## Have a Text Chat

Use your remote's keyboard to type a message to one of your contacts. Your message, and your contacts response, will instantly appear as a text chat. These types of chats are considered instant text messages, not SMS (Short Message Service), which typically have more of a delayed response time.

a) Select someone from your **Contacts** or **Recent** lists.

b) Click **TEXT CHAT.**

c) A request to reply will be sent to your contact. Once accepted, you can start chatting by using the keyboard on the back of your remote. Simply type your message and press **SEND**. You will see your message, along with your contact's response, onscreen as the conversation continues.

Press the **Unlock** button 🔓 on the remote keyboard to enable typing.
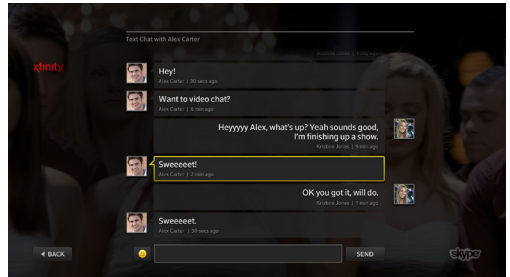
Text Chat Options

• Views

You can change the layout of your screen depending on your viewing preference. For instance, you can expand the screen that your TV program is on while minimizing the chat screen and vice versa. Personalize what you see by selecting from several configurations. You have the option to change your screen views at any time, as many times as you wish.

To change the layout of your chat section, select **VIEWS** at the bottom of the screen or press the **Views** button 🔲 on your remote to toggle through the choices.

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Helpful Hints for Text Chats

- While you are typing, be careful not to press any buttons on the front of your remote. This will lock the remote and you will have to unlock to resume typing.

- After 4 hours, your text chat will automatically end. You will be offered the option to **CONTINUE** if you want to keep chatting.

- You can make and accept text chats while watching TV. Simply initiate or accept a text chat as you normally would then use your remote to select VIEWS on screen. Choose the view that's right for you.
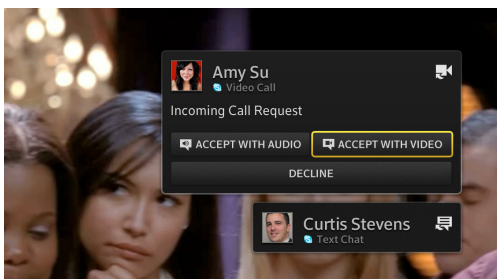
Incoming Calls and Chats

If you're signed in to use Skype on TV and a call comes in while you're watching a TV program, you have the choice to **ACCEPT WITH VIDEO**, **ACCEPT WITH AUDIO** or **DECLINE**. You will see an onscreen message letting you know who is calling and if the request is a video call, audio call or text chat. If you don't make a selection after 2 minutes, the incoming message box will disappear.

Whether you are watching regular or "live" TV, On Demand or your DVR, you can accept or initiate a call and the TV program will continue to play while you are on the call or text chatting.

a) When you have an incoming call or chat, a request to answer the call or chat appears on the screen. Continue by selecting the contact. If you do nothing, the contact will disappear from the screen within a few minutes.
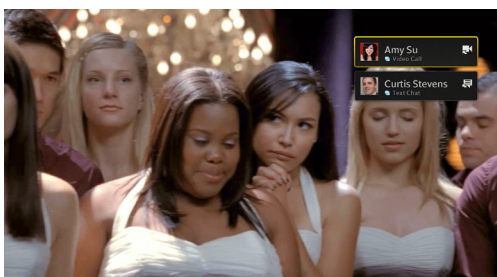

b) For video and audio calls, you can click **DECLINE** to ignore the call or **ACCEPT WITH AUDIO** to answer with just audio or **ACCEPT WITH VIDEO** to enjoy a face-to-face video call. Keep in mind, when you accept a call, you are choosing what you will share (either audio or video), not what you will see. So for instance, when you accept a video call with audio, you'll see your contact's video, but you will only share via audio.

Remember that even if you accept as an audio call, you still have the option of turning on video at any time during the call.

c) For a text chat, click **IGNORE** or **REPLY** to begin chatting.
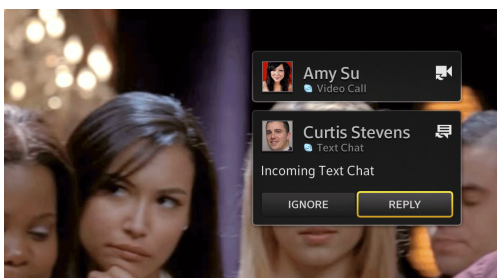
Helpful Hints for Incoming Calls and Chats

- Please note that there is a difference between your XFINITY Voice (telephone) calls and your video/audio calls coming through Skype on TV. The Caller ID notification from XFINITY Voice will appear in the center of your screen while callers using Skype on TV will appear in the upper right corner of your screen. At this time, you can't receive XFINITY Voice calls using Skype on TV.

