

XFINITY[®] Connection Manager

Version 1.06

User Guide

<http://customer.comcast.com/2go>

1-800-COMCAST



Take Fast With You

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Getting Started

System Requirements

The system requirements to install and operate XFINITY Connection Manager are shown in the table below.

<i>Operating System</i>	Mac 10.5 (Leopard) Mac 10.6 (Snow Leopard)
<i>Processor</i>	Intel Based 867 MHz
<i>RAM</i>	512 MB
<i>Hard Drive Space</i>	100 MB
<i>Browser</i>	Safari

Additional Requirements:

- Internet connection (if downloading the software from the Internet)
- CD-ROM drive (if installing from CD)
- Compatible XFINITY Mobile 3G or Mobile 4G Internet Device for Mobile connections

New Devices Supported

This version of the XFINITY Connection Manager supports the following Mobile Internet Devices:

- Novatel MC760
- Franklin Wireless CMU-301
- Franklin Wireless CMU-600
- ZTE TU25
- Ubee PXU1903

Installing the XFINITY Connection Manager Software

Installing the XFINITY Connection Manager is easy. You can install from CD or the Internet. Complete the following steps to install the XFINITY Connection Manager software.

Installing from CD

Follow these steps if you are installing from a CD:

1. Insert the XFINITY Connection Manager CD into your CD-ROM or DVD drive.
2. Double-click "*Install XFINITY Connection Manager.mpkg.zip*" to extract the installer file.
3. Double-click "*Install XFINITY Connection Manager.mpkg*" to begin the installation.
4. Follow the on-screen instructions for installation and configuration of the XFINITY Connection Manager software.

Installing from the Internet

If you have downloaded the XFINITY Connection Manager software, follow these steps to complete the installation process:

1. Download the installation program from the Internet.
2. Double click "*Install XFINITY Connection Manager.mpkg.zip*" to extract the installer file.
3. Double click "*Install XFINITY Connection Manager.mpkg*" to begin the installation.
4. Follow the on-screen instructions for installation and configuration of the XFINITY Connection Manager software.

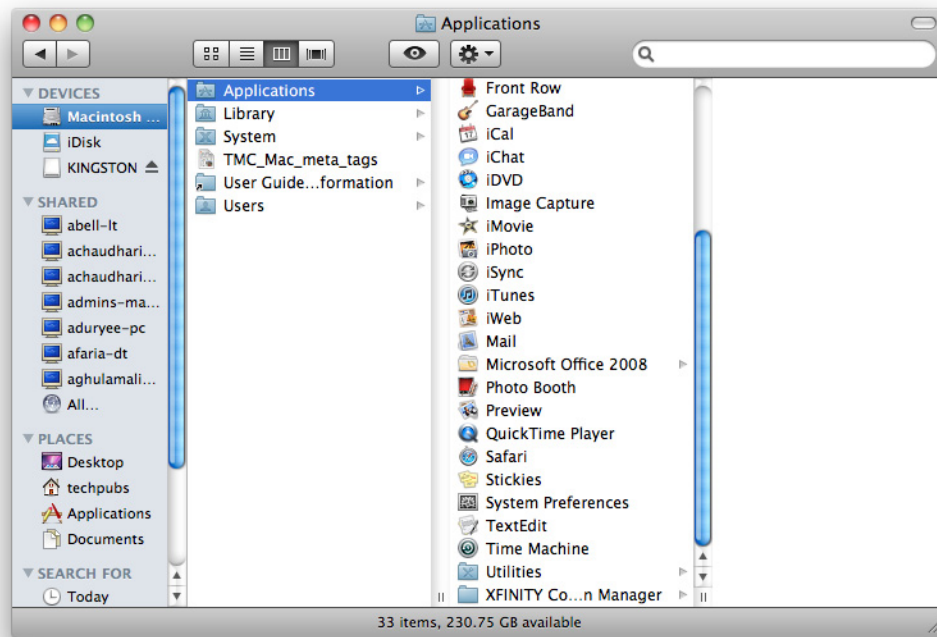
Note: *Once the XFINITY Connection Manager software is installed, supported wireless devices will be detected automatically by the XFINITY Connection Manager whenever you attach them.*

DO NOT plug the XFINITY Mobile Internet Device into your computer until you have completed the XFINITY Connection Manager installation. Inserting the device prior to installing XFINITY Connection Manager could result in the device drivers being configured incorrectly.

Launching XFINITY Connection Manager

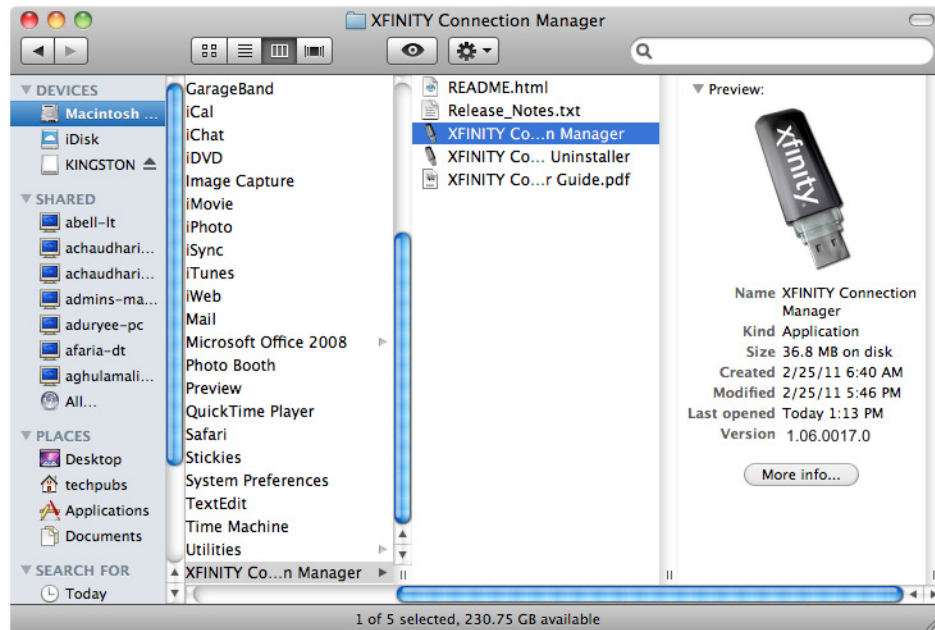
Once your software is installed and ready to connect, launch the XFINITY Connection Manager from the XFINITY Connection Manager folder on your Mac computer as shown in the following steps:

1. On the *Finder* menu bar on your Mac computer, select *Go > Applications*. The *Applications* folder is displayed.



2. Double-click XFINITY Connection Manager to access the XFINITY Connection Manager folder.

This window initially appears after installation.



3. Launch XFINITY Connection Manager by double-clicking XFINITY Connection Manager.

The following files will be in the XFINITY Connection Manager application folder:

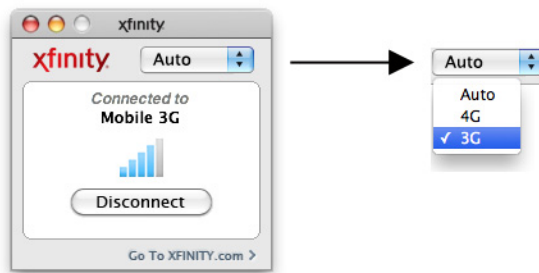
- XFINITY Connection Manager (double-click to launch the XFINITY Connection Manager application)
- XFINITY Connection Manager *Uninstaller* (double-click to launch the Uninstaller application)
- XFINITY Connection Manager *User Guide.pdf* (double-click to open the User Guide)

The XFINITY Connection Manager Interface

Getting Connected

By default, the XFINITY Connection Manager will automatically connect to an available network. It will seek to connect to Mobile 4G and Mobile 3G networks (in that order). You can also manually connect to a network, by first turning off the auto-connection feature. To do this, select **3G** or **4G** in the Technology List.

