

xfinity®

Skype on TV

User Guide 0.1

Comcast

Table of Contents

| | | | |
|--|-----------|--|-----------|
| Welcome & About Skype on TV . . . | 3 | Profiles | 25 |
| Get to Know the Parts | 4 | Sign In | 25 |
| Camera | 4 | New Profiles | 26 |
| Adaptor Box | 5 | My Profile | 27 |
| Remote | 6 | Update Status | 27 |
| | | Update Your Mood | 29 |
| | | Your Contacts' Information | 30 |
| Setup | 8 | Calls and Chats | 31 |
| What You'll Need to Get Started | 8 | Make a Video Call | 31 |
| Camera Setup | 9 | Make an Audio Call | 34 |
| TV Top | 9 | Have a Text Chat | 36 |
| Flat Surface | 9 | Incoming Calls and Chats | 37 |
| Connect the Cables | 11 | Call Waiting | 39 |
| Power Up | 13 | Features | 40 |
| Activate | 14 | Contacts | 41 |
| Remote Pairing | 14 | Access | 41 |
| Terms of Service | 14 | Available | 41 |
| Connect to Your Home Network | 15 | Suggestions | 42 |
| Ethernet Connection | 15 | Pending | 43 |
| Available WiFi Networks | 16 | All Contacts | 43 |
| Hidden WiFi Networks | 17 | Favorites | 44 |
| WPS-Capable Routers | 19 | Add Contact | 44 |
| Time Zone | 19 | Custom Groups | 46 |
| System Check | 20 | Find a Contact | 46 |
| Resolution Check | 20 | Recent | 47 |
| TV Signal Check | 20 | Notifications | 48 |
| Camera Check | 21 | Settings | 49 |
| Microphone Check | 21 | Profile Settings | 49 |
| Set Volume | 22 | System Settings | 54 |
| Comcast Sign-In | 22 | Glossary | 59 |
| Skype Sign-In | 23 | Disclosure & Terms of Service . . | 61 |
| Sync Contacts | 24 | | |
| Activation Complete | 24 | | |

Welcome!

This User Guide is where you'll find answers to questions along with easy to follow, step-by-step guidance on how to set up and use Skype™ on TV in your home. Learn how to maximize the full potential of every feature, make a call or text a friend—everything you need to know is right here.

Have a question? We may have already answered it in the FAQ section on page 59.

Need a quick overview? Check out the Glossary for a rundown on all the equipment and terms on page 60.

If you have questions that aren't answered in this User Guide, please visit <http://trials.comcast.net>.

For additional support, please call the appropriate number below.

- Set-up and Activation: 855-417-9342
- Post Activation: 877-704-7713

About Skype on TV

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

- Connect with Skype users anywhere around the world—family, friends and colleagues—with HD video/ audio calls and text chats. Now you'll never have to miss a milestone moment.
- Once signed-in, you can accept (or decline) calls while you're watching TV. You'll see who is calling and how they want to connect—by video, audio or text.
- Works seamlessly with your XFINITY contacts.
- The Emergency Alert System (EAS), the national public warning system, only broadcasts in TV mode (not during calls or chats).
- Data used while enjoying Skype on TV counts toward your Comcast monthly Internet bandwidth usage.

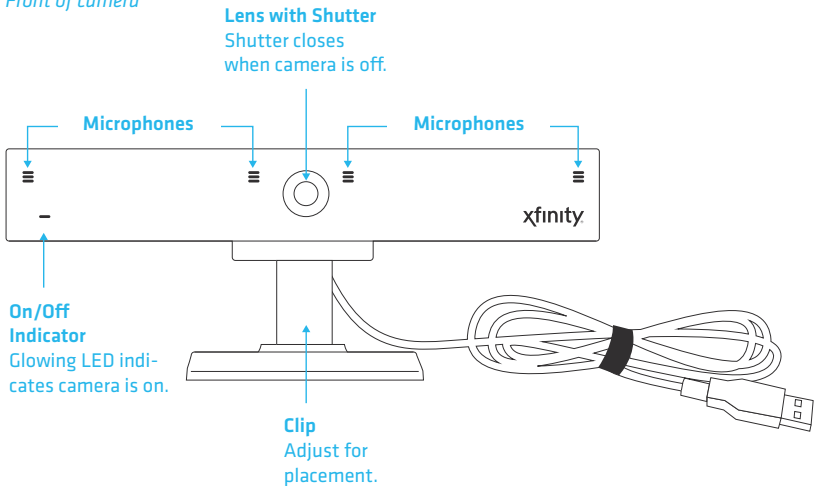
Get to Know the Parts

Camera

- High-Definition Video Resolution (720p at 30 fps)
- 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 9.

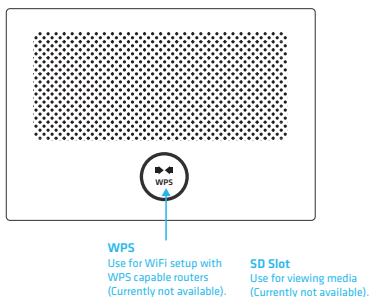
Front of camera



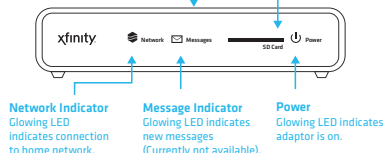
Adaptor Box

- HDMI Connections Between Set-Top Box and TV
- Dual-Band 802.11n WiFi
- Ethernet-Ready for Wired Connection
- Digital Audio Output
- Audible Notifications
- Integration with Skype
- New Message Indicator (currently not available)
- WPS-Capable for Wireless Setup (currently not available)
- SD Slot for Viewing Media (currently not available)

