

xfinity[®]

**XFINITY[®] TV
UNIVERSAL DIGITAL TRANSPORT ADAPTER**

User Guide

Comcast[®]

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Welcome to XFINITY® TV

What You Need to Know

We're enhancing our network so you will have access to a new level of entertainment so you can enjoy it your way. To enjoy the great benefits of this enhancement, you need the right digital equipment on each of your TVs — like a Digital Set-Top Box or this Universal Digital Transport Adapter (uDTA).

With this uDTA, you'll receive:

- Crisp digital picture and sound.
- Your current channels, plus access to additional channels.

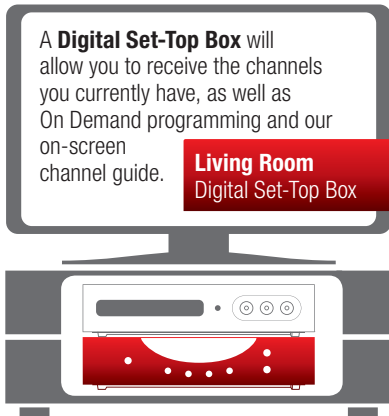
XFINITY® reinvents entertainment so you can enjoy it your way.

What You Need to Do

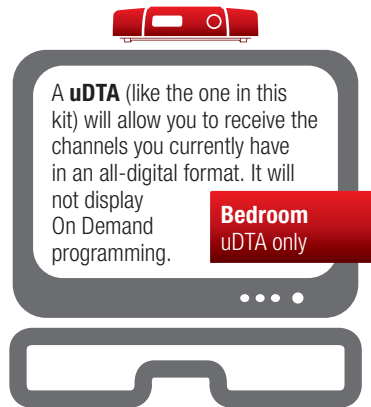
To keep receiving the channels you're used to, you'll need to make sure that every TV in your home is equipped with one of our all-digital devices (either a uDTA, like the one in this kit, or a Digital Set-Top Box).

Every TV Will Need One Device

Digital Set-Top Box



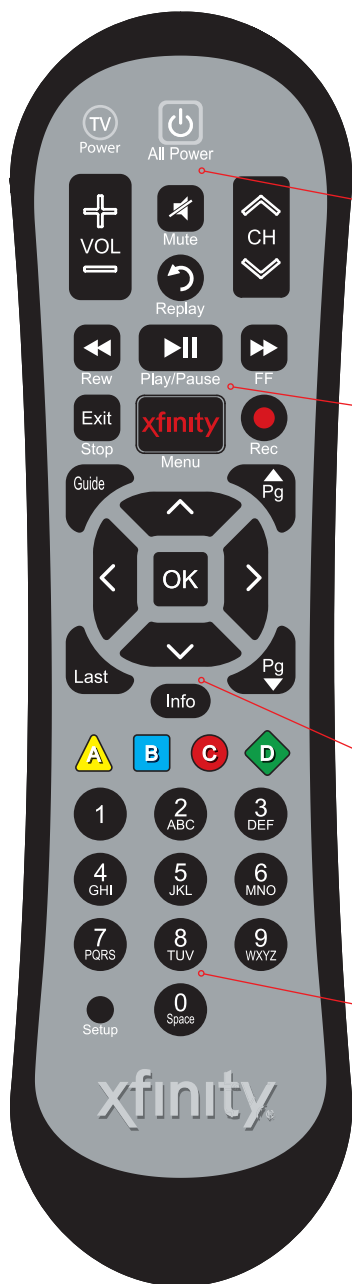
Universal Digital Transport Adapter (uDTA)



If you currently have one of our Analog Cable Boxes, you'll need to replace it with either a uDTA or a Digital Set-Top Box. If you're not sure what type of cable box you currently have, or have any questions related to your uDTA, please visit comcast.com/digitalnow for more information.

XFINITY service not available in all areas. Not all services available with all XFINITY packages. Comparisons to Comcast's offerings prior to recent network upgrades. On Demand selections subject to charge indicated at time of purchase. Compatible devices required for Mobile App features. Airtime charges may apply. Check with your carrier.

Using Your Remote Control



TV POWER: Turns on or off your TV.

