XFINITY™ Wireless Gateway

User Guide

D1UG 11/22/10

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About Your Wireless Gateway

The XFINITY™ 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 Wireless Gateway has been designed to meet DOCSIS® 3.0 specifications.

Here's what you get

...when you subscribe to both XFINITY Voice and Internet services:

- **WiFi Technology —** WiFi uses radio frequency to connect computers and other devices to a network without wires. Your Wireless Gateway can connect to b, g and n clients simultaneously.
- **Fast Download Speed —** Your 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 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 Wireless Gateway. Being familiar with these indicators can help with troubleshooting.

The front of your 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

LED	Table 1. Front Panel LED Indicators
Power	Blinking=power failure and during battery backup | ON=power being supplied | OFF=power is not being supplied
US/DS	Blinking=ranging is in progress | ON=ranging is complete on 1 channel only | OFF=scanning for DS channel
Online	Blinking=cable interface is acquiring IP address, Time of Day, Cable Modem configuration | ON=device is online | OFF=device is offline
WiFi	Blinking=transmitting data to the WiFi interface | ON=WiFi is enabled | OFF=WiFi is disabled
Tel1	Blinking=Tel line 1 is in use | ON=Tel 1 port is online | OFF=Tel 1 port is offline
Tel2	Blinking=Tel line 2 is in use | ON=Tel 2 port is online | OFF=Tel 2 port is offline
Battery	Solid Glow=battery is charging | Blinking=battery power is low; use AC power as soon as possible | ON=operating on AC power, battery not charging | OFF=(a) If Battery LED is off and Power LED is blinking, then device is in battery backup mode. (b) When Battery LED is off and Power LED is solid, no battery is installed or is not functioning properly.

Rear Panel

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

Fig. 1

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

A **Reset button**: resets the Wireless Gateway (see details below)

B **USB host connector** [For Future Use]

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

LED	Table 1. Gigabit Ethernet Connectors LED Indicators
Green	Indicates Gigabit Ethernet in use
Orange	Indicates Fast Ethernet in use

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 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 the Wireless Gateway to the factory configuration.
  Use a thin object, press and hold the reset button for 15 seconds or more before releasing.

You can also reset your 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 Wireless Gateway will be lost. Also, a Factory Reboot will take your 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 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.

Fig. 1

Bottom Panel

The bottom panel of your Wireless Gateway has a panel for the battery. View battery status by accessing the Battery menu from the Web Management Interface at http://10.0.0.1. 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 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 the 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 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.

CAUTION: **Do not unplug the power cord of your Wireless Gateway for an extended period.** If left unplugged and the battery power supply is drained, you will not be able to make any phone calls, including 911 emergency calls.

Bottom Label

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

Network Name	HOME - XXXX (where XXXX is the last 4 digits of the Cable Modem MAC)
Encryption	WPA-TKIP
Network Key	[Printed on the label]
WPS PIN	[Printed on the label]
URL	http://10.0.0.1

Default Configurations

Following are the factory default configurations for the Wireless Gateway:

WPS	Enabled
Gateway IP	http://10.0.0.1
Firewall Configuration	Low (No ports are blocked)
UPnP	Enabled
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 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.

Fig. 1

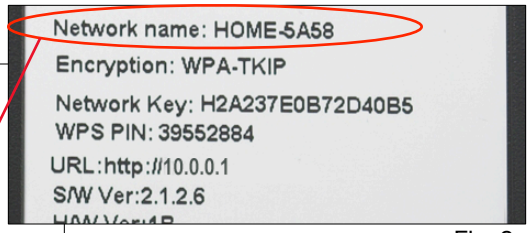


Fig. 2

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

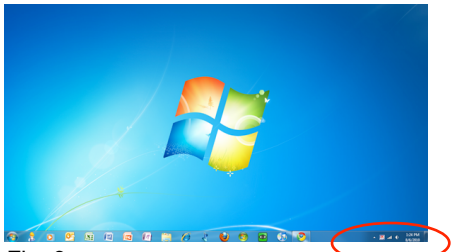


Fig. 3

- On Windows® OS (Fig. 3), click the wireless connections icon  from the task bar.

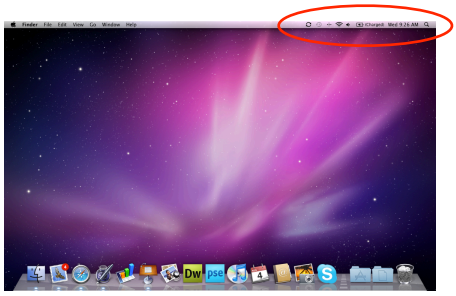


Fig. 4

- On Mac OS® (Fig. 4), click the wireless connections icon  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®
  http://windows.microsoft.com/en-us/windows-vista/Setting-up-a-wireless-network
- Apple Mac OS® X 10.0 or greater
  http://support.apple.com/kb/HT2497

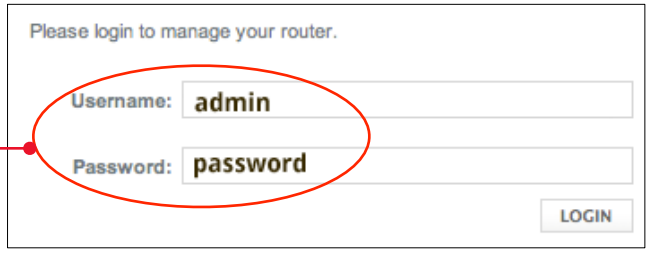
Continue to the Home Network Wizard as described in Steps 2 and 3. In the Home Network Wizard, you'll personalize your Wireless Gateway, set up and secure your new WiFi network. Securing your WiFi network will prevent unauthorized access and may give you faster data speeds.

Personalization

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.



* Username cannot be changed

Fig. 1

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:

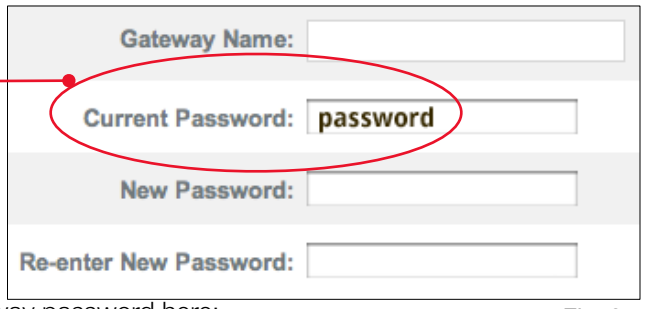


Fig. 2

✳ Your password must be at least 8 characters. It should contain both upper and lower case letters and at least 1 number.

- 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:

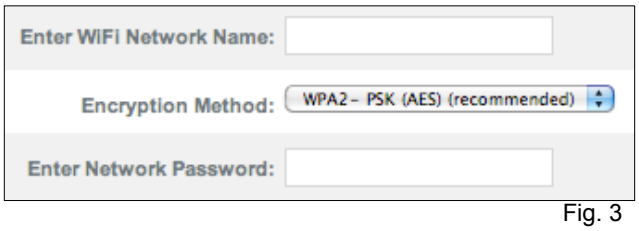


Fig. 3

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 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 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 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.

Fig. 1

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 Wireless Gateway. (Fig. 2)
3. After a message displays that the connection was successful, your computer/device is connected to your home network.

Fig. 2

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 Wireless Gateway and establish a connection.

Note: If your WPS client prompts you to enter the Wireless Gateway's PIN during the WPS Connection, enter the WPN printed on the label on the underside of your Wireless Gateway.

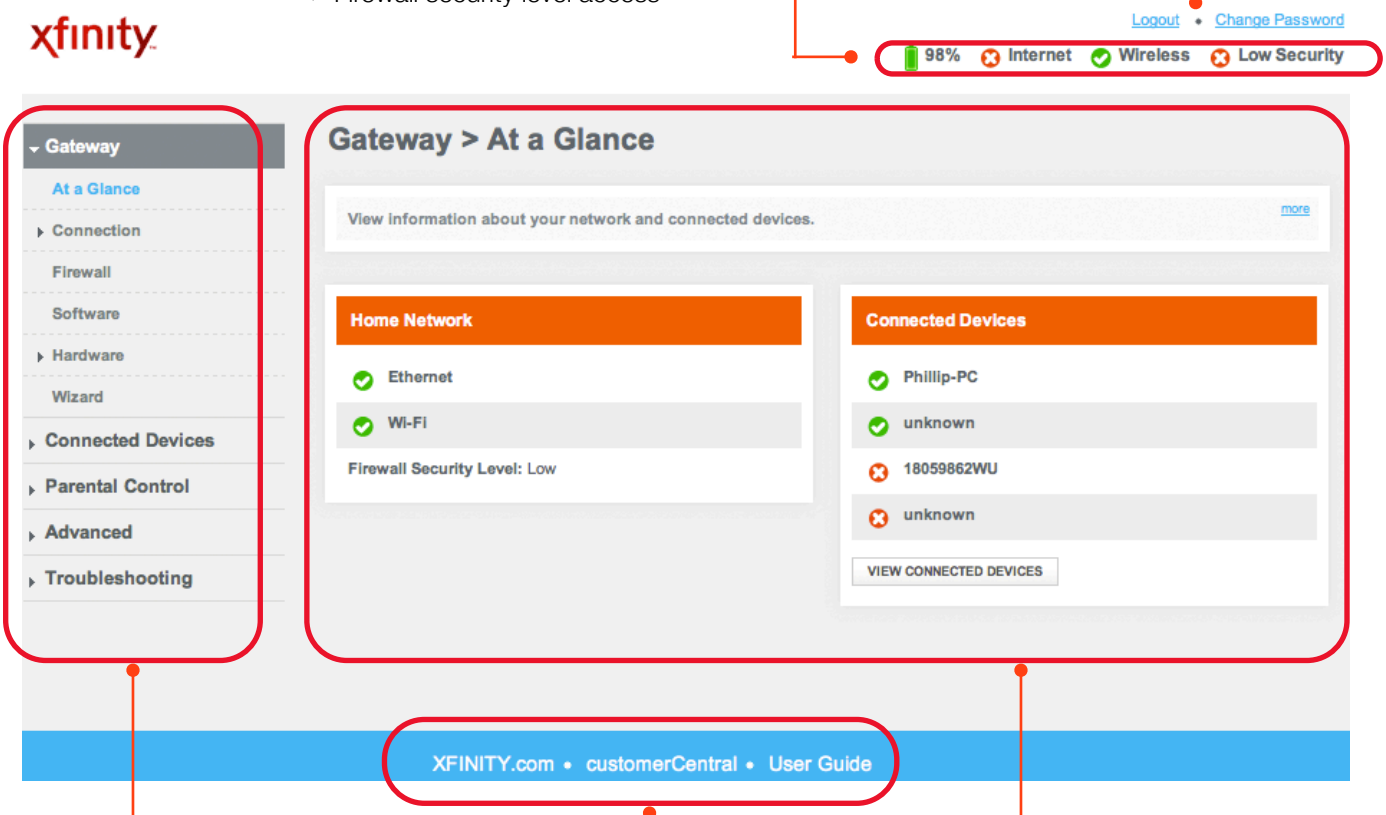
Web Management Interface

You can view or modify basic information about your 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.

