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About Your Internet and Voice Wireless Gateway

The XFINITY™ Internet and Voice Wireless Gateway is the next-generation cable modem and Voice-Over-IP (VoIP) adapter, integrated with home gateway features. It combines a two-line Embedded Media Terminal Adapter with an integrated WiFi router and four wired Gigabit Ethernet RJ45 ports for multiple device connection. Your Internet and Voice Wireless Gateway has been designed to meet DOCSIS® 3.0 specifications.

Here’s what you get
...when you subscribe to both XFINITY Digital Voice and High-Speed Internet services:

• **WiFi Technology** — WiFi uses radio frequency to connect computers and other devices to a network without wires. Your Internet and Voice Wireless Gateway can connect to b, g and n clients simultaneously.

• **Fast Download Speed** — Your Internet and Voice Wireless Gateway is DOCSIS 3.0 compliant with speeds up to eight times faster than DOCSIS 2.0 cable modems.

• **Easy Connectivity** — Connect any WPS-compatible computer or device with just one button.

• **Security** — Because WiFi networks send information over radio waves, signals from your wireless network can be intercepted by unauthorized users. Use the simple Home Network Wizard to securely set up your WiFi broadband connection for WiFi enabled devices.

• **Convenience** — Simultaneously use four Ethernet ports for wired devices and 802.11b/g/n connectivity for wireless devices. Choice between wireless LAN (WLAN) or wired Ethernet LAN connections.

• **Flexibility** — the ability to support two lines of telephone service, as well as high speed data; the ability to use your existing router with your Internet and Voice Wireless Gateway

• **Telephony Services** — Complies with PacketCable™ 1.5

• **Protection** — Lithium Ion battery back-up (included with XFINITY Voice subscription)

**Note:** If you haven’t already done so, please activate both XFINITY Voice and Internet services if you subscribe to both, or just XFINITY Internet services if you subscribe only to high-speed data services. Refer to the user guide you received with each of these services for activation instructions and information about XFINITY Voice and Internet features.
**Overview**

**Front Panel**

The front panel, featuring a set of LED indicators, shows the status of your Internet and Voice Wireless Gateway. Being familiar with these indicators can help with troubleshooting.

The front of your Internet and Voice Wireless Gateway (Fig. 1) has the following LED indicators:

- **A** WPS button: WPS (WiFi Protected Setup) is active (Button with light ring is located on top panel)
- **B** Power: AC power status
- **C** US/DS: Upstream and downstream connectivity
- **D** Online: Internet connectivity status
- **E** WiFi: Status of the wireless LAN
- **F** Tel 1: Status of telephone line 1
- **G** Tel 2: Status of telephone line 2
- **H** Battery: Battery status

![Fig. 1](Image)

**Table 1. Front Panel LED Indicators**

<table>
<thead>
<tr>
<th>LED</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power</td>
<td>Blinking=power failure and during battery backup</td>
</tr>
<tr>
<td>US/DS</td>
<td>Blinking=ranging is in progress</td>
</tr>
<tr>
<td>Online</td>
<td>Blinking=cable interface is acquiring IP address, Time of Day, Cable Modem configuration</td>
</tr>
<tr>
<td>WiFi</td>
<td>Blinking=transmitting data to the WiFi interface</td>
</tr>
<tr>
<td>Tel1</td>
<td>Blinking=Tel line 1 is in use</td>
</tr>
<tr>
<td>Tel2</td>
<td>Blinking=Tel line 2 is in use</td>
</tr>
<tr>
<td>Battery</td>
<td>Solid Glow=battery is charging</td>
</tr>
</tbody>
</table>
**Rear Panel**

The rear panel of your Internet and Voice Wireless Gateway features a reset button, as well as the ports for attaching the supplied power adapter and connecting additional devices.

