

xfinity[®]

On-Screen Guide 2.0

User Guide



Comcast

CONGRATULATIONS!

Congratulations and welcome to XFINITY® TV from Comcast. XFINITY gives you TV your way. Watch what you want anytime and anywhere with over 60,000 On Demand shows and movies available on your TV, and now online. Catch up on the latest episodes and full seasons of your favorite shows, or find the latest hit movies, kids programming, music and more.

This guide provides you with detailed information on how to use and enjoy your new XFINITY TV service. From Search tools to Parental Controls to Favorites, you have a variety of features available for exploring the entertainment universe.

In addition:

- Enjoy XFINITY On Demand — catch up on past seasons of your favorite shows, and watch many of the latest movies available same day as DVD, 28 days before Netflix and Redbox.
- Visit xfinityTV.com — create a Watchlist to keep track of movies, shows and exclusive extras you only get with XFINITY.
- Download the XFINITY™ TV app — preview what's On Demand, check out TV Listings and watch your favorite On Demand movies from anywhere.

Thank you for choosing XFINITY TV!



If the guide displayed and features discussed in the following pages of this guide do not represent the on-screen guide you see on your television, call Comcast customer service at 1-800-XFINITY or visit comcast.com/welcome to download a user guide for your area.

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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. XFINITY 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.



AUX: When programmed, enables control of your DVD player, VCR or audio device.
TV: When programmed, enables control of your TV.
Cable: Enables control of your set-top box.
Power: Turns on or off the set-top box, TV or AUX component.
Setup: Programs your remote to control your TV, DVD player, VCR or audio device.
All On: Turns on or off all of the devices programmed into the remote control.

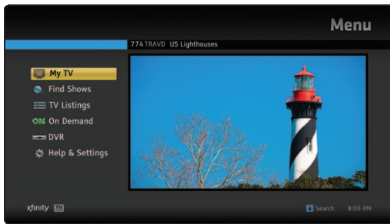
On Demand: Provides access to On Demand.
Video Controls: Control On Demand and DVR viewing — play, pause, fast-forward, rewind and stop. In the AUX mode, these buttons will control a VCR or DVD player.
My DVR: Displays the DVR Menu options.
Instant Replay: Jumps back 15 seconds within a program with DVR service.
Live: Skips forward to the live point of a program with DVR service.

A B: Provide short-cuts to program functions including sort, filter, search or change day.

Page Up/Down: Display the next or previous page of program listings. Jump to the next or previous “skip to tick” point in an On Demand or DVR program. Press page down to confirm settings in an overlay screen.
Arrows: Navigate the on-screen guide. Left arrow to return to previous screen.
OK/Select: Selects a highlighted item. Also displays the Mini-Guide while watching TV.

Guide: Displays TV Listings in multiple guide views.
Menu: Enters or exits the on-screen guide menus.
Exit: Exits guide screens and returns you to viewing TV.
Info: Displays detailed program information.
Last: Returns you to the previous channel or guide screen.
Help: Shortcut to the Help Center.
FAV: Allows you to set up and view your favorite channels.
Input TV/VCR: In cable mode, this bypasses the set-top box. In TV and AUX mode, this selects available inputs.
Swap: Jumps between two tuners so you can control the playback of two channels.

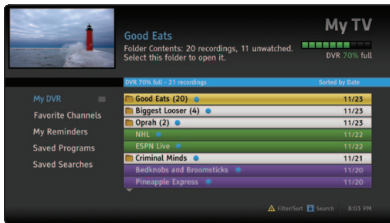
Your remote may vary slightly from the one pictured here, but basic functions should remain the same. Some features require your remote to be programmed for operation and may not be available in all areas.



Main Menu

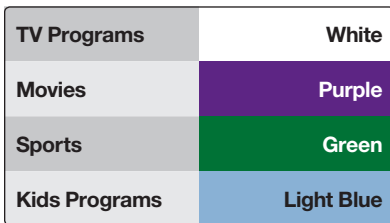
The Main Menu is a portal to your guide providing access to all your services.

