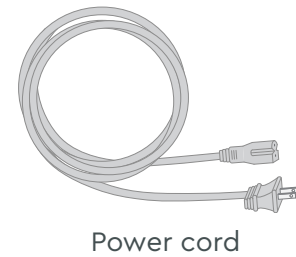


# Getting started is easy.

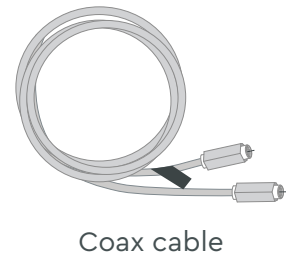


## Instructions Cox Business Internet Gateway eWAN

### Here's what's in your kit:



Power cord



Coax cable  
(optional for installation)



Gateway



Ethernet cable

### And here's what you'll need:

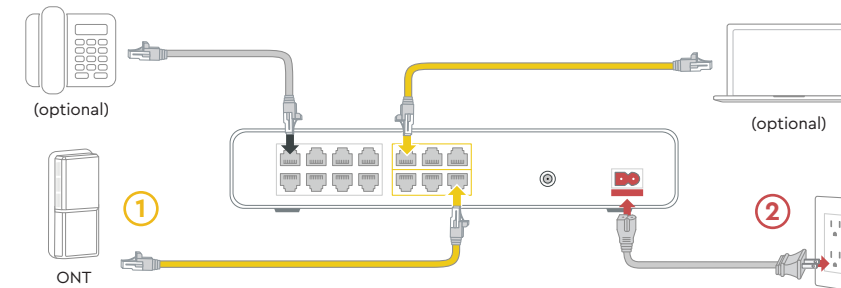


Smartphone, tablet, computer or phone



Help us send zero waste to landfills by recycling the kit once you're finished.

## Step 1 Set Up the Gateway



### A Plug in the Gateway

First, connect the **Ethernet cable** ① to the "LAN" **port 6** on the Gateway and to an active ONT outlet.

Then connect the **power cord** ② to the Gateway and to an electrical outlet. Make sure the electrical outlet isn't connected to a dimmer or switched outlet.

### B Wait for the Gateway to boot up

Wait a **few minutes** for the Gateway to **power on**. You'll know it's ready when the **Online light stays solid**. This may take up to 10 minutes.

The **Ethernet cable** is an **optional non-wireless connection**. Plug it into an Ethernet port on the Gateway and to the WAN port on your computer.

### C Connect to the wireless network

Open the **wifi settings** on your smartphone, tablet, or computer.

Using the label on the bottom of the Gateway, connect to the network using the **SSID** network name and the **PassPhrase**.

Open a browser and surf the web to confirm you are online.

### D Plug in the Phone

Connect the telephone cord 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. Call 1-844-208-3743 to complete the activation of the Phone.

## Step 2 Set Up Network Names and Passwords

- A** Using the login information emailed to you, log into [coxbusiness.com/myaccount](http://coxbusiness.com/myaccount), where you should:
- Personalize network names and passwords
  - If applicable, configure your Gateway with a Static IP



Scan to view Help Videos and much more or visit us at [Coxbusiness.com/selfinstall](http://Coxbusiness.com/selfinstall)

### ? FAQs

#### Why isn't my Gateway working?

Try rebooting — unplug the power cord from the wall, wait 10 seconds, then plug it back in. Make sure all connections are tight. If this does not work, try restarting your computer.

#### Why do I need to log into MyAccount?

You be walked through personalizing network names and passwords and, if applicable, configuring the Gateway with a Static IP address.

#### What's the Ethernet cable for?

It's an optional cable to hard-wire your computer to the Gateway.

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

Yes, if your line benefits from a backup battery, please contact your sales team to order a critical line, with professional install. There are increased charges for critical lines. This kit is ready for install for a standard line, which does not require a backup battery.

#### Where can I find information on Malblock if I purchased that service?

Go to [www.cox.com/business/learn/starthere.html#MalBlock](http://www.cox.com/business/learn/starthere.html#MalBlock).

CHAT: live chat on [Coxbusiness.com/chat](http://Coxbusiness.com/chat)

TEXT: message an agent at 36009

CALL: 1-844-208-3743

ACCESSIBILITY: [Cox.com/accessibility](http://Cox.com/accessibility)