

Xtream1 Box Instructions



Installation and Activation Guide



Included in This Kit

REQUIRED FOR INSTALLATION



Xtream1 Box



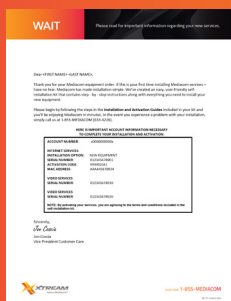
Xtream Voice Remote



HDMI Cable



Power Cable



Welcome Letter

STEP 1

Disconnecting Your Previous Cable Box

If you are replacing an existing cable box begin with STEP 1, otherwise proceed to STEP 2.

- 1 Find the device that does not have a TiVo Menu as this will be the one to replace.
- 2 Turn off your television and old cable box.
- 3 Disconnect the power cord from the back of the old unit and remove it from the power outlet to which it is connected.

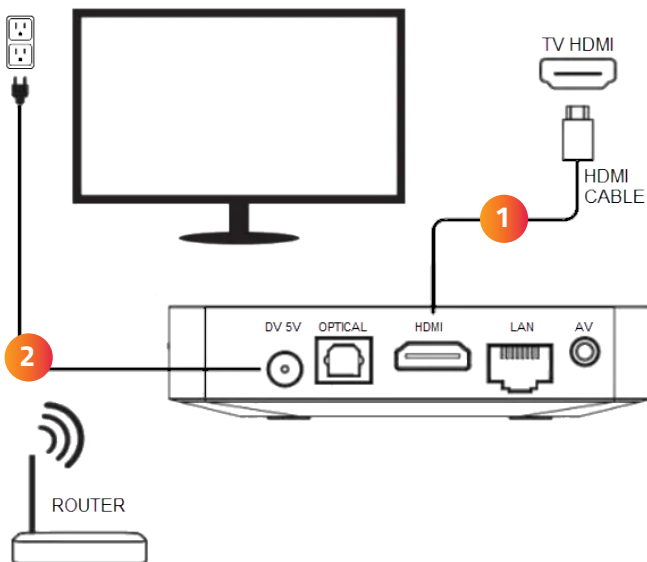
(Your new Xstream1 box comes with a different power cord.
Please do not use the old power cord with the new box.)
- 4 Unscrew the coaxial cable from both the wall outlet and old cable box.
- 5 Remove any additional cables connected from the old cable box to your TV (this could be a coaxial cable, HDMI, or component/composite cables).
- 6 Set the old cable box, power cord, cables and remote aside. We'll return to these items in Step 6 – Returning Your Previous Cable Box.

STEP 2

Connecting the Xstream1 Box

- 1 Locate the HDMI cable and connect it from the **HDMI Out** on the Xstream1 box to **HDMI Input*** on your TV.
- 2 Connect the power cord to the Xstream1 box and plug it into a power outlet.
- 3 Connect the ethernet cord from the Xstream1 box to your cable modem or plan to use your home wi-fi connection when prompted.
- 4 Turn on TV and tune to appropriate HDMI Input.

*Please make note of the HDMI input used on the TV as you will need to tune your television to this input once you turn it on.



STEP 3

Setup the Xstream Voice Remote

Once the Xstream1 box powers on it will display 'Pair Your Remote' instructions.

- 1 Place the remote within 3 feet of the front of the Xstream1 box.
- 2 Insert the batteries into the remote.
- 3 Follow the on-screen instructions.

STEP 4

Setup the Xstream1 Box

Once the remote is paired, you can now finish activating the Xstream1 box by following the on-screen instructions.

STEP 5

Activate Service

Now that you've completed the setup, we need to finish activation. Please call **844-581-0933** and our automated system will complete this step.

STEP 6

Returning Your Previous Cable Box

- 1 Place the old cable box, power cord and remote in the box. Close and seal the box.
- 2 Place the enclosed return label on the outside of the box, completely covering the previous shipping label(s).
- 3 Take the package to the nearest FedEx Shipping Center found at [fedex.com/en-us/shipping/onsite.html](https://www.fedex.com/en-us/shipping/onsite.html) or call **1-800-GO-FEDEX** (1-800-463-3339).

If you are unable to reach a FedEx Center, you can schedule a FedEx pick-up by calling **1-800-GO-FEDEX**.

If the old equipment is not received within 15 business days, this may result in an unreturned equipment charge. This charge will be removed from your account when Mediacom receives the equipment.