When you click a category from the left menu bar, related information appears here.

From the links at the bottom of the page, you can access XFINITY.com, customerCentral and this User Guide.

Web Management Interface Menus

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

AT A GLANCE

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

Access from the left navigation menu:

Gateway > At a Glance

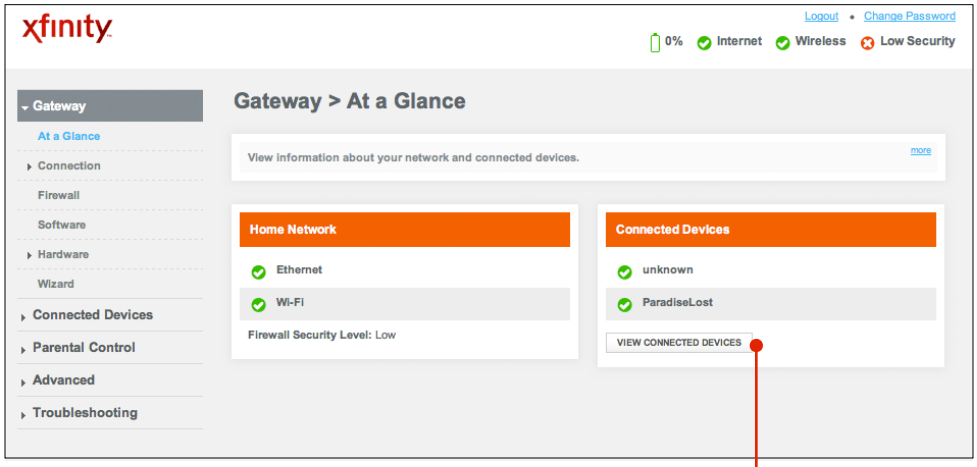


Fig. 1

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

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

If you would like to use your existing router instead of the routing functionality on your 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 to enable this functionality.

CONNECTION

View information about your Connection Status, such as 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

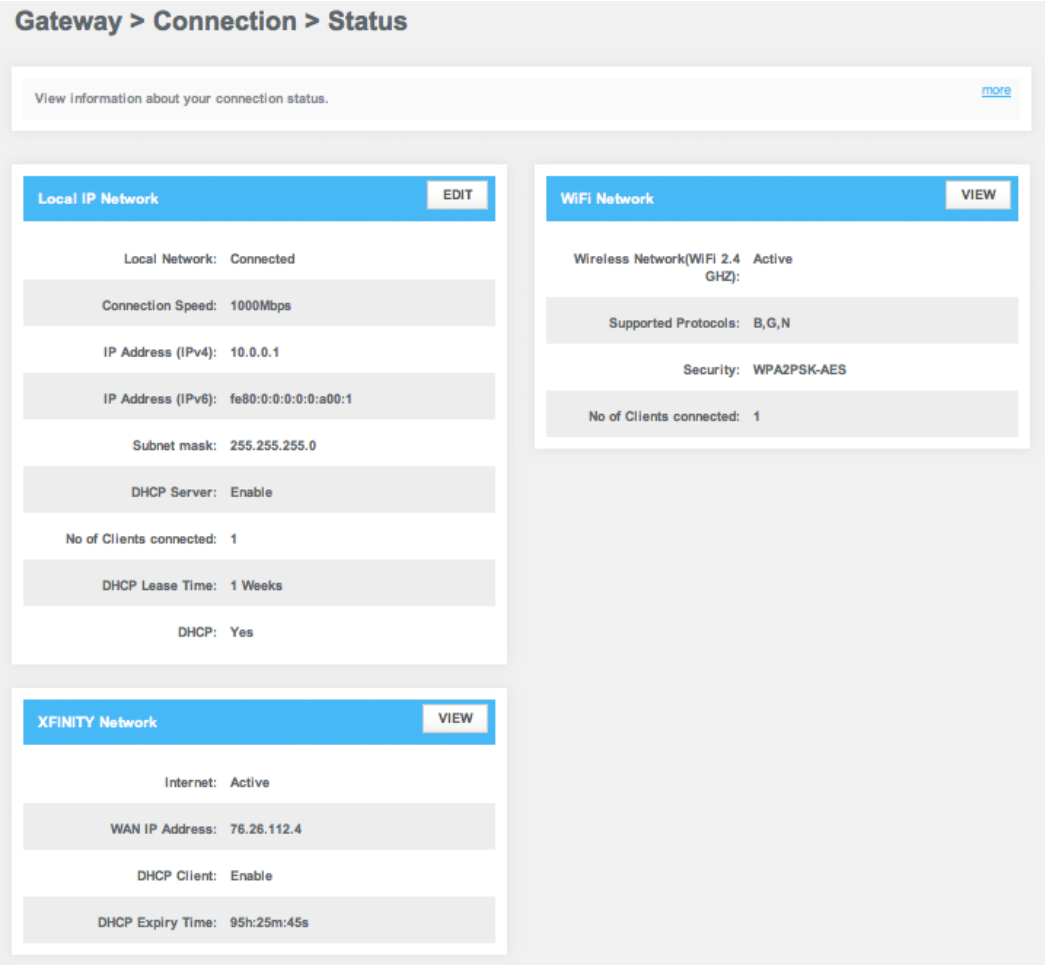


Fig. 1

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*)

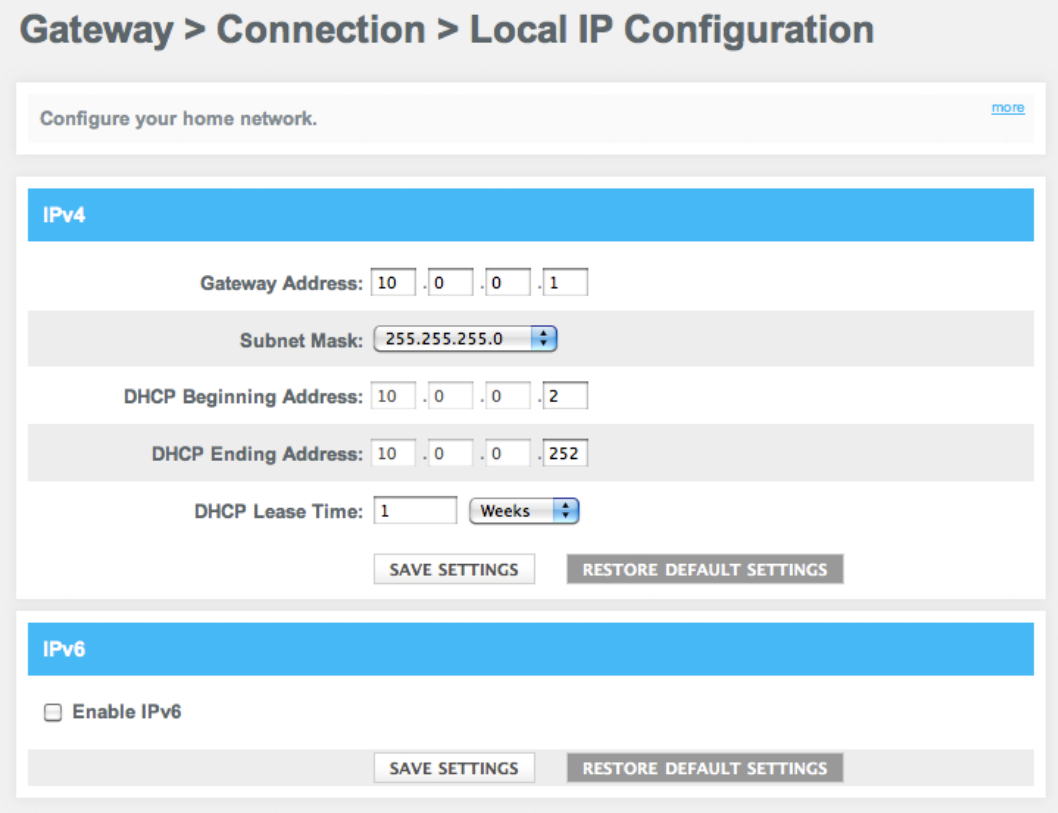


Fig. 1

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 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*)

Fig. 1

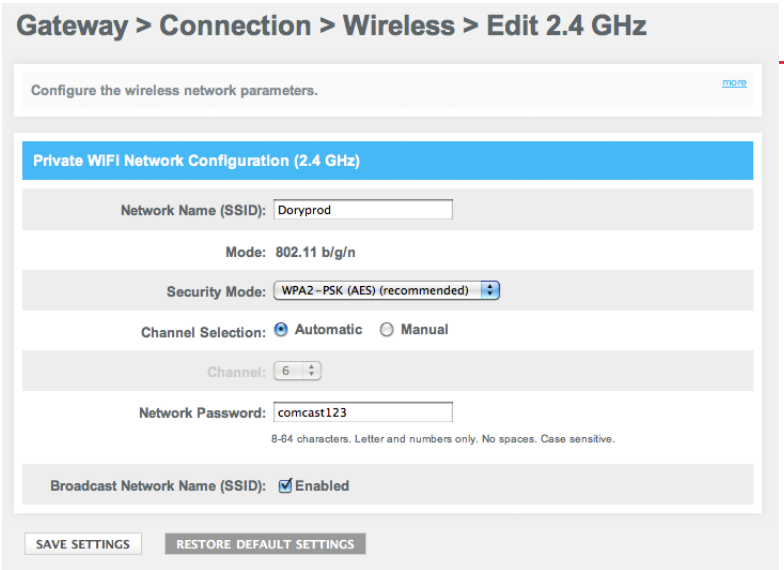


Fig. 2

Click **EDIT** to modify your 2.4 GHz Network settings.