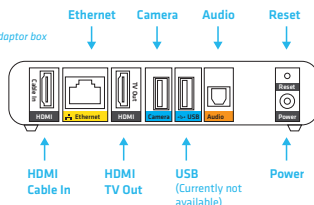
Top of adaptor box



Front of adaptor box



Back of adaptor box



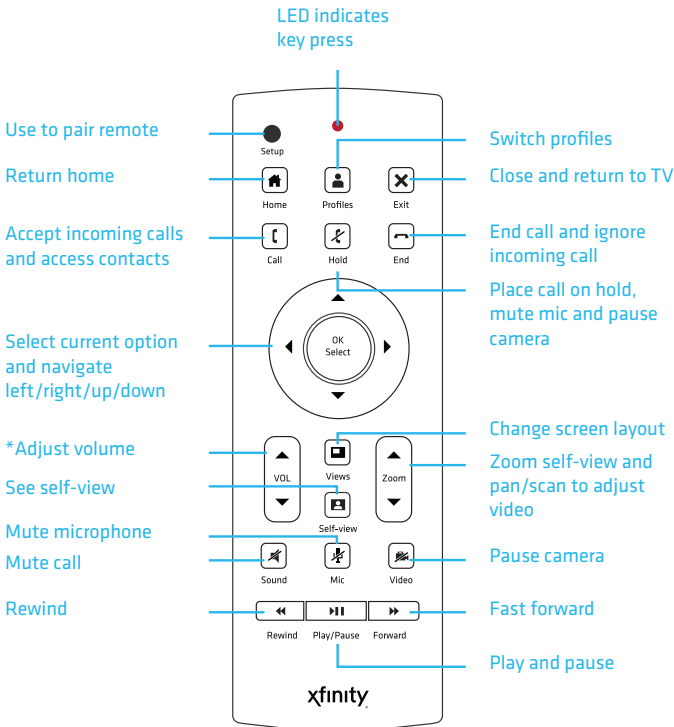
Helpful Hints for the Adaptor Box

- There is no On/Off indicator light. The Power LED remains lit when plugged in.
- The WPS button (currently not available) is used for pairing Skype on TV with your WiFi network, and will only work with WPS-capable routers.
- Please be aware that digital audio can run through your digital audio receiver, but digital video must be connected directly from your box to your TV.
- The **Reset** button is recessed to prevent accidental pressing. The Reset button 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 to the default factory settings.

Remote

- Radio Frequency (RF) Remote
- (2) CR2032 3V Lithium Batteries (pre-installed)

Front of remote



Helpful Hints for the Remote

- Unlike other remotes, you don't need to point the RF remote towards the adaptor box.
- Use the **Left** arrow ◀ to go back to the previous screen.
- **VOL** ⬆️⬆️ adjusts the sound level for Skype on TV only and does not affect 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** ⏸️/**Fast Forward** ⏩/**Rewind** ⏪ voicemail buttons are not available at this time.

Set Up

What You'll Need to Get Started

- 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 Account

- You must use your primary Comcast ID for activation.
- You can add up to six more secondary Comcast IDs, in addition to the primary Comcast ID.
- To add more Comcast IDs to your primary account, please visit <http://customer.comcast.com> (sign In with your primary Comcast ID > **Users & Settings** > **Manage My User Accounts** > **Create Secondary User**).
- To learn more about primary and secondary Comcast IDs, see *Profiles*, on page 25.
 - Primary Comcast ID
 - Password

Skype Account

- You will link your primary Comcast ID to a Skype account during the TV activation process. Each unique combination of a Comcast ID and Skype account is called a profile. Learn more in the section, *Profiles*, on page 25.
- If you don't have a Skype account or need to create a new one, you can do so during activation on your TV.
 - Skype Name
 - Password

Home Network

- If you choose to connect to your WiFi network, you'll need the following information. If you have a compatible router with WiFi Protected Setup (WPS), your WiFi network will be automatically detected. (WPS is currently not available)
 - Network Name (SSID)
 - Network Password (Key)
 - Security Encryption Method (for hidden WiFi networks only)

Helpful Hints for Getting Started

- Secondary Comcast IDs cannot be used for activation. You must use your primary Comcast ID. For more information on Primary and Secondary Comcast IDs, see URL.

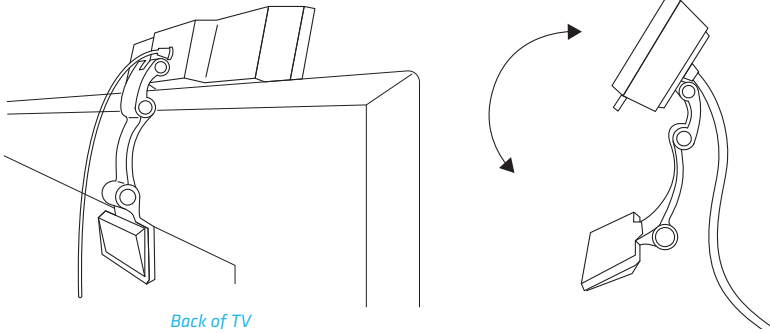
Camera Set Up

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

- Place the front of the camera on top of your TV, with the bottom lip resting just below the top of the screen.
- Push the clip down until it touches the back of the TV and the camera is secure.
- Pivot the angle of the camera and adjust to capture your preferred viewing area.

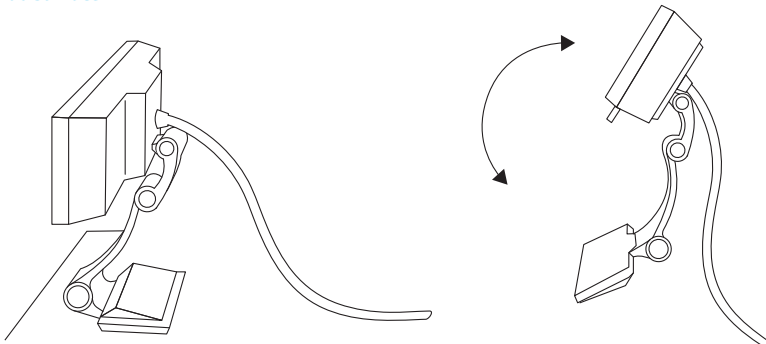
TV Top



Flat Surface

- Hold the camera with the lens facing towards you and adjust the clip's rubber bottom, as shown.
- Place the camera on a flat surface with the lens facing the viewing area. Hold the rubber bottom in place while pivoting the angle of the camera to capture your preferred viewing area.

Flat Surface



Helpful Hints for Set Up

- The camera's broad angle will give you the ability to relax across the room while enjoying conversation. Run the Camera Test (during the TV activation or go to **Settings > System 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.

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

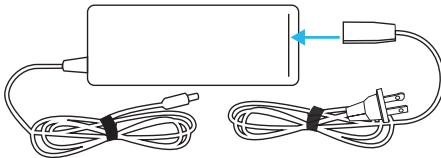
- **The camera is not intended for use in high-temperature locations, such as above fireplaces.**

Connect the Cables

The steps below may differ slightly depending on your media setup, but the equipment order should remain the same.