If you are already connected to a network whose connections are not managed by the XFINITY Connection Manager, you must shut that connection down before establishing a connection with the XFINITY Connection Manager (only one connection is allowed at a time).



Note: Manually disconnecting switches off the auto-connect feature until you restart the XFINITY Connection Manager application.

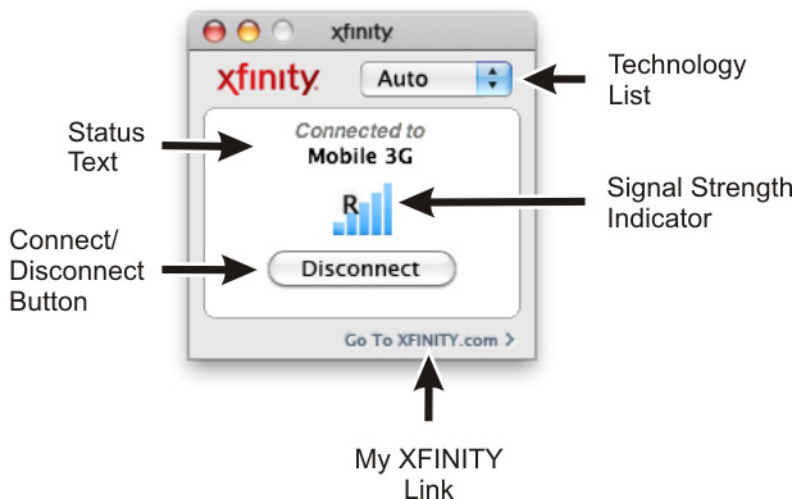
1. Select the network to which you want to establish the connection by clicking one of the technologies in the [Technology List](#).
2. Click the [Connect](#) button to establish a connection to the currently-selected network.

Note: Because only one connection is allowed at a time, any other connection will be shut down when you click [Connect](#).

See Chapter 3, “Establishing Mobile Connections” for more information on establishing Mobile 3G and Mobile 4G connections.

The Main Window

The main interface for establishing wireless connections is shown below.



This window will display details about the XFINITY network or about one of our partner networks when you are roaming. You can do the following from this window:

- Connect or Disconnect to the displayed network by clicking the [Connect/Disconnect](#) button.
- View the status of the current connection in the Status Text field.
- View the currently used technology type in the Technology List.
- View your account information by clicking on the [My XFINITY](#) button.
- View the strength of the current signal on the Signal Strength Indicator.

Connection Indicators

A brief textual description of the connection status for the currently-selected network (for example, "Ready to Connect" or "Connected"). If you are currently connected to a particular network, the Status Text will indicate [Connected: Network Name](#). If the Mobile 3G network displayed is a roaming network, the **R** symbol will appear on the network signal strength bars. If no network is available, the **X** symbol will appear on the signal strength bars.

Status Text

A brief textual description of the connection status for the currently selected network (for example, "[Ready to Connect](#)" or "[Connected](#)").

The possible states are as follows:

- Network Available: "*Ready: Network Name*" is displayed.
- Active Connection: "*Connected to: Network Name*" is displayed.
- No Network: "*No Network Available*" is displayed.
- Roaming (3G Only): "*Connected to: XFINITY Roaming 3G*" is displayed.
- In 4G View when 3G Radio is Active: "*4G Inactive*" is displayed.
- In 3G View when 4G Radio is Active: "*3G Inactive*" is displayed.

In addition, various In progress states may be displayed. Some examples are:

- 4G Network Scanning: "*Searching for 4G Network*" is displayed. With a Dual-Mode device, the "*Skip to 3G*" button is present. With a single-mode device the "Skip to 3G" button is not present.
- 3G Network Scanning: "*Searching for 3G Network*" is displayed. No button is present during the 3G network search.
- Switching 4G/3G Radio: "*Switching to 3G or 4G*" is displayed. Note that the text is displayed in all three views in the technology list.
- Connecting to Network: "*Connecting to Network Name*" is displayed. The Network Name is either "XFINITY Mobile 3G" or "XFINITY Mobile 4G".
- Disconnecting: "*Disconnecting from Network*" is displayed.

Connect / Disconnect

Click this button to connect to (or disconnect from) the network currently selected in the technology list. The text displayed on the button is context specific.

- With an Available Connection: "*Connect*" is displayed.
- With Current Connection: "*Disconnect*" is displayed.
- With No Available Network: "*Rescan*" is displayed.
- With a 3G-Only Device in 4G View: "*What's 4G*" is displayed.
- With a 4G-Only Device in 3G View: "*What's 3G*" is displayed.
- With 3G Radio Active in 4G View (CMU 301 Device): "*Check Signal*" is displayed.
- With 4G Radio Active in 3G View (CMU 301 Device): "*Check Signal*" is displayed.

If the XFINITY Mobile Device you are currently using is a 4G-only device, this button will display a "What's 3G?" link. Click this link to view information on upgrading to 3G/4G dual-mode service.

Signal Strength

Indicates the current strength of signals being received from this network. Stronger signals tend to produce more reliable connections.




My XFINITY Button

When connected to one of the networks listed above, clicking this link opens your browser to the XFINITY home page.

Controls for the Main Window



The buttons in the upper-left corner of the Main Window control the appearance and location of the window.

-  Click this button to *Close* the main window.
-  Click this button to *Send* the application to the *Dock*.
-  This button is grayed-out and not functional.

Menus in the Main Window

The menu bar at the top of your Mac computer will show the following menus when the focus is on the XFINITY Connection Manager main window.

XFINITY Connection Manager Menu

About XFINITY Connection Manager

Selecting this item will display a window with Serial Number, Version, and Technical Support information. Clicking the System Info button displays your computer's system information. This information may be helpful when communicating with technical support.

Preferences

Selecting this item displays the Preferences window. Various settings for XFINITY Connection Manager may be changed via the Preferences window.

Services

This is a Mac OS specific menu item. Items under this menu vary dynamically depending on the applications installed and running. Some services can be used by one application, while working on another application. If the service is dimmed, you have selected something that does not work with that particular service. Please refer to your Macintosh Operating System Help for further details on this menu item.

Hide XFINITY Connection Manager

Selecting this item hides the XFINITY Connection Manager application from your screen. An icon remains in the dock. This is useful if you want to keep the XFINITY Connection Manager available without terminating an active connection. To return to XFINITY Connection Manager, click the XFINITY Connection Manager icon in the dock.

Hide Others, Show All

These are Mac OS specific menu items. [Hide Others](#) allows you to hide all other applications except the application that is currently selected. [Show All](#) allows you to show all the application windows.

Quit XFINITY Connection Manager

Select this item to quit the XFINITY Connection Manager application. Quitting the application terminates an active 3G or 4G connection.

The File Menu

Click [File](#) in the menu bar of the XFINITY Connection Manager's main window to produce a menu with the following options:

Enable/Disable XFINITY Mobile 3G

Select this option to enable and disable XFINITY Mobile 3G connections. Use the disable option when you want to prevent your Mobile Broadband device from establishing connections or consuming your laptop's power.

Enable/Disable XFINITY Mobile 4G

Select this option to enable and disable XFINITY Mobile 4G connections. Use the disable option when you want to prevent your Mobile Broadband device from establishing connections or consuming your laptop's power.

Close Window

Selecting this item will close the Main Window of the XFINITY Connection Manager, but won't quit the application. Active 3G or 4G connections won't be terminated.

The Tools Menu

Click [Tools](#) in the menu bar of the XFINITY Connection Manager's Main window to produce a menu with the following options:

Profiles

Select this option to display the Network Profiles window (see page “The Network Profiles Window” on page 19). This window is used to create, edit and prioritize network profiles.

