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Welcome

This user guide is where you will find answers to questions along with easy to follow, step-by-step guidance on how to set up and use Skype on XFINITY® in your home. Learn how to maximize the full potential of every feature, make a call or message a friend—everything you need to know is right here.

If you have questions that are not answered in this user guide, visit http://www.comcast.com/skype. For additional support, call 877-704-7713.

About Skype on XFINITY

Skype on XFINITY delivers high-quality, face-to-face video calling right to your TV. Enjoy video and audio calls—even messages—without a computer, without opening a browser. It’s the next best thing to being there.

- Connect with XFINITY and Skype contacts, with HD video/audio calls and messages. Now you will never have to miss an important moment.

- Once signed in, you can make or receive calls and messages while watching TV. For incoming calls, you will see who is calling you and be able to choose how you want to connect—by video or audio.

▲ Important Notes

- The Emergency Alert System (EAS) for national public warnings only broadcasts in TV mode (not during calls or messaging). Learn more about EAS at http://www.fcc.gov/pshs/services/eas.

- No emergency calls with Skype. Skype is not a replacement for your telephone and can’t be used for emergency calling.

- Data used while enjoying Skype on XFINITY counts toward your Comcast monthly internet bandwidth usage. For more information go to http://www.comcast.com/corporate/customers/policies/highspeedinternetaup.html.
Connect Your Equipment

This section provides guidance for setting up your system, from gathering the necessary account information to connecting the adaptor box and camera to your TV.

This section will help you:

- Determine what you will need to get started and have everything ready for fast and easy setup.
- Learn how to correctly position your camera.
- Identify and connect the cables to their designated ports.
SET UP

Check the Box

Camera with Clip

Power Adaptor

Power Cable

Adaptor Box

Remote

USB Extension Cable for Camera

HDMI Cable (2x)
Note: You may not need both HDMI cables if you already have one in use.
Gather Information

- HDMI-capable Comcast set-top box and HDTV.
- Internet connection with at least 1.5 Mbps simultaneous upload and download speeds (check your speeds at http://speedtest.comcast.net)

Comcast and Skype Accounts

- All users of Skype on XFINITY will need their own Comcast ID.
- You will link your Comcast ID to a Skype account during the activation process.
  Each unique combination of a Comcast ID and Skype account is called a Skype on XFINITY profile.
  • If you need to create a Skype account, you can do so during activation on your TV.

  SKYPE ON XFINITY PROFILE = COMCAST ACCOUNT + SKYPE ACCOUNT
  - Comcast ID
  - Comcast Password
  - Skype Name
  - Skype Password

If you have printed this User Guide, consider noting your setup details below.

Comcast Account

• Comcast ID ____________________________________________________________
• Comcast Password ____________________________________________

Skype Account

• Skype Name _________________________________________________________
• Skype Password ____________________________________________________

Wireless Network

• If you choose to connect to your wireless network (rather than Ethernet), you will need the Network Name (SSID) and Password (Key).
• Network Name (SSID) _________________________________________________
• Network Password (Key) _______________________________________________
• Security Encryption Method (for hidden wireless networks only) ____________
**Prepare Your Equipment**

**Power Off**

Turn off TV, XFINITY set-top box and A/V receiver (if using).

**Plug in Power Cable**

Connect the power cable to the adaptor box and plug in to an electrical outlet.

THIS ADAPTOR BOX DOES NOT HAVE AN ON/OFF BUTTON, PLUGGING IT IN (AND OUT) IS HOW YOU WILL TURN THE SYSTEM ON AND OFF.
Connect to the Internet

Connect to the Internet

**Modem**

Ethernet: Plug a CAT-6 Ethernet cable (not provided) into the Ethernet port on the adaptor box then plug the other end into your modem/router.

OR

Wireless: Skip this step and follow the instructions during TV activation.

Back of Adaptor Box

Connect to Your TV

Adaptor Box

If you don’t have an A/V receiver, use the HDMI cable to connect your adaptor box directly to your XFINITY set-top box.
**SET UP**

Without an A/V Receiver

Connect an HDMI cable from your TV to your adaptor box.

Use a second HDMI cable to connect the adaptor box to your XFINITY set-top box.

---

With an A/V Receiver

Connect an HDMI cable from your TV to the adaptor box.

Use another HDMI cable to connect the adaptor box to your A/V receiver.

Connect a third HDMI cable from your A/V receiver to your XFINITY set-top box.

**If using SPDIF (optical digital audio) cable**

Disconnect this cable from your XFINITY set-top box and plug it into the Audio port on the adaptor box.

For optimal performance, use both HDMI and SPDIF cables to connect the adaptor box to your A/V receiver.
Position and Connect Camera

The XFINITY camera can be placed on top of your TV screen or on a flat surface (like a TV console). The recommended viewing distance is 5'-12'. The camera should not be used near strong magnetic fields.

**TV Top**

1. Place the front of the camera on top of your TV, with the bottom lip resting just below the top of the screen.
2. Push the clip down until it touches the back of the TV and the camera is secure.
3. Adjust the angle of the camera to capture your preferred viewing area and to ensure that the microphones are directly in front of the person speaking.

**Important Note for Wall-Mounted TVs**

Make sure the combined weight of the camera (8.81 oz.) and TV does not exceed the maximum rating for your wall mount. Check the wall mount manufacturer’s manual for the maximum rating. The camera clip is not compatible with all TV wall mounts. For wall-mounted TVs that have been installed flush with the wall, camera placement on your TV is not recommended due to space constraints, which may result in damage to your TV or the camera.

**Important Note for Fireplace-Mounted TVs**

The camera is not intended for use in high-temperature locations, such as above fireplaces.

**Flat Surface**

1. Hold the camera with the lens facing towards you and adjust the clip’s rubber bottom, as shown.
2. Place the camera on a flat surface with the lens facing the viewing area. Hold the rubber bottom in place while adjusting the angle of the camera to capture your preferred viewing area and to ensure that the microphones are directly in front of the person speaking.

