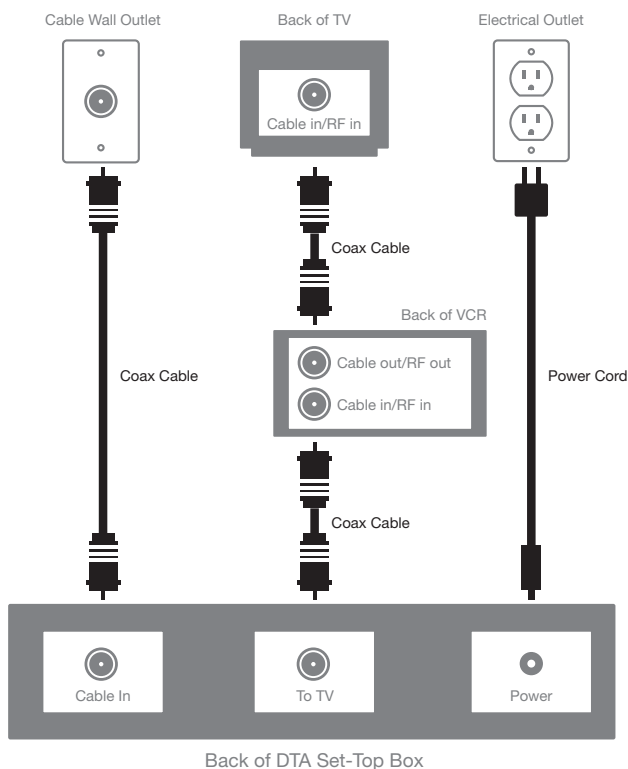
# DTA Set-Top Box Connections

## Coax Cable Connection with VCR Connect & Power Up

1. Find the **coax cable** that runs from the **wall outlet** to the back of your **VCR**. Remove the end connected to the back of your **VCR** and connect it to the **Cable In** connection on the back of your **DTA**.
2. Connect the **coax cable** included in this kit from your **DTA** to the **Cable In/RF In** connection on the back of your **VCR**. Optional: Don't like the **DTA** laying on top of your **TV**? Hide it using the **Remote Control Signal Receiver** in your kit. Instructions are on the label.
3. Plug the round end of the **power cord** into the **Power** input on the back of your **DTA**. Then plug the other end into an **electrical outlet**.
4. Turn your **TV on**. Confirm that your **TV** is now on. Tune to **Channel 3**. Set the switch on the back of your **DTA** to **Channel 3**.

*Black screen? Switch both your TV and DTA to Channel 4.*

5. Place the batteries in your **Remote Control**.
6. To program your **Remote**, locate the booklet that came with your **Remote Control** and follow the instructions. You can do this now or later.
7. Do you have other kits to set up? If so, do that now.





## Notes



**Notes**

