



# Hunters Ridge

## Comcast Deployment Information

### Comcast support 1-800-xfinity



**WHEN YOU CALL FOR THE INSTALLATION APPOINTMENT - you must request** the number of devices, additional outlets to be added, options such as phone, security, etc. If you have a non-Comcast phone such as Century Link, Comcast can port your existing phone number if you wish.

#HD TVs \_\_\_\_\_ New Outlets \_\_\_\_\_ Phone Y\_\_N\_\_ Comcast Security System ?  
 #NON HD TVs \_\_\_\_\_ #Wi-Fi Devices \_\_\_\_\_ Premium Programming \_\_\_\_\_

**AT A MAXIMUM the BULK contract equipment includes per household:**

1. 1-AnyRoom DVR X1 platform + voice remote control for the primary TV outlet
2. 3-XiD-P X1 Companion Set top boxes + voice remote control for each of these three additional TV outlets
3. 1-Extreme 105 Router/Wi-Fi Modem for Xfinity Internet Service

ALSO INCLUDED ARE THE 'BASIC' and 'DIGITAL STARTER' CHANNELS INCLUDING HD, Pay-Per-View and On Demand programming and Music Channels. Anything beyond that, such as devices for more TVs, special premium channel programming packages etc., is your responsibility.

### WHEN THE COMCAST TECH ARRIVES:

- If you have a 'Smart Center Panel' where the phone and cable TV wires are concentrated, have clear access to that panel for the Comcast Tech
- Review the Tech's work order - **make sure they have what you ordered**
- The Comcast Tech should first install the Wi-Fi Router – it takes 45-60 minutes to update the software
- The Tech will check the signal strength at ALL TV locations
- Each unit probably will need a new power balanced PPC coax splitter model EVO1-5-UU or larger, the Comcast Tech can provide this.
- Copy down your Wi-Fi ID (SSID) and Password (if you have one) because you may want to use the same one in the new router for ease in connecting phones, tablets, and other Wi-Fi streaming devices
- The Comcast Tech will install a filter on the incoming coax
- The Tech **WILL** take your old equipment to return
- The Tech **MUST** leave you a receipt showing the new equipment and old...that will be handy in case of billing adjustments
- Time to install: North properties should take 2-3 hours, South may take 4-5 hours

#### FOR YOUR RECORDS - COMCAST INFORMATION

SSID \_\_\_\_\_ PASSWORD \_\_\_\_\_

ACCOUNT NAME \_\_\_\_\_ PASSWORD \_\_\_\_\_

ACCOUNT NUMBER \_\_\_\_\_ PRIMARY PHONE NO. \_\_\_\_\_