**Helpful Hints for Setup**

- The camera’s broad angle will give you the ability to relax across the room while enjoying a conversation. Run the Camera Test (during the TV activation or go to Device Settings > Video Settings at any time) to see what area will be captured during a video call.
- Position table/standing lamps in front of you to avoid appearing silhouetted.
- Turn down overhead lights and position a secondary table or standing lamp in front of you to avoid having to turn overhead lights all the way up.
- If the camera cable is not long enough to reach the Camera port, connect the USB extension cable to the camera cable.
If needed, use the USB extension cable (provided) during placement, then plug the camera cable into the adaptor box. The camera should not be used near strong magnetic fields.
**Power Up**

If you need help with setup, visit [http://www.comcast.com/skype](http://www.comcast.com/skype) or call at 877-704-7713.

1. Plug the power cable into the **Power** port on the adaptor cable. Then plug the power cable into an electrical outlet. There is no power button on your adaptor box, so this power cable is the only way to turn the system on and off.

2. Turn on your TV, set-top box and audio receiver (if you have one).

3. Make sure that your TV is set to the HDMI port that you connected the HDMI cable to. For example, if you plugged the cable into HDMI 1, then make sure that your TV is set to HDMI 1 (not HDMI 2, HDMI 3, etc.).

4. Next you will see a black screen.

5. In a few minutes (up to 20), you will be greeted with a Welcome screen.

---

**Helpful Hints for Powering Up**

- The power adaptor is made up of two pieces that join together.
- If needed, use the USB extension cable to add length to your camera cable.

---

**Important Note for Power Up**

Please do not unplug or reset the adaptor box before you see the Welcome screen. If you unplug or reset the adaptor box before activation is complete, the system will restart from the beginning of the setup process.
Get to Know The Parts

Take a look at the components that make up Skype on XFINITY. Here you will find visual diagrams, technical specifications and helpful tips to get you familiar with all the essentials.

This section will cover:

- Camera
- Adaptor Box
- Remote
Camera

- High-Definition camera supports up to 720p @30 frames per second (requires both users to have consistent 1.5Mbps+ upload/download speeds)
- On/Off Indicator
- Digital/Optical Zoom Lens With Shutter
- Built-In Directional Microphones
- Adjustable Clip for Secure Placement

For camera placement, see Camera Setup on page 10.

Front of camera
GET TO KNOW THE PARTS

Adaptor Box
- HDMI Connections Between Set-Top Box and TV
  Dual-band (2.4GHz/5GHz) Wireless Network (802.11n)
- Ethernet-Ready for Wired Connection
- Digital Audio Output
- Audible Notifications
- Integration with Skype
- WPS-Capable for Wireless Setup (currently not available)
- New Message Indicator
- SD slot and USB port for Viewing Media

Helpful Hints for the Adaptor Box
- There is no On/Off indicator light. The Power LED remains lit when plugged in.
- Please be aware that digital audio can run through your digital audio receiver, but digital video must be connected directly from your adaptor box to your TV.
- The Reset button is recessed to prevent accidental pressing and has two functions, depending on the length of time held:
  - Normal Reset: Insert a thin object and hold the Reset button for 2-5 seconds to reboot the adaptor box and keep your personal settings.
  - Factory Reset: Insert a thin object and hold the Reset button for 15 or more seconds to delete ALL personal settings and restore the adaptor box to the default factory settings. Factory Reset should be used with caution, as it removes all Skype on XFINITY profiles.
GET TO KNOW THE PARTS

Top of adaptor box

WPS
Use for wireless setup with WPS capable routers.
(Currently not available)

Front of adaptor box

SD Slot
Use for viewing media

Network Indicator
Glowing LED indicates connection to home network.

Message Indicator
Glowing LED indicates missed calls.

Power
Glowing LED indicates adaptor is on.
Remote

- Radio Frequency (RF) Remote
- (2) CR2032 3V Lithium Batteries (pre-installed) OR 2 AAA Alkaline Batteries (pre-installed) depending on which model of remote your system is configured with (AAA shown).

Front of remote

Use to pair remote. If remote becomes unpaired, press and hold Setup, then press Call to pair again.

Accept incoming calls and access contacts

Navigate Home

Go back to previous screen

Toggle Self-view on/off

Mute your microphone

Mute call

Place current call on hold

Close and return to TV

Switch profiles

End call and ignore incoming call

Navigate and select current option

View call info

Change screen layout

Zoom self-view

Turn your video on and off during a call

All Power/Power/Share
Rewind/Play/Pause/Forward
Not available at this time.
GET TO KNOW THE PARTS

Back of remote

- Use the Left arrow to go back to the previous screen.
- VOL adjusts the sound level for Skype on XFINITY only. It does not adjust your TV volume.
- Press Sound to toggle on and off sound from the caller.
- Press Mic to toggle on and off the microphone for the caller to hear you.
- Press Video to turn off (and on) your video during a video call.
- Play/Pause / Forward / Rewind voicemail buttons are not available at this time.
- For your remote to work, you do not need to point it towards the adaptor box.
- There are several reasons why your remote might not be working.
  - Your remote might be locked. On the back of your remote, press the Lock button on and off to test this.
  - Your remote might not be paired to the adaptor box. The pairing process connects your remote to the adaptor box so that the adaptor box—and Skype on XFINITY—can only be controlled by one remote. To learn more, go to Pair Your Remote on page 21.
  - Your batteries might be dead. If the LED light does not work, replace the batteries.
Using Your Remote's Keyboard

Try a few different positions for holding the remote while typing on the keyboard and find the fit that is most comfortable for you. You want to ensure you are not pressing any buttons on the front of the remote while using the keyboard. The illustrations below show two of the most popular holds.

