

xfinity®

XFINITY® INTERNET

User Guide

Comcast.

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Welcome to XFINITY® Internet

Welcome!

You've made a great choice — with XFINITY® Internet, not only do you get the fastest Internet in the nation according to PC Magazine, but also valuable extras that are included in your subscription. You can now begin to enjoy thousands of the best movies and TV shows online, plus you can check your email and voicemail anywhere with XFINITY Connect. Go to xfinity.com to get started.

You also get the most comprehensive online protection with the Constant Guard™ Protection Suite, which protects your passwords and usernames, and gives you access to top-rated Norton™ Security Suite, Identity theft protection, and more — at no extra cost to you.

With XFINITY Internet, you get up to 7 Comcast email addresses, so be sure to check your email regularly as that is where we will send important announcements or updates related to your service.



Quick Start Guide

Username and Password


You received your username and password during the Internet installation process. Keep this information handy — you will need it to access some features and benefits that are included with your XFINITY service.

_____	@comcast.net	_____
<i>Primary Username</i>		<i>Password</i>
_____	@comcast.net	_____
<i>Additional Username</i>		<i>Password</i>
_____	@comcast.net	_____
<i>Additional Username</i>		<i>Password</i>
_____	@comcast.net	_____
<i>Additional Username</i>		<i>Password</i>
_____	@comcast.net	_____
<i>Additional Username</i>		<i>Password</i>
_____	@comcast.net	_____
<i>Additional Username</i>		<i>Password</i>

Xfinity.com – Get the Most from Your XFINITY Service


Xfinity.com is where it all comes together. You can get your email, voicemail, TV Listings, online security, photos and music, as well as the latest news, entertainment and sports all in one place.

_____	Search
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 **SECURITY** — Stay safe when you are online and protect your computer. Get Norton™ Security Suite at no additional cost.

 **TV LISTINGS** — Find out what's on TV, in high definition and On Demand.

 **PHOTO CENTER** — Share your photos, create photo cards, books, calendars and other unique gifts.

 **SECURE BACKUP & SHARE** — Receive 2GB of storage space to protect valuable files, like photos, and share from any Internet connection.

Set Your Home Page

- Open an Internet Explorer window.
- Click on Tools in the top header.
- Select Internet Options.
- Type xfinity.com into the home page address box.

On the Go

- Check email, news, weather and more on your mobile phone. Mobile phone with Internet access required.
- Direct your mobile phone browser to m.comcast.net.
- Looking for an app? Visit xfinity.com/mobile.

Need Help?

- Call 1-800-XFINITY.
- View FAQs on xfinity.com.
- Chat with a representative; visit the support link and access: **CHAT**

Safe and Secure

Constant Guard™ from XFINITY

Only XFINITY® Internet includes Constant Guard, the most comprehensive suite of online protection offered by any major Internet Service Provider. It's a \$360 value included at no extra cost.

In addition to protecting your passwords and personal information, such as user IDs and credit cards, you can also enjoy the convenience of secure one-click access to your online accounts! Constant Guard also includes:

- **Norton™ Security Suite**

This award-winning security solution includes must-have software like virus protection, firewall, Parental Controls and much more. Powered by Norton 360™ technology, it is a \$160 value included at no additional charge. Download it for up to 7 computers in your household.

- **Norton Online Family**

Use Parental Controls to help keep kids safe online. Through Norton Online Family, parents can supervise and control their children's online activity as well as limit access to Internet content.

- **IDENTITY GUARD®**

Identity theft protection, including Lost Wallet Protection, unlimited ID recovery services from the Identity Theft Assistance Center® (ITAC®) and financial calculators and tools.

- **Secure Backup & Share**

2GB free of automatic backup protection in case something happens to your PC. By using Secure Backup & Share, your documents, photos and files are protected. Your important information is backed up, protected and easily accessible whether you are home or away.

