XFINITY Voice and Internet Wireless Gateway
User Guide
# Table of Contents

About Your Wireless Gateway ................................................................. 1

Overview ........................................................................................................ 2

Front Panel ..................................................................................................... 2
Rear Panel Connectors and Controls ......................................................... 3
Top Panel ........................................................................................................ 4
Bottom Panel ................................................................................................ 4
Bottom Label .................................................................................................. 5

Basic Wireless Gateway Information ...................................................... 6

Home Network Wizard ................................................................................... 6
Web Management Interface Menus .............................................................. 8
Web Management Interface ......................................................................... 9
At a Glance ..................................................................................................... 10
Connection ..................................................................................................... 11
Connection Status ........................................................................................ 11
Local IP Configuration .................................................................................. 12

WiFi 13 ............................................................................................................ 14

WiFi Setup ..................................................................................................... 14
Connecting a Computer or Other Device to your WiFi Network ............. 15
For Non-WiFi Protected Setup (WPS) Computers .................................. 15
For WiFi Protected Setup (WPS) Computers .......................................... 15

  WPS Method for WiFi Connection .............................................................. 15
    WPS via PBC Connectivity/One Button Connectivity (Recommended) 16
    WPS via PIN Connectivity .................................................................................. 16

XFINITY Network ........................................................................................ 17

Firewall .......................................................................................................... 18
Software ........................................................................................................ 19
Hardware ....................................................................................................... 20
System Hardware .......................................................................................... 20
Battery .......................................................................................................... 21
LAN Ethernet ............................................................................................................................ 22
WiFi 23
Wizard .................................................................................................................................. 23

Connected Devices .................................................................................................................. 24
Computers ............................................................................................................................... 24

Parental Control ........................................................................................................................ 26
Managed Sites .......................................................................................................................... 26
Blocked Sites ........................................................................................................................... 27
Blocked Keywords ................................................................................................................... 28
Managed Services ..................................................................................................................... 29
Blocked Services ....................................................................................................................... 30
Managed Devices ....................................................................................................................... 31
Reports ...................................................................................................................................... 33

Advanced .................................................................................................................................. 34
Port Forwarding .......................................................................................................................... 34
Port Triggering ............................................................................................................................ 35
DMZ ........................................................................................................................................ 36
Device Discovery .......................................................................................................................... 37

Troubleshooting ......................................................................................................................... 38
Logs ........................................................................................................................................... 38
Diagnostic Tools .......................................................................................................................... 39
Restore/Reset Gateway ............................................................................................................... 40
Change Password ......................................................................................................................... 41
About Your Wireless Gateway

Your 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 router, wireless transmitter and four Gigabit Ethernet RJ45 ports. The XFINITY Wireless Gateway has been designed to meet PacketCable™ 1.5 and 2.0 and 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 is a way of connecting your computers and other devices to the network without wires. WiFi technology uses radio frequency to connect to the Internet wirelessly and gives you the freedom to connect from computers in your home network. 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 own router with your Wireless Gateway.

• **Telephony Services** — Complies with PacketCable™ 1.5 or 1.0.

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

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 of your Wireless Gateway features a set of LED indicators which shows the status of your Gateway and can simplify troubleshooting.

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

- **A** WPS button: WiFi Protected Setup is active (Button with light ring is located on top of unit)
- **B** Power: AC power is available to the unit
- **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

---

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. ON=power being supplied. OFF=power is not being supplied.</td>
</tr>
<tr>
<td>US/DS</td>
<td>Blinking=ranging is in progress. ON=ranging is complete on 1 channel only. OFF= scanning for DS channel.</td>
</tr>
<tr>
<td>Online</td>
<td>Blinking=cable interface acquiring IP, Time of Day, Cable Modem configuration. ON=Gateway is operational. OFF=Gateway is offline.</td>
</tr>
<tr>
<td>WiFi</td>
<td>Blinking=data is transmitting over the Gateway’s WiFi interface. ON=WIFI is enabled. OFF=WIFI is disabled.</td>
</tr>
<tr>
<td>Tel1</td>
<td>Blinking=Tel line 1 is in use. ON=Gateway’s Tel 1 port is online. OFF=Gateway’s Tel 1 port is not online.</td>
</tr>
<tr>
<td>Tel2</td>
<td>Blinking=Tel line 2 is in use. ON=Gateway’s Tel 2 port is online. OFF=Gateway’s Tel 2 port is not online.</td>
</tr>
<tr>
<td>Battery</td>
<td>Blinking=battery power is low. Use AC power as soon as possible. ON=Gateway is operating on AC power, battery is not charging. OFF=(a) If Battery LED is off and Power LED is blinking, then device is in battery backup mode. (b) If Battery LED is off and Power LED is solid, this indicates there is no battery or battery is not properly functioning. Solid Glow=battery is charging.</td>
</tr>
</tbody>
</table>
REAR PANEL CONNECTORS AND CONTROLS