- To learn how to disable your XFINITY Voice (telephone) Caller ID while using Skype on TV, please visit **http://xfinity.comcast.net/learn/voice/**

- If you're not signed in, you won't receive any caller notifications from your Skype on TV service.

Call Waiting

If you are on a call or text chatting and another call comes in, you can put the call on hold to answer the incoming call by using the call waiting option.

a) When a request to answer an incoming call or chat appears while you're on another call, you have the choice to accept the call or decline it. If you accept the incoming call, the first call will be put on hold automatically.

b) If you do nothing, the contact will disappear from the screen within a few minutes.
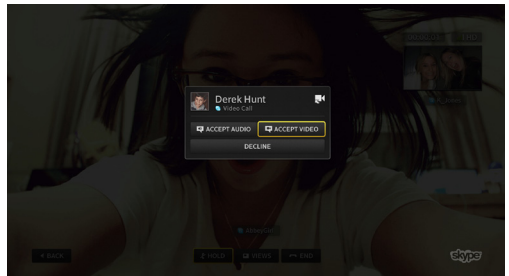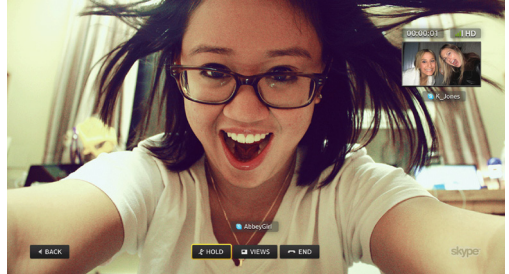
c) After accepting the call, your screen view will reflect the new caller addition. Change this layout using the **View** ▬ button on your remote or press **VIEWS** at the bottom of your screen.

d) The **SWITCH** option on the bottom of your screen allows you to switch between the two callers. Please note only two calls can be active at once, so you can have just one call on hold while speaking to another person.
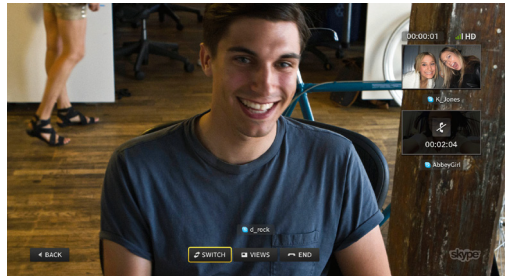
Contacts

Use your list of contacts to start connecting with family, friends and colleagues. If you chose to sync your XFINITY and Skype contacts during activation (see page 52 for details), all of these contacts can now be accessed from here. If you chose to skip syncing, you can go to **Settings > Profile > Sync Contacts** at any time to merge your contacts.

From the Contacts screen, you can view and manage the following:

- Available
- Suggestions
- Pending
- All Contacts
- Favorites
- Add Contact
- Custom Groups (not available at this time)

You can also visit **XFINITY.com > Connect > Sign In > My Account > Contacts** to modify any of these:

- Favorites (add/delete)
- Custom Groups (add/delete)
- Duplicate contacts (remove/merge)
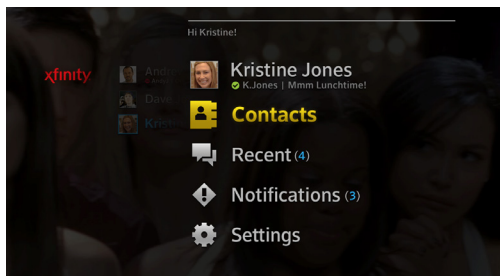- Contact details (edit)

If you manage your XFINITY or Skype contacts online, any changes you make will be reflected here. These updates will appear the next time you sign in or sync.

Access your Contacts

Start by selecting **CONTACTS**

Yellow indicates the current selection.

*Blue indicates the number of new items since your last sign-in.*

Available 😄

View contacts that are currently online and have set their status as **Available** 😄. Contacts that have their status set as **Away** 🕐 or **Do not Disturb** ⊖ will also appear here. If a contact has set their status as **Offline** ⊗ or have not signed in, they will not appear under **Available**. If all of your contacts are currently **Offline** or have not signed in, the **Available** option won't appear on the Contacts menu.