My Usage

Select this item to open your default browser to the XFINITY Customer Central Website, where you can view your current [3G/4G data usage](#). You will need your account holder login information (the login information you use to pay your bill). An informational dialog box is displayed to notify you of your action. This dialog box is displayed each time you click on [My Usage](#), until you check the [Do Not Show Again](#) box. This item is grayed out when no Internet access is available.

Note: *If you have not yet registered for online access, you must click the [Click Here to Register](#) link in the dialog box to sign up for online access. You can also visit the sign up page at <https://customer.comcast.com>.*

Upon successful login, with correct credentials, the [Users & Settings](#) web page is displayed with your 3G/4G data usage displays.

Diagnostics > XFINITY Mobile Device Info...

Select this item to open the XFINITY Mobile Device Info window. This window displays technical information about the Mobile 3G or Mobile 4G network to which you are currently connected (if any) and your XFINITY Mobile 3G or Mobile 4G Internet Device.

For more information about the XFINITY Mobile 3G Info Window, see page “” on page 35.

For more information about the XFINITY Mobile 4G Info Window, see page “XFINITY Mobile 4G Info Window” on page 40.

Diagnostics > General Diagnostics

Select this item to generate a zip file containing diagnostic information. Comcast technical support may request to generate and e-mail this file to technical support. This file is saved on your desktop with a file name based on the date and time it was created.

Check for Updates

Select this item to check for updates to the XFINITY Connection Manager software and its databases.

The Help Menu

Click [Help](#) in the menu bar of the XFINITY Connection Manager's Main window to produce a menu with the following options:

Search

Enter a term in the Search field to find related menu items and help topics.

XFINITY Connection Manager Help

Select this item to open this help system.

Other Menus

While XFINITY Connection Manager provides its own menus, you will find some menus are Mac OS specific, such as the [Edit](#) and [Window](#) menus. This makes it easier to learn to use different applications.

File, Edit, Window, Help

The XFINITY Connection Manager menu, showing the application's name in bold, always appears at the left side of the menu bar right next to the Apple menu. The XFINITY Connection Manager menu contains commands for setting application preferences and quitting the application.

XFINITY Connection Manager provides other standard menus, such as the [File](#), [Edit](#), [Window](#), and [Help](#) menus. Many of the commands in these menus are standard in all your applications (for example, the Close Window command is usually in the File menu and the Copy command is usually in the Edit menu). Please refer to your Macintosh documentation for descriptions on these Mac OS specific menus and menu items. In cases where there are additional XFINITY Connection Manager specific menu items, we have described those menu selections.

The Dock Icon

When XFINITY Connection Manager is running, you will see an icon in the Dock on your Mac computer.



If XFINITY Connection Manager is currently hidden (by selecting Hide XFINITY Connection Manager from the XFINITY Connection Manager Menu), you may restore the window by clicking on the *Dock icon*.

XFINITY Connection Manager may also be sent to the Dock by clicking on the yellow *Send to Dock* button in the upper left corner of the Main Window.



Click on the XFINITY Connection Manager Dock icon to restore the Main Window.

Control-Click Menu

Placing your cursor over the XFINITY Connection Manager Dock icon, then pressing the *Control* key, while simultaneously clicking your mouse, will display a brief menu with the following items:

- Profiles — Opens the Network Profiles window.
- Preferences — Opens the Preferences window.
- Open XFINITY Connection Manager — Opens the main window of the XFINITY Connection Manager.
- Options
 - Keep in Dock — Keeps the XFINITY Connection Manager icon in the Dock after quitting the application.
 - Open at Login — Opens XFINITY Connection Manager each time you log in to your computer.
 - Show in Finder — Opens a Finder window displaying the XFINITY Connection Manager application.
- Hide — Hides the XFINITY Connection Manager application. An active network connection will not be terminated.
- Quit — Quits the XFINITY Connection Manager application. Quitting the application will terminate an active 3G or 4G connection.

The first three items are specific to XFINITY Connection Manager and the last five are native to your Mac computer.

Establishing Mobile Connections

Auto Connect

By default, the XFINITY Connection Manager will automatically select an available wireless network and establish a connection. XFINITY Connection Manager will attempt to connect to a **4G** network first, if available. While XFINITY Connection Manager is searching for a **4G** network, the “**Skip to 3G**” button will be displayed if you are using a dual-mode device. This allows you to choose a **3G** connection if desired.

Note: Manually disconnecting switches off the auto-connect feature until you restart the XFINITY Connection Manager application.

Manually Connecting to a Mobile Network

By default, the XFINITY Connection Manager will automatically select an available mobile network and establish a connection. However, you can choose a different network if you like. To manually connect to a mobile network, follow these steps:

1. Connect your XFINITY Mobile Internet Device.
2. Select either **3G** or **4G** from the Technology List drop-down list box in the main window.
3. Click the **Connect** button to connect.

Note: Manually choosing a network to connect to stops the XFINITY Connection Manager from automatically connecting to networks for the duration of the session. If you want to return to automatic connection mode, you must restart the XFINITY Connection Manager.

Device States

The status text on the Main Window will display the following device states:

Device Not Found

Device Not Found is displayed if no device is inserted or found.



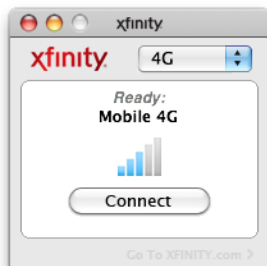
Device Initializing

Starting Device is displayed when the device is first plugged in and is initializing.



Ready

After the device has initialized it will begin searching for the network. The main window will display "Ready" and the network name (that is, XFINITY Mobile 4G or Mobile 3G).



Network Profiles

What is a Network Profile?

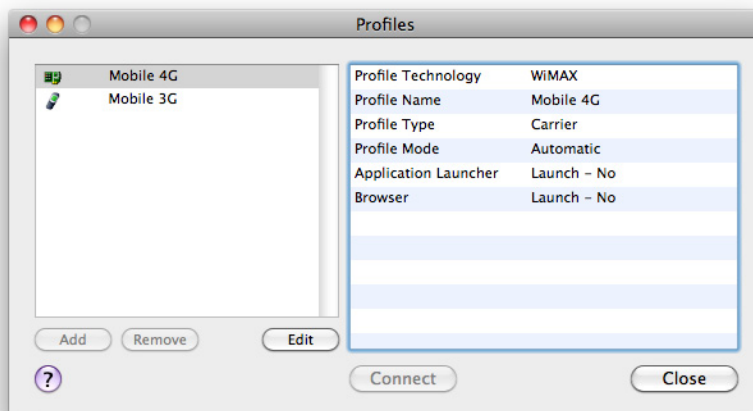
A network profile contains the configuration information needed to connect to a particular network. Mobile Broadband profiles are predefined by XFINITY (though some configuration options are available).

Among other things, network profiles allow you to:

- Configure the XFINITY Connection Manager to automatically connect to a network profile whenever the associated network is available.
- Prioritize networks to help the XFINITY Connection Manager choose which network to connect to.
- Save settings, such as to enable one-click connection.

The Network Profiles Window

The Network Profiles Window appears when you select *Profiles* from the *Tools* menu. Use this window to edit existing Network Profile settings.



The left pane of this window lists of all the network profiles that have been defined so far. A profile's position in the list indicates its priority. See "Network Profile Priority" on page 20 for more information.

Network Profile Priority

In the Profiles window, profiles are listed in order of priority. When selecting a network to connect to, the XFINITY Connection Manager will choose the topmost network profile for which all of the following are true:

- The network described by the profile is available.
- You have a device capable of connecting to the network connected to your computer.
- The *Connection Options* field on the General tab in the profile's configuration is set to either "Automatic" or "Prompt."