1. Press **Menu** to display.
2. Use **▲▼** to highlight a feature.
3. Press **OK Select** to make your selection. View the submenu for more options.



My TV

My TV provides access to all your favorite shows and channels. You'll find your DVR programs, favorite channels, program reminders, On Demand saved programs and saved searches all within one central location.



TV Listings

1. To access TV Listings, press **Guide**.
2. When viewing TV Listings, press **Guide** to toggle between four viewing options:
 - Standard Guide: TV Listings with a video window of the currently tuned channel.
 - Channel Guide: TV Listings by time for a specific channel.
 - Max Guide: A full-screen of TV Listings.
 - Mini-Guide: A partial-screen of TV Listings over video of the currently tuned channel.
3. Press **B** to access the Change Day option. This will allow you to view programs on a future day making it easy to schedule future recordings or set reminders for programs you don't want to miss. Press **A** to filter listings to just show HD channels, movies, sports programming and more.
4. Press **▲▼** to view TV Listings one page at a time, or **▲▼◀▶** to navigate through the listings. To quickly jump forward or backward in 24 hour increments, press **▶▶** or **◀◀** on your remote.
5. Highlight a program and press **OK Select**. If the program is on at a later time, the Program Information screen will display with more options.





My Guide

You can create your own personalized view of the guide and choose your preferred layout, font size, channel filters and more.

1. Select Help & Settings from the Main Menu, Settings and then My Guide Settings.
2. Highlight and select My Guide to turn On.
3. Select each My Guide option to change from the default settings.

Your My Guide will be the first view you see when you press the **Guide** button, followed by the other four viewing options.



Program Information

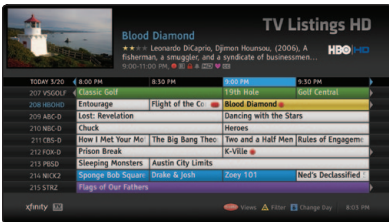
Press **Info** while browsing TV Listings to review information about the program and record, watch, save to your favorites and more.



SmartBar

Press **Info** on your remote while watching live TV to display the SmartBar, which provides a brief program description and shortcuts to helpful options like Watch in HD, Parental Controls and more.

- Press **Up** to quickly move the SmartBar to the top of the screen to avoid interference with program provider "tickers" on the bottom of your screen. Press **Down** to move the SmartBar back to the bottom.

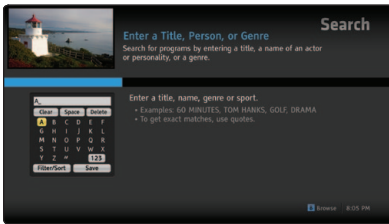


High Definition

If you have a high-definition (HD) television, you can enjoy HD programming with an HD-capable set-top box.

- From the TV Listings menu, view HD programs by selecting the HD guide.
- Select **A** on your remote to filter the listings menu to only show HD programs.
- If you are watching a program in standard-definition (SD), and the same program is airing in HD on another channel, a Watch In HD icon will display on the Smart Bar. By pressing **OK Select** you can tune directly to that HD channel.

HD programming is limited to the programming provided to Comcast in HD format by the programming provider. Monthly HD equipment charge applies. Certain services are available separately or as a part of other levels of service. Basic service is required to receive other levels of service.



Search

The search feature makes it easy to find programs you are interested in — whether on TV or On Demand, airing now or later.

- Browse categories by movies, TV shows, sports, kids and more. Select categories for more specific genres.
- Search by specific title, personality or genre.
- Search Results are organized into folders when there is more than one result for a particular search term.

Tip

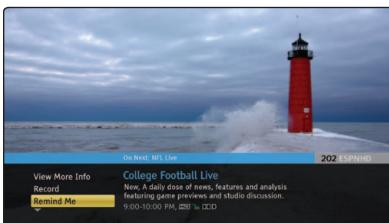
You can sort listings by time, title, channel or network by pressing **(A)** on your remote. Narrow your sort further by pressing **(A)** to filter your results by HD or premium channels.



