

Small Business Gateway

Technicolor model 4332 User Guide



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Overview

The Cox Business Internet Small Business Gateway (later referenced as "Gateway") provides seamless network management from the MyAccount portal. You can view and modify a connected wireless client, such as a tablet, smart TV, or smartphone to a wireless access point.

Check your device's documentation for more information.

This guide instructs you to:

- Set up your gateway and local network to use with Cox Business Internet
- Configure and use the main features of your gateway
- Configure Internet security



Figure 1. Technicolor 4332 gateway: front view



Figure 2. Ports on 4332

How to Configure a Static IP

Single Static IP address

Important: You will need a Static IP address from Cox Business before you proceed with the next set of steps. If you do not have a Cox Static IP address, please call us at 866–456–9944.

The gateway defaults to a Dynamic IP that changes regularly. If you require a Static IP, typically for your web/email server and security system, you can apply the Cox-assigned IP address to your gateway.

- 1. Log in to your MyAccount profile at myaccount.coxbusiness.com.
- 2. From the Welcome page, scroll to the My Services section and click the **Internet** sub-link.
- Click the View IP Addresses icon. (See Figure 3)
- 4. Click the **Print PDF** button to capture your **Assigned Static IPs, Gateway, Netmask,**

and **Primary** and **Secondary Name Server** values.

5. To get started, please connect to your SMB Gateway using either an Ethernet cable or WiFi.

> Enter http://192.169.0.1 in your web browser to open the Cox Wireless Cable Voice Gateway portal.

- Locate Your Login Credentials: Your initial login details can be found on the label located on the bottom of the Small Business Gateway.
 - Username: admin
 - Password: Use the WiFi passphrase printed on the label.
- Log In: Enter the username and password to access your gateway.
- Change Your Password: You will be prompted to change the default password. Choose a password that you prefer and make it memorable.



- 6. Re-login: After updating your password, use the same username (admin) and the new password you just created to log in.
- 7. Select the Internet Configuration tile which will open the Internet Configuration page.
- Please select the small pencil icon in the upper right hand corner of this page to enter Edit mode for your Internet Configuration. (See Figure 4)
- Under the section labels WAN Connection Mode please select Static from the drop down menu. (See Figure 5)
- Enter the values that Cox Business assigned your WAN IPv4 Address ("Assigned Static IPs" in MyAccount), Subnet Mask ("Netmask" in MyAccount), Default Gateway ("Gateway" in MyAccount), Primary DNS ("Primary Name Server" in MyAccount), and Secondary DNS server ("Secondary Name Server" in MyAccount).

11. Once you have completed these fields please select the Save button.

	Data	Tools	
	sw IP resses Speed lest lool	Managed WiFi Administration	Cox WIFI
+ Account Name	Account Alias	Account Numbe	r Location Address
SMB Managed WiFi	Alpha 7401 FLORIDA BLVD S	STE IP 182-088719701	STE IPCLAB, 7401 FL
e IP addresses shown are int and/or Save a PDF. Print PDF	applicable to your Cox Busine	ss Internet cable modem	service only. Use the link below to
Inal – 1 le IP addresses shown are int and/or Save a PDF. Print PDF Assigned Static IPs	applicable to your Cox Busine	ss Internet cable modem	service only. Use the link below to
Inal – I le IP addresses shown are int and/or Save a PDF. Print PDF A Your Static IP Address Assigned Static IPs Gateway	applicable to your Cox Busine	ss internet cable modem 174.78.31.101 174.78.31.97	service only. Use the link below to
Inal – 1 le IP addresses shown are int and/or Save a PDF. Print PDF Assigned Static IP Address Gateway Netmask	applicable to your Cox Busine	ss Internet cable modem 174.78.31.101 174.78.31.97 255.255.255.240	service only. Use the link below to
Inal - 1 Ina	applicable to your Cox Busine Assignments	ss Internet cable modem 174.78.31.101 174.78.31.97 255.255.255.240 68.105.28.16	service only. Use the link below to

Figure 3. IP Address Assignments: MyAccount

ESS	5	 Internet Configuration 	
3	Host Name Docsis-Gateway	WAN MAC Addres cc f3:c8:12:67:a	2
	Norwork Mede router	IP Mode Dualstack	
i go	WAN Address Mede DHCP	Salected WAN Mos Ethernet	9
	WAN III/4 Address 68.184.109.254	Current WAM Mode Ethernet	
	WAN IPv5.Address 2600:6c5a:7006:100:e4d6:c4f0:182a:1f26	Last Known WANT Ethernet	Acde :
	Default Gateway 68.184.109.1	WAN IP Lease Tim 56894	Remaining
	Subort Mask 255-255-252-0	RIP True Ittalic IP No DHCP Reserv	uddresses ations
	NPVE State ONS Disabled		
	Pv6 Italic ONS	0	

Figure 4. Connection/WAN: Gateway Portal

- Host Name - Docsis-Gateway	
WAN Mode Vertwork Mode vertwork Mode router	*
r WAN Address Mode	
Static	
Static IPv4 DNS	

Figure 5. Wan Connection Mode

If you are adding multiple Static IP addresses, proceed to the next section.



Multiple Static IP Addresses—4332

To ensure that the routes are indeed being added to the routing table of your gateway we have 2 methods by which you can verify the correct CIDR block is ready for use.

MyAdmin

Look up the customer as you normally would and then proceed to click the Internet card at the top of the screen.

Select the 4332 by clicking the card and then clicking the link that is exposed at the bottom of the information that says Device Configuration: Once in this menu you can select the Advanced Settings Tab and then click the Advanced Gateway Services Portal link.

