

# WELCOME TO XFINITY Service Feature Menu

Thank you for choosing Comcast. To ensure we cover those items that are most important to you, please select from the below topics that you would like to learn more about.

- Help & Services - Where to go for answers:** Comcast On Demand, Comcast.com, Local Comcast Service Center, 1-800-COMCAST

## XFINITY TV

- Comcast Remote** – How to select different inputs, channel / volume control and remote control use
- Digital Box Basics** – Get the most out of your Program Guide, Menu options, Setup options
- On Demand** – Thousands of free programs at your fingertips and more
- Pay-Per-View Events** – Special sporting, cultural, and entertainment events in the comfort of your home
- Parental Controls** – How to lock out certain programs based on ratings or content
- HDTV** – High-Definition TV settings, available programs
- Digital Video Recorder DVR** – Basics Recording programs, recording series, Play, Fast Forward, Rewind, Pause
- Music Choice** – Commercial-free digital music for every listener

## XFINITY INTERNET

- Comcast.net** – Getting the most out of your personal home page and the Customer Benefits link
- SmartZone™** – Email use, setting up additional accounts/ passwords, accessing emails from anywhere – It's FREE
- EZ-Change** – Easily convert your existing email to your new Comcast Email
- Security** – Getting piece of mind from Norton™ Security Suite – It's FREE
- PowerBoost & Speed Options** – Getting the speed you need...when you need it
- Pop-up Blocker / Spyware Detection / Trusted Sites** – Avoid pesky pop-ups & protect your PC-It's FREE
- Comcast Home Networking** – Share your High Speed Internet connection and printer with your other PCs
- Entertainment** – Videos, Music, Photos, Kids, Games, OnDemand Online and more...
- Modem Basics** – Powering, rebooting, Connections and indicator lights

## XFINITY VOICE

- Calling Basics** – Making a call, ending a call
- Call Forwarding** – Sending your calls to a different number while you are out
- Voice Mail Basics** – Making a call, ending a call
- Call forwarding** – Sending your calls to a different number while you are out
- Voice mail basics** – Creating and changing an outgoing message, retrieving messages, emailing messages, web access to messages on SmartZone™
- Universal Caller ID** – See who is calling from your TV and PC
- EMTA Phone Modem Basics** – Powering, connections & indicator lights
- Fax Machines & Alarm Systems** – Interface your fax & alarm systems with your Xfinity Voice

# CUSTOMER QUICK FIXES



## TV has no picture or remote is not responding:

Make sure that the TV is on the right input for the set-top box to display a picture (i.e. Channel 3 or 4, video 1, component, HDMI, etc.) YOUR DEFAULT CHANNEL IS : \_\_\_\_\_

- Verify that there is nothing obstructing the path of the remote to the set-top box.
- Make sure that there are fresh batteries in the remote and that they are inserted correctly.
- Make sure that you press the “cable” button on the remote if trying to change channels.
- If none of the above work, you may need to re-program your remote. Go to [www.comcast.com](http://www.comcast.com) and enter “Program my remote” in the search window.



## If you are unable to access the Internet:

- Verify all lights on the modem including the “online” and “power” lights are on. If not, press the Standby button on the front or top of your modem. Press the standby button to restore power.
- If a “Welcome to Comcast” page is showing, walk through the “I Am a Customer” setup option you will need your Comcast account number.
- If the modem you are using for accessing the Internet is the same modem (EMTA) you’re using for your Comcast Home Phone service, try using a pen/pencil to push the “reset” button on the back of the modem. Your dial tone will go away for approximately 60 seconds.
- If you have recently connected a device (gaming console, laptop, etc.), power cycle the modem each time by unplugging the modem’s power cord and then plugging it back in.
- If you are using a router (personal or from Comcast), unplug the power cord to both the modem and the router and turn off the computer. Plug in the modem. After 30 seconds, plug in the router and then turn on the computer. (This is the correct series of powering up all devices to make them work together correctly.)
- **Another Option:** Disconnect your router and plug in your computer directly to the modem. If that works, your router may be the issue. (**Note:** Consult the router’s owners manual as Comcast does not support non-Comcast equipment.)
- Try temporarily disabling any spy-ware, firewall, or anti-virus programs that are running. Then, reset the modem. (Sometimes, these programs may block you from connecting to the internet.) **Make sure you re-enable the programs afterwards!**
- If using a work issued laptop, contact your IT administrator to update / verify settings.



## If your phone has no dial-tone when you pick it up:

- Verify the light on the phone EMTA are on. (When the phone is on-hook, the “tel 1” light should be solid. When you pick up the phone, the “tel 1” light should be blinking.) If no lights are present, confirm that the modem is plugged in. (Try using a pen/pencil to push the “reset” button on the back of the modem to reset the line.)
- Make sure the phone cord on the back of the phone EMTA is plugged into the “tel 1/2” port and not the “tel 2” port. (The “tel 2” port is for a 2nd phone number only.)
- Try plugging your phone directly into the “tel 1/2” port on the back of the phone modem.

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