



Cox Business

Complete Internet Gateway

Setup Instructions

This guide explains how to perform additional set up steps, shown below, that are necessary for an optimal and secure WiFi experience. We have also included steps to view and print important information about your Internet service and devices.

Please note that the Internet gateway must be installed and connected to the Internet before you proceed.

- How to personalize a network name and password*
- How to set up the guest network
- How to configure the gateway with a Static IP address



***Note:** If multiple devices are connected to a former gateway or router, rename the new network and password to match the former values. Doing so will prevent you from needing to reconnect all devices.

How to Personalize a Network Name (SSID) and Password

1. Enter **192.168.0.1** in your web browser to open the Cox Wireless Cable Voice Gateway portal.**
2. If you have not accessed the page before, you are prompted to enter a username and password, but **leave both fields blank** and click the **Enter** button. You may now create a new username and password. *Tip: Record your new Router Username and Password on the last page of this guide.*
3. Click the **Wireless** link in the top toolbar and click the **Radio** sub-link. (See Figure 1.)
4. Enter a customized network name in the **Network Name** field for the 2.4GHz and click the **Save** button. (**Note:** You will do the same for the 5GHz network.)
5. Click the **Wireless** link in the top toolbar and click the **Security** sub-link. (See Figure 2.)
6. Enter the **Network Password** in the corresponding field for the 2.4GHz network and click the **Save** button. (**Note:** You will do the same for the 5GHz network.) *Tip: Record your new Network Name(s) and Password(s) on the last page of this guide.*



****Note:** If you attempt to login to the Gateway portal and receive a privacy message stating "Your connection isn't private," click the **Advanced** link and then click the **Continue to 192.168.0.1 (unsafe)** link. After you have clicked the **Continue to 192.168.0.1 (unsafe)** link, you are prompted to enter your **Username** and **Password**.

Figure 1. Network Name field

Wireless / Radio
COX Wireless Cable Voice Gateway

Status Connection **Wireless** Security Application Administration Diagnostic

Radio Security Advanced Guest Network MAC Control WPS QoS

2.4GHz Wireless Network

Wireless Interface

Network Name Java_Joe Hide

Network Mode Mixed (802.11b, 802.11g and 802.11n) ▾

Channel Width 20MHz 20/40MHz

Channel Auto ▾

MAC Address 98:52:4A:14:03:9C

Scan Nearby AP

Figure 2. Network Password field

COX BUSINESS Wireless / Security
COX Wireless Cable Voice Gateway

Status Connection **Wireless** Security Application Administration Diagnostic

Radio **Security** Advanced Guest Network MAC Control WPS QoS

2.4GHz Wireless Network

Network Name Java_Joe

Security Mode WPA2 Personal ▾

Encryption AES/TKIP ▾

Network Password ***** Show

Key Interval 3600 Seconds

5GHz Wireless Network

Network Name Java_Joe_5GHz

Security Mode WPA2 Personal ▾

Encryption AES/TKIP ▾

Network Password ***** Show

Key Interval 3600 Seconds

How to Set Up a Guest Network

1. Enter **192.168.0.1** in your web browser to open the Cox Wireless Cable Voice Gateway portal.
2. Click the **Wireless** link in the top toolbar and click the **Guest Network** sub-link. (See Figure 3.)
3. In the Guest Networks section, click the **Wireless Interface** drop down menu and select the **2.4GHz** bandwidth.
4. Place the cursor on the line under the **Network Name** column and enter the name of the network you want your guests to see when they attempt to access your WiFi; for example, "Java_Joe".
5. Scroll right to the **SSID Broadcast** column and slide the toggle on. Do the same with the toggle in the **Enable** column.
6. Scroll down to the Guest LAN Settings section and confirm that the Network Name you created displays as the default in the **Network Name** drop down. If it does not, click to expand the menu and select the name from there.
7. Click the **Wireless** link in the top toolbar and click the **Security** sub-link. (See Figure 4.)
8. From the 2.4GHz Wireless Network section, click the **Security Mode** drop down menu and select **WPA2 Personal**.
9. Click the **Encryption** drop down and select **AES/TKIP**. Click the **Save** button.
10. To configure the **5GHz** guest network, return to the **Wireless** link in the top toolbar and click the **Guest Network** link.
11. Select **5GHz** in the **Wireless Interface** drop down menu and repeat steps 4-9 to set up the 5GHz bandwidth.

