On-Screen Guide

The guide to your shows.
Welcome to XFINITY® TV

WELCOME TO XFINITY® TV ON THE X1 PLATFORM

XFINITY on the X1 Platform makes viewing more personal, social and fun. Now it’s easier than ever to find, watch and share the shows and movies you want. With X1, now your TV, games, apps and social media all come together.

You get sleek graphics with network logos and movie poster art, easy navigation, simple search, plus access to apps like Facebook®, Twitter®, Pandora®, traffic, sports and weather—all right on your TV. And with the X1 Remote app for your iPhone® or iPod touch®, you can control it all with just a tap, swipe or shake.

This booklet describes the X1 Platform's features. Visit xfinity.com/X1 for more information on how to get the most from the X1 Platform. Discover, experience and most of all… have fun!

Need help with the X1 Platform?
• Call 1-877-896-8678, 24 hours a day
• Visit xfinity.com/X1
• Chat online with a Comcast customer service representative at comcastsupport.com/X1
• To view Help Videos, press \[Xfinity\] on your remote, navigate to Settings and select Help

Thank you for choosing Comcast!

Table of Contents
Using Your Remote Control .......................................................... 3
Using Your On-Screen Guide .......................................................... 4-12
    General Overview ................................................................. 4-5
    X1 Platform Web Portal ......................................................... 6
    Search ................................................................................... 7
    DVR ...................................................................................... 8-10
    Guide Settings ........................................................................ 11-12
    Parental Controls ................................................................... 12
    Quick Start Guide .................................................................... 13-16

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.
Your remote control may vary slightly from the one pictured here, 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 for more details.

**Using Your Remote Control**

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

**All Power:** Turns on or off your TV and set-top box.

**VOL +/-:** Program your TV with this remote to adjust TV volume.

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

**Replay:** Jump back 15 seconds within a live or recorded program.

**CH ∨/∨:** Selects the next higher or lower channel.

**Video Controls:** Control On Demand, DVR viewing or Live TV viewing — Rewind, Play/Pause, Fast-forward, Exit/Stop.

**Exit/Stop:** Returns you to the last channel you were watching or stops the On Demand or DVR program.

**XFINITY Menu:** Access the Main Menu: Guide, DVR, XFINITY On Demand™, Apps, Search and Settings.

**Rec:** Press to record any program with one touch.

**Guide:** Displays TV Listings in multiple guide views.

**Last:** History of previous channels or programs.

**Info:** Displays detailed program information.

**Page Up/Down:** Display the next or previous page of program listings. Jump ahead or back 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. Right Arrow launches Mini-Guide while watching a video.

**OK:** Selects a highlighted item.

**Keypad (0-9):** Used to enter a channel or to search a term.

**Setup:** Programs your remote to control your TV.

**Additional Features:** Provides shortcuts for sort, filter, search and more.
GENERAL OVERVIEW
XFINITY TV on the X1 Platform introduces a brand-new way to find the content you want to watch.

1 Main Menu
2 Mini-Guide
3 History Bar
4 Transport Bar

Main Menu
Each press of the button on your remote control will cycle you through the Main Menu.

Guide
The on-screen guide shows you every program on every channel airing within the next two weeks. From here you can tune directly to a channel, view more information about a program and schedule a recording with one touch of the remote. You can also choose to display all programs or only those in standard-definition (SD) or high-definition (HD).

DVR
View and modify your DVR recordings and favorite programs, people, channels and sports teams.

XFINITY On Demand™
The On Demand menu is your window into Comcast’s vast library of On Demand programming grouped by TV series, movies, networks, kids’ and lifestyle programming. You can also browse specific genres like comedy or horror.

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. XFINITY On Demand selections subject to charge indicated at time of purchase. Comcast installation services are subject to Comcast’s applicable charges.
**Apps**

Start your day with local weather and traffic updates. Get into the game with the XFINITY Sports app. Relax to some tunes with Pandora®. Check out your friends’ newest photos on Facebook®. And that’s just the beginning…

**Search**

Search is the fastest way to find the people and programs you want to watch. You can search program titles, personalities, sports teams and networks.

