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Wireless Gateway 2

Model Numbers: DPC3939, TC8707C

Quick Start Guide



Wireless Gateway 2



About the Wireless Gateway 2 (Model Numbers: DPC3939, TC8707C)

The Wireless Gateway 2 is an all-in-one product that connects XFINITY Internet, XFINITY Voice, and home networking. It provides wired and Wi-Fi connectivity, so there's no need for a separate router.

- **Dual-Band Wi-Fi 2.4 & 5 GHz**
- **Parental Controls**
- **Firewall**
- **Port Forwarding & Blocking**
- **Wi-Fi Protected Setup (WPS)**

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

This Quick Start Guide will help you:

- Step 1. Find Your Default Wireless Network Info**
- Step 2. Connect Your Wi-Fi Devices**
- Step 3. Log In and Secure the Admin Tool**

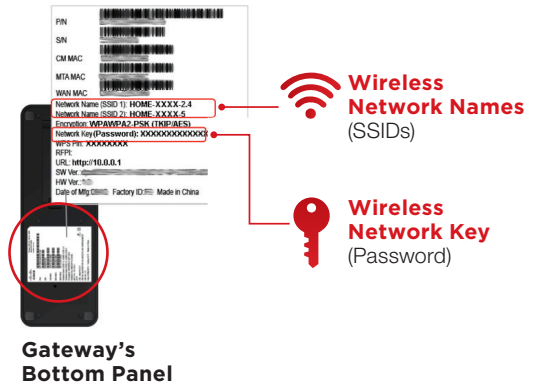
Step 1. Find Your Default Wireless Network Info

A. Lift the Wireless Gateway 2 to view the bottom panel.

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

B. Write down your information.

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




Wireless "Network Name (SSID 1)" for 2.4 GHz Wi-Fi Band (Example: HOME-XXXX-2.4)

Wireless "Network Name (SSID 2)" for 5 GHz Wi-Fi Band (Example: HOME-XXXX-5)

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

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

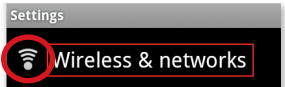
Step 2. Connect Your Wi-Fi Devices

Now that you have your wireless network information, you're ready to connect your Wi-Fi devices  (laptops, tablets, mobile devices) to the Wireless Gateway 2. Follow the steps below for each Wi-Fi device you want to connect to your home network.

For the best experience from the Wireless Gateway 2, connect to both 2.4 and 5 GHz networks, if your Wi-Fi device supports both networks (p. 6). If it does not, only connect to the 2.4 GHz network.

A. Go to the Wi-Fi Settings on your Wi-Fi device and ensure Wi-Fi is turned on.

Directions to access the Wi-Fi settings for popular operating systems are below. If your operating system is not listed, refer to the manufacturer's guides.

<p> Windows On your Windows® Desktop, click the Wireless Network icon.</p> 	<p> Apple Mac OS X On your Mac® Desktop, click the Wi-Fi icon.</p> 
<p> Android From the Apps screen, tap the Settings icon. Tap Wireless & Networks, then Wi-Fi Settings.</p> 	<p> Apple iOS (iPad, iPhone, iPod Touch...) From the Home Screen, tap the Settings icon. Tap the Wi-Fi icon.</p> 

B. Select the 2.4 GHz Network Name (SSID) on your Wi-Fi device .

Under the Wi-Fi settings, the list of available networks should appear. Select your home network (such as *Home-XXXX-2.4*) from Step 1.

C. Enter the Network Key (Password) on your Wi-Fi device .

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



D. Check if your Wi-Fi device is connected to your 2.4 GHz network.

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



E. Test your Internet connection on your Wi-Fi device .

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

F. Connect your Wi-Fi device to the 5 GHz band.


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

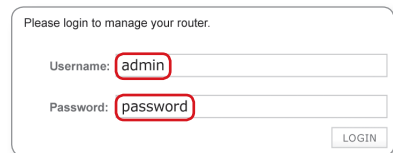


Note: For help with the above steps or to learn about Wi-Fi and 5 GHz, see p. 5-7.