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

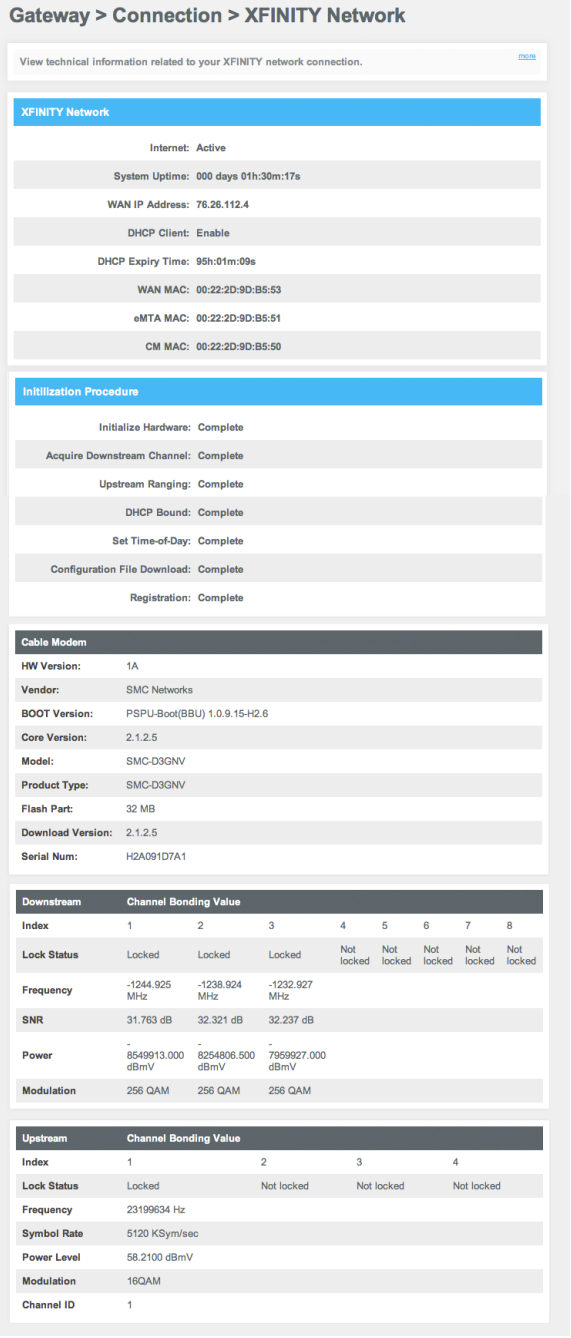

Gateway > Connection > Wireless > Add Wireless Client
Use WPS (WiFi Protected Setup) to simplify your WiFi setup.
more
Add Wireless Client (WPS)
WiFi Protected Setup (WPS):
Enabled
Disabled
Security: WPA2PSK
Encryption: AES
Network Password: comcast123
Connection Options:
Push Button
To pair, select the Pair button and your wireless device will connect within two minutes. You may also press the [pair] button on this device.
PAIR
CANCEL

Fig. 1

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*)



Gateway > Connection > XFINITY Network

View technical information related to your XFINITY network connection. more

XFINITY Network

Internet:	Active
System Uptime:	000 days 01h:30m:17s
WAN IP Address:	76.26.112.4
DHCP Client:	Enable
DHCP Expiry Time:	95h:01m:09s
WAN MAC:	00:22:2D:9D:B5:53
eMTA MAC:	00:22:2D:9D:B5:51
CM MAC:	00:22:2D:9D:B5:50

Initiliization Procedure

Initialize Hardware:	Complete
Acquire Downstream Channel:	Complete
Upstream Ranging:	Complete
DHCP Bound:	Complete
Set Time-of-Day:	Complete
Configuration File Download:	Complete
Registration:	Complete

Cable Modem

HW Version:	1A
Vendor:	SMC Networks
BOOT Version:	PSPU-Boot(BBU) 1.0.9.15-H2.6
Core Version:	2.1.2.5
Model:	SMC-D3GNV
Product Type:	SMC-D3GNV
Flash Part:	32 MB
Download Version:	2.1.2.5
Serial Num:	H2A091D7A1

Downstream	Channel Bonding Value							
Index	1	2	3	4	5	6	7	8
Lock Status	Locked	Locked	Locked	Not locked	Not locked	Not locked	Not locked	Not locked
Frequency	-1244.925 MHz	-1238.924 MHz	-1232.927 MHz					
SNR	31.763 dB	32.321 dB	32.237 dB					
Power	-8549913.000 dBmV	-8254806.500 dBmV	-7959927.000 dBmV					
Modulation	256 QAM	256 QAM	256 QAM					

Upstream	Channel Bonding Value			
Index	1	2	3	4
Lock Status	Locked	Not locked	Not locked	Not locked
Frequency	23199634 Hz			
Symbol Rate	5120 KSym/sec			
Power Level	58.2100 dBmV			
Modulation	16QAM			
Channel ID	1			

Fig. 1

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

FIREWALL

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

Access from the left navigation menu: *Gateway > Firewall*

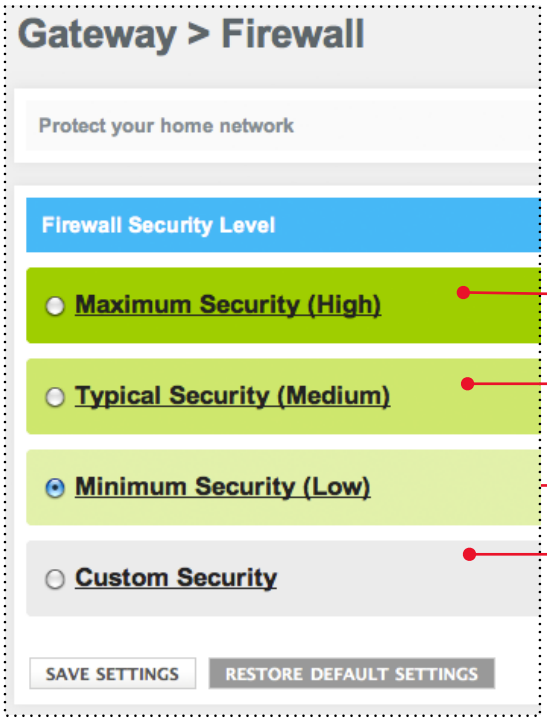
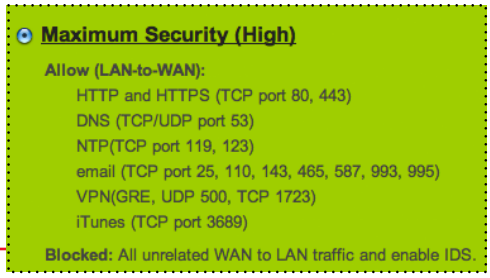
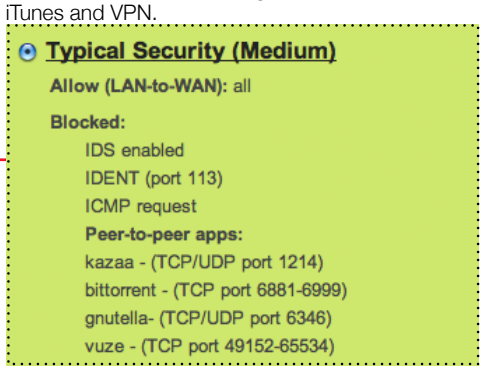


Fig. 1



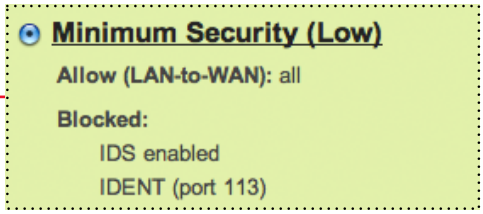
Most of your applications will be blocked except for browsing, email, iTunes and VPN.