Profile priority also determines when the XFINITY Connection Manager will automatically switch from one network to another. If you are connected to one network and a higher priority network becomes available, the XFINITY Connection Manager will switch to the higher priority network.

Note: *Automatic connection switching only occurs when in automatic connection mode. XFINITY Connection Manager starts out in this mode each time it is launched, but switches to manual mode if you manually choose a network and click **Connect**. To return to automatic mode, restart XFINITY Connection Manager.*

Changing Profile Priority

To change the priority of a specific profile, select the profile whose priority you would like to change. Then, click and drag the selection to move the profile up or down the list.

Editing a Network Profile

You can edit some of the settings contained in network profiles. A reduced set of parameters will be available for modification in profiles that were created for you by XFINITY.

1. Select *Profiles* from the Tools menu. The Profiles window appears.
2. In the left pane of the window, select the *Profile* you wish to edit.
3. Click the *Edit* button. The General page appears. See "Preferences: General" on page 25.
4. Make the desired changes.

Note: *For XFINITY provided profiles some fields will not be editable.*

5. Click *Save* when you are finished.

Deleting a Network Profile

Follow these steps to remove a network profile from the Profiles window:

1. Select *Profiles* from the Tools menu. The Profiles window displays.
2. Select the profile that you want to remove from the list in the left pane of the window.
3. Click the *Remove* button. A prompt that asks if you are sure you want to delete this profile appears.
4. Click *Yes* to confirm that you want to delete the profile.

Note: You cannot delete network profiles that were created for you by XFINITY.

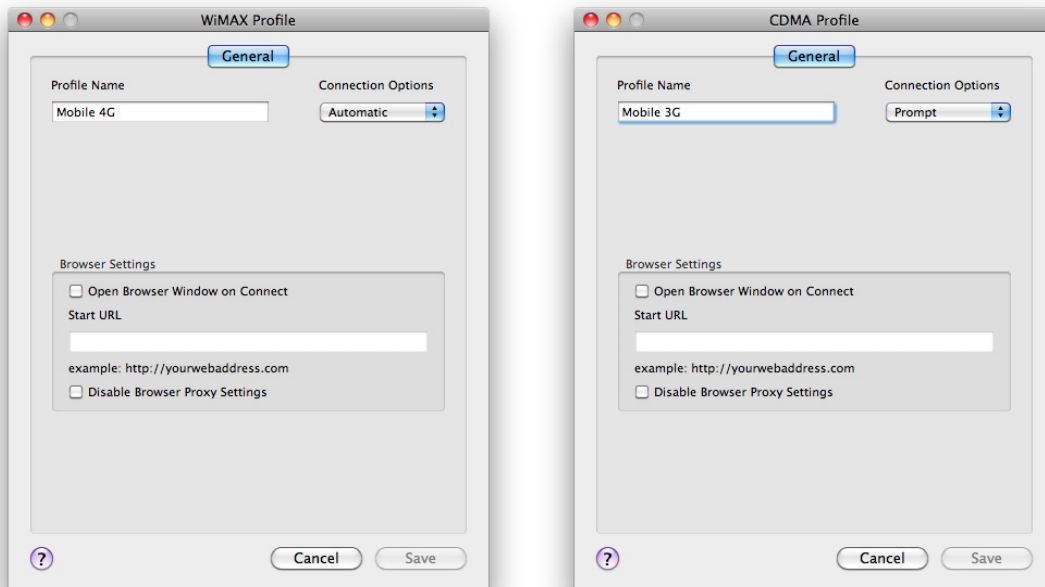
Profile Properties: General

The General page contains settings that apply to 4G and 3G types of network profiles. To edit these items follow the steps below:

1. Select *Profiles* from the Tools menu. The Network Profiles window appears.
2. Select the *Profile* you wish to edit in the left pane of the window.
3. Click the *Edit* button. The General page appears.
4. Make the desired changes. See the General Page Settings below for a list of the settings you can change.
5. Click *Save* when you are finished.

General Page Settings

The settings on this page are described below:



Note: Some of the options pictured on this page may not be available if you are editing a profile created for you by XFINITY.

Profile Name

This is how the network profile will be displayed in the Profiles window. XFINITY provided profile names are not editable.

Connection Options

This setting controls what the XFINITY Connection Manager will do when it detects the network you are configuring. There are three options:

- **Automatic** — The XFINITY Connection Manager will automatically connect to this network whenever it is detected.
- **Prompt** — The XFINITY Connection Manager will ask you whether to connect to this network each time the network is detected.
- **Manual** — Connections to this network may be established using the controls in the main window or by selecting it in the Profiles window and then clicking **Connect**, but the XFINITY Connection Manager will not connect to this network automatically.

Open Browser Window on Connect

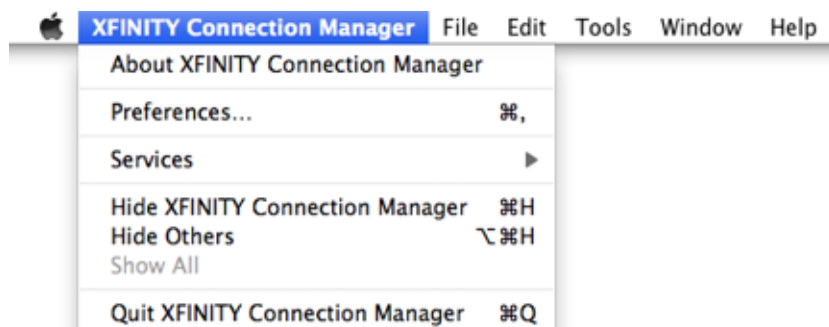
Check this box to automatically launch your browser each time you connect to this network. If you want the browser to start at a particular Web page each time you connect to this network, enter its web address in the [Start URL](#) box.

XFINITY Connection Manager Preferences

Introduction

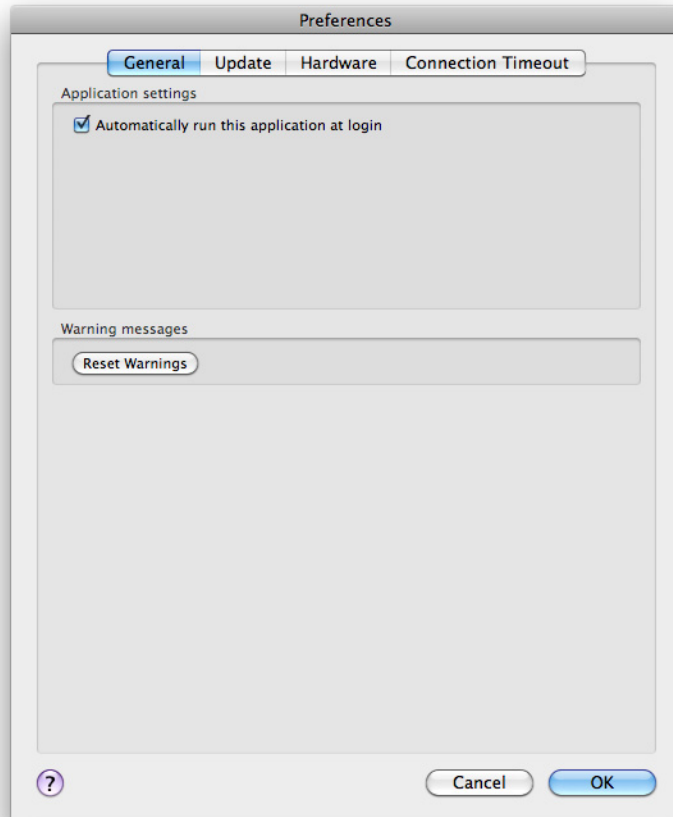
The Preferences window allows you to configure the behavior of the XFINITY Connection Manager software. Among other things, these settings control how the client connects to networks, when it retrieves updates and if its connections should time out.

