

## Accessing XFINITY voicemail

### How to access voicemail for your XFINITY Voice service

#### By phone:

1. From your home phone, dial **\*99** and follow the recorded instructions.
2. From any other phone, dial your home phone number, press **#** when your greeting begins, then enter your password.

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For a video tutorial and step-by-step instructions to set up your XFINITY voicemail, visit [xfinity.com/Help](https://xfinity.com/Help) and search for **Set up voicemail**.

#### Online:

1. Visit [xfinity.com](https://xfinity.com) and click the envelope icon on the upper right. Then click **Voice** in the top navigation.
2. If you don't have XFINITY Internet, enter your 10-digit phone number and password to log in.

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For more details on how to access voicemail by phone or online, visit [xfinity.com/Help](https://xfinity.com/Help) and search for **Check your XFINITY voicemail**.

### How to set up readable voicemail

1. Sign in to [xfinity.com](https://xfinity.com) with your XFINITY username and password.
2. Click the **envelope** icon on the upper right.
3. Then click the **Preferences** tab in the top navigation, and click **Voice**.

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For more details on how to set up readable voicemail, visit [xfinity.com/ReadableVoicemail](https://xfinity.com/ReadableVoicemail) to get started.

## Setting up your XFINITY username and password

Your XFINITY username and password will provide access to a variety of helpful XFINITY features and services, such as:

- XFINITY email
- XFINITY apps
- Online content
- My Account

### How to reset or recover your XFINITY username and/or password

1. Go to [customer.xfinity.com/Secure/UserSettings](https://customer.xfinity.com/Secure/UserSettings) and search **Account IDs and Settings**.
2. Or visit [xfinity.com/Chat](https://xfinity.com/Chat) to chat with a live representative online.
3. Look for the **Español** toggle if you prefer Spanish.

### If you lost, forgot or want to change your password

1. Go to the **Forgot Your Password** page and enter your XFINITY username, [xfinity.net](https://xfinity.net) email address or an email address linked to your account. Click **Next**.
2. Enter the security code in the box. Please note: The code has been distorted for security reasons. Click **Next**.
3. Answer your secret question, which you created during account setup, and enter your ZIP code. Click **Next**.
4. Create your new password and click **Finish**.

#### Did you know?

Your username and password will provide access to a number of helpful features and services like XFINITY Connect or XFINITY WiFi.

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For more information on authenticating your XFINITY username and password, visit [xfinity.com/Username](https://xfinity.com/Username).

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## Accessing **comcast.net** email

There are a number of ways to stay connected to your **comcast.net** email. Whether you are at home, at work or on the go, it's easy to always stay connected.

### How to access your **comcast.net** email from a computer

1. Go to **xfinity.com**.
2. Click the **envelope** icon at the upper right of the screen.
3. Sign in to your account.
4. Click **Email** to access your comcast.net email.

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For a video tutorial and step-by-step instructions, go to **xfinity.com/Help** and search **Access email or voicemail on xfinity.com**.

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### How to access your **comcast.net** email from a mobile device

1. Download the **XFINITY Connect** app from your App Store for both Apple® and Android™ devices.
2. Sign in to **XFINITY Connect**.
3. Click the **Email** tab.

### How to compose and send an email with XFINITY Connect

1. Sign in to **XFINITY Connect**.
2. From the **Email** tab, click the **New** drop-down menu.
3. Click **New Message**.
4. Enter the email address, subject line and message. When you've completed typing your message, click the **Send** button.

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For more details, go to **xfinity.com/Help** and search **Advanced XFINITY Connect email features**.

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## XFINITY alerts

Alerts are a quick, easy way to receive payment notifications, appointment confirmations, XFINITY On Demand notifications and more. Use the helpful tips below for setting up your text and email alerts.

### How to set up XFINITY alerts

To receive text and email alerts, your mobile device and preferred email address must be registered on My Account. To register your device and/or email address:

1. Go to **xfinity.com** and log in to **My Account**.
2. Click the **Users and Preferences** tab.
3. To receive text **alerts**, you must enter your phone number at the bottom of the **Manage Alerts** section and click **Get Text Alerts**. A confirmation message will appear at the top of the screen, and you will receive a notification at the bottom of the **Manage Alerts** section that an activation code has been sent to your mobile device.
4. Enter your activation number and a **Terms and Conditions** screen will appear. Select the **Yes** box to agree and click Continue.
5. Select the alerts you wish to receive and click **Save Preferences**. A confirmation message will appear at the top of your screen to indicate that you have registered to receive text alerts.

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To manage alert preferences in the future, please follow the above steps and visit the **Users and Preferences** menu in **My Account**.

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### How to use text commands in XFINITY text alerts

Text any command below to 266278 (COMCST).