About the Xtream Voice Remote

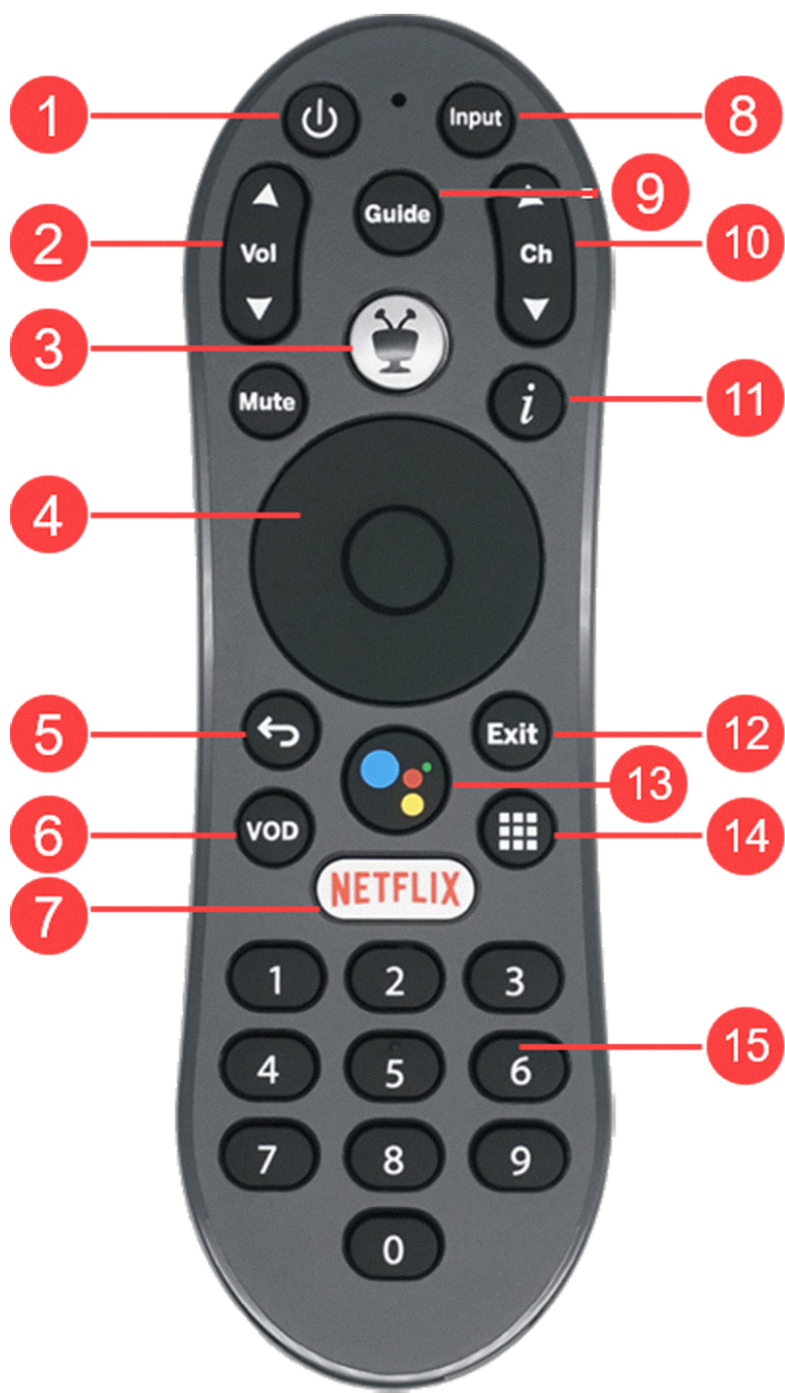
- 1 POWER turns the television on/off.
- 2 VOL and MUTE control the TV audio.
- 3 The TiVo button takes you to the Home screen.
- 4 **While navigating the menus:**
 - UP, DOWN, LEFT, or RIGHT move around.
 - The center button (OK/Select) chooses menu items.

While watching video:

 - DOWN displays the info banner.
 - UP opens Mini Guide.
 - OK/SELECT brings up Trick Play controls.

With Trick Play controls visible:

 - DOWN opens the Continue Watching and Favorite Channels panels.
- 5 BACK starts full-screen video on the Home screen and goes back to the previous screen on other Menu screens.
- 6 Press VOD to go directly to the Video-On-Demand library.
- 7 Press the NETFLIX button to launch Netflix.
- 8 Use INPUT to change your video source on your TV.
- 9 GUIDE takes you to the Program Guide.
- 10 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.
- 11 'i' (Info) brings up the full Info banner while watching a show and opens an Info card when a title is highlighted in the menus. Press and hold for accessibility options.
- 12 Use EXIT to switch to full-screen video while using menus, or to jump back to the last channel viewed while watching live TV. Exit also exits a Start Over/Catch Up show.
- 13 Press and release the Google Assistant button to talk to Google.
- 14 Press the grid button to jump to the Apps & Games screen.
- 15 Use the NUMBER BUTTONS to directly enter numbers (e.g., channel numbers or Parental Control PIN).



A Few Items to Note

- 1 If you have an Android phone, you can use it to complete a Quick Setup.
 - This will share the home network credentials and Google Account information with the device allowing you to quickly complete activation.
 - If you do not have an Android phone the on-screen instructions will walk you through the rest of the process, including connecting to your home wi-fi network.
- 2 This device works with Google Assistant.
 - Simply sign in with your Google account to enable Voice Control.
 - If you do not have a Google account, or wish to setup this feature later, you can skip this step during activation.
- 3 In addition to the pre-installed apps, this Xstream1 box allows you to download additional apps from the Google Play store for quick and easy access.
 - To load additional apps, go to Apps & Games > select Google Play Store > download desired app(s).
 - Please note that use of third-party apps such as Netflix and YouTube count toward your monthly data allowance.
- 4 It also comes standard with Chromecast built-in so you can cast photos, videos, and music from your phone to your TV.

Total Care Customer Support



Customer Support Website

support.mediacomcable.com



@mediacomsupport



youtube.com/mediacomcable



1-855-633-4226

Total Care Text Support: Text 66554



To enroll in Total Care Text Messaging, text MEDIACOM to 66554 from your mobile device. Molli will ask you a few questions and sign you up. Once you are enrolled, make sure to add 66554 as a contact in your phone and text her any time you have a question.



MediacomConnect MobileCare App

Available now for your iPhone, iPad and Android device at the Google Play® or iTunes App Store®.