Saved Searches

TV Listings and On Demand programs are updated daily. You can save a search and run it later without having to spell out the search term again.

1. To run Saved Searches, go to My TV in the Main Menu and select Saved Searches.
2. Use **▲▼▶◀** to highlight a saved search and press **(OK Select)** to view your options.



Reminders

Set recurring reminders for programs that interest you.

1. Press **(Info)** and select Remind Me. Follow the prompts to set or cancel a reminder from the Program Information screen.
2. A reminder will appear at the bottom of your TV screen a few minutes before the program begins.
3. When the reminder alert appears, press **(OK Select)** to tune to the program; **(Exit)** to snooze.
4. To access your list of reminders, press **(Menu)** then My TV and select Reminders.

Tip

You can program your TV to automatically tune to the program you want to watch by selecting Auto-Tune when setting a reminder.



Favorites

Create up to 5 lists of favorite channels you watch most often.

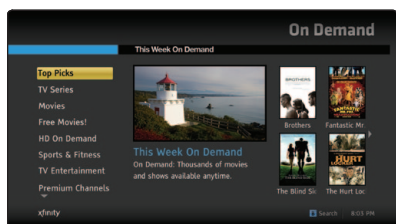
1. From the Main Menu select My TV, Favorite Channels and Create New List.
2. To name your list, use **▲▼◀▶** to navigate the on-screen keypad. Press **OK Select** to select each letter and then select Next.
3. To add a channel to your Favorite List, use **▲▼** to highlight a channel and press **OK Select**. The **♥** icon will turn pink when your favorite channel is selected.
4. To exit, press **Exit** or **Last** on your remote.
5. To access your Favorites, press **FAV** while viewing TV Listings then use the **▲▼** to scroll through your Favorite Channels. To view additional Favorite Lists created, continue to press **FAV**.
6. To exit, press **Exit**.

Favorites Options

Access Multiple Favorite Lists — To access your Favorites while watching a TV program, simply press **FAV** on your remote and choose the desired Favorite List.

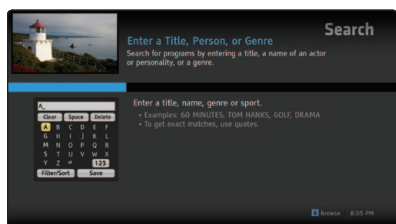
Add or Delete Favorite Lists — From the Main Menu select My TV and Favorite Channels. To delete a list, select the list then Delete this List. To add a list, select Name this List, and select OK to confirm.

Add or Remove Favorite Channels — Select the Favorites List you wish to update. Use **▲▼** to highlight the channel you wish to add or remove and press **OK Select**.



XFINITY On Demand

1. Press **ON DEMAND** or tune to Channel 1.
2. Use **▲▼** to select a category, or select Top Picks to browse movie posters for the latest new release movies.
3. Highlight a movie or program listing and press **OK Select**. Select movie posters to access a Quick Look menu that provides several options such as Preview, Rent and Get more info. Programs added in the last seven days will display as **NEW**. Programs in their last seven days will display an end date. To find out exactly how long a program will be available, press **Info** to view the program information.
4. Select Watch or Rent. To watch a free preview before you purchase the program, select Preview.



On Demand Search

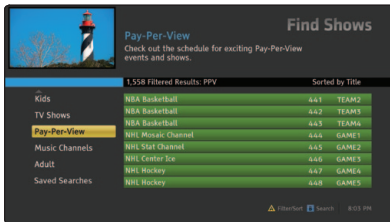
You can easily find On Demand programs by pressing **B** on your remote and entering a search term using the on-screen keyboard.



