


COX

**TM3402 Voice 3.1
Phone Modem**



Cox TM3402 Voice 3.1 Phone Modem User Manual

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Here's what's in your kit



Power cord



Coax cable



Modem



Ethernet cable

And here's what you'll need

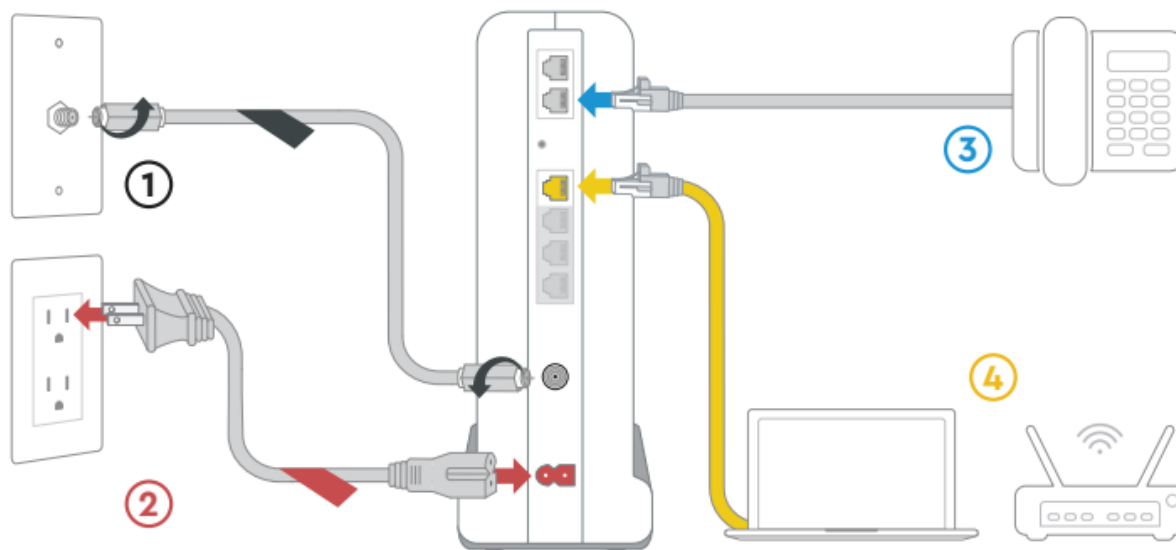


Smartphone, tablet, or computer




Telephone cord
(came with your phone)

Here's what to do



Plug in the Modem

First, connect the coax cable to an active cable outlet and the Modem. Then connect the power cord 2) to an electrical outlet and the Modem. Now that it's plugged in and powered on, wait a few minutes for it to boot up.

You'll know it's connected to the network when the Online light  is solid. If you have Cox Voice, then connect the telephone cord 3) that came with your phone to the "Tel 1" port on the back of the Modem. If you have Cox Internet, then connect the Ethernet cable 4) to the Modem and the other end to your computer or wifi router.

TIP: Plug the coax cable into a centrally located call outlet using the same outlet where the old device was connected.

Connect to the network

Check to see if your internet is working. If it is, then you're good to go. If not, go to Cox.com/activate, sign in to your account, and follow the steps. If you prefer to call, dial 1-[800-234-3993](tel:800-234-3993) from a phone connected to your account. Both ways will help you finish the activation.

We're here to help.

Tips

- Don't plug the Modem's power cord into an electrical outlet that's connected to a dimmer.
- Place the Modem at least 3 feet above the ground and avoid cramped spaces to get the strongest wifi signal.
- You'll need a splitter to use the same cable outlet for two devices.

FAQS

Why isn't my Modem working?

Try rebooting —just unplug the power cord from the wall, wait 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.

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 the network.



APP: Cox app has 24/7| support & helpful videos



WEB: Cox.com/installhelp & Cox.com/learn



CAT: level station Cox.com/chat on the text an agent at 54512



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



ACCESSIBILITY: 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.

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References

- [User Manual](#)

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