Cox Business
Internet Gateway 4131
Quick Start Guide

This guide shows you how to set up your Gateway and local network, and how to configure and use the main features of the Technicolor 4131 Gateway.

Click any of the links below to access specific topics automatically.

- CBIG 4131 Front Panel
- CBIG 4131 Top Panel
- CBIG 4131 Back Panel
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- Accessing the Router Admin Tool
- Rebooting / Resetting the Gateway
- Setting Up and Changing the WiFi Network Name
- Setting Up and Changing the WiFi Password
- WiFi Range and Speed Influencers
- Upgrading the Gateway from Model 3848 to 4131
- Backing Up the Gateway in MyAccount

- Opting In/Out of Cox WiFi Broadcast
- Support
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Common uses for gateways include connecting devices such as computers, point of sale systems, printers, and other devices with different protocols so that they can communicate with each other.

Overview
Cox Business Internet Gateway (CBIG) is a commercial grade device that is DOCSIS 3.1 certified and supports WiFi 802.11ac Wave 2 WiFi technology and Basic LAN integration.

Features and Components
The table below displays the Cox Business 4131 Gateway and describes features and components on the front, top, and back panels.
**CBIG 4131 Front Panel**

1. **Reset** button. Allows you to restart the Gateway and restore the factory defaults of the Gateway.
2. **Power/WiFi Protected Setup (WPS) LED.** It is lit when the gateway is powered ON from the electrical outlet. It is off when the device is operational. The LED blinks when the WPS button is pressed. It will blink then stay solid for two (2) minutes or until the CPE is connected to the gateway through WPS, whichever is earlier. After the two minute mark, the device will turn Off.
3. **WPS button.** Allows you to add new wireless clients to your local network without entering any of your wireless settings; e.g., network, name, wireless network key, encryption type.

**CBIG 4131 Top Panel**

4. **USB/DS LED**
   - Solid ON: Upstream and downstream channel locked.
   - BLINKING: Locking upstream or downstream channel.
   - OFF: Gateway is powered off.
5. **US/DS LED**
   - Solid ON: Upstream and downstream channel locked.
   - BLINKING: Locking upstream or downstream channel.
   - OFF: Gateway is powered off.
6. **Eth 1 – Eth 8 LED**
   - Solid ON: Ethernet Port 1 to 8 is connected to CPE.
   - BLINKING: Port 1 to 8 is in use.
   - OFF: Port 1 to 8 is not connected to CPE.
7. **Online LED**
   - Solid ON: Connected to your service provider’s network.
   - BLINKING: Connecting to your service provider’s network.
   - OFF: Not connected to your service provider’s network.
8. **Tel LED**
   - Solid ON: Telephone service is enabled.
   - OFF: Telephone service is not enabled.
9. **Battery LED**
   - Solid ON: Battery level is OK or recharging.
   - BLINKING: If the LED is:
     - Solid ON: bad battery
     - BLINKING: low battery
   - OFF: Battery needs to be recharged.

**Ethernet LED**
- Solid ON: Ethernet is enabled.
- OFF: Gateway is powered OFF.

**Ethernet 1 to Ethernet 8 LED**
- Solid ON: Ethernet Port 1 to 8 is connected to CPE.
- BLINKING: Port 1 to 8 is in use.
- OFF: Port 1 to 8 is not connected to CPE.

**Online LED**
- Solid ON: Connected to your service provider’s network.
- BLINKING: Connecting to your service provider’s network.
- OFF: Not connected to your service provider’s network.

**WiFi LED**
- Solid ON: WiFi access point is operational.
- BLINKING: Data is being transferred over the wireless connection.
- OFF: WiFi access point is not enabled.
Optional jacks for voice
1 Tel Ports†
Allows you to connect a traditional phone or DECT base station to your Gateway. Single line customers can use the Tel2/Alarm port to connect an auto dial alarm system.

2 Ethernet Switch
Allows you to connect an Ethernet device; e.g., a computer, to your local network. All Ethernet ports on the Gateway are Gigabit Ethernet ports and have a maximum speed of 1Gbps. Each Ethernet port has two LEDs:

<table>
<thead>
<tr>
<th>LED</th>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Left LED</td>
<td>Solid ON</td>
<td>Connected to a Gigabit Ethernet device</td>
</tr>
<tr>
<td></td>
<td>Blinking</td>
<td>Connected to a Gigabit Ethernet device and sending/receiving data</td>
</tr>
<tr>
<td></td>
<td>OFF</td>
<td>Not connected to a Gigabit Ethernet device</td>
</tr>
<tr>
<td>Right LED</td>
<td>Solid ON</td>
<td>Connected to a 1Mbps/10Mbps device</td>
</tr>
<tr>
<td></td>
<td>Blinking</td>
<td>Connected to a 100Mbps/10Mbps device and sending/receiving data</td>
</tr>
<tr>
<td></td>
<td>OFF</td>
<td>Not connected to a 100Mbps/10Mbps device</td>
</tr>
</tbody>
</table>

3 Cable Port
Allows you to connect to your local coax network and broadband network of your service provider.

4 USB Ports
Allows you to connect a USB mass storage device to share your content on your local network; and power or charge a USB device.