**Settings**

Adjust Parental Controls and picture proportions (see the Guide Settings section on page 11 for more information). You’ll also find a set of Help Videos demonstrating the various features of your service and how they work.

---

**Mini-Guide**

The Mini-Guide shows you what’s on each channel right now, while keeping a larger view of what you’re currently watching. You can select a program to watch or, if you highlight a channel and press the ►, you can view a list of upcoming programs for just that channel, sorted by time.

Use the ▲▼ arrows to navigate the listings, Page ▲/Page ▼ to scroll quickly, or enter a channel number with the keypad to jump immediately to that channel. For more information on the program, press Info on your remote.

*Note: From full screen video, press the ► on your remote to display the Mini-Guide.*

---

**History Bar**

The History Bar displays the last nine channels or programs you have viewed. You can easily flip between channels or quickly resume a DVR or On Demand program.

To display the History Bar, press Last on your remote.

*Note: To disable the History Bar go to Settings within the Main Menu Bar, then select Preferences.*

---

**Transport Bar**

The Transport Bar appears at the bottom of full-screen video when you press the ▼ or any remote key that controls playback.

The Transport Bar displays:
- Start time
- End time
- How much you have watched
- Status of your program: play, fast forward, rewind, pause

*Note: Pressing the fast-forward or rewind key multiple times speeds the pace of the video. A “2,” “3,” or “4” displays next to the fast-forward or rewind symbol on-screen, indicating the number of times the video speed has been accelerated.*

---

XFINITY Sports app not available in all areas, pricing subject to change.
**Using Your On-Screen Guide**

**X1 PLATFORM WEB PORTAL**
The X1 Platform Web Portal is your starting point for using the applications of your XFINITY service. Keep up with your friends on Facebook, listen to your favorite music on Pandora, use Twitter to talk about shows you’re watching.

**Getting Started**
Sign in to xfinity.com/X1 using your Comcast ID. If you have multiple users in the home, each can sign in separately with their own comcast.net account information. You can retrieve your account information at http://www.idhelp.comcast.net.

From the XFINITY Web Portal, you can:
- Connect your Facebook, Twitter and Pandora accounts to your XFINITY service.
- Specify your privacy settings. For each of the listed applications, you can indicate whether you want XFINITY to require a PIN to access. (See “About Your PIN” below.)
- Enable Sharing. Sharing allows you to post preformatted opinion messages about the content you’re watching to your Facebook or Twitter account.
- Specify your device settings. You can reset the Locks PIN and Purchase PIN for each set-top box in your home. This option is visible only to the primary account holder.

**About Your PIN**
Your PIN is the first four characters of your comcast.net password. It is entered using the number keypad on your remote control.

For example, if your password is “Football,” then you enter FOOT, or 3668, on the keypad. Note that special characters such as underscore (_ ) and hyphen (- ) are represented with the number zero.

Enabling your PIN prevents other people from accessing your personal online accounts, such as Twitter, Pandora and Facebook.

---

<table>
<thead>
<tr>
<th>XFINITY TV Settings</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Third Party Accounts</strong></td>
<td></td>
</tr>
<tr>
<td>Facebook Connect</td>
<td></td>
</tr>
<tr>
<td>Twitter Connect</td>
<td></td>
</tr>
<tr>
<td>Pandora Connect</td>
<td></td>
</tr>
<tr>
<td><strong>Privacy Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Enable PIN for Sharing</td>
<td></td>
</tr>
<tr>
<td>Enable PIN for Pandora</td>
<td></td>
</tr>
<tr>
<td>Enable PIN for Facebook</td>
<td></td>
</tr>
<tr>
<td><strong>Notification Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Enable Caller ID Notification</td>
<td></td>
</tr>
<tr>
<td><strong>Device Settings</strong></td>
<td></td>
</tr>
<tr>
<td>Living Room</td>
<td></td>
</tr>
<tr>
<td>Locks PIN Reset</td>
<td></td>
</tr>
<tr>
<td>Purchase PIN Reset</td>
<td></td>
</tr>
</tbody>
</table>

---

**About Your PIN**
Your PIN is the first four characters of your comcast.net password. It is entered using the number keypad on your remote control.