Select *Preferences* from the XFINITY Connection Manager menu shown below:



Preferences: General

The General tab contains general settings for the XFINITY Connection Manager software.



The following items can be found on this tab:

Automatically run this application at login

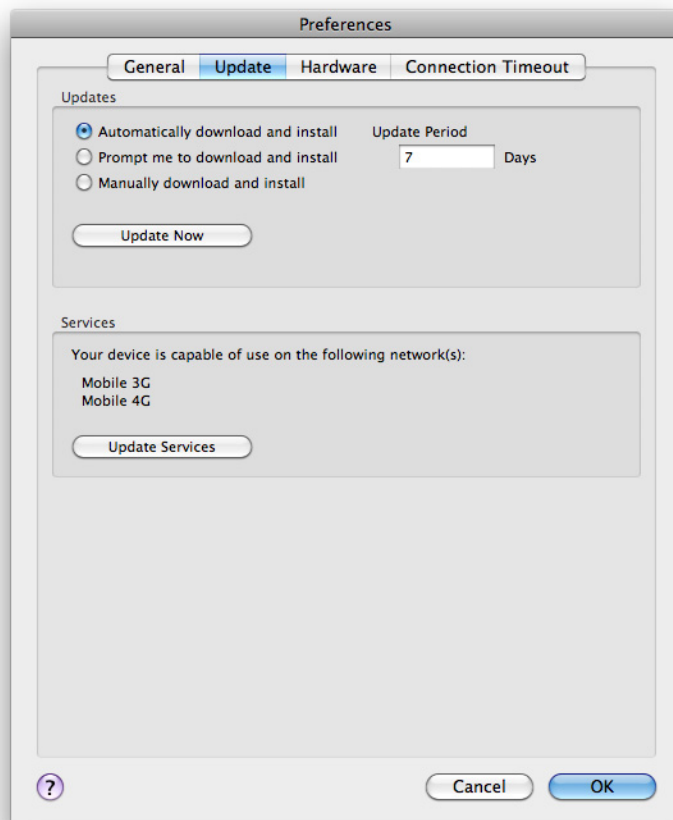
When this box is checked, the XFINITY Connection Manager will be automatically launched each time you log in to your computer. This box is checked by default.

Reset all warning messages

XFINITY Connection Manager provides various warning messages that can be disabled if you do not want to see them (typically, this involves checking a "Do not show me this message again" box). You can turn all of these warning messages back on by clicking the [Reset](#) button.

Preferences: Update

The Update tab allows you to specify when updates to the XFINITY Connection Manager software and device firmware are made.



The following items can be found on this tab:

Automatically download and install

Select this option to have the XFINITY Connection Manager automatically download and install product updates at regular intervals.

Note: *These updates are silent (occur in the background). You will not see the update wizard when updates are downloaded silently.*

Prompt me to download and install

Select this option to have the XFINITY Connection Manager periodically prompt you to download and install product updates.

Manually download and install

Select this option if you want product updates to be downloaded only when you manually initiate the download process using the [Update Now](#) button below.

Update Period

The time between updates can be specified in the [Update Period](#) text box. Enter the number of [days](#) between checks for available updates.

Update Now

Click [Update Now](#) to have the XFINITY Connection Manager check for and download available updates now.

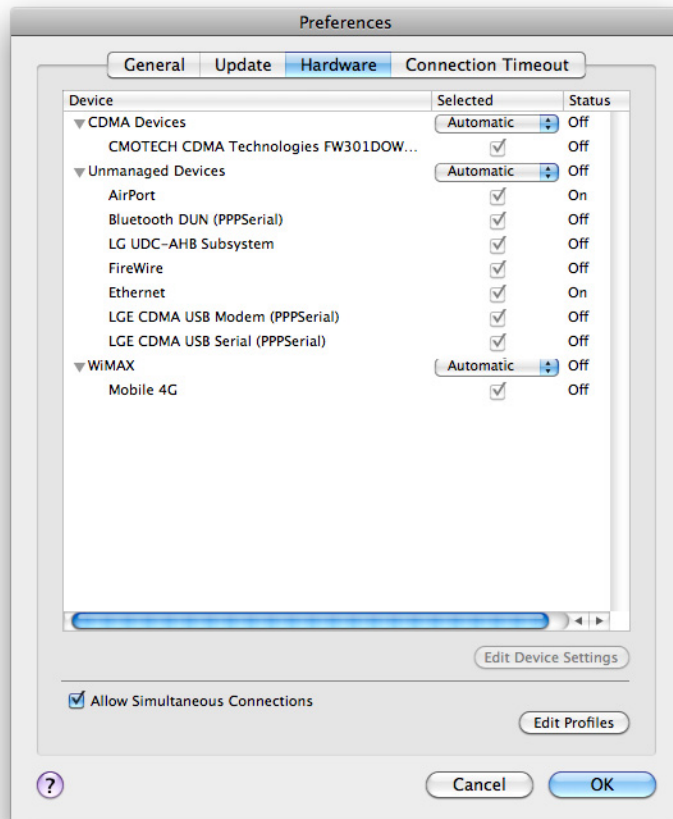
Update Services

Clicking on the [Update Services](#) button triggers an update to the service profile and parameters on the device. Note that [Update Services](#) is only applicable to a Dual-Mode or 3G-only device. A Dual-Mode device can function as a Dual-Mode or Single-Mode device. You can call Customer Care to change your service plan at any time.

A warning prompt is displayed to inform you that Update Services will interrupt any active Mobile (3G or 4G) connection.

Preferences: Hardware

The Hardware tab is used to configure hardware-related settings for connection establishment.



The following items can be found on this tab:

The Device List

This table lists all the devices connected to your computer that may be used to establish network connections. Among other things, this table allows you to:

- Enable and disable individual devices.
- Choose between multiple devices of the same type.
- Configure additional properties for 3G Mobile Internet Devices.

For more information, see “The Device List” on page 29.

Edit Device Settings

Select this item to edit the Device Properties for a Mobile 3G device in the Device List. To edit a device's properties, if available:

1. Highlight the Mobile 3G device you would like to edit.
2. Click [Edit Device Settings](#). See “Device Properties” on page 30.

Allow Simultaneous Connections

If this box is checked, XFINITY Connection Manager will allow you to establish more than one connection at a time (for example, you could be connected to both Wi-Fi and 3G or 4G concurrently).

If this box is NOT checked, XFINITY Connection Manager will disconnect from its 3G/4G connection if another network connection (such as Wi-Fi or Ethernet) is started. By default, allow simultaneous connections is turned off.

Edit Profiles

Click this button to open the Profiles window.

The Device List

The device list appears on the Hardware tab of the Preferences window. It is primarily used to select and configure connected devices.

Device Column

This column lists all of the network access devices installed on your computer, grouped by the connection technologies they use. Each technology type heading is followed by the device names of the specific devices of that type that are installed on your computer. The technology types are:

- Unmanaged Devices
- WiMAX Devices
- CDMA Devices

Note: The devices listed under [Unmanaged Devices](#) are not managed by the XFINITY Connection Manager application.

Selection Column

This column allows you to specify which devices should be used to connect. The choices for this column are:

- **Automatic:** The XFINITY Connection Manager will automatically choose the best device for this technology type.
- **Manual:** Allows you to manually select the device to be used. After selecting this option, check the box next to the device you wish to use.
- **Disabled:** This option is useful when you are using a multi-function wireless device that can only use one wireless mode at a time. When using such adapters, you may have to temporarily shut down the XFINITY Connection Manager's use of one of these functions when you want to use the other technology.

Status Column

This column identifies the operational status of the device. It indicates whether the device is **On** or **Off**.

