

**COX**  
CGM4981 Panoramic Wifi  
Gateway



# Cox CGM4981 Panoramic Wifi Gateway User Manual

[Home](#) » [Cox](#) » Cox CGM4981 Panoramic Wifi Gateway User Manual 

## Contents

- [1 Cox CGM4981 Panoramic Wifi Gateway User Manual](#)
- [2 Here's what's in your kit](#)
- [3 Here's what you'll need](#)
- [4 Plug in the Gateway](#)
- [5 FAQs](#)
- [6 References](#)



**Cox CGM4981 Panoramic Wifi Gateway User Manual**



Here's what's in your kit



Coax cable



Power cord



Ethernet cable  
*(optional for install)*



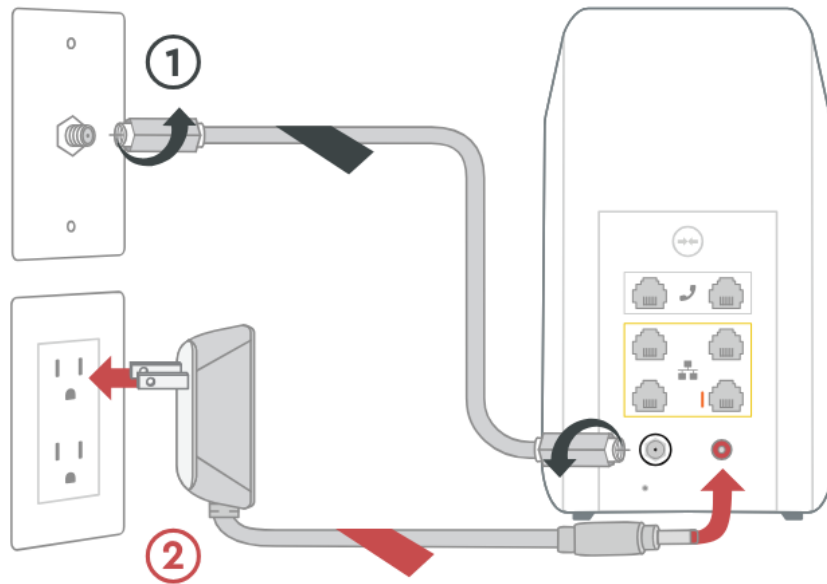
Panoramic Wifi Gateway

### Here's what you'll need



Smartphone, tablet, or computer

### Here's what to do



## Plug in the Gateway

Connect the coax cable to the Gateway and an active cable outlet. Then connect the power cord 2 to the Gateway and to an electrical outlet. Make sure the electrical outlet isn't connected to a dimmer.

**TIP:** Plug the coax cable into a centrally located cable outlet or use the same outlet where the old device was connected.

## Connect to the network

Wait about 10 minutes for the Gateway to power on. Then open the wifi settings on your smartphone, tablet, or computer. Connect to the network using the network name (SSID) and the password from the label on the bottom of the Gateway. Once it's connected to the network, open a browser and surf the web to verify that your internet is good to go.


**TIP:** If you're having trouble connecting, then just wait a few minutes and try again.

## Personalize your wifi experience

We recommend you download the Cox Panoramic Wifi app. It will help you personalize your network and optimize your wifi experience.

## We're here to help.

### Tips

- Place the Gateway at least 3 feet above ground and avoid cramped spaces to get to the strongest wifi signal.
- If you have Cox phone service and want to use the Gateway for it, insert your phone cord into the top left phone port  on the Gateway.
- For Cox Homelife customers, after your Gateway is installed, please reboot your router by removing the power cord and plugging it back in.

## FAQS

### Why isn't my Gateway working?

Try rebooting it—just unplug the power cord from the wall, wait about 10 seconds, and 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.

### Which coax outlet should I use?

It needs to be an active outlet. It should be centrally located and not surrounded by metal objects. It's common to have inactive outlets so try a different one if it's not working.

### What's the Ethernet cable for?

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



**APP:** The Cox app has 24/7 support & help videos



**WEB:** [Cox.com/installhelp](https://Cox.com/installhelp), [Cox.com/wifisupport](https://Cox.com/wifisupport)



**CHAT:** Live chat on [Cox.com/chat](https://Cox.com/chat) or text 54512



**CALL:** 1-[888-556-1193](tel:888-556-1193)



**ACCESSIBILITY:** [Cox.com/accessibility](https://Cox.com/accessibility)

Help us send zero waste to landfills by recycling the kit once you're finished. It's made with 100% recyclable materials.

**Download PDF:** [Cox CGM4981 Panoramic Wifi Gateway User Manual](#)

### References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.