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Xfinity XE2-SG

Xfinity XE2-SG xFi Pod User Manual

Model: XE2-SG

INTRODUCTION

The Xfinity XE2-SG 2nd Generation xFi Pod is designed to extend your home WiFi coverage, helping to eliminate dead spots and provide more consistent connectivity throughout your living space. These pods work seamlessly with your xFi Gateway to create a mesh WiFi network, optimizing and adapting to your home's WiFi needs. This manual provides essential information for setting up, operating, and maintaining your xFi Pods.



Image: Two Xfinity xFi Pods, white and hexagonal, are shown alongside their white packaging box. The pods are designed to extend WiFi coverage.

IMPORTANT SAFETY INFORMATION

- Only plug xFi Pods into standard indoor electrical outlets.
- Do not expose pods to water or moisture.
- Avoid placing pods near heat sources or in direct sunlight.
- Do not attempt to open or repair the device. Refer all servicing to qualified personnel.
- Keep out of reach of children and pets.

COMPATIBILITY

The Xfinity XE2-SG xFi Pods have specific compatibility requirements:

- **Compatible only with consumer/home-based Xfinity accounts.** Not compatible with Comcast Business accounts.
- **Requires a Comcast rented router/modem (xFi Gateway).** These pods are not compatible with customer-owned routers or modems.
- Comcast may require an upgrade to your modem to enable the use of these pods.

Only compatible with Xfinity Owned Modems (equipment that incurs a monthly rental fee)

Not compatible with customer owned modems

Comcast may require you to upgrade your modem to be able to use this product

Image: A text graphic reiterates that the pods are only compatible with Xfinity owned modems (equipment with a monthly rental fee) and not with customer-owned modems. It also notes that Comcast may require a modem upgrade.

SETUP

Setting up your Xfinity xFi Pods is a simple process using the xFi app:

1. **Download the xFi App:** Ensure you have the latest version of the Xfinity xFi app installed on your smartphone or tablet.
2. **Prepare Your Pods:** Unpack your xFi Pods. Each pod is designed to be plugged directly into a standard indoor electrical outlet.
3. **Choose a Location:** Select an electrical outlet in an area of your home where WiFi coverage is weak. For optimal performance, place pods roughly halfway between your xFi Gateway and the area needing improved coverage. Avoid placing them in enclosed spaces or near large metal objects.
4. **Plug in the First Pod:** Plug one xFi Pod into an available electrical outlet.
5. **Activate via xFi App:**
 - Open the xFi app and log in with your Xfinity credentials.
 - Follow the on-screen prompts to add a new xFi Pod. The app will guide you through the activation process.
 - You may be instructed to hold your phone close to the pod for initial setup.
6. **Plug in Additional Pods:** If you have multiple pods (e.g., a dual pack), repeat steps 3-5 for each additional pod. The xFi app will help you determine optimal placement for subsequent pods.
7. **Verify Connection:** Once activated, the xFi app will confirm that your pods are connected and extending your WiFi network. You can monitor their status and performance within the app.

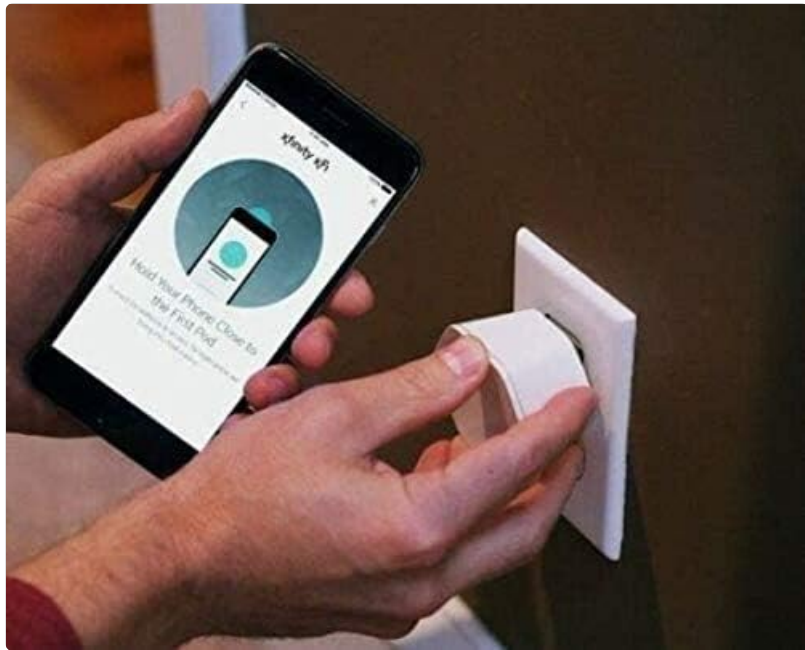


Image: A person is shown plugging a white Xfinity xFi Pod into a wall outlet. Simultaneously, they are holding a smartphone displaying the Xfinity xFi app, which shows instructions to "Hold Your Phone Close to the First Pod," illustrating the app-guided setup process.



Image: A close-up view of the bottom of an Xfinity xFi Pod, revealing two Ethernet ports and a QR code label. This view highlights the connectivity options and identification details of the device.

OPERATING YOUR XFI PODS

Once installed, your xFi Pods operate automatically to extend your WiFi network. The xFi app is your primary tool for managing and monitoring your home network.

