xfinity

XFINITY® Internet 2go
Device User Guide
4G/3G Mobile Broadband Device

xfinity

Comcast.

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Welcome

Here's your new 4G/3G Mobile Broadband device!

With the 4G/3G Mobile Broadband device and XFINITY® Internet 2go mobile Internet service, you can connect to the Internet from virtually anywhere you work or play.

If you have not yet signed up for XFINITY Internet 2go, please call 1-800-XFINITY (1-800-934-6489) or go to http://www.comcast.com/2go to establish service before installation.

Package Contents

This 4G/3G Mobile Broadband device package contains the following components:

- 4G/3G Mobile Broadband device
- Device User Guide
- Getting Started Guide
- XFINITY® Connection Manager Installation CD

Minimum Requirements

Hardware/Software	Windows®	Mac OS X
USB	One active port	One active port
Operating System	Windows 7, Vista Service Pack 2 or later, XP Service Pack 3 or later	Mac OS X v10.5, Mac OS X v10.6
Processor	1 GHz (Windows 7, Vista) 300 MHz (XP)	867 MHz (Intel-based)
RAM	1 GB (Windows 7, Vista) 256 MB (XP)	512 MB
Hard Drive Space	75 MB (Windows 7, Vista) 60 MB (XP)	100 MB
Service	4G/3G mobile Internet service	
Browser(s)	IE 8 (Windows 7) IE 7 (Vista) IE 5.5 (XP)	Safari (most current available version is recommended)

NOTE:
It is required that the browser noted above (specific to your particular operating system) must be installed on your laptop for proper operation of your XFINITY® Connection Manager. Other browser(s) may be used for browsing the Internet.

IMPORTANT!
The XFINITY Internet 2go connection manager only supports 32-bit mode for Mac OS X systems.

Tips Before Starting

- **Close any programs or files that are open,** as your laptop may require restart once installation is completed for the XFINITY® Connection Manager.

- **Uninstall all other Connection Managers, if applicable.** This only applies if you have previously installed any connection managers on your laptop to support other mobile wireless devices.

- **Do not insert your device until you have installed the XFINITY Connection Manager.** Your device will not operate properly or connect to the network without installing the XFINITY Connection Manager first.

- **If you do not have a CD drive, or no longer have the XFINITY Connection Manager CD,** you can download and install the XFINITY Connection Manager software by going to http://customer.comcast.com/2go.

Windows OS

These steps are for installing the XFINITY® Connection Manager on your PC laptop with a Windows operating system, and then using the XFINITY Connection Manager to connect to the Internet!
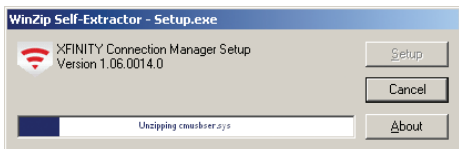
Windows: Install

- Insert the XFINITY Connection Manager CD into your laptop.

- If your computer automatically starts running the CD, follow the on-screen instructions for installation and configuration. If not:

  – Browse to the CD drive in **My Computer** (Windows XP)/ **Computer** (Vista and Windows 7). Double click the CD drive icon. Depending on your operating system, a **Setup.exe** icon may appear. Double-click this icon to begin installation.

  NOTE:
  *You can also download the XFINITY Connection Manager software by going to http://customer.comcast.com/2go. In the Software Download section of the page, select your device model, followed by the appropriate operating system. Then, click the **Get Software** button.*

- As your laptop automatically starts running the installation, follow the on-screen instructions.

- When the InstallShield Wizard box displays, click **Next** to continue the installation process.
- Read the Service Agreement. If you accept the terms, select the **I accept the terms in the Service Agreement** option button. Click **Next** to continue the installation process. If you do not accept the terms, you will not be able to install the XFINITY® Connection Manager.


TIP:
If you do not accept the Service Agreement, installation of the XFINITY Connection Manager will not proceed. Your device will not operate properly or connect to the network without installing the XFINITY Connection Manager.