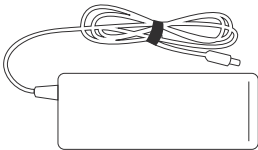
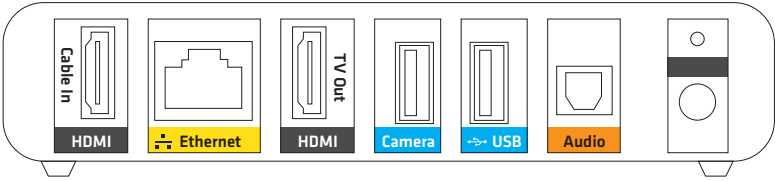
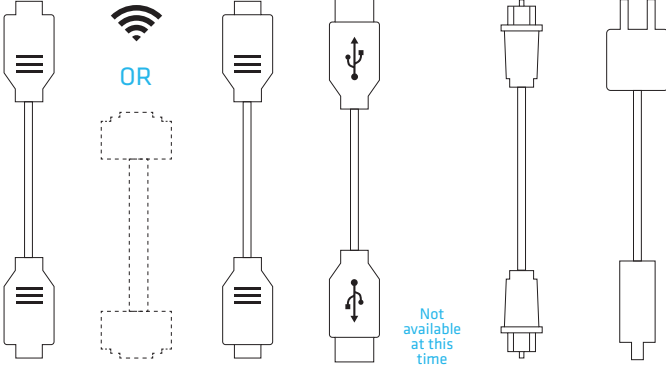
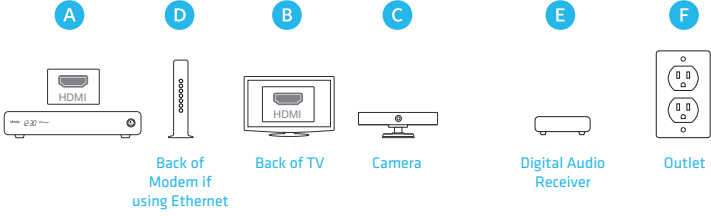


- Plug the provided HDMI cable to your set-top box and the other end to the **HDMI Cable In** port on your adaptor box.
- Plug a second HDMI cable (not provided) to the HDMI TV Out port on your adaptor box and the other end to one of the available HDMI ports on your TV.
- Plug the camera cable into the **Camera** port. If the camera cable is not long enough to reach the Camera port, connect a USB extension cable (not provided) to the camera cable.
- Decide if you want to connect to your home network using a wired Ethernet cable or WiFi connection.
 - Ethernet connection: Plug a CAT-6 Ethernet cable (not provided) to the Ethernet port on your adaptor box and the other end to an available port on your modem and/or router.
 - WiFi connection: Skip this step and follow the instructions when you activate on your TV.
- If you're using an audio receiver, disconnect the SPDIF (Optical Digital Audio) cable going to your set-top box and plug it into the **Audio** port on the adaptor box instead.
- Connect the power adaptor to the power adaptor cable

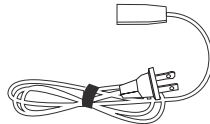


Plug the power adaptor into the Power port on the adaptor box and the power adaptor cable to an electrical outlet. There is no actual power button on your adaptor box so this power cable is the only way to turn the system on and off.

- Using your TV remote, select the same HDMI input to which you connected the adaptor box.



Power adaptor (1)



Power adaptor cable (1)



HDMI cable (1)

Power Up

If you need help with set up, please call 855-417-9342.

- a) Plug the Power adaptor into the Power port on the power adaptor cable to an electrical outlet. There is no actual power button on your adaptor box so this power cable is the only way to turn the system on and off.
- b) Turn on your TV, set-top box and audio receiver (if you have one).
- c) After turning on your devices, you'll see a black screen.
- d) **In a few minutes (up to 15), you'll be greeted with a Welcome screen.**

⚠ Please don't unplug or reset the adaptor box before you see this screen. If you do unplug or reset before activation is complete, the system will restart from the beginning of the setup process.



Helpful Hints for Powering Up

- The power adaptor is made up of two pieces that join together. There is no actual power button on your adaptor box so this power cable is the only way to power the system on and off.
- If needed, use a USB extension cable (not provided) to add length to your camera cable.
- Use the HDMI cables to connect your set-top-box and adaptor box to your TV.
- The HDMI cable must be connected directly to the TV and not sent through a video receiver.

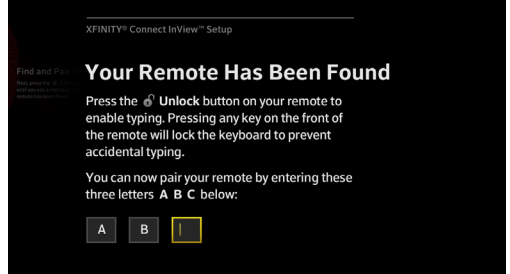
Activate

If you need help with activation, please call 855-417-9342.

Follow the onscreen instructions to activate. The tips in this section will help you complete the process.

Remote Pairing

- Begin the activation process by pressing the **Setup** button to pair the remote included in the box with the adaptor box. (Note: If you haven't already done so, pull the tab from the remote's battery compartment before using.)
- Flip the remote to the keyboard side.
- Press the **Unlock** button to enable typing.
- Use the keyboard to enter the 3 letters displayed. (Note: The letters on your TV screen may be different from the example shown below.)



Helpful Hints for Remote Pairing

- Press the **Unlock** button on the remote before you begin typing. Note: Accidentally pressing any key on the front of the remote will lock the keyboard. See **Get to Know the Parts: Remote** on page 6 for keyboard tips.
- If you type an incorrect letter, the screen will refresh and ask you to re-enter until you have succeeded.

Terms of Service

Review the Terms of Service. Scroll to the bottom and select **I ACCEPT** to continue. You must accept the Terms of Service in order to continue.

Connect to Your Home Network

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

You have several options for network connectivity:

1. Wired connection using an Ethernet cable
2. WiFi connection to an available or hidden network
3. WiFi connection using WPS (for WPS-capable routers only/currently not available))

If you need additional help, please visit <http://xfinity.comcast.net/learn> or call 855-417-9342

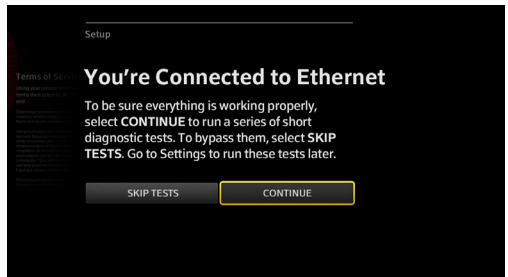
Ethernet Connection

Follow these steps to connect to your home network using an Ethernet cable.

- a) The adaptor box will automatically detect your Ethernet connection and the message box to the right will appear. Use with this connection, or click **FIND WiFi** to switch to WiFi.