ALL POWER: One button to turn on or off both the TV and set-top box.

VOL +/VOL -: Turns the volume up and down on the uDTA or Digital Set-Top Box. After your remote is programmed, these keys operate the TV's volume control.

CHAN ^/v: Selects the next higher or lower channel.

MUTE: Turns the sound on or off.

VIDEO CONTROLS: Controls On Demand or DVR viewing — play, pause, fast-forward, rewind, exit and stop.

REPLAY: Jumps back 15 seconds within an On Demand or DVR program.

REC: Records content currently being viewed.

NOTE: Some features above require a DVR Set-Top Box and/or access to On Demand programming.

XFINITY/MENU: Enters the on-screen guide menus.

GUIDE: Shortcut to TV Listings.

OK: Selects the highlighted item within the guide.

LAST: Returns to the previous channel or guide screen.

INFO: Provides a description of a program.

EXIT/STOP: Exits guide screens and returns you to TV viewing.

SETUP: Programs your remote control to your TV, Digital Set-Top Box or uDTA.

A,B,C,D: Context sensitive control keys used in advanced setups.

NOTE: Features above require an on-screen programming guide not available with all devices.

KEYPAD (0-9): Select the channel you want to view (e.g., 0-9, or 0-2-6).

Your remote may vary slightly from the one pictured here, but the basic functions should remain the same. Some features require your remote to be programmed for operation and may not be available in all areas.

Troubleshooting and FAQs

What do I do if the remote control does not work?

- Make sure the batteries are inserted correctly.
- Make sure your remote can “see” the front of the uDTA or refer to the Remote Control User’s Guide for instructions on “pairing” your remote to the uDTA.

If there is no light illuminated on the front of the uDTA:

- Make sure the power cord is attached to the uDTA and plugged into a live electrical outlet.

If there is no picture on the TV and the light on the uDTA is blinking:

- Make sure you have contacted Comcast to activate the uDTA.
- Wait a few minutes. If the light is still blinking, call Comcast at 1-888-634-4434.

If there is no picture on the TV and the light on the uDTA is solid:

- Make sure the TV and uDTA are both set to the same channel (both 3, or both 4).
- Try switching the TV and uDTA to the other channel (3 or 4).
- If you’re also connected to a VCR, make sure the VCR is turned on.
- Make sure the uDTA is connected directly to the cable wall outlet.
- Make sure all the cables are firmly connected.

Which cable should I use to connect my uDTA to my TV (HDMI vs. Coax)?

- Your uDTA can be operated in standard-definition or in high-definition (HD service required).
- For high-definition viewing, you would use the HDMI cable (refer to the HDMI cable connection diagram on page 8).
- For standard-definition viewing, you will need to use the coax cable connection (refer to the coax cable connection diagram on page 9).

Why do I see black bars on the sides of my TV screen?

- There may be several reasons that you are seeing black bars on your TV. Here are the most common:
 - Check the screen size settings on your TV (refer to the TV user guide/owner’s manual to make sure that it is in the 16x9 mode).
 - If you do not subscribe to our HD service, you will not be able to view HD channels and may see the black bars on the sides of your TV indicating that the picture is in standard-definition.
 - Check the channel guide to see if the channel is delivered in HD.

I have HD — why can’t I see HD picture?

- Make sure you are using the HDMI cable included with your kit and that it is connected to the HDMI input on your TV and HDMI output on your uDTA.
- Make sure your TV input source is set to HDMI (refer to TV menu or user guide for instructions on how to change the TV input).

Is my remote control a universal remote?

- The remote supplied with your uDTA will control your TV and uDTA. It will not control other equipment, such as DVD players or recorders, or VCRs.

If you need additional support, go to comcast.com/digitalnow or call 1-888-634-4434.

The Comcast Customer Guarantee

THE COMCAST CUSTOMER GUARANTEE

Since 1963, Comcast has been dreaming big. We bring exciting products and unparalleled choice to customers across America with our video, high-speed Internet, phone and online services. We push the boundaries of innovation and creativity because we want to exceed our customer's expectations. We are committed to providing Comcast customers with a consistently superior customer experience. If for any reason something goes wrong, we will work to resolve the issue quickly and as professionally as we can.