- LOC (562) .....Find the payment center closest to your service address.
- BAL (225).....Get your latest account balance.
- OUT (688).....Find out if there is currently a service outage in your area.
- NOAPPT (662778).....Cancel a scheduled service call.
- STOP (7867) .....Unsubscribe from Comcast text alerts.
- HELP (4357).....Get additional service information.

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For more information about alerts, visit **xfinity.com/Alerts**.

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## Troubleshooting connectivity issues

If one or more of your XFINITY services is not working, check to see if there is an outage in your area.

### How to check for a service outage

If your services are out due to a major storm, or if you see an outage status in your area via My Account or on your TV box, it means we are already aware of the problem and are working to resolve it as quickly as possible.

There are 3 easy ways that you can check for a service outage at any time.

1. **XFINITY My Account** app (iPhone® or Android™)
2. **xfinity.com** on any mobile device or computer
3. **Self-service** feature on Motorola and Cisco TV boxes

## Troubleshoot XFINITY Internet connectivity issues

### Connectivity troubleshooting

If there are no reported outages, but you are having problems with your service:

Check the power, connections and installation status.

1. Make sure the plugs for the devices haven't come loose, the outlets are working and a fuse hasn't blown.
2. Check that all the connections are secure.
3. Try to access more than one website to be sure that the problem is not related to a specific site.
4. Confirm that your account is up to date on payments. Late payments can cause an interruption of service.
5. If you were recently installing software, make sure the installation successfully finished.
6. If you have not been keeping your computer's software up to date, check for and install any recommended updates.

Reset your connection.

Most Internet connectivity issues can be resolved by resetting your connection.

For cable modem users:

Try resetting your cable modem by pressing and holding down the **Reset** button for 5 seconds. The button is located on the front or back of your modem. If there's no Reset button, then power cycle your modem. To do this:

1. Shut down your device.
2. Unplug the cable modem from the electrical outlet.
3. Wait 10 seconds, then plug the cable modem back into the electrical outlet.
4. Wait 30 seconds, then turn your device back on.

For wireless router users:

1. Unplug your router.
2. Wait 1 minute.
3. Plug your router back in.
4. Attempt to connect to the Internet.

## Troubleshooting connectivity issues (cont.)

Sometimes the issue lies with the device.

Try restarting your device, then attempt to reconnect to your home network. If you've recently installed a firmware update on the device that you are attempting to connect, contact your device manufacturer to be sure that it is not affecting your connectivity. If the solutions above did not work, there is a possibility that the issue may lie with the WiFi device.

### Troubleshooting your wireless network signal

Strengthen your connection.

If you think your connection is too slow, there are a few simple placement changes you can make to potentially boost the wireless signal. Here are some helpful tips to ensure that you're receiving the strongest wireless signal possible.

Place routers carefully.

The location of your wireless gateway or router can greatly affect your wireless network's performance, as some common household features such as walls can block the signal. Follow these guidelines when choosing the right spot:

1. Place routers high up and clear of obstructions – in general, an open space is better than a crowded one. If you have the Wireless Gateway 1 (model number TG852G, TG862G, SMCD3DNDV or TC8305C) or Wireless Gateway 2 (model number DPC3939), it should be placed in an upright position.
2. Avoid placing routers within 2 feet of metal objects like pipes, reinforced concrete or metal partitions – as well as within metal enclosures like bookshelves or cabinets – as they can cause interference.
3. Avoid placing routers near large amounts of water like fish tanks and water coolers, which can diffuse and weaken your signal.
4. Avoid placing routers near windows, as they allow outside interference into your home.

Reduce electromagnetic noise.

Your router can be affected by noise from nearby electronic sources. Place your wireless gateway or router away from:

- Cordless phones.
- Computers and fax machines (by at least 1 foot).
- Copying machines, elevators and cell phones (by at least 6 feet).
- Microwave ovens (by at least 10 feet).

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For more on troubleshooting, visit [xfinity.com/Help](https://xfinity.com/Help) and search **Troubleshooting connectivity issues**.

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## Troubleshooting for XFINITY TV remote control non-response

If your XFINITY remote control is not responding, try this:

1. Press the **Cable** button on the remote and then try to change channels.
2. If your remote does not have a Cable button, then press the **Power** button to see if your TV turns on or off.
3. Check the batteries.
4. Make sure your remote is programmed correctly for your TV. For help programming your remote, please visit [xfinity.com/Remotes](http://xfinity.com/Remotes).
5. If available, press the arrow button on the front of your TV box. If the channel changes, you may have a faulty remote that needs replacing.
6. For HD TV and HD TV boxes, ensure your TV input is set to **HDMI** or **Component**, depending on the cables used to connect the TV box to the TV.

## Troubleshooting for XFINITY Voice connectivity

- If your XFINITY Voice service is not responding, try power-cycling the modem by pressing the **Reset** button located on the back of the modem.
- Continue to press the **Reset** button until you see the lights go off on the front of the unit.
- Release the **Reset** button and wait for the unit to cycle.