- **Network Protection**

Get notified from us if you have a malicious BOT taking control of your computer. BOTs operate without the PC user knowing what is happening. They are designed to steal information like your bank account, credit card and Social Security numbers, as well as usernames and passwords that you type online. Our team of trained experts will automatically notify you if your computer is under attack.

- **Customer Security Assurance**

Our team of trained experts is available for security and safety questions or concerns. They can assist customers with issues related to viruses, BOTs, SPAM, phishing attacks and more so that you can rest assured you and your family are safe and secure when you are online.

- **XFINITY Toolbar**

Protect yourself against phishing attacks and know if you are visiting websites that may not be safe. Download the XFINITY Toolbar to give you additional security and peace of mind.

- **DNS Security Extensions (DNSSEC)**

When you browse websites like xfinity.com, DNS is the Internet yellow pages converting website names to their proper location. Viruses and malicious software can hijack and modify your browser address entries. DNSSEC inspects and insures that those addresses have not been tampered with, assuring you a safe Web-browsing experience.

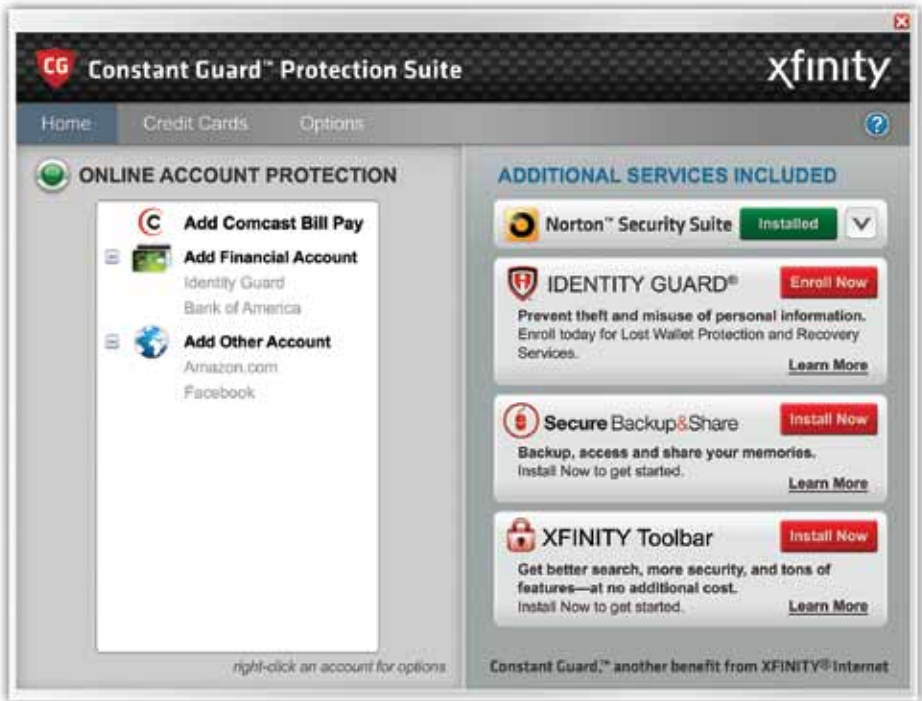
To learn more about your products and services from XFINITY, please visit xfinity.com/profile.

Norton™ is a registered mark of Symantec Corporation. IDENTITY GUARD® and associated logos are trademarks or federally registered trademarks of Intersections Inc. ITAC Victim Assistance® is a federally registered trademark of ITAC, the Identity Theft Assistance Center, and is used by permission. Constant Guard™ and associated logos are trademarks or federally registered trademarks of Comcast Corporation. Constant Guard™ not available with Macintosh systems. For details about Constant Guard™ for Macintosh, visit xfinity.com/CGMAC.

Safe and Secure

Constant Guard™ Protection Suite

Download the Constant Guard™ Protection Suite to safeguard your personal information, like usernames, passwords and credit cards, to encrypt and conceal what you type online. With the Protection Suite, you can worry less about cyber criminals stealing your private information without your knowledge. Even better — it serves as one easy and informative control center on your PC, so you can manage your online security from one single place. The Constant Guard™ Protection Suite gives you one-click access to safety and security products offered at no additional cost, such as Norton™ Security Suite, IDENTITY GUARD and more.