We make the following guarantees to our customers:

- **We will give you a 30-day, money-back guarantee, on our video, voice or high-speed services.** If you're not satisfied with your video, voice or high-speed service and wish to cancel for any reason, you can do so in the first 30 days and get your money back. Simply return all equipment in good working order and we'll refund the monthly recurring fee for your first 30 days of service and any charges you paid for standard installation.
- **We will always be on time within your appointment window or we'll credit you \$20 or give you a free premium channel for three months.** As a courtesy, we will call you before we arrive at your home. And if we fail to arrive for a scheduled visit during the appointment window, we will credit you \$20 or give you a free premium channel for three months.*
- **We will resolve routine issues in one visit or we'll credit you \$20 or give you a free premium channel for three months.** After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will credit you \$20 or give you a free premium channel for three months. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.*
- **We will treat you and your home with courtesy and respect.** Our technicians will display their Comcast identification clearly when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives (CAEs) will be courteous and knowledgeable when you contact us.
- **We're here for you, 24 hours a day, 7 days a week** to answer questions at your convenience. You can contact us regarding any service-related issue by calling 1-800-XFINITY or in any of the following ways:
 - Online via Ask Comcast
 - Live Chat online with a Comcast technician
 - Online Community Forum
 - Send us an email and receive a response within 24 hours
- **We will offer easy-to-understand packages and provide you with a clear bill.** Our packages are designed to be straightforward. A call or visit to our website makes it easy to find a package that's right for you. We aim for the same clarity with our bills. You can view your monthly statement and service details anytime by visiting xfinity.com.
- **We will continually offer the best and most video choices.** We're working hard to bring more choices to our customers instantaneously by using the full power of our advanced private fiber network and decades of television experience. We will use On Demand to bring you dramatically more content choices, including more movies, more sports, more kids programs, more network TV shows and more HD than anyone else.

Every Comcast employee is dedicated to meeting the commitments above and to exceeding your expectations. We are working very hard to serve our customers better and listen carefully to their feedback. If you have any thoughts or ideas about this Guarantee or about your experience with us, we invite you to share your feedback with us by visiting xfinity.com.

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



How to Read Your Bill

YOUR COMCAST BILL AND PAPERLESS OPTIONS WITH EcoBill

Receiving Your Bill

Each month, you will receive a bill for your XFINITY service(s). All customers are billed for services received and payments are due on the date indicated on your bill. You can also choose to go paperless with Comcast's EcoBill® process by simply going to comcast.com/ecobill and signing up.

Understanding Your Bill

View the diagram below to view the key features of your Comcast bill.

Understanding Your Payment Options

- Go to comcast.com/ecobill to set up a recurring payment from your bank account. Or choose from other one-time payment options, all without paper or stamps!
- Use your bank or credit union's website to pay your bill directly from your bank account. In many cases, you can also view your Comcast bill summary from your bank's website.
- Mail your payment using the pre-addressed return envelope or bring your payment into our office.

Please remit your payments before the due date. Payments received after this date are subject to a late payment fee. Visit comcast.com/welcome for 24/7 online support or call 1-800-XFINITY.

1 "One-Stop-Shop" Box

Important information, such as your account number, amount due and date due.

2 Contact Us

Chat and email support are available 24/7.

3 Monthly Statement Summary

Your payments and new charges.

4 New Charges Summary

A breakdown of your new charges for the current billing period.

5 News From Comcast

Important information about your account, products and services.

6 Savings Information

If you are taking advantage of our promotions and discounts, we will show you how much you are saving.

7 Payment Coupon

Simply tear it off and mail it in with your check or money order. Or go to comcast.com and sign up for automatic payments.

8 Service Details

Details of all new charges for the current billing period.

9 Partial Month Charges and Credits

If you add, change or remove a service during your billing cycle, any partial month charges or credits are here, along with a brief description of what changed.

