Wireless Modem (Internet) Issue Troubleshooting Guide

The following steps should be followed in the order in which they appear to correct an internet access issue. For example, if step (a.) does not correct the issue, then you should move on to step (b.) and so forth.

a. Check to make sure that all wired connections are secure and that the wireless modem is plugged into the electrical outlet. Also, make sure that there is electrical power to the outlet. You could have a tripped electrical breaker in the electrical box which is located inside your apartment (locations will vary per apartment).

b. Reboot your wireless modem by simply unplugging the electrical supply cord from the electrical outlet. Wait a minute and then plug the electrical cord back into the electrical outlet.

c. Reset the device. The Xfinity gateway has a physical reset button on the rear of the unit. To reset to factory default, you must hold down the button for at least 60 seconds.

d. Once powered on, the Xfinity gateway will broadcast the default wireless network name (SSID) that is on the side of the unit.

e. Connect to that wireless network using the password printed on the side of the gateway.

f. Submit a maintenance request via the Housing Services Web Site Portal. When submitting the maintenance request, be sure to describe the issue in as much detail as possible in the description field. **Also in the description field, you must include the MAC address, located on the back of the wireless modem.**

Pictured below is the back of a wireless modem and where the MAC address is located.
If you do not want to use the maintenance request system for help with your wireless modem issue, you can call Comcast Cable directly using the Bulk Services Support phone number: 855-638-2855. Comcast Cable Customer Service will ask you for the MAC address so that they can look up the wireless modem in question. In most cases, Comcast will be able to correct the issue over the phone. If not, Customer Service will schedule a service visit so that Comcast Cable can complete the repairs at your apartment while you are present.

Digital TV Adapter (DTA) Issue Troubleshooting Guide

The following steps should be followed in the order in which they appear to correct a Digital TV Adapter issue that is interrupting your cable TV service. For example, if step (a.) does not correct the issue, then you should move on to step (b.) and so forth.

a. Check to make sure that all wired connections are secure and that the Digital TV Adapter is plugged into the electrical outlet. Also, make sure that there is electrical power to the outlet. You could have a tripped electrical breaker in the electrical box which is located inside your apartment (locations will vary per apartment).
Comcast Cable-Internet and TV Issue Troubleshooting Guide

b. Reboot your Digital TV Adapter by simply unplugging the electrical supply cord from the electrical outlet. Wait a minute and then plug the electrical cord back into the electrical outlet.

c. Submit a maintenance request via the Housing Services Web Site Portal. When submitting the maintenance request, be sure to describe the issue in as much detail as possible in the description field. **Also in the description field, you must include the MAC address, located on the back of the Digital TV Adapter.**

Pictured below is the back of a Digital TV Adapter and where the MAC address is located.

![Digital TV Adapter Back](image)

d. If you do not want to use the maintenance request system for help with your wireless modem issue, you can call Comcast Cable directly using the Bulk Services Support phone number: 855-638-2855. Comcast Cable Customer Service will ask you for the MAC address so that they can look up the Digital TV Adapter in question. In most cases, Comcast will be able to correct the issue over the phone. If not, Customer Service will schedule a service visit so that Comcast Cable can complete the repairs at your apartment while you are present.