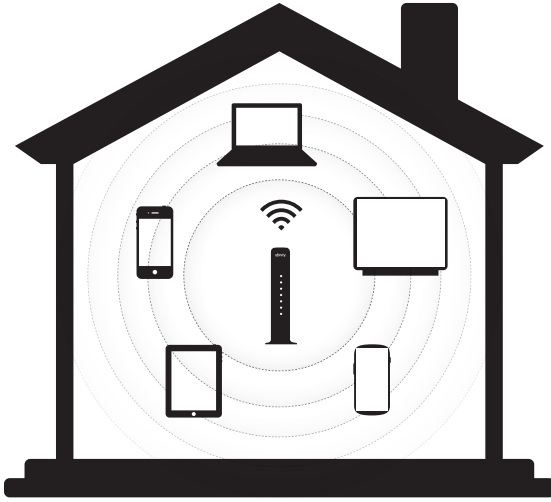# xfinity®

Wireless Network Connection and Troubleshooting Tips

Wireless Gateway 2 (Model DPC3939)
Wireless Gateway 3 (Model DPC3941T)

COMCAST

1 **Wireless Gateway Placement**

For best WiFi coverage, place your XFINITY Wireless Gateway in a central location, elevated off the floor.

For best WiFi reception and minimal interference, place your Wireless Gateway in an open area, **away from**:

- walls
- furniture
- metal surfaces
- halogen/fluorescent lighting
- microwaves and other appliances
- windows

The Comcast Wireless Gateway 2 and 3 are dual-band devices and offer both 2.4 GHz and 5 GHz WiFi networks. While 5 GHz offers higher speeds than 2.4 GHz, not all WiFi devices will support the newer 5 GHz technology.

To learn more about your Wireless Gateway, visit **www.xfinity.com/internethelp**.

2 **Wireless Gateway Activation Process over WiFi**

A. Plug In and Power Up

1. Connect a coax cable from your cable wall outlet to the **Cable/RF In** connection on your Wireless Gateway. Make sure this connection is finger tight.
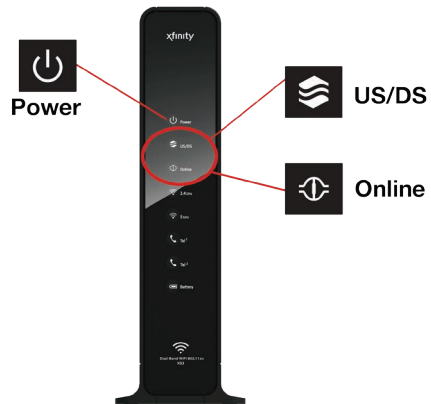
   Note: You may only need one coax cable for your Wireless Gateway connection, so select the length that best suits your needs.

2. *If you subscribe to Comcast Voice service,* connect a telephone cord (not included) from your telephone into the **Tel 1** connection on your Wireless Gateway. The **Tel 1** LED on the front panel will light up.

   If you don't subscribe to Comcast Voice service, skip this step.

3. Insert the power cord into your Wireless Gateway, and plug into an electrical outlet.

   a. The **Power** LED will light.

   b. The **US/DS** and the **Online** LEDs will go through a series of blinking patterns in order to connect to the Comcast network properly.
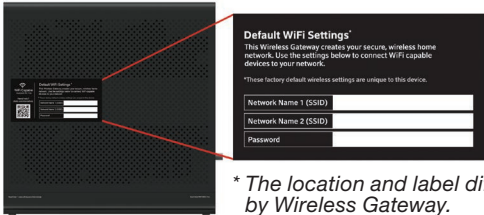
   DO NOT proceed until both **US/DS** and the **Online** LEDs stop blinking and remain solid for at least 1 minute. **Do not unplug the Wireless Gateway during this process.**

   Note: This process may take up to **20 minutes,** as your device downloads the latest firmware.
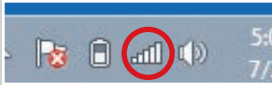
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B. Connect a WiFi Device

1. Find your Network Name(s) and Password printed on the side (or bottom) panel of your Wireless Gateway. You may want to write this information down.

    Default WiFi Settings
    This Wireless Gateway creates your secure, wireless home network. Use the settings below to connect WiFi capable devices to your network.