- **Automatic Optimization:** The xFi Pods work with your xFi Gateway to continuously optimize your WiFi network, adapting to your home's layout and usage patterns to provide the best possible coverage.
- **Monitoring with xFi App:** Use the Xfinity xFi app to:
 - View connected devices.
 - Check network status and signal strength.

- Manage parental controls and device profiles.
 - Troubleshoot common network issues.
- **Wired Connectivity:** Each xFi Pod includes Ethernet ports, allowing you to connect wired devices (e.g., gaming consoles, smart TVs) directly to the pod for a stable connection in areas with extended WiFi coverage.



Image: A series of screenshots from the Xfinity xFi app, demonstrating its interface for managing WiFi settings, viewing network status, and controlling connected devices. The app is shown as a tool for users to monitor and optimize their home network.

MAINTENANCE

Xfinity xFi Pods require minimal maintenance:

- **Cleaning:** Gently wipe the exterior of the pods with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Firmware Updates:** Firmware updates are typically managed automatically by Xfinity to ensure optimal performance and security. Ensure your xFi Gateway is connected and powered on for these updates to occur.
- **Relocation:** If you need to move a pod, simply unplug it and plug it into a new suitable electrical outlet. The system will automatically reconfigure.

TROUBLESHOOTING

If you experience issues with your xFi Pods, try the following:

Problem	Possible Cause	Solution
Pod not connecting/offline	Not properly plugged in; too far from Gateway or another pod; xFi app issue.	Ensure pod is firmly plugged into a working outlet. Try moving the pod closer to your xFi Gateway or another active pod. Restart the xFi app. Unplug the pod for 10 seconds and plug it back in.
Slow speeds despite pods	Suboptimal placement; network congestion; internet service issue.	Check xFi app for optimal placement suggestions. Ensure your xFi Gateway is functioning correctly. Contact Xfinity support if internet service issues persist.
Cannot activate pod	Incompatible account type; incorrect modem; app error.	Verify you have a consumer/home Xfinity account and a Comcast rented xFi Gateway. Ensure the xFi app is updated. Contact Xfinity support for activation assistance.

For further assistance, refer to the Xfinity xFi app or contact Xfinity customer support.

SPECIFICATIONS

- Model:** XE2-SG
- Brand:** Xfinity
- Color:** White
- Connectivity Technology:** Wi-Fi
- Wireless Communication Standard:** 802.11ac
- Frequency Band Class:** Dual-Band (5 GHz)
- Special Feature:** WPS (Wi-Fi Protected Setup)
- Item Weight:** Approximately 1 ounce per pod
- Package Dimensions:** 10.2 x 5.79 x 2.91 inches (for dual pack)
- Recommended Uses:** Home WiFi extension



WARRANTY AND SUPPORT

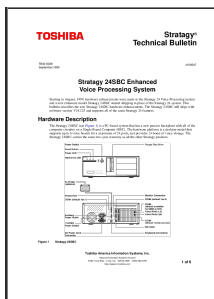
For information regarding warranty coverage for your Xfinity xFi Pods, please refer to your Xfinity service agreement or contact Xfinity customer support directly. Support for xFi Pods is provided by Xfinity.

Xfinity Customer Support:

- Visit the official Xfinity support website: xfinity.com/support
- Use the Xfinity xFi app for in-app support and troubleshooting tools.
- Contact Xfinity by phone (number typically found on your bill or Xfinity website).

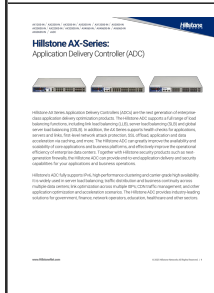
Related Documents - XE2-SG

	<p>FSP A10-XE2 Series AC-DC Converter Datasheet</p> <p>Datasheet for FSP's A10-XE2 Series 10W AC-DC switching power supplies, detailing specifications, features, selection guide, and mechanical information for industrial applications.</p>
	<p>Self-Guard Portable DVR (CCTV) System Overview</p> <p>Comprehensive overview of the Self-Guard portable DVR (CCTV) system by STARTEX, detailing its features, specifications, applications, and available models (SG-110, SG-210, SG-310, SG-1000, SG-2000, SG-3000) and accessories.</p>



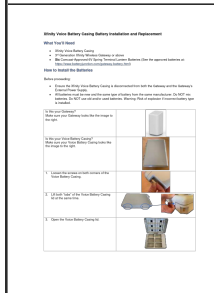
Toshiba Strategy 24SBC Enhanced Voice Processing System Technical Bulletin

This technical bulletin describes the hardware enhancements of the new Strategy 24SBC Enhanced Voice Processing System, which started shipping in August 1999. It details the system's PC-based architecture, voice board expansion capabilities, and available equipment options, maintaining compatibility with previous Strategy systems.



Hillstone AX-Series Application Delivery Controller (ADC) | Features and Specifications

Explore the Hillstone AX-Series Application Delivery Controllers (ADCs), enterprise-grade solutions for optimizing application delivery, load balancing, security, and performance. Details on features, specifications, and models.



Xfinity Voice Battery Casing: Installation and Replacement Guide

Detailed instructions for installing and replacing batteries in the Xfinity Voice Battery Casing to ensure backup power for your Xfinity Voice service. Includes important safety warnings and environmental recycling information.



Xfinity Home Quick Start Guide: Setup, Features, and Security

This Xfinity Home Quick Start Guide provides essential information for setting up, customizing, and managing your home security system. Learn about system features, arming/disarming, available equipment, and troubleshooting tips for a safer home.