



# Welcome to XFINITY<sup>®</sup> on the X1 Entertainment Operating System<sup>®</sup>



Welcome Kit



# Thank you for Choosing XFINITY®

Welcome to XFINITY® on the X1 Entertainment Operating System®, the simplest, fastest and most complete way to access all your entertainment on all your screens. For more information about X1 available online, visit [www.comcast.com/x1welcome](http://www.comcast.com/x1welcome).



*Rio 2 available for Rent or Purchase with  
XFINITY On Demand | Parenthood available at [xfinity.com/tv](http://xfinity.com/tv)*

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NEED HELP?  
[www.comcast.com/help](http://www.comcast.com/help)

LEARN MORE ABOUT X1  
[www.xfinity.com/xtv](http://www.xfinity.com/xtv)

MANAGE X1 SETTINGS & HELP  
[www.xfinity.com/xtv](http://www.xfinity.com/xtv)

CHAT WITH US  
[www.comcast.com/chat](http://www.comcast.com/chat)

CALL US  
**1-800-XFINITY**

## Play/Pause

Pause and resume what you are watching. With X1 DVR™ service, this also allows you to pause and resume live TV.

## Rewind/Fast-Forward

Rewind and fast-forward a program or skip ahead or back 24 hours in the guide.

## Exit

Returns you to live TV or the previous menu.

## Guide

Displays channel line up. Press **Guide** twice for guide views to filter listings.

## Last

Takes you back a step in the menu, exits to live TV or shows last channels/shows watched.

## Search

Type the first few letters of an actor, title or genre and get instant results across live TV, XFINITY On Demand™ and your X1 DVR. The number buttons on your remote correspond to letters.



## XFINITY

Main Menu to access **Guide**, **Saved (DVR)**, **On Demand**, **Search**, **Apps** and **Settings**.

## Record

Schedule a show or series to record.





## Page Up/Down

Jumps you up/down in menus or forward/backward while watching a show.

## Info

Displays full program information.

## Shortcuts

-  **Help** when you need it\*
-  **Display Video** window while browsing menus.
-  Launch the **Sports app**.
-  **Delete** a recording, cancel a scheduled recording or clear history from Last Watched.

Services and features vary based on service level and equipment. An additional monthly fee applies to DVR service. Your remote control may vary slightly from the one pictured here, but the basic functions should remain the same. Some features may not be available in all areas. For a complete list of Comcast remotes go to [www.comcast.com/remotes](http://www.comcast.com/remotes) for more details. Only DVR set-top boxes can pause or rewind live TV. \*Not available on all set-top boxes.

# XFINITY® TV

## On-Screen Guide

XFINITY® on the X1 Entertainment Operating System® gives you a one-of-a-kind interactive TV experience.



### PRESS FOR THE MAIN MENU

- **Guide** — Channel line up and listings.
- **Saved** — DVR Recordings, Favorites, Purchased and For You.
- **On Demand** — TV shows, movies, kids' programming and more available instantly.
- **Search** — Search across live TV, XFINITY On Demand™ and the X1 DVR™ at the same time.
- **Apps** — Pandora, Sports App, Weather, etc.
- **Settings** — Preferences, device settings and parental controls.

### PRESS GUIDE TWICE TO FILTER LISTINGS BY:

- **All Channels**
- **HD Channels**
- **Favorites** — Shows your favorite channels. To set up, highlight channel number/logo in Guide, press OK then press Favorite.
- **Trending** — See what is trending on XFINITY TV and Twitter.
- **Movies**
- **Sports**
- **Kids**

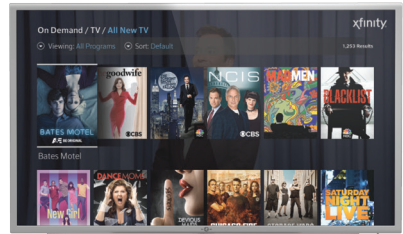


## FILTER ON DEMAND TO NARROW CHOICES

In the On Demand menu, narrow choices by navigating to the top of the screen and press **OK** while highlighting Filter or Sort. You can sort by:

- HD or 3D
- Free to Me or All
- Closed Caption and Video Description
- New Only
- Popular
- Most Recent

Make selections and press **OK** to display.



