

# Ready. Set. Enjoy!

Here are a few tips to get started with XFINITY.

My Account lets you manage your services from anywhere. Download the XFINITY My Account app or visit [xfinity.com/MyAccount](http://xfinity.com/MyAccount) and log in.

Here are some of the many things you can do with My Account to get started!



## TV customers

- **Program your remote.** Sign in to My Account online, go to My Services, select XFINITY TV, scroll to the bottom and select Programming your remote control.
- **View your channel lineup.** Go to XFINITY TV under My Services and select View your channel lineup.



## Voice customers

- **Change your Voicemail PIN.** Sign in to My Account online, go to My Services, select XFINITY Voice and select Change voicemail PIN.
- **Manage phone and voicemail settings.** Go to XFINITY Voice under My Services and select Additional voice settings.



## Internet customers

- **Find or change your WiFi name (SSID) and password.** Sign In to My Account online and select Change WiFi password.
- **Check your connection status, troubleshoot and reboot your equipment.**

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## All set up?

Here are some more tips:

**TV customers** – Press Guide on your remote to see what's on TV, or press the XFINITY button to browse for your favorite TV shows and movies.

**Voice customers** – Set up or listen to your voicemail. Simply dial \*99 and follow the prompts.



Sometimes your equipment needs a quick refresh – just reboot your hardware with the My Account app.

## On the go?

Manage your service from anywhere with the XFINITY My Account app



We should fit into your life, not the other way around. Now with the XFINITY My Account app, you can pay your bill, manage your appointments and troubleshoot your devices at home or on the go with your mobile device. No Lines. No Waiting.



Learn more at [xfinity.com/MyAccount](http://xfinity.com/MyAccount)

**xfinity**  
the future of awesome®

Your experience may be different depending on the services you purchased. Restrictions apply. Not available in all areas. Standard data charges apply to app download and usage. Check with your carrier. © 2016 Comcast. All rights reserved.

WEL 1016

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Hi there.  
We've got some great  
stuff to show you.

Take a look inside!



*Chopped* available with XFINITY On Demand | *Chicago Fire* available on XFINITY TV app  
*Power Puff Girls* available at [xfinity.com/tv](http://xfinity.com/tv)

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COMCAST

## Control the world with your hand. (Ok, maybe just your TV.)



**Search:** Quickly find your favorite programs on TV or On Demand.

**XFINITY:** View the Quick Menu so you can access your channel lineup, DVR recordings, XFINITY On Demand, parental controls and more.

**Tip:** Press the XFINITY button twice to get to the Main Menu view.

**Record:** Schedule a show or series to record.

**Guide:** Shortcut to TV listings.

**Page Up/Page Down:** Move up or down in menus, or skip ahead or back in 5-minute increments while watching a show.


**Last:** Return to the previous channel or Guide screen.

**Exit:** Leave the Guide screen to get back to a show.

**Info:** Learn more about a program.

**Favorites:** Set up and view favorite channels.

**A (Help):** Get answers to FAQs about your XFINITY service.

**Need help?:** You got it. Just press  on your remote or visit [xfinity.com/Support](http://xfinity.com/Support) to learn more.

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](http://xfinity.com/Remotes). Requires that remote is programmed to control the TV.

Discover even more about your remote:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)

## Voila! Finding what you want is fast and easy.

Learn how to navigate your menu, browse XFINITY On Demand and more. Just press the XFINITY button to access the Quick Menu shown below.