- Click **Next** in the Destination Folder box to accept the default destination installation folder (recommended). Or, click **Change** to browse to a different destination folder. Then, click **Next**.
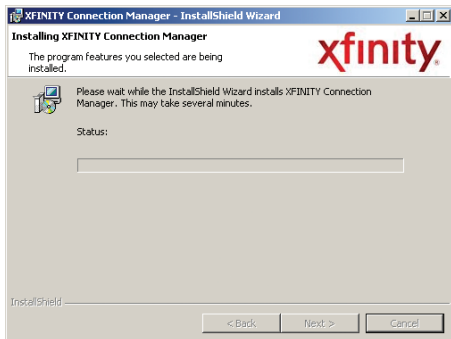
- Click **Install** on the Ready to Install the Program panel to run the installation process.
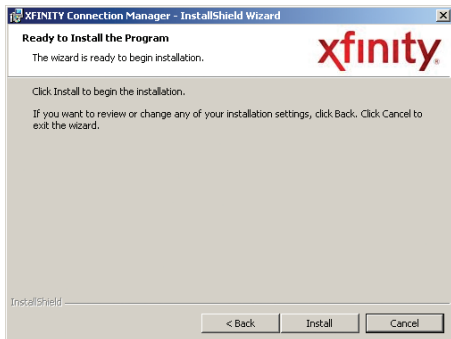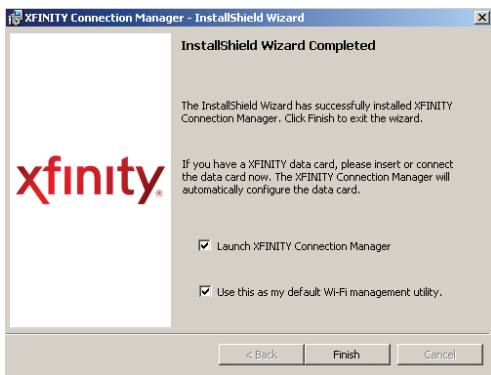
- The Installing XFINITY® Connection Manager progress indicator displays. Do not take any action during this process.
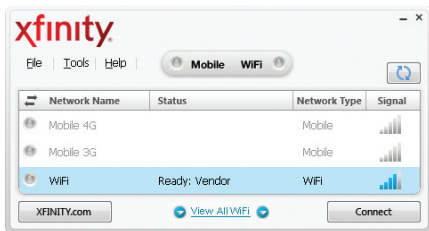
- Click **Finish** in the InstallShield Wizard Completed box to complete the installation. It is recommended that you leave the **Launch XFINITY Connection Manager** and **Use this as my default Wi-Fi management utility** check boxes checked.

The XFINITY® Connection Manager launches automatically when installation is complete.


Proceed to the Insert section.

Windows: Insert

- Please disconnect your laptop from any Internet connections.

- Flip open the USB plug on the 4G/3G Mobile Broadband device, and insert it into a USB port on your laptop.

- Windows automatically detects the 4G/3G Mobile Broadband device. When finished, a message similar to "Your device is ready to use" or "Your new hardware is installed and ready to use" may display in your system tray.

- Allow at least two minutes for the device recognition.

- Proceed to the Connect section.

Windows: Connect

- The XFINITY® Connection Manager automatically begins the connection process to Mobile 4G or Mobile 3G. The entire process takes 2-3 minutes.

- Within 30-40 seconds, the XFINITY Connection Manager displays "Hands Free Activation Started" in the **Status** column for Mobile 3G.
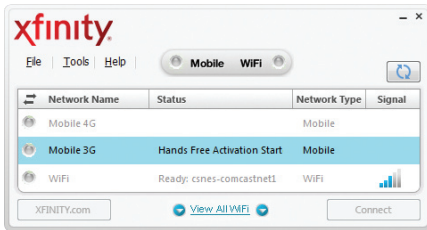
- The **Status** column displays "Performing Activation. Please wait." Do not take any action during this process.
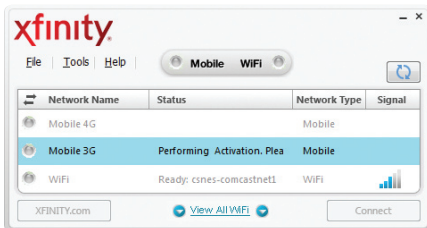
- The **Status** column displays "Starting Device..." Do not take any action during this process.
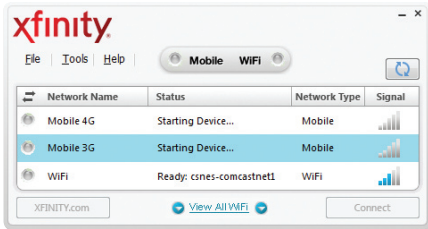
- The **Status** column displays "Hands Free Activation Complete." Do not take any action during this process.
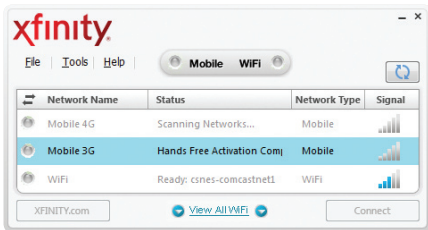
- The XFINITY® Connection Manager displays "Connected" in the **Status** column for Mobile 4G or Mobile 3G.