Edit Device Settings

Select this item to edit the **Device Properties** for a Mobile 3G device in the Device List.

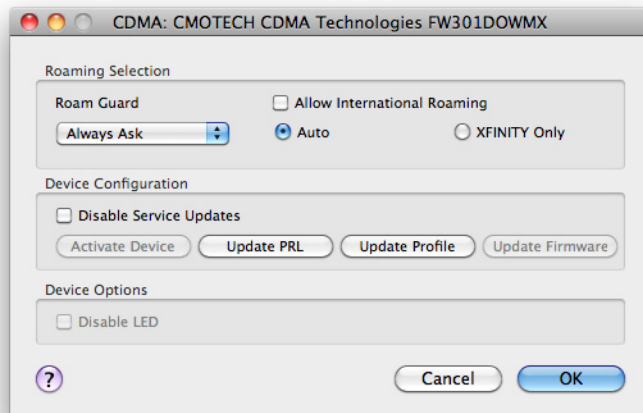
1. Highlight the Mobile 3G device you would like to edit.
2. Click **Edit Device Settings**. (See "Device Properties" on page 30.)

Unmanaged Devices

Unlike other categories in the Device List, "Unmanaged Devices" are NOT supported by the XFINITY Connection Manager.

Device Properties

The Device Property window contains three sections used to configure the behavior of 3G Mobile Internet Devices connected to your computer. This window is accessed from the Hardware tab of the Preferences window. After highlighting the device in the Device column, click on the **Edit Device Settings** button to display the device property window.



Roaming Selection

Configure permission for the XFINITY Connection Manager to connect to roaming networks. Consult your service agreement for more information about roaming service and any charges that such service might incur. You can choose one of these options:

- **Allow International Roaming** — Select this check box to allow roaming on international networks. When enabling this setting, your device will acquire international roaming systems, where available. International roaming charges will apply, if you do not have an international plan.
- **Auto** — connects to XFINITY's network when available, using roaming networks only when a connection to the XFINITY network is not available.
- **XFINITY Only** — connects only to XFINITY's network. Never connects to other networks.

Use the **Roam Guard** pull-down menu to specify whether you would like the XFINITY Connection Manager to display a warning message when you are about to connect to a roaming network for which there may be additional roaming charges.

- **Always Ask** — always prompt before connecting to a roaming network.
- **Never Ask** — never ask before connecting to a roaming network.

Device Configuration

This group of settings allows you to update the configuration files that reside on your mobile broadband device. Choose from the following options:

- Check **Disable Service Updates** to disable all updates to your device's configuration. This item disables all the other items in the Device Configuration group and disables network-initiated updates of the same information.

- Click [Activate Device](#) if the selected device has not yet been activated. This will initiate the device activation process. Note that this button will not be available if the selected device has already been activated.
- Click [Update PRL](#) to download the latest Preferred Roaming List. The Preferred Roaming List informs your device who XFINITY's current roaming partners are. Keeping this list current ensures that your mobile broadband device will select networks with the most reasonable roaming fees.
- Click [Update Profile](#) to update the profile your device uses to establish connections.
- Click [Update Firmware](#) to download the latest version of your mobile broadband device's firmware (its onboard operating software).

Note: *This group of settings is only available for some mobile broadband devices and will be disabled for others.*

Disable LED

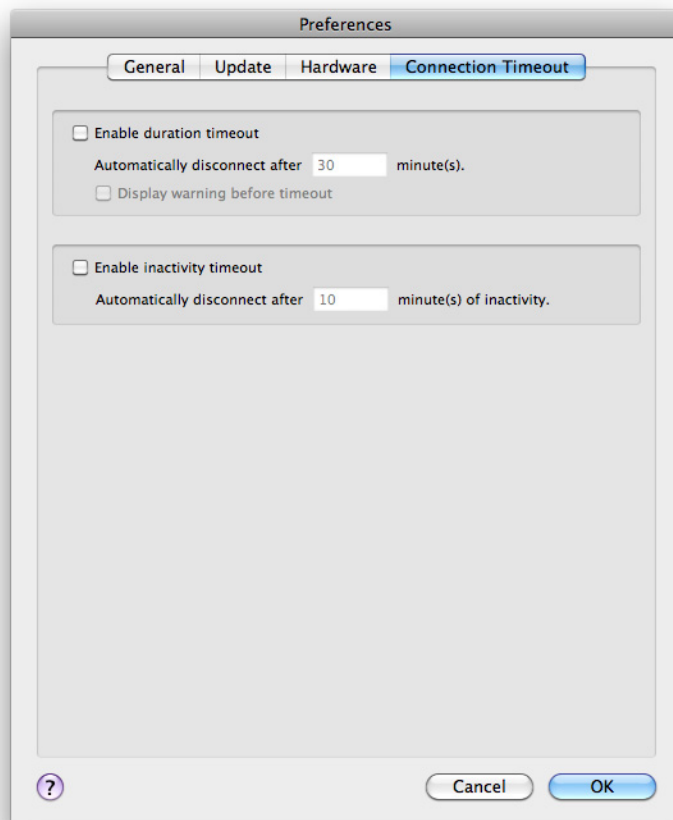
Check this box if you want to disable the light on your mobile broadband device.

Note: *Some of the options described above may not be available for your particular mobile device. These items will then show as grayed-out.*

For information on 4G device properties, see “XFINITY Mobile 4G Info Window” on page 40.

Preferences: Connection Timeout

The Connection Timeout tab allows you to specify if and when the XFINITY Connection Manager automatically shuts down a connection.



Configuring Duration Timeouts

A duration timeout is a maximum time allowed for any connection. So, a duration timeout of 30 minutes will shut down any connection that lasts longer than 30 minutes.

To configure a duration timeout, check the *Enable Duration Timeout* box. Then, specify the number of minutes after which the timeout should occur.

If you want the XFINITY Connection Manager to warn you before it disconnects for a duration timeout, check the *Display warning before timeout* box.

Configuring Inactivity Timeouts

Configuring an inactivity timeout instructs the XFINITY Connection Manager to disconnect if there has been little or no data exchanged on a connection for a specified number of minutes.

To configure an inactivity timeout, check the *Enable Inactivity Timeout* box. Then, specify the number of minutes of inactivity that will trigger the timeout.

Troubleshooting Tools

XFINITY Mobile Device Info Window

To view information about your XFINITY Mobile 3G Internet Device and/or your XFINITY Mobile 3G connection (if any), select [Diagnostics > Mobile Device Info...](#) from the [Tools](#) menu. The following window appears.

Note: *The information displayed in this window is provided by your XFINITY Mobile 3G Internet Device and its drivers. In order to display this information your device must be inserted into an available USB port on your computer and in a “Ready” or “Connected” state. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.*

XFINITY Mobile Device Info: Device Tab

The screenshot shows a 'Mobile Information' dialog box with two tabs: 'Device' (selected) and 'Network'. The 'Device' tab is divided into two sections: 'Hardware Information' and 'User Information'. Each section contains several fields with their respective values.

Section	Field	Value
Hardware Information	Device Name	CMOTECH CDMA Technologies
	Device Description	CMOTECH CDMA Technologies
	Manufacturer	Franklin Wireless
	Modem Model	FW300DOWMX
	Revision	68CMU24
	ESN	38128670
	Technology	EVDO Rev A
	Firmware Version	68CMU24
	Hardware Version	0.38
	Modem Port	/dev/usbmodem262211
User Information	User Name	8034393889@mob.comcast.net
	Phone Number	8034393889
	Home Carrier Name	Sprint
	Home Carrier ID	4145
	Pri Version	60756
	IMSI	8034399727

Device Name

The name used internally by software applications to uniquely identify your XFINITY Mobile 3G Internet Device.

Device Description

The commercial name of your XFINITY Mobile 3G Internet Device.

