

User Manual

***Everything you need to know about
your new digital cable service!***





Dear Cox Customer:

Welcome to the excitement, convenience, and versatility of Cox Digital Cable. With over 250 channels, you'll discover a wealth of new choices and be able to personalize your television viewing like never before. This handbook will help you to learn more about all the options available. If you still have questions, please call Cox Communications at (757) 222-1111 Southside or (757) 224-1111 Peninsula.

About This Manual

This manual describes the Cox Interactive Program Guidesm with Motorola's Digital Converter Terminal (DCT) and remote control.

Your remote control may be slightly different. Although general functionality is the same, you may wish to refer to the instructions that came with your remote control rather than the ones described within this manual.

Customer Service

Cox is committed to delivering you the best possible service, supported by local customer care experts. If you ever have a question or problem simply contact Cox Customer Service.

Cox Customer Service: (757) 222-1111 Southside or
(757) 224-1111 Peninsula

Web Address: www.cox.com/hr

Important Tips for Safe Operation

Read and retain your User Manual: Read all of the instructions before you operate this equipment. Give particular attention to the safety precautions. You'll find your Cox Digital Cable User Manual is a user-friendly reference for any questions you may have.

Safeguard your equipment: Avoid personal injury and damage to your equipment. Place all electronic equipment on a stable surface that is sturdy enough to support the size and weight of your equipment. Be sure your equipment is always located close enough to an electrical outlet to accommodate the length of the power cord.

▲ CAUTION: *An overextended cord can cause wires to fray and fail.*

▲ CAUTION: *An unstable surface can cause equipment to fall.*

Keep your equipment clean

Dust can interfere with the performance of electronic equipment; and so can cleaning supplies! Do not use a liquid cleaner or an aerosol cleaner directly on the surfaces. Use a damp cloth to clean this equipment.

▲ CAUTION: *Be sure to unplug all equipment from the electrical outlet before cleaning.*

▲ CAUTION: *Dust removers, or any magnetic/static cleaning device may harm your equipment.*

Avoid contact with liquid or moisture

Placing your equipment on a wet surface or placing wet objects, such as plants or beverages, on top of your equipment can cause electrical damage.

The Cox Interactive Program Guide (IPG) provides you with the following features:

- **Channel Banner:** This is a graphic that displays at the bottom of your TV screen. It shows program information for the currently tuned program. You can “browse” with the channel banner to display program information for programs and channels other than the one you are tuned to.
- **Program Guide:** The Program Guide shows what's on TV. You can also use it to tune to programs, to set timers, and to purchase Pay-Per-View (PPV) programs.
- **Settings Menu:** The Settings Menu allows you to set many Cox Interactive Program Guide preferences, such as Parental Control, cable settop preferences, favorite channels, and skipped channels.

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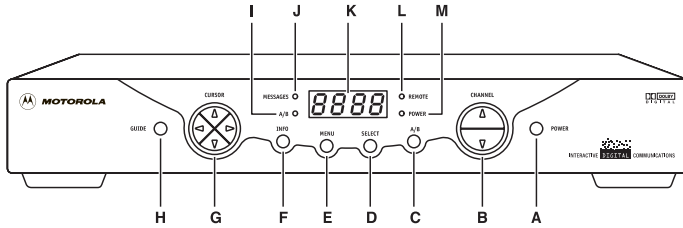
- **Parental Control:** Parental Control allows you to restrict the channels, ratings, and time periods your household members can watch.
- **Cox On DEMAND and Cox Pay-Per-View:** Cox On Demand and Cox Pay-Per-View allow you to purchase On Demand and Pay-Per-View programs and to set a PIN number to restrict who can purchase.
- **Spanish Language Display:** Interface instructions are now available in Spanish. You can also enable the Spanish language audio (if available).

About this manual

This manual helps you to start using the Cox Interactive Program Guide by including the instructions for the following:

- Using the remote control to turn on/off the TV, VCR, DVD and cable receiver, and displaying the channel banner.
- Using the Program Guide, including displaying it, navigating in it, and searching program information by theme and title.
- Specifying menu settings, such as Favorite and Skipped channels, Parental Control settings, and settop preferences.
- Setting up Parental Control, including changing the PIN, specifying which channels, ratings, and time periods you want locked, and activating Parental Control.
- Purchasing and canceling Pay-Per-View programs. You can also set purchasing up so that household members must enter the PIN before they can purchase programs.
- Purchasing On Demand programming.
- Unlocking, for viewing, a locked channel, either one channel at a time or unlocking all the channels.
- Setting up the Language preference for Spanish audio and settop instructions.