- If you are connected to Mobile 4G, the XFINITY® Connection Manager looks like this:
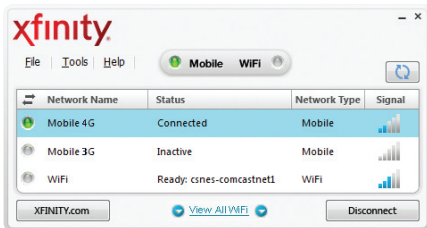
- If you are connected to Mobile 3G, the XFINITY Connection Manager looks like this:

- Once you are connected, it is recommended that you check for software updates. From the menu bar of the XFINITY Connection Manager, select **Tools**, then **Check for Updates**. If there are updates, the XFINITY Connection Manager prompts you with instructions.

- If the XFINITY® Connection Manager does not display a "Connected" status, try manually connecting to either Mobile 4G or Mobile 3G by highlighting the appropriate network and clicking **Connect**.

NOTE:
*If you experience any issues connecting with your device, please refer to the *

Windows: Troubleshooting

In addition to the "Potential Troubleshooting Scenarios" section that follows, you can find helpful information at the following:

- Frequently Asked Questions at
  http://customer.comcast.com/2go
- XFINITY® Connection Manager User Guide

  You can find this document in the XFINITY Connection Manager program folder on your laptop.
- XFINITY Connection Manager Help

  1. From the XFINITY Connection Manager window's main menu, choose **Help > Help**.

The XFINITY® Connection Manager Help window appears:
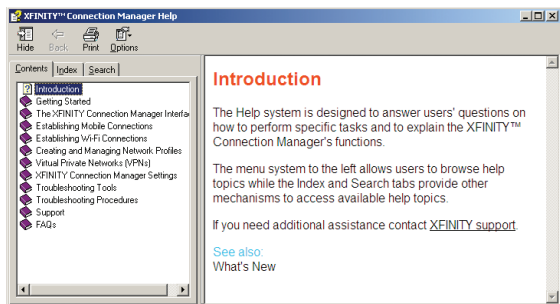
2. In the Help Contents tab, click a book symbol to access a Help topic, or click the Index or Search tab to look up a help topic.

Potential Troubleshooting Scenarios

Mobile Broadband device plugged in but nothing happens.

Verify that your device is receiving power by checking to see that the LED on your device is on. If not, take the following actions to ensure a good connection for your device:

• Disconnect your device from the USB port, and then reconnect it to the USB port.

• Insert your device into a different USB port on your laptop.

• To verify that the USB port on your laptop is functioning, try inserting a different device (for example, a thumb or flash drive) into your USB port(s).

If none of these actions are successful in powering your 4G/3G Mobile Broadband device, record any error messages displayed and contact XFINITY® Internet 2goTechnical Support at 1-866-206-2182.

After attempting installation of the XFINITY Connection Manager, the shortcut icon is not displayed on the desktop.

This may indicate that installation of your XFINITY Connection Manager was not successful.

• To resolve this issue, attempt once again to install the XFINITY Connection Manager by inserting the XFINITY Connection Manager Installation CD which came with your device, and repeating the XFINITY Connection Manager installation process.

• If your second attempt to install the XFINITY Connection Manager is not successful, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

XFINITY® Connection Manager did not launch after successful installation.

Verify that you did not uncheck the "**Launch XFINITY Connection Manager**" check box during installation. Attempt to launch the XFINITY Connection Manager manually by double-clicking the XFINITY Connection Manager shortcut icon on your desktop. To reset your XFINITY Connection Manager so that it launches each time you start up your laptop, select **Tools > Settings**, and then check the **Automatically run this application on machine startup** check box. Click **Apply** to set this option on the XFINITY Connection Manager.

If the XFINITY Connection Manager still does not launch, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

"Hands Free Activation Failed" message is displayed on the XFINITY Connection Manager.

Failures of this type may indicate that your device is not provisioned correctly. To update the provisioning components of your device, take the following action:

• From the XFINITY Connection Manager's Tool menu, select **Settings**.

• From the Settings dialog box that appears, click the **Updates** tab, and then click the **Update Services** button.

- The Update Services pop-up dialog box displays, warning you that during a services update you are disconnected from the network. Click **Yes** to continue the update.