The back of your Internet and Voice Wireless Gateway (Fig. 1) has the following connectors and controls:

- **A** Reset button: resets the Internet and Voice Wireless Gateway - (see details below)
- **B** USB host connector for connecting external USB device
- **C** Tel 1 connector for analog phone line
- **D** Tel 2 connector for analog phone line
- **E** Gigabit Ethernet (1 - 4) connectors for use with a computer LAN port (Each port has two LED lights. See Table 1 below.)
- **F** Cable connector for the coaxial cable
- **G** Power connector for the power cord

<table>
<thead>
<tr>
<th>LED</th>
<th>Table 1. Gigabit Ethernet Connectors LED Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Green</td>
<td>Indicates Gigabit Ethernet in use</td>
</tr>
<tr>
<td>Orange</td>
<td>Indicates Fast Ethernet in use</td>
</tr>
</tbody>
</table>

**Reset Button** (Recessed to protect against accidental reset)

Pressing the Reset button for varying lengths of time performs two types of reset operations.

- **Normal Reset** – reboots the Internet and Voice Wireless Gateway but retains current configuration settings. *Use a thin object, press the reset button for at least 2-5 seconds and release.*

- **Factory Reset** – deletes all changes made to the original configuration settings and restores to factory configuration. *Use a thin object, press and hold the reset button for 15 seconds or more before releasing.*

You can also reset your Internet and Voice Wireless Gateway using the **Web Management Interface** at http://10.0.0.1.

**CAUTION:** If you select Restore Factory Settings, be certain you want to reset ALL settings (such as passwords, parental controls and firewall settings) before proceeding! All customized settings made to your Internet and Voice Wireless Gateway will be lost. Please also note that a Factory Reboot will take your Internet and Voice Wireless Gateway out of Bridge Mode if it had been previously enabled. Call 1-800-XFINITY to re-enable Bridge Mode.
**TOP PANEL**

The top panel of your Internet and Voice Wireless Gateway features a **WPS** button (Fig. 1). WPS (or WiFi Protection Setup) enables you to securely set up a WiFi network without entering the Network Key/Password.

![WPS Button](Fig. 1)

**BOTTOM PANEL**

The bottom panel of your Internet and Voice Wireless Gateway has a panel for the battery. The battery will provide backup for voice service in case of an AC Power outage, but is not intended to replace the AC power for an extended period.

To install a battery, use the following procedure.

1. Place the Internet and Voice Wireless Gateway sideways on a table.

2. Remove the battery compartment door on the bottom panel and set it aside.

3. Insert the battery in the battery compartment with corresponding polarity correctly in place.

4. Replace the battery compartment.

A battery is needed to enable voice service availability in the event of a power outage. A battery is included with your Internet and Voice Wireless Gateway **only if you subscribe to XFINITY Voice**. If you did not receive a battery and you are an XFINITY Voice subscriber, please call 1-800-XFINITY.

View battery status by accessing the Battery menu from the Web Management Interface at http://10.0.0.1.
**Bottom Label**

The label located on the underside of the Internet and Voice Wireless Gateway displays important information you need to connect your computer.

<table>
<thead>
<tr>
<th>Network Name</th>
<th>HOME - XXXX (where XXXX is the last 4 digits of the Cable Modem MAC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Encryption</td>
<td>WPA-TKIP</td>
</tr>
<tr>
<td>Network Key</td>
<td>[Printed on the label]</td>
</tr>
<tr>
<td>WPS PIN</td>
<td>[Printed on the label]</td>
</tr>
<tr>
<td>URL</td>
<td><a href="http://10.0.0.1">http://10.0.0.1</a></td>
</tr>
</tbody>
</table>

**Default Configurations**

Following are the factory default configurations for the Internet and Voice Wireless Gateway:

<table>
<thead>
<tr>
<th>WPS</th>
<th>Enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway IP</td>
<td><a href="http://10.0.0.1">http://10.0.0.1</a></td>
</tr>
<tr>
<td>Firewall Configuration</td>
<td>Low (No ports are blocked)</td>
</tr>
<tr>
<td>UPnP</td>
<td>Enabled</td>
</tr>
</tbody>
</table>

All other features are disabled by default. In order to enable and modify other features, use the Web Management Interface at http://10.0.0.1.
WiFi Connection

Learn how to create a WiFi connection from your computer to your Internet and Voice Wireless Gateway for initial WiFi connectivity or after a Factory Reset.

If your computer is already connected to the Internet, go to Step 2.

1. CONNECTING TO THE INTERNET WIRELESSLY

A. Lift the Wireless Gateway (Fig. 1). Look for the white label located on the underside of the device (Fig. 2). Note the Network Name.