Device Configuration

eCM MAC Address: CC:F3:C8:12:7D:84

 \odot

Advanced Gateway Settings Portal

B

(1)

()

Status: Wifi Status: Connected Connected Connected Active Extenders Devices

Troubleshoot Cox Business Internet Run Speed Test

Operating Mode: DOCSIS

Cateway status, WiFi Information, connected devices, and additional administrative control can be managed below. For more information on Cox Business Internet and for additional resources related to managing and troubleshooting your gateway visit our Business Internet and Networking Support pages.

Gateway Summary WiFi Mesh Connected Devices Usage Statistics Advanced Settings

 \bigcirc

Device Name: Keith 4332

Advanced Settings

Selective Backup/Restore

WAN Configuration
 LAN Configuration
 Port Forwarding
 DMZ Setup

IPv4 Firewall Settings
 IPv6 Firewall Settings

Figure 7.

↓ 1.99 GB ① 0.246 GB Download Usage

Upload/Download usage reflects the past 26 hours and is updated hourly. Note: Usage is not billed, provided for information only.

Some advanced settings can be found on the Advanced Gateway Settings Portal. Please visit the portal if you wish to change:

For additional information related to configuring your gateway settings, please refer to your gateway user guide or contact Customer Care.

Manage Equipme	nt	
Q Search		1 devices
Keith 4332 Connected Reboot Device		
Keith 4332 Edit	Connected 🥥 Refresh	(
Operating Mode	DOCSIS	Reboot Device
eCM MAC Address	CC:F3:C8:12:7D:84	Rebooting a device resolves most common
IPv4 Address	70.191.132.196	connectivity issues. You will experience a service interruption that will impact any other services tied
IPv6 Address	2001:579:b04:100:d413:db28:f6	to this device.
Uptime	15 days, 07:56 hours	Get a text when your device
In-Service Date	07/27/2023	reboot is complete
Serial Number	426968103164000537	Mobile Number
Vendor	TECHNICOLOR	
Туре	TECHNICOLOR CGA4332COX	
Device Configuration	>	Begin Reboot

Figure 6.

This will open another tab and sign you into the Advanced Services Portal. Click the 4332 which will take you into the configuration menu. Click the Internet Configuration card and you will the see the CIDR blocks that have been assigned to this gateway:

	 Internet Configuration
WAN MAC Address cc:f3:c8:12:7d:86	
IP Mode Dualstack	
Selected WAN Mode DOCSIS	
Current WAN Mode DOCSIS	
Last Known WAN Mode DOCSIS	
WAN IP Lease Time Remaining 57562	
RIP True Static IP Addresses 72.222.26.33/28 72.222.26.185/30	
IPv6 Static DNS O Disabled	

Figure 8.



Logging in to MyAccount

The Gateway portal is accessible through Cox Business MyAccount. Here, you can view the status of your gateway device, review general information about your WiFi, and manage your device's settings.

For more information on Cox Business Internet and for additional resources related to managing and troubleshooting your gateway, visit the Business Internet and Networking Support pages.

Use the following steps to access the Gateway portal through MyAccount.

- 1. Enter myaccount-business.cox.com in your web browser.
- Enter your MyAccount email address in the User ID field.
- 3. Enter your MyAccount password in the **Password** field.
- 4. Click the **Log In** button.
- 5. Click the **Internet** tile.

Business Internet		Account	
		alias 6601 HAWKINSVILLE RD, BLDG	M Men
xplore features included with y ubscribed services). Manage, tr iew Service Details Upgr Manage Equipment	our plan, like WiFi hotspots or oubleshoot and reboot your ec ade Current Service	internet security products (feature av quipment.	ailability depends o
Q Search)	1 device
Office Politer			
Connected Connected Reboot Device			
Connected Connected Reboot Device eatures Q Search)		2 Features

Figure 9. Business Internet Homepage

Modifying Gateway Settings via the MyAccount Portal

Your Gateway has been installed with unique settings based on your business needs. Should you require the configurations to be modified or restored determines the tile you click in the "Manage Equipment" section on the Business Internet page.

Two of the most common changes users make are renaming the **network (SSID)** and restoring the gateway's **configuration file**.

Changing the Device Name

Use the following steps to rename the SSID (the name of your business's network). (See Figure 6)

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. From the Business Internet page, scroll to the "Manage Equipment" section and click the device you want to rename. (**Note:** In the image below, the selected device is highlighted.)
- 3. Click the **Edit** link at the right of the existing name. The current name is "TECHNICOLOR CGA4332COX."
- 4. Enter the new name in the field provided and click the **Save** link.

 Business Internet 	Account	
	4332 test	
	8841 ALMOND RD, LAKESIDE, CA	Men
Explore features included with your plan, like WiFi hotspots o subscribed services). Manage, troubleshoot and reboot your	r internet security products (feature availability depend equipment.	s on
View Service Details Upgrade Current Service		
Manage Equipment		
Q Search		1 device
TECHNICOLOR Connected		
TECHNICOLOR Connected		
TECHNICOLOR Connected		
TECHNICOLOR Connected Beboot Device		
TECHNICOLOR Connected Reboot Device		

Figure 10. Gateway Name Change



Restoring the Gateway's Configuration

Before you restore your gateway's configuration, remember that a backup of your WiFi and Firewall settings automatically generates every day between midnight and 8:00 a.m. Therefore, unless you need to restore the gateway's configuration outside of these hours, you may elect to wait for it to happen automatically.

Use the following steps to restore the gateway settings.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. From the Business Internet page, scroll to the "Manage Equipment" section and click the device you want to reconfigure.