- After the Update Services process has completed, unplug and reconnect your 4G/3G Mobile Broadband device.

- Attempt to reconnect to the network. If you continue to encounter this error, record any error messages displayed and contact XFINITY® Internet 2go Technical Support at 1-866-206-2182.

Mobile Broadband network(s) not active in XFINITY Connection Manager.

If the XFINITY Connection Manager has not properly installed your device, the Mobile 4G and Mobile 3G lines will be completely grayed out in the XFINITY Connection Manager main menu screen. If this is the case, disconnect and then reconnect the device in order to allow the XFINITY Connection Manager an opportunity to install your device. You should receive various Windows messages indicating the components to support your device are being installed.

While attempting to connect to the network for approximately 2-3 minutes, the:

- XFINITY Connection Manager generates an error message, or

- XFINITY Connection Manager may show "Ready to Connect" and/or may continuously display "Disconnecting."

There are various causes for these scenarios, so first attempt to resolve this by:

• Ensuring that you do not already have a connection to the network established.

• Pulling the device out of the laptop.

• Allowing the XFINITY® Connection Manager to reset (that is, wait until the Mobile 4G and Mobile 3G rows are blank).

• Reinserting the device back into the USB port of your laptop.

If your device still does not connect to the network, this situation may indicate that your device is not provisioned correctly. To update the provisioning components of your device, take the following action:

• From the XFINITY Connection Manager's Tool menu, select **Settings**.

• From the Settings dialog box that appears, click the **Updates** tab, and then click the **Update Services** button.

• The Update Services pop-up dialog box displays, warning you that during a services update you are disconnected from the network. Click **Yes** to continue the update.

• After the Update Services process has completed, unplug and reconnect your 4G/3G Mobile Broadband device.

• Attempt to reconnect to the network.

• If you are still unsuccessful connecting to the network, you may attempt rebooting your laptop to resolve this issue.

If you continue to encounter this error, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

I can connect to a Mobile 3G network, but I am unable to connect to a Mobile 4G network.

It is possible that you are not in an adequate coverage area for the Mobile 4G network. You can view the coverage map for your location at: http://comcast.cellmaps.com. If you are located in a 4G area, you can try moving closer to a window if indoors, or to higher ground if outdoors. If you still cannot connect, contact XFINITY® Internet 2go Technical Support at 1-866-206-2182.

I can see a Mobile 4G network or Mobile 3G network in the XFINITY Connection Manager, but my device does not automatically connect.

Try manually connecting by highlighting the Mobile 4G or Mobile 3G line in the XFINITY Connection Manager and clicking **Connect**. If you cannot establish a connection after working through the Troubleshooting scenarios listed above, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

Mac OS X

These steps are for installing the XFINITY® Connection Manager on your Apple® laptop with a Mac X operating system, and then using XFINITY Connection Manager to connect to the Internet!

Mac OS X: Install

- Insert the XFINITY Connection Manager Installation CD into your laptop.

- Double-click "Install XFINITY Connection Manager.mpkg.zip" to extract the installer file.

  – If your computer does not automatically start running the CD, locate and click the Install XFINITY Connection Manager.mpkg.zip application in the Downloads folder, within Finder, on your Mac.


  NOTE:
  You can also download and install the XFINITY Connection Manager software by going to
  *http://customer.comcast.com/2go. In the Software Download section of the page, select your device model, followed by the appropriate operating system. Then, click the **Get Software** button.*

- Double-click "Install XFINITY Connection Manager.mpkg" to begin the installation.

- Follow the on screen instructions for installation and configuration of the XFINITY Connection Manager software.

- A pop-up dialog box opens and states "This package will run a program to determine if the software can be installed."
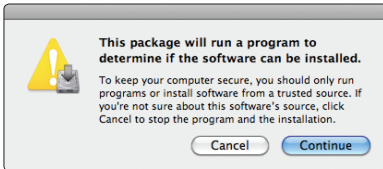
- The Install XFINITY Connection Manager wizard displays. Click **Continue**.