Manufacturer

The name of the manufacturer of your XFINITY Mobile 3G Internet Device.

Modem Model

The model name of your XFINITY Mobile 3G Internet Device.

Revision

The revision field contains manufacturer-specific information about the version of your device. It may, for example, contain additional information about your device's model number or its firmware version.

ESN/MEID

Your XFINITY Mobile 3G Internet Device's Electronic Serial Number or Mobile Equipment Identity (MEID).

Technology

The technology type of the XFINITY Mobile 3G Internet Device you are using.

Firmware Version

The version of your XFINITY Mobile 3G Internet Device's on-board operating software.

Hardware Version

The version of your XFINITY Mobile 3G Internet Device's hardware.

Modem Port

The communications (COM) port that your Mobile 3G Internet Device is currently attached to.

User Name

Your Network Access Identity (NAI), usually in the form of username@companyabc.com.

Phone Number (MDN)

The telephone number of your XFINITY Mobile 3G Internet Device.

Home Carrier Name

The name of the wireless service provider that your XFINITY considers to be its "home" network.

Home Carrier ID

The ID of the wireless service provider that your XFINITY Mobile 3G Internet Device considers to be its "home" network.

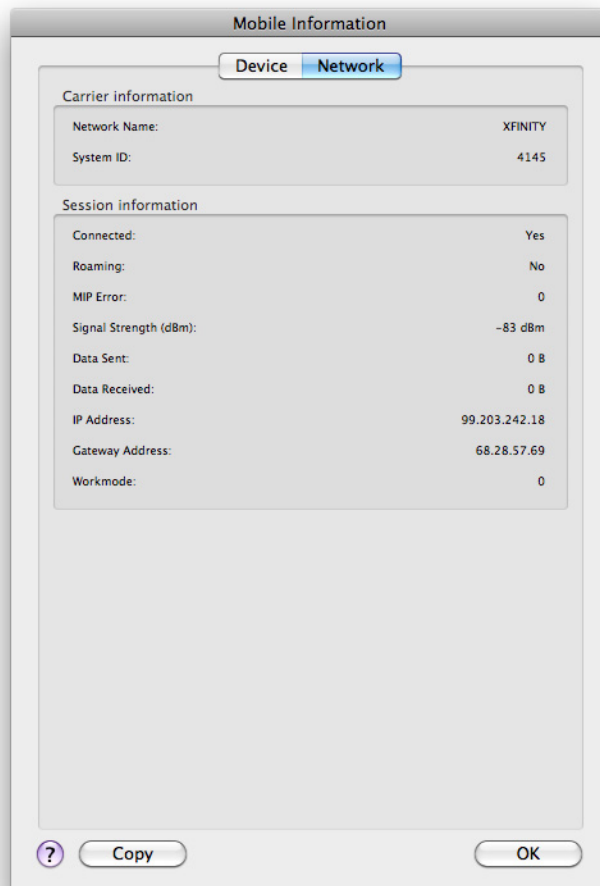
Pri Version

The version of the file on your device that contains the Preferred Roaming List.

IMSI

Your XFINITY Mobile 3G Internet's IMSI (International Mobile Subscriber Identity) code. The IMSI allows any mobile network to know the home country and network of the subscriber.

XFINITY Mobile Device Info: Network Tab



Network Name

The name of the Mobile 3G carrier to which you are currently connected.

System ID

The ID of the network to which your XFINITY 3G Mobile Internet Device is currently connected.

Connected

Indicates whether you are currently connected to a Mobile 3G Broadband network.

Roaming

Indicates whether you are currently connected to a Mobile 3G Broadband network other than XFINITY's network.

MIP Error

The last Mobile IP Error Code reported by your Mobile 3G Internet Device.

Signal Strength (dBm)

The strength of the signal being received from this network, expressed in dBm.

Data Sent

The amount of data sent over this connection since it was established (in bytes).

Data Received

The amount of data received over this connection since it was established (in bytes).

IP Address

The IP Address you are using for the current Mobile 3G Internet connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.

Gateway Address

The address of the default gateway that has been assigned to your device.

Workmode

The current provisioning mode of the device. Work Mode 1 indicates 3G only service and Work Mode 2 indicates both 3G and 4G services are available on the device.

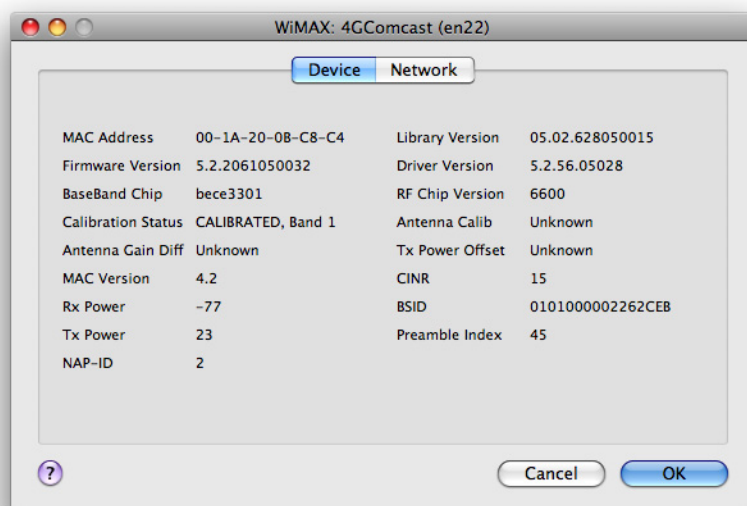
XFINITY Mobile 4G Info Window

To view information about your XFINITY Mobile 4G Internet Device and/or your Mobile 4G connection, select [Diagnostics > Mobile Device Info...](#) from the [Tools](#) menu. The window shown below appears.

Note: The information displayed in this window is provided by your XFINITY Mobile 4G Internet Device and its drivers. In order to display this information your device must be inserted into an available USB port on your computer and in a “Ready” or “Connected” state. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.

XFINITY Mobile 4G Info: Device Tab

This page displays various information about the XFINITY Mobile 4G Internet Device currently attached to your computer.



MAC Address

The Hardware Address of the device. MAC (Media Access Control) addresses are pre-configured by the device's manufacturer and usually cannot be altered. These addresses are used for transferring data by hardware-level protocols such as Ethernet or WiMAX (Mobile 4G). Higher level protocols such as the TCP/IP Protocol Suite used by the Internet have their own addressing schemes, but still rely on the hardware-level protocol for the transfer of data between individual nodes on a network.

Firmware Version

The version of your XFINITY Mobile 4G Internet Device's onboard operating software.

BaseBand Chip

The version of the chip in your XFINITY Mobile 4G Internet Device that formulates the baseband Mobile 4G signal.

Calibration Status

This indicates whether your XFINITY Mobile 4G Internet Device has been calibrated.

Antenna Gain Diff

This item is not currently reported by the XFINITY Connection Manager software.

MAC Version

This item is not currently reported by the XFINITY Connection Manager software.

Rx Power

The strength of the signal received.

TX Power

The level of power your 4G Mobile Internet Device is using to transmit.

NAP-ID

The Network Access Point ID.

Library Version

The version of the software interface of the Mobile 4G Internet Device's mobile chipset.

Driver Version

The version of the driver for this device that is currently installed on your computer.

RF Chip Version

The version of the chip in your Mobile 4G Internet Device that modulates and multiplexes the baseband mobile 4G signal for RF transmission.

Antenna Calib

This item is not currently reported by the XFINITY Connection Manager software.

Tx Power Offset

This item is not currently reported by the XFINITY Connection Manager software.

CINR

Carrier to Interference + Noise Ratio. This is an indication of how strong the desired signal is compared to any interfering signals and noise. This gives a slightly more accurate indication of the overall quality of the signal received than just the signal strength by itself.