Controlling On Demand

- Press **▶** to play, **■** to stop and **⏸** to pause.
- Skip-to-tick — Allows you to skip ahead or skip back to the next segment in the program by pressing **⏮**.
- Drag and Drop — Alternatively, hold **▶** or **◀** down to quickly move ahead or back in a program. Release when the line on the status bar reaches your desired location.
- Minute Jump — Jump ahead or jump back a specific number of minutes by entering a number using your remote and then pressing **▶** or **◀**.


XFINITY On Demand programming and services not available in all areas. Programming subject to change. On Demand selections subject to charge indicated at time of purchase. Some Help & Services programs may show a minimal transaction charge that is immediately credited back to your account. Program availability subject to service level. Monthly fees and subscription service fees may apply. Certain services are available separately or as part of other levels of service. Basic service is required to receive other levels of service.



Pay-Per-View Events

1. From the Main Menu, select Search and then scroll to select Pay-Per-View Events.
2. Highlight the program you wish to watch and press **OK**. Then select Buy and then Order from the confirmation screen.
3. Press **Exit** to return to watching TV or **Menu** to return to the Main Menu. A reminder is automatically set when a program is ordered.
4. To cancel a Pay-Per-View order, select Search from the Main Menu and then Pay-Per-View Events. Highlight Cancel Order and press **OK**.

XFINITY On Demand Options

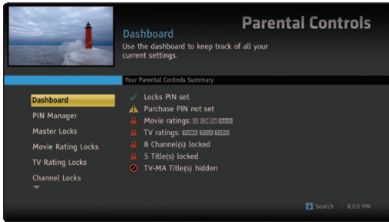
Upgrade Your Service — Upgrade to an On Demand package right on your TV screen. The  indicates On Demand programs that are part of a package you currently do not subscribe to. Simply follow the on-screen prompts to upgrade your XFINITY TV service and get immediate access to subscription On Demand content.

Prevent Unauthorized Orders — Parental Controls can be used with On Demand. To restrict viewing of certain content, refer to the Parental Controls section or visit comcast.com/parentalcontrols for more information.

On Demand Saved Programs — When you stop a program, most shows are saved for up to 48 hours, however, most programs under 20 minutes are not saved. To access, go to My TV and select Saved Programs, highlight the program and view the program information to make your selection.

AnyRoom® On Demand — Everything within Saved Programs is available on ALL the set-top boxes in your home. You can start watching a program in one room, stop, and resume watching in another.

Pay-Per-View programming not available in all areas and is subject to charge indicated at time of purchase.



Parental Controls

Comcast provides tools so you can prevent your kids from seeing programs you don't want them to watch. You can block specific channels, titles or shows; hide adult titles; and prevent your children from purchasing programs without your consent. For more information, visit comcast.com/parentalcontrols or call 1-866-781-1888.

1. From the Help & Settings menu, select Parental Controls to access the Parental Controls Dashboard and see all available options.
2. Setting locks for the first time, you will be prompted to create a Locks Personal Identification Number (Locks PIN).
3. Use the **▲▼▶◀** to choose your selections — including locks by Movie Rating, TV Rating or Channel — and press **OK/Select**. A Lock **🔒** icon will appear next to the ratings you locked, as well as the ratings that are more restrictive.
4. Set Parental Controls while watching a program or channel you wish to lock by pressing **Info** and selecting Parental Locks.

Tip

To set Parental Controls quickly, set Movie Rating and TV Rating Locks. These locks block both On Demand and TV programming — they are perhaps the most comprehensive locks available in the guide. If you forget your Purchase PIN or Locks PIN, call Comcast customer service at 1-800-XFINITY to reset.

Parental Control Options

PIN Manager — The Locks PIN and Purchase PIN allow you to restrict unauthorized orders of On Demand programs and Pay-Per-View Events. The Locks PIN allows you to lock programming.

Master Locks — Remove all locks or temporarily deactivate locks.

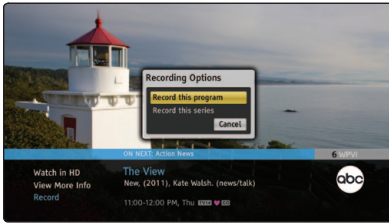
Movie Rating Locks — Restrict access to TV and On Demand movies with specific ratings.

