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 Polycom KEM. Make sure that you have the correct model before continuing.

B Polycom Key Expansion Module (KEM)

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

Instructions continue on the other side
1. **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.

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

3. **ATTACH THE ARM:** Locate and align the holes that the attachment arm will screw into. The holes are located between the top and middle stand slot. Tighten the attachment arm into place. Note, the four tabs on the attachment arm will fit into the top-most and middle stand slots.

4. **AUXILIARY CABLE:** Insert the auxiliary cable between the AUX port on the phone and the AUX 1 port on the KEM.

5. **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.

**IMPORTANT:** If a stand is already attached to the phone, it must be removed before proceeding. Please keep your phone stand for future use in the event the KEM is removed.