- 3. Scroll to the bottom of the page and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **Advanced Settings** link in the toolbar.
- 5. Scroll to the "Advanced Settings" section.
- 6. Click the Advanced Gateway Settings Portal tile.
- 7. Click the image of the device you want to restore if there are multiple devices. (See Figure 8)
- Scroll down the page and click the Backup and Restore tile. (See Figure 9)



Figure 11. Small Business Gateway Portal: Main Page



Figure 12. Security Backup and Restore

The following section instructs you to set up your wireless network. You will need a wireless access point (already integrated into your gateway) and a wireless client (a computer, smartphone, network printer, etc.)

Configuring Primary and Guest WiFi Settings Connecting the Wireless Access Point

The wireless access point is the heart of your wireless network. The wireless access point:

- Connects different wireless clients
- Secures the data sent over wireless connection
- The gateway has two access points:
 - The 2.4 GHz access point provides connectivity to 802.11b/g/n wireless clients that are farther from the access point. Use this access point for legacy wireless clients.



 The 5 GHz access point provides superior transfer rates for 802.11a/n/ac wireless devices that are closer to the access point.

Connected Clients	S Internet Configuration	DerCP Reservations	04 DOCSIS Summary	
0 Local Network	€> Ethernet Configuration	0 HTP Servers		
]				
Ŷ	×			

Figure 13. Network Configuration

Note: To connect the wireless client to the 5.0 GHz access point, confirm the wireless client supports 5.0 GHz connections.

Configuring 2.4 GHz and 5.0 GHz Frequency Bands for Primary WiFi

When you connect to a 2.4 GHz WiFi access point, you have fewer channels available from which to choose. As a result, WiFi tends to have more susceptibility to interference and lower connection speed. However, you have a greater range of geographical coverage.

When you connect to a 5.0 GHz WiFi access point, you have more channels available from which to choose. As a result, the frequency band may cut through network clutter and interference to maximize network performance. However, you have a decreased range of geographical coverage.

		Device Config	guration		
Device Name: Off	fice Router	Operating Mode: DO	CSIS eCM I	IAC Address: 40:75	:C3:A2:A1
Gateway status, V more information gateway visit our	ViFi information, connecte on Cox Business Internet Business Internet and Net	ed devices, and addition and for additional resou working Support pages	nal administrative con urces related to mana- s.	trol can be managed ging and troublesho	d below. F oting you
Liplaad/Downloa hourly:	Error Noad Usage to Uple Ind usage reflects the past 24 hours	Error Nad Usage and is updated C	Status: onnected Wifi Stat Active	us: Connected Extenders ness Internet Run	Connect Device
Gateway	y Summary WiFi M	esh Connected Dev	rices Usage Statist	ics Advanced Se	ttings
Gateway Gateway Su	y Summary WiFi M	esh Connected Dev	vices Usage Statist	ics Advanced Se	ttings
Gateway Gateway Su Customize the name setting tab.	y Summary WiFi M UMMARY e of your gateway by editi	esh Connected Dev	rices Usage Statist gateway configuratio	ics Advanced Se n may be managed i	ittings
Gateway Gateway Su Customize the name setting tab. Name:	y Summary WiFi M JMMARY e of your gateway by editi Office Router Edit	esh Connected Dev	rices Usage Statist gateway configuratio WAN MAC Address:	ics Advanced Se n may be managed i 40:75:C3:A2:A1:	ttings in the adv
Gateway Gateway Su Customize the name setting tab. Name: Status:	y Summary WiFi M JITTTT V e of your gateway by editi Office Router Edit Connected @ Refrest	esh Connected Dev	vices Usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address:	ics Advanced Se n may be managed i 40:75:C3:A2:A1: 40:75:C3:A2:A1:	ttings in the adv CO BF
Gateway Gateway St Customize the name setting tab. Name: Status: IPV4 Address:	y Summary WiFi M Ummary office Router Edit Connected @ Refrest 72.213.252.40	esh Connected Dev	vices Usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version:	ics Advanced Se n may be managed i 40:75:C3:A2:A1: 40:75:C3:A2:A2: rdkb_c4332_co	ttings in the adv CO BF xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address:	Summary WiFi M Ummary office Router Edit Connected @ Refrest 72.213.252.40 2001:578:32:163:82:eb9:	esh Connected Dev ing it below. Advanced	vices Usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version: Firmware Version:	ics Advanced Se n may be managed i 40:75:C3:A2:A1: 40:75:C3:A2:A2: rdkb_c4332_ccc rdkb_c4332_cc	ttings in the adv cO BF xstg_p_rs xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address: Operating Mode:	Summary WiFi M Ummary office Router Edit Connected @ Refrest 72.213.252.40 2001:578:32:16.3:82:eb9: DOCSIS	esh Connected Dev ing it below. Advanced	usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version: Firmware Version: Last Backup Made:	Advanced Se n may be managed i 40:75:C3:A2:A1: 40:75:C3:A2:A1: rdkb_c4332_ccr rdkb_c4332_ccr 06/23/2023 08	ttings in the adv CO BF xstg_p_rs xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address: Operating Mode: eCH MAC Address:	Summary WiFi M Ummary office Router Edit Connected @ Refrest 72.213.252.40 2001:578:32:163:82:eb9: DOCSIS 40:75:C3:A2:A1:BE	esh Connected Dev ing it below. Advanced	usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version: Firmware Version: Last Backup Made: Restore Gateway C	Advanced Se n may be managed i 40:75:C3:A2:A1: 40:75:C3:A2:A1: rdkb_c4332_cor rdkb_c4332_cor 06/23/2023 08 onfiguration	ttings in the adv c0 .BF xstg_p_rs xstg_p_rs xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address: Operating Moder eCH MAC Address: Serial Number:	Summary WIFI M JIMMARY e of your gateway by editi Office Router Edit Connected (©) Refrest 7.2.13.252.40 2001:578:32:1c3:82:eb9: DOCSIS 4075;c3:42:A1:BE 426968102356000679 1	esh Connected Dev	usage Statist gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version: Firmware Version: Last Backup Made: Restore Gateway Co	Advanced Se a dvanced Se 40:75:C3:A2:A1: 40:75:C3:A2:A1: rdkb_c4332_cor rdkb_c4332_cor 06/23/2023 08 configuration	ttings in the adv c0 BF xstg_p_rs xstg_p_rs xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address: Operating Moder eCH MAC Address: Serial Number: Yendor:	Summary WIFI M Ummary e of your gateway by editi Office Router Edit Connected (©) Refrest 2001:578:32:1c5:82:eb9: DOCSIS 40:75:c3:A2:A1:BE 429:08102356000679 Technicolor Technicolor	esh Connected Dev	ides Usage Statist gateway configuratio WAN MAC Address: eHTA MAC Address: Software Version: Firmware Version: Last Backup Made: Restore Gateway C	Advanced Se a dvanced Se 40:75:C3:A2:A1: 40:75:C3:A2:A1: rdkb_c4332_cor rdkb_c4332_cor 06/23/2023 08 configuration 2	ttings in the adv CO BF xstg_p_rs xstg_p_rs xstg_p_rs
Gateway Gateway Su Customize the name setting tab. Name: Status: IPV6 Address: IPV6 Address: Operating Mode: eCH MAC Address: Serial Number: Yendor: Type:	Summary WIFI M Ummary Office Router Edit Office Router Edit Output Office Router Edit OUTS78:32:1c5:82:eb9: DOCSIS 40:75:C3:A2:A1:BE <	esh Connected Dev	gateway configuratio WAN MAC Address: eMTA MAC Address: Software Version: Firmware Version: Last Backup Made: Restore Gateway Co	ics Advanced Se n may be managed i 40:75:C3:A2:A1: i 40:75:C3:A2:A1: i 40:75:C3:A2:A1: i 40:75:C3:A2:A1: rdkb_c4332_cor rdkb_c4332_cor 06/23/2023 08 panfiguration	ttings in the adv CO BF xstg_p_rs xstg_p_rs