TV Rating Locks — Restrict access to shows with specific TV ratings.

Channel Locks — Block the access to specific channels within the on-screen guide.

Hide Titles — Replace the program titles of mature audience programs rated Adult or TV-MA within the on-screen guide with the words “Adult Programming” or “TV-MA Programming.”

Title Locks — Restrict access to specific programs regardless of the channel the program is on.



DVR Service

Record your favorite shows and watch them whenever you want.

- Press **RECORD** while watching live TV, or while in TV Listings or search results, to quickly set a recording.
- To view additional recording options or settings, press **INFO** and select Record.



Watch a DVR recording

1. Press **MY DVR** and select My Recordings.
2. Highlight a program and press **OK**.
3. Select Play to begin.



Controlling DVR

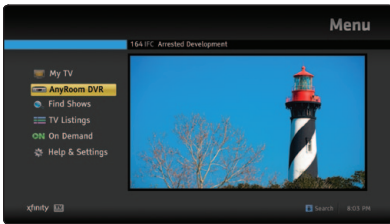
- Press **PLAY** to play, **STOP** to stop and **PAUSE** to pause.
- Skip-to-tick — Allows you to skip ahead or skip back to the next segment in the program by pressing **SKIP**.
- 4 Speed Fast-forward and Rewind — Press **REWIND** to rewind, **FAST-FORWARD** to fast-forward; press up to 4 times to increase the speed.
- Drag and Drop — Alternatively, hold **FAST-FORWARD** or **REWIND** down to quickly move ahead or back in a program. Release when the line on the status bar reaches your desired location.
- Minute Jump — Jump ahead or jump back a specific number of minutes by entering a number using your remote and then pressing **FAST-FORWARD** or **REWIND**.

DVR Options

Record a Series Program — Record a TV series automatically through the Program Information screen. Select Record this Series to set your series recording options.

Record in HD — When scheduling a recording of a standard-definition program that is also airing in HD, you'll be given the option to record the HD version instead. Simply select the HD option to confirm.

Swap Between Two Programs — Press **SWAP** to switch between two programs. Rewind what you have missed or fast-forward from where you have paused. If you switch between the two programs without using the Swap button, you will lose the buffer.



AnyRoom DVR

With AnyRoom DVR you can view recordings across all your networked TVs. Finish watching a recording in one room that you started in another. Your AnyRoom DVR is the primary DVR outlet that provides full access to the DVR features of your on-screen guide and is linked to all the networked set-top boxes in your home.

- DVR features such as the ability to schedule or delete a recording, change recording options, slow-motion functionality or the control of live TV are controlled through the primary DVR.
- The networked set-top boxes allow you to sort and view completed recordings and recordings already in progress. Plus play, fast-forward, rewind, pause, skip ahead or skip back while watching your recordings.



Accessing AnyRoom DVR

AnyRoom DVR Service allows you to watch different recordings on different TVs simultaneously. The features like skip ahead, fast-forward, pause and rewind give you the same control no matter what TV you are viewing from.

1. To view recordings from your primary DVR, press **My DVR** on your remote and select My Recordings. Or, from the networked set-top box, simply press **My DVR**, and a list of your recorded programs will be displayed.
2. Highlight a recording and press **OK** to play or view options.

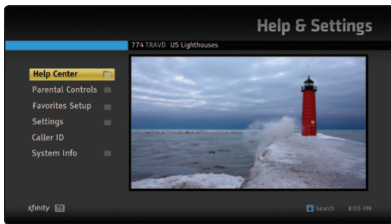


DVR Manager

Schedule your DVR recordings from any computer or mobile device with an Internet connection.

1. To get started, go to xfinity.com/mydvr.
2. Once activation is complete, go to xfinity.com/tv and select TV Listings to find and record programs.