To download Constant Guard Protection Suite, visit xfinity.com/constantguard.

Safe and Secure



Norton™ Security Suite

Superior Protection, Fast Performance

- Helps protect your computer, without slowing you down.
- Defend against viruses — Virus protection with security options that block and remove viruses before they reach your PC.
- Helps secure and monitor your home network.
- Finds and fixes problems that slow your computer.
- Speeds up the computer's startup time.

To find out more, go to xfinity.com and search: **NORTON**

Also available for Mac users.

Download product; image for illustrative purposes only.



Norton™ Online Family

- Tracks each website that your child visits.
- Allows you to set limits on time your child spends on the computer.
- Monitors your children's Instant Messages.
- Notifies you if your child performs any inappropriate activity.

To find out more, go to xfinity.com and search: **PARENTAL CONTROLS**

Not all features are compatible with Macintosh systems.

Safe and Secure

Secure Backup & Share

We help provide peace of mind with the easier way to store and share all of your valuable files, like photos, music, video, emails and important documents. As a valued XFINITY Internet customer, you **automatically get** access to 2 gigabytes (GB) of online storage included at no additional cost with your Internet subscription — so you don't risk losing files, photos or documents if disaster strikes your computer. Sharing your documents and photos couldn't be any easier; you can share your files from any Internet connection — even your mobile phone!



Quick and Easy Backup

- Download once, and files can be identified and backed up automatically — for both PC and Mac users.
- Restore files easily in a few quick steps; save the time and avoid the hassle of burning CDs or using other external storage devices.

Secure, Reliable Protection

- Protect yourself against hackers with advanced encryption technology that helps keep files secure.
- Copy your valuable files to a secure, reliable location that's always available to you.

Remote Access and Sharing

- You get your own secure, personalized website for sharing files with family and friends.
- Remotely access your files using any Internet connection when using a compatible Web-enabled mobile phone.

Go to xfinity.com and search: **BACKUP**

Secure Backup & Share is also available for Mac users.

Connect and Communicate

Visit **XFINITY Connect** to access your email, voicemail, personal or family calendar and a Universal Address Book.

Calendar

Use the enhanced calendar to keep track of important dates and events, get reminders for appointments and share your schedule with family and friends. Plus, view listings for your home DVR recordings and add in the schedule for your favorite sports teams and TV shows from any computer with an Internet connection!

Voicemail

Check voicemail online from any computer with Internet access. Forward voicemail messages to others through email, receive an email notification when a new voicemail arrives, listen to your messages in any order, review your call history and lots more!

Readable Voicemail

Switch on readable voicemail in XFINITY Connect and receive your home voicemails converted to text and emailed to any email address you choose.

Spam Protection

As a Comcast subscriber, you benefit from advanced anti-spam filtering and protection for all of your email accounts.

Extra Features

- Use Drag and Drop to drag emails from your inbox into your folders.
- Right click on an email for a menu of features, including reply, forward and delete.
- Mouse over a photo attachment to see a preview of the photo.
- Type an email address, and Auto Complete will finish it for you if the address is in your address book.
- View your latest Facebook and Twitter feeds on the XFINITY Connect home page.

Quick Access

1. Go to xfinity.com.
2. Click Connect at the top of the page, or the Email or Voice button on the black bar on the right-hand side.
3. Log in using your Comcast ID and password.

Email

Get up to 7 email accounts for you and your family members. Plus, enjoy a huge 10 gigabytes of storage for photos, files and other important communications.

Additional Email Accounts

Primary account holders can go to xfinity.com and click on My Account. Then follow the easy steps to Create a Secondary Account.

EasyChange

Make changing your email address quick and easy. Transfer your email, contacts and more from other email accounts to your comcast.net email. Get started now at comcast.net/easychange.