nges may be reviewed in th	e logging section.		Cox WiFi Opt-In 👩 🔵
Primary WiFi			
Primary WiFi 2.4 GHz	Manage Schedule		
SSID Name: *	hitech]	
Broadcast SSID:			
Password: *	- •	Edit	
			View More 🗸
Primary WiFi 5.0 GHz	Manage Schedule		
SSID Name: *	hitech]	
Broadcast SSID:			
Password: *	- •	Edit	
			View More 🗸

Figure 15. Primary WiFi 2.4 GHz



Use the following instructions to set up a 2.4 GHz or 5.0 GHz radio frequency for your primary (private) network.

- 1. Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- 3. Scroll to the bottom of the "Manage Equipment" section and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **WiFi** heading link in the toolbar.
- 5. Click the **Primary WiFi** down arrow to expand and the **View More** link on the right side of the page.
- Click the Primary WiFi 2.4 GHz toggle right to manage that frequency's settings. (Note: The Manage Schedule link at the right of the toggle enables you to set up an on/off schedule for your networks' broadcast availability.)
- 7. Enter the name of your **primary** (private) network, e.g., "OfficeRouter."

Important:

One benefit of our gateway is it performs band steering; however, this feature works only if your 2.4 GHz and 5.0 GHz SSIDs have the same name.

Should you create a different name for each band, gateway performance will likely be impacted.

- 8. Check the **Broadcast SSID** box if you want the name of the WiFi to display on the list of networks. Enter (or edit) the **Password** you want to use for your primary WiFi.
- 9. The Channel Selection drop-down menu offers two options: Automatic and Manual. The network selection process typically defaults to Automatic, which means your device will connect to the strongest network signal available. (Note: If you select "Manual," your device will detect if there are multiple, available

networks and it will remain connected to it regardless of whether other networks become available.)

- 10. From the **Security** drop-down menu, select the option that best suits your business's needs. The options are:
 - 2.4GHz: Open, WPA2-Personal (AES), WPA3-Personal (AES) and WPA3-Personal-Transition (AES). The default value for 2.4 GHz is WPA2-Personal (AES).
 - 5GHz: Open, WPA2-Personal (AES), WPA3-Personal (AES) and WPA3— Personal-Transition (AES). The default setting for 5.0 GHz is WPA3-Personal-Transition (AES).

Note: Descriptions for each type of security are as follows:

- Open: no password needed
- WPA2 Personal: at least 8-character password
- WPA2-Transition: at least 8-character password
- WPA-WPA3
- 11. The **Encryption** mode defaults to AES and cannot be changed.

ല	Note: The device's WiFi Mode determines
	which frequency range it uses to
	broadcast and receives signals, as well
	as its maximum download and upload
	speeds. The WiFi mode defaults to n, g for
	a 2.4 GHz speed. The WiFi mode defaults
	to a, n for a 5.0 GHz speed.

- 12. Expand the **WiFi Mode** drop-down and select the WiFi standard for your primary WiFi. The options are:
 - 802.11a (for 5.0 GHz only)
 - 802.11ac (for 5.0 GHz only)
 - 802.11g (for 2.4 GHz speed only)
 - **802.11n** (for 2.4 and 5.0 GHz) supports several computers and other electronic devices at one time, so the router



continues to perform even when running computers, entertainment systems, and other peripheral items simultaneously. Operates on 2.4 GHz and 5.0 GHz at 600 Mbps.