Figure 3. Guest Network tab

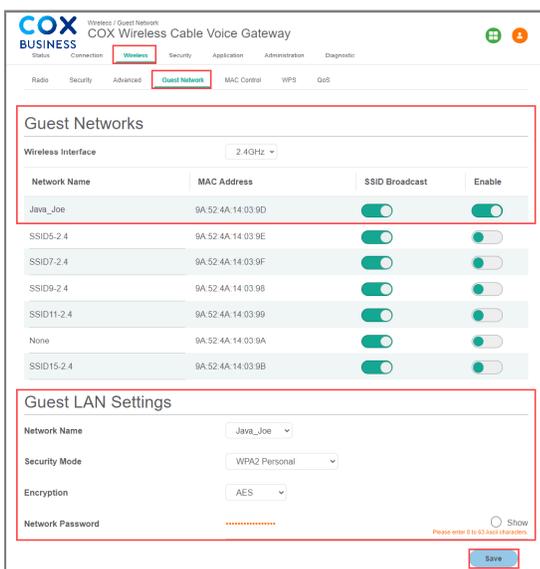
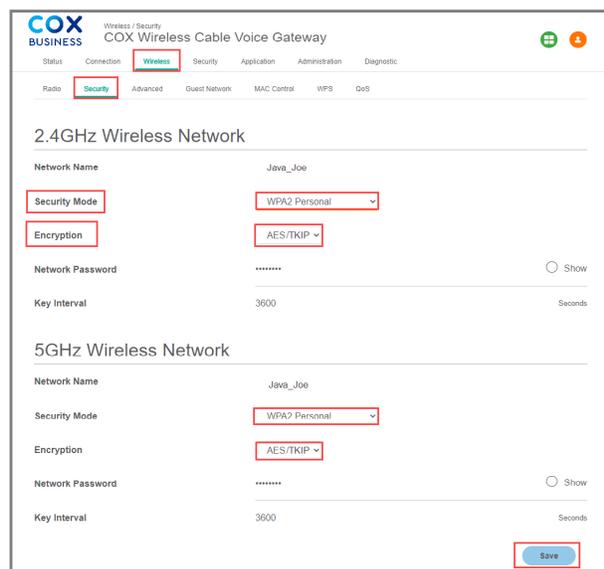


Figure 4. Security tab



Note: The gateway can support up to six (6) additional networks per frequency band, for a total of 12 Guest Networks.

How to Create a Static IP



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.
3. Click the **View IP Addresses** icon. (See Figure 5.)
4. Click the **Print PDF** button to capture your **Assigned Static IPs, Gateway, Netmask, and Primary and Secondary Name Server** values.
5. Enter **192.168.0.1** in your web browser to open the Cox Wireless Cable Voice Gateway portal.
Tip: If you have not logged into the portal before, refer to instructions on Page 2.
6. Click the **Connection** link in the top toolbar and click the **WAN** sub-link.
7. If you have a Static IP address, select **Static IP** from the **Connection Mode** drop down menu.
8. Enter the values that Cox Business assigned your **Internet IP 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). (See Figures 6.)

Figure 5. IP Address Assignments: MyAccount

Account Name	Account Alias	Account Number	Location Address
SMB Managed WiFi Alpha Trial - 1	7401 FLORIDA BLVD STE IP...	182-088719701	STE IPCLAB, 7401 FL...

The IP addresses shown are applicable to your Cox Business Internet cable modem service only. Use the link below to Print and/or Save a PDF.

Print PDF

Your Static IP Address Assignments

Assigned Static IPs	174.78.31.101
Gateway	174.78.31.97
Netmask	255.255.255.240
Primary Name Server	68.105.28.16
Secondary Name Server	68.105.29.16

Dynamic IP Addresses Currently In Use

Figure 6. Connection/WAN: Gateway portal

COX BUSINESS Connection / WAN
COX Wireless Cable Voice Gateway

Status: **Connection** | Wireless | Security | Application | Administration | Diagnostic

Devices: LAN | **WAN** | Routing | MTA | Network Time

Working Mode: Router Mode

Connection Mode: **Static IP**

Host Name: Business Gateway

Domain Name: Optional

Internet IP Address: 0.0.0.0

Subnet Mask: 0.0.0.0

Default Gateway: 0.0.0.0

Assign DNS Manually:

Primary DNS: 0.0.0.0

Secondary DNS: 0.0.0.0

MTU Size: 1500

WAN Network Mode: **Docsis Mode**

Save

Save

Important Internet Information

Store the Static IP Address Assignments you printed (step 4 on the previous page) and the following information in a convenient and secure location. You may be requested to provide this data to the Cox Business technical support team for troubleshooting issues.

Section 1: Your Router Username and Password

- Router Username: _____
Router Username default: [Blank]
- Router Password: _____
Router Password default: [Blank]

Section 2: Your IP/Internet Info

- 2.4GHz Wireless SSID Name: _____
Wireless SSID Name default (see the sticker on the bottom of the gateway)
- 2.4GHz Wireless Passphrase(s): _____
- 5GHz Wireless SSID Name: _____
Wireless SSID Name default (see the sticker on the bottom of the gateway)
- 5GHz Wireless Passphrase(s): _____

 CHAT: coxbusiness.com/chat

 TEXT: 36009

 CALL: 844-208-3743