

# xfinity

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# REBOOT YOUR X1 TV BOX

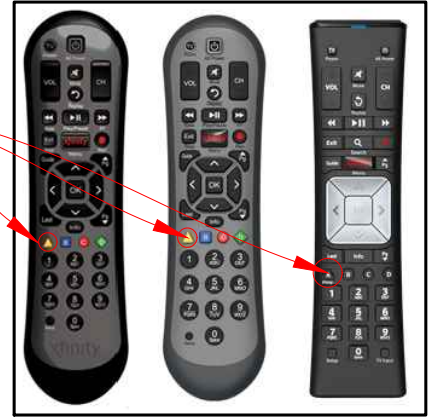
WHEN TROUBLESHOOTING AN ISSUE WITH YOUR XFINITY X1 TV BOX, YOU MAY BE DIRECTED TO REBOOT THE DEVICE OR YOU MAY RESOLVE IT ONLINE WITH A SYSTEM REFRESH.

LEARN ABOUT THE THREE OPTIONS YOU HAVE FOR REBOOTING YOUR TV BOX, AS WELL AS HOW REBOOTING WILL IMPACT YOUR X1 ON-SCREEN GUIDE, SETTINGS AND RECORDINGS:

**THERE ARE THREE OPTIONS WHEN REBOOTING TV BOXES :**

- A. REBOOT FROM THE HELP MENU
- B. REBOOT USING THE POWER BUTTON
- C. REBOOT FROM DEVICE SETTINGS

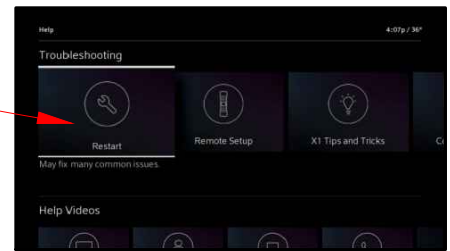
A BUTTON



## A. REBOOT FROM THE HELP MENU:

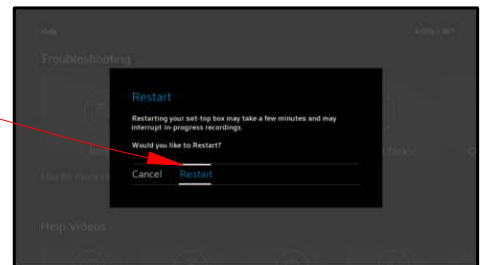
1. PRESS THE A BUTTON ON YOUR REMOTE CONTROL TO ACCESS THE HELP MENU.

SELECT RESTART

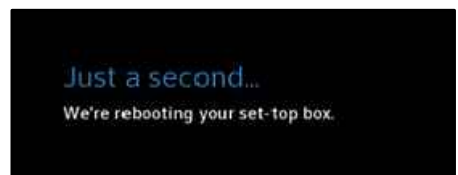


2. PRESS THE OK BUTTON TO SELECT THE RESTART TILE.

SELECT RESTART IF YOU WOULD LIKE TO RESTART



3. PRESS THE OK BUTTON AGAIN TO SELECT RESTART.
4. IT MAY TAKE A FEW MINUTES FOR THE TV BOX TO REBOOT.



## B. REBOOT USING THE POWER BUTTON

1. ENSURE YOUR CABLES ARE TIGHTLY SECURED.
2. PRESS AND HOLD THE POWER BUTTON LOCATED ON THE FRONT OF THE TV BOX FOR 10 SECONDS.
3. THE TV BOX SHOULD AUTOMATICALLY REBOOT.

POWER BUTTON



**USING COMCAST XFINITY**

CONTINUE TO:  
USING THE POWER BUTTON TO REBOOT/REBOOT DEVICE SETTINGS



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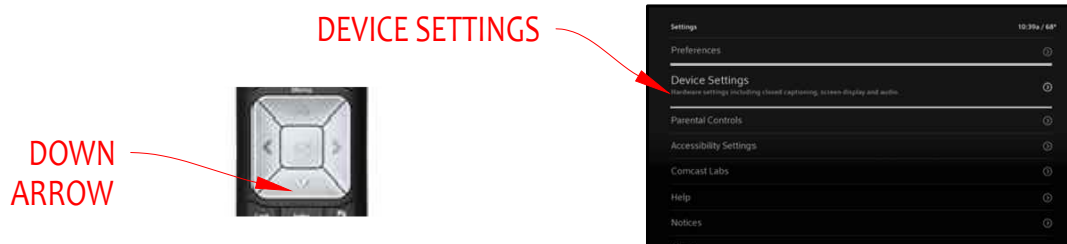
# xfinity C. REBOOT FROM DEVICE SETTINGS

USING THE REMOTE, PRESS THE XFINITY BUTTON.