For example, if your password is “Football,” then you enter FOOT, or 3668, on the keypad. Note that special characters such as underscore (_ ) and hyphen (- ) are represented with the number zero.

Enabling your PIN prevents other people from accessing your personal online accounts, such as Twitter, Pandora and Facebook.

---

**About Your PIN**
Your PIN is the first four characters of your comcast.net password. It is entered using the number keypad on your remote control.

For example, if your password is “Football,” then you enter FOOT, or 3668, on the keypad. Note that special characters such as underscore (_ ) and hyphen (- ) are represented with the number zero.

Enabling your PIN prevents other people from accessing your personal online accounts, such as Twitter, Pandora and Facebook.
Using Your On-Screen Guide

SEARCH
Search is the fastest way to find the people and programs you want to watch. You can search program titles, personalities, sports teams and networks. The number keys on your remote represent the same letters as on your telephone. Or, you can use the on-screen keyboard.

Search for a Program
1. Enter a search term using either the remote keypad or the on-screen keyboard.

Remote keys — Search will map the number keys on your remote to their corresponding letters. Zero represents a space. For example, if you press 232, you may see results for Adam Sandler, Beck or any program with “Beautiful” in the title.

On-screen keyboard — Press 📧 on your remote to display the on-screen keyboard. Use the arrow keys and press OK to select letters, or switch between text and numeric characters as necessary.

2. Enter characters until you see your match.

3. To further narrow search results, select a category on the left of your screen. Search results are limited to that category.

4. Press 📧 on your remote for additional search options, such as limiting your search results to HD only. Additionally, you can specify a safe search, which removes adult programs from search results.

5. Highlight a match and press OK to watch, save or see more options.

Note: You can also access Search by pressing Xfinity on your remote and using the ► to navigate to the Search feature.
Using Your On-Screen Guide

DVR
Watch your favorite programs and movies on your time. Your new XFINITY set-top box is also your Digital Video Recorder (DVR). Recording, deleting and playing back recorded programs is simple using your on-screen guide. Record a program that’s on right now, one that’s coming up, or an entire series.

Record a Single Program
1. On the program’s Info panel, highlight Record and press OK on your remote.
2. Highlight Record Episode and press OK. The recording will either begin immediately or can be scheduled for a future airing. When the programs are available, you’ll find them in the DVR area of the Main Menu.

Record a Series
1. On the program’s Info panel, highlight Record and press OK on your remote.
2. Highlight Record Series and press OK. The Record Options panel will appear. You can change the Record Options at any time before the program is recorded.
3. Once the Record Options are set, select Record and press OK. When the programs are available, you’ll find them in the DVR area of the Main Menu.

Record Multiple Programs
You can record up to two programs simultaneously and even watch a third program, whether it’s a pre-recorded show, a live program or an XFINITY On Demand program.

If there’s a scheduling conflict, the recording with the highest priority is recorded. Recordings are prioritized as follows:

- More recently scheduled one-time recordings have a higher priority than less recently scheduled one-time recordings.
- Less recently scheduled series recordings have a higher priority than more recently scheduled series recordings.
- One-time recordings have a higher priority than series recordings.

Recording Icons Guide

- Record
- Will not record
- Record series
- Will not record series
- Soon to be deleted
Using Your On-Screen Guide

Modify Recording Options
The Recording Options vary depending on whether you’ve scheduled a one-time recording or a series recording. You can change the Recording Options at any time. The following options are available for either a one-time recording or a series recording as indicated by the checked boxes below.

