Comcast Trouble Shooting

Modem Restart

Performing a modem restart is the most common solution to internet-related issues.

1. Shut down the device you are using to connect to the Internet (e.g., a computer, laptop, smartphone, tablet, etc.)
2. **Unplug your Wireless Gateway**, modem or router from the electrical outlet and leave it unplugged for at least 10 seconds.
3. Plug the power cord back into the electrical outlet. Wait 30 seconds, then turn your device back on.

Default Wifi Settings

Your Xfinity Gateway comes with a default WiFi network name and password. If your WiFi network name and password have never been personalized, you can retrieve your default WiFi information on the side or bottom panel of your Gateway.

Resetting Wifi Login

1. Connect a laptop, computer or mobile device to your home Internet network either by WiFi or an Ethernet cable that is connected directly to your Wireless Gateway.
2. Open a web browser and go to the Admin Tool (http://10.0.0.1). This is the wireless gateway's administration site. The default settings to access the Admin Tool are:

   Username: admin

   Password: password (case-sensitive)

3. Click **Login**.

Note: If the Admin Tool password has previously been changed, you will need to use that login information. If you don't remember/know the new Admin Tool password, you will need to factory reset your Wireless Gateway.

4. On the left navigation menu, select **Gateway**, then **Connection** and then **WiFi**.
5. Under Private WiFi Network, you'll see the Name (SSID) of your WiFi network.
6. Click Edit. If two network names display, click edit for both 2.4 GHz and 5GHz bands to view each band's settings.
7. Check the box next to **Show Network Password** and the password will be displayed.
8. After making changes, click **Save Settings**.

Any time you change a WiFi name or password, you must reconnect all your WiFi-enabled devices by entering the updated network name and password under the device's WiFi settings.

Performing a Factory Reset

1. Locate your **Reset** button, usually on the back panel of routers.
2. For routers with external **Reset** buttons, press and hold for about 10 seconds, or until the power light blinks.
3. For routers without external **Reset** buttons, use a sharp non-metallic object such as a pen, to press and hold the **Restore Factory Settings** button for about 20 seconds.
4. Release the Reset button and wait for the router to reboot.
5. Open your preferred browser and perform an internet connection test by entering a URL like www.xfinity.com into the address bar and tapping the Enter and Return button.