• **802.11ax** (for 2.4 and 5.0 GHz) reduces the effects of interference and increase throughput in crowded urban and suburban environments.

Configuring 2.4 GHz and 5.0 GHz Radio Frequency Bandwidths for Guest WiFi

Wireless settings for Guest WiFi networks mirror the Primary WiFi setup for the respective GHz band.



Remember: The device's **WiFi Mode** determines which frequency range WiFi

uses to broadcast and receive signals, as well as its maximum download and upload speeds.

You can set up to three (3) guest networks for 2.4 GHz and 5.0 GHz.

outrent				
Wireless settings for Guest Wif	i networks will mirror the Primary WiFi setup for th	e respect	tive GHz band.	
Guest WiFi 1 2.4 GHz	Manage Schedule			
SSID Name: *	12Drgh			
Broadcast SSID:	\sim			
Password: *	-	۲	Cancel Save	
				View More 🗸
Suest WiFi 1 5.0 GHz	Manage Schedule			
SSID Name: *	secure1cox2wifi			
Broadcast SSID:				
Password: *		۲	Cancel Save	
				View Less A
Channel Selection:	Manual	~		
Channel Number:	36	~		
Security:	WPA3-Personal-Transition (AES)	~		
Encryption:	AES			
WiFi Mode:	a, n	~		
tionales (6

Use the following instructions to set up a 2.4 GHz or 5.0 GHz radio frequency for your guest (public) network.

- 1. Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- 3. Scroll to the bottom of the "Manage Equipment" section and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **WiFi** heading link in the toolbar.
- 5. Click the **Guest WiFi** down arrow to expand and the **View More** link.
- Click the Guest WiFi 2.4 GHz toggle right to manage that frequency's settings.
 (Note: The Manage Schedule link at the right of the toggle enables you to set up an on/off schedule for your network's broadcast availability.
- 7. Enter the name of your guest (public) network.
- 8. Check the **Broadcast SSID** box if you want the name of your WiFi to display on the list of networks. Enter (or edit) the **Password** you want guests to use for guest WiFi.
- 9. The Channel Selection drop-down menu offers two options: Automatic and Manual. The network selection process typically defaults to Automatic, which means your device will connect to the strongest network signal available. (Note: If you select "Manual," your device will detect if there are multiple available networks, and it will remain connected to it regardless of whether other networks become available.)
- Click the Channel Number drop-down and select the number of bands you need for your business. (Note: If you have a lot of congestion (usage) on a particular channel, choose a higher number to increase download and upload speed).

Figure 16. Guest WiFi Settings page



- From the Security drop-down menu, select the option that best suits your business's needs. The options are:
 - 2.4GHz: Open, WPA2-Personal (AES), WPA3-Personal (AES) and WPA3-Personal-Transition (AES). The default value for 2.4 GHz is WPA2-Personal (AES).
 - 5GHz: Open, WPA2-Personal (AES), WPA3-Personal (AES) and WPA3-Personal-Transition (AES). The default setting for 5.0 GHz is WPA3-Personal-Transition (AES)

Note: Descriptions for each type of security are as follows:

- **Open:** no password needed
- WPA2 Personal: at least 8-character password
- WPA2-Personal: at least 8-character password
- WPA-WPA3
- 12. The **Encryption** mode defaults to AES and cannot be changed.
 - Note: The device's **WiFi Mode** determines which frequency range is used to broadcast and receive signals, as well as maximum download and upload speeds. The WiFi mode defaults to n, g for a 2.4 GHz speed. The WiFi mode defaults to a, n for a 5.0 GHz speed.
- 13. Expand the WiFi Mode drop-down and select the WiFi standard for your guest WiFi. Expand the WiFi mode drop down and select the WiFi standard for your guest WiFi. (See step 12 on the previous page for descriptions of each.)
- 14. Click the **Logging** drop-down to see the last 60 days (or 100 changes) made to advanced settings, such as changing the WiFi password, the name of the WiFi, the security option and channel selection.

Logging									
he last 60 days (or 100 c	hanges made to advan	ced s	ettings are reflec	ted	below.			
Search:				Clear					
			_						
Listing 1 - 5 of 5	· · · · ·								
Listing 1 - 5 of 9 Username	, •	Data Type	*	Before State	¥	After State	*	Date & Time	*

Figure 17. Logging sample

Viewing the Gateway's Connected Devices

Devices connected to the gateway in the last seven (7) days are captured in both a list and map view. Custom groups may be created and managed for quick access.

You can view information about a specific device in the table at the bottom of the page, create or manage search filters, and select a specific device to further customize the network map.

connected	Devices				
Devices that have be Custom groups may order to further custo	en connected to the gatew be created and managed fo omize the network map – se	ray in the last seven da or quick access. For m elect a specific device	iys are captured ore information	d below in both a lis regarding a specifi	t and map view. c device - and in
Search:			Filter By:	All Networks	~ Clear
Show Inactive D	levices Only				Manage Filter(s)
			Sho	w Table View Sho	w Network Map View
Listing 0 - 0 of 0 Re	fresh				



Use the following steps to view a device's IP address, status, and signal strength. You can also add up to 10 sort filters if you need to search through multiple devices.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- 3. Scroll to the bottom of the "Manage Equipment" section and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **Connected Devices** tab in the toolbar.

Result: The Connected Devices page appears and displays a table of all devices that are connected to a specific network.