## If your home phone has no dial tone, try this:

- Make sure all phones are on the hook and cordless phone batteries are charged.
- Try to plug a working corded phone into different jacks to find out if the problem is isolated to one phone or one jack.

## If your home phone is not receiving calls, try this:

- Check the ringer on your phone to make sure it is turned on.
- If the phone rings a half ring on incoming calls, call forwarding may be activated.

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For more on troubleshooting, visit [xfinity.com/Help](http://xfinity.com/Help) and search **Troubleshooting remote control**.

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## View bill online and payment/billing options

### How to access your XFINITY bill online and payment options

1. Go to **xfinity.com**.
2. Go to **My Account** and click the **Billing and Payments** tab.
3. Sign in to your account with your primary XFINITY username. In the bill summary box, you can:
  - View your bill details, past bills and payments.
  - Set up and check on automatic payments.
  - Make a one-time payment.
  - Choose how you receive your bill – online or in the mail.
  - Sign up for paperless billing statements.
  - Change your mailing address.

### How to use your mobile device to view and pay your XFINITY bill

There are two ways you can use your mobile device to view and pay your bill online: with **My Account** or with the **XFINITY My Account app**.

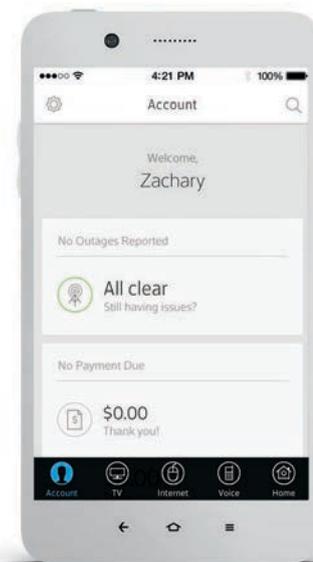
#### Access “My Account” on your mobile device

1. Open the browser on your mobile device and type **xfinity.com**.
2. Scroll down and tap **My Account**.
3. Tap **Billing and Payments**.
4. Enter your XFINITY ID or **comcast.net** email address and password and tap **Sign In** to bring up your account.
5. View your Account Summary and scroll down to make a one-time payment, choose a payment method, then tap **Next**.
6. Enter your billing details and the amount you wish to pay and tap **Next**.
7. Review your payment information and tap the blue **Submit** button.

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For more details, visit [xfinity.com/Help](https://xfinity.com/Help) and search **Pay your bill using your mobile device**.

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## How to use your mobile device to view and pay your XFINITY bill

### Access “My Account” with the XFINITY My Account app

1. Sign in to the **XFINITY My Account app** with your XFINITY ID or a registered alternate email address and password.
2. After signing in, your home screen will display.
3. The home screen defaults to the **Account** section of the app. This section provides pertinent account data, including:
  - Billing Information
  - Upcoming Bill (displayed 10 days before bill is due)
  - Partial Payment Received
  - Auto-Pay Scheduled
  - Late Payment Reminder
  - Payment Received
  - Credit
4. You can pay your bill using the **XFINITY My Account** app and a credit card.

For more information on paying your bill online, visit [xfinity.com/MyAccount](https://xfinity.com/MyAccount).

## How to sign up for paperless billing

If you want to start receiving a paperless bill, follow the steps below:

1. Go to [xfinity.com](https://xfinity.com) and sign in to **My Account**.
2. Click the blue **Manage Ecobill (Request paperless bill)** cube below your account details.
3. Select the **Online** button to get Ecobill.
4. Click the yellow **Save Bill Preferences** button.
5. Read the Terms of Service, and check the box to accept them. Click **Continue**.
6. A confirmation will appear to let you know the request was processed. You can choose to sign up for billing text alerts or click **I’m done**.

If you want to go back to receiving a paper bill in the mail, follow the directions above. At Step 3, select **In the Mail**, then click the yellow **Save Bill Preferences** button.

For a video tutorial and step-by-step instructions, go to [xfinity.com/Help](https://xfinity.com/Help) and search **Sign up for paperless billing**.

## View bill online and payment/billing options (cont.)

### How to set up automatic payments

Customers who use My Account can set up recurring payments from a checking account, savings account or credit card by enrolling in our Ecobill® program.

1. Go to **xfinity.com** and sign in to **My Account**.
2. Select the **Set Up Automatic Payments** link on the **Overview** or **Billing and Payments** page.
3. Choose a payment method, enter the bank/credit and billing information and click **Continue**.
4. Accept the terms and conditions and click **Continue**.
5. Confirmation is displayed. Choose the **Ecobill** preference, then click to confirm.
6. Next, click **I'm done**. If you chose a bank account payment method, you will receive a 45-day confirmation message.

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For more information on automatic payments, visit **xfinity.com/Help** and search **Set up automatic payments**.

For general billing information, search for **View, manage and pay your bill online**.

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