- b) The following screen lets you know that you have successfully connected to your home network using an Ethernet cable. Click **CONTINUE** for the next step.



Helpful Hints for Ethernet Connection

- If there is a problem finding your Ethernet connection, make sure the Ethernet cable is properly connected and try again, or use a WiFi connection instead.
- If your Ethernet cable is detected but the connection fails, there may be a problem with your Internet service. Check that your service is working properly and try again.

Choose between connecting to an available or a hidden WiFi network.

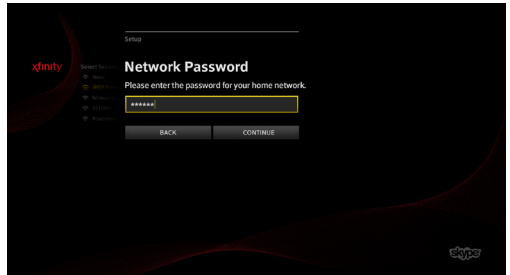
Available WiFi Networks

Follow these steps if you're using an available WiFi network:

- a) Select your **WiFi Network** from the list of networks within range.



- b) Enter your Network Password.



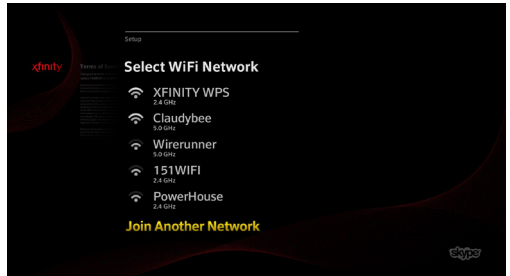
Helpful Hints for Available WiFi Networks

- If your WiFi network can't be found, make sure your wireless router or modem is working properly and reconnect.
- If your WiFi network is found but the connection fails, there may be a problem with your Internet service. Check your service and try again.

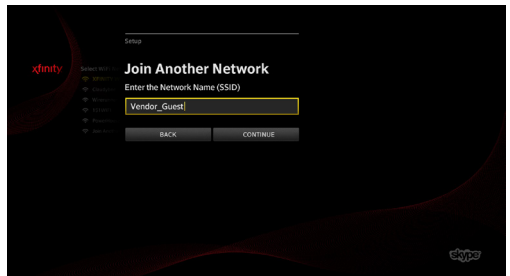
Hidden WiFi Networks

Follow these steps if you want to connect to a hidden WiFi network:

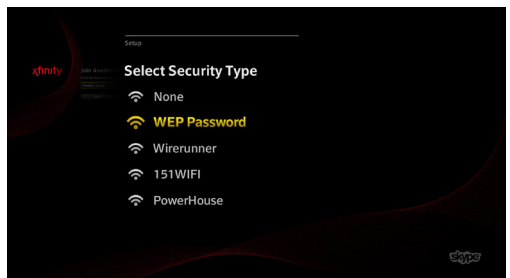
a) Select **Join Another Network**.



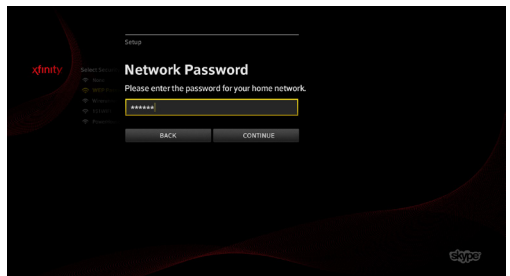
b) Enter the **Network Name (SSID)** of the hidden WiFi network.



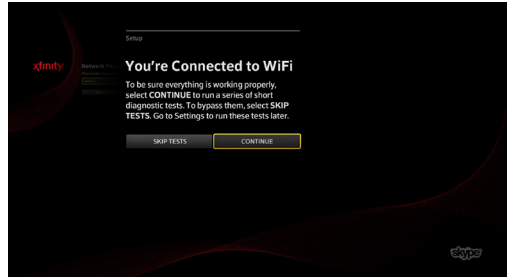
c) Select the **Security Type** of the hidden WiFi network.



d) Enter your Network Password.



- e) This screen will appear once you've connected to the hidden network.



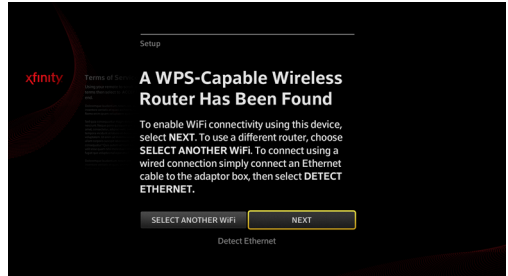
Helpful Hints for Hidden WiFi Networks

- If you've tried to join a network that that can't be found or is no longer in service, verify the information you entered is correct and try again.
- You can also join an available WiFi 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.

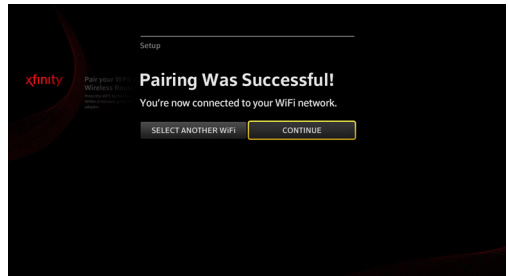
WPS Capable Routers

Follow these steps if you're using a WiFi router with WPS capability. WPS (or WiFi Protected Setup) technology securely connects the XFINITY adaptor box to your WiFi Network without the need to enter any network information manually.

a) The adaptor box will automatically find your WPS- capable WiFi router. Follow the onscreen instructions to pair the adaptor box with your router.



b) This screen confirms the connection to your home network.

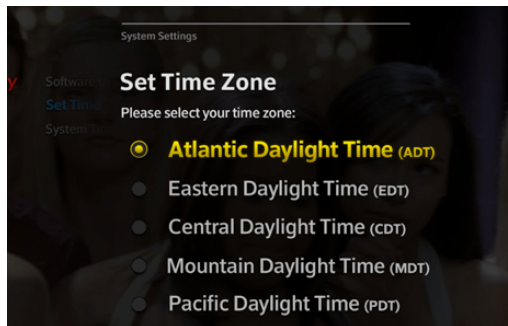


Helpful Hints for WPS Capable Routers

- If there is a problem finding your WPS capable WiFi, it may be disconnected. Check your wireless router and reconnect, or connect with an Ethernet cable instead.

Time Zone

Select your time zone by choosing from the options shown. Your selection will ensure that your call times are captured accurately.

