

YOUR XFINITY® USER GUIDE

Get started with your new XFINITY services.



The Voice available at xfinity.com/tv

The Blacklist available at xfinity.com/tv

A Better Entertainment Experience Starts Now

Welcome to XFINITY.® We've created this guide to help you set up your devices and explore the special features that help you enjoy your movies, shows and more on the X1 Entertainment Operating System.® Discover all that X1 can do for you.

Table of Contents

4-8	XFINITY TV
9	XFINITY Apps
10-11	XFINITY Internet
12-13	XFINITY Voice
14	Troubleshooting
15	The Comcast Customer Guarantee™
16	Account Information and Support



To stay plugged in to the latest, like us on facebook.com/xfinity.

Important notice for phone customers
in VA and WV on page 13.

For additional questions, we're always just
a click away at comcast.com/x1support.

Services and features vary based upon service level.

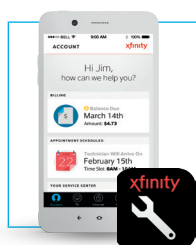
It's Never Been Easier to Manage Your Account

Manage all of your XFINITY services anytime, anywhere, from any device.

Set Up Your Account

Visit comcast.com/myaccount to set up your account, create a user profile and manage your settings. With your Comcast ID you can:

- Download and use XFINITY apps.
- View and pay your bill online.
- Sign up for Auto Pay so you never miss a payment.
- Register for Ecobill® to save time.



Access your account on any mobile device.

Download the [XFINITY My Account app](#) from iTunes or Google Play to pay your bill, manage appointments, check for outages and more.

Get Text & Email Alerts

Sign up at comcast.com/alerts for helpful service alerts delivered via text message or email. Once registered, text any of these commands to [266278](tel: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

XFINITY My Account app is available from iTunes and Google Play. Standard data charges apply to text/email alerts, app download and usage. Check with your carrier.

Meet Your New X1 Remote

Main Menu

The **XFINITY** button takes you to the Main Menu so you can access **Guide**, **Saved** (DVR), **On Demand**, **Search**, **Apps** and **Settings**.

Guide

Displays live TV listings. Press **Guide** twice to see guide views and filter options.

Last

Shows previous channels, programs or screens or takes you to the last menu viewed.

Search

Type the first few letters of an actor, title or genre and get instant results across live TV, XFINITY On Demand™ and your DVR.

Setup

Programs your remote to control your TV.

Rewind/ Fast-Forward

Rewinds or fast-forwards. Plus jumps 24 hours within the Guide.

Record

Schedule a show or series to record.

Page Up/ Page Down

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

Shortcuts



Help*



Display Video window while browsing menus.



Sports app



Delete a recording, cancel a scheduled recording or clear history from Last Watched.




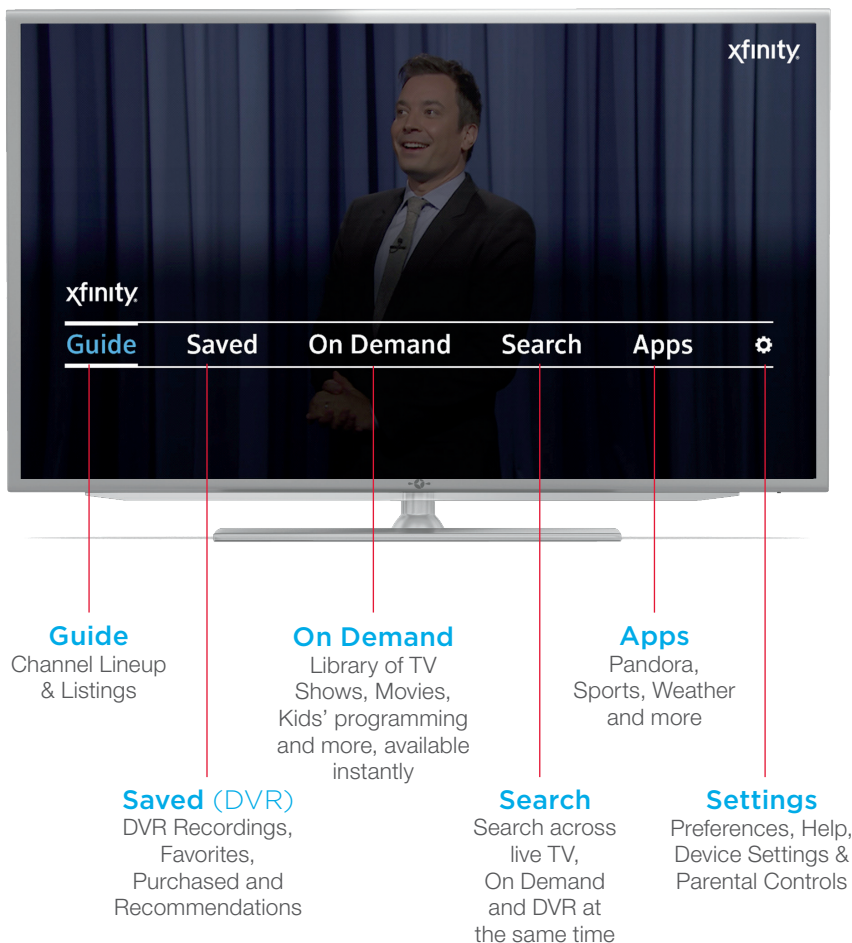
Need help? Just press  on your remote or visit comcast.com/remotes to learn more.