Universal Address Book

Combine your contacts from other email accounts, online address books and PCs into one Universal Address Book. Plus, send e-cards right from your address book.

Manilla.com

Manilla is a new free service that automatically retrieves, organizes and stores all of your Comcast bills, other bills, statements and online accounts in one place.

Take it on the go – xfinity.com/mobile.

Remember, when necessary, Comcast will send important service-related emails to your email account.

XFINITY® Voice is required for Readable Voicemail.

Manage Your Entertainment

Your Guide To Entertainment

Xfinity.com is the online destination to get the most from your XFINITY subscription.

Watch TV Online

The world's greatest collection of On Demand shows and movies is only a click away. XFINITY® TV offers thousands of TV shows and movies you want, with the convenience of watching online anytime, anywhere.

- TV & Movies — Enjoy over 60,000 shows and movies available online.
- Control your TV — Change the channel or start an On Demand program from your computer.

Mobile Apps

Get more from your subscription with mobile offerings from XFINITY. The XFINITY™ TV app and XFINITY™ Mobile app keep you connected on the go. For more information, check out xfinity.com/mobile.



XFINITY TV app

- Watch TV on your iPad®, iPhone® and iPod touch® — Watch your favorite On Demand shows and movies right on your iPad®, iPhone® and iPod touch®.
- Remote Tune — You can change the channel on your TV or tune directly to an On Demand program on your TV.
- Remote DVR Scheduling — Schedule your DVR from wherever you are.
- Enhanced Search — Navigate through thousands of TV shows and movies — even those On Demand.
- Available devices — iPad®, iPhone®, iPod touch® and Android™.



XFINITY Mobile app

- Email and Voicemail — Get your email and XFINITY visual voicemail together in one unified inbox on your iPad®, iPhone®, iPod touch®, Android™ and BlackBerry™ devices.
- Universal Caller ID® — Available with iPad®, iPhone® and iPod touch®. See who's calling your home number with our new Caller ID feature.
- Call Forwarding — Forward your home phone calls to your iPhone®, iPod touch®, Android™ and BlackBerry™ devices or other numbers.
- Account Management — Available with iPad®, iPhone®, iPod touch® and Android™ devices. View your bill summary, make one-time payments and set up automatic payments.
- Universal Address Book — Sync your iPad®, iPhone®, iPod touch®, Android™ and BlackBerry™ device contacts with your online Universal Address Book.

Must have XFINITY TV service. Not all services/features available in all areas or on all devices. Features may vary depending on smartphone device. XFINITY DVR service required for DVR features. XFINITY Voice is required for voice-related features.

Troubleshooting Your Hardware and Software

Need Help With Your Computers or Home Network?

We offer multiple installation and support options to help you better enjoy your new XFINITY Internet service. With 4 installation options — Self-Install Kit, On-site Internet Installation, On-site Wireless Network Set-up and Remote Wireless Network Set-up — and 2 support options to choose from, we've got you covered.

Support Options

- **Core Support** — With your XFINITY Internet, you'll receive support to make sure your XFINITY-provided equipment is running properly and delivering a fast, reliable connection. Your Core Support is included with your XFINITY Internet service at no extra charge.
- **XFINITY Signature Support** — For expanded tech support, we offer XFINITY Signature Support — the fast, easy way to keep your computers, home network and other devices running smoothly day-after-day. With 24/7 live, remote support and plans starting as low as \$4.95/mo, Signature Support is your affordable source for expert tech support and equipment protection. Visit xfinity.com/signaturesupport to learn more.

How Can We Help?