a) Select **Available** from the Contacts menu.
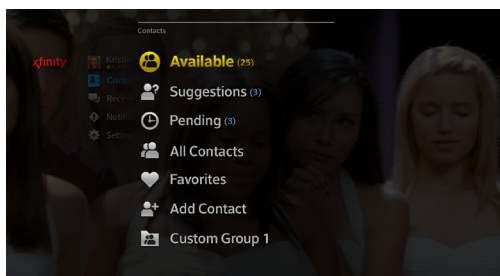
b) All of your available contacts are then displayed. To call one of these contacts, simply select and choose how you would like to connect.
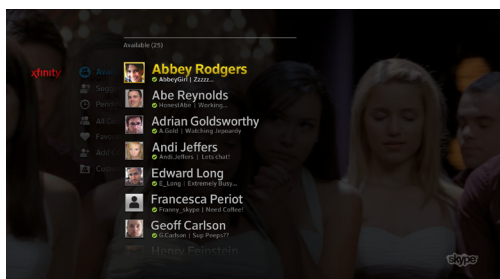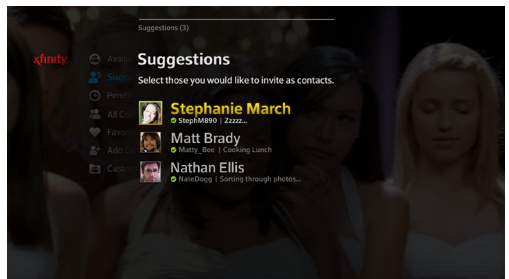
👥 Suggestions

Here you'll find people you may know. This list includes your XFINITY contacts that have a Skype account, but who are not yet connected to you via Skype or Skype on TV. You can send invitations to these individuals and, if they accept your invitations, they will be added to your contacts. If there are no suggestions, this option won't appear on the Contacts menu.
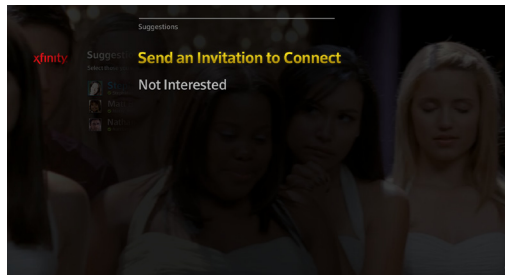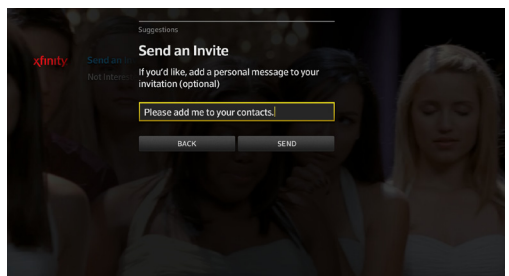
a) Select **Suggestions** from the Contacts menu.
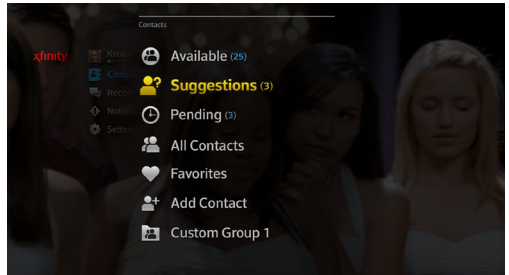
b) Select a profile from the list of suggestions.

c) To add an individual as a contact, select **Send an Invitation to Connect**. Or, you can choose **Not Interested** to ignore and remove from future suggestions.
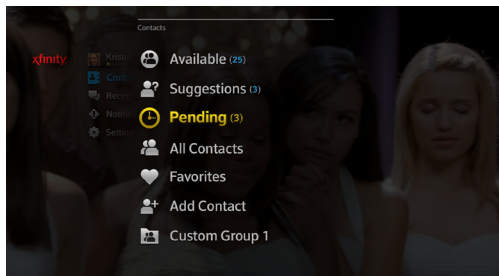
d) Before sending the invitation, you can add a personalized note (up to 512 characters) or send the default message.
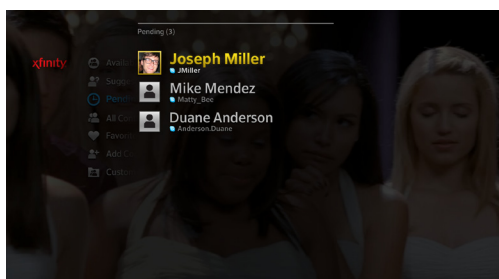
⊕ Pending

The **Pending** menu displays other Skype users who have sent you invitations to connect. If there are no pending contacts, this option won't appear in the Contacts menu.

a) Select **Pending** from the Contacts menu.

b) You'll see a list of individuals who have sent you invitations to connect.

⊕ All Contacts

Manage your contacts from your TV. From here you can:

- View a profile
- Edit contact name
- Remove a contact
- Block a contact
- Connect through video, audio or text

Helpful Hints for Contacts

- You can block a contact from calling or texting you at any time. Select your **contact > Profile > Click 🔒 > Block.** When you block a contact using your TV the change is also reflected on your XFINITY and Skype contacts online.
- When you remove a contact on your TV, the contact still remains in your XFINITY and Skype contacts online.
- Manage your XFINITY Contacts by visiting **XFINITY.com > Connect > Sign In > My Account > Contacts** to add/remove, edit or add a favorite. You can manage your Skype contacts any time you sign into Skype using your computer or mobile device. These contact changes will automatically be reflected on your TV the next time you sign in or sync.
- If you choose to stay signed in, even if you are not actively using the system, other members of your household will be able to view and access your contacts. Avoid this by signing out each time.

