Troubleshooting / Help / Self-Service Options

Find Your Wireless Network Information

Your default wireless network settings are located on your Wireless Gateway's bottom or side panels.

- Network Name (SSID)
- Network Password

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**.
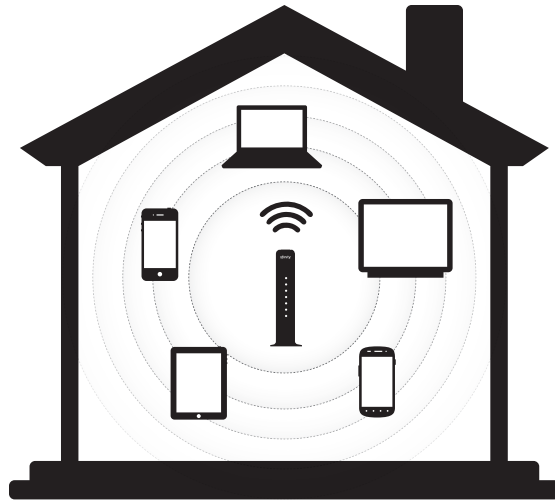
ENG WG2XB3 07.14

xfinity®

Wireless Network Connection and Troubleshooting Tips

Wireless Gateway 2/XB3
(Models DPC3939, DPC3941T, TC8717C)

COMCAST

1 Wireless Gateway Placement

For best WiFi coverage, try to place your XFINITY Wireless Gateway in a location in the center of your home, elevated off the floor.

For best WiFi reception, try to avoid placing your Wireless Gateway:

- Against a wall
- Behind furniture
- On or between metal surfaces
- Close to halogen/fluorescent lighting
- Near microwave or other appliances
- Near windows
- Tucked away in the corner of a room

The Comcast Wireless Gateway 2 is a dual-band device and offers 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.
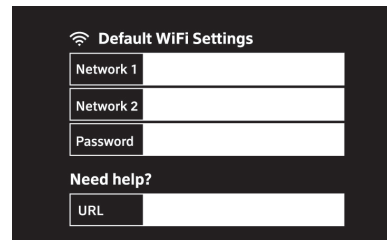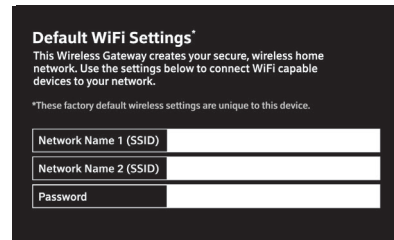
To learn more about your Wireless Gateway, visit **www.xfinity.com/internethelp**.

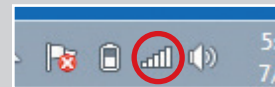# 2 Connect WiFi Devices

Manual Wireless Connection

If your computer or laptop does not support WiFi Protected Setup (WPS), or if you'd prefer to connect manually, follow these easy steps to join your wireless network and access the Internet from anywhere in your house.

1. On the bottom or side panels of your Wireless Gateway, find the default **Network Name (SSID)** and the **Network Password**.

Default WiFi Settings*	Default WiFi Settings
This Wireless Gateway creates your secure, wireless home network. Use the settings below to connect WiFi capable devices to your network.	Network 1
	Network 2
*These factory default wireless settings are unique to this device.	Password
Network Name 1 (SSID)	Need help?
Network Name 2 (SSID)	URL
Password	

2. Write down your wireless network information for future reference.

3. Go to the WiFi Settings on your WiFi device 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 guides.
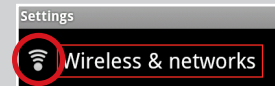
Windows
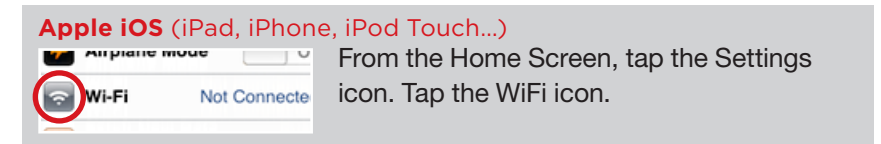On your Windows® Desktop, click the Wireless Network icon.

Apple Mac OS X
On your Mac® Desktop, click the WiFi icon.

Android
From the Apps screen, tap the Settings icon. Tap Wireless & Networks, then WiFi Settings.

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

Apple iOS (iPad, iPhone, iPod Touch...)
From the Home Screen, tap the Settings icon. Tap the WiFi icon.

4. Under the WiFi settings, the list of available networks should appear. Select your home network (such as *Home-XXXX*) from Step 1.

5. When prompted, enter the case-sensitive **Network Password** from Step 1. Tap the confirmation button—usually labeled *Join*, *Connect*, or *OK*.

6. If your WiFi device is connected, you should see a check mark (or other indication) next to the **Network Name (SSID)** you had selected.

7. Open a web browser (i.e. Internet Explorer, Chrome, Safari, Firefox), and try to access a site, such as www.xfinity.com.

Push Button Method for Devices with WPS (WiFi Protected Setup) Button

If you are unsure if your computer supports WPS, check for the WPS label:

If you cannot find it, your computer most likely does not support WPS (refer to the "**Manual Wireless Connection**" section). If your computer does support WPS, here's what to do:

1. Press the **WPS** button on your computer. If your computer does not have a WPS button, refer to your computer's user guide for more instructions.

2. Within two minutes, press the **WPS** button located on the top of your Wireless Gateway.

3. A message will appear when the connection is successful. If the connection is not successful, please wait a few minutes before trying again.

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