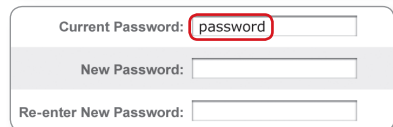
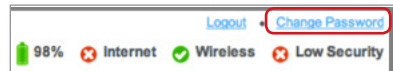
Step 3. Log In and Secure the Admin Tool

You can manage your network and security settings using the Wireless Gateway 2's Admin Tool. To ensure better security for your Wireless Gateway 2 and home network, **we recommend changing the default password to a password of your own.**

- A. Open a web browser from a connected wired or Wi-Fi device . Go to <http://10.0.0.1> and the Login page appears.
- B. Enter **admin** for Username.¹ Enter **password** for Password.
- C. Click LOGIN and the *At a Glance* page appears.
- D. In the upper right corner, click CHANGE PASSWORD for Increased Security (recommended).
 1. Enter "password" in the Current Password field.
 2. Create a new password of your choice.²
 3. Re-enter your new password.
 4. Click "Save".
 5. Your settings should now be saved.



¹ The username "admin" cannot be changed.



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

The Wireless Gateway 2 enables you to personalize your home network. Features that can be customized using the Admin Tool include:


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

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

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

For more information about the Wireless Gateway 2, visit <http://customer.comcast.com/userguides> and download the User Guide.

Wi-Fi Connectivity Tips

If you're having trouble connecting a Wi-Fi device  to your 2.4 and 5 GHz Wi-Fi networks (or if neither network appears in the available networks list), simple actions may help.

Try the following tips in order. After trying a tip, see if you can connect to your network by repeating Steps 2A-2F (p. 3-4). If you can't connect, try the next tip.



Tip 1. Move the Wi-Fi device next to the Wireless Gateway 2.

Tip 2. On the Wi-Fi device, turn the Wi-Fi setting off and then on.

Tip 3. Restart the Wi-Fi device by powering off and then on.

If none of the above tips resolve your connection issue, reset the Wireless Gateway 2.

Caution: Resetting the Gateway will disrupt XFINITY Voice and Internet services for at least five minutes. Therefore, during the reset, you'll be unable to make or receive any calls, including calls to 911 or emergency services.

Following are two ways to reset the Wireless Gateway 2.

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


Caution: Holding the Reset button for 15 seconds or more will restore default factory settings. Any changes you've made to the Wireless Gateway 2 (such as passwords, parental controls, or firewall settings) will be lost.

Or

- Unplug the Wireless Gateway 2 and remove the battery from the bottom panel (if you have one). Insert the battery, then replug.




Wireless Gateway 2 Placement

Where you put the Wireless Gateway 2 in your home can affect your connectivity, range (operating distance), and performance of connected Wi-Fi devices . For optimal results from the Wireless Gateway 2, follow these guidelines to identify your home's ideal location.

- Place the Wireless Gateway 2 in an upright, elevated location (closest to the center of where you'll typically use your Wi-Fi devices).
- Minimize the number of walls and ceilings between the Wireless Gateway 2 and your Wi-Fi devices.
- Place the Wireless Gateway 2 away from electronics that may cause interference (such as microwaves and cordless phone bases).


5 GHz in Your Home

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

Why use 5 GHz?

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


About Wi-Fi and the Wireless Gateway 2

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







- Although the Wireless Gateway 2 simultaneously broadcasts both 2.4 and 5 GHz, Wi-Fi devices can connect to only one Wi-Fi network at a time.

- 5 GHz Wi-Fi signals may not travel as far as 2.4 GHz. In areas of your home that are furthest away from the Wireless Gateway 2, only the 2.4 GHz network may be available. We recommend connecting to both 2.4 and 5 GHz networks during initial set-up of all your Wi-Fi devices .

If you're connected to the Wireless Gateway 2's 5 GHz network and move out of the 5 GHz range (move to a different room), your Wi-Fi device  may disconnect and automatically reconnect to your 2.4 GHz (if you've connected to it previously).

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

- The Wi-Fi bars   on your Wi-Fi device  indicate signal strength.
- Some Wi-Fi devices  support Wi-Fi Protected Setup (WPS). WPS lets you set up secure Wi-Fi networks without manually entering your Wi-Fi network information. Pressing the WPS button on the Wireless Gateway 2 initiates WPS for both 2.4 and 5 GHz Wi-Fi bands. You can then connect to either band using WPS.



Learn about the Wireless Gateway 2 at <http://customer.comcast.com/userguides>. For questions about your XFINITY services, call 1-800-XFINITY.

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