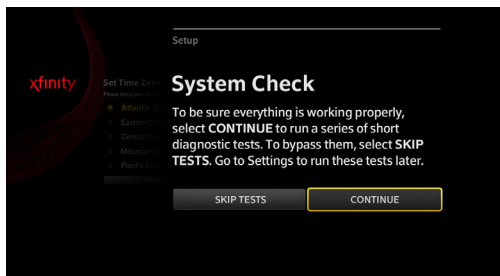


System Check

After you're connected to the Internet, you'll have the option of running some short tests to ensure everything is working properly. These are quick diagnostic tests that will check your hardware and uncover any problems or issues.

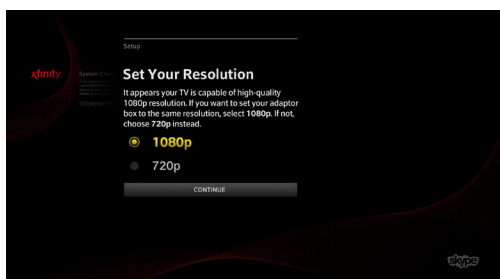
These tests are optional and can be run later by choosing **SKIP TESTS**. Go to **Settings > System** to run them at any time.

These tests are optional and can be run later by choosing **SKIP TESTS**. Go to **Settings > System** to run them at any time.



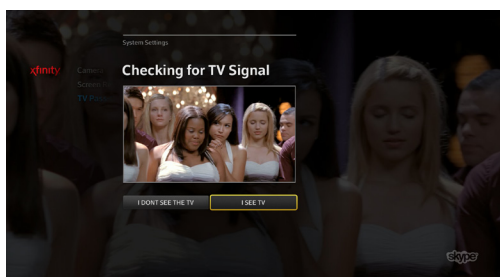
Resolution Check

The resolution test identifies your TV's resolution. If your TV is capable of 1080p resolution, continue with 1080p. Otherwise, select 720p and continue.



TV Signal Check

The TV signal test ensures that your set-top box is connected properly and that you'll be able to watch TV while using Skype on TV. If you see TV programming on the screen, click **I SEE TV**.

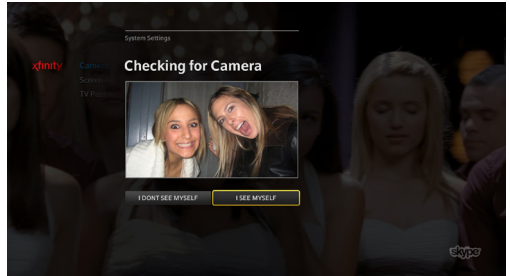


Helpful Hints for TV Signal Check

- If you see a gray box with an X, click **I DON'T SEE THE TV**. Check to see if your HDMI cable is securely connected and try again.
- You can use the service without the TV connection, but you won't be able to watch TV while using the service.

Camera Check

The camera test checks 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.

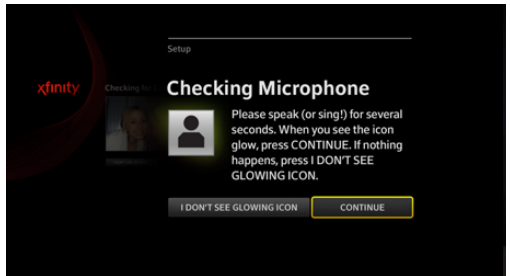


Helpful Hints for Camera Check

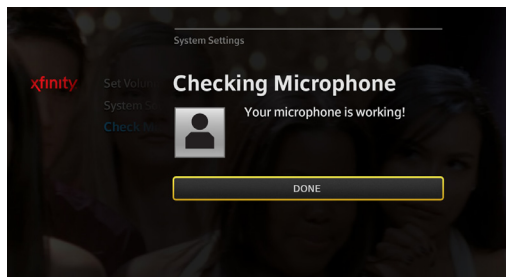
- If your camera is properly adjusted and you still don't see yourself, select **I DON'T SEE MYSELF**. Check to see if the camera's USB cable or USB extension cable, if used, are securely plugged into the Camera Input of the adaptor and try again.
- If you're still having trouble, please call Comcast at 855-417-9342 for assistance.

Microphone Check

The microphone test will ensure the microphones in the camera are working properly.



Speak and the sound check will run automatically. If the check is successful, the icon will glow. Click **CONTINUE** and you'll see the following success screen:



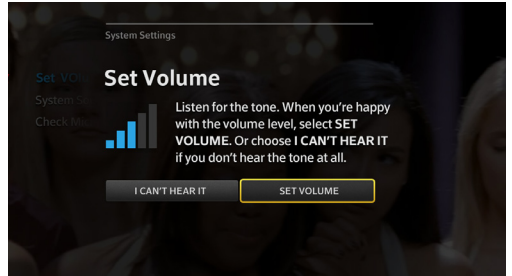
If the icon doesn't glow after a few seconds, click **I DON'T SEE GLOWING ICON** and follow the directions on the screen to continue.

Helpful Hints for Microphone Check

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

Set Volume

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

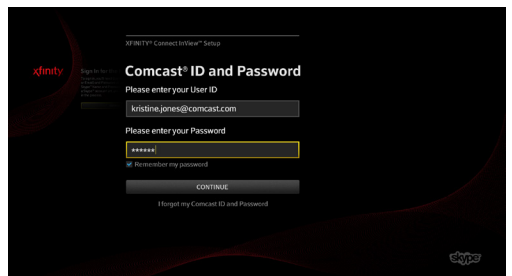


Helpful Hints to Set the Volume

- If you can't hear anything, make sure your TV sound is not muted.
- If you're 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've signed into Comcast before, this screen will look familiar to you. Simply enter your primary Comcast ID and password, then press **CONTINUE**.

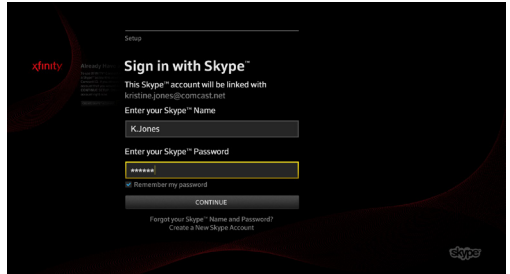


Helpful Hints for Comcast Sign-In

- If you check the box next to **Remember my password**, you won't be prompted to enter your password each time you sign in. As an added security measure, you will be prompted to re-enter your password after 7 days of inactivity.
- If you've forgotten this information, select the link at the bottom of the screen or visit <https://login.comcast.net/myaccount> to retrieve them.

Skype Sign-In

If you already have a Skype account you want to use, enter the information to continue.



