



## **Activating IP Control and Voice on your STB (Voice for URC Only)**

Set Top Boxes Currently Supported: Arris XG1v1 (MX011AN), Arris XG1v3 (AX013AN), Arris XG1v4 (AX014AN), and Arris Rackmount (AX11RAN) now including WiFi and Ethernet STBs – Pace Xi5 (PX051AEI), Arris Xi6 (AX061AEI), Technicolor Xi6 (TX061AEI) and all models of the XiOne (SCXI11AIC, WNXI11AEI, SCXI11BEI)

STB Firmware – Look for Firmware with 4.14p3s1 in the tag line. Example – for an Arris XG1v4, you will see this: AX014AN\_4.14p3s1. . . There will be additional letters/numbers in the build line, but as long as you see 4.14p3s1, the STB is ready for IP. As Firmware continues to upgrade, all builds after 4.14p3s1 will be ready for IP Control and Voice.

To find the Firmware build, use the Xfinity remote and go to *Settings* and scroll down to the *About* page. If you're using Xfinity Voice control, you can simply say "About" into the remote and this will open the info page of the STB. The firmware will be listed next to the STB Version line.

To initiate the pairing of your Control System and your STB, you'll need to perform a few steps in the Diagnostics Menu of your STB before adding the STB to your Control System. **This requires the Xfinity Remote and an Ethernet connection to the DVR model STBs and an Ethernet or WiFi signal for the Xi model STBs.**

### **Enter the STB Diagnostics Menu**

1. Press and Hold the Xfinity button for 3 seconds
2. Press DOWN - DOWN – 3

This will open up the STB Diagnostics Menu (there will be several seconds of lag while it loads).

Scroll down to *Remote Controls* and select

Scroll to *IP Control* and select

### **Switching the IP Control Remote Function ON**

1. While having the Diagnostics IP Control Page open and onscreen, Press and Hold "A" for 5 seconds
2. Press I-P-R (4-7-7)
3. Press and Hold "A" for 5 seconds

A message will tell you that you are activating IP Control and that your STB will reboot

After rebooting, re-enter the Diags Menu and go to the IP Remote section. You should see that IP is now enabled and also notate the IP Remote LAN address (so you can set it to static in your router configs).