

Comcast-Xfinity Router Connection Issues

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Model: Xfinity

Manufacturer: Comcast

The Comcast-Xfinity router by default has the Wi-Fi channels set to Auto. This may cause problems with connection to your Hydrowise controller. This can be easily fixed by changing the channel of your 2.4Ghz signal to channel 6. It is also recommended to change the bandwidth to 20/40. <

Changing WiFi Channel in the Admin Tool

1. Connect to your WiFi network and access 10.0.0.1 from a web browser.
2. Navigate to **Gateway > Connection > Wi-Fi**, where you will see your private WiFi network name(s) displayed. If you would like to update your WiFi channel, click **EDIT**.
3. Mark the **Manual** radio button for the **Channel Selection** field, and choose your desired channel number in the **Channel** field.
4. To complete the change, click **Save Settings** at the bottom of the page.

Changing WiFi Channel in xFi

1. Visit www.xfinity.com/myxFi [1] or open the Xfinity xFi app and sign in with your Xfinity username and password.
2. Navigate to the **More** section, where you will see your WiFi name(s) displayed (found under **Advanced Settings** in the xFi app).
3. Scroll down to **Additional Settings** and select **2.4 and 5 GHz WiFi**.
4. If you would like to select a specific WiFi channel, select **Edit** next to 2.4 or 5 GHz. A dialog window will appear.
5. Select the channel number from the **Channel** drop-down. To complete the change, select **Apply Changes** at the bottom of the dialog window.