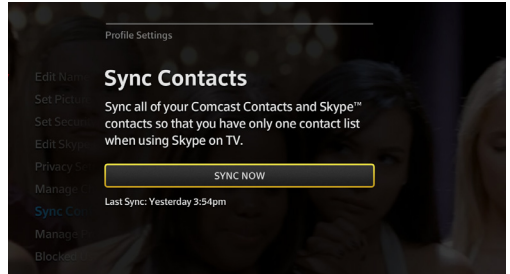
Helpful Hints for Skype Sign-In

- Each Comcast ID must be linked with a unique Skype Name.
- Linking your Comcast ID and Skype Name will give you one list of contacts on your TV.
- If you can't remember your Skype account information, select **Forgot your Skype Name and Password** at the bottom of the screen or visit <https://login.skype.com>.
- If you don't have a Skype account, select **Create a New Skype Account**.
- You can unlink a Skype account from this service at any time. Go to **Settings > Account Settings > Change Skype ID**.

Sync Contacts

By syncing your contacts, you'll 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.

⚠ Syncing cannot be undone. It will merge your XFINITY and Skype contact lists. Before you begin, double check that you're signed in under your own profile to make sure that you're syncing the right contacts.



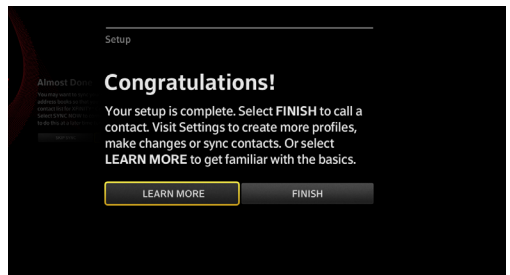
Helpful Hints for Syncing

- Syncing usually takes a few minutes, but the first time you sync may take slightly more.
- Once you sync your contacts, you may end up with a few duplicate entries. You can delete the duplicates by going to **XFINITY.com > Connect > Sign In > My Account > Contacts > Check for Duplicate Contacts**. For more address book information please visit please visit the Contacts section on page 41.
- If you click **CANCEL** during the sync, the two sets of contacts will not be merged and no changes will be made to your existing XFINITY and Skype contact lists.

Activation Complete

Once you've completed the setup process, you'll see the following screen. Activation is complete and you can now begin connecting with family and friends.

- Click **LEARN MORE** for an overview of key functions and features.
- Click **FINISH** to return home.



Profiles

The Profiles screen displays your status and mood, as well as your Skype information (location, birthday, email and phone). To manage your profile settings, go to **Settings > Profile Settings**.

When you activate Skype on TV for the first time, you must use your primary Comcast ID and link it to a Skype account. This creates your first profile. See the Activate section on page 14 for details.

Later in this section you'll learn how to create up to six more profiles.

This section will help you:

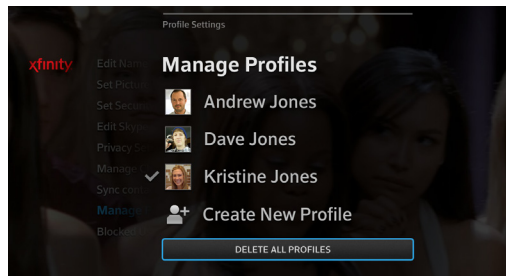
- Sign in
- Create new profiles
- Edit your profiles
- View your contacts' information

Sign In

You can begin connecting with family and friends once you sign in with a profile.

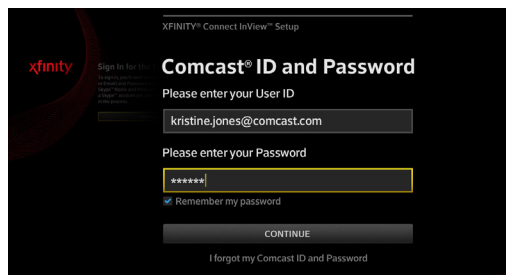
Press the **Home** button  on your remote.


- a) Select an existing profile (if more than one) and click **OK** on your remote.



- b) Select **SIGN IN**. Flip over your remote and use the keyboard to enter your password, then click **CONTINUE**. Before typing, make sure your remote is not locked.

If you check the box next to *Remember my password*, you won't be prompted to enter your password every time you sign in. However, as an added security measure, you'll be prompted to re-enter your password after 7 days of inactivity.



If you are already signed in to a profile, but want to sign in using another profile, click the **Profile** button  on your remote and select another profile. You can also sign out and then choose another profile.

Helpful Hints for Sign-In

If you don't remember your Comcast account information select I forgot my Comcast ID and Password at the bottom of the screen.

- Forgot your Comcast Sign-In information? You'll need your Comcast Account Number or SSN.
 - Using a web browser, go to <https://login.comcast.net/myaccount>.
 - Select a verification method.
 - Enter the requested information to retrieve your Comcast email address.
- Forgot your Comcast Password? You'll need your Comcast ID or email.
 - Go to <https://login.comcast.net/myaccount> using a web browser.
 - Enter the requested information.

New Profiles

You can add up to six additional profiles (in addition to the first profile you created during the TV activation). Each profile must consist of a unique Comcast email address and a unique Skype account. For example, you cannot link the same Skype account to two different Comcast IDs.

Create a New Profile

To create a new profile, go to **Settings > Profile Settings > Manage Profiles**. Before you create a new profile on the TV, make sure you have already created the secondary Comcast ID and Skype account for this new profile.

Create Additional Comcast Email Addresses

- Open a web browser and go to <http://customer.comcast.com>.
- Select the Users & Settings tab at the top.
- Enter your Username (Comcast ID or Email) and Password. Click **SIGN IN**.
- Under **Manage My User Accounts**, click **Create Secondary User**. Complete the requested information.

Create Additional Skype Accounts

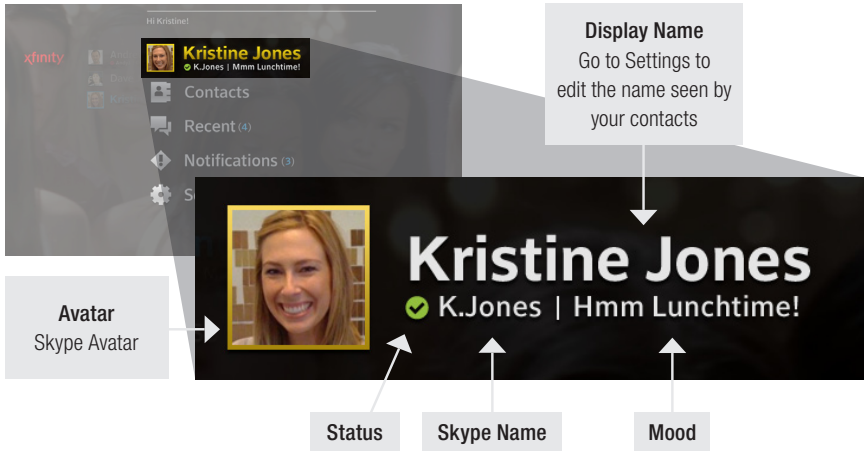
Go to **Settings > Add Account** to create a new Skype account, or create one online using your computer or mobile device.