- (Optional): If you want to create groups to better organize and manage devices connected to your network, click the Manage Filters link in the "Connected Devices" section of the page.
- Click the Add Filter button to create another search field OR click the Delete Filter link to the right of the field you want to remove.
- 7. Click the **Save** button.

Viewing a Network's Usage Statistics

The Gateway Usage Statistics page displays how much a specific network has been used over the last 30 days and the previous 24 hours. It includes all wired and wireless connected devices.

Use the following steps to view a network's usage statistics.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- 3. Scroll to the bottom of the "Manage Equipment" section and click the **Device Configuration** link.
- 4. Click the **Usage Statistics** tab in the toolbar

Accessing Advanced Settings

The **Advanced Settings** tab enables you to configure or perform the following tasks:

- Selective backup/restore of the configuration
- WAN configuration
- LAN configuration
- Port forwarding
- DMZ setup

Gateway Summary WiFi Mesh Connected Devices Usage Statistics	Advanced Settings
Advanced Settings	Advanced Gateway
Some advanced settings can be found on the Advanced Gateway Settings Portal. Please visit the portal if you wish to change:	Settings Portal
Selective Backup/Restore	Ry
WAN Configuration	C
LAN Configuration	
Port Forwarding	
DMZ Setup	
For additional information related to configuring your gateway settings, please refer to your gateway user guide or <u>contact Customer Care.</u>	
✓ IPv4 Firewall Settings	
✓ IPvó Firewall Settings	
✓ Loaging	

Figure 19. Advanced Settings page

Use the following settings to access the advanced gateway settings portal.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- 3. Scroll to the bottom of the "Manage Equipment" section and click the **Device Configuration** link.
- 4. Click the **Advanced Settings** tab in the toolbar.
- (Optional): If you want to modify the IPV4 and IPV6 Firewall Settings, click the respective drop-down arrows.

Modifying IPv4 Firewall Settings

6. From the Advanced Settings page, shown above, click the **IPv4 Firewall Settings** drop-down arrow.

IPvi	4 Firewall Settings	
0	Off (Default)	
	This is the standard setting. Before adjusting gateway firewall settings confirm that computer firewall settings will not be impacted.	
0	Low	
	All secure applications will be available. Intrusion Detection System (IDS) will be enabled.	
0	Medium	
	Most web browsing, as well as services, will be available. IDS will be enabled and peer-to-peer networking will be blocked.	
0	High	
	Most applications outside of standard web browsing and email will be blocked.	
0	Custom	
	Most web browsing, as well as services, will be available. IDS will be enabled and specific services as marked below will be blocked.	
	Save	

Figure 20. IPv4 firewall settings



- Select the security level you want to use for your public or private network.
- 8. Click the **Save** button.

Modifying IPv6 Firewall Settings



Figure 21. IPv6 firewall settings

Use the following steps to modify the level of protection you want for your IPv6 firewall.

- Repeat steps 1–5 in the "Accessing Advanced Settings" section above.
- 2. From the Advanced Settings page, shown above, click the **IPv6 Firewall Settings** drop-down arrow.
- 3. Select the security level you want to

use for your public or private network.

4. Click the **Save** button.

Accessing the Advanced Gateway Settings Portal

The advanced gateway settings portal contains multiple options you may use to view and/or modify configuration settings.

Use the following steps to access the gateway portal.

- 1. Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the equipment tile that has an image of the device you want to configure.
- Scroll to the bottom of the "Manage Equipment" section and click the Device Configuration link.
- 4. Click the **Advanced Settings** tab in the toolbar.
- 5. Click the Gateway Advanced Settings Portal tile.

Section heading	Advanced setting component(s)	
Gateway Overview	Gateway summary	
Network	Connected clients	Local network
	Internet configuration	Ethernet configuration
	Static addresses	NTP services
	DOCSIS summary	
WiFi	WiFi configuration	Add extender
	Mesh	
Security	MAC filtering	Port triggering
	DMZ	Firewall
	Port filtering	Local web UI password
	Port forwarding	
Backup and restore	Backup and restore	
Troubleshooting	Self care	Gateway logging
	SSID scanner	Networking troubleshooting



Accessing Gateway and Network Settings and Configurations

The **gateway** section is a view-only snapshot of the device's technical specifications, such as the vendor, serial number, hardware version, WAN MAC version, memory analytics and more.

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Neder Technologi					
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Network		9	9	. 9	Afree
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Veder Schwark	S warmet Configuration	G tati Address	арания С воска знамия	G & contrarrent	adree C.) Ethernet Cardiga
Network	C statute Configuration	G Vati Address	G DOCIS because	ون کی tealwavet	Advent

Figure 22. Gateway Overview and Network sections

Use the following steps to access the **gateway** summary.

- 1. Repeat steps 1–5 in Logging in to MyAccount.
- 2. From the Business Internet page, scroll to the "Manage Equipment" section and click the device you want to reconfigure.
- 3. Scroll to the bottom of the page and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **Advanced Settings** link in the toolbar.
- 5. Click the Gateway Summary tile.
- Click the DOCSIS Summary tile to view technical specifications, such as the MAC address, CM status, IPv4 subnet mask, default gateway IP address and DHCP settings.
- Click the Local Network tile to multiple IP address types and information about the IPv4 and IPv6 status.
- Click the Ethernet Configuration tile to view the alias names, up/down status, MAC address and activation status.
- Click the Network Time Protocol (NTP) Services tile to view the enablement status, synchronization status, time and time zone where the network is located.

