



COX 4131 Internet Backup Instructions

[Home](#) » [Cox](#) » COX 4131 Internet Backup Instructions 

COX 4131 Internet Backup



Contents

- 1 NET ASSURANCE INTERNET BACKUP CUSTOMERS
- 2 Here's What's In Your Kit
- 3 And Here's What You'll Need
- 4 Here's What To Do
- 5 We're Here To Help
- 6 Customer Support
- 7 Documents / Resources
 - 7.1 References
- 8 Related Posts



NET ASSURANCE INTERNET BACKUP CUSTOMERS

For customers using the 4131 gateway EWAN option for WiFi as part of their LTE Cellular Internet Backup setup, please disregard these install instructions and instead refer to the instructions available at www.cox.com/netassuranceinstall.

Here's What's In Your Kit

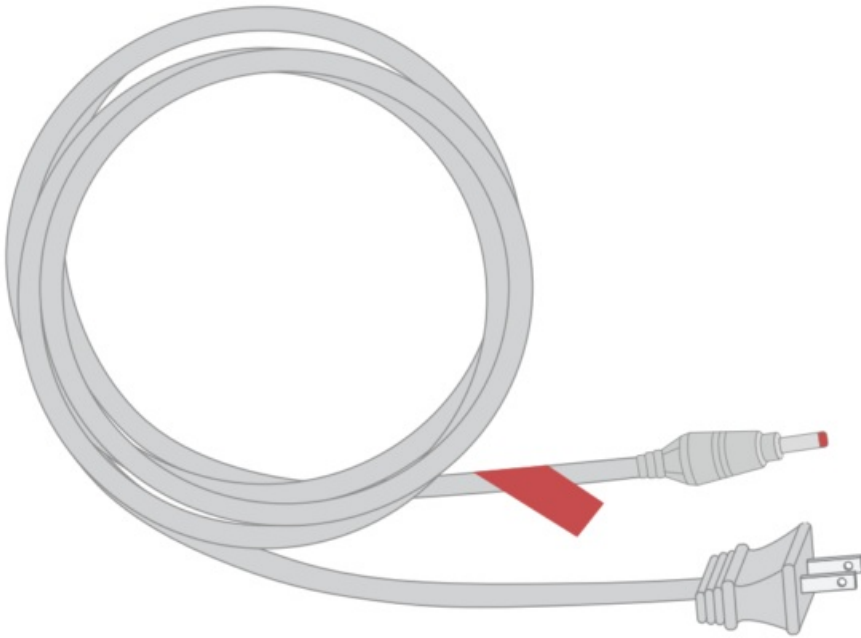
- Gateway



- Ethernet cable (OPTIONAL USE)



- Power cord

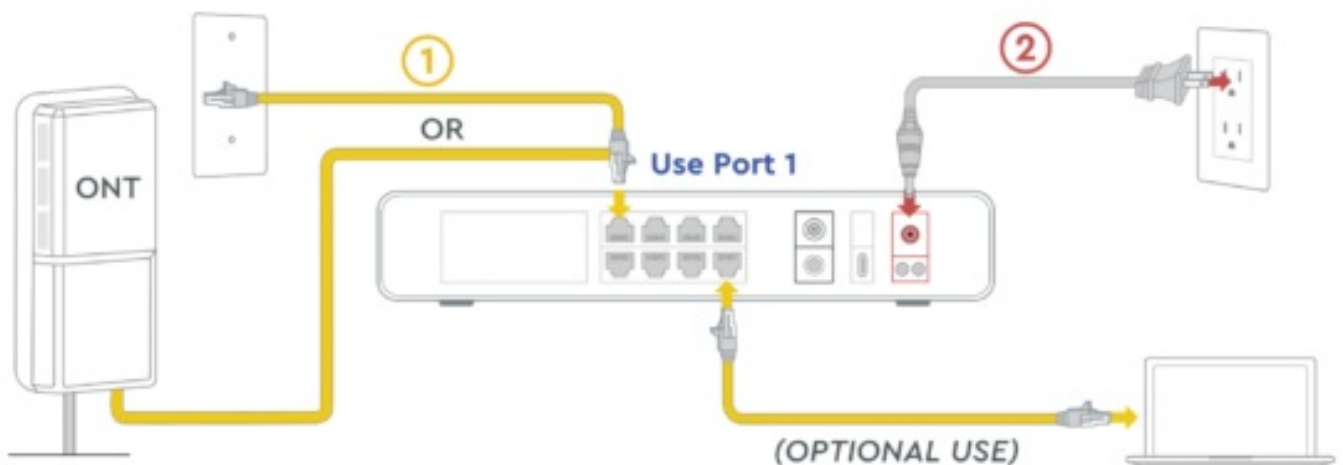


And Here's What You'll Need

Smartphone, tablet, or computer



Here's What To Do



1. Connect to your Cox Business Internet Service

First, locate the **Ethernet cable 1** that provides your Internet service, that is going to your router or direct to your computer. Leaving one end plugged into an Ethernet wall outlet or Optical Network Terminal (ONT), disconnect the cable from your router or computer.

Then, connect that cable to the Gateway's upper left port (**Use Port 1**).

2. Power on the Gateway

Connect the **power cord 2** to the Gateway and to an electrical outlet.

Make sure the electrical outlet isn't connected to a dimmer or switched outlet.

3. Connect to the 2.4G Network

Open the **wifi settings** on your smartphone, tablet, or computer. Using the label on the bottom of the Gateway, connect to the 2.4G network using the 2.4G SSID network name and **PassPhrase**. You may not be able to surf online just yet.

4. Complete your Activation

Give us a call at **1-844-208-3743** so we can assist you with finishing your activation. We'll help you get online, set up your personal and guest networks and, if applicable configure your Gateway with a Static IP address.

We're Here To Help



Tips

- For the strongest wifi signal, place the Gateway at least 3 feet above ground and within line of sight to connected devices. Avoid cramped spaces and don't place it near electrical devices that may interfere with the signal.
- If you purchased MalBlock and want more information, go to www.coxbusiness.com/starthere.



FAQs

Why isn't my Gateway working?

Try rebooting-just unplug the power cord from the wall, wait 10 seconds, then plug it back in. It may take a few minutes to reset. Also, make sure all of the connections are tight and completely plugged in. If this does not work, try restarting your computer.

What's the Ethernet cable included in the kit for?

It's an optional cable to connect your computer to the Gateway via a wire, rather than via wifi.

What's the difference between the 2.4G and SG networks?

The 2.4G network gives a wider area of coverage, ideal for large office spaces. The SG network does not broadcast as widely, but if coverage area is not a concern, may help you surf faster.

What should I do if I had other devices plugged into a router?

You can connect those devices to your Gateway, either wired or via wifi.



Help us send zero waste to landfills by recycling the kit once you're finished.

Customer Support



CALL: 1- 844-2 08- 3743



CHAT: live chat on Coxbusiness.com/chat



TEXT: message an agent at 36009



WEB: Coxbusiness.com/selfinstall



ACCESSIBILITY: Cox.com/accessibility



Documents / Resources



[COX 4131 Internet Backup](#) [pdf] Instructions

4131, 4131 Internet Backup, 4131, Internet Backup, Backup

References

- cox.com/netassuranceinstall
- [User Manual](#)

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