Two-Handed Hold

One-Handed Hold

Helpful Hints for the Remote Keyboard

- **ALT** must be pressed before pressing a blue character every time you enter a character. Holding down **ALT** while pressing multiple blue characters in a row will not work.
- **CAPS** must be pressed every time you want to capitalize a character.
Setup

Once you have finished connecting your equipment, it’s time to setup your Skype on XFINITY adaptor box. During setup, you will follow a series of steps on your TV screen. Use your remote to complete the information and refer to the tips in this section to complete the process.

This section will help you:

- Pair your remote with the system.
- Connect to your home network via an Ethernet cable or a wireless connection.
- Run short video and audio diagnostic tests to ensure everything is working properly.
Pair Your Remote

The pairing process connects your remote to the adaptor box so that the adaptor box—and Skype on XFINITY—can only be controlled by one remote.

1. Pull out the tab from the remote’s battery compartment.
2. Press and hold the Setup button on your remote until the All Power button on your remote turns from red to green.
3. Press the Call button on your remote.
4. Flip the remote to the keyboard side.
5. Use the keyboard to enter the 3 letters displayed on your TV screen.

Note: The letters on your screen may differ from the example shown here.

Helpful Hints for Remote Pairing

- You only have 60 seconds to press the letters on your remote that correspond to letters on your screen. If you do not finish this within 60 seconds, simply restart the process.
- If your remote is not working, refer to the Helpful Hints for the Remote section on page 18.
- If you enter an incorrect letter during the pairing process, the screen will refresh and you will be asked to retry.

Choose Your Desired Language

Skype on XFINITY has a bilingual interface, you can choose either English or Spanish. You can change your language preference at any time by going to Settings > Profile Settings > Set Profile Language. Each profile can have it’s own language setting.
Connect to Your Home Network

An Internet connection is required, but the screen(s) you will see depends on your choice of network connection.

You have two options for network connectivity:

1. Wired connection using an Ethernet cable
2. Wireless connection to an available or hidden network

For additional help, visit [http://www.comcast.com/skype](http://www.comcast.com/skype) or call 877-704-7713.

Ethernet Connection

To connect to your home network using an Ethernet cable, connect the Ethernet cable to your adaptor box. The adaptor box will automatically detect your Ethernet connection and the following screen will appear. Select **CONTINUE**.
Available Wireless Networks

Follow these steps if you are using an available wireless network.

1. Ensure that the Ethernet cable is not connected.

2. From the options, click Select Your Wireless Network.

3. Select your wireless network from the list of networks within range.

4. Enter your network password.
**Hidden Wireless Networks**

Follow these steps if you are using a hidden wireless network.

1. From the options on the choose your network screen click Manually Enter Your Wireless Network.

2. Enter the network name of the hidden wireless network. Note that the network name might be called the Service Set Identifier (SSID)
3. Select the security type of the hidden wireless network.

4. Enter your network password.

5. This screen will appear once you have connected to the hidden network.
Helpful Hints for Hidden Wireless Networks

- If you have tried to join a network that cannot be found or is no longer in service, verify the information you entered is correct and try again.

- You can also join an available wireless network or connect using an Ethernet cable instead.

- If you have a hidden network, you will need to know the network name (SSID), security type and network password to connect.

System Check

After connecting to the Internet, some short tests will be run to ensure that everything is working properly. These are quick diagnostic tests that check your hardware.

Set Time Zone

Select your Time Zone by choosing from the options shown. Your selection ensures that your call times are accurate.
Screen Resolution
Select your TV’s resolution. Select 1080i or 720p.

Checking Your HD Video Signal
This test ensures that your set-top box is connected properly and that you will be able to watch TV while using Skype on XFINITY. If you see TV programming on the screen, click I SEE MY TV.

Helpful Hints for HD Video Signal
- If you see a gray box with an X, click I DON'T SEE ANYTHING. Check that your HDMI cable is securely connected and try again. Also check that the set-top box and inputted video source are turned on.
- You can use Skype on XFINITY without the TV connection, but you will not be able to watch TV while using Skype on XFINITY.
Checking Your Audio

While the microphone test confirms that you will be heard, the volume check verifies that you will be able to hear your contact speaking.

Helpful Hints to Checking Your Audio

- If you cannot hear anything, make sure your TV sound is not muted.
- If you are using an audio receiver, disconnect the SPDIF (Optical Digital Audio) cable from your set-top box, plug it into the audio port and try again.

Comcast Sign-In

If you have signed into Comcast before, this screen will look familiar to you. Simply enter your Comcast ID and password then press CONTINUE.
Setup Complete

Once you have completed the setup process, you will see the following screen.

Selecting FINISH will take you to the profile screen.
Skype on XFINITY

XFINITY brings you HD video calling – a new way to communicate with family and friends combining the comfort of your couch and the life-like quality of your TV.
Set Up

When you activate Skype on XFINITY, you will create your Skype on XFINITY profile by linking your Comcast ID to a Skype account.

This section will help you:

- Create your Skype on XFINITY profile
- Test your camera and microphone
- Sync your contacts
Create Your Skype on XFINITY Profile

A Skype on XFINITY profile is a combination of your Comcast and Skype accounts. Your Skype on XFINITY Profile is:

**SKYPE ON XFINITY PROFILE** =  **COMCAST ACCOUNT** + **SKYPE ACCOUNT**

- Comcast ID
- Comcast Password
- Skype Name
- Skype Password

When launching the Skype on XFINITY application for the first time you will be prompted to create a new Skype on XFINITY profile. To create your profile, follow these steps.

1. Select **SKYPE on XFINITY** from the main menu.

2. Select **CONTINUE** from the Welcome screen to begin the process.

3. If you have a Skype account, select **ALREADY HAVE SKYPE**.
   If you do not have a Skype account, select **CREATE SKYPE ACCOUNT**.
If you already have a Skype account you want to use, enter your account information.

If you do not have a Skype account you may create one now. Enter the email address you would like associated with your Skype account and select **CONTINUE**.
Choose and enter a Skype Name and password and select **CONTINUE**.

4. After selecting **Continue**, your Skype account will be linked with your Comcast ID to create your Skype on XFINITY profile.