<table>
<thead>
<tr>
<th>Recording Options</th>
<th>One-Time Recording</th>
<th>Series Recording</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Start</strong> — Change the recording's start time from “On Time” to up to 15 minutes prior to airing. You can’t use this option if the program is already recording.</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Stop</strong> — Change the recording's stop time from “On Time” to up to two hours after airing.</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Keep Until</strong> — Choose how long you want to keep this recording.</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td><strong>Record</strong> — Choose what type of episodes to record.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td><strong>Format</strong> — Choose what type of channels to record.</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td><strong>Save</strong> — Choose to record all episodes (default), or between 1 and 7 episodes.</td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>
Using Your On-Screen Guide

Cancel a Recording
1. From the Main Menu, go to DVR, select Recordings, then select Scheduled. Highlight the scheduled recording you want to cancel and press OK on your remote.
2. Highlight Recording Options and press OK. The Recording Options panel appears.
3. Select Cancel Episode or Cancel Series and press OK.

Watch a Recorded Program
1. From the Main Menu, go to DVR, then select Recordings. You will see a list of your recordings.
2. Highlight the program you want to watch and press OK on your remote. The Information panel for the program will display.
3. Highlight Watch and press OK. The program will play.

Delete a Recorded Program
1. From the Main Menu, go to DVR, then select Recordings. You will see a list of your recordings.
2. Highlight the program you want to delete and press OK on your remote. The Information panel for the program will display.
3. Highlight Delete and press OK. You’ve just deleted the recording.
GUIDE SETTINGS

Use your Settings screen to adjust your audio or video preferences, enable Parental Controls, turn recommendations on or off and more.

Getting More Help

You can view short Help Videos to learn more about the X1 Platform features.

1. To access the Help Videos, press the button on your remote, go to Settings, then Help.
2. Highlight the Help Video you would like to watch, and press OK.

Getting Started

1. To adjust your settings, press the button on your remote, then select the Settings icon.
2. Use the buttons to navigate to the settings you want to change:
   - Preferences
   - Device Settings
   - Parental Controls

Preferences

Preferences let you retain information about shows you have watched. This information allows your TV to list your most recently watched programs and video content. If you turn these settings off, the Recent section will not contain any information. You can also go to Preferences to turn the pop-up bubbles on or off.

Device Settings

Device Settings allow you to turn closed captioning on or off, modify your DVR settings, name the location of your set-top box and restart your device, if necessary, for troubleshooting.

Device Settings Options

- **Overview** — View a snapshot of all your current Device Settings. You can also see how much DVR space is available for future recordings.
- **Video Display** — Turn closed captioning on or off, watch programming in HD only and select the screen resolution that best matches your TV. Selecting “Full” Zoom magnifies your picture as large as possible; this option may cut off horizontal or vertical edges or cause distortion of the image displayed on your TV screen.
- **Audio Settings** — Choose between Stereo or Surround mode for both HDMI and Component Audio.
- **Screen Saver** — Activate the screen saver to prevent burn-in on your TV.
- **Device Name** — Select a room location (for example: TV Room) for your set-top box. The device name is used when you remotely schedule recordings from your computer.
- **Display Light Settings** — Adjust the brightness of your TV screen to your preference.
- **Power Button Light** — Adjust the brightness of the blue power button light on the front of your set-top box to your preference.
- **Device Restart** — Shut down and restart your set-top box during troubleshooting.
Using Your On-Screen Guide

Parental Controls
Parental Controls let you restrict access to paid and adult or mature content, individual titles, channels, and TV or movie ratings. You can also select days and times to “lock” access to your TV.

To review which Parental Controls you have enabled, press the remote button on your remote and select Settings. If you don’t have Parental Controls in place, you are directed to the PINs Manager screen, where you can choose a PIN and set up Parental Controls.

Note: If you want your set-top box to require a PIN for XFINITY On Demand purchases, you must also set up a Purchase PIN for Parental Controls, even if you do not plan to put Parental Controls in place. Parental Controls are distinct for each device in your home and must be programmed individually.

Parental Control Options

**PINs Manager** — You can activate two types of 4-digit PINs: a Locks PIN and a Purchase PIN. If you enable Parental Controls, you must enter your Locks PIN to view restricted content. If you enable Purchase Protection, you must enter your Purchase PIN to make On Demand purchases. System Default Settings can clear all Parental Controls and PINs.