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

A reset button: resets the Wireless Gateway*

USB host connector for connecting external USB device

Tel 1 connector for analog phone line

Tel 2 connector for analog phone line

Gigabit Ethernet (1 - 4) connectors for use with a computer LAN port (Each port has two LED lights. See Table 1 below)

Cable connector for the coaxial cable

Power connector for the power cord

---

**Reset Button**

To protect against accidental reset, the reset button is recessed on the rear panel. By pressing the reset button for varying lengths of time, you can perform two types of reset operations with the Wireless Gateway.

- **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 ever 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.*

**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 you may have made to your Wireless Gateway. Please also note that a Factory Reboot will take your Wireless Gateway out of Bridge Mode if it had been previously enabled. Call 1-800-XFINITY if you would like to re-enable Bridge Mode.

**Note:** You can also reset your Wireless Gateway using the Web Management Interface (see page 35).
**TOP PANEL**

The top panel of your Wireless Gateway features a **WPS** button (Fig. 1). WPS (or WiFi Protection Setup) lets you securely set up a WiFi network without having to enter the Network Key.  
See page 11.

![Fig. 1](image)

**BOTTOM PANEL**

The bottom panel of your Wireless Gateway contains a panel for installing the backup battery. The battery will provide backup for voice service in case of a local power loss. The battery backup is not intended to take the place of AC power.

To install a battery into your Gateway, use the following procedure.

1. Place the Wireless Gateway on its side on a table.
2. Remove the battery compartment door on the bottom panel and set it aside.
3. Insert the battery into the battery compartment with the polarity in place.
4. Close the battery compartment.

**Notes:** 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. 

By accessing the Battery menu from the Gateway’s Web interface, you can view status information about the battery.
**BOTTOM LABEL**

The bottom label of your Wireless Gateway will display the following information:

<table>
<thead>
<tr>
<th>WiFi 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 Password</td>
<td>Printed on the label</td>
</tr>
<tr>
<td>WPS PIN</td>
<td>Printed on the label</td>
</tr>
</tbody>
</table>

**DEFAULT CONFIGURATIONS OF THE WIRELESS GATEWAY**

Following are the factory default configurations:

<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 other features, please access the Web Management Interface.
Basic Wireless Gateway Information

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

Make sure your computer or laptop is connected to one of the ethernet ports on your Wireless Gateway. Open a web browser* and typing http://10.0.0.1 in the address line.

* Compatible web browsers include Internet Explorer 6.0+, Firefox 3.0+ and Safari. Your computer does not have to be online to configure your Wireless Gateway.

Find out the encryption methods supported by your computer before setting up your WiFi Network.

Upon initial setup (or after a Factory Reset), you will see the Home Network Wizard’s three administrative pages as described below.

Home Network Wizard

1. On the Administrative Login screen (Fig. 1), type the following default information to login:
   
   Default Username: admin
   (The username cannot be changed.)
   Default Password: password

   Click LOGIN.

2. Change the administrative password (Fig. 2) to prevent unauthorized users from changing settings on your Wireless Gateway. Use a strong password with at least eight characters that contains both letters and numbers.

   Record your New Password in order to access the Gateway pages in the future.
3. Enter a WiFi network name of your preference. Remote computers use this name to identify the router. It is case-sensitive and can be up to 32 characters in length. A valid WiFi network name can contain only letters, numbers, hyphens or underscores. No spaces or periods are allowed. i.e. XFINITY-12456.

4. Select an encryption method that is supported by your computer or device (Fig. 3).

5. Depending on your selection, you may be required to enter a **Network Password**. Click **Finish**.

Note: The Wireless Gateway can be connected to wireless B, G and N devices operating at 2.4 GHz.