- Read, print, and/or save the Service Agreement. When finished, click **Continue**.
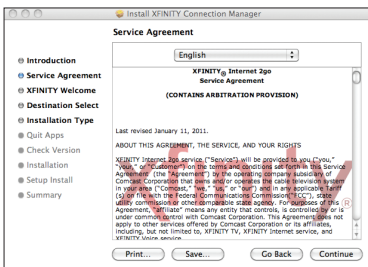
- The Agree to Service Agreement message box appears. Click **Agree** to accept the terms and allow installation to proceed. If you do not accept the terms, you will not be able to install the XFINITY® Connection Manager.
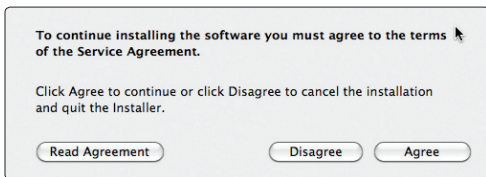
TIP:
*Select **Read Agreement** to return to the Service Agreement page (optional). Your device will not operate properly or connect to the network without installing the XFINITY Connection Manager.*

- Click the Macintosh HD icon, and then click **Continue**.

- Click **Install** to accept the default installation location
  (recommended).

- You are prompted to enter your password (if you did not set
  up a password on your laptop, do not type an entry).
  Click **OK**.

- A warning states that your laptop will automatically restart
  upon completion of the installation. If restarting your laptop
  is okay, click **Continue Installation**. (Otherwise, you
  must click **Cancel** and install XFINITY® Connection
  Manager later.)
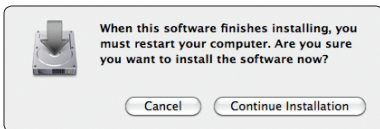
- Please wait for the installation to finish.

- After a successful installation, click **Restart** and your laptop will automatically restart.

- Disconnect from the Internet (including AirPort).
- Proceed to the Insert section.

Mac OS X: Insert

- After restart, the XFINITY® Connection Manager automatically starts up, displaying an XFINITY Internet 2go dialog box that states "Device not found."

- Flip open the USB plug on the 4G/3G Mobile Broadband device, and insert it into a USB port on your laptop.
- Mac OS X automatically begins device recognition. (Device icon pulsates as it searches for the network.)

- Proceed to the Connect section.

Mac OS X: Connect

- The XFINITY® Connection Manager automatically begins the connection process to Mobile 4G or Mobile 3G. Do not take any action during this process.

- Hands Free Activation begins. Do not take any action during this process.

- Upon completion of Hands Free Activation, device recognition reoccurs. Do not take any action during this process.

- The XFINITY Connection Manager begins searching for Mobile 4G or Mobile 3G, depending on the service available in your area (4G is pictured here).

- If you are connected to Mobile 4G, the XFINITY® Connection Manager looks like this:

- If you are connected to Mobile 3G, the XFINITY Connection Manager looks like this:

- Once you are connected, it is recommended that you check for updates. From the main menu of the XFINITY® Connection Manager, select **Tools**, then **Check for Updates**. If there are updates, the XFINITY Connection Manager prompts you with instructions.

- If the XFINITY Connection Manager does not display a "Connected" status, try manually connecting to either Mobile 4G or Mobile 3G by highlighting the appropriate network and clicking **Connect**.


NOTE:
For tips on how to connect to a Virtual Private Network (VPN), refer to the "Mac OS X: Troubleshooting" on page 27.

Mac OS X: Troubleshooting

In addition to the "Potential Troubleshooting Scenarios" section that follows, you can find helpful information at the following:

• Frequently Asked Questions at
  http://customer.comcast.com/2go

• XFINITY® Connection Manager User Guide
  You can find this document in the XFINITY Connection Manager program folder on your laptop.

• XFINITY Connection Manager's Help

  1. Go to the XFINITY Connection Manager main menu and click Help. The Help menu displays.
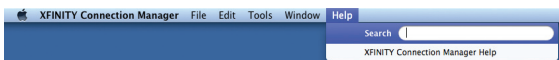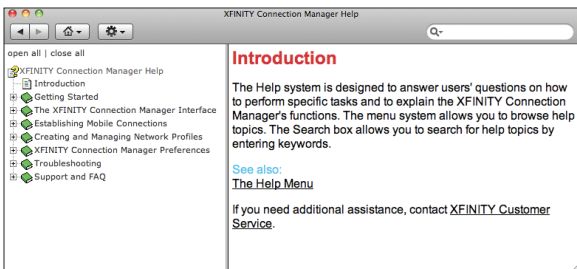

  2. You can:

     • Enter a topic in the **Search** text box and press **Enter** (see above).

     • Select **XFINITY Connection Manager Help**, and a window appears (see below). In the left pane, click + or – to display Help topics in the right pane. Or, go to the upper right and enter a topic in the white space, and then press **Enter**.

Potential Troubleshooting Scenarios

Mobile Broadband device plugged in but nothing happens.