Fig. 2



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

Fig. 3



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

Fig. 4

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

Fig. 5

SOFTWARE

View details about your Wireless Gateway's current software

Access from the left navigation menu:

Gateway > Software

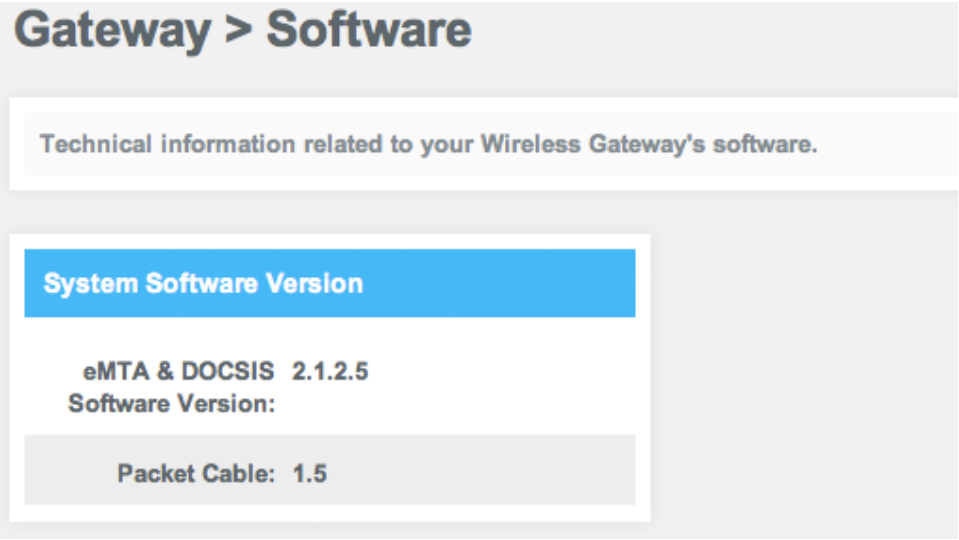


Fig. 1

HARDWARE

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

System Hardware

Access from the left navigation menu:

Gateway > Hardware > System Hardware

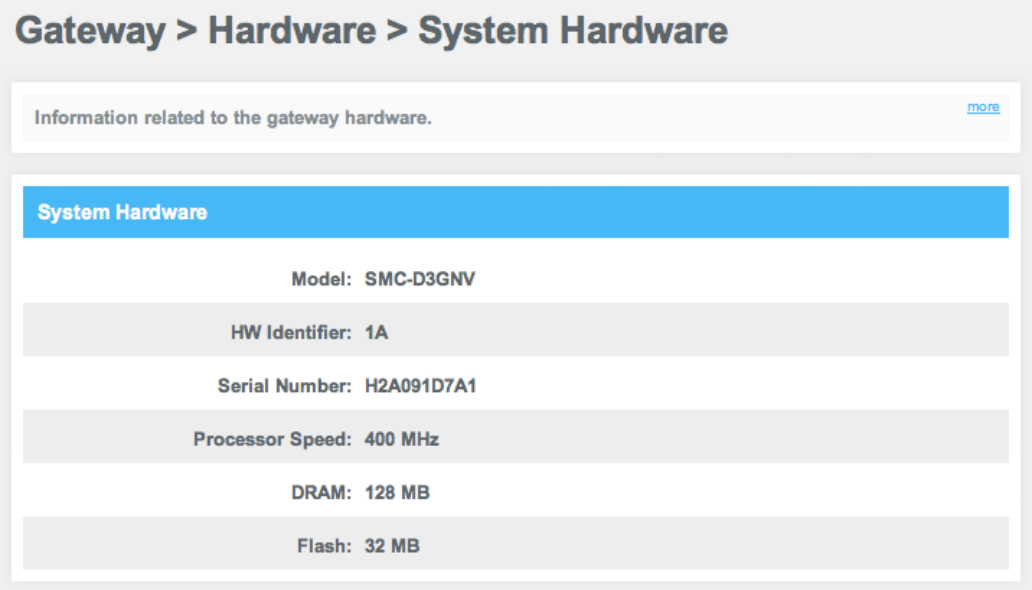


Fig. 1

Battery

View the battery specifications of your Wireless Gateway

Access from the left navigation menu:

Gateway > Hardware > Battery

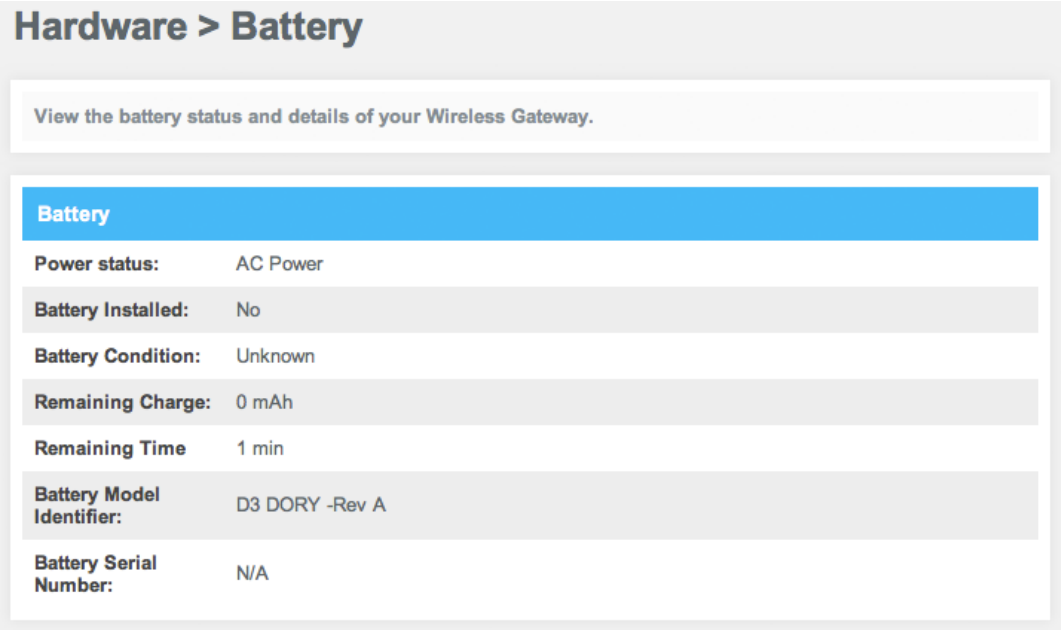


Fig. 1

LAN Ethernet

View information about all connected *wired* computers and devices

Access from the left navigation menu:

Gateway > Hardware > LAN

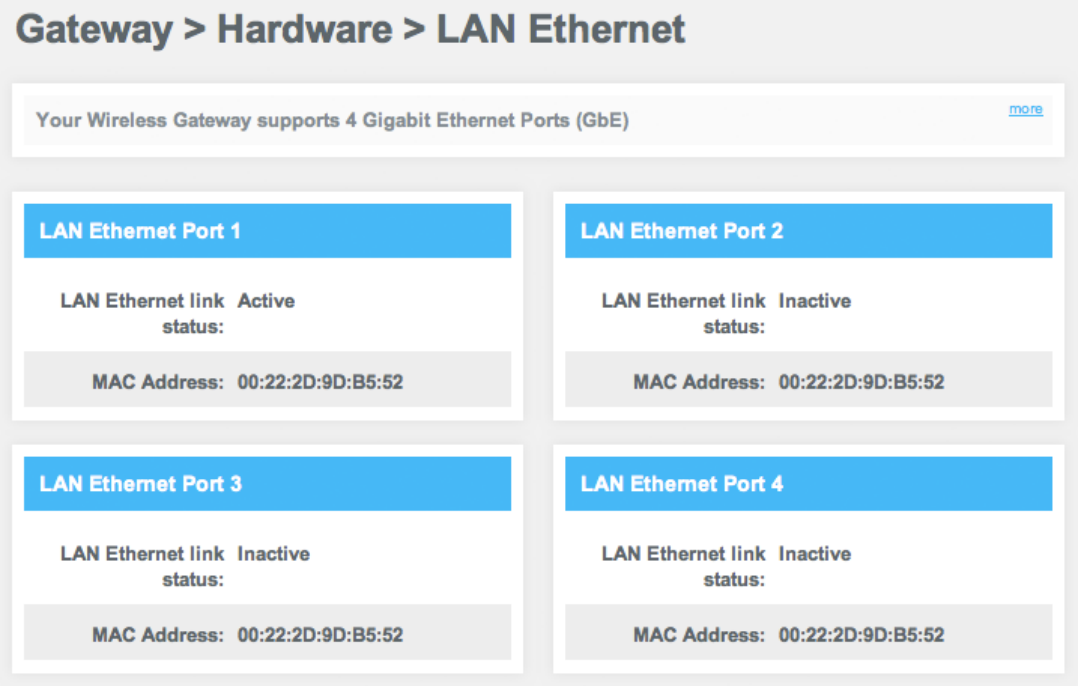


Fig. 1

Hardware WiFi

View information about all connected *wireless* devices

Access from the left navigation menu:

Gateway > Hardware > WiFi

Fig. 1

WIZARD

Set up wireless connections using the Home Network Wizard

Access from the left navigation menu:

Gateway > Wizard

For more information, see the WiFi Connection section in this guide.

Connected Devices

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

COMPUTERS

Access from the left navigation menu:

Connected Devices > Computers

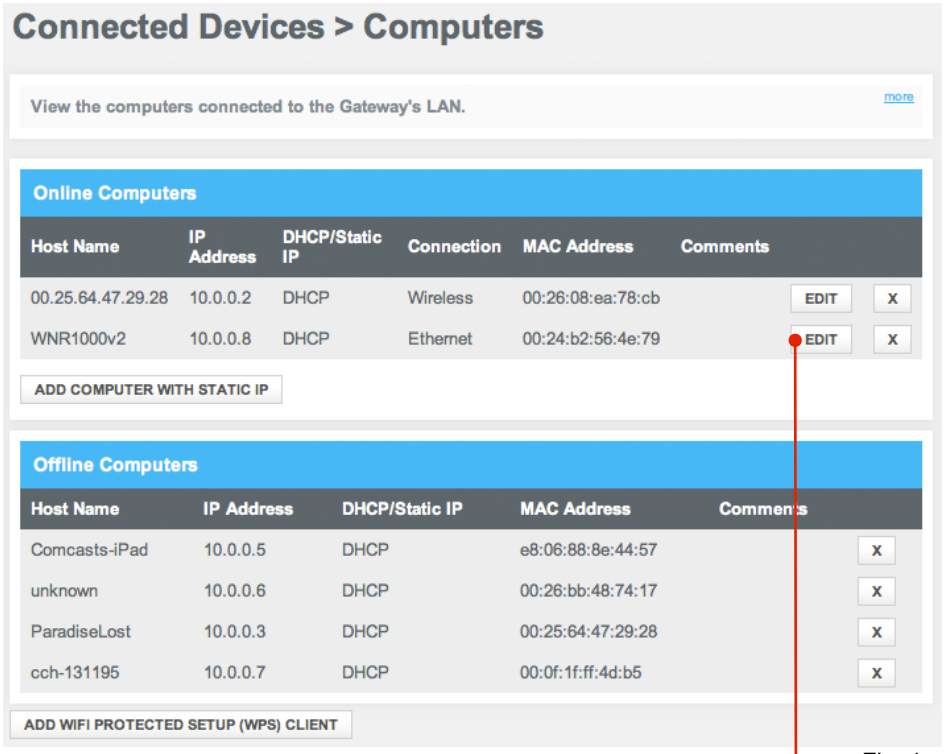
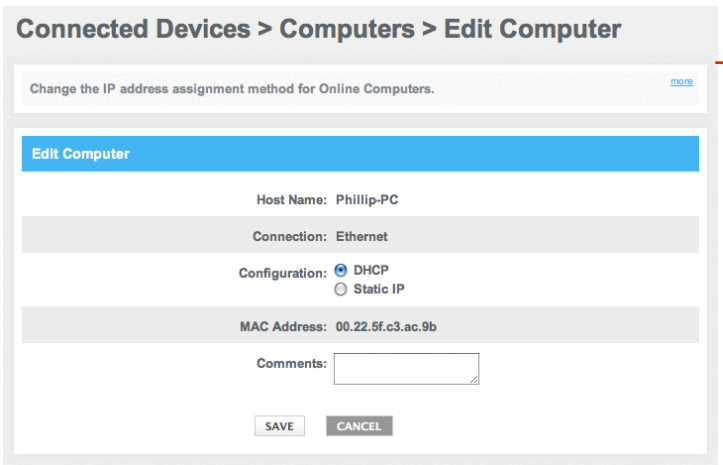