B. On your computer, view the list of available wireless networks.

- On Windows® OS (Fig. 4), click the wireless connections icon ![Wireless Connections Icon](Fig. 3) from the task bar.

- On Mac OS® (Fig. 4), click the wireless connections icon ![Wireless Connections Icon](Fig. 4) from the menu bar.
C. Click (and Connect to) the Network Name from Fig. 2 in the list of available wireless networks.

D. Again, lift the Wireless Gateway (Fig. 1). Note the Network Key on the white label (Fig. 2).

E. Enter the Network Key (case-sensitive) in the Network Security Key field (on Windows) or Password field (on Macs).

F. Click OK or Connect. You should now be connected to the Internet.

G. Test your connection by opening a web browser and typing in a valid URL (www.xfinity.com).

If you need help with WiFi connections, the following links to popular operating systems may help.

- Windows 7®
  http://windows.microsoft.com/en-US/windows7/Add-a-device-or-computer-to-a-network

- Microsoft Windows XP®
  http://www.microsoft.com/windowsxp/using/networking/setup/wireless.mspx

- Windows Vista®

- Apple Mac OS® X 10.0 or greater
  http://support.apple.com/kb/HT2497

Continue to the Home Network Wizard as described in Steps 2 and 3. In the Home Network Wizard, you’ll personalize your Wireless Gateway, set up and secure your new WiFi network. Securing your WiFi network will prevent unauthorized access and may give you faster data speeds.
2. PERSONALIZING YOUR WIRELESS GATEWAY

A. Log In

- Open a web browser. Type http://10.0.0.1 in the address line. The Wireless Gateway Login page (Fig. 1) appears.
- Enter admin and password as shown.
- Click Login. The Home Network Wizard-Step 1 page (Fig. 2) appears.

B. Wireless Gateway Name and Password

- Create a name for your Wireless Gateway.
- Enter password as shown.
- Create a new password of your choice and re-enter to confirm. (Use this password to change settings on your Wireless Gateway in the future.)
- For future reference, write your Wireless Gateway password here:
- Click Next Step. The Home Network Wizard-Step 2 page (Fig. 3) appears.

3. SETTING UP AND SECURING YOUR WiFi NETWORK

A. WiFi Network Name

- Create a name for the WiFi Network. (This is the name that will appear in the list of available wireless networks.)
- For future reference, write your WiFi Network Name here:
B. Encryption Method

- Select an encryption method.
  The encryption method encrypts the data between your computer and your Wireless Gateway.
  WPA-TKIP is the encryption method that is compatible with most computers. WPA2-PSK (AES) provides better performance and security and should be selected, but only if you are certain that your computer is compatible. Otherwise, select WPA-TKIP.

C. WiFi Network Password

- Create a case-sensitive Network Password. (This will be required by any computer to access your secure wireless network.)
- For future reference, write your WiFi Network Password here:

D. IMPORTANT Final Step in Setting Up Your Secure Network

- Click Finish. Since you have changed your WiFi settings, your computer will no longer be connected to your Wireless Gateway.
- View Available Wireless Networks and select the WiFi Network Name you created in step 3A.
- Enter the WiFi Network Password (case-sensitive) you created in step 3C.
- You should now be connected to the Internet.
- Test your connection by opening a web browser and typing in a valid URL (www.xfinity.com).

Upon initial setup (or after a Factory Reset), when accessing in a http://10.0.0.1 web browser, the Home Network Wizard appears. Subsequently, you will be directed to the Web Management Interface, where you will be able to view and change settings on your Wireless Gateway.

When connecting additional computers and devices to your Internet and Voice Wireless Gateway, use the personalized WiFi Network Name and WiFi Network Password you created in Steps 3A and 3C.
SETTING UP WiFi CONNECTION FOR WPS-COMPATIBLE COMPUTERS

- WPS (WiFi Protected Setup) lets you easily set up secure WiFi networks without entering a Network Key.
- Most WPS-compatible devices will work with your Internet and Voice Wireless Gateway. You can easily connect to your WiFi Network using either the default Push Button Configuration (PBC) or the Personal Identification Network (PIN) method. Both methods are described below.
- If you aren’t sure if your computer supports WPS, look for a WPS sticker or label (Fig.1) on your computer or device. If none is found, your computer is probably NOT compatible with WPS. In this case, follow the steps under WiFi Connection.