**Helpful Hints for Skype Sign-In**

- Each Comcast ID must be linked with a unique Skype Name.
- If you cannot remember your Skype account information, visit [http://www.skype.com](http://www.skype.com).
- If you do not have a Skype account, select **Create a Skype Account**.
- You can unlink a Skype account from your Skype on XFINITY profile at any time. Go to **Skype on XFINITY Settings > Change Linked Skype Account**.
- Skype Voicemail and using Skype to call landlines and mobile devices is not supported on Skype on XFINITY.
Sync Contacts

By syncing your contacts, you will be able to access your XFINITY and Skype contacts from one place, making it even faster and easier to find a family member or friend.

The time of your last sync is listed at the bottom of the screen. If you choose not to sync your contacts now you can always do it later by going to Skype on XFINITY > Settings > Sync Contacts

⚠️ Important Notes About Syncing Contacts

- Syncing will store your XFINITY and Skype contacts in your Skype on XFINITY profile. If you or another person have synced contacts previously with your Skype on XFINITY profile, the contacts you are about to sync will be added to those contacts that were previously synced.

- Syncing cannot be undone.

Helpful Hints for Syncing Contacts

- Once you sync your contacts, you may have some duplicate entries. To delete duplicates, visit http://www.XFINITY.com, sign in to your account and then check for duplicate contacts.

Checking Your Camera

This test ensures that your camera is working and positioned to capture your preferred viewing area. Test your camera, make any adjustments (if needed), then select I SEE MYSELF to continue.
SKYPE ON XFINITY: SET UP

Helpful Hints for Camera Check

- If your camera is properly adjusted and you still do not see yourself, select I DON'T SEE ANYTHING. Check to see if the camera's USB cable is securely plugged into the Camera Input of the adaptor and try again.

- If you are still having trouble, visit http://www.comcast.com/skype or call 877-704-7713.

Microphone Check

This test ensures that the microphones in the camera are working properly. Speak and the sound check will run automatically.
Helpful Hints for Microphone Check

- If your microphone test is not successful, make sure your camera is securely connected and check that there are no obstructions between you and the microphone. Try again by saying something out loud and speaking as clearly as possible.

- Ensure that the microphones are directly in front of the person speaking.

- Whatever is spoken will not be played back to you. Instead, when the microphone detects your voice, the gray bars will change to blue.

Setup Complete

Once you have completed the setup process, you will see the following screen. You can now begin connecting with family and friends.
Profiles

When you setup Skype on XFINITY, you will create your first Skype on XFINITY profile by linking your Comcast ID to a Skype account. Later, additional profiles can be added. These will be linked to other Comcast IDs and Skype accounts.

This section will help you:

- Sign into your Skype on XFINITY profile
- Create additional Skype on XFINITY profiles
- Update your profiles
Sign In to Your Skype on XFINITY Profile

A Skype on XFINITY profile is a combination of your Comcast and Skype accounts.

To sign in to your profile, follow these steps.

1. Select your profile from the profile menu.

2. Using your remote’s keyboard, enter your password, then click **SIGN IN**. If you check the **REMEMBER MY PASSWORD** box, you will not be prompted to enter your password each time you sign in.

Helpful Hints for Sign-In

- If you do not remember your Comcast account information, visit [https://login.comcast.net/myaccount](https://login.comcast.net/myaccount).
- If your remote is not working, refer to the *Helpful Hints for the Remote* section on page 18.
Additional Skype on XFINITY Profiles

You can add additional profiles (in addition to the profile created during activation). Each profile is a combination of a unique Comcast ID and a unique Skype Name. For example, you cannot link the same Skype Name to two different Comcast IDs. Please note that one XFINITY billing account is limited to seven Comcast IDs.

Create a New Profile

To create a new profile, go to the Profiles screen and select Create New Profile. Before creating a new profile, make sure you have already created the necessary Comcast ID and Skype account for this new profile.

If you have signed into Comcast before, this screen will look familiar to you. Simply enter your Comcast ID and password then press CONTINUE.

Select your new profile from the Profiles menu and follow the steps on Page 32.
Create Additional Comcast Email Addresses

Visit [http://customer.comcast.com](http://customer.comcast.com), sign in to your account and create a secondary user.

Create Additional Skype Accounts

You can create a new Skype account during the new profile process or by visiting [http://www.skype.com](http://www.skype.com).

Switch Between Profiles

Press the Profiles button on your remote. If you are already signed in to a profile, you will be prompted to sign out of it. After doing so, select another profile to sign in to.

Change Linked Skype Account

You can change the Skype account that is linked to your Skype on XFINITY profile at any time. Go to Skype on XFINITY > Settings > Change Linked Skype Account.

My Skype on XFINITY Profile

![Profile Picture]

Sylvia Cooper

sylvia.cooper99 | At home

Status

Skype Name

Mood

Update Your Status and Mood

1. Select Skype on XFINITY from the main menu screen.
2. Select your profile.

3. Select **SET STATUS**.

4. Select a status option. Your status indicates your availability. Update it at any time to alert your contacts when you are available to connect.
Status Options:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available</td>
<td>Your contacts can see that you are online and can call or message you. This is your status when you first sign in.</td>
</tr>
<tr>
<td>Away</td>
<td>You are signed in but may not be active. Your contacts may still try to call or message you, but you can decide whether to respond.</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>You are signed in, but not ready to talk or message at the moment. Your contacts may still try to contact you, but you can decide whether to respond.</td>
</tr>
<tr>
<td>Invisible</td>
<td>You will appear as offline to your contacts, but you can still be active.</td>
</tr>
<tr>
<td>Offline</td>
<td>You are still signed in, but appear offline to your contacts. When your status is offline, you can’t call or message your contacts.</td>
</tr>
</tbody>
</table>

Update Your Mood
Mood is a short update of what you are doing, how you are feeling or what is on your mind. Using the keyboard on your remote, type in your mood message.
Making Calls

Connect with family and friends by selecting someone from your Contacts or Recent lists, then choose how you would like to call them—by video or audio.

