



## Cable TV & Internet

Residents of

La Loma, Skyview Luxury Apts & Abrego Gardens

## Welcome

Your Property Owner has provided you with Cable TV & Internet

### Benefits:

Your apartment receives:

- Cable TV and a private Internet connection for every apartment
- Fast Internet – bandwidth you need, when you want it
- Access to Cox technical support 24/7
- The ability to upgrade & add additional HD & premium TV services whenever you want

### Cable TV info:

Channels 2-69 are already active

- Plug your TV into the active cable outlet in your home and enjoy
- *(Optional)* – Additional TV services available upon request directly through Cox  
\*High Def services, OnDemand, Premium Channels, Pay-per-view events & more

### Internet info:

Cox Preferred High Speed Internet – Speed 50Mbps/5Mbps

- Cox has already turned on your Internet from outside of your apartment
- You will need to call Cox Tech Support to activate a modem to access the Internet
- Cox offers a wired connection
- You may use your wired connection to set up your own, secured wireless connection
- Please see special set-up instructions on page 2

### Cox Communications - Contact:

**(800) 578-9254** \**identify yourself as a Santa Barbara bulk account customer*

Sales, Initial set-up, Upgrades, Equipment, Accessories

Technical Support, TV, Internet Support (24/7)

Customer Care, billing, general inquiries

Visit the Cox Solutions Store:

**Cox Solutions Store**  
3303 Las Positas (@ State St.)  
Mon – Fri 9am-7pm  
Sat 9am-5pm / Sun 10am-4pm  
(805) 845-1080



# Set-up Instructions – High Speed Internet

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## You will be ready to access the Internet after these steps....

### 1. You will need a cable modem

- If you already have a modem, visit [www.cox.com](http://www.cox.com) for the most up-to-date list of compatible modems.
- If you don't own a modem, one can be purchased from Cox or your preferred electronics store

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### 2. Connect your modem

- Follow manufacturer instructions for your modem on connecting your device to the electric outlet, an active cable outlet, and your computer

### 3. Activate your modem by calling Cox at (800) 578-9254. Follow the prompts to be connected with our Tech Dept. (hours) M-F 8am-8pm | Sa/Su 9am-6pm

*(Identify yourself as a “Residential **BULK Internet Customer**” for the Santa Barbara service area)*

- Provide Cox with your modem *serial number* and *Mac address* (located near the barcode on your modem)
- Confirm with that your bulk Internet install fee (*self installation only*) has been waived
- \*Modems purchased from the Cox Store can be activated by a store representative
- Once you have activated your modem, you may access the Internet by plugging into the modem
- Professional installation is available for a fee

### 4. Optional – Wireless setup

- You may set up your own secured wireless connection in addition to your wired connection
- A wireless gateway or wireless router is needed
- You can purchase wireless gear at your preferred electronics store or at the Cox Store
- Basic set-up tips can be found at [Cox.com](http://Cox.com) or at your router manufacturer's website
- Professional Home Networking installation and wireless set-up available from Cox for a charge

## Troubleshooting

**Initial Set-up:** See set-up/configuration instructions for additional information. For further support call Cox for technical support over the phone @ 1-800-578-9254. You may also schedule an appointment with a Cox technician for assistance with set-up -- Installation fees may apply for professional set-up/ installation appointments.

**Wireless (optional)** – If you can access the Internet by bypassing the wireless router and plugging in directly to the modem, your Cox Internet is working. Using a wired Ethernet connection to the modem, you can troubleshoot your wireless connection by referring to [Cox.com](http://Cox.com) and go to Help/Support > Internet > Troubleshooting > Home Networking Troubleshooting. Wireless service calls available for a fee.

**General Technical Support** – Call Cox @ 1-800-578-9254.

Select Internet tech support from the touch-tone menu. Service repair calls are available. Fees may apply for user error, inside wiring within your apartment. Service repair calls for Cox related errors are free of charge.