DCT 2000 front panel

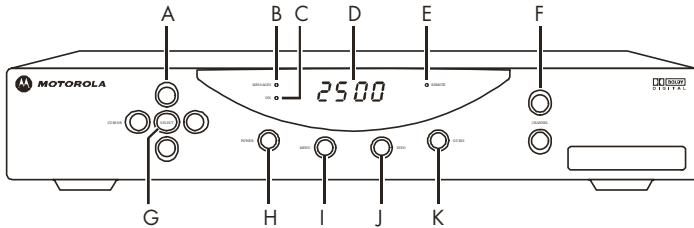


Your digital converter terminal may vary.

Key	Function
A	Turns terminal on/off
B	Changes channel up or down
C	When enabled, this switches an add-on module from one function to another function
D	Selects function options and Pay-Per-View events and tunes channels from the electronic Program Guide
E	Displays Main Menu
F	Displays current channel and program information
G	Moves the cursor in Menu and Program Guide screens
H	Displays the Interactive Program Guide
I	Lights if optional switch is activated
J	Lights to indicate that a message is present*
K	Normally displays current channel number or time; in the diagnostic mode, displays diagnostic codes
L	Flashes when an error-free signal is received from the remote control
M	Lights when unit is on

*Option may not be available in your area.

DCT 2500 front panel



Your digital converter terminal may vary.

Key	Function
A	Moves the cursor on menus and electronic program guide (EPG) screens
B	Lights to indicate that a message is present*
C	Lights when unit is turned on
D	Displays the current channel number or time of day
E	Displays Main Menu Flashes when a signal is received from the remote control
F	Changes the channel up and down
G	Selects menu options, Pay-Per-View (PPV) events, and tunes channels from the EPG
H	Turns the DCT2500 on and off
I	Displays the main menu
J	Displays current channel and program information
K	Displays the EPG

**Option may not be available in your area.*

Getting Started

This section describes how to use the remote control to turn on the TV, cable, DVD, DVR settop and VCR, as well as display and use the channel banner and Program Guide.

About the remote control

Your Cox Digital Cable smart remote allows you to control not only your Cox Digital Cable settop, but also your TV, VCR, DVD and/or audio component. For information on programming your remote, please refer to the user manual that you received with your remote. Simply press the button on your remote for the component you want to use, then whatever function keys you desire. The remote will "remember" which component you want to operate until you tell it differently.

Your remote may vary slightly, but basic functionality is the same. See the following remote control diagrams on pages 10-11 to reference the remote model that you have.

Turning on the TV, cable settop, and VCR

To turn on the TV

- Press the **TV** button, then the **POWER** button. The TV turns on.

To turn on cable settop

- Press the **CABLE** button, then the **POWER** button. The cable settop turns on.

To turn on the VCR

- Press the **VCR** button, then the **POWER** button. The VCR turns on.