1 Account Number 9999 11 222 0000002
2 Billing Cycle 06/16/19
3 Total Amount Due \$0.00
4 Payment Due by 07/02/19
 Page 1 of 2

2 Contact us: comcast.com 1-800-XFINITY (1-800-494-4498)

3 N E Subscriber
 For service at
 1 5 COMCAST ST
 MELUNARISE OR 97224-6022

4 Monthly Statement Summary

Previous Balance	\$0.00
Payment(s) - \$0.00(s) (You made you)	+\$0.00
New Charges - see below	\$0.00
Total Amount Due	\$0.00
Payment Due by:	07/02/19

5 News From Comcast
 Thanks for choosing the XFINITY TV! - You + TV! - Partner and blocks. These great products at one great price.

6 New Charges Summary

XFINITY Bundle Services	\$0.00
Add-on XFINITY TV Services	\$0.00
Add-on XFINITY Internet Services	\$0.00
Add-on XFINITY Voice Services	\$0.00
Partial Month Charges & Credits	\$0.00
Effective 07/02/19, you made a change to your account. See the following pages for service details.	
Taxes, Surcharges & Fees	\$0.00
Total New Charges	\$0.00

7 You saved \$0.00 this month with your XFINITY service(s).

Detach and enclose this coupon with your payment. Please write your account number on your check or money order. Do not send cash.

8 Service Details

9 Partial Month Charges & Credits

Previous Total Due	\$0.00
Effective 07/02/19, you added DVR Service at \$1.25 per month.	
Effective 07/02/19, you made the listed changes to your account. We have adjusted the statement. Listed in this section are new credits and/or charges for the charges(s) you requested.	
Effective 07/02/19, you added DVR Service at \$1.25 per month.	
Adjustments for services added 07/02/19	\$0.00
DVR Service	\$0.00
24-hour @ \$0.35/30-day based on a monthly rate of \$1.25	
Total Partial Month Charges & Credits	\$0.00

8 Additional XFINITY TV Services

DVR Service	06/01 - 06/30	\$0.00
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8 Additional XFINITY Internet Services

Internet/Voice Equipment	06/01 - 06/30	\$0.00
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8 Additional XFINITY Voice Services

Pay Per Reception	07/01 - 06/30	\$0.00
Unlimited Connectivity Charge - Recurring		\$0.00
Regulatory Recovery Fee - Recurring		\$0.00

8 Taxes, Surcharges & Fees

TV		\$0.00
Franchise Fee		\$0.00
PEG Access Fee		\$0.00
FCC Regulatory Fee		\$0.00
Voice		\$0.00
911 Fees		\$0.00
Total Taxes, Surcharges & Fees		\$0.00

8 Total Amount Due \$0.00

8 Payment Due by 07/02/19

8 Amount Enclosed \$

8 Make checks payable to: Comcast
 Comcast
 PO BOX 3018
 SEATTLE WA 98124-7342

Lobby Locations:
 Midway
 1515 22nd Ave. Suite 101 - Midway
 Midway, IL 61870
 Mon - Fri 10am - 6pm, Sat 11am - 4pm
 Chicago
 2014 W. Grand, 10th
 Chicago, IL 60612
 Mon - Fri 10am - 6pm, Sat 11am - 4pm
 Sacramento
 902 15th Street, Suite
 Sacramento, CA 95811
 Mon - Fri 10am - 6pm, Sat 11am - 4pm

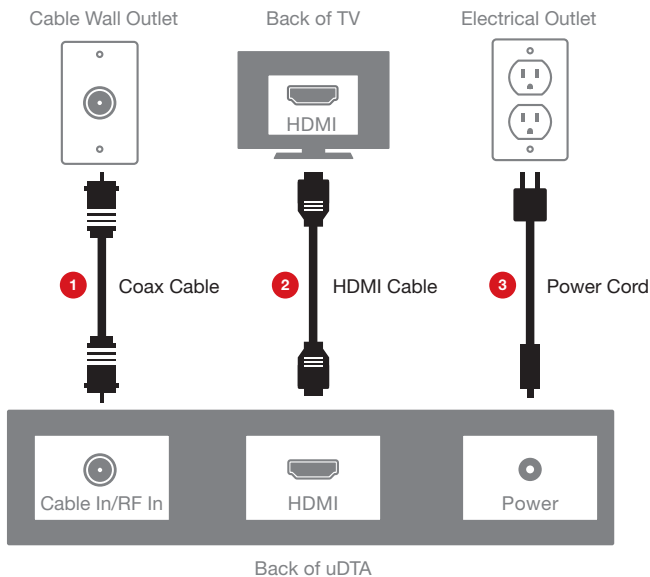
Your Franchise Authority is:
 Centrally Service District
 City of Midway
 1515 22nd Ave. Ste. 101
 Midway, IL 61872
 (630) 390-0919

Actual bill may vary slightly.