👥 Favorites

Currently, this is a read-only list that displays your favorite XFINITY contacts. You won't be able to add or remove Favorites on your TV at this time. To manage your Favorites online, visit **XFINITY.com > Connect > Sign In > My Account > Contacts**.

If you add or remove Favorites online, the changes will appear on TV the next time you sign in or sync.

👤+ Add Contact

Expand your contacts by inviting family and friends who are also Skype users. After a contact has accepted your invitation to connect, the addition will automatically appear in your contacts.
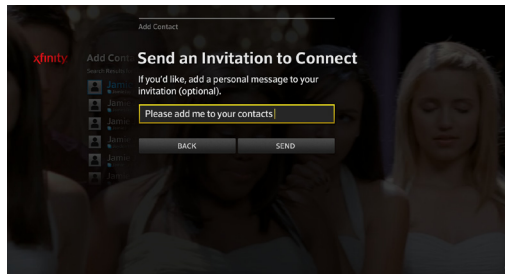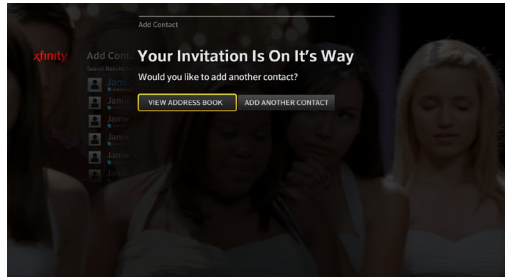
a) Select **Add Contact** from the Contacts menu.
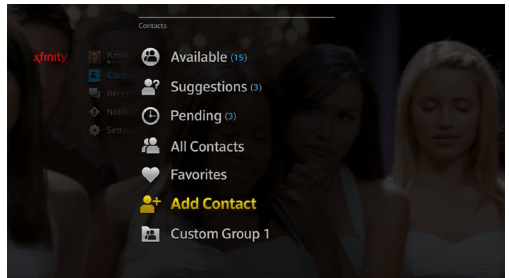
b) Enter a person's Skype Name or email address, then click **SEARCH SKYPE**.
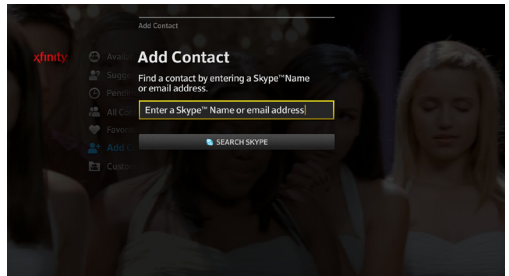
c) Select the contact to send an invitation to connect. If you'd like, you can personalize the message before sending.

c) Once you click **SEND**, your invitation is
    on its way and you can add another.
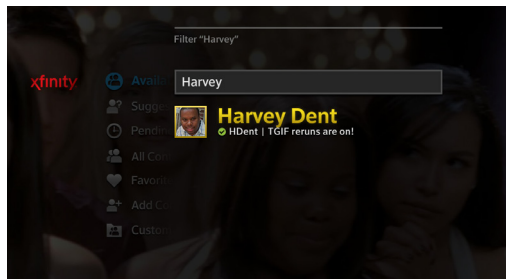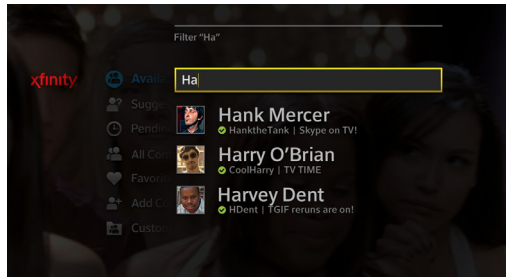

Helpful Hints for Adding Contacts

- You can invite any Skype user to connect with you as a contact.

- Remind family and friends that it's easy (and free) to set up a Skype account.

- After a contact has accepted your invitation to connect, the addition will automatically appear in
  your contacts.

- For information on syncing your contacts, please see *Profile Settings* on page 49.

Custom Groups

Custom Groups allow you to communicate with personalized groups of contacts. Currently, these are read-only lists that display your XFINITY and Skype contacts. They can't be edited nor can you make group connections from your TV at this time.

Find a Contact

a) Check to make sure the keyboard isn't locked by pressing the **Unlock** 🔓 button. Press any alphabet key to trigger the 'Find' feature. The Contacts screen will be displayed. Enter a contact's name or Skype Name.


b) As you type, matching entries are displayed.