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 above, 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 comcast.com/remotes.

*Not available on all set-top boxes.

Your On-Screen Menu

XFINITY® TV on the X1 Entertainment Operating System® gives you a one-of-a-kind interactive TV experience that makes finding what you're looking for faster and easier. Press the  button for the Main Menu.



Want to know more about your X1 features?
Visit comcast.com/x1support.

Guide – View Your Channels and Listings

Selecting **Guide** brings up your channel lineup and listings so you can see what’s airing up to two weeks out.

You can filter programs by HD, Movies, Kids, Sports and more. Hit **Info** on your remote to learn more about a specific TV show or movie.



You can also mark TV shows, movies, actors and sports teams as favorites to easily keep track of what you like.

Saved – Your Home for DVR Recordings, Bookmarked Favorites and More

Choose **Saved** in the main menu to access the following:

For you: Find shows that have been recently recorded, recently watched or recommendations based on what you’ve watched. Also displays favorite channels and recently accessed apps.

DVR: Record up to 4 shows while watching another TV show live. Press **Red** on your remote to record one program or the entire series.

View upcoming recordings under **Scheduled**.


Watch shows under **Recordings**. See your recordings to manage your storage capacity. To delete a recording, highlight and press **Green** on your remote. You can restore a deleted recording from the **Recently Deleted** folder.


Favorites: A shortcut to your favorite movies, programs, series, personalities or sports teams.

Purchases: Locate a movie or TV series you purchased from XFINITY On Demand™ and watch anytime you want.

On Demand – Thousands of Choices Available Instantly

Enjoy the best selection of current TV shows, hit movies and kids' programming with XFINITY On Demand™ — most are available to watch for FREE. Plus, the latest episodes of the top 100 shows are preloaded and ready to watch when you are.

Press the  button and use the arrows to highlight **On Demand** to browse through the library of programs.

Shows are easy to find with poster artwork that is organized by category, network and genre. Narrow your search even more with filters. Go to the top of your screen, press  while highlighting **Filter** or **Sort**. Filter by:

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



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.

Search – A Better Way to Find What You Are Looking For

Using the number buttons on your remote, start typing in the corresponding letters of an actor, channel, title or genre and get instant search results across live TV, XFINITY On Demand™ and your X1 DVR.™



The Blacklist available on NBC and with XFINITY On Demand

By pressing the **LAST** button, you can seamlessly flip to your most recently watched shows, DVR recordings and XFINITY On Demand programs while watching TV.

Settings – Set Viewing Preferences and Parental Controls

Select  in the Main Menu to manage the following:

- **Menu Preferences** include changing the background darkness level and auto-tuning to HD channels.
- **Help** provides access to tutorials to learn more about X1.
- **Device Settings** include options for closed caption, video resolutions, audio settings and light brightness of your set-top box.
- **Parental Controls** allow you to restrict viewing on your TV.
Visit comcast.com/parentalcontrols for more information.

Our Favorite Apps

Get the most out of your XFINITY® services with a variety of great apps.

Mobile Apps

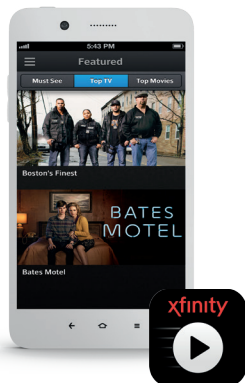
Download from iTunes or Google Play.

XFINITY TV Go — Watch thousands of XFINITY On Demand™ TV shows and movies, plus stream over 50 of your favorite networks live.

XFINITY WiFi — Find nearby hotspots when you're out on the town.

XFINITY Connect — Use your home phone to stay connected on the go with unlimited nationwide talk and text, Readable Voicemail and Advanced Call Forwarding.

XFINITY My Account — Pay your bill, manage your appointments and check your connection status right from your mobile device.



Apps Right on Your TV

Discover apps available on your TV by pressing  then selecting **APPS**.

