

COX

CONNECTING COX INTERNET



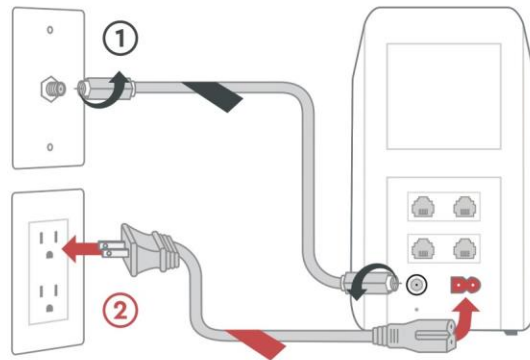
Welcome to your new home!

Need help setting up?
Scan here for a guided installation.
Text "Help" to 54512 with any questions or go to [cox.com/chat](https://www.cox.com/chat)

Please start on this page if you are setting up internet or internet and video. If you're only setting up video service and aren't sure whether you need to install a modem/gateway, contact your property manager or leasing office.

Get connected in no time with these simple steps.

- 1 Plug in the coax cable**
Connect the coax cable to the gateway and cable outlet.
- 2 Power up**
Connect the power cord to the gateway and an electrical outlet.
- 3 Watch it come to life**
Wait about 10 minutes for the gateway to power on. Device is ready when you see the following:
 - Power light is glowing steady.
 - The online link is solid.
 - The US/DS is blinking.
- 4 Download the Panoramic Wifi app**
With the app you can personalize and fully optimize your wifi experience.



TIPS:

- Don't plug the gateway's power cord into an electrical outlet that's connected to a dimmer.
- For the best wifi performance, place your gateway at least 3 feet off the ground and away from enclosed areas or anything that could block the signal.

Need assistance?

Contact Cox at [855-512-8876](tel:855-512-8876) with any questions. We're here to help!

COX VIDEO SERVICES

Connecting your Cox Wireless Box to your Cox Gateway

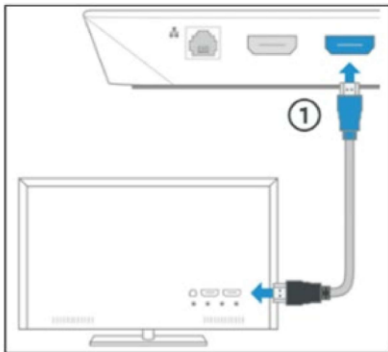
✔ Moved in. ✔ Internet connected. ✔ It's time to get streaming.

Follow these simple steps to set up your Cox Wireless Box in minutes.

IMPORTANT: If you have Cox Internet, your modem must be installed before continuing.

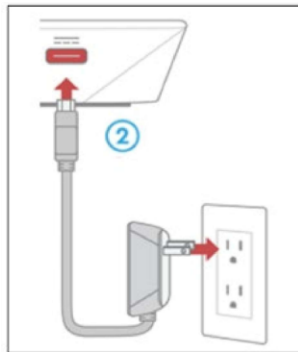
1 Connect HDMI cord

Connect the HDMI cord to your TV and Cox Wireless Box.



2 Power it up

Connect the power cord to the Cox Wireless Box and plug into an electrical outlet. Make sure to use an outlet not connected to a dimmer.



3 Activate the Cox Wireless Box

Turn on your TV. Then, press the **source or input** button using your **original TV remote** and select the correct **HDMI connection**. You'll be prompted to follow **on-screen instructions**, then wait for a few minutes for the activation to finish.

Manual pairing steps

If your Cox Wireless Box does not successfully pair with the host Wifi Gateway, you can manually pair the devices by following these steps:

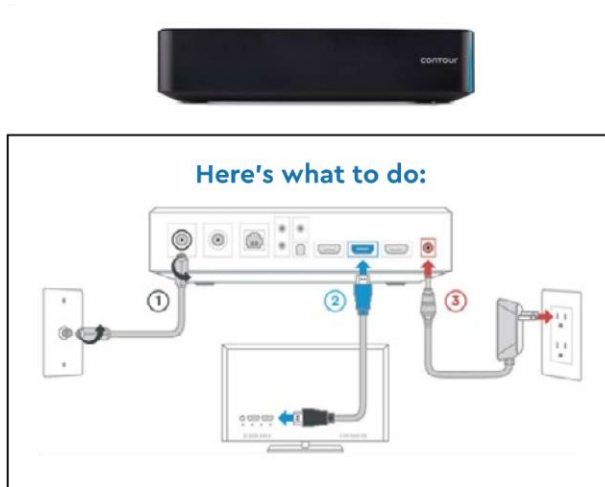
1. Press the WPS button from the bottom of your Cox Wireless Box.
2. Press the WPS button from the bottom of your Wifi Gateway.

NOTE: This must be completed within two minutes.

Need assistance?

Contact Cox at [855-512-8876](tel:855-512-8876) with any questions. We're here to help!

Installing your CONTOUR 2 XG2



1 Plug in the Contour box

First, connect the **coax cable (1)** to an active cable outlet and to the "Cable from Wall" port on the Contour box.

Then connect the **HDMI cord (2)** to your TV and the Contour box.

Lastly, connect the **power cord (3)** to an electrical outlet and the Contour box.

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

2 Activate the Contour box

Turn on your TV. Then using your **original TV remote**, press the **source or input** button and select the correct **HDMI connection**.

You'll be prompted to follow **on-screen instructions**. Then wait for a few minutes for the activation to finish.

3 Set up your new Voice remote

Simply follow the **on-screen instructions** to set up your new Voice remote. When you see "All Set" pop up on the screen, press OK.

Installing your Mini Box



1 Plug in the Mini Box

First, connect the **coax cable (1)** to an active cable outlet and to the "Cable from Wall" port on the Mini Box.

Then connect the **HDMI cord (2)** to your TV and the Mini Box.

Lastly, connect the **power cord (3)** to an electrical outlet and the Mini Box.

If your TV doesn't have an HDMI port, then you can use another coax cable instead. Tune your TV to channel 3 or 4 and ensure the toggle switch on the Mini Box matches the TV channel. (This method only supports standard definition.)

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

2 Activate the Contour box

Turn on your TV. Then using your **original TV remote**, press the **source or input** button and select the correct **HDMI connection**.

Then wait a few minutes for the activation to finish.

3 Set up your new Cox remote

Follow the **steps listed on the back** of the Cox remote to pair it with your TV.

Move-Out Information

Resident Move-Out

Please contact Cox to disconnect your services. Be sure to log out of any apps you signed into on Cox video equipment (e.g., Netflix, Hulu) and return any equipment to a local Cox store or UPS location. (If available in your area. See <https://www.cox.com/residential/support/returning-your-cox-equipment.html> for details.)

If you're moving and want Cox services at your new residence, just contact Cox and an agent will set up service at your new address. Please ask the agent whether your equipment can be taken with you or if it should be returned.

Resident Inquiries

Contact Community Care at **855-512-8876** for:

- Add/Upgrade service
 - **Press 1** – To activate bulk services provided by the property.
 - **Press 2** – To add services in addition to those provided by the property.
- Stay on the line for all other inquiries including:
 - Billing
 - Technical support