Verify that your device is receiving power by checking to see that the LED on your device is on. If not, take the following actions to ensure a good connection for your device:

• Disconnect your device from the USB port, and then reconnect it to the USB port.

• Insert your device into a different USB port on your laptop.

• To verify that the USB port on your laptop is functioning, try inserting a different device (for example, a thumb or flash drive) into your USB port(s).

If none of these actions are successful in powering your 4G/3G Mobile Broadband device, record any error messages displayed and contact XFINITY® Internet 2go Technical Support at 1-866-206-2182.

XFINITY® Connection Manager window is not displayed on desktop.

If the XFINITY Connection Manager window is not displayed on your desktop, you may have closed the application and/or modified the "Automatically run this application at login" setting under Preferences.

• Look for the **XFINITY device icon** in your tray and click it to activate the application.

• Once the application opens, select **Preferences** from the XFINITY Connection Manager menu to verify the appropriate setting for automatically running the XFINITY Connection Manager application at login.

If the XFINITY device icon is not displayed in your application tray, make sure that XFINITY Connection Manager has been properly installed by checking within the Applications folder on your Mac for the presence of the XFINITY Connection Manager.

• If it is present, point your mouse over the XFINITY Connection Manager line and click to activate it.

• If the XFINITY Connection Manager is not present in your Applications folder, you must reinstall the application by doing the following:

  - Access the Finder application, go to File and open a New Finder Window.

  - Go to the Downloads folder and locate Installer.mpkg.

  - Double-click Installer.mpkg, and the XFINITY Connection Manager begins installing.

- Follow the installation instructions previously described in "Mac OS X: Install" on page 18.

• If the previous steps do not work, download and install the XFINITY® Connection Manager software by going to http://customer.comcast.com/2go. In the Software Download section of the page, select your device model, followed by the appropriate operating system. Then, click the **Get Software** button.

If these steps are not successful in installing and gaining access to the XFINITY Connection Manager application, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

"Hands Free Activation Failed" message is displayed on the XFINITY Connection Manager.

Failures of this type may indicate that your device is not provisioned correctly. To update the provisioning components of your device, take the following actions:

• Access the XFINITY Connection Manager application, and from the XFINITY Connection Manager menu, select Preferences, and then click the Hardware tab in the Preferences screen.

• Select your device under the CDMA Devices folder. Click the **Edit Device Settings** button towards the bottom of the screen. A device-specific screen appears.

• Click the **Update Profile** button. An Update Notification screen appears. Click **OK** to begin updating your profile.

- The "Preparing Services. Please Wait" message appears in the XFINITY® Connection Manager window, followed by a "Device Not Activated" message. Click **OK** on the device-specific screen and Preferences screen.

- You then receive a "Device Resetting" message, followed by an Activation Complete screen. Click **Yes** on this screen to connect to the Mobile 4G network.

- The XFINITY Connection Manager first displays "Starting Device," then it attempts to connect to the Mobile 4G or Mobile 3G network.

- After the Update Profile process has completed, you may be requested to unplug and reconnect your 4G/3G Mobile Broadband device.

- If your device does not automatically connect to the Mobile 4G or Mobile 3G network, you may need to manually connect by clicking the **Connect** button in the XFINITY Connection Manager window.

If you are still unable to connect to the network, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

When attempting to connect to a VPN network, one or more error messages appear, similar to the following:

- "Multiple connections are not allowed."

- "Secure VPN Connection terminated locally by the Client."

Make sure you have launched the XFINITY® Connection Manager. Go to the XFINITY Connection Manager main menu and:

• Click XFINITY Connection Manager.

• Go to "Preferences."

• Select the Hardware tab. At bottom left corner, check the **Allow simultaneous connections** check box.

While attempting to connect to the network for approximately 2-3 minutes, the:

• XFINITY Connection Manager generates an error message, or

• XFINITY Connection Manager may show "Ready to Connect" and/or may continuously display "Disconnecting."

There are various causes for these scenarios, so first attempt to resolve this by:

• Pulling the device out of the laptop.

• Allowing the XFINITY Connection Manager to reset (that is, wait until the XFINITY Internet 2go box appears and states "Device not found").

• Reinserting the device back into the USB port of your laptop.

If your device still does not connect to the network, this may indicate that your device is not provisioned correctly. To update the provisioning components of your device, take the following action.

- Access the XFINITY® Connection Manager application, select **Preferences**, and then click the Update tab in the Preferences screen.

- Click the **Update Services** button.

- The Update Services pop-up dialog box displays, warning you that during a services update you are disconnected from the network. Click **OK** to continue the update.