Universal Digital Transport Adapter Connections

HDMI Cable Connection (for Best HD Picture Quality) Connect & Power Up

1. Connect the **coax cable** from your **cable wall outlet** to the **Cable In/RF In** connection on the back of your **uDTA**.
2. Connect the **HDMI cable** from the **HDMI** connection on the back of your **uDTA** to the **HDMI** connection on the back of your **High-Definition TV**.
- Is your connection different?* Information for alternate connections is available in this section of your **User Guide**.
3. Plug the **power cord** to the back of your **uDTA**, then into an **electrical outlet**.
4. Turn your **TV** on.
5. Make sure that your **TV** input is set to the proper **HDMI** input. Your **TV** might have several **HDMI** inputs, so you may need to consult your **TV's User Manual** for help.
6. Place the **batteries** into your **remote control**.
7. To program your **remote**, locate the booklet that came with your **remote control** and follow the instructions. You can do this now or later.
8. *Do you have other kits to set up?* If so, do that now. If not, go to page 11 to **activate** your service.



Universal Digital Transport Adapter Connections

Coax Cable Connection with TV Connect & Power Up

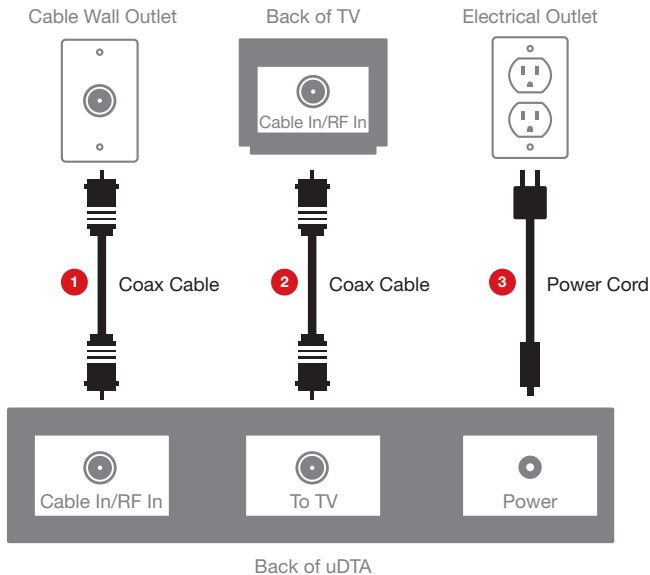
1. Connect one of the **coax cables** from your **cable wall outlet** to the **Cable In/RF In** connection on the back of your **uDTA**.
2. Connect the other **coax cable** from the **To TV** connection on the back of your **uDTA** to the **Cable In/RF In** connection on the back of your **TV**.

Is your connection different? Information for alternate connections is available in this section of your **User Guide**.

3. Plug the **power cord** to the back of your **uDTA**, then into an **electrical outlet**.
4. Turn your **TV** on. Tune your **TV** to Channel **3** and set the **switch** on the back of your **uDTA** to Channel **3**.

Black screen? Switch your **TV** and **uDTA** to Channel **4**.

5. Place the **batteries** into your **remote control**.
6. To program your **remote**, locate the booklet that came with your **remote control** and follow the instructions. You can do this now or later.
7. *Do you have other **kits** to set up?* If so, do that now. If not, go to page 11 to **activate** your service.