    *These factory default wireless settings are unique to this device.

    | Network Name 1 (SSID) | |
    | Network Name 2 (SSID) | |
    | Password | |

    * The location and label differ by Wireless Gateway.

2. On your WiFi device, go to the WiFi Settings and ensure WiFi is turned on. (Directions to access the WiFi settings for popular operating systems are below. If your operating system is not listed, refer to the manufacturer's guide.)
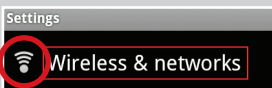
Windows

On your Windows® Desktop, click the Wireless Network icon.

Apple Mac OS X

On your Mac® Desktop, click the WiFi icon.

Android

On your Android device, from the Apps screen, tap the Settings icon. Tap Wireless & Networks, then WiFi Settings.

Apple iOS (iPad, iPhone, iPod Touch...)

On your Apple device, from the Home screen, tap the Settings icon. Tap the WiFi icon.

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3. On your WiFi device, select your Wireless Gateway's Network Name.

   If you have a dual-band Wireless Gateway, you'll see two Network Names. Select either of them. (You can connect to the other one later.)

   Note: Some WiFi devices may prompt for a PIN. If you see a message similar to the box below, select 'Connect using a security key instead' link.

4. Enter your Network Password (also called Security Key) and click the confirmation button—usually labeled **Join**, **Connect**, or **OK**.

5. When your WiFi device is connected, you'll see a check mark (**Connected**, or other indication) next to your Network Name.
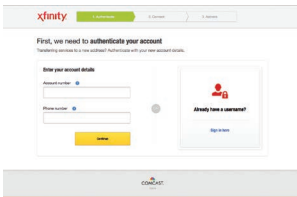

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C. Activate Your Wireless Gateway & Internet Service

1. On the WiFi device that you just connected to your Wireless Gateway, open a web browser. You'll be directed to the "Activation Welcome" page. If the "Activation Welcome" page doesn't launch, go to www.comcast.com/activate.

2. Click **Continue**.

3. Enter your **Comcast Account Number** and **Phone Number**.

4. Please wait until you are prompted to create your **Comcast Username** and **Password**. Enter a Username and Password. Complete the security questions, and check the box that you agree to the Terms and Privacy policy. Then click **Continue**. (If you've already created a Comcast Username, click on sign in with your existing username.)
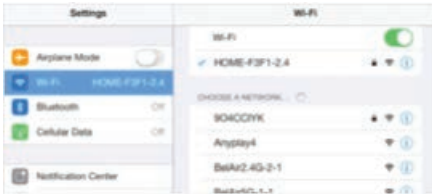
   Note: Your Comcast Username will become your Comcast email address, as in [Username]@comcast.net. You may want to write down this important information.
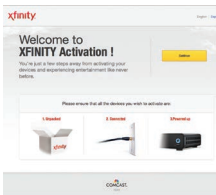

5. Your Wireless Gateway will begin the activation process and reboot. Your WiFi device will lose connection at this time.

D. Reconnect Your WiFi Device

1. Watch the **Power** and **US/DS** LEDs on your Wireless Gateway's front panel. As you did previously, wait for both the **US/DS** and the **Online** LEDs to stop blinking and remain solid for at least 1 minute.

2. On your WiFi device, go to the WiFi Settings and re-select your Wireless Gateway's Network Name. When your WiFi device is connected, you'll see a check mark (or other indication) next to your Network Name.

3. Close all open browser windows, and exit your browser application completely.

4. Now reopen your web browser. You may see the following pages immediately or once you navigate to a website. Click **Continue**.

5. Congratulations! Your account is now activated. You'll see the confirmation page, indicating that you can now start using your XFINITY services.

For more information about your Wireless Gateway, visit **www.xfinity.com/internethelp**.

Troubleshooting / Help / Self-Service Options

Where to Find Your Wireless Network Information

Your default wireless network settings are located on the bottom or side panel of your Wireless Gateway.

- Network Name (SSID)
- Password

Your Wireless Gateway is a dual-band device, the case-sensitive password is the same for both bands.

For more information about your Wireless Gateway and self-service options, visit **www.xfinity.com/internethelp**.

For additional help regarding your XFINITY® Internet service, please go to **www.xfinity.com/welcome**.

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