## FIND WHAT YOU'RE LOOKING FOR

- Type the first few letters of an actor, channel, title, team or genre and get instant results across live TV, XFINITY On Demand™ and your X1 DVR™. The number buttons on your remote correspond to the letters.
- Seamlessly flip to your most recently watched shows, DVR recordings and XFINITY On Demand programs by pressing the Last button while watching TV.



## GET RECOMMENDATIONS AND BOOKMARK FAVORITES

- Get recommendations when you select any program and scroll down to More Like This. You will see a list of similar movies and shows you might enjoy or other programs with specific cast or crew members.
- Keep track of your favorite actors, shows, teams and movies by marking them as a Favorite, then find them in the Saved menu to watch anytime.
- In the Saved menu, get recommendations based on what you've watched by selecting For You.





## LEARN MORE ABOUT YOUR SHOWS AND MOVIES

- In each show's information screen you have the option to see other episodes in the series, find other air times or mark as a Favorite.

## ACCESS YOUR DVR RECORDINGS

- To record a show, highlight the program in Guide, Search Result, Program Information or while watching live TV and then press **RECORD** on your remote. For a TV series, you can record Just This Episode or All Future Episodes to create a series recording.
- To watch recordings, go to Saved and then Recordings.
- To delete recordings, highlight the program or folder of recordings and press **DELETE** on our remote, then press **OK** to Delete Now. Pressing **DELETE** will send deleted recordings to your Recently Deleted folder.

## FIND FAVORITES, PURCHASES AND FOR YOU

Choose Saved in the Main Menu to access:

- **Favorites** are shortcuts to your preferred movies, TV shows, actors, channels and sports teams. Select the Favorite option from Program/Series Information.
- **Purchases** include the TV shows and movies you have purchased to own.
- **For You** lists your recently recorded and watched programs with new recommendations based on your viewing habits.

## APPS RIGHT ON YOUR TV

Access your favorite social, music, sports and weather apps on your TV.

- **Sports** — Track multiple games at once and check the latest scores and standings, all while watching another game.
- **Social Media** — View photos and access your social media accounts.
- **Pandora** — Listen to your music channels on Pandora.
- **Tips and Tricks** — Get updates on the latest features and shortcuts.
- **Weather** — Get the current and extended forecast for your area or any location.
- **My Account** — View your bill, appointments or troubleshoot your service.



Some apps, such as Pandora, require initial setup online. Go to [www.xfinity.com/x1apps](http://www.xfinity.com/x1apps) to connect these apps to your TV. Check the Apps menu to see what new apps have been added.

## MORE CONTROL AT YOUR FINGERTIPS

Select the  in the Menu page to manage Menu Preferences, Device Settings and Parental Controls.

- **Menu Preferences** include changing the background darkness level and auto-tuning to HD channels.
- **Device Settings** include options for closed captioning, video resolutions, audio settings and light brightness of your set-top box.
- **Parental Controls** allow you to restrict viewing on your TV. Go to [www.xfinity.com/parents](http://www.xfinity.com/parents) for more information.

*XFINITY On Demand™ programming requires subscription to TV service package with XFINITY On Demand programming. XFINITY On Demand selections subject to charge indicated at time of purchase. Not all services available in all areas. Pricing and services subject to change. Limited Basic Service subscription required to receive other levels of service. Call for restrictions and details.*

## Entertainment on the Go

With the XFINITY TV Go app you can take your entertainment with you wherever you go!



### WATCH THOUSANDS OF XFINITY ON DEMAND™ PROGRAMS

The XFINITY TV Go app makes the power of XFINITY On Demand™ mobile. Browse and stream popular TV series, primetime shows and hit movies from CNN, TNT, ESPN, Food Network and more.