**PIN Challenges** — PIN Challenges is a list of all instances, successful and unsuccessful, when a PIN was required.

**Movie Locks** — You can lock movies based on their MPAA ratings. When you lock a movie rating, all movies with a more restrictive rating are also locked. For example, if you lock movies with an R rating, movies with NC-17 and Adult ratings are also locked. To unlock and view the restricted movies, you must enter your PIN. A green open lock indicates unlocked movie ratings. A red closed lock indicates locked movie ratings.

**TV Locks** — You can lock TV shows and series based on their TV Parental Guidelines ratings. When you lock a TV rating, all programs with a more restrictive rating are also locked. For example, if you lock programs with a TV14 rating, programs with a TVMA rating are also locked.

Some TV ratings have subcategories of content that you can lock individually (e.g., Violence, Coarse Language, etc.). If you lock Violence in TVPG-rated programs, then programs with Violence in a more restrictive rating are also locked. However, more restrictively rated programs without Violence are not locked. Programs with a less restrictive rating, such as TVY, also are not locked. A green open lock indicates unlocked TV ratings. A red closed lock indicates locked TV ratings.

Note: Series episodes do not always have the same rating. An episode of a series may be TV14 one week and TVPG the next.

**Channel Locks** — You can specify individual channels to be locked and unavailable for viewing. To lock a channel, select Lock on the Info panel of the channel you want to lock. To unlock a channel, select Unlock and enter your PIN.

**Title Locks** — You can specify individual shows, series and movies to be locked and unavailable for viewing. To lock a title, select Lock on the Info panel of the program you want to lock. To unlock a title, select Unlock and enter your PIN.

**Service Locks** — Service Locks restrict access to certain types of content such as On Demand programming and other videos. To unlock these services, you must enter your PIN.

**Safe Search** — Safe Search prevents adult titles and programming from appearing on your screen, whether in program listings or search results. You can turn this feature off by selecting Safe Search Off.

**Time Locks** — Time Locks restrict viewing all programming between certain hours or on certain days. For example, you can lock your set-top box so no programming can be accessed between 10 p.m. and 7 a.m., from Monday through Friday. To unlock Time Locks, you must enter your PIN.
Tips for getting the most out of your XFINITY TV on the X1 Platform.

1 **Main Menu**

Each press of the ➔ button on your remote control will cycle you through the Main Menu.

- **Guide** — View every program airing within the next two weeks. Tune directly to a channel, view program information, schedule a recording, or display programs in standard-definition (SD) or high-definition (HD).
- **DVR** — View and modify your DVR recordings.
- **XFINITY On Demand** — Watch On Demand programming on your time.
- **Apps** — Start your day with local weather and traffic updates. Experience the XFINITY Sports app, listen to music from Pandora, view photos on Facebook and more.
- **Search** — Find the people and programs you want to watch. Search program titles, personalities, sports teams and networks.
- **Settings** — Set Parental Controls, adjust picture and device settings, and watch Help Videos.

2 **Mini-Guide**

See what’s on right now, while keeping a larger view of what you’re currently watching. From full-screen video, press the ➔ on your remote to display the Mini-Guide.

3 **History Bar**

To display the last nine channels or programs you have viewed, press **Last** on your remote.

4 **Transport Bar**

To display the status of a program, press ▼ or any remote key that controls playback.
### Search
Finding shows is as easy as changing channels. Just start pressing numbers on your remote.

1. Enter a search term using either your remote’s keypad or press 📊 to display the on-screen keyboard.
   - Entering 426 displays “HBO”
   - Entering 6397 displays “News”
   - Entering 2723 displays “Brad Pitt”
2. Enter characters until you see your match.
3. To further narrow search results, select a category on the left of your screen.
4. Press 🔍 on your remote for additional search options. Additionally, you can specify a safe search, which removes adult programs from search results.
5. Highlight a match and press OK to watch, save or see more options.