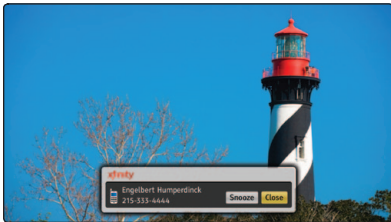
DVR service requires an XFINITY TV subscription and DVR set-top box. Monthly DVR service fee applies. DVR service is required for DVR Manager. Features not available in all areas. Call 1-800-XFINITY for details.



Help & Settings

Select Help & Settings from the Main Menu or press **Help** from your remote to access the Help Center, which provides you with feature information, Quick Tips, Icon Legends and FAQs to help you get the most out of your XFINITY TV service.

Select Settings to create a customized My Guide, adjust video/audio settings, turn on closed captioning, change the language of your guide and more.



Universal Caller ID

With XFINITY® Voice, TV and Internet, you can get the convenience of Caller ID on your TV.

1. A notification banner will display on your TV when an incoming call is received. To close the banner, press **Exit** on your remote.
2. To change Caller ID settings, press **Menu** and select Help & Settings and then Caller ID. Use the **▲▼◀▶** to navigate and make your selection.
3. Visit comcast.net/callerid to find out if your level of service and equipment qualify to receive Caller ID to the TV.

Settings Options

General Settings — Change the language of your on-screen menus and adjust settings for TV Listings, the SmartBar, Screen Saver and more.

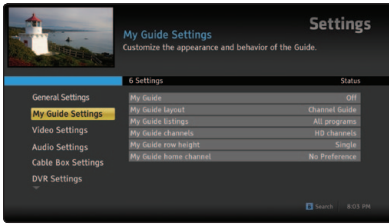
My Guide Settings — Customize the appearance and behavior of your guide by selecting My Guide Settings from the Settings Menu. Choose the layout of your guide, the listings and channels you want displayed, row height, and if desired, the channel you'd like to see listed first in the guide.

Video Settings — To select the format and resolution that best matches the capabilities of your TV, select Video Settings from the Settings Menu. Use **▲▼◀▶** to highlight TV Format and press **OK Select**. Then highlight a video resolution in the dialog box and select OK. Confirm you want to change the resolution by selecting Yes.

Audio Settings — Change the audio language of your channels and programs and adjust audio output settings. The Audio output setting allows you to specify the digital audio format to be delivered. Select Audio Output from the Audio Settings Menu to access. Set the audio output accordingly as options may vary. Select OK in each dialog box to confirm.

DVR Settings — Turn on or off DVR Settings such as the Live program notification, Clipping, DVR folders and Overshoot protection.

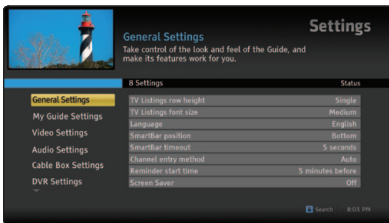
Closed Captioning — To activate, select Closed Captioning from the Settings Menu. Use **▲▼◀▶** to highlight the Closed Captioning setting and press **OK Select**. Highlight Channel default in the dialog box and select OK. If you want to further customize your Closed Captioning experience, select Custom.



My Guide Customization

You can create your own personalized view of the guide and choose your preferred layout, font size, channel filters and more. You're My Guide will be the first view you see when you press **Guide** followed by the other four viewing options.

1. Select Help & Settings from the Main Menu, Settings and then My Guide Settings.
2. Highlight and select My Guide to turn On.
3. Select each My Guide option to change from the default settings.



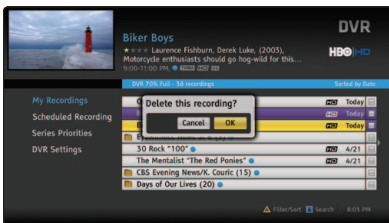
Font Size

The default font size of your TV Listings is Medium. To make the font size larger or smaller, access the Help & Settings menu and select Settings, then General Settings. Select Guide font size, choose your size and select OK.