This section will help you:

- Make a video or audio call
- Accept an incoming video or audio call
Make a Video Call

A video call is a face-to-face conversation that happens on your TV. During a video call, you can turn off the video and switch to an audio call. You can turn the video back on at any time during the call.

1. Select someone from your Contacts or Recent lists.

2. Select VIDEO CALL or press the CALL button on your remote.
3. The person you are calling is shown an incoming call notification. If they accept your call, you will see a real-time video of your contact.

4. To end your call, click **END** on your screen. Or press → **End** on your remote.

**Helpful Hints for Video and Audio Calls**

- If your video or audio call lasts for four hours, you will be shown an option to continue the call. If you do not click **CONTINUE**, the call will end.

- You can make and accept video and audio calls while watching TV, including On Demand or DVR programming. Simply make or accept a call as you normally would, click **VIEWS** on the screen, then choose your preferred layout.
Make an Audio Call

An audio call works much like a video call except there is no actual video. Instead, you will see your contact’s Skype profile picture during the call. Even if you make an audio call, you have the option of turning on video any time during the call.

1. Select someone from your CONTACTS or RECENT lists.

2. Choose AUDIO CALL.

3. The person you are calling is shown an incoming call notification. If they accept your call, you will see their profile picture (if they have one).

4. To end your call, click END on your screen, or press → End on your remote.
Incoming Calls

If you are signed in to Skype on XFINITY and a call comes in while you are watching TV, a call notification appears on your screen. You have the choice to ACCEPT WITH VIDEO, ACCEPT WITH AUDIO or DECLINE. The call notification will identify who is calling. If you do not make a selection after two minutes, the call alert will disappear.

Whether you are watching live TV, On Demand or DVR programming, you can accept or initiate a call and the program will continue to play while you are on the call.

1. When you have an incoming call, a request to answer the call appears on the screen. Continue by selecting the contact.

2. Click ACCEPT WITH AUDIO to answer with just audio, click ACCEPT WITH VIDEO to enjoy a face-to-face video call, or click DECLINE to ignore the call. You may also press END or EXIT on your remote to ignore the call.
Helpful Hints for Incoming Calls

- When you accept a call, keep in mind that you are choosing what you will share (either audio or video), not what you will see. For instance, when you accept an incoming video call with audio, you will see your contact’s video, but you will only share your audio with the other caller.

- Remember that even if you accept as an audio call, you can still turn the video on at any time during the call.

- Please note that there is a difference between your XFINITY Voice (telephone) calls and your calls coming through Skype on XFINITY. The Caller ID notification from XFINITY Voice will appear in the center of your screen, while callers using Skype on XFINITY will appear in the upper right corner of your screen. At this time, you can not receive XFINITY Voice calls using Skype on XFINITY.

- To learn how to disable your XFINITY Voice (telephone) Caller ID while using Skype on XFINITY, visit http://www.XFINITY.comcast.net/learn/voice.

- If you are not signed in, you will not receive any incoming call notifications from your Skype on XFINITY.

Video and Audio Call Features

Mute Your Audio
Press the Mic button on your remote to mute yourself so your contact cannot hear you. Press again to turn back on.

Mute Your Contact’s Sound
Press the Sound button on your remote to mute the other person. Even though your contact’s sound is muted, they may still be able to hear you. Press again to turn back on.
Put a Call On Hold

To pause the transmission of video and audio from your microphone, click **Hold** on your screen or press 🍀 **Hold** on your remote. This will temporarily cut the video feed from both sides and mute the incoming sound.

To take a call off hold, click **Resume** on your screen or press 🍀 **Hold** on your remote.

Change Views

You can change the layout of your screen depending on your viewing preference. For instance, you can expand the screen that your TV program is on while minimizing the video call screen and vice versa. You can also have your video screen and the caller’s video screen appear next to each other as the same size. To change the layout of your screen, click **Views** on your screen or press 🎡 **Views** on your remote.
Call Info

During a Video or Audio Call, you can use the **INFO** button on your remote to view details about your call. The following information will be displayed for both parties on the call:

- Avatar
- Name
- Skype ID
- Status

- **Screen Resolution (for Video Calls only)**

If you put one call on hold to take another call and then use the **INFO** button, the details shown will pertain to the active call only.

If the event that your bandwidth is too low or your firewall settings are too restrictive this information will be displayed below the the call info.
Helpful Hints for Video and Audio Calls

- If your video or audio call lasts for four hours, you will be shown an option to continue the call. If you do not click CONTINUE, the call will end.

- You can make and accept video and audio calls while watching TV, including On Demand or DVR programming. Simply make or accept a call as you normally would, click VIEWS on the screen, then choose your preferred layout.
Messages

Connect with family and friends by selecting someone from your Contacts or Recent list, then start sending and receiving messages.

This section will help you:

- Send and receive messages
- Accept an incoming message while watching TV
Sending and Receiving Messages

Use your remote’s keyboard to type a message to one of your contacts. Your message, and your contact’s response, will appear as messages on your screen.

1. On your screen, select someone from your CONTACTS or RECENT lists.

2. Choose MESSAGE.
3. Using your remote, type your message. Press **OK** on your remote or click **SEND** on your screen. You will see your message, along with your contact’s response, on the screen as the conversation continues.

Helpful Hints for Messages
- If your remote is not working, refer to the *Helpful Hints for the Remote* section on page 18.
- Whether you are watching live TV, On Demand or DVR programming, you can send and receive messages while the TV program continues to play.

Incoming Messages
1. When a message notification appears on your screen, it will identify the person who wants to message with you. Text message notifications will time-out after 30 seconds.

2. Select the contact.
3. Select **IGNORE** to dismiss the message or select **REPLY** to view the message.

Helpful Hints for Incoming Messages

- If you do nothing, the incoming message notification will disappear in two and a half minutes.
- If you are not signed in to Skype on XFINITY, you will not receive any incoming message notifications.