	Core Support	XFINITY Signature Support + Core Support
XFINITY Internet		
Ensure XFINITY equipment is working properly and replace if necessary	✓	✓
Ensure Internet connectivity on one wired device	✓	✓
Validate speed settings	✓	✓
Validate Web browser settings	✓	✓
Provide instructions to set up email and Constant Guard™ Security Suite	✓	✓
Wireless Network		
Provide default network name and password*	✓	✓
Present instructions on accessing wireless device's configuration page and resetting router to default settings*	✓	✓
Provide ongoing router/home network support		✓
Establish security, encryption and firewall settings		✓
Establish print and file sharing		✓
Help add WiFi devices to your network		✓
Computer Performance		
Provide routine, tech-assisted PC tune-ups and security reviews		✓
Provide operating system and software & hardware troubleshooting		✓
Provide technician-assisted virus, malware or spyware removal		✓
Equipment Protection		
Warranty protection for computers, laptops & tablet PCs		✓
Warranty protection for flat-panel TVs		✓
Protection from manufacturer defects, wear & tear and power surges		✓

To learn more about XFINITY Signature Support, visit xfinity.com/signaturesupport

*Must have XFINITY-provided wireless device to receive Core Support related to wireless network.

The Comcast Customer Guarantee

The Comcast Customer Guarantee

Since 1963, Comcast has been dreaming big. We bring exciting products and unparalleled choice to customers across America with our video, high-speed Internet, phone and online services. We push the boundaries of innovation and creativity because we want to exceed our customer's expectations. We are committed to providing Comcast customers with a consistently superior customer experience. If for any reason something goes wrong, we will work to resolve the issue quickly and as professionally as we can.

We make the following guarantees to our customers:

- **We will give you a 30-day, money-back guarantee, on our video, voice or high-speed services.** If you're not satisfied with your video, voice or high-speed service and wish to cancel 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.
- **We will always be on time within your appointment window or we'll credit you \$20 or give you a free premium channel for three months.** 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 you \$20 or give you a free premium channel for three months.*
- **We will resolve routine issues in one visit or we'll credit you \$20 or give you a free premium channel for three months.** After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will credit you \$20 or give you a free premium channel for three months. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.*
- **We will treat you and your home with courtesy and respect.** Our technicians will display their Comcast identification clearly when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives (CAEs) will be courteous and knowledgeable when you contact us.
- **We're here for you, 24 hours a day, 7 days a week** to answer questions at your convenience. You can contact us 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
- **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 can view your monthly statement and service details anytime by visiting xfinity.com.
- **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 private fiber network and decades of television experience. We will use On Demand to bring you dramatically more content choices, including more movies, more sports, more kids programs, more network TV shows and more HD than anyone else.

Every Comcast employee is dedicated to meeting the commitments above and to exceeding your expectations. We are working very hard to serve our customers better and listen carefully to their feedback. If you have any thoughts or ideas about this Guarantee or about your experience with us, we invite you to share your feedback with us by visiting xfinity.com.

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



How to Read Your Bill

Your Comcast 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 and signing up.

Understanding Your Bill

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

Understanding Your Payment Options

- Go to 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 Comcast 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 comcast.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 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, any partial month charges or credits are here, along with a brief description of what changed.

Comcast

Account Number: 9999 11 222 000002
 Billing Cycle: 06/15/16
 Total Amount Due: \$0.00
 Payment Due by: 07/01/16
 Page 1 of 2

Contact us: comcast.com 1-800-XFINITY (1-800-456-6448)

N E Subscriber
 For service at:
 1 S COMCAST BT
 MILWAUKEE OR 972264022

1 Monthly Statement Summary
 Previous Balance \$0.00
 Payment—\$0.00—Make you a \$0.00
 New Charges—\$0.00
Total Amount Due \$0.00
 Payment Due by 07/01/16

2 News from Comcast
 Thanks for choosing the XFINITY Talk! Plan - TV, Internet and Voice. These great products at one, great price.

3 New Charges Summary
 XFINITY Bundle Services \$0.00
 Additional XFINITY TV Services \$0.00
 Additional XFINITY Internet Services \$0.00
 Additional XFINITY Voice Services \$0.00
 Partial Month Charges & Credits \$0.00
 Service Details: See the following pages for more details.
 Taxes, Surcharges & Fees \$0.00
Total New Charges \$0.00

4 You saved \$0.00 this month with your XFINITY discounts!

Deliver and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.