5 Power Inlet
Allows you to connect the power cord.

†Tel/Voice Ports are not active for customer use.
1. **2.4GHz SSID**
   The name of the 2.4GHz access point. SSID is derived from the WiFi MAC address. *(Note: The SSID for 2.4 and 5GHz are different; however, the default pre-shared keys are the same for both bands.)*

2. **Password of Device for 5GHz**
   Pre-Shared Key

3. **HW Rev**
   Hardware Revision of the device.

4. **MTA MAC address**

5. **WAN MAC address**

6. **Cable Modem (CM) MAC address**

7. **Serial Number of Device**

8. **Password of Device for 2.4GHz**
   Pre-Shared Key

9. **5GHz SSID**
   The name of the 5GHz access point. SSID is derived from the WiFi MAC address. *(Note: The SSID for 2.4 and 5GHz are different; however, the default pre-shared keys are the same for both bands.)*

10. **Factory ID** (of the device)

   **Battery Slot**
   Accommodates devices' backup battery (optional).

   *This functionality is not available as of June 2018.*
Accessing the Router Admin Tool

Use the following steps to access the Gateway Router Admin Tool.

1. Open your web browser and enter http://192.168.0.1 from a computer or device that is currently connected to your Gateway (either wired or wirelessly).

**Note:** 192.168.0.1 is the default IP address of the Gateway. If you have changed the IP address of the Gateway, use the new IP address instead.

2. Enter your Username (default: blank) and Password (default: blank)

The Cox Wireless Cable Voice Gateway screen appears.
Rebooting / Resetting the Gateway

The Gateway includes diagnostic tools that enable you to reboot the gateway or reset certain settings. See the table below for details about functions and descriptions.

<table>
<thead>
<tr>
<th>When you...</th>
<th>Then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot WiFi module</td>
<td>The WiFi radio turns off and then turns back on. <strong>Note:</strong> When you reboot the module, you will experience a temporary loss of Internet access.</td>
</tr>
<tr>
<td>Reboot WiFi Router</td>
<td>The same result will occur as if you reboot the wireless router to a cable gateway. You will experience a temporary loss of Internet access.</td>
</tr>
<tr>
<td>Reboot System</td>
<td>The entire system is restarted.</td>
</tr>
<tr>
<td>Reset Username and Password</td>
<td>The Web UI username and password will be reset to their default values.</td>
</tr>
<tr>
<td>Reset WiFi Settings</td>
<td>You will be disconnected from the WiFi network and the WiFi parameters SSID/WiFi network name and WiFi password will be reset to their factory set values.</td>
</tr>
<tr>
<td>Reset Factory Settings</td>
<td>It resets all Gateway settings to Factory default values.</td>
</tr>
</tbody>
</table>

**Caution:** A reset to the factory default settings deletes all configuration changes you have made. You will need to reconfigure your Gateway or restore a previously saved configuration. In addition, your wireless clients will have to be re-associated.

Setting Up and Changing the WiFi Network Name

When you want to connect a computer using the wireless network, you need to configure the wireless client on your computer with the wireless settings printed on the label located on the bottom panel of the Gateway.

Two values are available for the network name:

- **Network Name 1 (SSID)** is the name of the 2.4Ghz access point, and by default is the last six characters of the interface MAC address.

- **Network Name 2 (SSID)** is the name of the 5GHz access point, and by default is the last six characters of the interface MAC address.

The other values are common for both access points.

*Figure 1. Gateway Bottom Panel Label*
Setting Up and Changing the WiFi Password

We recommend changing the default password of the Gateway.

Use the following steps to set the password for the Gateway.

1. Enter http://192.168.0.1 in your web browser to open the Admin Tool. (Note: You must use a computer or device that is currently connected to your Gateway—either wired or wireless. For more information, see “Accessing the Router Admin Tool.”)

2. Enter the default Username and Password. A pop-up message appears requesting you to change the password. Follow the prompts to make the change.

WiFi Range and Speed Influencers

The Gateway best serves customers who have 10,000 square feet or 120 feet of direct line-of-sight for a 2.4GHz network. The 5.0Ghz channel best serves customers who have 7,500 square feet.