After your initial setup and on subsequent logins, when you access **http://10.0.0.1**, you will see the Web Management Interface screen as described on the following page.
## Web Management Interface Menus

<table>
<thead>
<tr>
<th>Access Menus (and Submenus)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gateway &gt; At a Glance</td>
<td>Displays information about your home network, connected devices and recent network updates</td>
</tr>
<tr>
<td>Gateway &gt; Connection</td>
<td>Displays the following 3 submenus to:</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 basic and advanced wireless settings</td>
</tr>
<tr>
<td>Gateway &gt; Connection &gt; XFINITY</td>
<td>View XFINITY network settings and initialization procedures, including cable modem, downstream and upstream information</td>
</tr>
<tr>
<td>Gateway &gt; Firewall</td>
<td>Configure the security level of the Wireless Gateway’s 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 Wireless Gateway’s system hardware</td>
</tr>
<tr>
<td>Gateway &gt; Hardware &gt; Battery</td>
<td>View information about the Wireless Gateway’s 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 Gateway’s WiFi port</td>
</tr>
<tr>
<td>Gateway &gt; Wizard</td>
<td>Access a wizard to set up your home network</td>
</tr>
<tr>
<td>Connected Devices</td>
<td>Displays the Computer submenu for adding online computers and viewing computers that are offline</td>
</tr>
<tr>
<td>Parental Control</td>
<td>Displays the 4 following submenus for:</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>Generating reports containing selected Log Messages</td>
</tr>
<tr>
<td>Advanced</td>
<td>Displays submenus to:</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 for dynamic connectivity to network devices</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>Displays submenus to:</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 Wireless Gateway or restore factory settings</td>
</tr>
</tbody>
</table>
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 of the Web Management Interface or change your password.

From the menu bar, select a category to configure your Wireless Gateway settings.

When you click a category from the left menu bar, associated information and configuration settings appear in the main area.

From the links at the bottom of the page, you can access XFINITY.com and customerCentral.
**AT A GLANCE**

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

**Note:** If you would like to use your existing router instead of using 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-XFIITY.

Access from the left navigation menu:

*Gateway > At a Glance*

![Gateway > At a Glance](image)

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

Click **View Connected Devices** to view the Connected Devices screen (see [page 24](#)), which displays online and offline devices that are connected to your Wireless Gateway.
**CONNECTION**

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

Access from the left navigation menu:

*Gateway > Connection*

### Connection Status

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

Access from the left navigation menu:

*Gateway > Connection > Status*

---

**Fig. 1**

![Gateway > Connection > Status](image)
Local IP Configuration

View information about your local network. You may edit the LAN DHCP settings, if desired (for Advanced Users).

Access from the left navigation menu:

*Gateway > Connection > Local IP Network (or click VIEW from Gateway > Connection > Status)*

**Gateway > Connection > Local IP Configuration**

![Gateway > Connection > Local IP Configuration](image)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv4</td>
<td></td>
</tr>
<tr>
<td>Gateway Address</td>
<td>Local IP address of the router</td>
</tr>
<tr>
<td>Subnet Mask</td>
<td>Subnet address for the LAN (3 subnets to choose from)</td>
</tr>
<tr>
<td>DHCP Beginning Address</td>
<td>First available Local IP Address in the DHCP pool</td>
</tr>
<tr>
<td>DHCP Ending Address</td>
<td>Last available Local IP Address in the DHCP pool</td>
</tr>
<tr>
<td>DHCP Lease Time</td>
<td>Length of time a local device retains an IP Address before checking back with the DHCP Server on the Wireless Gateway</td>
</tr>
</tbody>
</table>

IPv6

- Enable IPv6

Note: IPv6 parameters are not configurable.
**WiFi**

View and configure your WiFi network

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

---

**Gateway > Connection > WiFi**

View technical information specific to your WiFi connection. Click Add WiFi Protected Setup (WPS) Client to add additional WiFi clients to your network.

---

**Private WiFi Network**

<table>
<thead>
<tr>
<th>Name</th>
<th>Protocols</th>
<th>Security Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doryprod</td>
<td>B,G,N</td>
<td>WPA2PSK-AES</td>
</tr>
</tbody>
</table>

**ADD WIFI PROTECTED SETUP (WPS) CLIENT**

---

**Gateway > Connection > Wireless > Edit 2.4 GHz**

Configure the wireless network parameters.