Comcast
 6000 1st Avenue, Seattle, WA 98106-1616

Account Number: 9999 11 222 000002
 Billing Cycle: 06/15/16
 Total Amount Due: \$0.00
 Amount Enclosed: \$0.00
 Make checks payable to Comcast
 Comcast
 PO Box 14144
 Seattle WA 98124-1414

Comcast

Account Number: 9999 11 222 000002
 Billing Cycle: 06/15/16
 Total Amount Due: \$0.00
 Payment Due by: 07/01/16
 Page 2 of 2

Contact us: comcast.com 1-800-XFINITY (1-800-456-6448)

8 Service Details

XFINITY Bundle Services
 Preferred Talk! Plan 06/15 - 06/30 \$0.00
 Preferred Digital Premium with DVR 05/01/16 \$0.00
 Performance High-Speed Internet and Digital Voice Unlimited \$0.00

Total XFINITY Bundle Services \$0.00

Additional XFINITY TV Services
 DVR Service 06/01 - 06/30 \$0.00
Total Additional XFINITY TV Services \$0.00

Additional XFINITY Internet Services
 Internet/Video Equipment 06/01 - 06/30 \$0.00
Total Additional XFINITY Internet Services \$0.00

Additional XFINITY Voice Services
 For Telephone(s) (123) 456-7891 \$0.00
 Universal Consumer Charge—Recurring \$0.00
 Regulatory Recovery Fees—Recurring \$0.00
 The Regulatory Recovery Fee is not a tax or government-mandated charge. It reflects regulatory costs such as state universal recovery, utility services, 911 and other local utility fees. [View Vera Detail at www.vera.com/Veratalk](http://www.vera.com)

Total Additional XFINITY Voice Services \$0.00

Partial Month Charges & Credits
 Because we had already billed you when you made the latest changes to your account, we have adjusted this statement. Listed in this section are credits and/or charges for the changes you requested.
 Effective 05/08/16, you added DVR Service at \$11.95 per month.
 Adjustments for services added 05/08/16
 DVR Service 05/08 - 06/31 \$0.00
 24 days @ \$0.355/day based on a monthly rate of \$11.95
Total Partial Month Charges & Credits \$0.00

Taxes, Surcharges & Fees
 TV Franchise Fee \$0.00
 REG Access Fee \$0.00
 FCC Regulatory Fee \$0.00
 Wire Line Fees \$0.00
Total Taxes, Surcharges & Fees \$0.00

Lobby Locations:
 Milwaukee
 1411 S. Douglas St. 4th fl.
 Milwaukee, WI 53204
 Mon-Fri 9am-5pm, Sat 11am-4pm

Portland
 877 NE Sandy Blvd
 Portland, OR 97232
 Mon-Fri 9am-5pm, Sat 9am-4pm

Beaverton
 8925 NE Kenosia Ave
 Beaverton, OR 97008
 Mon-Fri 9am-5pm, Sat 9am-4pm

Your Franchise Authority is:
 Community Services Director
 City of Milwaukee
 10722 SE Main St
 Milwaukee, WI 53222
 (414) 786-7500

Actual bill may vary slightly.

Frequently Asked Questions

How can I set my home page to xfinity.com?

When your Internet Explorer browser is open, select the Tools drop-down menu and select Internet Options. In the home page address box, type <http://www.xfinity.com> and then click OK to accept.

How many email addresses come with my xfinity.com subscription?

You are able to create up to seven email addresses associated with your account. To add an email address, sign in at xfinity.com under your Primary Account. Select the My Account link on the xfinity.com home page. In the Email Settings table, select Create Additional Email Accounts.

What should I do if I misplaced my Comcast username or password?

If you do not remember or have lost your Comcast username and password, please contact 1-800-XFINITY. If you forgot your password, go to <https://login.comcast.net/forgotpwd> and simply enter your Comcast ID or email address and it will start the password reset process.