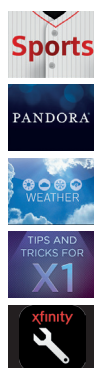
Sports — Use the sports app to track multiple games at once and check the latest scores and standings, all while watching another game.

Pandora — Listen to your music channels.

The Weather Channel — Check your local forecast.

Tips and Tricks — Get updates on the latest X1 features and shortcuts.

My Account — Pay your bill, manage your appointments and more with the My Account app right on your TV.



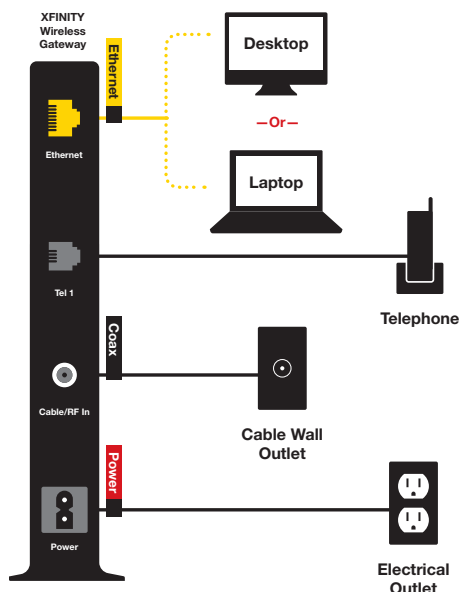
Some apps, such as Pandora, require initial setup online.
Go to comcast.com/x1apps to connect these apps to your TV.

XFINITY mobile apps are available from iTunes and Google Play. XFINITY Connect app requires subscription to XFINITY Voice Unlimited or Unlimited Select Plan. Programming and services vary based on service level. Standard data charges apply. Check with your carrier. NBCU celebrity endorsement not implied. All networks are divisions of NBCUniversal. © NBCUniversal Media, LLC. All Rights Reserved.

Speed at Home

Your new XFINITY® Internet service comes with reliably fast in-home WiFi with the most coverage for all rooms, all devices, all the time. Plus millions of hotspots nationwide.

Set Up Your Network



If you have an XFINITY Wireless Gateway, many are enabled with the XFINITY® WiFi Home Hotspot feature. This creates an extension of the XFINITY WiFi network for guests right in your home. To learn more about the XFINITY WiFi Home Hotspot feature, visit comcast.com/wifi/neighborhood.

Connect Your Devices to Your Wireless Network

1. Find your router's SSID and default password located at the bottom of the wireless gateway.
2. On your personal devices turn on your WiFi and choose the router's SSID.
3. Use the router's default password to connect.

For your security and convenience, you can customize the default login information to your in-home WiFi.

Stay Safer Online with Constant Guard®

Constant Guard® provides unmatched online protection against identity theft, viruses and more with the top-rated Norton™ Security Suite, all included at no additional cost. Visit comcast.com/constantguard to get started.

Speed on the Go

Ready to watch your favorite programs, check email, surf the web and more — all while you are away from home? With Performance Internet service or above, you get access to XFINITY WiFi hotspots around town to connect for FREE and save on your wireless plan.

Connect to Millions of XFINITY WiFi Hotspots Nationwide

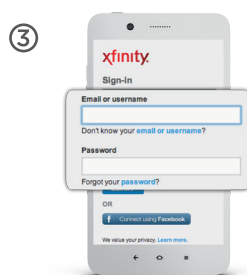
Sign in once and you will automatically connect the next time you are near an XFINITY WiFi hotspot.



Enable WiFi on your wireless device.



Select "xfinitywifi" in your list of available networks.



Sign in with your Comcast email or username and password.



Download the **XFINITY® WiFi app** from iTunes or Google Play to easily locate XFINITY WiFi hotspots near you.

Learn how to set up your WiFi, manage your settings and troubleshoot Internet issues at comcast.com/internetsupport.

XFINITY WiFi app is available from iTunes and Google Play. Restrictions apply. Hotspots claim based on June 21, 2013 study by Allion Test Labs, Inc. XFINITY WiFi is only included with XFINITY Internet Performance and above. Requires compatible WiFi-enabled laptop or mobile device. Hotspots available in select locations only.

More Ways to Stay Connected

Set Up Your XFINITY Voicemail

- 1. Dial *99 from your home phone.
- 2. Follow the tutorial to set it up and create a password.
- 3. To change your Voicemail PIN, visit comcast.com/voicesupport.
- 4. To access your voicemail, you can dial *99 from your home phone, connect online at xfinity.com or use the XFINITY Connect app.



Download the [XFINITY Connect app](#) to easily access email and voicemail, enjoy unlimited, nationwide talk and text* and see who's calling your home phone.