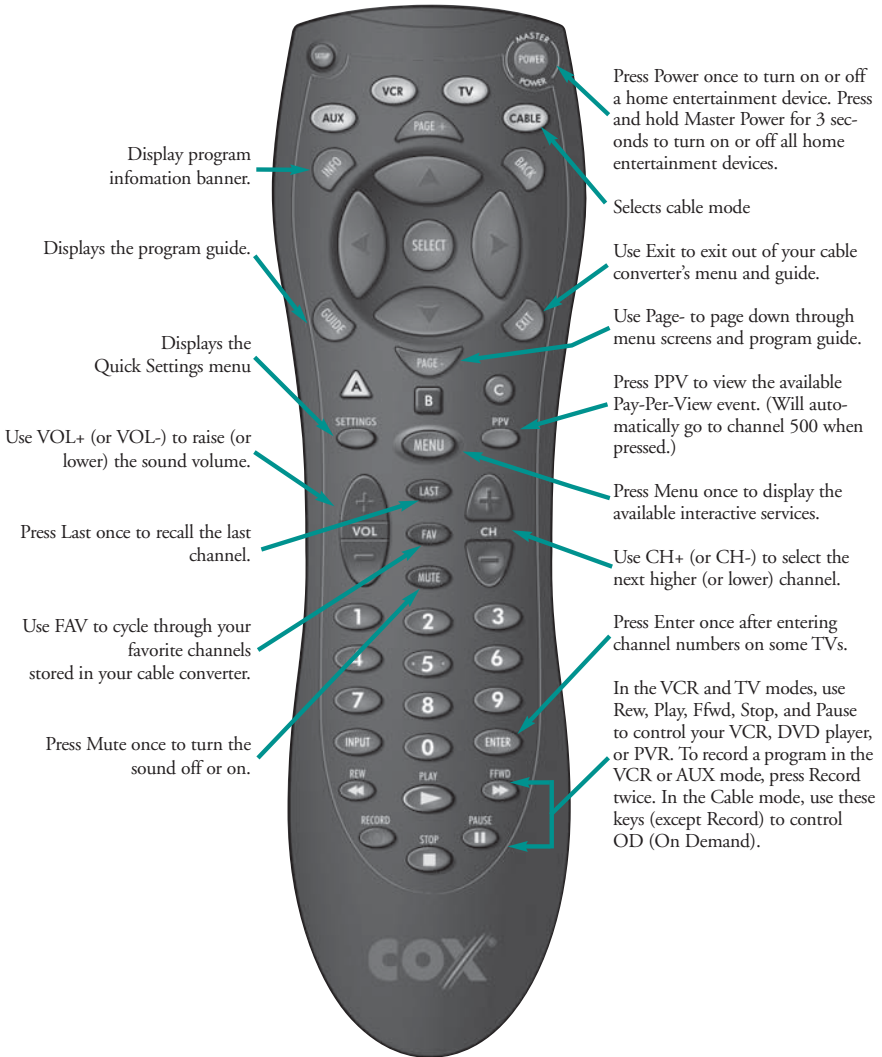
Changing channels

- If you know the channel number, enter the number using the numbered buttons. Press the **SELECT** button for immediate tuning.
- To go one channel up from the current channel, press **CH +** or the top **CHANNEL** button.
- To go one channel down from the current channel, press **CH -** or the bottom **CHANNEL** button.
- To see the previously tuned channel press the **LAST** button.
- To see the next channel that you specified as a favorite channel, press the **FAV** button. For more information, refer to Choosing Menu Settings on page 21.

Adjusting the volume level

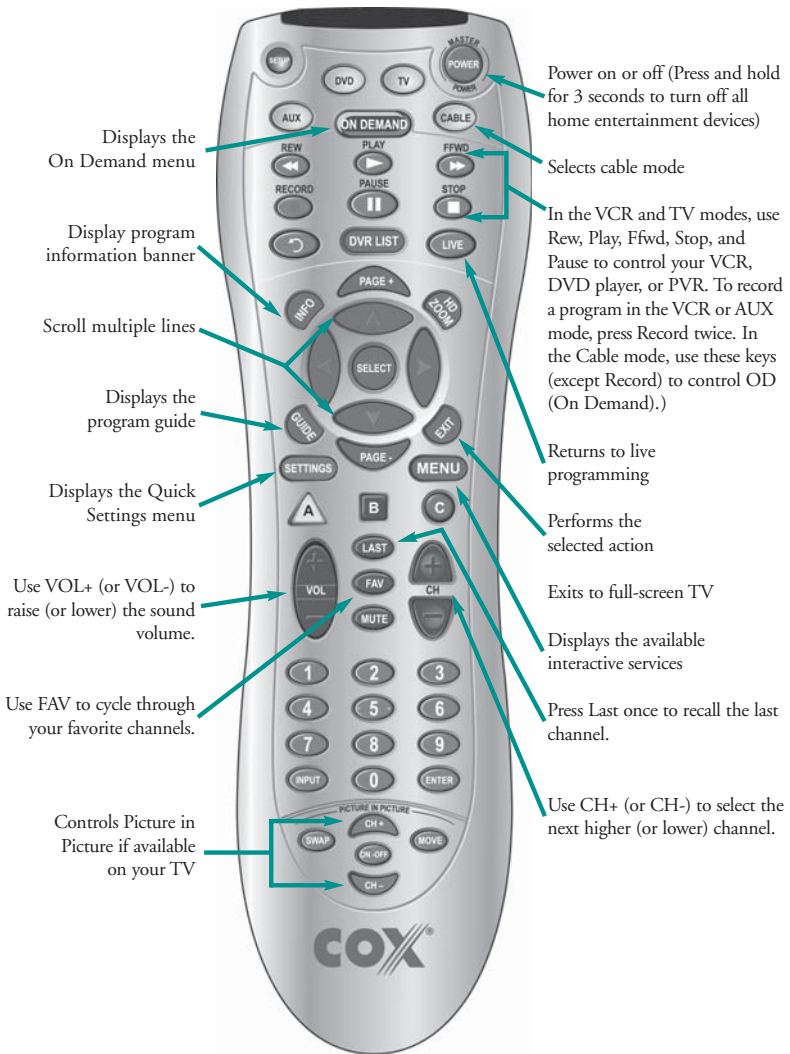
- To increase the volume, press **VOL +** or the top **VOL** button.
- To decrease the volume, press **VOL -** or the bottom **VOL** button.
- To turn the volume off completely, press the **MUTE** button.
- To restore the volume and continue listening to the program, press the **MUTE** button again.