Note: A profile created on your TV will have the same settings, including privacy settings, as the linked Skype account.

Unlink Accounts

You can unlink a Skype account from Skype on TV at any time by linking the Comcast ID to a new Skype account. Go to **Settings > Account Settings > Change Skype ID**.

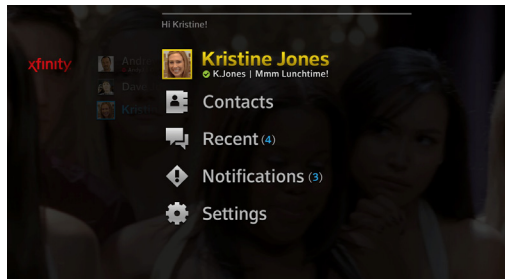
My Profile



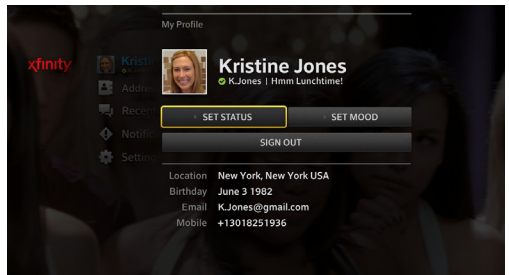
Update Status

Your status indicates your availability. Update it at any time to alert your contacts when you're available to connect.

a) Select your profile to view and edit.







b) Click **SET STATUS**.



- c) Select a status option: **Available**, **Away**, **Do Not Disturb**, **Invisible**, or **Offline**.



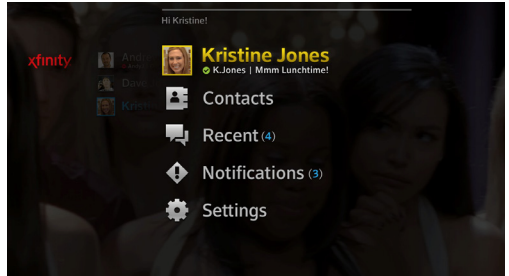
A Quick Look at Status Options

| | | |
|--|-----------------------|---|
|  | Available | Your contacts can see that you're online and can call or text you. This is your status when you first sign in. |
|  | Away | You're signed in, but may not be active. Your contacts can still call or text you. Your contacts may still try to call or text you but you can decide whether to respond. |
|  | Do Not Disturb | You're signed in, but not ready to talk or chat at the moment. Your contacts may still try to call or text you but you can decide whether to respond. |
|  | Invisible | You'll appear to be offline to your contacts, but you can still be active. |

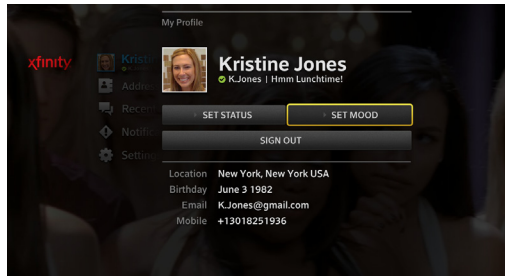
Update Your Mood

Mood is a short update of what you're doing, how you're feeling, or just what's on your mind.

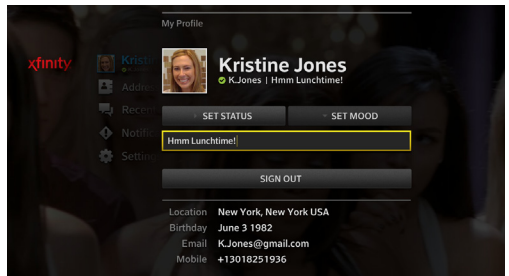
a) Select your profile and press **OK**.



b) Select **SET MOOD**.



c) Update your message (maximum number of characters is 200).



Helpful Hints for Setting Your Mood

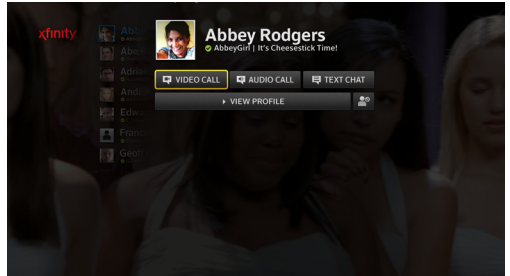
- If your message cannot be saved, please try again at a later time.


Your Contacts' Information

Select a contact to view more information. When you select a contact, you'll be able to see the avatar, name, status, mood—as well as your contact's Skype information (location, birthday, email and phone). You can also choose to remove or block this person.

Connect, block, remove or view contact profile right from this screen:

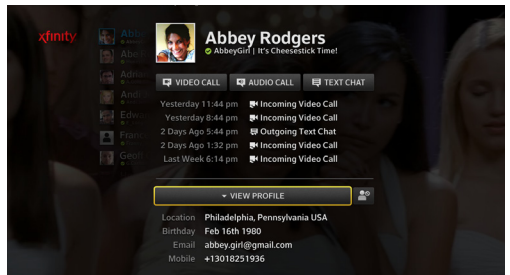
- a) From Contacts or Recent, select a contact.
- b) Select **VIDEO CALL**, **AUDIO CALL** or **TEXT CHAT**.



- c) Click  to block or remove this contact.
 - Blocking prevents a contact from calling or texting you.
 - Removing a contact deletes the person from your contacts.



- d) Click **VIEW PROFILE** to see your contact's Skype information.