Helpful Hints for Finding Contacts

- To expand choices, enter fewer characters.
- To reduce choices, enter more characters.

🗨 Recent

See your recent activity including the type of connection (video, audio or text) and contact name. The most recent are listed first. To change the length of time that calls and chats are saved, go to **Settings > Profile Settings > Manage Conversations**.
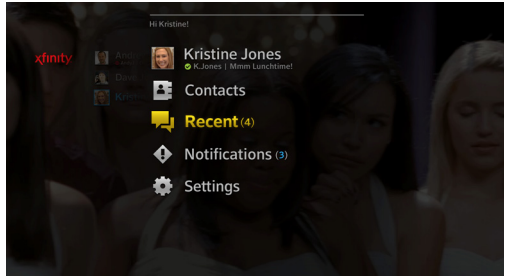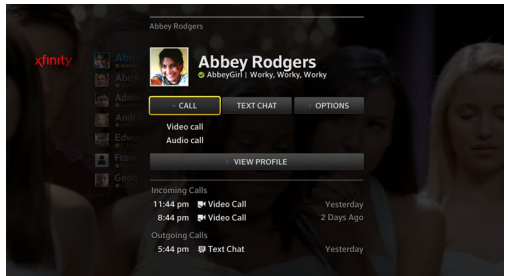
Connect with a Recent Contact

a) Select a contact from the **Recent** list to display the profile.
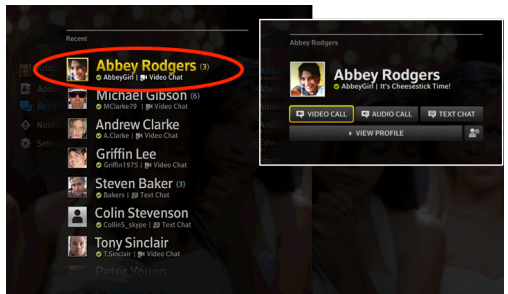
b) You can choose how you'd like to connect: **VIDEO CALL**, **AUDIO CALL** or **TEXT CHAT.**

◈ Notifications

Notifications are helpful alerts and updates that are displayed until an action is taken. For instance, a system update will remain in your list until you download the software.

Other examples include:

- Contact request: Accept or decline the invite or block from future contact.

- Software updates: Download security and feature enhancements, to optimize performance.

- Customized alerts provide helpful birthday reminders so you can call or send a message right on time.
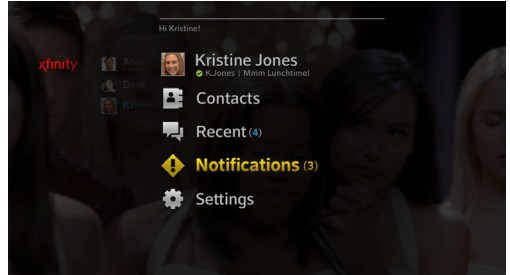
View and Respond to a Notification

a) Review your list of notifications then select the one you want to respond to.
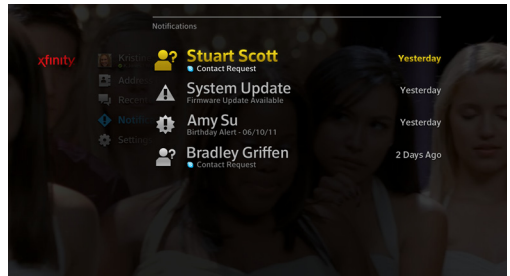
b) A message box provides the details of the notification. Simply click the desired action and move on to the next.

⚙ Settings

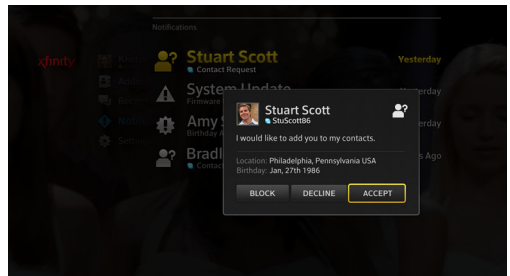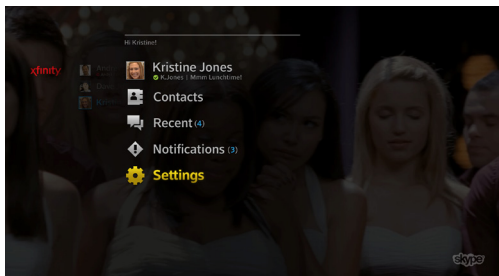Visit Settings to modify your profile, including privacy settings, your name, photo and more. Or adjust a system setting related to your connections and equipment. Select **Settings** then choose to adjust your **Profile** or **System Settings**.

