I NET ASSURANCE INTERNET BACKUP CUSTOMERS

For customers using the 4332 gateway eWAN option for WiFi as part of their LTE Cellular Internet Backup, please disregard these install instructions and instead refer to the instructions available at www.cox.com/netassuranceinstall.

Here's what's in your kit:





Power cord

Coax cable (optional for installation)

Gateway



COX BUSINESS®

Instructions **Cox Business Internet Gateway** eWAN

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.

Getting started is easy.





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, 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

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.

- CHAT: live chat on Coxbusiness.com/chat
- TEXT: message an agent at 36009
- € CALL: 1-844-208-3743
- $(\hat{\tau})$ ACCESSIBILITY: Cox.com/accessibility

