CONFIRM THE E911 ADDRESS INFORMATION

To confirm the E911 address information for the location of your equipment:

1. Go to www.coxbusiness.com
2. Click on Sign in MyAccount
3. Enter your MyAccount login credentials
4. Click Manage E911 Information
5. Follow the prompts

IMPORTANT: The E911 address information must be updated whenever the phone is moved to a new location. Affix the E911 decal (included) so users can view this information.

GETTING STARTED

Verify that all the equipment you ordered is in the box. These instructions are for installing a 8851 KEM. Make sure that you have the correct model before continuing.

QUESTIONS ABOUT YOUR INSTALLATION

For quick references and user guides, go to www.coxbusiness.com/starthere and select your phone make and model.

For more support, you can live chat on www.coxbusiness.com/chat, text 36009, or call 844-208-3743.

CHAT: Coxbusiness.com/chat       TEXT: 36009       CALL: 844-208-3743
**POWER DOWN THE PHONE:** Be sure your phone is powered down before attaching the Key Expansion Module (KEM). For phones already installed, disconnect the Ethernet and/or power cords. Do not power phone up until instructed.

**TAKE OFF CAPS:** On the right side of the phone, pop off the two caps that cover the USB and KEM ports.

**FLIP OVER PHONE AND KEM:** Turn both the 8851 phone and 8851 KEM face down on a flat surface.

**IMPORTANT:** If a stand is already attached to the phone, it must be removed before proceeding.

**ATTACH THE ARM:** Locate the attachment arm that will connect the phone to the KEM.
- Insert the attachment arm into the phone. Then, attach the KEM to the attachment arm.
- Using a screwdriver (not included), install the screws and secure the attachment arm in place.

**ATTACH THE STAND:** Re-attach the stand to the phone, and attach the KEM stand to the KEM.

**CONNECT ETHERNET AND POWER CABLES:**
- **If your phone was already installed,** then reconnect the phone's Ethernet cable and power. This will power up the phone and the KEM.
- **OR**
- **If you were in the middle of installing your phone,** then go back to those instructions and continue the phone installation.