Your Cox Digital Cable Remote Control



Please consult your remote control instruction guide for advanced features or refer to www.cox.com/hr.

Your Cox Digital Cable Remote Control





Please consult your remote control instruction guide for advanced features or refer to www.cox.com/hr.


Additional Remote Control Functions

The table below lists some additional remote control buttons with a description of each.


Press this button To


 Turn the selected device on or off

 Turn the volume off or on


+  Adjust the volume - press “+” to increase the volume level; press “-” to decrease the volume level


VOL


- 


REW  Rewinds in VCR/DVD/DVR Mode or On Demand* programs. Jumps to previous day in Program Guide.


Press this button To

PLAY  Plays in VCR/DVD/DVR Mode or On Demand* programs.

FF  Fast Forwards in VCR/DVD/DVR Mode or On Demand* programs. Advances 24 hours forward in Program Guide.

REC  Records in VCR/DVR Mode.

STOP  Stops in VCR/DVD/DVR Mode or On Demand* programs.

PAUSE  Pauses in VCR/DVD/DVR Mode or On Demand* programs.

On DEMAND™ is here.

Go beyond the video store and beyond TV with On DEMAND from Cox. Choose from hundreds of movies and shows right from your TV. Start movies whenever you want. Even pause, fast-forward and rewind with DVD-like control. It's tons of movies, cable favorites, concerts and more - all ready when you are. With **On DEMAND** you can:

- ▶ Choose from hundreds of movies right from your TV
- ▶ Start them whenever you want
- ▶ Pause, fast forward, rewind - all with DVD-like control
- ▶ Watch them as many times as you want during your 24 hr rental period



1 To Get Started

- ▶ Using your remote control, press GUIDE and select channel 1.
- ▶ The Welcome Screen will appear.
- ▶ Press SELECT for ON DEMANDSM.
- ▶ Press SELECT for Movies ON DEMANDSM.



2 Select a Movie

- ▶ Using the UP/DOWN Arrow Keys:
- ▶ Choose a movie category and press SELECT.
- ▶ Choose a movie and press SELECT.
- ▶ Movie synopsis, rating, run time and price will appear.
- ▶ Press SELECT on BUY NOW.

3 Confirm and Purchase Your Movie

- ▶ Press SELECT to indicate YES (immediate billing).



4 Watch Your Movie

- ▶ Press the UP Arrow Key to start your movie.

– OR –

5 Return to Main Menu

- ▶ Use UP/DOWN Arrow Keys to scroll to the MAIN MENU.
- ▶ Press SELECT to return to Main Menu.
- ▶ To exit ON DEMANDSM from the main menu press EXIT.
- ▶ From the Welcome Screen, press GUIDE, then select your new channel.



Parental control options are available that will allow you to restrict access by creating a purchase password or block by rating or channel. Press MENU from your remote control and select the Parental Control setting. Please refer to your Cox Digital Cable handbook or you can visit the website at www.cox.com/support/hr/cable/parentcon.asp for more information on how to use the Parental Control feature.

Cable Remote Features

1 PLAY

- Use this button to START the movie – or to resume playing if you have stopped or paused the movie.

2 PAUSE

- Use this button to PAUSE the movie at any time.
- Resume watching the movie by simply pressing PLAY.

After 15 minutes the movie will STOP and be bookmarked. The screen will return to the Main Menu. Restart your movie by selecting RESUME VIEWING.

3 STOP

- Use this button to STOP the movie at any time.
- Resume watching the movie by simply selecting “RESUME VIEWING.” Highlight the movie and press PLAY.

During high usage periods, you may need to wait a few minutes before resuming your movie.

4 REWIND

- Use this button to REWIND certain scenes or rewatch the movie.

5 FAST FORWARD

- Use this button to FAST FORWARD.

ON DEMANDSM (OD) offers special features to help you find what you're looking for.

Movies, Events, Premium, Subscription, FreeZone

Search for your movie choice by title or actor, or keyword.

Last Chance to see that new release or classic movie or event before we refresh the movie selection.