Message Features

Change Views

You can change the layout of your screen depending on your viewing preference. For instance, you can expand the screen that your TV program is on while minimizing the messages screen or vice versa. To change your screen layout, click **VIEWS** on your screen or press **Views** on your remote.
Group Messaging

You can participate in group messaging if another person initiates the group messaging session via their Skype account. In future releases of Skype on XFINITY, you will be able to initiate group messaging.
Contacts

To talk with friends and family, you will first need to connect with them by sending and/or accepting contact requests. When you have added friends and family to your contacts, you can make video and audio calls, plus send and receive messages.

This section will cover:

- An overview of your contacts.
- Searching Skype to add friends and family to your Skype on XFINITY.
- Sending and accepting contact requests.
- Blocked contacts.
Contacts

Use your list of contacts to connect with family and friends.

If you chose to sync your XFINITY and Skype contacts during activation, all of these contacts can now be accessed from here. If you skipped syncing contacts during activation, learn more about syncing contacts in the Sync Contacts section on page 86.

To access your contacts, select CONTACTS. From the Contacts screen, you can view and manage the following:

- Available
- Suggested Contacts
- Pending Contact Requests
- All Contacts
- Blocked Contacts
- Add Contact
Your Contacts’ Information
Select a contact to view their profile picture, name, status, mood and other information. Your contacts are sorted by status and then alphabetically.

View your recent conversations and connect right from this screen by following these steps:

1. From Contacts or Recent, select a contact. Your contacts are sorted by status and then alphabetically.

2. From here you can initiate a video or audio call, or send a message.
3. Select 📞 to block or remove this contact.
   - Blocking prevents a contact from calling or messaging you.
   - Removing a contact deletes the person from your contacts.

4. Click **VIEW DETAILS** to see additional information about this contact (if available).

⚠ **Important Note for Contacts**

If you choose to stay signed in to Skype on XFINITY, even if you are not actively using it, others in your household may be able to access your contacts. Avoid this by signing out each time. Learn more in the **Sign In Options** section on page 80. If you are not signed in to Skype on XFINITY, you will not receive any incoming call or message notifications.
Available Contacts

View contacts who are currently online or have set their status as Available, Away or Do Not Disturb. If a contact’s status is Offline, or if they have not signed in, they will not appear under Available.

1. Select Available from the Contacts menu.

2. To call or message a contact, select the contact and choose how you would like to connect.

Helpful Hints for Available Contacts

- If contacts set their status to Do Not Disturb, this is just a way to let you know that they would prefer not to be contacted at the moment. However, they will still appear in your Available contacts list and you can still call or message them. Learn more about statuses on page 41.
Pending Contact Requests

1. Select **Pending Contact Requests** from the Contacts menu.

2. You will see a list of people you have sent contact requests to.

3. If you want, you can resend the request. You can also remove the contact from this list. Please note that removing a contact from this list does not withdraw your contact request.

Helpful Hints for Pending Contact Requests

- If someone has sent you a contact request, they will not appear in your Pending Contact Requests list. To view contact requests you have received, go to 🏡 Home, then select Skype on XFINITY > Notifications.
All Contacts

All Contacts is a list of all of your contacts, regardless of what their status is.

Add Contacts

Expand your contacts by inviting family and friends who are Skype users.

1. Select **ADD CONTACT** from the Contacts menu.

2. Enter a person’s Skype Name, Skype Display Name or email address.

3. Click **SEARCH SKYPE**.

Helpful Hints for Adding Contacts

- You can send a contact request to any other person on Skype.
- After a person has accepted your contact request, they will appear in your contacts.
- To learn about syncing your contacts, see *Skype on XFINITY Profile Settings* on page 79.
4. Select the contact to send a contact request to. You can also add an optional personal message.

5. Click **SEND**.

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**Filter Contacts**

1. When you are viewing one of your contacts lists (Available, Pending Contact Requests or All Contacts), press any alphabet key on your remote to filter which contacts are shown in your list.

2. As you type a contact’s name or Skype Name, matching entries are displayed.

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**Helpful Hints for Filtering Contacts**

- If your remote’s keyboard is not working, refer to the *Helpful Hints for the Remote* section on page 18.
- To expand choices, enter fewer characters. To reduce choices, enter more characters.
Blocked Contacts

You can block a contact for any reason, at any time, and prevent that person from calling or messaging you via Skype on XFINITY.

To unblock a contact, select the contact and click **UNBLOCK**.
Suggested Contacts

Skype on XFINITY may provide you with Suggested Contacts. Here you will find people you may know, based on data from your XFINITY Address Book. You can send contact requests to these people. If they accept your contact requests, they will be added to your Contacts.

1. Select Suggested Contacts from the Contacts menu. The number on the right, in parentheses, indicates the number of suggestions.

2. Select someone from the list.

3. To add someone as a contact, click Send a **CONTACT REQUEST**. To ignore and remove someone from future suggestions, click **REMOVE**, and you will be returned to the suggestions list.

4. Before sending the contact request, you can add an optional personal note (up to 512 characters).
Other Features

Learn about additional Skype on XFINITY features to maximize your experience.

This section will cover:

- A list of recent call and message activity.
- Helpful alerts and system notifications.
Recents

See your recent activity including the type of connection (video, audio or message) and contact name. The most recent are listed first. Both incoming and outgoing calls are listed here.

Connect with a recent contact

1. Select Recent.
2. Select a contact from the list.
3. Choose how you would like to connect: VIDEO CALL, AUDIO CALL or MESSAGE.

You can change the settings for how long details about your calls and messages are saved. This will affect what is shown in your Recent list. To edit your settings see Manage Conversations on page 85.
Notifications

Notifications are helpful alerts that are displayed until an action is taken. Not all notification types are currently available. Other examples include:

- Contact requests sent by family and friends: Accept or decline a contact request, or block a contact.
- Software updates: To optimize performance, download security and feature enhancements. Software update notifications will remain on the list until you download and install the software.
- Birthday reminders for your contacts.