### Watchlist

Your list of favorite XFINITY On Demand programs. Go to [xfinity.com/TV](http://xfinity.com/TV) to set up

### Main Menu

Access TV listings, your DVR, On Demand and more

### On Demand

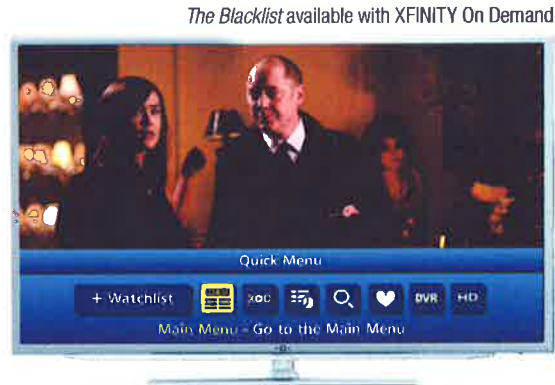
Access a library of TV shows, movies, kids programming and more

### Guide

View channel lineup and listings

### Search

Search across live TV and On Demand at the same time



### Favorites

View or set up your favorite channels or programs

### HD

Filter to view TV shows, movies and sports in HD or programs

### DVR

Access your DVR recordings and settings

### 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.

See what else you can do from the Quick Menu:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)

## Tune into these important Voice features.

With XFINITY Voice Unlimited, enjoy more ways to stay connected to take advantage of unlimited nationwide talk and text, Readable Voicemail, Universal Caller ID and more.

### Set up your 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 password, visit [xfinity.com/VoiceSupport](http://xfinity.com/VoiceSupport).
- 4 To access your voicemail, you can dial \*99 from your home phone, connect online at [xfinity.com](http://xfinity.com) or use the [XFINITY Connect app](#).

### Take your service to go with the XFINITY Connect app:

- Unlimited calling to China, India, Mexico, Canada and more
- Unlimited nationwide texting from any WiFi-enabled device
- Make calls via WiFi so you can call home at no additional charge
- Get four additional telephone numbers so each family member has a unique number for calling and texting



Standard data charges apply to app download and usage. Check with your carrier.

### Security PIN

As an XFINITY Voice customer, you will receive a randomly generated security PIN from Comcast, which is needed to access your XFINITY Voice account information. Visit [xfinity.com/MyAccount](http://xfinity.com/MyAccount) while connected to your XFINITY in-home WiFi network to authenticate and view your PIN. If you do not have XFINITY Internet service or cannot recall your PIN, you can visit [xfinity.com/MyAccount](http://xfinity.com/MyAccount) for help retrieving your PIN.

Find more in-depth XFINITY Voice info:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)



## Get to know essential service details.

### Non-published service and directory listings

You may choose a non-published listing for an additional monthly charge.

- Comcast will not make non-published listings available on our online directory, [ecolisting.com](http://ecolisting.com), to third-party publishers or directory assistance (411)
- Published listings will be made available at [ecolisting.com](http://ecolisting.com), through Comcast's directory assistance operator and may also appear in other online or printed directories and directory assistance databases
- For additional service information, pricing and limitations, go to [xfinity.com/SubscriberAgreement](http://xfinity.com/SubscriberAgreement)



### Backup battery

XFINITY Voice service will not operate during a power failure without a backup power source. A backup battery for Comcast-provided modems can be purchased from Comcast at any time for \$35. This includes a 1-year warranty, up to 8 hours of standby time and monitoring to determine when you need to purchase a new battery. If you elect this option, battery performance will be diminished if the battery is not kept in dry conditions within a temperature range of -4°F to 140°F (-20°C to 60°C).

If you purchase a backup battery after your service is installed, separate shipping and handling charges may apply. If you do not have a backup battery and would like to purchase one, call 1-888-972-1261. For more details, visit [xfinity.com/VoiceBattery](http://xfinity.com/VoiceBattery).

### 711/911 services

Dial 711 for Telecommunications Relay Service for the hearing impaired. Dial 911 for emergencies.

Service (including 911 emergency service) may not be available during power outages.

Learn more XFINITY Voice features and service details:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)

## Connect to your Internet in a flash.

### Connect your devices to your network

- 1 Find your WiFi name (SSID) and WiFi password (network key) in the [XFINITY My Account app](#) by logging in with your username and password. Select **Internet** and go to **Show WiFi Password**.
- 2 Enable WiFi on the wireless device you'd like to connect.
- 3 From your mobile device, select your WiFi name from the list and use your WiFi password to sign in.



