



Xfinity Gateway Troubleshooting Guide

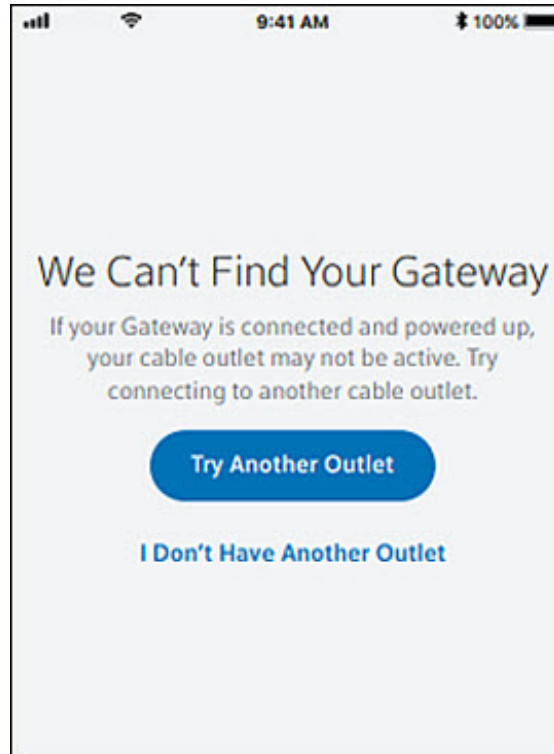
The Xfinity App will take you through the necessary steps to set up your gateway and activate your Xfinity Internet and/or Xfinity Voice service.

To get started, find an active cable outlet in your home.

- An active cable outlet is commonly found in a living room or office and has likely provided service before.
- Check that the gateway is plugged in and has power by making sure that the coax cable is connected to the Cable In/RF In input in the back of the device and that the lights are lit on the front of the device.
 - To maximize your WiFi coverage, avoid cramped spaces and make sure your gateway is placed at least a few feet off the floor.
- Once you've found the best spot for your gateway, follow the instructions to connect the coax cable to your gateway and active cable outlet.
- Make sure this connection is finger-tight.
- Your device will be ready to activate when the light turns white and is either solid or blinking.
- Now that your gateway is powered up, select Check Connection to check if your cable outlet is active.
- Now you can try to activate the device through the Xfinity App again.



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- If any other error occurs during activation, you'll be connected with an agent through text messaging for help.
 - If an agent is unavailable to chat by text, we'll call you.
- Confirm the WiFi name and password you entered.
- If you need to make changes, simply select the back arrow in the top left corner of the screen.
- If you are also activating Xfinity Voice, you will see your phone number on this screen.

We're here to help!

If you're experiencing any difficulties in install, visit us during an on-site event and we'll help immediately.

For phone assistance call 1-855-307-4869
Hours of operation 5am - 10pm PST

***Gateway is your modem and router in one.**