Accessing WiFi/Security Settings and Configuration

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curity					adument Q
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Figure 23. WiFi and Security sections

Use the following steps to access the WiFi section.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. From the Business Internet page, scroll to the "Manage Equipment" section and click the device you want to reconfigure.
- 3. Scroll to the bottom of the page and click the **Device Configuration** link.
- 4. Scroll to the middle of the page and click the **Advanced Settings** link in the toolbar.
- 5. Click the **WiFi Configuration** tile.

Result: You can view and edit settings for both the 2.4 GHz and 5.0 GHz primary (private) and guest networks. (**Note:** Click the **Access Schedule** link to enable or disable the time schedule, which means setting the days and times that your WiFi network turns off automatically)

- 6. Click the **Mesh** tile to join two or more WiFi access points together to create and share a single, seamless WiFi network.
- Click the Add Extender* tile to increase the Internet range throughout areas of your business.

*The Add Extender feature is on the 2024 development roadmap.



Use the following steps to access the **Security** section.

- Repeat steps 1–5 in Logging in to MyAccount.
- 2. Click the **Mac Filtering** tile to configure a security access control method. A MAC address assigned to each network interface controller is used to determine access to the network.
- 3. Click the **Port Filtering** tile to block certain port requests that arrive from outside (WAN) devices to the devices on your local area network (LAN) connected through the router. You can set the range of ports to be blocked by this feature.
- 4. Click the **Port Forwarding** tile to forward incoming Internet traffic arriving on a specific port to an internal IP address. For example, if you are running a web server and the gateway receives a request on port 80, this request should be forwarded to your web server.
- 5. Click the **Port Triggering** tile to define a set of dynamic port forwarding rules that are activated as soon as a device sends traffic to the Internet over a specific port(s) and/or trigger port(s).

The differences compared to the **Port Forwarding** function are:

- Port triggering rules are activated only if a local device sends traffic over one of the trigger ports. There must be outbound traffic first.
- Port triggering rules forward the traffic to any device that has initiated the communication while port forwarding only forwards to a specific fixed IP.
- Port triggering rules allow you to translate the port numbers. This means that the incoming port can differ from the target port.
- If outgoing traffic is not detected on the Trigger Range ports for 10 minutes, the Target Range ports close. (**Note:** This is a safer method for opening specific ports for special applications such as video conferencing programs, interactive gaming,

file transfer in chat programs, etc. They are dynamically triggered and not held open constantly, or erroneously left open via the router administrator and exposed for potential hackers to discover.)

- 6. Click the **Firewall** tile to view and modify the levels of security for both the IPv4 and IPv6. There are multiple levels: a low level for the Internet may be used for guest WiFi. A medium level should be for DMZ a high level should be used for your primary (private) WiFi.
- Click the Local Web UI Password tile to set or modify an administrator's password. Click the Confirm button to save.

Accessing Backup/Restore and Troubleshooting Sections

Use the following steps to access the **Troubleshooting** section.

- 1. Repeat steps 1–5 in Logging in to MyAccount.
- 2. From the MyAccount homepage, click the **Internet** tile.
- 3. From the Business Internet page, scroll to the "Manage Equipment" section and click the device you want to investigate.
- 4. Scroll to the bottom of the page and click the **Device Configuration** link.
- 5. Scroll to the middle of the page and click the **Advanced Settings** link in the toolbar.
- 6. From the gateway portal page, scroll to the "Troubleshooting" section.
- 7. Click the **SSID Scanner** tile to begin a network scan on your Internet.
- 8. Click the **Gateway Logging** tile to view information about events, such as the name of the filter, a description of the event, the severity, the category and time of the event. You may view this information over the last 24 hours, three (3) days or seven (7) days.
- 9. Click the **Network Troubleshooting** tile to ping the network.



Extender(s) Installation Process

You can add WiFi Radio Network Extender(s) (referred to as Extenders) to your Small Business Gateway to increase the coverage area of your WiFi network. This low-cost enhancement to the dynamic Small Business Gateway can help customers like you who need WiFi coverage assistance, without requiring an upgrade to a more expensive and managed solution.

Our Cox Business WiFi Extenders are easy to install, troubleshoot, and manage through the MyAccount customer portal or our Cox Business WiFi Mobile App.

Both platforms offer customers a self-guided approach to connecting the Extender to your Cox Small Business Gateway. The guided digital experience includes recommendations for where and how to set up your new Extender, and informs you when the installation is optimized to improve WiFi network coverage.

An Extender can help in multiple scenarios, but it is important to understand what an Extender provides and what it doesn't. The Cox Business WiFi ecosystem continually monitors the health of your Extender, and makes adjustments to ensure your business-critical WiFi network is working as optimally as possible.

Extenders can assist and improve the reach and availability of your WiFi network in scenarios such as:

- **Obstacles:** Walls, hallways, and other architectural features that inhibit your Gateway from reaching certain areas of your business
- Large Open Rooms: Dining areas, warehouses, or patios that present challenges with coverage

Extenders cannot solve some issues that arise with WiFi networks such as:

- Interference from motors, machinery, or appliances such as microwaves
- Older Devices: Customers with older WiFi devices may not be able to take advantage of the benefits of newer Wifi standards
- Multiple floors or multiple buildings

For those challenges that an Extender doesn't resolve, our WiFi Cloud Optimization feature can curate and recommend changes to allow WiFi connection to your network in the best way possible. The following are automated changes, seamlessly dispatched to customers:

- Overloaded WiFi channels or those affected by outside interference are removed from the list of WiFi channels a client can use to connect. This ensures your WiFi clients are using the best path for optimal performance.
- Our WiFi mesh architecture ensures WiFi clients are always routed over the best possible WiFi Radio path for optimal performance. This assists with devices that roam or move about your WiFi network.