Important: Environmental factors such as microwave ovens, refrigerators, steel/concrete walls, and distance can easily and negatively impact signal strength and throughput.

For a complete list of factors that influence speed, refer to the FAQ.

Upgrading the Gateway from Model 3848 to 4131

Use the following steps to upgrade Gateway 3848 to 4131.

Important: The configuration of the gateway files between the 3848 and 4131 are different and not cross compatible. Therefore, do not re-use a previous back-up configuration .gwc file from MyAccount and attempt to upload it to the 4131 device.

1. Enter http://192.168.0.1 in your web browser to log in to the 3848 Gateway Admin tool.

2. Document the settings of the current gateway, such as IP information, WiFi, and password.

3. Provision the new gateway with the same information outlined in step 2 above.

4. Save the settings.

5. Complete a backup of the gateway configuration using the steps outlined in “Backing Up the Gateway in MyAccount.” (Note: Once you make a backup file and upload it to MyAccount, you should have two (2) configuration backup files: the most recent 3848 backup file and the first 4131 backup file.)
Backing Up the Gateway in MyAccount

Use the following steps to access and create an account for your gateway device in MyAccount.

1. Enter www.myaccount.coxbusiness.com in your web browser.
2. Enter your **Username** and **Password**.
3. From the MyAccount Overview page, scroll to the MyServices section and click the Internet Gateway thumbnail.

4. Click the Gateway/Guest WiFi Reference Info box, and then click the **Next** button.

5. Expand the Select Gateway/GuestWiFi drop-down menu and select **Gateway**.

6. Populate the fields in the Internet Gateway Settings and click the **Save** button. *(Note: To retrieve the configuration file, sign in to your router gateway, save the file to your computer, and then click the **Upload** button. The types of valid uploadable files are .gwc, .doc, .docx, and .txt.)*
Backing Up the Gateway in MyAccount (cont’d)
Backing Up the Gateway to a Local PC

This section instructs you on how to use an alternate method to save the current Gateway configuration to a local PC. These settings can be reestablished later if a configuration needs to be restored, or if you need to recover from changes that have had an undesirable effect.

Use the following steps to back up the gateway device settings.

1. Enter http://192.168.0.1 in your browser to access the router.
2. Enter your User Name and Password.
3. From the Administration menu, click the Back Up & Restore tab.
4. Click the Back Up button.

5. When the Download window opens, click the Save button.
6. When the Save As window opens, choose a location and file name to store the initial configuration backup file.
7. Click the Save button.
8. Close the Download window when the process completes.

Note: If other changes are made to the gateway’s parameters after the backup is saved, repeat this procedure after making all changes. If the backup filename is the same as the original, the original file will be overwritten.
Opting In/Out of Cox WiFi Broadcast

You may opt in or out of the Cox WiFi Broadcast in MyAccount. If you **Opt In**, your business will broadcast “Cox WiFi” at your location, and your business account name, as shown on your bill, will appear on the public Cox WiFi hotspot map.

If you choose to **Opt Out**, your business will not broadcast “Cox WiFi” at your location, and your business account name will not appear on the public Cox WiFi hotspot map.

Use the following steps to opt in or out of the Cox WiFi Broadcast.

1. Log in to MyAccount with your Username and Password.
2. From the Welcome window, scroll to My Services and click the **Internet Gateway** icon.
3. From the Data Tools screen, click the **Cox WiFi Broadcast Opt In/Opt Out** button and click **Next**.
4. Click the **Opt In to broadcast Cox WiFi SSIDs** or if the box is already checked, uncheck the box to **Opt Out**.
5. Click the **Save Changes** button.
**Support**

If you have questions or need additional support, contact Customer Service at 866-272-5777 or click the Contact Us link to open a Live Chat session.

<table>
<thead>
<tr>
<th>In-Scope Support Items</th>
<th>Out-of-Scope Support Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>• WiFi Network SSID configuration</td>
<td>• MAC/IP Address filtering</td>
</tr>
<tr>
<td>• Password resets</td>
<td>• Application Layer settings</td>
</tr>
<tr>
<td>• Configuration file backup and restore</td>
<td>• Port Forwarding and Advanced Routing</td>
</tr>
<tr>
<td>• WiFi coverage fine-tuning</td>
<td>• LAN integration</td>
</tr>
<tr>
<td>• Enabling Advanced Modes</td>
<td>• End-point device configuration</td>
</tr>
<tr>
<td>• Remote Hands</td>
<td></td>
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</tbody>
</table>

**Additional Resources**

If you need information for older models such as the Technicolor 3829 or 3848, click the Cox Business Internet Gateway Admin Guide 3829 or Cox Business Internet Gateway User Guide 3848 for detailed information about each gateway model.