Wi-Fi Instructions

Materials Needed
- Wi-Fi Enabled Device (i.e. smart phone or laptop)
- Pen or Paper clip

**RESSETTING MODEM**

- On the back of the modem there is a reset button at the top.

  (This is the rear of the modem.)

- Insert pen or paper clip to reset. Hold for 30 seconds until all of the lights on the front panel go out.

- Once the lights have gone out, the unit is reset. It will take 5-15 minutes for the lights to come back on.

- Find your personal network SSID on the side of your modem. In this example it’s “XFSETUP-BE16”.

  (This is a close up of the side of the modem.)

**CONNECTING**

- Using your Wi-Fi enabled device connect to your personal network SSID labeled, entering the password listed.

  - The password in this example is “count5628chance”.

  **Both network SSID and password have to be entered exactly as it appears with sensitivity to both lower and upper case letters and numbers.**

- Once completed you should see the image below pop up on your screen.

  ![Welcome to XFINITY Internet](image)

  Follow the instructions from here to finish setting up your Wi-Fi.

If you have any issues please submit a maintenance request for service.