- After the Update Services process has completed, you may be requested to unplug and reconnect your 4G/3G Mobile Broadband device.

- If your device does not automatically connect to the 3G network, you may need to manually connect by clicking on the **Connect** button in the XFINITY Connection Manager window.

- If you are still unsuccessful connecting to the network, you may attempt rebooting your laptop to resolve this issue.

If you are still unable to connect to the network, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

I can connect to the Mobile 3G network, but am unable to establish a Mobile 4G connection.

It is possible that you are not in an adequate coverage area for the Mobile 4G network. You can view the coverage map for your location at: http://comcast.cellmaps.com. If you are located in a 4G area, you can try moving closer to a window if indoors, or to higher ground if outdoors.

I can see a Mobile 4G Network or Mobile 3G network in the XFINITY® Connection Manager, but my device does not automatically connect.

Try manually connecting by clicking on the **Connect** button in the XFINITY Connection Manager window. If you cannot establish a connection after working through the Troubleshooting scenarios listed above, record any error messages displayed and contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

If you continue to have issues with your 4G/3G Mobile Broadband device or Connection Manager software, please contact XFINITY Internet 2go Technical Support at 1-866-206-2182.

Product Information

LED Operation

Your device has lights that indicate the following details.

(These indicator lights are called L.E.D., or light-emitting diodes).

4G Mode (Red/Blue LED Lights)

Status	LED Color	
	Red	**Blue**
4G standby and ready to connect	Off	Off
4G out of service or still acquiring service	On	Off
4G error or firmware downloading	Flashing	Off
4G data connected active	Off	Flashing (by data speed)
4G data connected dormant	Off	Off
4G shutdown mode (power saving)	Off	Off

3G Mode (Red/Green LED Lights)

Status	LED Color	
	Red	**Green**
3G standby and ready to connect	Off	On
3G out of service or still acquiring service	On	Flash every 1 second
3G no service	Off	Flash every 1 second
3G data connected active	Off	Flash every 0.2 second
3G data connected dormant	Off	Flash every 3 seconds

Important Safety Information

Please read the following safety information and operational guidelines carefully:

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (that is, have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the 4G/3G Mobile Broadband device are used in a normal manner with a well-constructed network, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property.

Franklin Wireless Corp. and Comcast® accept no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the 4G/3G Mobile Broadband device, or for any failure of the 4G/3G Mobile Broadband device to transmit or receive such data.

- Do not operate the 4G/3G Mobile Broadband device in areas where blasting is in progress or where explosive atmospheres may be present.

- Do not operate the 4G/3G Mobile Broadband device near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio interference, including hearing aids and pacemakers. In such areas, the 4G/3G Mobile Broadband device must be turned off since it can transmit signals that could interfere with this equipment.

Important Safety Information
continued

- Do not operate the 4G/3G Mobile Broadband device in any aircraft, whether the aircraft is on the ground or in flight. It can transmit signals when operating that could interfere with various onboard systems.

- The driver or operator of any vehicle should not operate the 4G/3G Mobile Broadband device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communication devices while in control of a vehicle is an offense.

- The 4G/3G Mobile Broadband device must be used in a ventilated environment.

- Do not use the 4G/3G Mobile Broadband device where two-way radios are prohibited.

- Do not touch the antenna area unnecessarily while connected. This can reduce the signal quality and affect your 4G/3G Mobile Broadband device's performance.

- Do not use the 4G/3G Mobile Broadband device at a gas station.

- The 4G/3G Mobile Broadband device contains sensitive electronic circuitry. Do not expose the equipment to any liquids, high temperatures, or shock.

- Store the 4G/3G Mobile Broadband device out of the reach of small children. Do not allow children to play with the equipment. The equipment may cause injury if used as a toy.

Important Safety Information
continued

- Only use original accessories or accessories that are authorized by Franklin Wireless Corp. or Comcast. Using unauthorized accessories may affect your 4G/3G Mobile Broadband device's performance, damage your equipment, and violate governmental regulations.

- There are no user-serviceable parts inside the 4G/3G Mobile Broadband device. Unauthorized dismantling or repairing of the equipment will void the warranty.

- The 4G/3G Mobile Broadband device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

- Do not use the 4G/3G Mobile Broadband device immediately after a sudden temperature change (for example, from an air-conditioned environment to high temperature and humidity outside). In such cases, moisture could develop inside the equipment, causing internal damage. Unplug the 4G/3G Mobile Broadband device and wait for 30 minutes before use.

