Your XFINITY® User Guide

Get started with your new XFINITY TV service.

Digital Adapter
What you need to know.

We’re enhancing our network so you will have access to a new level of entertainment. To enjoy the great benefits of this enhancement, you need the right digital equipment on each of your TVs — like a set-top box, a CableCARD™ device or the enclosed digital adapter.

With this digital adapter, you’ll receive:
- Crisp digital picture and sound
- Your current channels, plus access to additional channels

What you need to do.

To keep receiving your channels, you’ll need to make sure that every TV in your home is equipped with one of our all-digital devices (either a digital adapter, like the one in this kit, a CableCARD™ or a set-top box).

Every TV will need one device.

A **Set-Top Box** will allow you to receive the channels you currently have, as well as XFINITY On Demand™ programming and our on-screen channel guide.

A **Digital Adapter** (like the one in this kit) will allow you to receive the channels you currently have in an all-digital format. It will not display XFINITY On Demand™ programming.

If you currently have one of our analog set-top boxes, you’ll need to replace it with either a digital adapter, a CableCARD™ device or a digital set-top box.
Remote control.

**Power:** Turns your TV on or off. It will not turn off the digital adapter, the digital adapter is always on.

**Indicator Light:** This button flashes red during the programming sequences and when any key on the remote is pressed.

**Set:** Programs the remote control for your TV.

**Info:** Displays the channel number and station call letters.

**Keypad (0-9):** Select the channel you want to view (e.g., 0-9, or 0-2-6).

**Enter:** Directly tunes to a channel (e.g., 1-0-9 ENTER).

**Last:** Returns to the previous channel.

**Vol +/-:** Turns the volume up and down.

**Ch +/-:** Selects the next higher or lower channel.

**Mute:** Turns the sound on or off.

**Lang:** Switches between different languages and audio options available for that channel. If there is no audio option available, it may mute the channel — if you do not hear sound, try pressing the MUTE button first to restore sound. If that doesn’t work, try pressing the LANG button.

Restrictions apply. Services and features vary based on service level. Your remote may vary from the one pictured above. Some features may not be available in all areas. For a complete list of XFINITY remote features, go to xfinity.com/Remotes. Requires that remote is programmed to control the TV.
Remote control.

**TV Power:** Turns your TV on or off.

**All Power:** One button to turn on or off both the TV and set-top box.

**Vol +/-:** Turns the volume up and down on the digital adapter or set-top box. After your remote is programmed, these keys operate the TV’s volume control.

**Ch A/V:** Selects the next higher or lower channel.

**Mute:** Turns the sound on or off.

**XFINITY/Menu:** Enters the on-screen guide menus.

**Guide:** Shortcut to TV Listings.

**OK:** Selects the highlighted item within the guide.

**Last:** Returns to the previous channel or guide screen.

**Info:** Provides a description of a program.

**Exit/Stop:** Exits guide screens and returns you to TV viewing.

**A, B, C, D:** Context sensitive control keys used in advanced setups.

*Note: Features above require an on-screen programming guide not available with all devices.*

**Keypad (0-9):** Select the channel you want to view (e.g., 0-9, or 0-2-6).

**Setup:** Programs your remote control to your TV, set-top box or digital adapter.

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Remote control.

**TV Power:** Turns your TV on/off.

**All Power:** One button to turn the TV, AVR and DTA or set-top box on/off.

**Vol +/-:** Controls the volume on the DTA or set-top box. After your remote is programmed, these keys control the TV or AVR’s volume.

**Ch A/V:** Selects the next higher or next lower channel.

**Mute:** Turns the sound on and off.

**TV Input:** Changes to the next available input on your TV.

*Note: Some features above require programming the remote for control of a TV and/or AVR.*

**Video Controls:**
- **Controls On Demand or DVR viewing, Play, Pause, Fast-Forward, Rewind, and Stop.**
- **Search:** Search for content by channel, program, or key words.
- **Rec:** Record content currently being viewed.