Where can I find online help with my XFINITY Internet service?

For questions with your XFINITY Internet service, please visit the Learning Center under Top Questions on xfinity.com. To chat with a customer service representative for assistance, call 1-800-XFINITY.

What is the difference between comcast.com and xfinity.com?

Customers can visit comcast.com to purchase or learn more about XFINITY products and services. You can also manage your account online. In addition, comcast.com provides general company information, including investor information, diversity, community involvement, career information and customer support.

Customers can visit xfinity.com to check their email and voicemail or find out what's on TV. In addition to finding the latest news and videos, customers will find access to movies, games and online photo sharing.

What is a One-Click Fix?

One-Click Fixes are designed to perform many common tasks with just one click. Tasks that involve a series of steps, such as clearing your history or clearing temporary Internet files, can now be performed quickly and easily. The first time you run a One-Click Fix, you may be prompted to download and install Web controls. This program is a very small download and will only need to be installed once.

How do I increase the speed of my connection?

Contact Comcast at 1-800-XFINITY or go online to xfinity.com to find out which high-speed Internet option is best for you.

What should I do if I am having trouble connecting to the Internet?

First, check your power and connections to make sure any power strips connected to your equipment are on and that you have not lost power to your computer. Test to be sure your coax cable is tightly connected both to your cable wall outlet and computer. Also, check to make sure your Ethernet cable is secured to both your computer and your cable modem.

Second, "power cycle" your cable modem. This is a simple reset of your modem that often will restore connectivity. To perform a power cycle, unplug your cable modem from the electrical outlet. You can unplug it from the wall or the back of the modem, but be sure to leave it unplugged for 2 minutes; after 2 minutes, plug the power cord back into the modem. Wait for the modem to regain connection (this may take up to 5 minutes). Ensure that the cable lights on the modem are steady and then test the connection by trying several sites on the Web. If you have an eMTA (if you have XFINITY® Voice service, you will have this unique cable modem), you can perform the same function by using the Reset button located on the back of the unit. Using a pen, paper clip or other pointed object, press the Reset button until you see the lights go off on the front of the unit. Release the Reset button and wait for the unit to cycle. Follow the same steps above to check connectivity.

Third, check for network issues. If you have a router or network device connected to your modem, try connecting the Ethernet cable directly to your computer instead of to the network equipment. If this restores your connection, the issue is likely with your router or configuration.

Finally, restart your computer. If this does not restore your service, call us at 1-800-XFINITY and a technician will assist you.

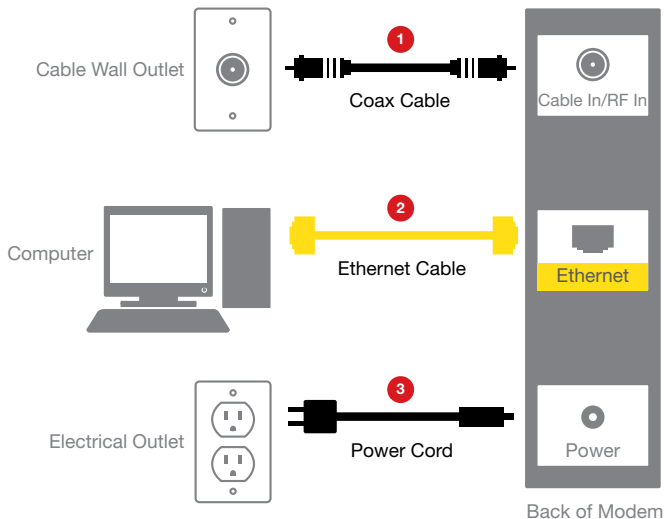
Internet Connection

Connect & Power Up

1. Connect the coax cable from your cable wall outlet to the **Cable In/RF In** connection on the back of your modem. You only need one coax cable for this setup, so select the one which best suits your needs.
2. Plug one end of the Ethernet cable into the **Ethernet** connection on your computer and plug the other end into the **Ethernet** connection on the back of your modem.

