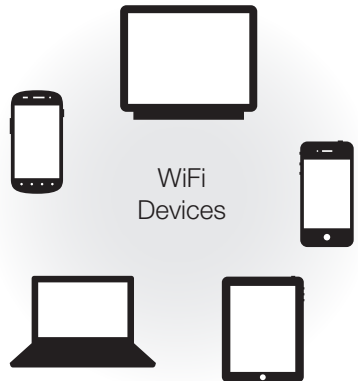


Business Wireless Gateway

Model Number: DPC3939B

Quick Start Guide



Business Wireless Gateway

Set up your Private and Public WiFi networks

About the Business Wireless Gateway Model Number: DPC3939B

The Business Wireless Gateway is an all-in-one product that connects Comcast Business Internet and Business WiFi networking. It provides wired and WiFi connectivity, so there's no need for a separate router. The instructions below will guide you through setting up your Private and Public WiFi networks.

- **Dual-Band WiFi 2.4 & 5 GHz**
- **Content Controls**
- **Firewall**
- **Port Forwarding & Blocking**
- **WiFi Protected Setup (WPS)**

Learn how Wi-Fi and
5 GHz
works in your business.
Check out p. 6.

This Quick Start Guide will help you:

- Step 1. Find Your Default Wireless Network Info**
- Step 2. Connect to your Private WiFi network**
- Step 3. Connect to your Xfinity WiFi Hotspot**
- Step 4. Log In and Secure the Admin Tool**

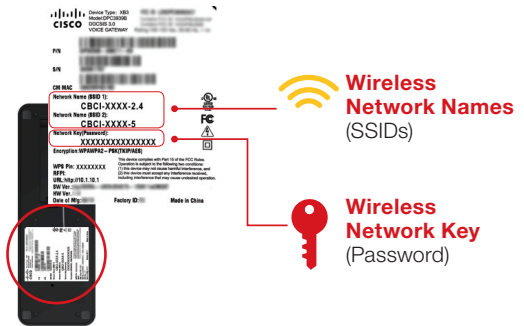
Step 1. Find Your Default Wireless Network Info

A. Lift the Business Wireless Gateway to view the bottom panel.

On the bottom panel label, find the two Network Names (SSIDs) and the one Network Key (Password). The case-sensitive password is the same for both Network Names (SSIDs).

B. Write down your information.


In the lines below, write down your wireless network information for future reference.



Gateway's Bottom Panel


 Wireless "Network Name (SSID 1)" for 2.4 GHz WiFi Band (Example: CBCI-XXXX-2.4)

 Wireless "Network Name (SSID 2)" for 5 GHz WiFi Band (Example: CBCI-XXXX-5)

 Wireless "Network Key (Password)" Same for both bands (case-sensitive)

Note: The default Network Names (SSIDs) and Network Key (Password) are unique to your Wireless Gateway. If you'd like to change them, see p. 5. We recommend changing the Network Key (Password).

Step 2. Connect Your Private Wireless Network

Now that you have your wireless network information, you're ready to connect your WiFi devices  (laptops, tablets, mobile devices) to the Business Wireless Gateway. Follow the steps below for each WiFi device you want to connect to your business network.

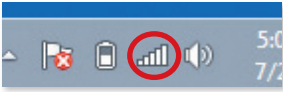
For the best experience from the Business Wireless Gateway, connect to both 2.4 and 5 GHz networks, if your WiFi device supports both networks (p. 6). If it does not, only connect to the 2.4 GHz network.

A. 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.



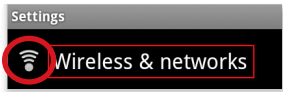
Apple Mac OS X

On your Mac® Desktop, click the WiFi icon.



Android

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



Apple iOS

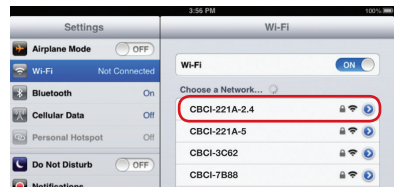
(iPad, iPhone, iPod Touch...)

From the Home Screen, tap the Settings icon. Tap the WiFi icon.



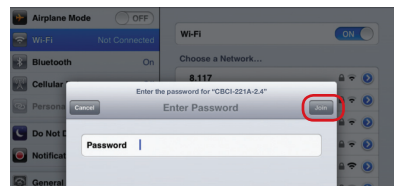
B. Select the 2.4 GHz Network Name (SSID) on your WiFi device .

