Overview
A Software Defined-Wide Area Network (SD-WAN) simplifies branch office connectivity and ensures reliable application performance and availability for your business applications.

The purpose of this guide is to help you understand basic capabilities and port arrangements of your SD-WAN appliances.

The following topics are covered:

- Deployed Equipment
- Get Started
- Learn More
- Contact Support

Deployed Equipment
Depending on your WAN bandwidth requirements, you may have several models of appliances deployed at your location.

Figure 1. NSG E-300 Series
- Supports more than 500Mbps of throughput
- Two 10/100/1000 WAN Ports
- Four 10/100/1000 LAN ports

Before you disconnect any WAN port, call Cox Business Technical Support to generate an Alarm and Trouble Ticket.

Figure 2. NSG X-200 Series
- Supports more than 3Gbps of throughput
- Two 10/100/1000 WAN Ports
- Four 10/100/1000 LAN ports

WAN Ports are provisioned according to their transport service. If disconnected, reconnect to the original ports.
Deployed Equipment (cont’d)

If you purchase the LTE failover option, a CradlePoint modem will be installed at your facility that will provide fail over services if primary underlay outages occur. **Note:** Cox will contact the "Technical Contact" named in your MyAccount profile if issues arise. Please ensure this information is updated as needed.

When the CradlePoint modem is installed, it runs a throughput test with two of the top wireless providers and selects the carrier with the best performance in your area.

**Figure 3. LTE Modem (optional)**

Get Started

You can access the SD-WAN portal through the MyAccount website. Refer to the *Getting Started with SD-WAN User Guide* on [www.coxbusiness.com/starthere](http://www.coxbusiness.com/starthere) for instructions.

Learn More

**Website:** For more information on SD-WAN, visit the [www.coxbusiness.com/starthere](http://www.coxbusiness.com/starthere) to view training videos on common administrative tasks or the SD-WAN Portal User Guide

**Instructor Training:** A Cox Business Customer Education Specialist will contact you to review specific portal features and functions. **Note:** We recommend training approximately one week after install to allow time for the service to populate the portal with identified applications and usage data.

Contact Support

Cox SD-WAN is supported by a dedicated team of specialists who can assist you with portal changes for the Professional and Standard package.

**Chat:** Enter www.coxbusiness.com/chat in your web browser for real-time assistance.

**Submit a ticket:** Log into to MyAccount to access the Cox Business Online Ticketing (CBOT) and click the **Create Ticket** button.

**Call:** Contact your sales representative or Customer Care at 866.961.0561.

©2019 Cox Communications, Inc. All rights reserved. 0519