Profile Settings

Profile Settings are optional settings that you can change at any time. Personalize your profile by editing any or all of these:
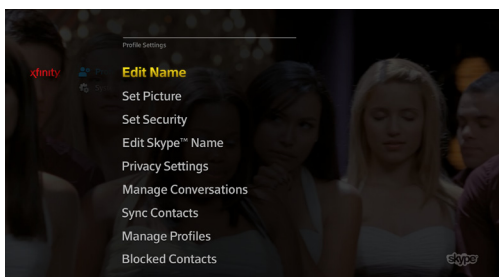
• Edit Name

This is the name your contacts see while you're using Skype on TV. Change this name by entering a new one, then click **SAVE**.
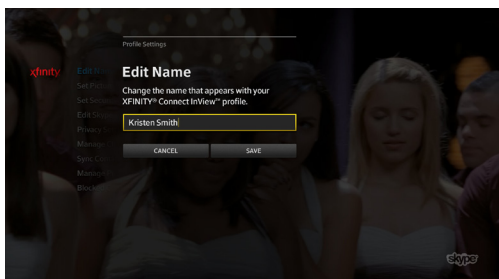
• Set Picture

The default picture shown with your profile is your existing Skype avatar (if you have one). You can replace this by taking a new picture here. For best results, don't move while taking the picture and stay within the onscreen frame. Once you've taken a picture, you can choose to save or re-take as many times as you'd like.
Once saved, this new photo will appear on your TV profile and as your Skype avatar.
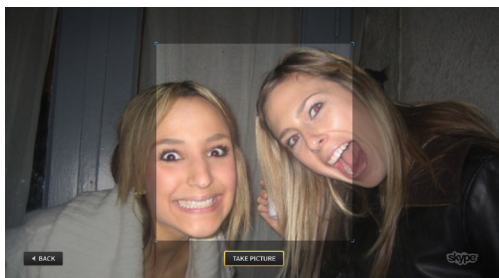
• Set Security
 You have the choice of entering your personal password every time you sign in, or it can be automatically filled in for you.

- Choose **Password Required for Sign-In** for the most secure measure of privacy and you will be prompted to enter your password every time you sign in.

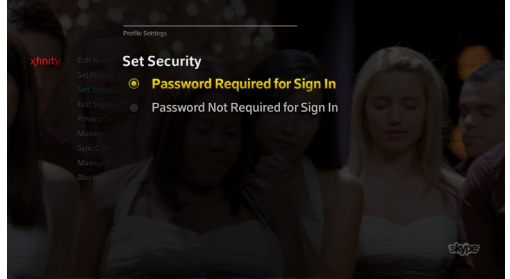- Select **Password Not Required for Sign-In** if you're not sharing this system with other household members, or if you don't mind other household users viewing your profile (including conversations and contacts).

- For added security, you'll be prompted to re-enter your password after 7 days of inactivity.

Helpful Hints for Security

- If you choose to remain signed in, be aware that anyone in your household (family members, babysitters, roommates) will be able to access your contacts, view your notifications, recent calls and profile settings until you sign out.

- If you're concerned about privacy, allow only people you know to contact you versus anyone using Skype on TV or Skype. Go to **Settings > Profile > Privacy Settings**.

- Although there are currently no parental controls for Skype on TV, you can ensure safety measures by not allowing your children to have their own profiles and by signing out after each use. Visit **Profile > Sign Out**.

• **Edit Skype Name**

Registered users of Skype are identified by a unique Skype Name, which may be listed in the Skype directory (pending your privacy settings). To change your Skype Name, use your remote. You'll have to enter your Skype Password to confirm the change. Be aware that this name change will also be reflected on your Skype account online. If you enter a name that's already in use by another Skype subscriber, you'll be asked to enter another name and try again.
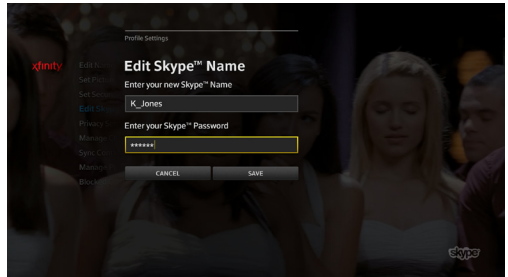
Privacy Settings

Select who can contact you from the Skype directory while using Skype on TV.

- **Allow only my personal contacts to call me** lets only your Skype on TV contacts call or text you.