WPS via PBC Connectivity/One Button Connectivity (Recommended)

1. Press the WPS button on your computer or wireless device. (If your computer doesn’t have a physical button, refer to your computer’s user guide to enable WPS.)
2. Within 2 minutes, press the WPS button on the top of your Internet and Voice Wireless Gateway. (Fig. 2)
3. After a message displays that the connection was successful, your computer/device is connected to your home network.

Note: When the WPS button is pressed, it will stay lit for 5 minutes (regardless of whether or not the connection was successful). Please wait until the light turns off before retrying or connecting another WPS device.

WPS via PIN Connectivity

1. Open your computer’s WPS utility and acquire a PIN number. Make a note of the PIN number. The WPS utility will begin its countdown to 2 minutes.
2. Launch your web browser and type http://10.0.0.1 in the address line.
3. Log in using admin as the username and the password you created in the Home Network Wizard.
4. Select Gateway > Connection > WiFi.
5. Before the WPS Utility finishes its countdown, enter the PIN number from Step 1 above in the Enter Wireless Client’s PIN field.
6. Click PAIR WITH MY WIFI CLIENT.
7. Your computer will communicate with your Internet and Voice Wireless Gateway and establish a connection.

Note: If your WPS client prompts you to enter the Internet and Voice Wireless Gateway’s PIN during the WPS Connection, enter the WPN printed on the label on the underside of your Wireless Gateway.
WEB MANAGEMENT INTERFACE

You can view or modify basic information about your Internet and Voice Wireless Gateway by accessing the Web Management Interface.

Status Icons
- Percentage of battery power remaining
- Gateway's Internet
- Status of the Gateway's wireless connection
- Firewall security level access

Log out or change password.

Select a category to view or configure settings.

From the links at the bottom of the page, you can access XFINITY.com and customerCentral.
## Web Management Interface Menus

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<th>Access Menus and Submenus</th>
<th>Description</th>
</tr>
</thead>
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<td>Displays information about your home network, connected devices and recent network updates</td>
</tr>
<tr>
<td>Gateway &gt; Connection &gt; Local IP</td>
<td>View and reset your local IPv4 settings</td>
</tr>
<tr>
<td>Gateway &gt; Connection &gt; WiFi</td>
<td>View and edit your wireless settings</td>
</tr>
<tr>
<td>Gateway &gt; Connection &gt; XFINITY</td>
<td>View XFINITY network settings and initialization procedures for cable modem, downstream and upstream information</td>
</tr>
<tr>
<td>Gateway &gt; Firewall</td>
<td>Configure the security level of the internal firewall</td>
</tr>
<tr>
<td>Gateway &gt; Software</td>
<td>View system software information</td>
</tr>
<tr>
<td>Gateway &gt; Hardware &gt; System Hardware</td>
<td>View information about the system hardware</td>
</tr>
<tr>
<td>Gateway &gt; Hardware &gt; Battery</td>
<td>View information about the internal battery (for XFINITY Voice only)</td>
</tr>
<tr>
<td>Gateway &gt; Hardware &gt; LAN</td>
<td>View the link status and Media Access Control (MAC) address for each of the 4 Ethernet ports</td>
</tr>
<tr>
<td>Gateway &gt; Hardware &gt; WiFi</td>
<td>View the status and MAC address of the WiFi port</td>
</tr>
<tr>
<td>Gateway &gt; Wizard</td>
<td>Helps you set up your home network</td>
</tr>
<tr>
<td>Parental Control &gt; Managed Sites</td>
<td>Blocked sites, blocked keywords and trusted computers</td>
</tr>
<tr>
<td>Parental Control &gt; Managed Services</td>
<td>Blocked services and trusted computers</td>
</tr>
<tr>
<td>Parental Control &gt; Managed Devices</td>
<td>Managed and blocked devices</td>
</tr>
<tr>
<td>Parental Control &gt; Reports</td>
<td>Generate reports containing selected Log Messages</td>
</tr>
<tr>
<td>Advanced &gt; Port Forwarding</td>
<td>Enable/disable the port forwarding feature</td>
</tr>
<tr>
<td>Advanced &gt; Port Triggering</td>
<td>Enable/disable the port triggering feature</td>
</tr>
<tr>
<td>Advanced &gt; Port Blocking</td>
<td>Enable/disable the port blocking feature</td>
</tr>
<tr>
<td>Advanced &gt; Device Discovery</td>
<td>Enable/disable the Universal Plug and Play (uPnP) feature</td>
</tr>
<tr>
<td>Troubleshooting &gt; Logs</td>
<td>Configure log filters and download/print system logs</td>
</tr>
<tr>
<td>Troubleshooting &gt; Diagnostic Tools</td>
<td>Test connectivity to a URL or IP address</td>
</tr>
<tr>
<td>Troubleshooting &gt; Restore/Reboot Gateway</td>
<td>Reset the Internet and Voice Wireless Gateway or restore factory settings</td>
</tr>
<tr>
<td>Troubleshooting &gt; Change Password</td>
<td>Change the password for the Web Management Interface</td>
</tr>
</tbody>
</table>
AT A GLANCE