- Close any associated software applications before removing the 4G/3G Mobile Broadband device.

Regulatory Notices

Federal Communications Commission (the "FCC") Notice

This device is in compliance with Parts 15, 22, 24, and 27 of the FCC Rules.

Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesirable operation.

CAUTION:
Unauthorized modifications or changes to the device not expressly approved by Comcast could void compliance with regulatory rules and thereby your authority to use this equipment.

FCC Approval

This device is compliant with Parts 15, 22, 24, and 27 of the FCC Rules (FCC ID: XHG-U600).

Regulatory Notices
continued

SAR Value Ratings

3G Band:
1.08 W/Kg (835 MHz – FCC Rules Part 22)
1.19 W/Kg (1900 MHz – FCC Rules Part 24)

4G Band:
0.921 W/Kg (2500 MHz – FCC Rules Part 27)

Specifications

Mechanical Specifications

Dimensions	3.5 x 1.27 x 0.92 in (W x H x D) (88.9 x 32.2 x 23.3 mm)
Weight	1.26 oz (36 g)
Form factor	USB Series "A" type plug
Antenna	Internal

Environmental Specifications

Operating temperature	0°F to +130°F (-20°C to +55°C)
Storage temperature	-40°F to +155°F (-40°C to +70°C)

Radio Frequency and Electrical Specifications

Interface type	High-Speed USB 2.0 compliant
Bands	4G 2500MHz, wave 2, RF: 23 dBm
	3G Rev A 850/1900MHz, RF: 24 dBm, RX diversity
DC input operating supply	+5VDC input operating voltage from USB host port
Normal current	3G: 300mA at normal operation 4G: 260mA at normal operation

Notifications

Trademarks

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Copyrights

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Services not available in all locations.

Customer Limited Warranty

Should the equipment, during normal consumer usage conditions, be defective in material or workmanship that results in failure of this equipment within the first twelve (12) month period from the date of purchase, such defects will be repaired or replaced with new or refurbished parts or equipment, at Comcast's sole discretion, without charge for parts and labor directly related to the defect(s). This warranty extends to consumers who purchase the equipment from Comcast and is not transferable or assignable.

This warranty does not apply to:

(a) Equipment subject to abnormal use or conditions, accidents, mishandling, neglect, unauthorized alterations, misuse, improper installation or repair, or improper storage;

(b) Equipment whose mechanical serial number or electronic serial number has been removed, altered or defaced;

(c) Damage from exposure to moisture, humidity, excessive temperature, or extreme environment conditions;

(d) Damage resulting from connection to, or use of any accessory or other product not approved or authorized by Comcast;

(e) Defects in appearance, cosmetic, decorative, or structural items such as framing and non-operative parts;

(f) Equipment damaged from external causes such as fire, flooding, dirt, sand, weather conditions, battery leakage, blown fuse, theft, or improper usage of any electrical source.

Comcast disclaims liability for removal or reinstallation of the equipment, for geographic coverage, for inadequate signal reception by the antenna, or for communications range or operation of the cellular system as a whole.

When sending your wireless equipment to Comcast's authorized distributors for repair or service, please note that any personal data or software stored on the equipment may be inadvertently erased or altered. Therefore, we strongly recommend you make a backup copy of all data and software contained on your equipment before submitting it for repair or service. This includes all contact lists, downloads (that is, third-party software applications, games and graphics), and any other data added to your equipment. Comcast is not responsible for and does not guarantee restoration of any third-party software, personal information or memory data contained in, stored on or integrated with any wireless equipment, whether under warranty or not, returned to Comcast for repair or service. To obtain repairs or replacement within the terms of this Warranty, please call XFINITY® Internet 2go Technical Support at 1-866-206-2182 for instructions on warranties, returns, etc.

The extent of Comcast's liability under this warranty is limited to the repair or replacement provided above and, in no event, shall Comcast's liability exceed the purchase price paid by purchaser for the equipment. Any implied warranties, including any implied warranty of merchant ability or fitness for a particular purpose, shall be limited to the duration of this written warranty. In no case shall Comcast be liable for any

special, consequential, or incidental damages for breach of this or any other warranty, express or implied, whatsoever. Comcast shall not be liable for the delay in pending service under this warranty or loss of use during the time the equipment is being repaired or replaced. No person or representative is authorized to assume for Comcast any liability other than expressed herein in connection with the sale of this equipment. Some states or provinces do not allow limitations on how long an implied warranty lasts on the exclusion or limitation of incidental or consequential damage so the above limitation or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Customer notes

Customer notes

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