*Note: Some features above require a DVR set-top box and/or access to On Demand programming.*

**XFINITY/Menu:** Enters the on-screen guide menus.

**Guide:** Shortcut to TV Listings.

**OK:** Selects the highlighted item within the guide.

**Last:** Returns to the previous channel or guide screen.

**Exit:** Exits guide screens and returns you to TV viewing.

**Info:** Provides a program description.

**Fav:** Allows you to set up or easily view your favorite channels.

**A,B,C,D:** Context-sensitive control keys.

*Note: Some features above require an on-screen programming guide not available with all devices.*

**Keypad (0-9):** Select the channel you want to view (e.g., 0-9 or 0-2-6).

**Setup:** Programs your remote control to your TV, AVR, set-top box or DTA.

**Swap:** Switches between two DVR tuners so you can control playback of two channels.

Restrictions apply. Services and features vary based on service level. Your remote may vary from the one pictured above. Some features may not be available in all areas. For a complete list of XFINITY remote features, go to xfinity.com/Remotes. Requires that remote is programmed to control the TV.
TV reception information.

Please note the following TV reception information:

1. If there’s a severe storm, unplug your TV and set-top box to avoid potential damage.
2. Make sure the electrical cord to your set-top box or TV set isn’t worn or damaged.
3. Don’t tamper with your set-top box.
4. If someone other than Comcast installs your wiring, make sure it meets government standards and doesn’t interfere with your cable and communication systems.
Troubleshooting and FAQs.

What do I do if the remote control does not work?
- Make sure the batteries are inserted correctly
- Make sure your remote can “see” the front of the digital adapter or refer to the Remote Control User’s Guide for instructions on “pairing” your remote to the digital adapter
- For non-HD service: If you are using the remote control signal receiver, make sure it is connected firmly to the digital adapter and visible from the front of the TV

If there is no light illuminated on the front of the digital adapter:
- Make sure the power cord is attached to the digital adapter and plugged into a live electrical outlet

If there is no picture on the TV and the light on the digital adapter is blinking:
- Make sure you have contacted Comcast to activate the digital adapter
- Wait a few minutes. If the light is still blinking, call Comcast at 1-888-634-4434

If there is no picture on the TV and the light on the digital adapter is solid:
- Make sure the TV and digital adapter are both set to the same channel (both 3, or both 4)
- Try switching the TV and digital adapter to the other channel (3 or 4)
- If you’re also connected to a VCR, make sure the VCR is turned on
- Make sure the digital adapter is connected directly to the cable wall outlet
- Make sure all the cables are finger tight

Which cable should I use to connect my digital adapter to my TV (HDMI vs. Coax)?
- For HD service: You would use the HDMI cable
- For non-HD service: You would use the coax cable connection

Why do I see black bars on the sides of my TV screen?
- There may be several reasons that you are seeing black bars on your TV. Here are the most common:
  - Check the screen size settings on your TV (refer to the TV user guide/owner’s manual to make sure that it is in the 16x9 mode)
  - If you do not subscribe to our HD service, you will not be able to view HD channels and may see the black bars on the sides of your TV indicating that the picture is in standard definition
  - Check the channel guide to see if the channel is delivered in HD

I have HD — why can’t I see HD picture?
- Make sure you are using the HDMI cable included with your kit and that it is connected to the HDMI input on your TV and HDMI output on your digital adapter
- Make sure your TV input source is set to HDMI (refer to the TV menu or user guide for instructions on how to change the TV input)

Is my remote control a universal remote?
- The remote supplied with your digital adapter will control your TV and digital adapter. It will not control other equipment, such as DVD players or recorders, or VCRs
Questions about your service? We’ve got answers.

No calls. No waiting. No problem with My Account!

My Account lets you do way more than just pay bills quickly. Log in to troubleshoot issues, manage appointments, set your preferences and more. There’s a few ways you can access My Account:

**Mobile Device:** Download the XFINITY My Account app to your smartphone or tablet

**Online:** Visit xfinity.com/MyAccount

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Need help with your XFINITY experience? We’re here!

**Online:** xfinity.com/Support

**Twitter:** @ComcastCares

**Phone:** 1-800-XFINITY

**My Account:** xfinity.com/MyAccount

**Chat:** xfinity.com/Chat

**Facebook:** Facebook.com/XFINITY

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Dive even deeper into all of XFINITY’s awesome features

Learn how to get the most from your services and awesome mobile apps.

xfinity.com/TVWelcomeGuide