Is your connection different? Information for alternate connections is available in this section of your User Guide.

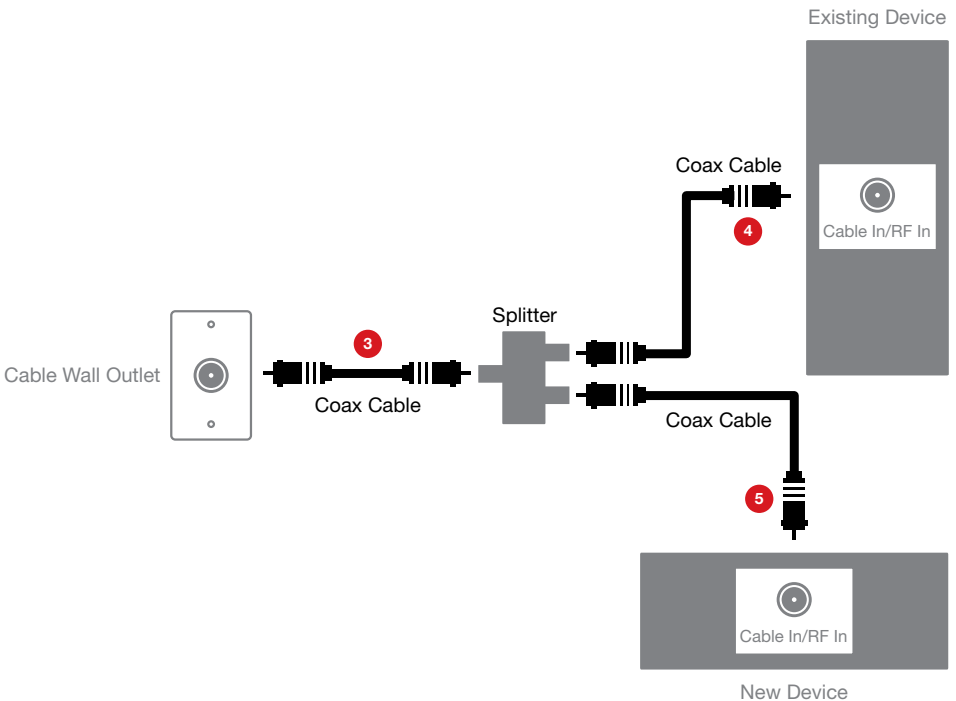
3. Plug the power cord into the back of your modem, then into an electrical outlet. If your modem has a **Power** button, turn it on.
4. Before proceeding, wait for the online connection light on the front of your modem to stop flashing and remain solid. This light may be labeled *Online*, *Sync*, *Cable* or *Ready*. This process may take up to 10 minutes.
5. *Do you have other kits to set up?* If so, do that now. If not, go to page 17 to activate your service.



Internet Connection

Alternate Connection Using a Splitter

1. Unplug all of your devices from the electrical outlet.
2. Locate the coax cable coming from your cable wall outlet and disconnect it from the back of your existing device.
3. Connect the coax cable from your cable wall outlet to the single-connector side of the two-way splitter.
4. Connect one end of the 3-ft. coax cable to one port on the double-connector side of the splitter and connect the other end to the **Cable In/RF In** connection on the back of your existing device.
5. Connect one end of the 20-ft. coax cable to the other port on the double-connector side of the splitter and connect the other end to the **Cable In/RF In** connection on the back of your new device.
6. Make sure all connections are secure.
7. Plug all of your devices into an electrical outlet.



Internet Activation

Activate

Do you have other kits to set up? If so, do that now and then begin activation.

1. Have your Activation Information on hand. You can find this in your red XFINITY folder.
2. Go online and you will automatically be connected to the XFINITY Activation Web page.
3. Follow the instructions on the displayed screens.

Or, if you would like to activate your new XFINITY Internet service using your phone, please call 1-800-931-0790.