You can even download TV shows and movies to your device and watch them when you're offline from SHOWTIME®, STARZ®, ENCORE® and MOVIEPLEX® with your Premium subscription.



## STREAM OVER 50 NETWORKS LIVE FROM YOUR MOBILE DEVICE



Plus many more!

*Available from iTunes, Google Play and Amazon. Programming and services vary based on service level. Standard data charges apply. Check with your carrier.*



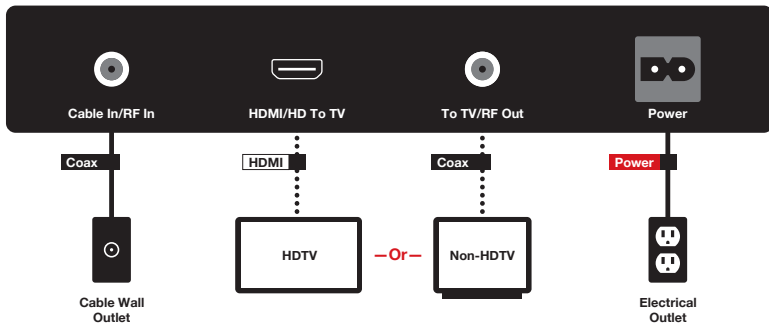
# SETUP GUIDES

## Set Up & Connect

### HDMI / COAX CABLE CONNECTION

XFINITY Set-Top Box (Back)

Actual device may vary.



- 1 Connect a coax cable from your cable wall outlet to the **Cable In/RF In** connection on your set-top box. Make sure this connection is finger tight.

*You may only need one coax cable for your set-top box connection, so select the length that suits your needs.*

- 2 For the best HD picture quality, connect the HDMI cable from the **HDMI** connection on your HDTV to the **HDMI/HD To TV** connection on your set-top box.\*

*If your device has multiple **HDMI** connections, use the **HD To TV** connection.*

**-Or-**

Connect the other coax cable from the **Cable In/RF In** connection on your TV to the **To TV/RF Out** connection on your set-top box. Make sure this connection is finger tight.

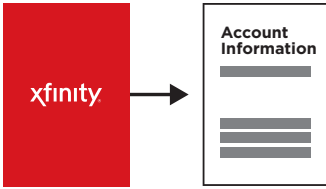
- 3 Plug the power cord into your set-top box, then into an electrical outlet.

Your set-top box will begin booting up. This process may take up to 10 minutes.

\*If you are using the HDMI cable, you will only use one coax cable for your set-top box connection.

*Refer to page 11 for alternate connection information.*

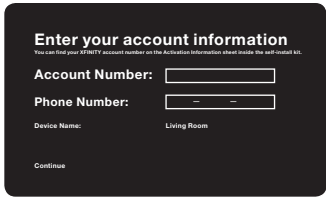
# Power Up & Activate



You might need the Account Information card found in your XFINITY folder in this kit to complete activation.



Turn your TV on. Make sure that it is set to the proper input or channel.



Please follow the on-screen messaging to complete the activation of your new XFINITY service.

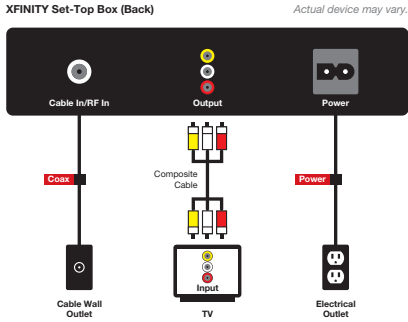


**Don't forget to program your remote control!** To program your remote to your TV, refer to the instructions with your remote. Or go to [www.comcast.com/remotes](http://www.comcast.com/remotes).

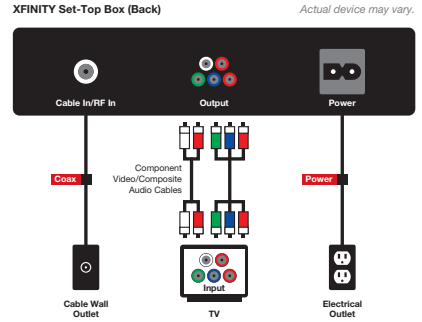


Need help? For troubleshooting tips, go to [www.comcast.com/selfinstall](http://www.comcast.com/selfinstall).