![Image](image-url)

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

---

Click **Add WiFi Protected Setup (WPS) Client** to add a device. Follow the WiFi Setup steps on the next page.

---

Note: A valid WiFi network name can contain only letters, numbers, hyphens or underscores.
**WIFI SETUP**

1. Enter a *Network Name (SSID)* of your choice. Remote computers use this name to identify the router. It is case-sensitive and can be up to 32 characters in length. A valid WiFi network name can contain only letters, numbers, hyphens or underscores. No spaces or periods allowed. i.e. XFINITY-12456.

2. Select the *Security Mode* (Encryption Method). Each mode in the option provides a certain level of network security. *The Encryption Method you select must be supported by your computer.* Please refer to your computer’s user manual to verify which method(s) your computer supports.

   **Fig. 1**

   Unless your computer is incompatible, the Security Mode of **WPA2-PSK (AES)** is the recommended option. WPA/WPA2 offers a higher level of security than WEP. Your Wireless Gateway supports AES encryption to protect the data transmitted over the network.

3. Enter a *Network Password* (see following requirements). Every device in the wireless network will require this password. No password is required if you choose Open (risky) mode. Use of this option is **NOT RECOMMENDED** because any external device within range can access your network.

   - **WPA2-PSK-AES** = minimum of 8 and maximum of 64 characters
   - **WEP-64** = exactly 10 hexadecimal characters (0-9, A-F) are required
   - **WEP-128** = exactly 26 hexadecimal characters (0-9, A-F) are required
   - **WPA-PSK-TKIP** = minimum of 8 and maximum of 64 characters

   **Record your new password here:**
4. Verify that the Broadcast Network Name (SSID) box is checked. The default state is to enable broadcasting of SSID to allow other users to see and join the network. Click **SAVE SETTINGS**.

**Connecting a Computer or Other Device to your WiFi Network**

After you’ve changed your network password, personalized your network name and selected an encryption method, you are ready to connect a computer or laptop using either of the following two methods.

- Manual setup using the Network Key
- WiFi Protected Setup (WPS lets you simply and securely set up a WiFi network without entering a Network Key)

**For Non-WiFi Protected Setup (WPS) Computers**

- You need to manually connect to your WiFi network. Follow the steps based on your computer’s operating system. Visit the appropriate manufacturer’s website listed below for specific steps.
  - Windows XP  
  - Windows Vista  
  - Windows 7  
  - Mac OS X 10.0 or greater  
- Use the same Network Name and Password you created during the Home Network Wizard.

**For WiFi Protected Setup (WPS) Computers**

**WPS Method for WiFi Connection**

- You can easily connect to your WiFi Network using either the default Push Button Configuration (PBC) or the Personal Identification Network (PIN) method.
- If you don’t know if your computer supports WPS, refer to your computer’s documentation. Any WPS-compatible device will work with your Wireless Gateway.
WPS via PBC Connectivity/One Button Connectivity (Recommended)

1. Press the WPS button on your computer or wireless. (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. 1)

3. Your computer will communicate with your Wireless Gateway and establish a connection.

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 connecting the next WPS client.

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://10.10.0.1 in the address line.

3. Log in using the username (admin) 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. (Fig. 1)

6. Click PAIR WITH MY WIFI CLIENT.

7. Your computer will communicate with your Wireless Gateway and establish a connection.

Note: If your WPS clients prompts you to enter the Wireless Gateway’s PIN while connecting using WPS, then enter the WPN printed on the label of your Wireless Gateway’s box.
**XFINITY Network**

View details about the XFINITY Network, including initialization procedures, cable modem settings, downstream and upstream information. The information show automatically refreshes every 10 seconds.

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.
**FIREWALL**

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

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

**Gateway > Firewall**

Protect your home network

---

**Firewall Security Level**

- **Maximum Security (High)**
- **Typical Security (Medium)**
- **Minimum Security (Low)**
- **Custom Security**

Fig. 1

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

**Typical Security (Medium)**

Allow (LAN-to-WAN):
- IDS enabled
- IDENT (port 113)
- ICMP request
- Peer-to-peer apps:
  - kazaa - (TCP/UDP port 1214)
  - bittorrent - (TCP port 6881-6999)
  - gnutella - (TCP/UDP port 8346)
  - vuze - (TCP port 49152-65534)

Blocked:
- All uninitiated WAN to LAN traffic and enable IDS

Fig. 2

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

**Minimum Security (Low)**

Allow (LAN-to-WAN):

Blocked:
- IDS enabled
- IDENT (port 113)

Fig. 3

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

**Custom Security**

Blocked: No access to local network from Internet.

