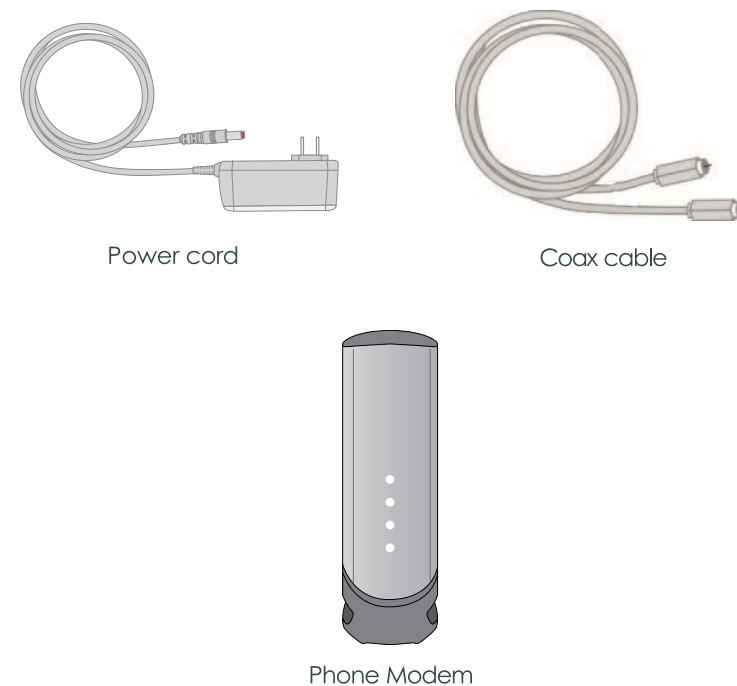


Getting started is easy.

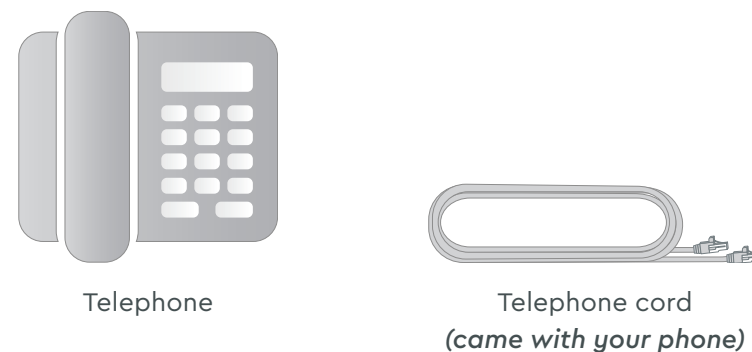


Instructions Phone Modem

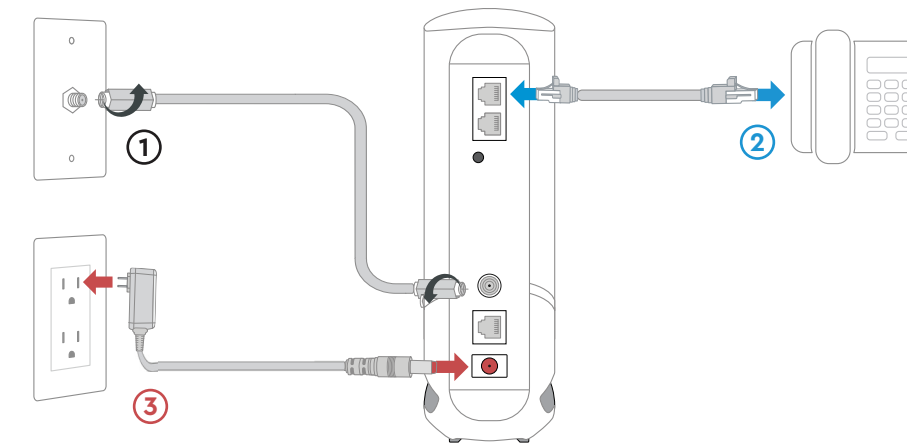
Here's what's in your kit:



And here's what you'll need:



Here's what to do:




1 Plug in the Phone Modem

First, connect the **coax cable** ① to an active cable outlet and the Phone Modem.

Then connect the **telephone cord** ② that came with your phone to the **Tel 1 port** on the back of the Phone Modem for your first line and **Tel 2 port** if you have an additional line. Connect the other end to your telephone.

Next, connect the **power cord** ③ to an electrical outlet and the Phone Modem.

Now that it's plugged in and powering on, **wait a few minutes** for it to boot up.

You'll know the Phone Modem is connected to the network when the **Phone light**  is solid. This may take up to 10 minutes.

2 Call to activate

Call **1-844-208-3743** to complete the activation of the Phone Modem.

Prior to calling, take note of which port each line is plugged into



Visit us at Coxbusiness.com/selfinstall to view Help Videos and much more!

? FAQs

Why isn't my Phone Modem working?

Try rebooting - just unplug the power cord from the wall, wait 10 seconds, then plug it back in. It may take a few minutes to reset. Also, make sure all of the connections are tight and completely plugged in.

Which coax outlet should I use?

Plug the coax cable into a centrally located cable outlet or use the same outlet where the old device was connected. It needs to be an active outlet. It's common to have inactive outlets, you may need to try different locations.

Is there an option to add a battery for backup power needs?

Yes. If your line requires battery backup, please contact your sales team to order a critical line and schedule a professional install. There are increased charges for critical lines. This kit is ready-to-install for a standard line, which does not require a backup battery.

Does it matter what outlet I plug the power cord into?

The power cord can be plugged into any electrical wall outlet as long as the outlet is not connected to a dimmer/switched outlet.

Why log into Cox Business MyAccount?


Update communication preferences, manage service features, and check device status.

 **CHAT:** live chat on Coxbusiness.com/chat

 **TEXT:** message an agent at 36009

 **CALL:** 1-844-208-3743

 **ACCESSIBILITY:** Cox.com/accessibility

 **Help us send zero waste to landfills by recycling the kit once you're finished. It's made with 100% recyclable materials.**