- **Allow anyone to call me** makes it possible for anyone from the Skype directory to contact you. Please note that if you choose this option, it will also apply to your Skype settings while you're online (using your computer) or using a mobile device.
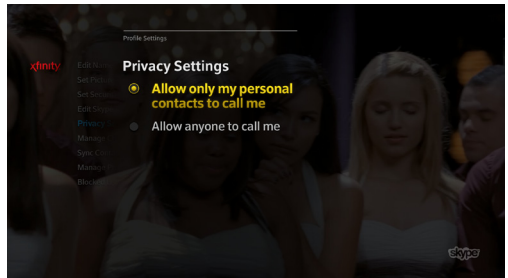
• **Manage Conversations**

You have the option of saving conversations—calls and texts—for up to one year or until you delete them. Go to **Recent** once you are signed in to view and delete any or all of these conversations at any time.
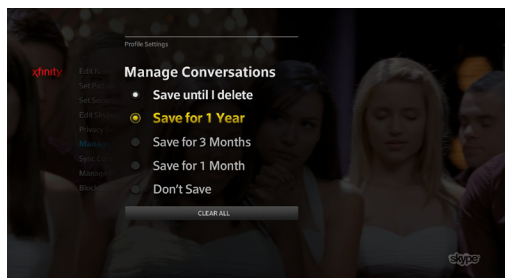
• Sync Contacts

By syncing your contacts, you'll be able to access your XFINITY and Skype contacts from one place, making it even faster and easier to find a family member or friend.

⚠ Syncing cannot be undone. It will merge your XFINITY and Skype contact lists. Before you begin, double check that you're signed in under your own profile to make sure that you're syncing the right contacts.

Syncing usually takes a few minutes, but the first time you sync may take slightly more.
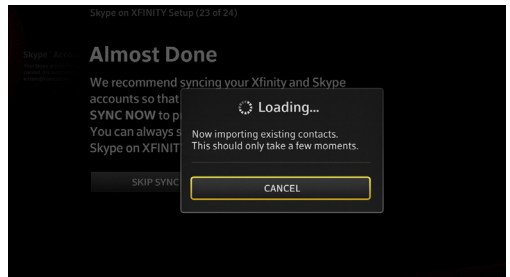
**Helpful Hints for Syncing**

- Once you sync your contacts, you may end up with a few duplicate entries. You can delete the duplicates by going to **XFINITY.com > Connect > Sign In > My Account > Contacts > Check for Duplicate Contacts**.

- If you click **CANCEL** during the sync, the two sets of contacts will not be merged and no changes will be made to your existing XFINITY and Skype contact lists.

• Manage Profiles

All profiles that you've created using Skype on TV can be accessed here. This list also includes profiles created by other household members. See the section, Profiles, on page 25 to learn more.

- You can select a profile to update, delete all of them at once, or add a new one.

- If you're the primary on your Comcast account, you can delete your profile (the primary profile) by selecting **DELETE ALL PROFILES**. Another primary will have to be designated before new profiles can be added. Please note that only the primary (or unrestricted secondary accounts) can delete all profiles. For more information about primary and secondary accounts, visit **XFINITY.com > Customer Care > Users & Settings > Manage MY User Accounts**.

- For details on how to update your profile, please see the section, *Profiles*, on page 25.
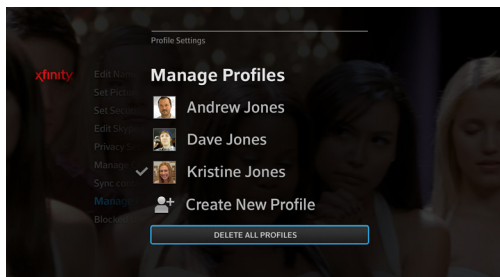
• Set Security

You have the choice of entering your personal password every time you sign in, or it can be automatically filled in for you.

Blocked Contacts

You can choose to block a contact for any reason, at any time, and prevent that person from calling or texting you via Skype on TV. Visit this section to view blocked contacts or unblock contacts to let them connect with you again.

To unblock a contact, select the contact name and click **UNBLOCK**.
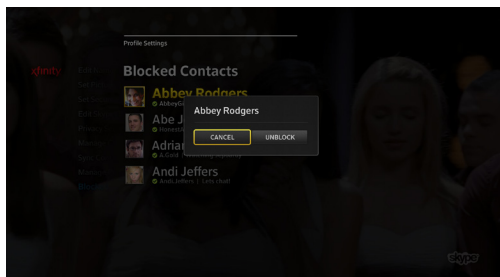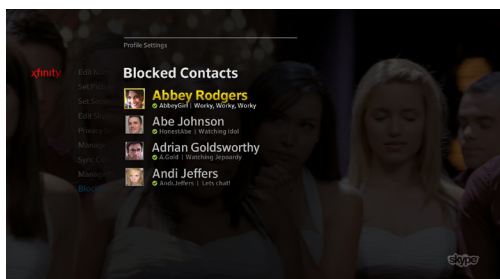
System Settings

System Settings are all about your hardware, software and equipment. They are the settings that you may have walked through during the initial Activation process (if you completed the system checks). From adjusting your camera to updating your WiFi, these settings ensure optimal performance of your video, audio, network and general connections.