*Requires subscription to XFINITY Voice Unlimited or Unlimited Select Plan.

Home Phone Features

FEATURE	ACTIVATE	DEACTIVATE
CALL FORWARDING	*72	*73
CALLER ID BLOCKING – Ensure that your name and number are marked as “private.”	*67	Automatically deactivated after call
CALL SCREENING – Create a list of up to 12 numbers that will receive an announcement that you are not currently accepting calls.	*60	*80
SPEED DIALING – Dial your frequently called numbers with a few buttons.	*74	n/a
CALL TRACE – Protects you against harassment from another caller by tracing their number.	*57	n/a
CALL REJECTION – Automatically rejects calls from numbers with Caller ID blocked.	*77	*87

EcoListing: One-Stop Search for Phone Numbers

Perform Directory Listing searches quickly and easily using our online directory listing website. Go to ecolisting.com to start searching.

Account Security

To help make sure your account is secure, Comcast will provide you with a randomly generated security PIN, which is needed to access your Comcast account information. Visit comcast.com/myaccount to request, view or change your security PIN. Within My Account, you will be able to view your PIN or request it via an automated phone call, email or postal mail.

911/711/611/411 Services

Dial 911 for emergencies.

Dial 711 for Telecommunications Relay Service for the hearing impaired.

Dial 611 from your home phone for XFINITY Voice tech support.

Dial 411 for directory listings, movie theater showings, driving directions and more.**

** Charged on a per-call basis.

Backup Battery

A battery backup and battery monitoring are not provided free of charge to new XFINITY Voice customers. A backup battery (including monitoring) can be purchased to insert into your XFINITY Voice modem to provide additional hours of service during a power outage. If you do not have a battery backup, you will not be able to use this service, including the ability to make emergency 911 calls during a power outage. Backup batteries are not available for purchase from Comcast by Unlimited Select and Local Select customers.

Please call **1-888-972-1261** to purchase a backup battery. For additional details, please visit comcast.com/voicebattery.

Unlimited Select and Local Select Customers in Virginia and West Virginia Only

- Calls to 911 will not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure on our network or another technical problem. 911 calls may be interrupted during a power outage to your home where power to Comcast's network remains available.
- For information about Alarm Systems, Medical Monitoring Devices, Personal Emergency Alert Devices and Home Detention Devices, go to comcast.com/voice-unlimited-select.
- For information about Unlimited Select and Local Select service areas, go to comcast.com/voice-unlimited-select.

Troubleshooting Your XFINITY Services

Try these quick tips for general service issues:

Comcast ID Recovery

- If you have forgotten your Comcast ID, visit mycomcastid.com.

No Dial Tone

- Make sure all phones are on the hook and that cordless phone batteries are charged.
- Try to plug a working corded phone into different jacks to find out if the problem is isolated to one phone or one jack.

Trouble Getting Online

- Check all your power and cable connections.
- Turn the modem off and on.

Not Receiving Calls

- Check the ringer on your phone to make sure it is turned on.
- If the phone rings a half ring on incoming calls, Call Forwarding may be activated.

TV Reception Information

The cable we have installed in your home is safe and reliable for carrying cable TV signals. Here are a few tips to keep it that way:

1. During severe electrical storms, you should unplug your TV set and set-top box to avoid damage.
2. Make sure the electrical cord is not worn or damaged.
3. Do not attempt to open or otherwise tamper with your set-top box.
4. If someone other than Comcast installs the inside wiring in your home, make sure it complies with applicable governmental regulations and does not interfere with the normal operations of the cable system and other communication systems.

The Comcast Customer Guarantee™

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.

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



Learn more about the
Comcast Customer Guarantee at:
comcast.com/customerguarantee.

Quick Reference Account Information

Visit comcast.com/myaccount 24/7 to set up your account, create a user profile and manage your settings.

Questions about your bill or services?
Call [1-800-XFINITY](tel:1-800-XFINITY) or visit comcast.com/support.

Fill in Your Account Information for Quick Reference

COMCAST ID

Primary username _____ @comcast.net

Password _____

Additional username _____ @comcast.net

Password _____

XFINITY® INTERNET

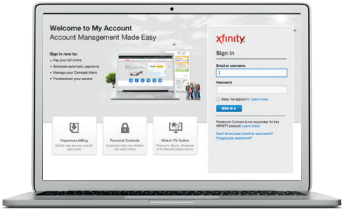
In-home WiFi Network name _____

In-home WiFi Network password _____

XFINITY® Voice

Voicemail Password _____

Security PIN _____



Don't know your Comcast ID?
Retrieve it by visiting comcast.com/myaccount.