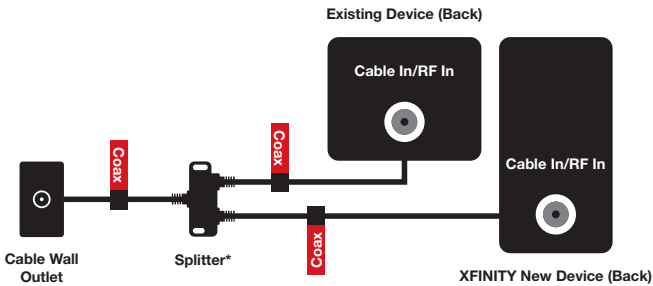
## COMPOSITE CABLE CONNECTION



## COMPONENT VIDEO / COMPOSITE AUDIO CABLE CONNECTION



## ALTERNATE CONNECTION USING A SPLITTER



\*Splitter not included in Self-Installation Kit.

# ACCOUNT AND SUPPORT

## XFINITY® Self-Service

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Manage everything from anywhere.

### ONLINE

Set up your account, create a user profile and manage your settings at [www.comcast.com/myaccount](http://www.comcast.com/myaccount). You can manage your account online or from your mobile device with the XFINITY My Account app.

- Pay your bill, set up automatic payments, review past payments and statements or sign up for EcoBill.®
- Get help troubleshooting or request a callback from one of our experts.
- Check your connection status, manage your appointments and learn more about your account.

### ON THE GO



#### XFINITY MY ACCOUNT APP

Manage your account on mobile devices with the XFINITY My Account app. No lines. No waiting. Pay your bill, manage your appointments and check your connection status, even troubleshoot technical issues right from your mobile device.

Download the XFINITY My Account app to manage your account easily from anywhere.



## ALERTS

Sign up for helpful service alerts via text message or email at [www.comcast.com/myaccount](http://www.comcast.com/myaccount). Once registered, text any of these commands to 266278 and we'll text you right back.

**LOC:** Provides address of closest service center.

**BAL:** Provides your latest balance information.

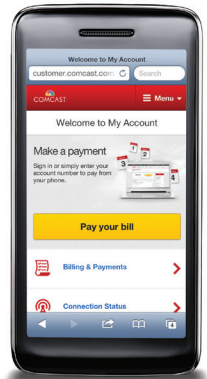
**OUT:** Tells you if you are currently in a service outage.

**NOAPPT:** Cancel a scheduled service call.

**STOP:** Unsubscribe from Comcast text alerts.

**HELP:** Get additional service information.

**COMMAND:** See a list of available features.



## Troubleshooting

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### NEED HELP WITH THE REMOTE CONTROL?

- Visit [www.comcast.com/remotes](http://www.comcast.com/remotes) for remote control programming support, code lookup tools and frequently asked questions.

## The Comcast Customer Guarantee™

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The Comcast Customer Guarantee™ is our promise that we will always provide a superior customer experience. We will make the following guarantees to our customers:

- We will give you a 30-day, money-back guarantee on our video, voice and high-speed Internet services.
- We will offer two-hour appointment windows.
- We will always be on time within your appointment window or we'll give you a \$20 account credit or a free premium channel for three months\*.
- We will resolve routine issues in one visit or give you a \$20 account credit or a free premium channel for three months\*.
- We will treat you and your home with courtesy and respect.
- We're here for you, 24 hours a day, 7 days a week, to answer questions at your convenience.
- We will offer easy to understand packages and provide you with a clear bill.
- We will continually offer the best and most video choices.



Learn more about the Comcast Customer Guarantee at:

[www.comcast.com/Corporate/Customers/CustomerGuarantee.html](http://www.comcast.com/Corporate/Customers/CustomerGuarantee.html).

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