View and Respond to a Notification

1. Select Notifications.

2. Select the notification you want to respond to or view.

3. A window provides the details of the notification. Click the desired action. Following is an example of a contact request notification.
Software Updates

You will receive a notification when a software update becomes available. These updates help improve system performance and security. You can set your own software update time, or the updates will occur at the scheduled time of 2AM. (To set your software update time, please go to General Settings on pg. 74). You will have the option to **UPDATE NOW** or **UPDATE LATER**. If you do not select anything within 30 seconds, your adaptor box will update automatically.

If you choose to **UPDATE NOW**, the update process will start immediately. Updates may take up to 10 minutes depending on the size of the update and the speed of your internet connection. During this time, your adaptor box will restart and you won’t be able to watch TV or use your remote until the update has finished. Please don’t unplug your adaptor box or camera during the update process.

If you choose to **UPDATE LATER**, the screen will close. Please note, you will have the option to **UPDATE LATER** up to three times. After that, your adaptor box will restart and begin the update process automatically.
Today’s Dashboard

Use your Skype on XFINITY system to stay up to date on the weather, traffic, news, sports and more.

This section will help you:

- Use the Today’s Dashboard application
Today’s Dashboard

The Today’s Dashboard application gives you a convenient place to quickly access local weather and traffic, sports, news and more:

1. **Today’s Forecast** - Your local weather, based on your Comcast account address
2. **Traffic** - Your local traffic, based on your Comcast account address
3. **Sports** - Major League sports scores and updates
4. **News** - The latest headlines in politics, money and national news
5. **On Demand** - Updates on new movies and TV shows available On Demand
6. **DVR** - View your completed and scheduled recordings

Select a module using your remote and press **OK** for more details. Select **Back** to return to the Dashboard.
Photos

You can use the Skype on XFINITY system to view photos on your TV that are saved on a USB drive or SD card.

This section will help you:

- Mount your USB drive or SD card.
- Navigate your photos.
- View a slideshow of your photos.
Photos

To view photos on your TV using Skype on XFINITY save your photos on either a USB drive or an SD card. You can insert your SD card into the slot on the front of the adaptor box. If you’re using a USB drive, the USB port is on the back of the adaptor box.

1. After you insert your card or drive, a window will appear asking you if you would like to view your photos now. Select YES. If you select NO you can always view your photos later by selecting Photos from the main menu.

Helpful Hints for Viewing Photos

- The following SD card formats are supported: FAT16, FAT32, EXT2, EXT3, EXT4, YAFFS. The EXFAT and NTFS formats are not supported at this time.
- If your reboot your adaptor box with a SD card or USB drive connected and you don’t see your photos, remove and reinsert the card or drive to remount it.
2. The Photos menu allows you to view all your photos or select a specific folder of photos to view. Any photos that are not contained in a folder will be grouped under **Photos Not In Folders**.

![Photo menu screenshot]

3. After selecting a set of photos to view, you will see a screen of thumbnails. Use your remote to highlight a photo and select OK to begin a slideshow with that photo as the starting point.

![Photo thumbnails screenshot]
4. Use the **Previous** and **Next** buttons to navigate through your photos manually or select the **Slideshow** button to begin an automated slideshow. To adjust your slideshow settings see *Photos Settings* on page 81.
Settings

Adjust your device, profile and Skype on XFINITY settings to enhance your experience.

This section will cover:

- Profile settings.
- Syncing contacts.
- Video settings.
- Audio settings.
- Other general settings.
Profile Settings

Visit Profile Settings to modify your profile, privacy settings, profile name and more. Profile Settings are optional settings that you can change at any time.

1. Select your profile.

2. Select Profile Settings.

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Edit Profile Name

This is the name of your profile on the SKYPE on XFINITY adaptor box. To edit your Skype name (the name your contacts will see when you are using the Skype on XFINITY application) refer to Skype on XFINITY Settings on page 83.
Set Profile Language

You can choose the language you would like your menus displayed in. Select English or Spanish (Espanol).

Sign In Options

You can choose to enter your Comcast password each time you sign in to Skype on XFINITY or have it automatically filled in for you.

- Select Comcast Password Required for Sign-In for the most secure measure of privacy.
- Or select Comcast Password Not Required for Sign-In. This option might be suitable if you and your family share one Skype on XFINITY profile. For added security, you will be prompted to re-enter your password after 7 days of inactivity.
Delete Profiles

To delete a single profile, select it and confirm that you want to delete it. If there is more than one profile, you have the option of clicking DELETE ALL PROFILES. If you delete all profiles you will have to go through the setup process again to use Skype on XFINITY.

Helpful Hints for Sign In Options

- If you choose to remain signed in, anyone in your household may be able to access your account.
- Although there are currently no parental controls for Skype on XFINITY, you can ensure safety measures by not allowing your children to have their own profiles and by signing out.

Photos Settings

Set the slide duration and transition style for your slideshows using the Photo Settings.
To set the slideshow transition select Set Slideshow Transition from the menu and adjust the time up or down using the + and - buttons.

To set the transition style select Choose Transition Style from the menu and choose either Sliding, Carousel or Dissolve (default) using the radio buttons.
Skype on XFINITY Settings

Use the Skype on XFINITY Settings to change your linked Skype account, manage your privacy and sync your contacts.

1. Select **Skype on XFINITY**

2. Select **Settings**.

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**Change Linked Skype Account**

- Select **Change Linked Skype Account**.

- Enter your Comcast password.

- Enter the new Skype account that you want to link your Skype on XFINITY profile to.
Change Skype Password
• To change your Skype password, sign in to your account at www.skype.com.
Edit Skype Name

- To change the name associated with your profile enter it using the remote keyboard. This is the name all your contacts will see when you are using the Skype on XFINITY application.

Manage Conversations

Choose how long details about your calls and messages are saved. Learn more about viewing your Recents on page 69.

