



COX Panoramic Wifi Gateway Setup Manual

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Setup Manual



COX Panoramic Wifi Gateway

What you'll need

Desktop, laptop, tablet or smartphone

What's inside



Quick start instructions



Troubleshooting tips & FAQs



Coax cable



Power cord



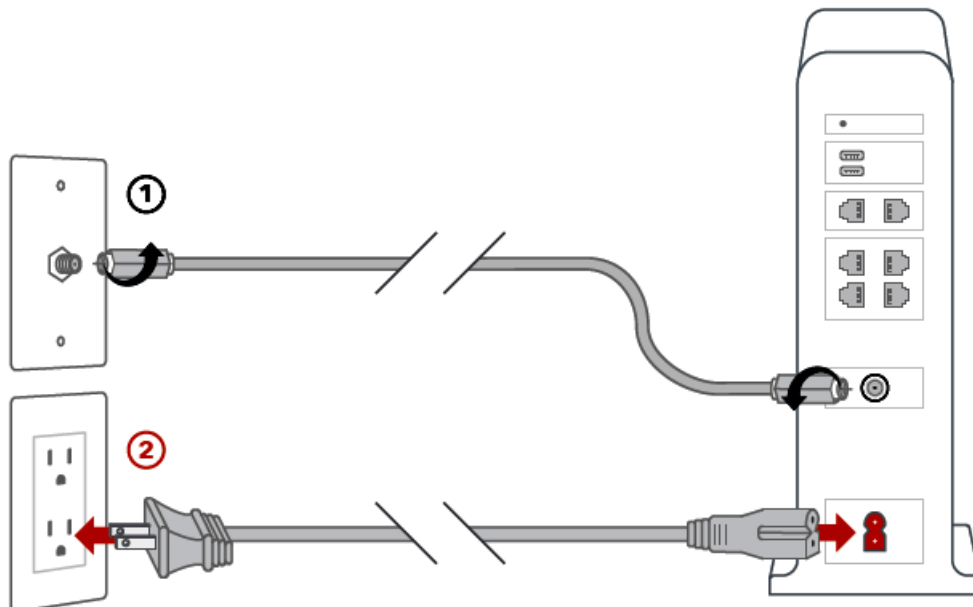
Ethernet cable
(Optional)



Panoramic Wifi Gateway

A. Plug in your Panoramic Wifi Gateway

Before you get started, we recommend you use the new cables included in your kit.



First, screw one end of the **coax cable (1)** into an active cable outlet (try the same outlet where your previous Cox device was connected) and the other end into the coax port on the back of your Panoramic Wifi Gateway.

Then, plug the **power cord (2)** into an electrical outlet and the other end into the power port on the back of your Panoramic Wifi Gateway. Now that it's plugged in and powering on, wait about 10 minutes for it to fully boot up before continuing to step B.

B. Connect to your Panoramic Wifi Gateway



Next, grab your smartphone, tablet, or computer and open the **wifi settings**. Select one of the two **Network Names (SSID)** that are shown on the label on the bottom of your Panoramic Wifi Gateway.

Using the **Preshared Key** provided on that same label, connect to the network. Once your device is connected, you're good to go. Now let's connect all of your other devices to that **same network**.

C. Personalize your wifi experience

We recommend you create a **unique** network name and password because it'll be easier to remember when connecting other devices, and more secure since it's personalized.

The **Cox Panoramic Wifi app** can help you with this, just download it on your mobile device and sign in with your Cox login. The app will help you get the most out of your wifi experience by giving you a new level of customization and control at your fingertips.

We're here to help

For quick how-to videos, go to [Cox.com/wifi support](https://Cox.com/wifi-support). Check out the enclosed troubleshooting tips and FAQs card for more information.

APP: Cox Connect for 24/7 support

WEB: Cox.com/wifi support and Cox.com/learn

CHAT: text an agent at 54512 live chat on Cox.com/chat

CALL: 1-888-556-1193 or

Troubleshooting tips & FAQs

Frequently asked questions

What is a Gateway?

Panoramic Wifi Gateways provide the functionality of a wifi router, internet cable modem and voice modem all in a single device.

How do I know if I'm connected to my network?

Check the wifi settings on your smartphone or computer to see if you're connected to your network.

There are multiple coax outlets in my home. Which one should I use?

Make sure it's an active outlet, meaning one that's connected to a working cable signal. The outlet should be centrally located in your home and not surrounded by metal objects. It's common to have inactive coax outlets so try connecting to a different one if it's not working. If that doesn't help, let us know.

Why isn't my Panoramic Wifi Gateway working?

A quick reboot might fix it – just unplug the power cord from the wall, wait about 10 seconds, then plug it back in. It may take a few minutes to fully reset. Also make sure all of the connections are tight and completely plugged in. If that doesn't help, get in touch with us and we'll figure it out together.

Installation tips

- Don't plug your Gateway's power cord into an electrical outlet that's connected to a dimmer.
- To enjoy the smoothest wifi signal, place your Gateway at least 3 feet above the ground and avoid cramped spaces or anything that may block your signal.
- For Cox Homelife customers, after your modem is up and running, please reboot your Cox Homelife router by removing the power cord and plugging it back in.
- For questions about a backup battery, visit [Cox.com/battery](https://www.cox.com/battery).
- For help with wifi setup and troubleshooting, visit [Cox.com/wifisupport](https://www.cox.com/wifisupport).

Learn a i bout your Panoramic Wifi Gateway

- Don't be alarmed if your Gateway takes up to 10 minutes to boot up. During this time it's connecting to your new network.
- Occasionally your Gateway will reboot to download the latest version of firmware updates. Not to worry, this is an automated process and should only take a few minutes.
- Your Gateway can broadcast two high-speed signals at once: 2.4GHz and 5GHz.

Optional cables

- **Ethernet:** If you want to go "wired" rather than wireless, use the ethernet cable to connect your computer to one of the Ethernet ports on the back of your Gateway.
- **Telephone:** If you have Cox phone service and want to use your new Gateway for this, insert your own phone cord into the TEL1 port on the back of your Gateway.

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