

Problem	Description of Problem	Solution
<b>Computer does not meet minimum system requirements</b>	The Install Wizard verifies minimum system requirements on your computer, including hard-drive space, RAM, operating system level and processor speed before it will begin installation.	Update your computer to the required minimum system requirements. The Install Wizard will list the necessary upgrades for your computer to operate with Comcast High-Speed Internet.
<b>Incompatible network adapter</b>	May occur when an Ethernet adapter (NIC) was installed previously in the computer, but the physical device is missing.	Click the Fix button on your error screen to launch the appropriate system control panel along with context-sensitive help.
<b>Disabled network adapter</b>	May occur when an Ethernet adapter (NIC) is present in the system, but the adapter has been disabled.	Use the Fix button on your error screen with context-sensitive help to guide you through enabling the adapter.
<b>Unknown network adapter</b>	May occur if an Ethernet adapter (NIC) is physically present and detected, but no drivers were installed. Windows will add this device to the "Other Devices" section in the Device Manager.	Use the Fix button on your error screen to launch the appropriate control panel to guide you through removing the "Unknown Device." You may have to reinstall the adapter.
<b>Undetected network adapter</b>	Your Ethernet adapter (NIC) has been installed incorrectly. Windows was not able to establish Transmission Control Protocol/Internet Protocol (TCP/IP) with the adapter.	Call customer service at 1-800-COMCAST if the Install Wizard fails to detect a properly configured adapter.
<b>Missing Internet protocol</b>	This scenario can occur if your Ethernet adapter (NIC) is not bound to Transmission Control Protocol/Internet Protocol (TCP/IP).	Use the Fix button on your error screen to launch the appropriate control panel to guide you in binding TCP/IP to the network adapter.
<b>Configure TCP/IP failure</b>	During testing of TCP/IP configuration, there is an error. Failure during this step can result from the Ethernet cable not being plugged in and from the cable modem not being synchronized.	Make sure your Ethernet cable is plugged in; unplug your cable modem from the electrical outlet for 2 minutes, then plug it back in. It will take 5 to 10 minutes for the modem to reestablish connection with the network.
<b>DNS test error</b>	The DNS test error is a server failure to interpret Internet Protocol correctly.	Click the Retry button on the bottom of the screen. If Retry does not resolve the error, call customer service.
<b>Console-only device</b>	You have problems connecting a gaming device to the high-speed Internet service.	Call Comcast to register the device. If you need to connect more than 2 computers/devices to the Internet, call 1-800-COMCAST and ask about Comcast Home Networking.
<b>Installation stalled</b>	The installation may stall if other applications are running on your computer.	Check that all applications, including firewalls, are shut down.

## Where can I learn more about the free benefits I get with my high-speed Internet?

Visit [comcast.net/benefits](http://comcast.net/benefits) to get a complete list of the features and benefits that come included with your Comcast High-Speed Internet service. Be sure to write down your comcast.net username and password, as you will need this to access some of these services.

## How can I set my home page to comcast.net?

When your Internet Explorer browser is open, select the Tools drop-down menu and select Internet Options. In the home page address box, type <http://www.comcast.net> and then click OK to accept.

## How many email addresses come with my comcast.net subscription?

You are able to create up to seven email addresses associated with your account. To add an email address, sign in under your Primary Account. Select the My Account link on the comcast.net home page. In the Email Settings table, select Create Additional Email Accounts.

## What should I do if I misplaced my comcast.net username?

If you do not remember or have lost your comcast.net username and password, please contact 1-800-COMCAST.

## What should I do if I forgot my password?

If you forgot your password, go to <https://acctmgt.comcast.net/Comcast/AcctMgt/forgotpwd.cmd> to use the password reset tool. You must successfully answer your Secret Question before resetting your password.

## Where can I find online help with my Comcast High-Speed Internet service?

For questions with your Comcast High-Speed Internet service, please visit the Help section FAQs on [comcast.com](http://comcast.com) or [comcast.net](http://comcast.net). To chat with a customer service representative for assistance, call 1-800-COMCAST.

## What is the difference between comcast.com and comcast.net?

Customers can visit comcast.com to purchase or learn more about Comcast's products and services. They can also manage their Comcast account online. In addition, comcast.com provides general company information, including investor information, diversity, community involvement, career information and customer support.

Customers can visit comcast.net to check their email and their Comcast Digital Voice® messages or find out what's on TV tonight. In addition to finding the latest news and videos, customers will find downloads for McAfee® Security Suite as well as access to music, games and online photo sharing.

## What is PowerBoost®?

PowerBoost is a patent-pending Comcast network technology that enables you to experience faster connection speeds while you are downloading and uploading large files to the Internet. PowerBoost makes downloads of files like music, videos, software and games go even faster with lightning-quick speed.

## What is a One-Click Fix?

One-Click Fixes are designed to perform many common tasks with just one click. Tasks that involve a series of steps, such as clearing your history or clearing temporary Internet files, can now be performed quickly and easily. The first time you run a One-Click Fix, you may be prompted to download and install Web controls. This program is a very small download and will only need to be installed once.

## How do I increase the speed of my connection?

Contact Comcast at 1-800-COMCAST or online at [comcast.com](http://comcast.com) to find out which high-speed option is best for you.