Privacy Settings

Select who can contact you while you are using Skype on XFINITY. Choose one of the following:

- Allow only my personal contacts to call me.
- Allow anyone to call me.
Sync Contacts

By syncing your contacts, you will be able to access your XFINITY and Skype contacts from your Skype on XFINITY account, making it even faster and easier to connect with family and friends.

⚠ Important Notes About Syncing Contacts
- Syncing will store your XFINITY and Skype contacts in your Skype on XFINITY profile. If you or another person have synced contacts previously with your Skype on XFINITY profile, the contacts you are about to sync will be added to those contacts that were previously synced.
- Syncing cannot be undone.
- Before syncing, ensure that you are signed in to your profile so that you sync the correct contacts.

Helpful Hints for Syncing Contacts
- Once you sync your contacts, you may have some duplicate entries. To delete duplicates, visit [http://www.XFINITY.com](http://www.XFINITY.com), sign in to your account and then check for duplicate
Device Settings

Visit Device Settings to modify your video, audio, network and software update settings. Select Device Settings from the main profile menu. Then select one of the settings categories.

- Video Settings - Check your camera and video signal and set your TV resolution
- Audio Settings - Check your speaker and microphone
- Network Settings - View network details and choose your connection
- General Settings - Set your time zone and software update preferences

Video Settings: Camera

This checks that your camera is working and positioned to capture your preferred viewing area. Test your camera, make adjustments (if needed), then select I DON'T SEE ANYTHING or I SEE MYSELF.
**Video Settings: Check Video Signal**

This test ensures that your set-top box is connected properly and that you will be able to watch TV while using Skype on XFINITY. If you see TV programming on the screen, select **I SEE MT TV**.

**Helpful Hints to Camera Check**
- If you do not see yourself, check if the camera’s USB cable is plugged into the camera input of the adaptor.

**Helpful Hints for HD Video Signal**
- If you only see a gray or black box, click **I DON'T SEE ANYTHING**. Check if your HDMI cable is connected properly and try again.
- You can use Skype on XFINITY without the connection, but you will not be able to watch TV while using the service.
**Video Settings: Set Aspect Ratio**

Set your desired aspect ratio for the HDMI input. Depending on the aspect ratio of the incoming feed, this may cause your image to stretch.

**Video Settings: Screen Resolution**

Skype on XFINITY works optimally with 1080i or 720p resolution. We recommend selecting the highest quality resolution your TV supports.
**Audio Settings: Check Your Audio**

This test ensures that the speakers in the camera are working properly. Select **CONTINUE** if you hear the tone.

**Helpful Hints to Check Audio**

- If you cannot hear the tone, make sure your TV and stereo receiver are not muted.
- If you are using an audio receiver, disconnect the SPDIF (optical digital audio) cable from your set-top box, plug it into the audio port and try again.

**Audio Settings: Checking Your Microphone**

This test ensures that the microphones in the camera are working properly. Speak and the sound check will run automatically.
Network Settings: Choose Your Network Connection

From the Choose Your Network Connection screen, you can select which wireless network you would like to use. The system can either scan for all available networks or you can enter the information manually.

Network Settings: Network Diagnostics

From the Network Diagnostics screen, you can view details about your network connection:

- Network connection status (wireless or ethernet),
- IP address and router status
- Connection settings for the Internet, Comcast and Skype networks
Network Settings: Network Details

This section offers a snapshot of your network connection details.

General Settings: Set Time Zone

Selecting your time zone ensures accurate call time records appear in your Recent calls.
**General Settings: Set Timeout**

When you are signed into Skype on XFINITY yet not actively using it, the system will return to TV after a certain time. You can decide this length of time in the following screen.

![Set Timeout Screen](image)

**General Settings: Software Update**

Occasionally you will be alerted about Skype on XFINITY software updates. You can also come to the Software Update section to check whether you are running the most up-to-date version of Skype on XFINITY and set the time you would like automatic updates to be installed. If you upgrade your software, onscreen directions will guide you through the software update process.

![Software Update Screen](image)
General Settings: Software Update: Update Software Version

You will receive software notifications when software updates become available. These updates help improve system performance and security. You also have the option to update to the latest software version at any time.

General Settings: Software Update: Set Your Software Update Time

Software updates are set to occur at 2AM. However, you can change this and set your own software update time, or receive these updates at the 2AM default time. We recommend choosing a time when your TV and Skype on XFINITY will not be in use, as the update may disrupt viewing.

Set preferred update time on the clock, using the up/down/left/right buttons to move the + and – symbols.
Available Wireless Networks
Nearby wireless networks, such as your home network.

Blocked Contact
A person who cannot call or message you via Skype on XFINITY.

Ethernet Connection
An Ethernet cable that connects the adaptor box with your router to establish a wired network connection.

Hidden Wireless Network
Networks that do not broadcast their Network Name (SSID). If your home network is hidden, you will have to enter additional security information to connect.

Messages
A brief written message. You can send and receive these by using your remote.

Mood
Optional personal message that lets your contacts know what you are doing, how you are feeling or what is on your mind.

Network Name
The Network Name, also known as the Service Set Identifier (SSID), is the identification of your home network.

Notifications
Alerts and updates awaiting your review and response.

Pairing
Process of syncing two electronic devices, such as your remote and adaptor box, so they can work together.

Primary Comcast ID
Comcast account holder who can create, delete and suspend secondary accounts.

Profile
A Skype on XFINITY profile is a combination of a unique Comcast ID and a unique Skype Name.

Profile Picture
Personal photo or image that contacts may see. Your profile picture may be viewable to people you are calling or messaging with.

Recent
List of your recent calls and messages, shown with the most recent ones first.

SPDIF Cable
Optical digital audio cable (not included) required to connect the adaptor box if you use a digital audio receiver in your home entertainment system.

Status
Lets your contacts know your availability to connect.

Views
Options for displaying the layout of calls and messages on your TV.