Under the WiFi settings, the list of available networks should appear. Select your business network (such as *CBCI-XXXX-2.4*) from Step 1.



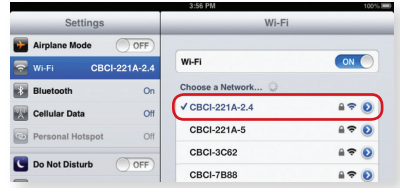
C. Enter the Network Key (Password) on your WiFi device .

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



D. Check if your WiFi device is connected to your 2.4 GHz network.

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



E. Test your Internet connection on your WiFi device .

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

F. Connect your WiFi device to the 5 GHz band.

If your device supports 5 GHz, you should see *CBCI-XXXX-5*. To connect to 5 GHz, repeat Steps 2A-2E. If you don't see your 5 GHz network or you don't have a 5 GHz WiFi capable device, skip this step.



Note: For help with the above steps or to learn about WiFi and 5 GHz, see p. 5-7.

Step 3. Connect to Your XFINITY WiFi Hotspot

Your Business Wireless Gateway also broadcasts a Public WiFi network with the SSID “xfinitywifi” for your customers and patrons. This network provides a separate and secure method for guests to access the internet while at your business. As a Comcast Business Internet customer, you also have access to this hotspot and the broader XFINITY WiFi network of hotspots around town.

A. Log in to XFINITY WiFi:


1. Select the “xfinitywifi” Network Name (SSID) from available networks on your wireless device.
2. Open a browser window. On some systems, such as Apple iOS, a browser screen will appear automatically.
3. Follow the on-screen prompts to log in with your Comcast Business Internet credentials.

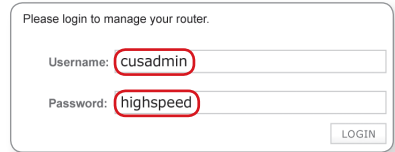
Congratulations! Now that you've logged in, you will be automatically signed in whenever you are near an XFINITY WiFi Hotspot around town.

Note: Comcast Business Internet should be unaffected by the Business Public WiFi service. Your Business Private WiFi network, as well as Business Public WiFi, use shared spectrum, and as with any shared medium there can be some impact as more devices share WiFi.

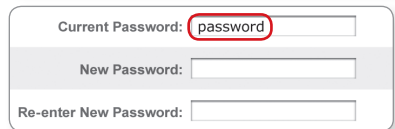
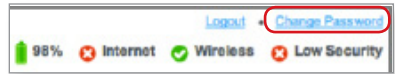
Step 4. Log In and Secure the Admin Tool

You can manage your network and security settings using the Business Wireless Gateway's Admin Tool. To ensure better security for your Business Wireless Gateway and network, **we recommend changing the default password to a password of your own.**

- A. Open a web browser from a connected wired or WiFi device . Go to <http://10.1.10.1> and the Login page appears.
- B. Enter ***cusadmin*** for Username.¹ Enter ***highspeed*** for Password.
- C. Click LOGIN and the *At a Glance* page appears.
- D. In the upper right corner, click CHANGE PASSWORD for Increased Security (recommended).
 1. Enter "highspeed" in the Current Password field.
 2. Create a new password of your choice.²
 3. Re-enter your new password.
 4. Click "Save".
 5. Your settings should now be saved.



¹ The username "cusadmin" cannot be changed.



² The password must be at least 8 characters and may include letters or numbers or a combination of both (no symbols). For better security, try using at least 1 number and a mix of upper and lower case letters.

Business Wireless Gateway enables you to personalize your business network. Features that can be customized using the Admin Tool include:


- **Content Controls:** Create rules for different network devices.
- **Firewall:** Manage network security settings.
- **Wireless Network Info:**
 - The default **Network Names (SSIDs)** can be changed. You may find it helpful to keep the **-2.4** and **-5** in the Network Names (SSIDs) to distinguish between the two network bands.
 - The default **Network Key (Password)**, which is the same for both 2.4 and 5 GHz network bands, can be changed. You can change each band separately or use the same password for both. Keep in mind that they are case-sensitive.

If you change your default wireless network settings, **write down the information** to replace the default wireless network settings on p. 2. You'll need the new information to connect Wi-Fi devices to your network in the future.

