What’s inside the box

Activation Information Card
XFINITY folder containing:
  Welcome Information, Comcast Customer Privacy Notice, and Agreement for Residential Services
Getting Started Guide

XFINITY Set-Top Box
Coax cables
HDMI cable

XFINITY Remote
  2 AA batteries included
Power cord

Important information
The billing for your new XFINITY® service(s) will begin within 5 days from the date your order for service(s) is placed. Prior to activation of your new XFINITY service(s), please read the Comcast Residential Customer Agreement and the Comcast Customer Privacy Notice provided in the enclosed XFINITY documentation folder.
If you do not accept the terms of the above agreement and notice or want to cancel your XFINITY service(s), please contact Comcast within 30 days of your receipt of this self-installation kit at 1-800-XFINITY to arrange for the return of this self-installation kit.
Step 1 Plug in & power up

If you will be connecting a Wireless Gateway make sure it is installed first.

A Screw one end of the coax cable to the Cable In/RF In port on your set-top box. Screw the other end to the cable wall outlet or one of the ports on the splitter. Make sure these connections are finger tight.

B Plug the power cord into your set-top box. Plug the other end into an electrical outlet.

C Setup is different depending on if you are connecting an HDTV or a non-HDTV. Use the appropriate option below:

For HDTVs
Plug one end of the HDMI cable to the HD to TV port on your set-top box. Plug the other end into an HDMI port on your TV. Take note of which HDMI port you use on your TV. You will reference it later.

For non-HDTVs
Screw one end of the coax cable into the Cable Out port on your set-top box. Screw the other end into the Cable In coax port on your TV. Make sure these connections are finger tight.
Step 2 Activate your service

A  Turn ON your TV. Using your TV remote, press the input/source button. Select the name of the TV port you used in Step 1C. You should then see an activation screen on your TV.

If you don't see the Activation Screen, go back to Step 1C and make sure the HDMI cable is plugged into the HD to TV port. Also, make sure you're using your TV remote (not your XFINITY remote) to change the input/source on your TV.

B  Pull the plastic tab from the back of your XFINITY remote to activate it.

For programming your XFINITY remote to control your TV’s power and volume, refer to the manual included with your XFINITY remote. Visit customer.xfinity.com/Remotes for help.

C  Locate the Activation Information Card that came with this kit and follow the instructions on your TV screen to activate your XFINITY TV service.

The XFINITY My Account app
The My Account app provides easy to use tools to identify and fix common issues. Also, it allows you to view your balance and pay your bill.

To download the app, search for “XFINITY My Account” in the Apple App Store or Google Play Store.
Need help?

Watch videos, search FAQs and get troubleshooting support at xfinity.com/SelfInstall or contact a customer service expert at 1-800-XFINITY.

For help in Chinese, Korean, Vietnamese or Tagalog, please call 1-855-955-2212.

Keep for future reference, but if you decide to toss, please recycle.

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