Fig. 1



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:

1. Under Online Computers, click **Add Computer with Static IP**. The Add Computer menu appears.

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

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

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 **X** next to the computer. When the Delete Computer message appears, click **OK** to delete the computer or **CANCEL** to retain it. If you click **OK**, the computer will be 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

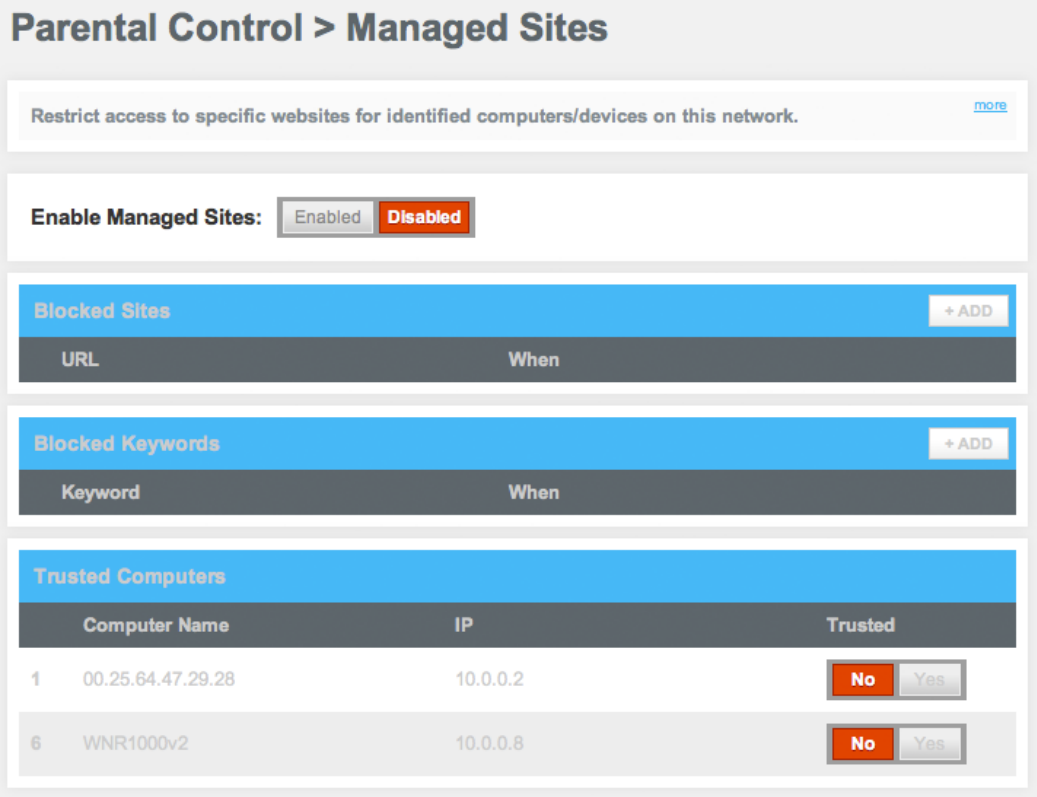


Fig. 1

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 websites 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*

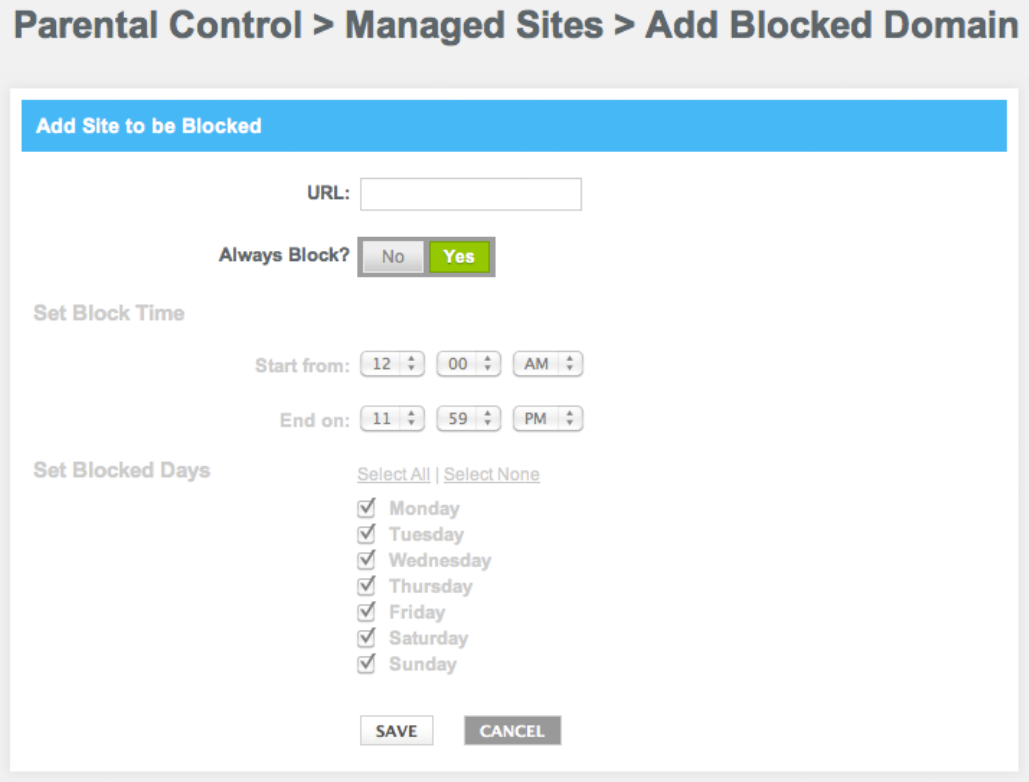


Fig. 1

- 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*

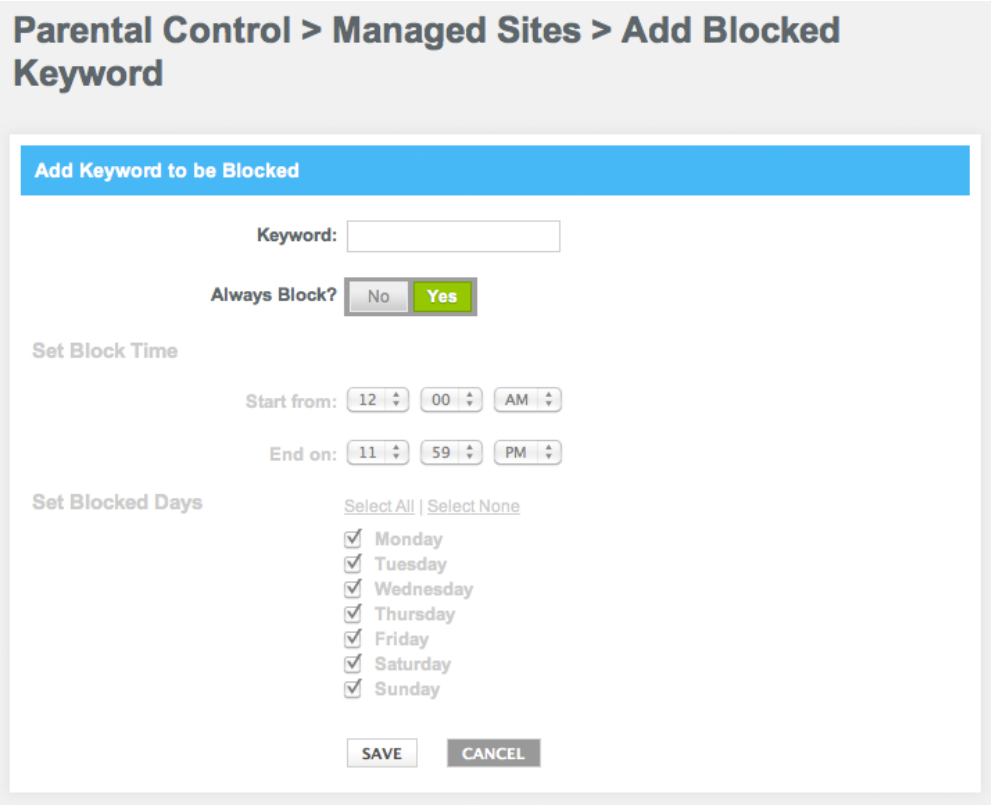


Fig. 1

MANAGED SERVICES

Prevent access to applications and services

Access from the left navigation menu:

Parental Control > Managed Services

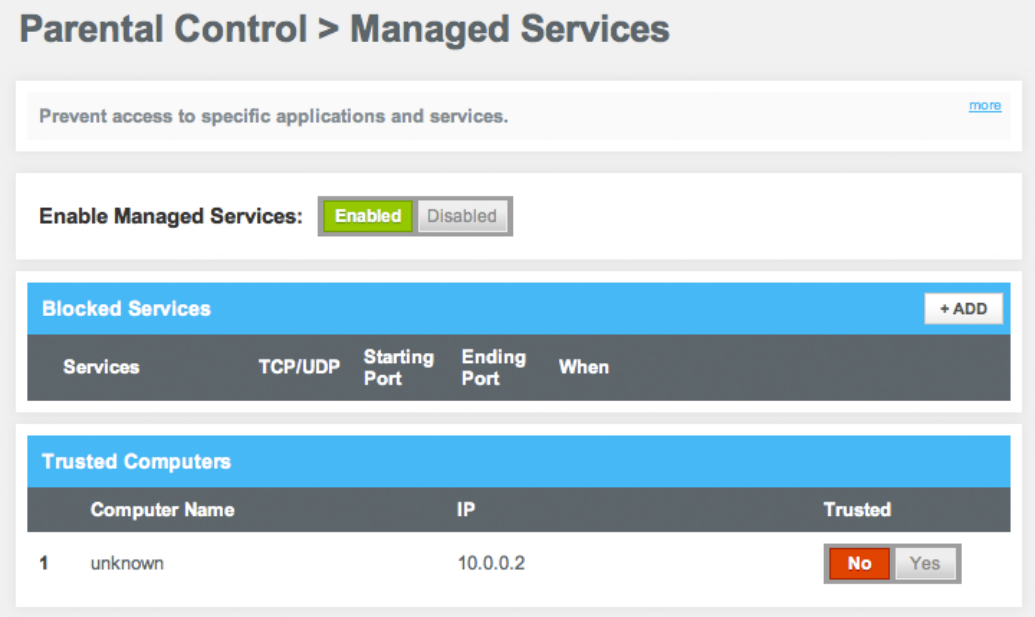


Fig. 1

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*

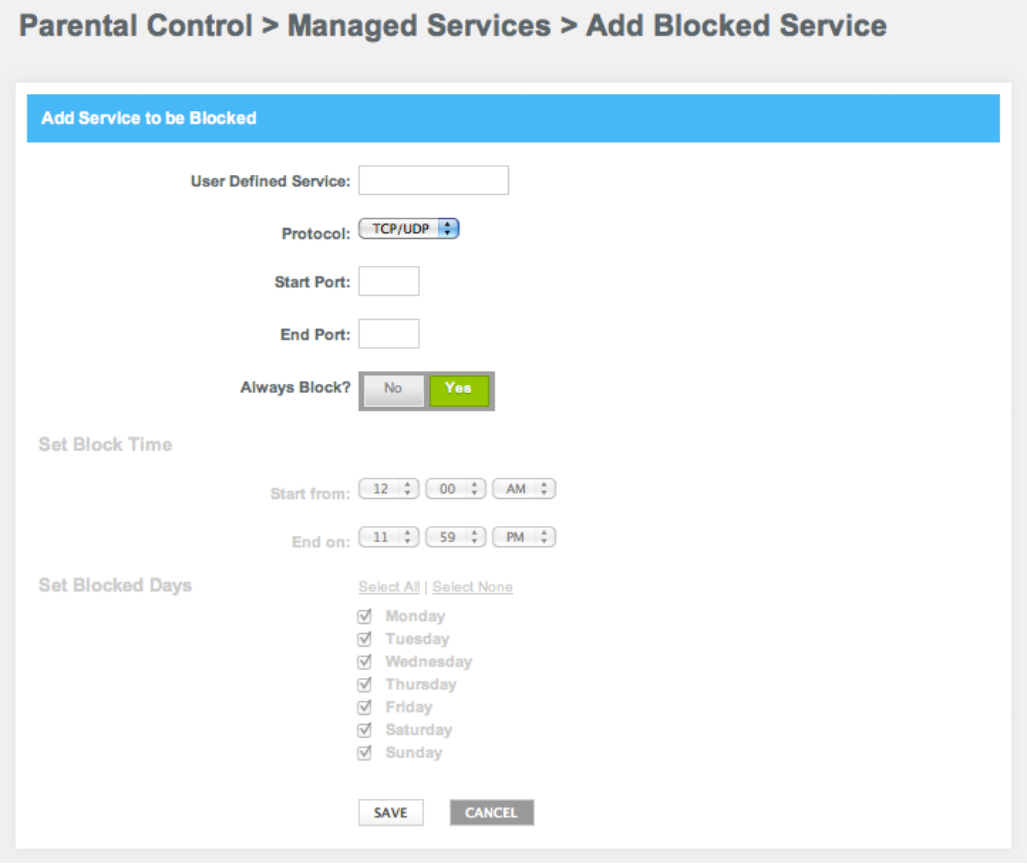


Fig. 1

MANAGED DEVICES

Displays information about devices that can be managed by rules

Access from the left navigation menu:

Parental Control > Managed Devices

Fig. 1

- When **Block All** is selected, **+Add Allowed Devices** displays on the lower right.
- When **Allow All** is selected, **+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**

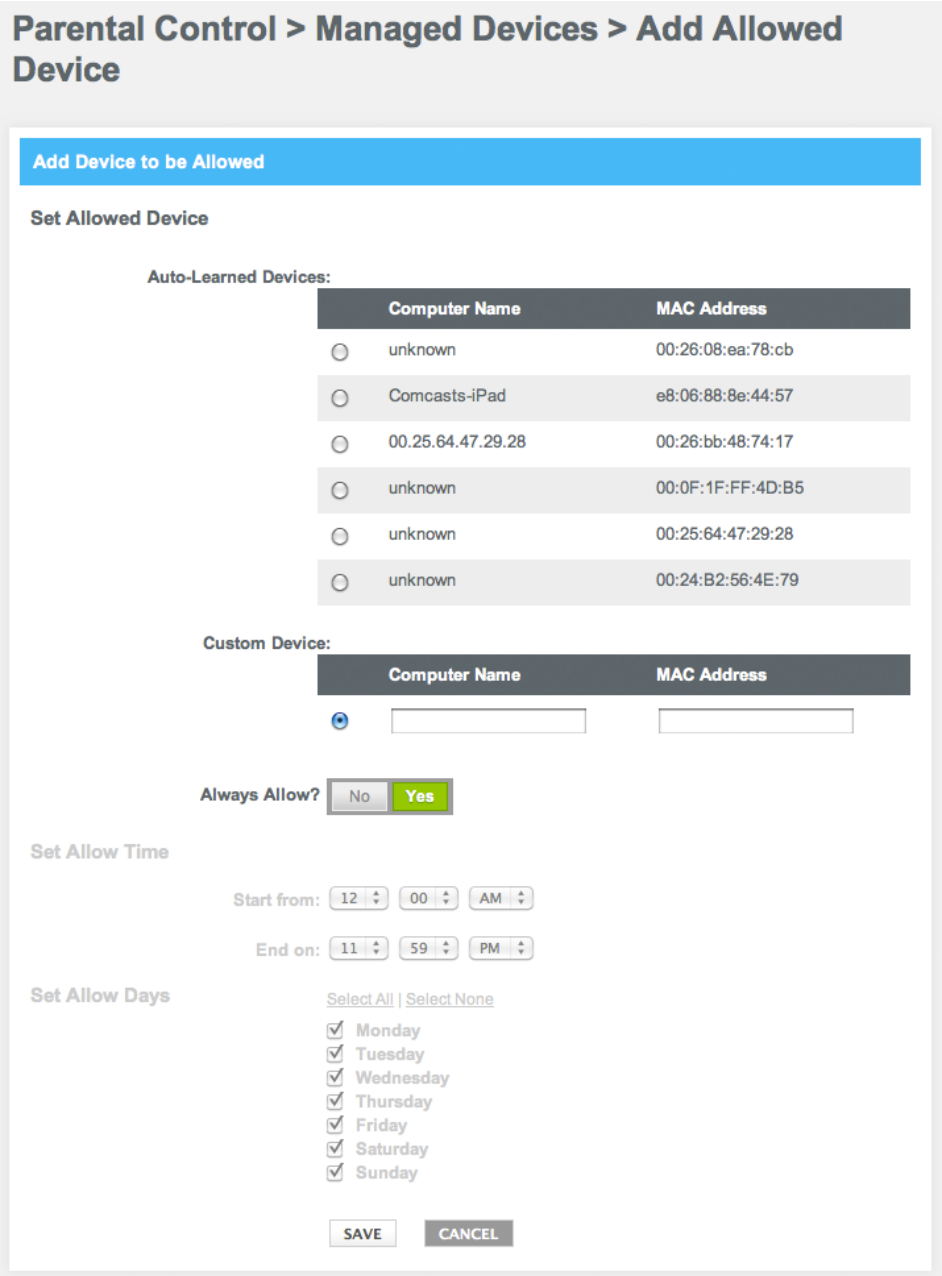


Fig. 1

Reports

Create reports that display attempted violations of the Parental Control rules

Access from the left navigation menu:

Parental Control > Reports

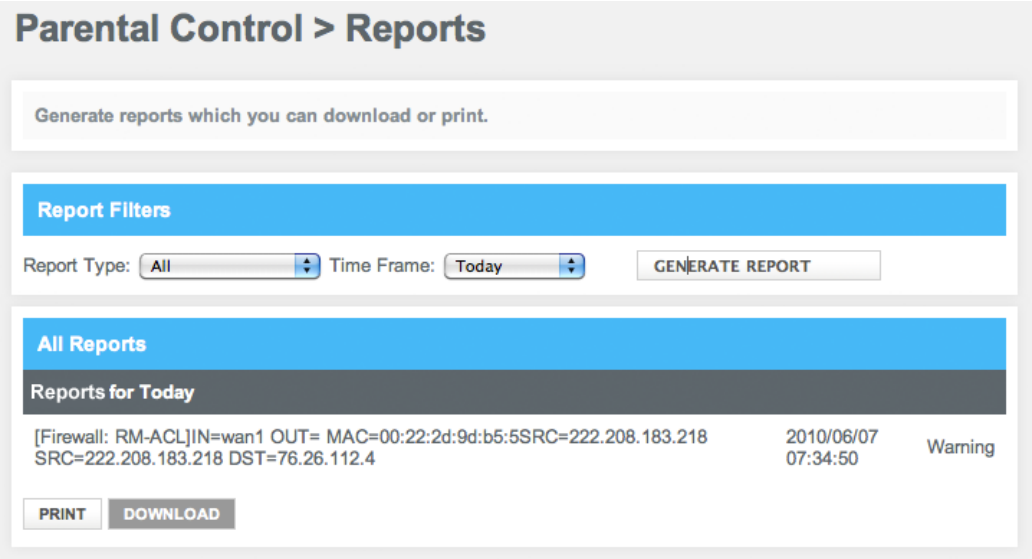


Fig. 1

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

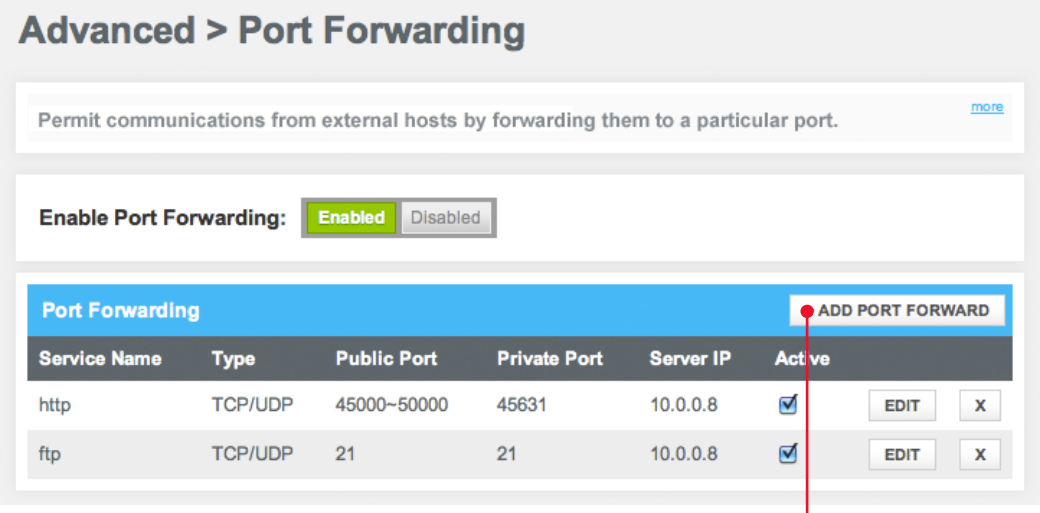


Fig. 1

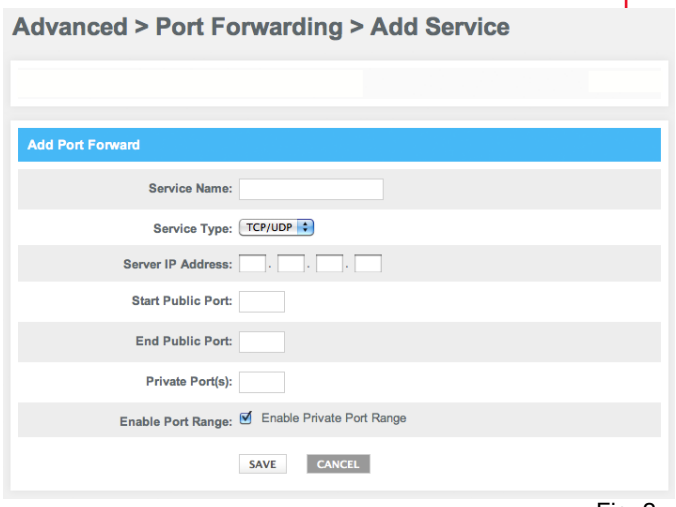


Fig. 2

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 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*

