



COX Technicolor CGM4331 Panoramic WiFi Gateway for Fiber Instructions

[Home](#) » [Cox](#) » COX Technicolor CGM4331 Panoramic WiFi Gateway for Fiber Instructions 

COX Technicolor CGM4331 Panoramic WiFi Gateway for Fiber Instructions



Contents

- [1 Here's what's in your kit](#)
- [2 Before connecting the Gateway](#)
- [3 Here's what to do](#)
- [4 We're here to help](#)
- [5 FAQs](#)
- [6 Documents / Resources](#)
- [7 Related Posts](#)

Here's what's in your kit

Gateway



Power cord



Ethernet cable



If the ONT already has an Ethernet cable connected, then you won't need the one included in the kit.

Before connecting the Gateway

Cox has already installed an Optical Network Terminal (ONT) at your residence to deliver your internet service. You'll need to locate the ONT before connecting it to the Gateway. It's usually mounted to an inside wall or inside a smart panel. If your ONT is on a garage or outside wall, follow the steps listed on the back FAQs panel.



Refer to your ONT to check the following:



- Ensure the POWER light on the ONT is solid green. Next, check that the PON or BROADBAND light is solid green.
- If the lights are not solid green, then we'll need to help you get set up. Call **1-888-556-1193** for assistance.

Here's what to do

1. Plug in the Ethernet cable

Look at the ONT to see if there's already an Ethernet cable connected.

If there is a **visible Ethernet cable**, connect it to the bottom right Ethernet port  on the Gateway. Make sure it's the port with the orange  line.

If there is not a visible Ethernet cable, then remove the ONT's faceplate and plug the Ethernet cable into the ONT's Ethernet port . Plug the other end into the Gateway's bottom right Ethernet port with the orange  line. Then attach the faceplate.

IMPORTANT

Don't touch or disturb the PON/WAN cord. There are dangerous lasers in use.

2. Plug in the power cord

Plug the power cord **2** into the Gateway and the wall outlet. Plugging it in powers it on. Then wait about 10 minutes for it to fully boot up.

3. Connect to the network

Open the **wifi settings** on your smartphone/computer. Connect to the network using the **network name (SSID)** and the **password** from the label on the bottom of the Gateway. Then surf the web to verify that your internet is working.

We recommend you personalize your network information because it'll be easier to remember and more secure. Just download the **Cox Panoramic Wifi app** and sign in to manage your network.

We're here to help



Tips


- Place the Gateway at least 3 feet above ground and avoid cramped spaces in order to get 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.

FAQs



What if my ONT is on a garage or outside wall?

Don't connect it directly to the Gateway. Instead, plug the Ethernet cable into the Gateway's bottom right Ethernet port with the orange  line, and the other end to an active Ethernet wall jack that's inside. Then continue the install at step 2.

How do I remove the ONT's faceplate?

Depending on your ONT, you'll either slide down the faceplate or pinch the sides to lift it off.

Why isn't my Gateway working?

Try rebooting it—just unplug the power cord from the Gateway, wait about 10 seconds, then plug it back in. Make sure all of the connections are tight and completely plugged in. It'll take a few minutes to fully reset. It's important not to unplug or reboot the ONT.



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



WEB: Cox.com/installhelp, Cox.com/wifisupport



CHAT: Live chat on Cox.com/chat or text 54512



CALL: 1-888-556-1193



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.

Documents / Resources



COX Technicolor CGM4331 Panoramic WiFi Gateway for Fiber [pdf] Instructions
Technicolor CGM4331, Panoramic WiFi Gateway for Fiber, Technicolor CGM4331 Panoramic WiFi Gateway for Fiber