Limited: Commonly used services as given below can be blocked by selecting the check box, all other services will be enabled by default. For blocking a specific port, please use port blocking.

- Block http (TCP port 80, 443)
- Block ICMP
- Block Multicast
- Block Peer-to-peer applications
- Block IDENT (port 113)
- Disable entire firewall

Fig. 5

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

---

Wireless Gateway User Guide 18
SOFTWARE

View details about your Wireless Gateway’s current software

Access from the left navigation menu:

Gateway > Software

Gateway > Software

Technical information related to your Wireless Gateway’s software.

System Software Version

eMTA & DOCSIS 2.1.2.5
Software Version:

Packet Cable: 1.5

Fig. 1
**HARDWARE**

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

**System Hardware**

Access from the left navigation menu:

*Gateway > Hardware > System Hardware*

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

Fig. 1
Battery

View the battery specifications of your Wireless Gateway

Access from the left navigation menu:

Gateway > Hardware > Battery

![Battery Specifications](image)
LAN Ethernet

View information about the wired devices connected to your Wireless Gateway

Access from the left navigation menu:

Gateway > Hardware > LAN

Fig. 1
**WiFi**

View information about the devices connected to your Wireless Gateway

Access from the left navigation menu:

*Gateway > Hardware > WiFi*

![Gateway > Hardware > WiFi](image)

**WIZARD**

Set up wireless connections quickly using the Home Network Wizard

Access from the left navigation menu:

*Gateway > Wizard*

For details about using the Home Network Wizard, see page 5.
Connected Devices

View and edit information about online or offline computers connected to your Wireless Gateway

**COMPUTERS**

Access from the left navigation menu:

*Connected Devices > Computers*

---

Click **Edit** to modify the connection setting for the corresponding 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

Using the Parental Controls menu, you can 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

![Managed Sites Menu](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)

Please enter the URL in [www.xfinity.com](http://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*

![Parental Control > Managed Sites > Add Blocked Keyword](image)

*Fig. 1*
**MANAGED SERVICES**

Prevent access to applications and services

Access from the left navigation menu:

*Parental Control > Managed Services*

---

**Fig. 1**

**Parental Control > Managed Services**

Prevent access to specific applications and services.

Enable Managed Services: [Enabled] [Disabled]

**Blocked Services**

<table>
<thead>
<tr>
<th>Services</th>
<th>TCP/UDP</th>
<th>Starting Port</th>
<th>Ending Port</th>
<th>When</th>
</tr>
</thead>
</table>

**Trusted Computers**

<table>
<thead>
<tr>
<th>Computer Name</th>
<th>IP</th>
<th>Trusted</th>
</tr>
</thead>
<tbody>
<tr>
<td>unknown</td>
<td>10.0.0.2</td>
<td>No</td>
</tr>
</tbody>
</table>

---

No. Yes
**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*

![Image of Parental Control > Managed Services > Add Blocked Service](image)

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, an +Add Allowed Devices button will be displayed.
- When Allow All is selected, an +Add Blocked Devices button will be displayed.
Add Allowed Devices
Define devices that 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`

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, you 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 or server 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*

---

**DMZ (Demilitarized Zone)**

Enable DMZ: **Enabled**  **Disabled**

DMZ Host: 10.0.0.8

Save

**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**

![Device Discovery](image)

Fig. 1
Troubleshooting

Logs

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

Access from the left navigation menu:

Troubleshooting > Logs

Fig. 1
**DIAGNOSTIC TOOLS**

You can 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](image)

- *Test Connectivity Results* tests your Internet connection. Input any valid URL, such as [www.xfinity.com](http://www.xfinity.com), in the **Destination Address** field. 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.
**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 you may have 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*

![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 Wireless Gateway is rebooted.

- The Wireless Gateway will take a few seconds to reset the Wireless Gateway. 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

- Enter your current password and a new password.