View information about the Internet and Voice Wireless Gateway and edit configurations of connected devices

Access from the left navigation menu:

Gateway > At a Glance

The **Home Network** section displays the states of both the Ethernet and WiFi networks. You can see connected computers and devices.

Click **View Connected Devices** to view online and offline devices that are connected to your Internet and Voice Wireless Gateway.

If you would like to use your existing router instead of the routing functionality on your Internet and Voice Wireless Gateway, the Bridge Mode on the Wireless Gateway will need to be enabled. An XFINITY technician can do this during installation, or call 1-800-XFINITY.
**CONNECTION**

View information about your Internet and Voice Wireless Gateway, such as Connection Status, Local Configuration, WiFi and the XFINITY Network

Access from the left navigation menu:

*Gateway > Connection*

**Status**

Displays a summary of your Local IP, WiFi and XFINITY networks

Access from the left navigation menu:

*Gateway > Connection > Status*
Local IP Configuration

View information about your local network and edit the LAN DHCP settings (for Advanced Users)

Access from the left navigation menu:
Gateway > Connection > Local IP Network (or click View from Gateway > Connection > Status)

---

**Field** | **Description**
---|---
IPv4 |  
Gateway Address | Local IP address of the router  
Subnet Mask | Subnet address for the LAN (3 subnets to choose from)  
DHCP Beginning Address | First available Local IP Address in the DHCP pool  
DHCP Ending Address | Last available Local IP Address in the DHCP pool  
DHCP Lease Time | Length of time a local device retains an IP Address before checking back with the DHCP Server on the Internet and Voice Wireless Gateway  

Note: IPv6 parameters are not configurable at this time.
Connection WiFi
Modify the WiFi settings of your network computers or add additional devices to your network

Access from the left navigation menu:
Gateway > Connection > WiFi (or click View from Gateway > Connection > Status)

Click Add WiFi Protected Setup (WPS) Client to add a device. The Add Wireless Client on the next page will appear.

Click Edit to modify your 2.4 GHz Network settings.
Gateway > Connection > Wireless > Add Wireless Client

Use WPS (WiFi Protected Setup) to simplify your WiFi setup.

Add Wireless Client (WPS)

- WiFi Protected Setup (WPS): Enabled
- Security: WPA2PSK
- Encryption: AES
- Network Password: comcast123

Connection Options: Push Button

To pair, select the Pair button and your wireless device will connect within two minutes. You may also press the [pair] button on this device.

PAIR  CANCEL
XFINITY Network

View details (refreshed every 10 seconds) about the XFINITY Network, including initialization procedures, cable modem settings, downstream and upstream information.

Access from the left navigation menu:
Gateway > Connection > XFINITY Network (or click View from Gateway > Connection > Status)

If you need to contact XFINITY for support, you may be asked to provide information displayed on this screen.

Fig. 1
**FIREWALL**

View and modify Firewall settings to block unauthorized/unsafe traffic from accessing your network.

Access from the left navigation menu: Gateway > Firewall

For blocking a specific TCP/UDP port, please use Managed Services under Parental Control.

