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Wireless Gateway 2
Model Numbers: DPC3939, TC8706C

Quick Start Guide

How to Set Up Your Home Network

COMCAST

Wireless Gateway 2 Quick Start Guide

About Your Wireless Gateway 2 (Model Numbers: DPC3939, TC8706C)

The Wireless Gateway 2 is your all-in-one device that connects XFINITY Internet, phone, and home networking. It provides wired and dual-band Wi-Fi connectivity for your home, so there's no need for a separate router. With your Wireless Gateway 2, you'll receive the following advanced features:
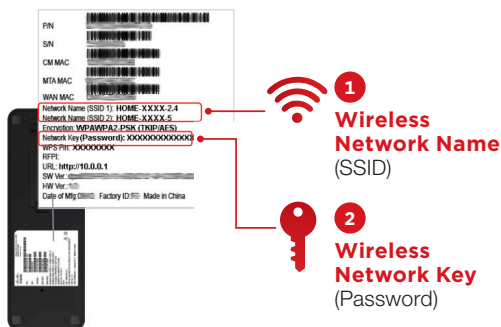
- **Simultaneous Dual-Band 2.4 GHz & 5 GHz Wi-Fi**
- **Parental Controls**

- **Firewall**
- **Port Forwarding & Blocking**
- **Wi-Fi Protected Setup (WPS)**

This Quick Start Guide will help you:

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

Step 1. Locate Your Wireless Network Info

The Wireless Gateway 2 has a dual-band design to support two Wi-Fi radios (2.4 and 5 GHz). Some Wi-Fi products can only use the 2.4 GHz wireless band, while dual-band products can use either the 2.4 GHz or 5 GHz band. The 5 GHz band has faster data rate capability than 2.4 GHz. Many older devices are not compatible with the 5 GHz band.

① **Wireless Network Name** (SSID)

② **Wireless Network Key** (Password)

Instead of choosing one or the other, the Wireless Gateway 2 simultaneously broadcasts both bands, so dual-band products can use the band with the fastest wireless performance and the best possible range.

Lift up the Wireless Gateway 2 device and look for a **white label** on the underside. You will need the Wireless Network Names (SSIDs) and Network Key (Password) to connect your various Wi-Fi devices.

Once you've located them, write them down for future reference:

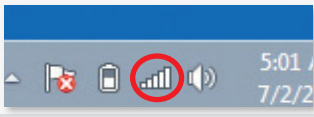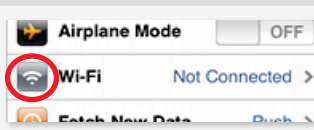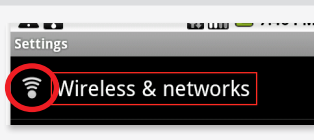Wireless "Network Name (SSID 1)" for 2.4 GHz Wi-Fi Band (*Example: HOME-XXXX-2.4*)

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

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Wireless "Network Key (Password)" *Same for both bands*

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Step 2. Connect Your Wi-Fi Devices

Now that you've found your Network Names (SSIDs) and Network Key (Password), it's time to connect your Wi-Fi enabled devices. The following chart contains basic instructions for connecting popular devices to a wireless network.

Windows PC		On your Windows® Desktop, click the Wireless Network Icon.
Mac OS X		On your Mac® Desktop, click the Airport Icon to access your Wireless Settings.
iOS	Airplane Mode OFF / Wi-Fi Not Connected >	From the Home Screen of your iOS mobile device, tap the Settings Icon. In "Settings", tap the Wi-Fi Icon.
Android	Settings / Wireless & networks	From the Apps Screen of your Android™ mobile device, tap the Settings Icon. In "Settings", tap "Wireless & Networks" then "Wi-Fi Settings".

Note: If your device is not listed, please refer to the device's manufacturer's guide.

1. In the list of available wireless networks, look for and select the Wireless Network Names (SSIDs) you wrote down. For dual-band devices, you'll see both 2.4 and 5 GHz Network Names (SSIDs). Otherwise, you'll only see the 2.4 GHz Network Name (SSID). For better performance, select the 5 GHz band if listed. If not, then select the 2.4 GHz band.
   Note: For each of your dual-band Wi-Fi devices, connect to both 2.4 and 5 GHz bands at least once. This will allow you to easily connect to either band when needed.

2. Enter the Wireless Network Key (Password) (case-sensitive) in the Network Key field (Windows) or Password Field (Mac).

3. Click the confirmation button (typically labeled **OK**, **Connect**, or **Join**).

4. Test your Internet connection by opening a web browser and typing in a valid URL, such as www.xfinity.com.

5. Repeat these steps for each wireless device you want to connect to your network.

> **Note:** Can't connect a particular device? It may be an older 2.4 GHz Wi-Fi device that requires the '802.11 b' mode. If you have an '802.11 b' device, the Wireless Gateway 2's Wi-Fi mode needs to be set to '802.11 b/g/n' to allow 'b' devices to connect. Here's how:
> 1. Log in to the Admin Tool at http://10.0.0.1 (see Step 3A on next page).
> 2. Go to Gateway > Connection > Wi-Fi.
> 3. Click "**Edit**".
> 4. For Mode, select "**802.11 b/g/n**".
> 5. Click "**Save Settings**".
> Keep in mind that changing the mode may affect the performance of all your connected network devices.
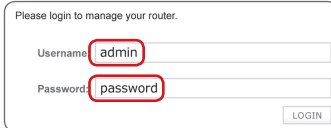
Step 3. Log In and Secure the Admin Tool

Using the Admin Tool, you can access your Wireless Gateway 2 to update or change security settings and other advanced features. To ensure better security for your Wireless Gateway 2 and home network, **we recommend changing the default password to a password of your own**.

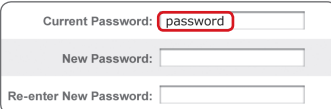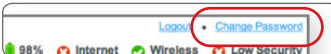### A. Log In Using the Default Admin Tool Username and Password

1. Open a web browser from a device connected to the Wireless Gateway 2 and type http://10.0.0.1 in the address line. The login page appears.

2. Enter "**admin**" in the Username field[1] and "**password**" in the Password field.

3. Click "**Login**".

4. The 'At A Glance' page will appear. Click "**Change Password**" on the top right.

B. Change the 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**".

Your settings should now be saved.

Please login to manage your router.

Username: admin

Password: password

LOGIN

[1] The username "**admin**" cannot be changed.

Logout • Change Password
98% ✕ Internet ✓ Wireless ✕ Low Security

Current Password: password

New Password:

Re-enter New Password:

[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.

To view or modify your Wireless Gateway 2 settings in the future, go to **http://10.0.0.1**

Write down your new password for future reference: Admin Tool Password_____

Learn more about your Wireless Gateway 2 and how to use its features at **http://customer.comcast.com/userguides.**

For questions about your XFINITY services, call **1-800-XFINITY.**

Having Trouble With Your Wireless Network Or Wi-Fi Devices? We Can Help.

We understand that today's technology and wireless networking can be confusing. That's why we now offer XFINITY™ Signature Support, **your affordable, 24/7 tech help desk**. You'll get fast, accurate answers to common computer and wireless networking issues.

Call For A FREE Quote: **1-866-592-2483**. Visit: **signaturesupport.xfinity.com/wirelesshelp**

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