Installation

Extenders are packaged with all of the items you need for installation:

- Airties 4985 WiFi Radio Network Extender
- Power supply
- Ethernet cable
- A QR code to download the Cox Business WiFi Mobile App
 - Also, you can use our Cox Business MyAccount web portal.

Once you enter the MyAccount web portal or Cox Business WiFi Mobile App, you should see your Extender in a state *ready for setup*.



Figure 24. Start Set-up

Click the **Start** *Set-up* button to initiate the Extender configuration and placement wizard.



Figure 25. Naming Extender

Wiring the Extender

After you name your Extender, there are two methods to install and connect it:

Wiring Directly to Your Small Business Gateway via the Included Ethernet Cable

- Recommended.
- This is a step for connecting your Extender to the gateway. You will not need to keep it connected via Ethernet for the Extender to work as designed.

WPS (WiFi Protected Setup)

- There is a WPS button on the gateway that will initiate this connection.
- This method can be used when connecting via Ethernet for initial installation is not possible.

Connection Methods

Both methods are initially used for connecting your Extender to the Gateway. After completing the initial connection process, you can move the Extender to your desired location and finalize the placement.

• The Extender can be used wirelessly or wired via Ethernet, as both methods are utilized in the mesh network for optimal traffic flow.

After a successful connection has been established, it's time to place your Extender.



Placement

Once you have decided which method to use for installation, you can follow the step-by-step instructions in either the Cox Business WiFi Mobile App or the Cox Business MyAccount customer portal:

 Once connected, the wizard will provide suggestions on placement, such as placing the Extender halfway between the gateway and your problem area.

Instructions How to Pl	lace Your Extender	
the »	Do Do DO DO	The Plac Plec are
	• • • •	
	Back	Next

Figure 26. Extender Placement Suggestions

• After you have decided on placement, the wizard can analyze its position and give you a score indicating how well the Extender will work in this location and whether it's too close or too far from the gateway for optimal performance.



Figure 27. Extender Placement Score

Management

Now that you have placed your Extender in its optimal location, our Cox Business WiFi Cloud Optimization feature will monitor the performance of your Extender 24/7 to ensure its performance and stability remain constant.

Our customers can reboot their Extender, check its status (online/offline), and more.

You can continue to use the Cox Business WiFi Mobile App or MyAccount web portal to monitor the health of your network and Extender, see what's connected to your network, and access all of the other features described in this guide.

Once your Extender is successfully online and placed properly, our web portal/mobile app can you help you manage your Extender. Clicking on your Extender will open up a menu just for this device.



Managed Device						c O
			C Test+Atlanta+	- TEST+ - 2 Device	es.	
Current Devices						
	Product Lab - Paul	🔒 Gateway	I		Basement 0-0 WiFi Extender	:
-	Online				Online	
and the second s	MAC Address		cc:f3:c8:12:67:a2		MAC Address	a0:2d:13:95:ff:af
	Model		CGA4332COX		Model	Air4985US-CX
	Serial #		426 968 103 164 000 475		Serial #	AE3 022 304 000 036

Figure 28. Network Device Status

⊘ basement			
	Status	Model Air4985US-CX	Quick Actions
	MAC Address	taria e	∳ Test Connection
	a0:2d:13:95:#:af	AE3 022 304 000 036	C Reboot
	Connected Since 7/22/2024 11:45:34 AM	Last Updated 7/16/2024 01:39:52 PM	
Extender Overview			
O Extender Summary			
Network			
Connected Clients			
WIFI			
vộc Mesh			
Troubleshooting			
Piacement Helper			

Figure 29. Extender Status

You can view general info about your Extender, see what is connected to your Extender, review your overall WiFi network topology, and even re-run the placement helper wizard for your Extender.



The Mesh card will open up a graphical visual of your Extender:



Figure 30. Mesh Network Status

This visual shows the gateway in your network, any connected WiFi Extenders, and any recommendations regarding your Extender—this is the same information you receive after the placement wizard is complete.

Double-clicking on your Extender will open up more detailed information about your Extender.

Alias basement		Device MAC a0:2d:13:95:ff:af		
Model Air4985US-CX		Serial Number AE3022304000036		
Firmware Version 4.144.18.0				
Wi-Fi Information				
2.4 GHz				~
5.0 GHz				^
Radios ID 27553233	Channel 132	Operating Bandwidth 80MHz	Operating Standards 802.11ax	
Access Points Name maditann		ID 35862238	MAC Address 52:4d:13:95:ff:b3	
Name 1267A4_bh		ID 1045305622	MAC Address a0:2d:13:95:ff:b2	
Name 1267A4_bh		ID 1164761422	MAC Address 52:4d:13:95:ff:b4	

Figure 31. Device Info

You can view each frequency used in your network, their associated SSIDs, and other network health stats.

View the connection quality between your Extender and the gateway:

	Device Con	nections	Health
a0:2d:13:95:ff:af Good			^
Summary			
Connection Type		RSSI	
		-73	
Source Information MAC Address cc:f3ic8:12:67:a2			
Radio ID	Access Foint ID		
905200855		//00804/1	
Target Information MAC Address a0:2d:13:05:ff:af			
Radio ID		Access Poin	t ID
1045305622		27553233	
Statistics			
Download Rate	Max Download Rate	9	Bytes Received
972000 kbps	2268500 kbps		659456 B
Bytes Sent	Upload Rate		Max Upload Kate
0300208.8	604000 KDps		2200300 Kbps

Figure 32. Extender Gateway Connection Status

Finally, view the health of all of the frequencies broadcast from the Extender:



Figure 33. WiFi Radio Frequency Status