Video: Camera, Screen Resolution,
    TV Signal

Audio: Set Volume, System,
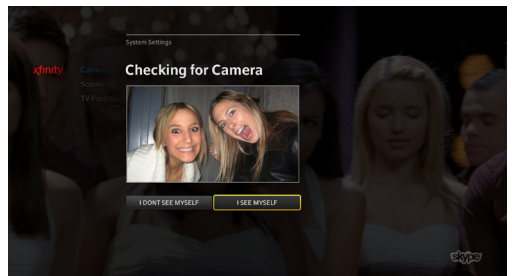   Check Microphone

Network: Ethernet and WiFi
    Network Connections

General: Software Update,
    Set Time Zone, System Timeout
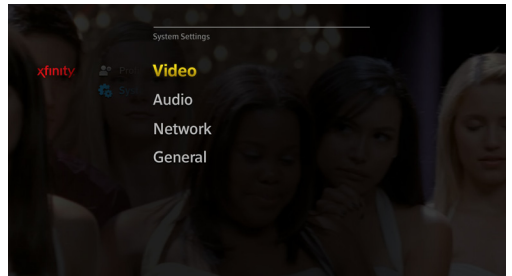
• **Video Settings: Camera**

The camera test checks that your camera is working and positioned to capture your preferred viewing area. Test your camera, make any adjustments (if needed), then select **I SEE MYSELF** to continue.

Helpful Hints for Camera Check

- If your camera is properly adjusted and you still don't see yourself, select **I DON'T SEE MYSELF**. Check to see if the camera's USB cable or USB extension cable, if used, are securely plugged into the Camera Input of the adaptor and try again.
- If you're still having trouble, please call Comcast at 855-417-9342 for assistance.

• **Video Settings: Resolution Check**

The resolution test identifies your TV's resolution. If your TV is capable of 1080p resolution, continue with 1080p. Otherwise, select 720p and continue.
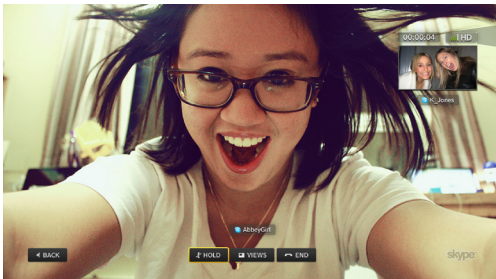

• **Making Video Calls:**

The video you send to your contact will first appear in standard definition (SD or 4:3 aspect ratio), but will change to high-definition (HD or 16:9 aspect ratio) after 45-60 seconds. This assumes that your contact's TV or device is able to receive HD video. If not, then only SD video will be seen by your contact.

• **Receiving Video Calls:**

The video you receive will first appear in standard definition (SD or 4:3 aspect ratio), but will change to high-definition (HD or 16:9 aspect ratio) after 45-60. This assumes the caller's TV or device is capable of sending HD video. If not, then you will only see SD video.

HD Meter
During video calls, the HD Meter lets you know the resolution (SD/HD) of the video being received.

• Video Settings: TV Signal Check

The TV signal test ensures that your set-top box is connected properly and that you'll be able to watch TV while using Skype on TV. If you see TV programming on the screen, click **I SEE TV.**


**Helpful Hints for TV Signal Check**

- If you see a gray box with an X, click **I DON'T SEE THE TV**. Check to see if your HDMI cable is securely connected and try again.
- You can use Skype on TV without the connection, but you won't be able to watch TV while using the service.

• Audio Settings: Microphone Check

The microphone test will ensure the microphones in the camera are working properly

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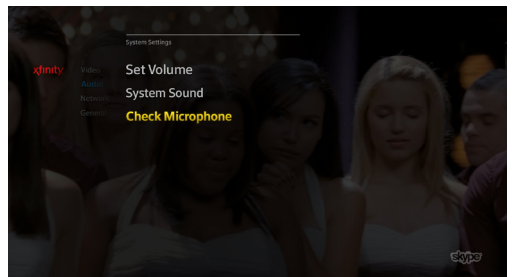
Speak and the sound check will run automatically. If the check is successful, the icon will glow. Click CONTINUE and you'll see the following success screen:
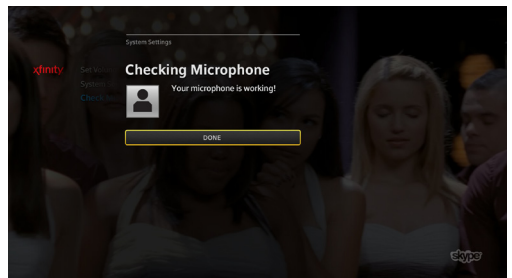
If the icon doesn't glow after a few seconds, click I DON'T SEE GLOWING ICON and follow the directions on the screen to continue.

Helpful Hints for Microphone Check

- If your microphone test is not successful, first make sure your camera is securely connected. Then, check that there are no obstructions between you and the microphone and try again by saying something out loud and speaking as clearly as possible.