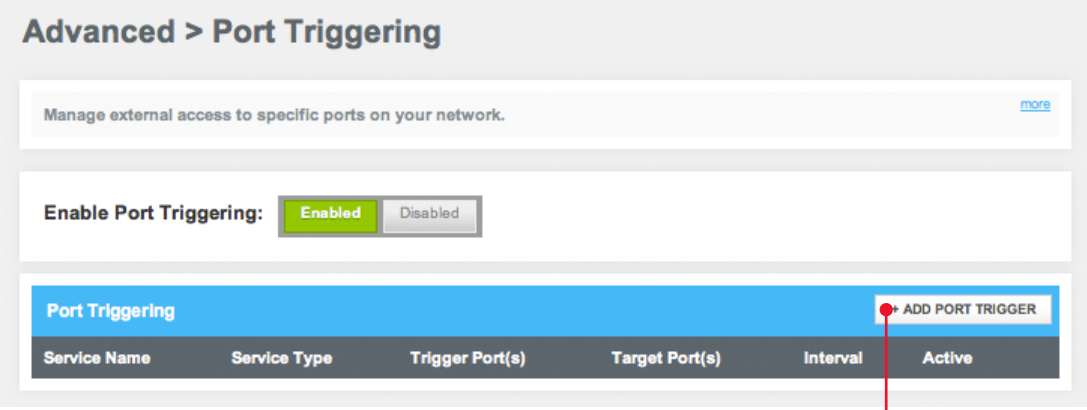


Fig. 1

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

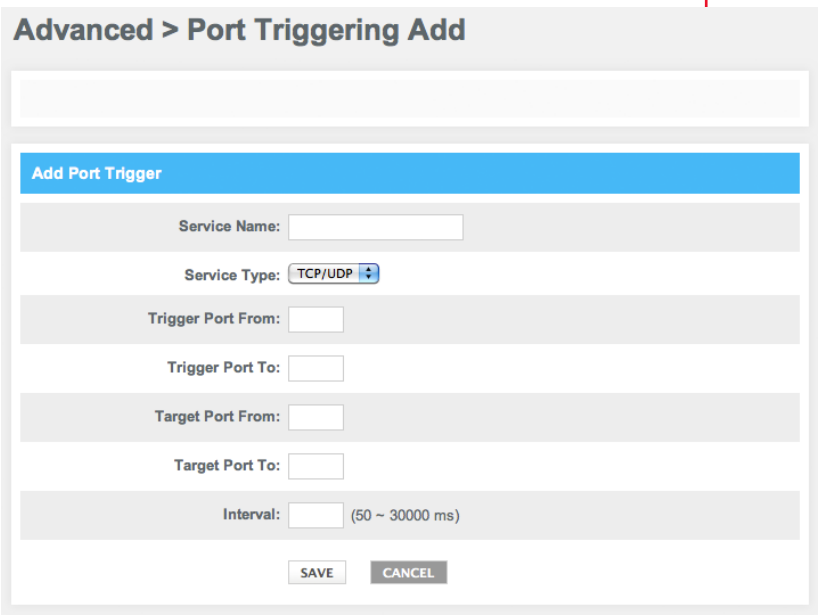


Fig. 2

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

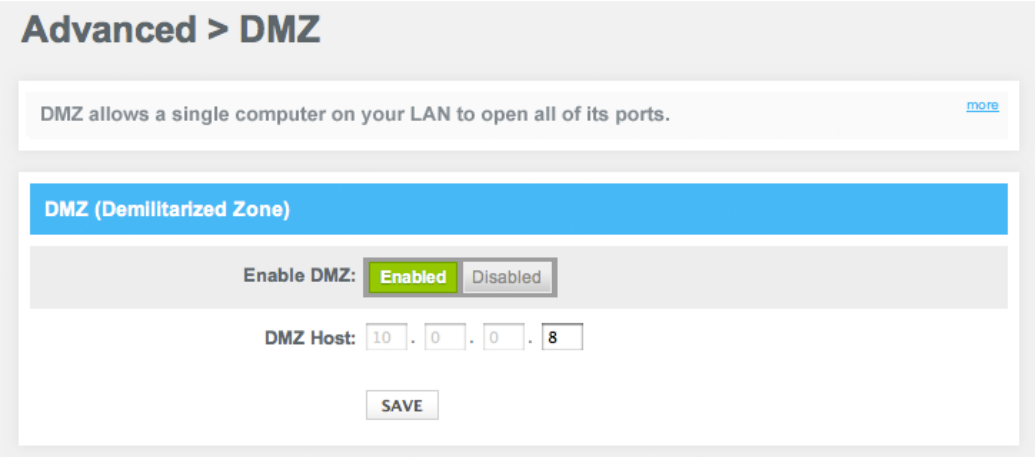


Fig. 1

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

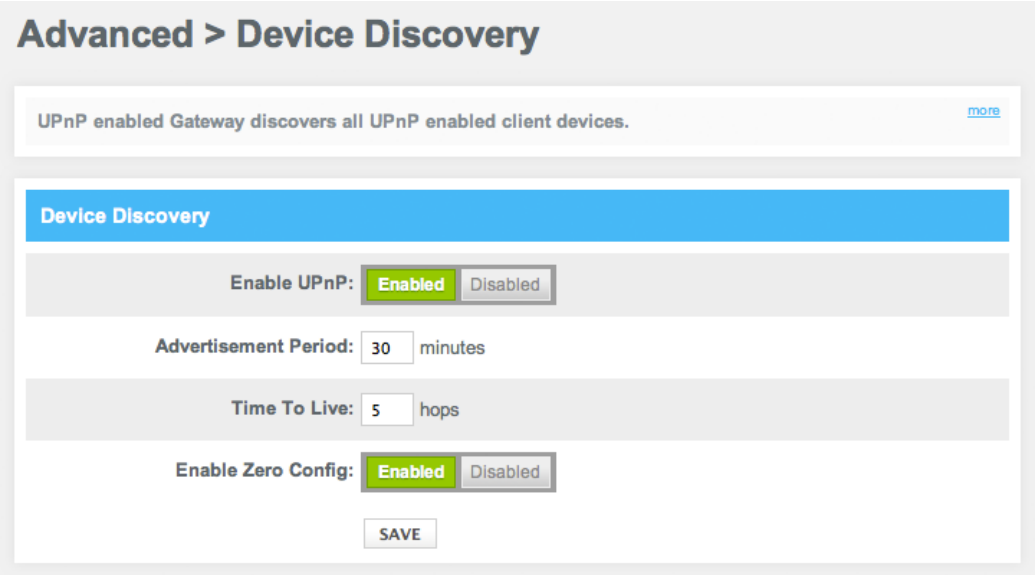


Fig. 1

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

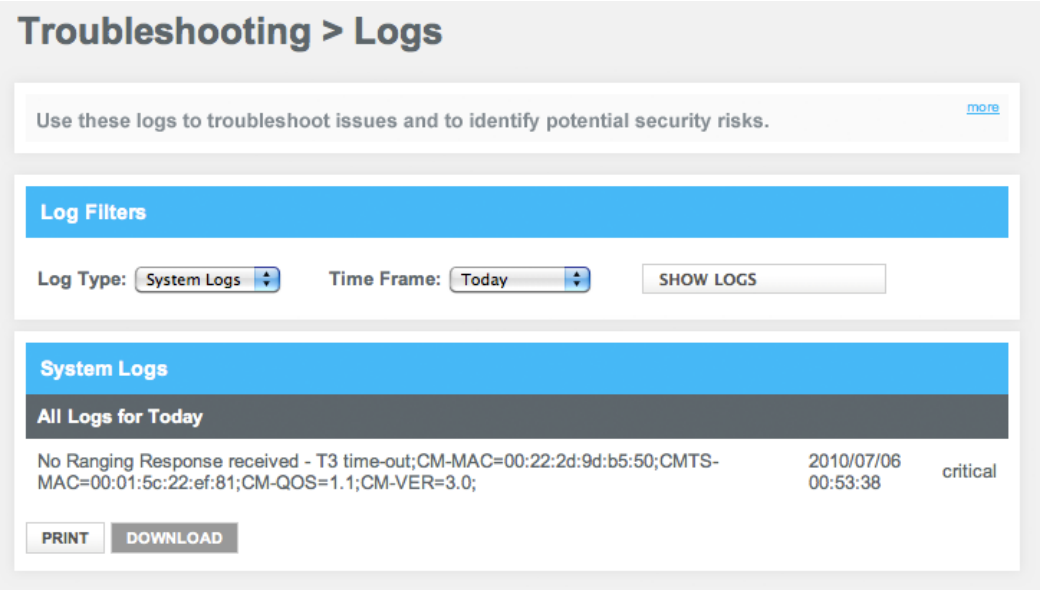


Fig. 1

DIAGNOSTIC TOOLS

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

Access from the left navigation menu:

Troubleshooting > Diagnostic Tools

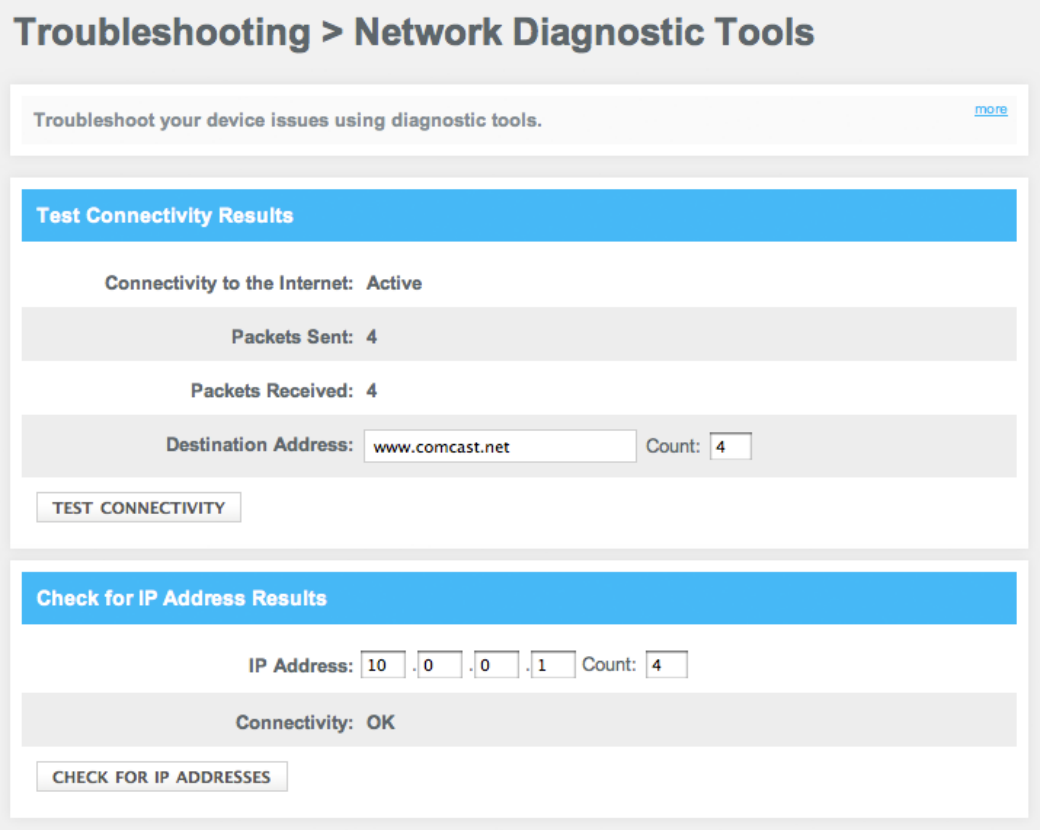


Fig. 1

- *Test Connectivity Results* tests your Internet connection. Enter a URL, such as 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 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 Wireless Gateway.

Please also note that a Factory Restore will take your 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

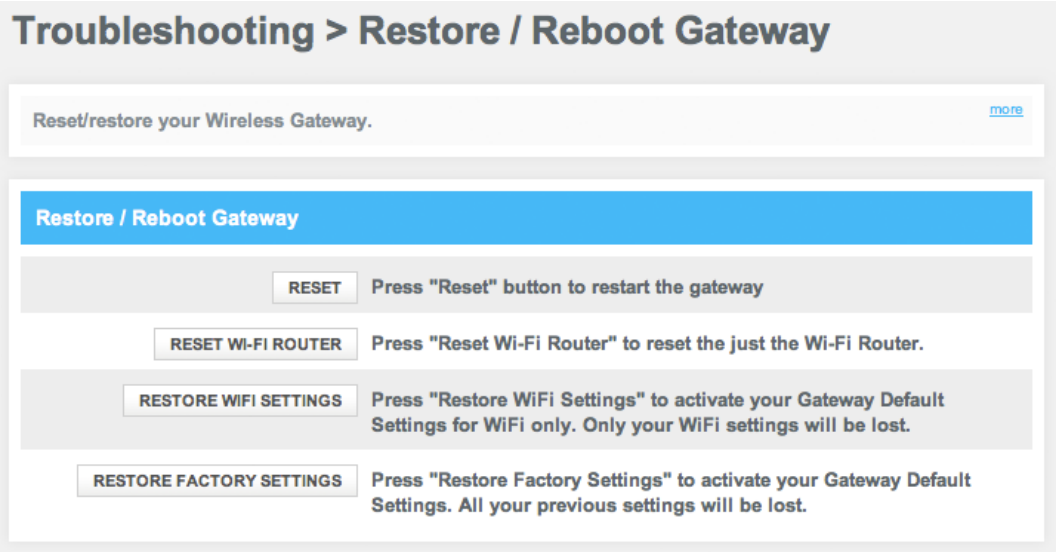


Fig. 1

- 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 Wireless Gateway is rebooted.
- The 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 Wireless Gateway

Access from the left navigation menu:

Troubleshooting > Change Password

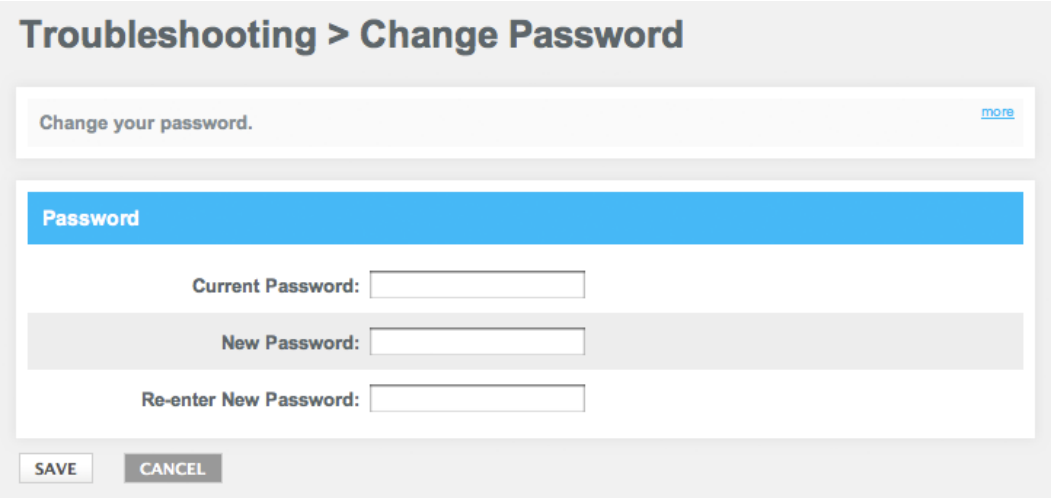


Fig. 1

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

Regulatory Information

Compliance Statements

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.