**Gateway > Firewall**

- Protect your home network
- **Firewall Security Level**
  - Maximum Security (High)
  - Typical Security (Medium)
  - Minimum Security (Low)
  - Custom Security

**Minimum Security (Low)**

- Allow (LAN-to-WAN): all
- Blocked:
  - IDS enabled
  - IDENT (port 113)

**Typical Security (Medium)**

- Allow (LAN-to-WAN): all
- Blocked:
  - IDS enabled
  - IDENT (port 113)

**Maximum Security (High)**

- Allow (LAN-to-WAN): HTTP and HTTPS (TCP port 80, 443), DNS (TCP/UDP port 53), NTP (TCP port 123), email (TCP port 25, 110, 143, 465, 587, 993, 995), VPN (TCP/UDP port 43), (TCP port 3194)
- Blocked: All unrelated WAN to LAN traffic and enable IDS

Most of your applications will be blocked except for browsing, email, iTunes and VPN.

All of your Peer-to-peer apps are blocked.

Minimum Security is the default setting. All secure apps are enabled.
SOFTWARE

View details about your Internet and Voice Wireless Gateway’s current software

Access from the left navigation menu:

Gateway > Software

![Gateway > Software](image)

**System Software Version**

- eMTA & DOCSIS 2.1.2.5
- Software Version:
- Packet Cable: 1.5

Fig. 1
**HARDWARE**

View your Internet and Voice Wireless Gateway’s hardware details: System Hardware, Battery, LAN Ethernet and WiFi

**System Hardware**

Access from the left navigation menu:

*Gateway > Hardware > System Hardware*

![Gateway > Hardware > System Hardware](image)
**Battery**

View the battery specifications of your Internet and Voice Wireless Gateway

Access from the left navigation menu:

*Gateway > Hardware > Battery*

---

**Fig. 1**

**Hardware > Battery**

View the battery status and details of your Wireless Gateway.

**Battery**

- **Power status:** AC Power
- **Battery Installed:** No
- **Battery Condition:** Unknown
- **Remaining Charge:** 0 mAh
- **Remaining Time:** 1 min
- **Battery Model Identifier:** D3 DORY -Rev A
- **Battery Serial Number:** N/A
LAN Ethernet
View information about all connected wired computers and devices

Access from the left navigation menu:
Gateway > Hardware > LAN

Fig. 1
**Hardware WiFi**

View information about all connected wireless devices

Access from the left navigation menu:

*Gateway > Hardware > WiFi*

![Gateway > Hardware > WiFi](image)

**WIZARD**

Set up wireless connections using the Home Network Wizard

Access from the left navigation menu:

*Gateway > Wizard*

For information, see the Home Network Wizard section in this guide.
Connected Devices

View and edit information about all computers and devices which are connected to your Internet and Voice Wireless Gateway.

**COMPUTERS**

Access from the left navigation menu:

*Connected Devices > Computers*

---

**Fig. 1**

Click **Edit** to modify the connection setting for the selected device.

Click **X** to block that device from accessing the internet.
To manually add a computer with a static IP address to your wireless network:


2. Complete the following fields in the Add Computer menu:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host Name</td>
<td>Host name of the computer you want to add</td>
</tr>
<tr>
<td>Connection</td>
<td>Read-only field that displays the network connection of Ethernet</td>
</tr>
<tr>
<td>MAC Address</td>
<td>MAC address of the computer you want to add. (Use a colon between each 2-character ID in the MAC address)</td>
</tr>
<tr>
<td>Static Address</td>
<td>Static IP address of the computer you want to add. (Use a period between each octet in the IP address)</td>
</tr>
<tr>
<td>Comments</td>
<td>Optional comments about the computer</td>
</tr>
</tbody>
</table>

3. Click **SAVE** to save your settings (or click **CANCEL** to discard them). If you click **SAVE**, the Computer menu reappears, with the computer you added displayed under Offline Computers.

4. To add more computers with static IP addresses, repeat steps 1 through 3.

5. To edit an online computer, click the **EDIT** button next to the computer you want to modify, edit the settings on the Edit Computer menu and click **SAVE**.