*Note: You can also access Search by pressing 📊 on your remote and using the ➡️ to navigate to the Search icon.*

### Record a Program
1. Select the program you want to record and press 🔴, or simply press 📊 on your remote.
2. Highlight Record and press OK on your remote.
3. Select Record Episode or Record a Series and press OK. The recording will either begin immediately or you can view recording options.

### Watch a Recorded Program
1. From the Main Menu, navigate to DVR, select Recordings and press OK on your remote.
2. Highlight the program you want to watch, press OK and select from the options provided.

### Help Videos
1. To learn more about the X1 Platform, press 🎥 on your remote, navigate to Settings, then Help.
2. Highlight the Help Video you would like to watch, and press OK.
Programming Your Remote For TV And Audio Receiver Control

Your remote control comes pre-programmed to control the set-top box provided by Comcast. To control your TV’s power and volume and the audio receiver’s power and volume, you can simply follow the steps below.

*Note: TV Codes must be programmed first, then Audio Device Codes second in order for this to function.*

1. Turn on the TV.
2. Locate the manufacturer’s code for your TV from the appropriate list below. If the manufacturer’s code is not listed, go to comcast.com/remote to view a full list of brands and codes.
3. On the remote control, press and hold the Setup button for 3 seconds until the All Power button changes from red to green.
4. Use the remote to enter the first 5-digit manufacturer’s code on the list that matches your specific brand. If the code is entered properly, the All Power button will flash green twice. If the green light emits one long blink, repeat steps 3 and 4, entering a new code.
5. Press the TV Power button on the remote control. If the TV turns off, you know the code has been accepted. Turn the TV back on and make sure that the VOL +/- and Mute buttons also work.
6. If the TV does not respond, repeat steps 2-5, testing each code listed until the remote controls the TV functions.

**TV Codes**

LG 11423, 10017, 11265, 10178, 10442, 10700, 10856, 11178, 11530, 11637, 11934
Panasonic 11480, 10250, 11457, 10051, 10161, 10162, 10226, 11291, 11919, 11924, 11947, 11969
Philips 11454, 11394, 11866, 10054, 10690, 11483, 11744, 12372, 12597
Samsung 12051, 10060, 10702, 10178, 10030, 11959, 11060, 10814, 10766, 10587, 10482, 10427, 10329, 10217, 10056, 10039, 10032, 10019
Sanyo 10054, 10154, 10036, 10088, 10107, 10146, 10159, 10232, 10484, 10798, 11907
Sharp 10093, 10039, 10153, 10157, 10165, 10281, 10386, 10491
Sony 10810, 10000, 10011, 10080, 11400, 11685, 11904, 11925
Toshiba 10156, 10154, 11265, 10060, 10003, 10036, 10149, 11343, 11369, 11935, 11945, 11959, 12006
Vizio 11758, 10864, 10885, 11756

**Audio Device Codes**

*Note: TV Codes must be programmed first, then the Audio Device Codes in order for this to function.*

ADC 30531
Aiwa 30158, 30189, 30405
Bose 32129, 31933
Capetronic 30531
Carver 30189
Denon 31360, 31104
GE 30078
Harman/Kardon 30110, 30189
Integra 30135
JBL 30110
JVC 30074, 30331
Kenwood 31313, 31570, 30027, 31027
Linn 30189
Magnavox 30189, 30531
Marantz 30189
Onkyo 30135, 30842
Optimus 31023, 30531
Panasonic 31308, 31518
Philips 30159, 31266
Pioneer 31023, 30014, 30531, 31834
Polk Audio 30189
Proscan 31254
RCA 31023, 31254, 30531
Sansui 30189
Sony 31759, 30158, 31758
Soundesign 30078
Stereophonics 31023
Sunfire 31313
Technics 31308, 31518
Victor 30074, 30331
Wards 30158, 30189, 30014, 30078
Yamaha 30176, 30354, 31176
FOR MORE INFORMATION

Call 1-877-896-8678, 24/7
Visit xfinity.com/X1
Chat online at comcastsupport.com/X1
Press Xfinity to view Help Videos in the Help section of Settings