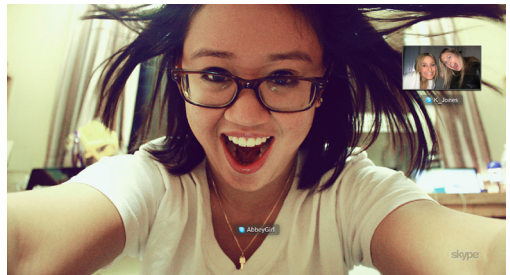
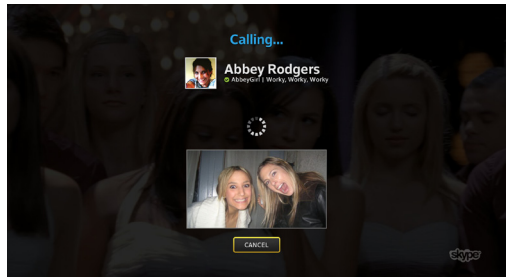
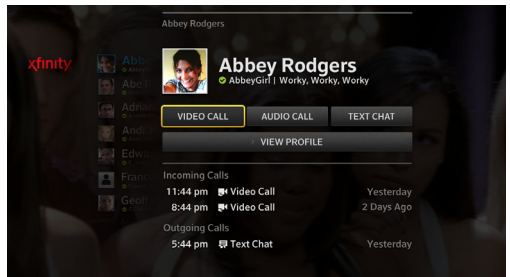
Calls and Chats

Connect with family and friends by selecting someone from your contacts or from your Recent list, then choose how you'd like to connect—by video, audio, or text.

Make a Video Call

A video call is a face-to-face conversation that happens right on your TV. During a video call, you have the option of turning off the video and switching to an audio call instead. You can turn the video back on again at any time during the call session.

- a) Select someone from your **Contacts** or **Recent lists**.
- b) Choose **VIDEO CALL**.
- c) While the call is being placed, a request to connect is being sent to your contact.
- d) Once your call is accepted, you'll see real-time video of your contact.
- e) To end your video call, select **END** at the bottom of your screen or press **End**  on your remote.



Video Call Options

- **Mute (On Remote)**

There are two Mute options on your remote:

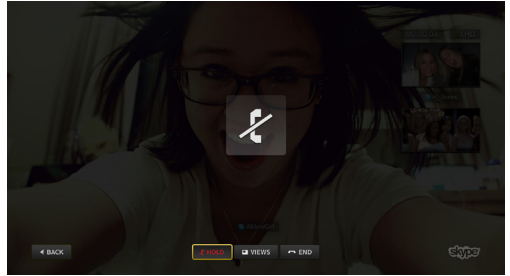
- **Mic** – Select to mute yourself so the other person can't hear you. Press again to turn back on.
- **Sound** – Select to mute the other person. Press again to turn back on.

- **Video (On Remote)**

Press this to momentarily turn off your camera and pause your video transmission. Press again to turn back on.

- **Hold (On Screen and Remote)**

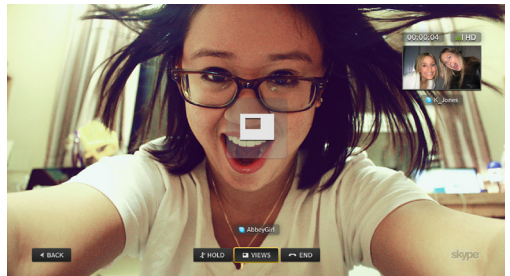
Select **Hold** at the bottom of your screen or press **Hold** on your remote to pause the transmission of video and audio from your microphone. This will also mute incoming sound.



- **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. Personalize what you see by selecting from several configurations. You have the option to change your screen views at any time, as many times as you wish.

To change the layout of your video call, select **VIEWS** at the bottom of the screen or press the **VIEWS** on your remote to toggle through the choices.



Helpful Hints for Video Calls

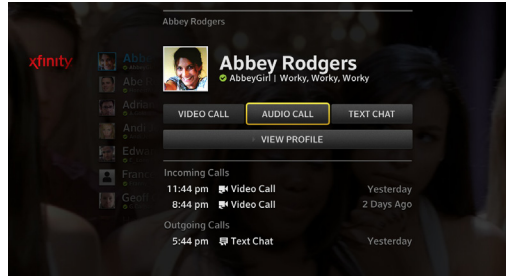
- After 4 hours, your video call will automatically end. You will be offered the option to **CONTINUE** if you want to keep talking.
- You can make and accept video calls while watching TV, including On Demand or DVR programming. Simply make or accept a call, as you normally would then use your remote to select **VIEWS** on the bottom of the screen. Choose the view that balances your preference of TV program and caller video.

Make an Audio Call

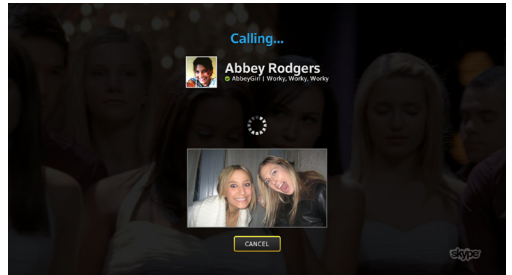
An audio call works much like a video call except there is no actual video. Instead, you'll see your contact's Skype avatar or photo during the call. Even if you make an audio call, you have the option of turning on video any time during the call.

a) Select someone from your contacts or Recent lists.


b) Choose **AUDIO CALL**.

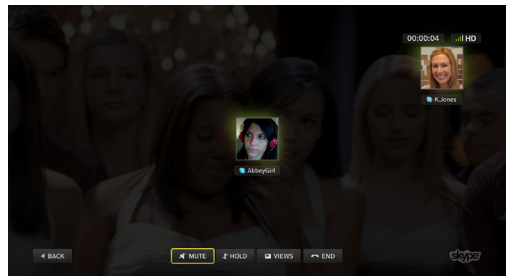


c) You'll see the following as the call is being placed and a message is being sent to your contact.



d) After your call is accepted, you'll see your contact's avatar on the screen.



e) To end your audio call, select **END** at the bottom of your screen or press **End**  on your remote.




Audio Call Options

- **Mute (On Remote)**

There are two Mute options on your remote:

-  **Mic** – Select to mute yourself so the other person can't hear you. Press again to turn back on.
-  **Sound** – Select to mute the other person. Press again to turn back on.

-  **Hold (On Screen and Remote)**

Select **HOLD** at the bottom of your screen or press **Hold**  on your remote to pause the transmission of audio from your microphone. This will also mute incoming sound.

-  **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 call screen and vice versa. Personalize what you see by selecting from several configurations. You have the option to change your screen views at any time, as many times as you wish.

To change the layout of your audio call, select **VIEW**S at the bottom of the screen or press the **Views** button  on your remote to toggle through the choices.

Helpful Hints for Audio Calls

- After 4 hours, your audio call will automatically end. You will be offered the option to CONTINUE if you want to keep talking.
- You can make and accept audio calls while watching TV. Simply make or accept a call, as you normally would then use your remote to select from the bottom of the screen. Choose the view that suits you.