You can also find your WiFi name and password by visiting [xfinity.com/MyAccount](http://xfinity.com/MyAccount) or on the back of your XFINITY Wireless Gateway.

### Connect to XFINITY WiFi Hotspots on the go

Sign in once, and XFINITY will automatically remember your device when you try to connect at any of the millions of XFINITY WiFi hotspots nationwide.

- 1 Enable WiFi on your device.
- 2 Select **xfinitywifi** in your list of available networks.
- 3 Sign in with your XFINITY username and password.

### Help to stay safe online with Constant Guard®

Constant Guard provides unmatched online protection against identity theft, viruses and more with the top-rated Norton™ Security Suite included with XFINITY Internet. Visit [xfinity.com/ConstantGuard](http://xfinity.com/ConstantGuard) to get started.

XFINITY WiFi Hotspots are included with XFINITY Internet 25 Mbps and above service only. Available in select areas.

Learn more important info about your Internet service:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)



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](http://xfinity.com/MyAccount)



## Need help with your XFINITY experience? We're here!

**Online:** [xfinity.com/Support](http://xfinity.com/Support)

**My Account:** [xfinity.com/MyAccount](http://xfinity.com/MyAccount)

**Twitter:** @ComcastCares

**Chat:** [xfinity.com/Chat](http://xfinity.com/Chat)

**Phone:** 1-800-XFINITY

**Facebook:** [Facebook.com/XFINITY](https://www.facebook.com/XFINITY)

### 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/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)

Get all your customer service details:  
[xfinity.com/XfinityWelcomeGuide](http://xfinity.com/XfinityWelcomeGuide)

The best experience. That's our commitment to you.



From our products to our people, we're committed to delivering the best experience possible, so you can do more and enjoy more of what you love.

**We promise to:**

- **Respect your time:** We offer 2-hour appointment windows, 7 days a week, day or night
- **Simplify your experience:** We're always there for you with simple self-service tools and 24/7 support
- **Make things right:** We'll give you an automatic \$20 credit\* if we're ever late
- **Continually offer the best entertainment:** We're working hard to bring more choices — including more movies, more sports, more kids programs, more network TV shows and more HD than anyone else

[xfinity.com/Experience](http://xfinity.com/Experience)

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

Learn more about our customer commitment:  
[xfinity.com/Experience](http://xfinity.com/Experience)

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## How to reach us

Contact us anytime, and please have your account number available.

### Contact us online

Chat: [xfinity.com/Chat](http://xfinity.com/Chat)

Twitter: [@ComcastCares](https://twitter.com/ComcastCares)

Facebook: [Facebook.com/XFINITY](https://www.facebook.com/XFINITY)

### Reach us by phone

Toll Free: 1-800-XFINITY

303-930-2000

### Reach us by mail

If you write to us, be sure to include your name, address, and account number.

Lakewood Comcast Cable Store  
7400 W. Alaska Dr.  
Lakewood, CO 80226

### Contact your local franchise authority

If you wish to contact your local franchise authority, please refer to the information in this Welcome Kit or on your monthly statement.

### How to have utility lines marked

If you have any questions regarding the location of underground cable lines in your yard, please call (303) 894-2000.

### Reach us in person

Feel free to come to our service center(s):

Lakewood Comcast Cable Store  
7400 W. Alaska Dr.  
Lakewood, CO 80226

Centennial Xfinity Store  
8222 S. Yosemite St. Ste. 110  
Centennial, CO 80112

Littleton Comcast Cable Store  
6793 W. Canyon, Unit 13C  
Littleton, CO 80128

Aurora Comcast Cable Store  
10651 E. Garden Dr.  
Suite 107  
Aurora, CO 80012

Thornton Comcast Cable Store  
880 E. 88th Ave.  
Suite 100  
Thornton, CO 80229