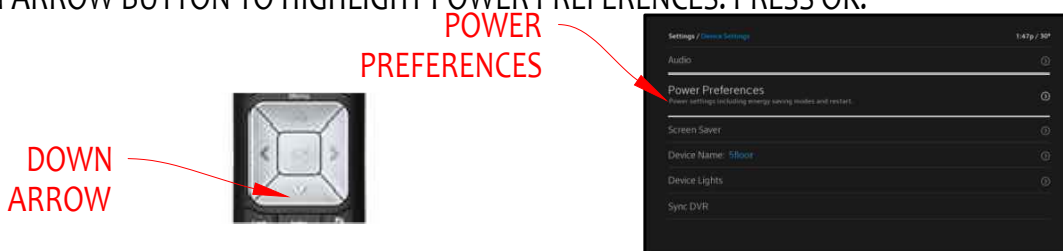
1. USE THE LEFT ARROW OR RIGHT ARROW BUTTON TO HIGHLIGHT SETTINGS (THE GEAR ICON). PRESS OK.



2. USE THE DOWN ARROW BUTTON TO HIGHLIGHT DEVICE SETTINGS. PRESS OK.



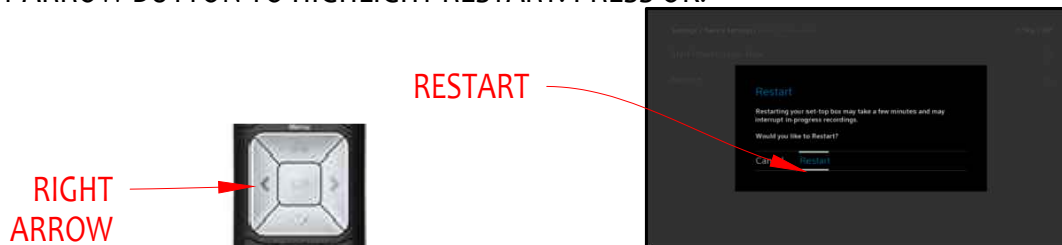
3. USE THE DOWN ARROW BUTTON TO HIGHLIGHT POWER PREFERENCES. PRESS OK.



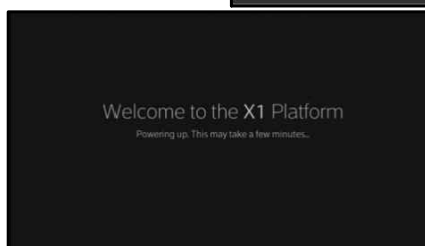
4. USE THE DOWN ARROW BUTTON TO HIGHLIGHT RESTART. PRESS OK.



5. USE THE RIGHT ARROW BUTTON TO HIGHLIGHT RESTART. PRESS OK.



6. AN X1 WELCOME SCREEN SHOULD DISPLAY.



7. THE TV BOX WILL RESUME PLAYING THE PREVIOUS CHANNEL.

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## WHAT HAPPENS IF I REBOOT MY TV BOX

- **THERE IS NO IMPACT TO YOUR GUIDE INFORMATION:**
  - YOUR GUIDE INFORMATION WILL NOT BE LOST.
  - YOU WILL NOT NEED TO WAIT FOR GUIDE INFORMATION TO RELOAD.
- **THERE IS NO IMPACT TO YOUR GUIDE AND MENU SETTINGS:**
  - YOUR PREFERENCES WILL **NOT** BE LOST.
  - YOUR LOCKS PIN AND PURCHASE PIN WILL **NOT** BE LOST.
- **THERE MAY BE AN IMPACT TO YOUR RECORDINGS AND PLAYBACK, DEPENDING ON WHEN YOU REBOOT THE TV BOX:**
  - IF YOU REBOOT AN X1 DVR WHILE IT IS RECORDING A PROGRAM, THE RECORDING WILL BE INTERRUPTED. RECORDING WILL RESUME WHEN THE TV BOX POWERS BACK UP. BE CAREFUL NOT TO REBOOT THE X1 DVR WHILE A RECORDING IS IN PROGRESS.
  - PLAYBACK WILL STOP ON ANY TV BOXES STREAMING RECORDINGS FROM AN X1 DVR IF THE X1 DVR IS REBOOTED. PLAYBACK CAN RESUME WHEN THE REBOOT IS COMPLETE.
  - ALREADY-RECORDED PROGRAMS WILL NOT BE LOST.
  - SCHEDULED RECORDINGS WILL ALSO NOT BE LOST (WILL NOT NEED TO BE SCHEDULED AGAIN).

## SCHEDULED REBOOTS

X1 TV BOXES ARE SCHEDULED TO REBOOT EVERY NIGHT IN ORDER TO APPLY NECESSARY UPDATES OR PERFORM GENERAL MAINTENANCE. IF YOU ARE WATCHING LIVE TV OR A PRE-RECORDED PROGRAM AT THE SCHEDULED TIME OF THE REBOOT, YOU'LL BE GIVEN THE OPTION TO DELAY IT UNTIL THE NEXT NIGHT VIA A MESSAGE THAT WILL APPEAR ON YOUR SCREEN. IF YOU ARE RECORDING A PROGRAM OR WATCHING A PROGRAM ON XFINITY ON DEMAND AT THE SCHEDULED TIME OF THE REBOOT, THE REBOOT WILL BE AUTOMATICALLY DELAYED UNTIL THE NEXT NIGHT.