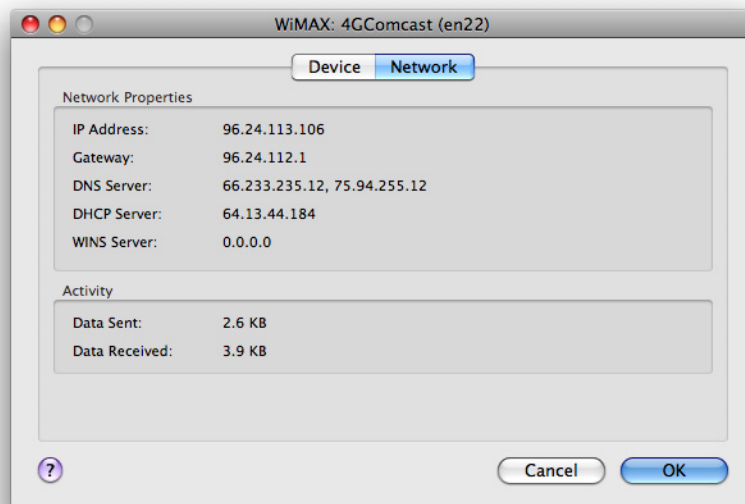
BSID

Base Station ID. The ID of the base station you are currently connected to.

Preamble Index

The Preamble Index of the mobile 4G base station sector you are currently connected to.

XFINITY Mobile 4G Device Info: Network Tab



IP Address

The Internet address your computer is using for the current Mobile 4G network connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.

Gateway

The address of the device that is responsible for routing all the network traffic you send via Mobile 4G.

DNS Server

The address of the server your computer is using to translate textual Internet addresses (like XFINITY.com) into numerical addresses used natively by the Internet Protocol.

DHCP Server

The address of the server that assigned your computer's network configuration for the current Mobile 4G connection.

WINS Server

The address of the server (if any) that your computer is using to find the names used by computers in a Windows workgroup.

Activity

The number of packets of data that your computer has sent and received over the WiMAX connection since it was established.

About XFINITY Connection Manager

Select *About XFINITY Connection Manager* from the Help menu to see the version number of the XFINITY Connection Manager software as well as the website for XFINITY customer service.



Click the *System Info* button to see information about your computer's current configuration, which may be useful to a customer service representative in resolving a problem.

Troubleshooting Procedures

Numbered Errors

The most commonly reported connection errors are listed below, along with some advice on their resolution.

Error 67

Possible causes

- Recent service change to the device.
- Mobile Internet Device account credentials have changed.
- Mobile Internet Device is no longer provisioned for service.
- Select Update Services from the XFINITY Connection Manager > [Preferences](#) > [Update](#) tab to manually update your service profile and parameters for your device.

Recommendation

Contact [XFINITY Internet 2go Technical Support](#) at 1-866-206-2182 to ensure that the device is properly provisioned and there are no problems with the account.

Error 131

Your Mobile Internet Device account credentials may have changed.

Recommendation

Contact [XFINITY Internet 2go Technical Support](#) at 1-866-206-2182 to ensure that the device is properly provisioned and there are no problems with the account.

Device Issues

In some circumstances, the XFINITY Connection Manager will not be able to use your Mobile 3G Internet Device or Mobile 4G Internet Device:

- Device Disabled — (Refer to FAQ “Why is my device disabled?” on page 49 for details)

- No Wireless Device Detected — (Refer to FAQ “Why is my wireless device not detected?” on page 49 for details)

Application Launch Issues

Auto launching of the XFINITY Connection Manager at Startup

The XFINITY Connection Manager installation can be configured to allow the application to automatically launch when a computer boots up or when a new user logs into the machine. This may (or may not) be the way you prefer it to behave.

Resolution

You can access the setting that controls this behavior by selecting *Preferences* from the XFINITY Connection Manager menu and then choosing the *General* tab. Check (or uncheck) the *Automatically run this application on machine startup* box to specify whether the XFINITY Connection Manager should be automatically launched.

Support

8

Support Information

Support for the XFINITY Connection Manager can be obtained through XFINITY's website at <http://customer.comcast.com/2go>

Visit the FAQ section for troubleshooting tips on Top FAQs to connect to the XFINITY Internet 2go service.

Further assistance is available by phone at **1-866-206-2182**.

When contacting *XFINITY Internet 2go Technical Support*, be sure to include the version of the Mac Operating System and the type of wireless device you are using as well as a description of the problem you are experiencing.

Frequently Asked Questions

Cannot Connect.

Device appears to be not responding or connecting to the 3G or 4G network. The following steps will usually help resolve 90% of these issues.

- If this is the first time the device is used, it may take 3-5 minutes for the device to be installed, configured and activated.
- **Option 1: Re-insert Mobile Broadband device**
 - Remove device, wait 10 seconds, re-insert device and try to connect again. If above did not work: Remove device, then XFINITY Connection Manager > [Quit XFINITY Connection Manager](#) to exit out of the XFINITY Connection Manager, and wait 20 sec. Re-launch the XFINITY Connection Manager, re-insert device to a different USB port if available, and try again.
- **Option 2: Reboot computer**
 - Remove device and reboot computer. With the XFINITY Connection Manager running, re-insert device, and try to connect again.
- **Option 3: Update the service**
 - If you have a Mobile 3G Broadband device, the device profile may need to be updated.
 - Start XFINITY Connection Manager, insert device. Select [Update Services](#) from XFINITY Connection Manager > [Preferences](#) > [Update](#) tab to manually update service profile and parameters for your device.
 - Once the update process is complete, the device will restart and attempt to connect.
- **Option 4: Update XFINITY Connection Manager (must have Internet available)**
 - Start XFINITY Connection Manager, click on [Tools](#) > [Check for Updates](#).
 - If an update is available, download and install it.
 - Launch XFINITY Connection Manager, re-insert device, and try to connect again.

Which operating systems does the XFINITY Connection Manager support?

The XFINITY Connection Manager supports Mac 10.5 (Leopard) and Mac 10.6 (Snow Leopard). See "System Requirements" on page 5 for more information on supported system configurations.

How do I stop the XFINITY Connection Manager from launching every time I restart my PC?

Follow these steps:

1. Select *Preferences* from the XFINITY Connection Manager menu.
2. Select the *General* tab.
3. Remove the check from the *Automatically run this application at login* box.
4. Click *OK*.

Can I use XFINITY Connection Manager to connect to a Wi-Fi network?

XFINITY Connection Manager does not have any control of your Wi-Fi connection. To connect to a Wi-Fi network, you can use your Macintosh computer's AirPort. (See "Allow Simultaneous Connections" in the "Preferences: Hardware" on page 28.)

Why is my device disabled?

The XFINITY Connection Manager will not be able to use your 3G Mobile Internet Device or 4G Mobile Internet Device if the device is "Disabled". All of the devices used by the XFINITY Connection Manager can be disabled by Mac OS X. If this is the case, you can re-enable the device.

Resolution

You can enable an attached wireless device by selecting *Enable Mobile 3G* or *Enable Mobile 4G* from the *File* menu.

Why is my wireless device not detected?

The XFINITY Connection Manager will not be able to use your 3G Mobile Internet Device or 4G Mobile Internet Device if the presence of the attached device cannot be detected. Failure to detect the device may result from any of the following causes:

- Devices that are not properly inserted. Make sure such devices are firmly seated in the appropriate slots.
- The wrong device is selected in the Hardware tab of the Preferences window.

Ordinarily, automatic selection should be specified in the “Selected” column. If *Manual* selection is specified, verify that the selected device is the device you are trying to use. See “Preferences: Hardware” on page 28 for more information.

- No driver or incorrect driver installed. Ensure that the correct version of the XFINITY Connection Manager with the latest drivers for the device has been installed.