

To customers of Comcast,

Here are instructions for getting CTV:Catholic Television of the Diocese of Scranton on Comcast Xfinity when EWTN satellite programming is appearing instead of the local broadcasts of the Mass from the Cathedral of Saint Peter, or Saint Ann's Novena, and other local programming. If you have any problems with these instructions please call me at 570-207-2219, or on my cell phone at 570-604-4379.

God bless,

Jim Brennan

CTV manager

Revised: 3-30-20

1, On the Xfinity remote, click on the Xfinity button, on the bottom of your screen a guide should pop up with choices like search, etc, and a small gear symbol on right;

2, click on the gear icon, it should turn blue, or become highlighted hit OK, and a new page should come up,

3, select my account, (note: you may not need to select my account and just go directly to step 4, preferences)

4, select preference, hit Ok, a new screen appears, go to account details

5, select general, hit OK

6, select **“auto tune to HD channels”**, if ON is selected change it to OFF,

OR: Select **“prefer best resolution”**, when highlighted it automatically changes to off.

7, then select Exit.

8, Turn TV/cable box off for a few minutes to allow the TV to reset these settings

9, then turn TV/cable box back on.

10, Tune to channel 12, it should now be on the local CTV channel.

Or, you might try the following instructions if you have a newer cable box, provided by a viewer on Comcast Xfinity.

CTV with Xfinity X1 HD Comcast

- Select xfinity button on remote
- Scroll over to settings (cog wheel ⚙), select
- Scroll down to “Preferences”, select
- Comes up on “General”, select

- Click down to “Prefer Best Available Resolution” and turn off
- Diocese of Scranton Mass and local programs on Channel 12 at prescribed times.