Day + / Day - Shortcut

To quickly jump forward or backward in 24 hour increments, press **▶** or **◀** on your remote while in the TV Listings grid. Viewing listings in the current time slot on a future day makes it easy to schedule recordings or reminders for programs you don't want to miss.



One-Touch DVR Options

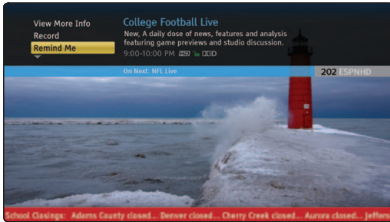
Record, play or delete your recordings all with one-touch of a button on your remote.

- Press **Record** while in the TV Listings grid or search results to set a recording.
- Press **Play** to quickly play a highlighted recording in your My Recordings list.
- Press **Delete** to delete a highlighted recording in your My Recordings list.



My TV Reminders List

View and manage a list of all the reminders you've set by pressing **Menu** on your remote. Select My TV and then Reminders.



Moving the SmartBar

To quickly move the SmartBar to the top of the screen and avoid interference with program tickers on the bottom of the screen, press **▲**. To move the SmartBar back to the bottom of the screen simply press **▼**. You can also change the position of the SmartBar from the General Settings Menu in Help & Settings.



Quick Confirm

When an overlay screen appears in the guide, you can quickly confirm your selections by pressing **▼** on your remote. This prevents you from having to scroll through the options.



Remote Buttons — Quickly filter, sort, or search.

- The **A** and **B** buttons on your remote act as handy shortcuts, giving you options to filter or sort listings or search for programs.
- Look at the bottom of each guide screen to learn what **A** and **B** options are available for a particular feature.



Guide Views — Multiple ways to view TV Listings.

- Press **Guide** to toggle through four different views of TV Listings.
- While viewing TV Listings, press **B** to change the day making it easy to schedule future recordings or reminders for programs you don't want to miss.
- If you have multiple Favorite Lists, press **FAV** on your remote and choose the desired Favorite List.
- Customize the look and feel of your guide view using the My Guide feature listed under Help & Settings.



My TV — One central location for all your favorite shows and channels.

- Press **Menu** and select My TV to quickly access all your DVR recorded programs, favorite channels, reminders, On Demand saved programs and searches all within one central location.



Search — Find shows on TV or On Demand.

- Press **Menu** and select Search to browse categories or search by title, personality or genre.
- Press **A** to sort or filter search results.
- Results are organized into folders when there is more than one result for a search term.
- Save your search and run it again later by going to My TV and selecting Saved Searches.



High-Definition — Lots of ways to find HD programming.

- Press the **Guide** button on your remote and filter the listings by pressing the **A** button and selecting "only HD."
- Select the Watch in HD button on the SmartBar to watch the HD version of a program.
- Filter search results or My Recordings by pressing the **A** button on your remote and selecting "only HD."
- When scheduling a recording for a standard-definition program, you'll be given the option to record the HD version if available.



DVR — Record your favorite shows and watch them anytime.

- Go to xfinity.com/mydvr to schedule DVR recordings from any computer or mobile device.
- Delete multiple recordings from your recordings list by simply selecting the check box next to the recordings you want to delete.
- Pause any program for up to 30 minutes.
- Easily resolve recording conflicts and decide what you want to record by choosing from a list of all conflicting programs.



DVR and On Demand — Control how you view your programs.

- Press **Play** to play, **Stop** to stop and **Pause** to pause.
- Skip-to-tick — Allows you to skip ahead or skip back to the next segment in the program by pressing **Up** or **Down**.
- Drag and Drop — Alternatively, hold **Play** or **Stop** down to quickly move ahead or back in a program. Release when the line on the status bar reaches your desired location.
- Minute Jump — Jump ahead or jump back a specific number of minutes by entering a number using your remote and then pressing **Play** or **Stop**.
- 4 Speed Fast-forward and Rewind with DVR — Press **Fast-Forward** to fast-forward; press up to 4 times to increase the speed.

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