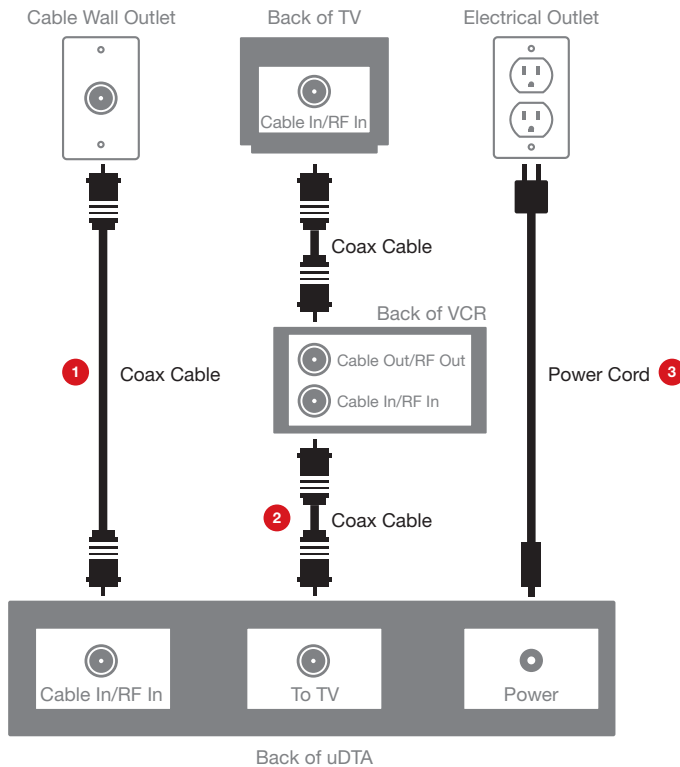
Universal Digital Transport Adapter Connections

Coax Cable Connection with VCR Connect & Power Up

1. Connect one of the **coax cables** from your **cable wall outlet** to the **Cable In/RF In** connection on the back of your **uDTA**.
2. Connect the other **coax cable** from the **To TV** connection on the back of your **uDTA** to the **Cable In/RF In** connection on the back of your **VCR**.
3. Plug the **power cord** to the back of your **uDTA**, then into an **electrical outlet**.
4. Turn your **TV** on. Tune your **TV** to Channel **3** and set the **switch** on the back of your **uDTA** to Channel **3**.

*Black screen? Switch your **TV** and **uDTA** to Channel **4**.*

5. Place the **batteries** into your **remote control**.
6. To program your **remote**, locate the booklet that came with your **remote control** and follow the instructions. You can do this now or later.
7. *Do you have other **kits** to set up?* If so, do that now. If not, go to page 11 to **activate** your service.



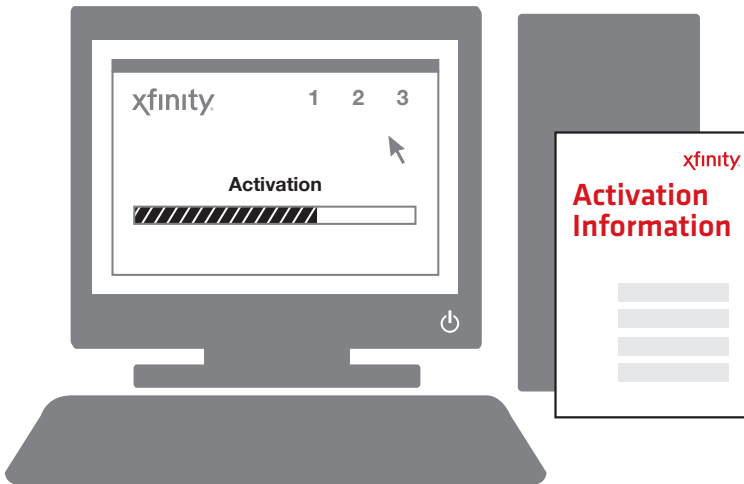
Universal Digital Transport Adapter Activation

Activate

Do you have other **kits** to set up? If so, do that now and then begin **activation**.

1. Have your **Activation Information** on hand. You can find this in your **red XFINITY folder**.
2. Open your computer's web browser and go to www.comcast.com/digitalnow to be connected to the **XFINITY Activation** Web page.
3. Follow the **instructions** on the displayed screens.