6. To delete an online or offline computer, click the **X** next to the computer. When the Delete Computer message appears, click **OK** to delete the computer or **CANCEL** to retain it. If you clicked **OK**, the computer is removed from the Computers menu.
Parental Control

Parental Controls lets you configure websites, keywords and computers by blocking content or restricting access.

**MANAGED SITES**

Using the Managed Sites menu, you can block access to certain Web sites from local computers.

Access from the left navigation menu:

*Parental Controls > Managed Sites*

![Parental Control > Managed Sites](image)

If the Blocked Sites, Blocked Keywords and Trusted Computers are grayed out, click **Enable** next to *Enable Managed Sites*. You can then add blocked sites or keywords.

**Trusted Computers**

Specify the computers you do not want affected. If a computer is selected as a Trusted Computer, it bypasses the configured parental control settings. Under Trusted select **Yes** to make a device a Trusted Computer and **No** if a device is not a Trusted Computer.
**Blocked Sites**
Enter the URLs of the website(s) to be blocked and set up a time schedule.

Access from the left navigation menu:

*Parental Control > Managed Sites > Click Add next to Blocked Sites*

![Add Blocked Domain](image)

- Enter the URL in **www.XFINITY.com** format. The blocked website may be accessible using its IP address.
**Blocked Keywords**

Enter keyword(s) that appear on websites you want blocked and set up a time schedule

Access from the left navigation menu:

*Parental Control > Managed Sites > Click Add next to Blocked Keywords*

![Image of Parental Control > Managed Sites > Add Blocked Keyword](image-url)

*Fig. 1*
MANAGED SERVICES
Prevent access to applications and services

Access from the left navigation menu:
Parental Control > Managed Services
**Blocked Services**
Define services and ports to be blocked using Parental Control

Access from the left navigation menu:

*Parental Control > Managed Sites > Click **ADD** next to Blocked Sites*

---

**Fig. 1**

*Parental Control > Managed Services > Add Blocked Service*
**MANAGED DEVICES**
Displays information about devices that can be managed by rules

Access from the left navigation menu:
*Parental Control > Managed Devices*

- When **Block All** is selected, an **+Add Allowed Devices** displays on the lower right.
- When **Allow All** is selected, an **+Add Blocked Devices** displays on the lower right.
Add Allowed Devices
Choose which devices, if any, are exempt from Parental Controls

Access from the left navigation menu:

*Parental Control > Managed Sites > Click **ADD ALLOWED DEVICE**

![Add Device to be Allowed](image)

*Fig. 1*
Reports
Create reports that display attempted violations of the Parental Control rules

Access from the left navigation menu:

Parental Control > Reports

![Parental Control > Reports](image)

For example, if a new incoming FTP session arrives at the router, the router needs to know which server is responsible for this traffic. The Port Forwarding rules tell the router which server should get this traffic based on the incoming port number. To use port forwarding, use static IP addresses for the computers (servers) to which the traffic will be forwarded to.
PORT FORWARDING

Allows new incoming connections of a certain type to be directed to a certain computer or server.

Access from the left navigation menu:

Advanced > Port Forwarding

---

Fig. 1

Fig. 2
PORT TRIGGERING

Temporarily opens an incoming port to a particular computer when that computer initiates a particular outgoing connection (the trigger)

Access from the left navigation menu: Advanced > Port Triggering

The Add Port Trigger button can be clicked only when Enable Port Triggering is Enabled.

Note: You may not need to configure the interval for port triggering.
**DMZ**

Configure a single computer on your LAN to open all of its ports

Access from the left navigation menu:

*Advanced > DMZ*

---

*Fig. 1*
**DEVICE DISCOVERY**
Displays the settings for automatic device discovery

Device Discovery uses Plug and Play (UPnP) to automatically configure the router and devices for various Internet applications, such as gaming, media sharing and video conferencing.

Access from the left navigation menu:
*Advanced > Device Discovery*

![Advanced > Device Discovery](image)

*Fig. 1*
Troubleshooting

**Logs**

View the System, Event and Firewall Logs (same as seen under Parental Control > Reports) to troubleshoot issues and to identify potential security risks.

Access from the left navigation menu:

*Troubleshooting > Logs*

---

**Fig. 1**

Use these logs to troubleshoot issues and to identify potential security risks.

