The Cox Business Internet Gateway combines an internet cable modem and a router into a single device that provides a cost-effective and secure networking solution for small to medium businesses. The Cisco DPC3829AD Gateway uses the latest wireless 802.11ac technology which provides you with the fastest wireless speeds available today.

Your Cox Business technician will help you set up your gateway and unique router settings during the install process. We also provide you with this Quick Reference Guide to help you configure additional wireless service set identifier (SSID) networks as needed. In addition, this guide provides recommendations for configuration file back up, and a list of the specific features and functionalities that we support.

Log in to the Gateway

To configure a new wireless service set identifier (SSID), you must first log in to the gateway using a wired or wireless connection. Follow these steps to log in to the gateway:

1. Open your web browser and enter the IP address 192.168.0.1 to login to the router.
2. Press the Enter key.
3. Enter your Admin User Name and Password and click the Log In button. Note the default user name and password are blank; however, your Cox Business Technician will help you create new credentials during the installation process.

Enable the Wireless Network

7. From the Encryption drop-down menu, select a level of encryption based on the security mode you choose.
8. Enter the Passphrase key for the gateway. Note the key was originally established by your Cox Business Technician during the installation process.
9. Click the Save Settings button.
10. Repeat steps 3-9 for other networks. (This device supports multiple SSIDs as needed.)

1. Now that you are logged in to the Cisco router, click the Setup menu in the toolbar.
2. Click the Quick Setup tab.
3. From the Wireless Interface section, click the Enable radio button.
4. From the 802.11 Band drop-down list, select the band you want to configure.
5. Enter the name for your wireless network in the Network Name (SSID) field. The value you enter will be viewable on PCs and other wireless client devices.
6. Select a wireless Security Mode to help protect your network. If you select Disable, your wireless network is not secure and any wireless device within range may connect to it. The factory default Wireless Security Mode is WPA or WPA2-Personal.
In the event your router requires a factory reset or replacement, Cox Business Technical Support can restore your preferred router and network configurations remotely. We recommend that you maintain your router and configuration settings in the Cox Business MyAccount web portal. For added benefit and quicker restoration time, router configuration changes should be uploaded into MyAccount for immediate access.

MyAccount Gateway Configuration

**Cox Business MyAccount** provides a secure and convenient method to save key information about your router, such as network SSID and password.

1. Log into **MyAccount** and select the **Data Tools** menu option.
2. Click the **Internet Gateway** link.
3. From the **Select Gateway/Guest Wi-Fi** drop-down menu, click the appropriate gateway device.
4. Populate the fields appropriately. You can also click the **question mark icons** for helpful information about the field.
5. Click the **Save** button.

Configuration File Backup

Before uploading your configuration file into **Cox Business MyAccount**, the following steps are necessary to back up your configuration to your PC through the Cisco interface.

1. Log in to the router and click the **Administration** menu in the toolbar.
2. Click the **Back Up & Restore** tab.
3. Click the **Backup** button and save to your PC.

Upload the Configuration File to MyAccount

Now that you have backed up your configuration file to your PC, use the following steps to upload into MyAccount.

![Configuration Files](image)

1. Log into **MyAccount** using previously provided username and password information.
2. Click the **Upload** button to browse to the configuration file you wish to upload to MyAccount and then click the **Open** button. **Result**: The file is uploaded to MyAccount.

   **Note**: You can upload and store a maximum of three files with a size limit of 50KB per file. If you have three stored files, you must delete an existing file before you can upload another.

3. To **download a Stored Configuration File**, click the **Download To PC** link to the right of the file you want to use. **Result**: The File **Download** dialog box appears.
4. Click the **Open** or **Save** button based on whether you want to view the file or save it to your computer.

Restore Configuration File

Contact Cox Business Technical Support or follow these steps to restore the configuration file to your router.

1. To return to the Cisco router, log back in and navigate to the **Administration** menu option followed by the **Backup Restore** tab, and then click the **Browse** button.
2. Click the **Restore** button to upload the configuration file to the gateway. The gateway overwrites the current configuration file so that the device operates with the configuration settings stored in that file.

   **Caution**: Restoring a configuration file will overwrite all of the existing settings in the current configuration file on your device and will assume the settings in that file.

   **Important**: When the configuration file for the gateway is restored, or after a factory reset, the Admin login username and password revert to the default (blank) values.

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Your Cox Business Internet Gateway provides advanced functionality to meet your unique business needs. During the time of installation, as well as post install, Cox Business is available to configure and support the following sets of widely used “in-scope” features. More advanced (and less commonly used) features are not supported; however, instructions are provided in the Cox Business Internet Gateway Administrative Guide, or you can reference the “Help” function in the router interface.

**In Scope for Cox Business Technical Support**

- Remote Access Enable / Disable
- Primary SSIDs Configuration and Password Resets
- Guest Network SSID(s) Configuration
- Backup Configuration File
- Static IP Configuration
- WiFi Enable/Disable
- Enable Bridge Mode, VLAN Mode or Mixed Mode
- Time Zone Settings
- VPN Pass-through Configuration
- Firewall Setting
- Gateway WAN IP Address Configuration

**Out of Scope for Cox Business Technical Support (Customer Is Responsible For Managing These Settings)**

- Local Area Network IP Address Changes
- VPN point-to-point configuration
- Mac and IP Address Filtering
- Application Layer Gateway Settings
- DDNS
- Port Forwarding
- DHCP IP Address Pool Configurations
- Advanced Routing
- VLAN Configurations
- Wireless QoS
- Wireless Radio Advanced Power and Transmission Settings
- MTU Changes
- Wireless Distribution Settings (WDS)
- UPNP
- DMZ
- IGMP
- Reporting (Logs)
- USB Storage and Sharing Settings

**Contact Cox Business Support**

If you have technical questions about the gateway, contact Cox Business Technical Support at 1-888-886-3590 for assistance.