Note: To edit your wireless network info in the Admin Tool, go to *Gateway > Connection > WiFi*.

For more information about the Business Wireless Gateway, visit <http://mydeviceinfo.comcast.net> and download the manufacturer's User Guide.

WiFi Connectivity Tips

If you're having trouble connecting a WiFi device  to your 2.4 and 5 GHz WiFi networks (or if neither network appears in the available networks list), try the following tips in order. After trying a tip, see if you can connect to your network by repeating Steps 2A-2F (p. 3-4). If you can't connect, try the next tip.



Tip 1. Move the WiFi device next to the Business Wireless Gateway.

Tip 2. On the WiFi device, turn the WiFi setting off and then on.

Tip 3. Restart the WiFi device by powering off and then on.

If none of the above tips resolve your connection issue, reset the Business Wireless Gateway.

Caution: Resetting the Gateway will disrupt Business Internet services for a minute or two.


Following are two ways to reset the Business Wireless Gateway.

- Use a thin object to press the Reset button on the back panel. Hold for 2-5 seconds, and then release.

Caution: Holding the Reset button for 15 seconds or more will restore default factory settings. Any changes you've made to the Business Wireless Gateway (such as passwords, content controls, or firewall settings) will be lost.




Business Wireless Gateway

Where you put the Business Wireless Gateway in your business can affect your connectivity, range (operating distance), and performance of connected WiFi devices . For optimal results from the Business Wireless Gateway, follow these guidelines to identify the ideal location.

- Place the Business Wireless Gateway in an upright, elevated location (closest to the center of where you'll typically use your Wi-Fi devices).
- Minimize the number of walls and ceilings between the Business Wireless Gateway and your WiFi devices.
- Place the Business Wireless Gateway away from electronics that may cause interference (such as cordless phone bases).


5 GHz in Your Business

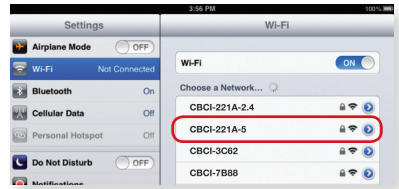
Most WiFi networks primarily operate in the 2.4 GHz frequency band only, but the increasingly popular 5 GHz networks offer significant advantages. With dual-band WiFi devices , you'll experience the benefits of both 2.4 and 5 GHz networks.


Why use 5 GHz?


- Higher speed capability than 2.4 GHz
- Less wireless interference in the 5 GHz band
- Large data, such as video or game files, download faster than with 2.4 GHz because 5 GHz can support higher speeds
- Compatible with many newer 5 GHz WiFi consumer electronic devices, such as:
 - Tablets
 - Mobile Phones
 - Laptops
 - Game Systems
 - HD TVs

About WiFi and the Business Wireless Gateway





- Not all WiFi devices  support 5 GHz, especially older ones. If your device is 5 GHz capable, you should see the 5 GHz Network Name (SSID) in the list of available networks (p. 3-4). If you don't, and you're unsure if your WiFi device supports 5 GHz, check the manufacturer's documentation.



- Although the Business Wireless Gateway simultaneously broadcasts both 2.4 and 5 GHz, WiFi devices can connect to only one Wi-Fi network at a time
- 5 GHz WiFi signals may not travel as far as 2.4 GHz. In areas of your business that are furthest away from the Business Wireless Gateway, only the 2.4 GHz network may be available. We recommend connecting to both 2.4 and 5 GHz networks during initial set-up of all your WiFi devices .

If you're connected to the Business Wireless Gateway's 5 GHz network and move out of the 5 GHz range (move to a different room), your WiFi device  may disconnect and automatically reconnect to your 2.4 GHz (if you've connected to it previously).

Note: When you're back in the 5 GHz range, go to WiFi settings (p. 3-4) to reconnect to the Wireless Gateway 2's 5 GHz network in order to experience its benefits.

- The WiFi bars   on your WiFi device  indicate signal strength.
- Some WiFi devices  support WiFi Protected Setup (WPS). WPS lets you set up secure WiFi networks without manually entering your WiFi network information. Pressing the WPS button on the Business Wireless Gateway initiates WPS for both 2.4 and 5 GHz WiFi bands. You can then connect to either band using WPS.



Learn about the Business Wireless Gateway at <http://business.comcast.com/help>. For questions about your Comcast Business services, call 800-391-3000.

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