Log Filters

- **Log Type**: System Logs
- **Time Frame**: Today

**System Logs**

- **All Logs for Today**
  - No Ranging Response received - T3 time-out; CM-MAC=00:22:2d:9d:b6:50; CMTS-MAC=00:01:5c:22:af:81; CM-QOS=1.1; CM-VER=3.0.
  - 2010/07/06 00:53:38 critical

**PRINT** **DOWNLOAD**
**DIAGNOSTIC TOOLS**

Run a Connectivity or IP Check test to troubleshoot connectivity issues to a website URL or IP address

Access from the left navigation menu:

*Troubleshooting > Diagnostic Tools*

---

### Troubleshooting > Network Diagnostic Tools

- **Test Connectivity Results** tests your Internet connection. Enter a URL, such as [www.xfinity.com](http://www.xfinity.com), in the *Destination Address* field. Click **Test Connectivity**. If there is no connectivity or the URL is invalid, then the test will fail.

- **Check for IP Address Results** determines if an IP address is accessible. Enter an IP address, then click **Check for IP Address**.
**RESTORE/RESET GATEWAY**

Enables the resetting of your Internet and Voice Wireless Gateway and restoring of factory defaults

CAUTION: If you select **Restore Factory Settings**, be certain you want to reset ALL settings (passwords, parental controls and firewall settings) before proceeding! You will lose ALL customized settings made to your Internet and Voice Wireless Gateway.

Please also note that a Factory Restore will take your Internet and Voice Wireless Gateway out of Bridge Mode if it had been previously enabled. Call 1-800-XFINITY if you would like to enable Bridge Mode again.

Access from the left navigation menu:

*Troubleshooting > Restore/Reset Gateway*

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![Troubleshooting > Restore / Reboot Gateway](image)

- If you click **Reset** when someone is using the phone, you’ll see a warning message that a Voice Call is in Progress and will be disconnected if the Internet and Voice Wireless Gateway is rebooted.

- The Internet and Voice Wireless Gateway will take a few seconds to reset. Internet connectivity through the Ethernet may be lost momentarily.
CHANGE PASSWORD

Change the password for your Internet and Voice Wireless Gateway

Access from the left navigation menu:

*Troubleshooting  > Change Password*

![Troubleshooting > Change Password](image)

- Enter your current password.
- Create a new password and re-enter to confirm.
- Click **SAVE**.
FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against radio interference in a commercial environment.

This equipment can generate, use and radiate radio frequency energy and, if not installed and used in accordance with the instructions in this manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause interference, in which case the user, at his own expense, will be required to take whatever measures are necessary to correct the interference.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate this equipment.

IEEE 802.11b or 802.11g operation of this product in the U.S.A is firmware-limited to channels 1 through 11.
IMPORTANT NOTE:

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.

Note to CATV System Installer - This reminder is provided to call the CATV systems installer’s attention to Section 820-93 of the National Electric Code which provide guideline for proper grounding and, in particular, specify that the Coaxial cable shield shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

FCC Part 68 Statement
This equipment complies with Part 68 of the FCC Rules. A label is attached to the equipment that contains, among other information, its FCC registration number and ringer equivalence number. If requested, this information must be provided to the telephone company.

This equipment uses the following USOC Jack: RJ-11.

An FCC-compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack, which is FCC Part 68 compliant. Connection to the telephone network should be made by using the standard modular telephone jack.

The REN is useful to determine the quantity of devices that may be connected to the telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of RENs should not exceed 5. To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If this equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

In the event this equipment should fail to operate properly, disconnect the unit from the telephone line. Try using another FCC approved device in the same telephone jack. If the trouble persists, call the telephone company repair service bureau. If the trouble does not persist and appears to be with this unit, disconnect the unit from the telephone line and discontinue use of the unit until it is repaired.

Please note that the telephone company may ask that you disconnect the equipment from the telephone network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

The user must use the accessories and cables supplied by the manufacturer to get optimum performance from the product.

No repairs may be done by the customer. If trouble is experienced with this equipment, please contact your authorized support provider for repair and warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved.

This equipment cannot be used on telephone company provided coin service. Connection to Party Line Service is subject to state tariffs.