

How to Change the Broadcast Channel on a Comcast Wireless Gateway

Audience

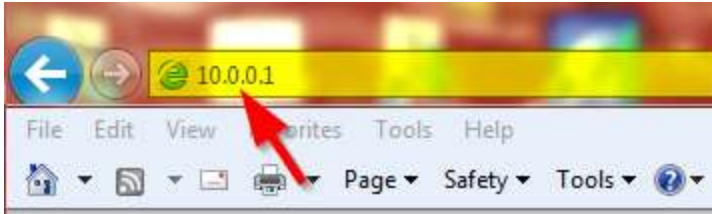
The audience for this document is comprised of Comcast Internet customers. The majority of these customers have very little technical knowledge. Their computer experience consists of browsing the Internet, playing games and word processing. They most likely know how to connect their laptop, tablet or smartphone to wifi, but they have never adjusted the wifi settings on a router or wireless gateway.

Introduction

The Comcast wireless gateway comes already configured for wifi access right out of the box. Simply follow the instructions to connect your laptop, tablet, smartphone, ereader or other wireless device to your wifi. If you experience a slow or intermittent wifi connection, it may be caused by interference from other wireless networks in the area. Changing the broadcast channel on your wireless gateway can help to filter out this interference and strengthen your wifi signal. You will need a laptop or desktop computer that is currently connected to the Internet.

Instructions

1. Open your computer's web browser (e.g. Internet Explorer, Safari, Mozilla Firefox or Google Chrome).
2. Click in the address bar to highlight the text, then press the "Delete" or "Backspace" key on your keyboard. Make sure the address bar is completely blank.



3. Click in the address bar and type “10.0.0.1,” then press the “Enter” key on your keyboard.
4. On the Login page, click the box next to “Username” and type “admin” in all lowercase letters.
5. Click the box next to “Password” and type “password” in all lower case letters.
6. Click the “LOGIN” button.

xfinity

A screenshot of a login page. The page has a header with the word 'Login' in a large, bold, grey font. Below the header is a message: 'Please login to manage your router.' There are two input fields: 'Username:' with the text 'admin' and 'Password:' with a series of black dots. A red arrow points to a 'LOGIN' button located below the password field.

7. On the At a Glance page, click “Connection” to expand the Connection menu, then click “WiFi.”

Gateway > At a Glance

Summary of your network and connected devices.

Home Network

- ✓ Ethernet
- ✓ WiFi

Firewall Security Level:Low

Gateway

- At a Glance
- Connection
- Status
- XFINITY Network
- Local IP Network
- WiFi
- Firewall


8. On the WiFi page, click the “EDIT” button under “Private WiFi Network.”

Gateway > Connection > WiFi

Manage your WiFi connection settings. [more](#)

Private WiFi Network

Name	MAC Address	Security Mode	
HOME-0242	00:1D:D1:22:02:40	WPA/WPA2-PSK-TKIP/AES	<input type="button" value="EDIT"/>



9. Click the “Manual” radio button next to “Channel Selection.”

10. Click the number next to “Channel” and select a channel from the drop-down menu.

Comcast recommends using channel 11, 6 or 1.

Channel Selection: Automatic Manual

Channel: 11 ▾

Network Password: [REDACTED]

Show Network Password:

WPA/WPA2 requires a 8-63 ASCII character password.

Broadcast Network Name (SSID): [REDACTED] abled

SAVE SETTINGS RESTORE DEFAULT SETTINGS

11. Click the “SAVE SETTINGS” button. You may lose your wifi connection briefly while the channel setting is saved. Your wireless devices should automatically reconnect after no more than one minute.

Show Network Password:

WPA/WPA2 requires a 8-63 ASCII character password.

Broadcast Network Name (SSID): Enabled

SAVE SETTINGS RESTORE DEFAULT SETTINGS

12. If your wifi connection is still slow or intermittent after changing the broadcast channel, repeat steps 1-11 and select a different channel number. If you are still having connection issues after trying all three channels, contact Comcast technical support at 1-800-COMCAST.