Or, if you would like to **activate** your new **XFINITY TV** service using your phone, please call 1-888-634-4434.



Don't forget to program your **remote control** to operate your **TV's** power and volume. Locate the booklet that came with your **remote control** and follow the instructions.



IMPORTANT SAFETY INSTRUCTIONS

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.

- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

IMPORTANT SAFETY CONSIDERATIONS FOR ALL DTA PRODUCTS

- The mains plug is the main disconnect device. It shall remain readily accessible and operable.
- The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

WARNING: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

During Transportation to the Subscriber Home

- Transport the cable terminal in its shipping box or an equally padded container.
- Do not expose the terminal to rain or moisture.

During Installation

- Do not place the terminal in an enclosed area where the cooling vents are blocked or impede the flow of air through the ventilation openings.
- Install the terminal so that its position does not interfere with its proper ventilation. For example, do not place the terminal on a bed, sofa, rug, or similar surface that could block the ventilation openings.
- Install the terminal so that there is a minimum of two inches of space between surrounding surfaces and the top, left, and right sides of the terminal to ensure proper ventilation.
- Install the terminal away from heat sources such as radiators, heat registers and stoves. Installation of the terminal near consumer electronics devices, such as stereo receiver/amplifiers and televisions, is permitted as long as the air surrounding the terminal does not exceed 40° C (104° F).
- Place the terminal on a flat surface not prone to vibration or impact.
- Do not place the terminal on top of another electronic device

- Do not install the terminal in an area where condensation occurs.
- To prevent the temporary loss of guide data and cause a temporarily non-responding terminal, do not plug the AC power cord into a switched power outlet.

FCC COMPLIANCE

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by Motorola for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

WIRELESS LAN AND YOUR HEALTH

This device, like other radio devices, emits radio frequency electromagnetic energy, but operates within the guidelines found in radio frequency safety standards and recommendations.

FCC CERTIFICATION

This product contains a radio transmitter and accordingly has been certified as compliant with 47 CFR Part 15 of the FCC Rules for intentional radiators. Products that contain a radio transmitter are labeled with FCC ID and the FCC logo.

CAUTION: Exposure to Radio Frequency Radiation. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 20 cm (8 inches).

FCC DECLARATION OF CONFORMITY

Motorola Mobility Inc., 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares that the DTA Series terminal complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

Industry Canada (IC)

This Class B digital device complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

SPECIAL SYMBOLS THAT MIGHT APPEAR ON THE EQUIPMENT



The exclamation point, within an equilateral triangle, is intended to alert the user to the presence of important installation, servicing, and operating instructions in the documents accompanying the equipment.



This symbol indicates that dangerous voltage levels are present within the equipment. These voltages are not insulated and may be of sufficient strength to cause serious bodily injury when touched. The symbol may also appear on schematics.

CARING FOR THE ENVIRONMENT BY RECYCLING



When you see this symbol on a Motorola product, do not dispose of the product with residential or commercial waste.

Recycling your Motorola Equipment

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region. If collection systems are not available, call Motorola Customer Service for assistance. Please visit www.motorola.com/recycle for instructions on recycling.

SOFTWARE LICENSE, SAFETY, AND REGULATORY INFORMATION

Motorola Mobility, Inc.

101 Tournament drive, Horsham, PA 19044

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE ("LICENSE") CAREFULLY BEFORE YOU USE ANY SOFTWARE, FIRMWARE AND RELATED DOCUMENTATION ("SOFTWARE") PROVIDED WITH MOTOROLA'S DIGITAL CABLE RECEIVER OR HOME THEATER SYSTEM (EACH SHALL BE REFERRED TO IN THIS LICENSE AS A "RECEIVER"). BY USING THE RECEIVER AND/OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND MOTOROLA. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT USE THE SOFTWARE AND (II) RETURN THE RECEIVER AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND.

The Software includes associated media, any printed materials, and any "on-line" or electronic documentation. Software provided by third parties may be subject to separate end-user license agreements from the manufacturers of such Software. The Software is never sold. Motorola licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. Motorola and its third party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all of the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

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