A to Z to view entire movie selection alphabetically.

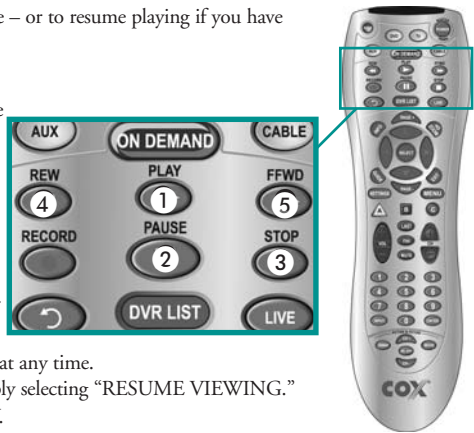
Free Previews contain titles now showing as well as what's coming next month. There is no charge for the preview category.

FREEZONE - Watch 100's of hours of free content such as HGTV On Demand, Music On Demand, Discovery On Demand just to name a few.

Extras - (Free) content that includes the “The Making of” and “Behind the Scenes of” your ON DEMANDSM selections. www.cox.com/hr/cable/ondemand/default.asp

Parental control options are available that will allow you to restrict access by creating a purchase password or block by rating or channel. Press MENU from your remote control and select the Parental Control setting. Please refer to your Cox Digital Cable handbook for more information on how to use the Parental Control feature.

If you experience technical difficulties, please call 222-2222 Southside or 224-2222 Peninsula, or go to www.cox.com/hr for more information.



Using the Program Guide

The Cox Interactive Program Guidesm (IPG) gives you an overview of what is playing on different channels during the day. From the Program Guide, you can get information about programs, tune to a program, set timers, and purchase programs. The figure below shows the Program Guide.

PPV01	This Boy's Secrets		
5	8:00pm - 10:30 pm		
11:28 pm	*** 93. A hip 1950's teen butts heads with his mother's rude second husband.		
Th 11/21	8:00 pm	8:30pm	9:00 pm
KPDT 2	Ballroom Dancing: Rumba		
KPOX 3	Mr. Frontman	New Voyages	Alpha Zone
KNMP 4	College Sports		
PPV01 5	This Boy's Secrets		
PPV02 6	Passports to Paradise	Serendipity	
PREM1 7	Tracing the Past...	Tracing the Past...	Tracing the Past...
PREM2 8	News	News	World News
GUIDE	A Time	B Theme	C Title EXIT

Actual programming may vary.

The Program Guide shows you:

- The station call letters and channel number of the currently highlighted program.
- The title, start and end time, rating, a brief description of the currently highlighted program, and symbols if appropriate.
- The time grid or a list of programs by theme or title.

Displaying the Program Guide

1. Press the **GUIDE** button. The Program Guide shows the time grid. The currently tuned program is highlighted in the time grid.

Using the Program Guide


Color-Coding on the IPG

Programs in the time grid are now highlighted in differing colors.

- Regular programs display in blue.
- Premium programs display in purple.
- Pay-per-View (PPV) programs display in green.
- Programs with a timer set display in yellow.

* *May vary by cable receiver.*

PPV01	5	This Boy's Secrets	8:00pm - 10:30 pm			
		*** '93. A hip 1950's teen butts heads with his mother's rude second husband.				
	11:28 pm					
Th 11/21		8:00 pm	8:30pm	9:00 pm		
KPD1	2	Balloon Dancing: Rumba				
KPD1	3	Mr. Frontman	New Voyages	Alpha Zone		
KNMP	4	College Sports				
PPV01	5	This Boy's Secrets				
PPV02	6	Passports to Paradise		Serenity		
PREM1	7	Tracing the Past...	Tracing the Past...			
PREM2	8	News	News	World News		
		GUIDE	A Time	B Theme	C Tide	EXIT

To view the IPG, press  on your remote.

Tuning to a program from the Program Guide

1. In the Program Guide, press the arrow buttons to highlight the program you want to tune to, or press the numbered buttons to enter the channel number. This highlights the current program for that channel.
2. Press the **SELECT** button to tune to the program. The Program Guide disappears and the selected program appears.

Note: If the program you selected is a future program, you will see a message asking if you want to set a timer. Press the button indicated if you wish to choose this option.

3. Press **GUIDE** to return to the Program Guide.


Viewing more information about a program

You can use the Program Guide to get additional information about a program.

1. In the Program Guide, press the arrow buttons to highlight the program for which you want more information.
2. Press the **INFO** button. The Cox Program Guide displays an extended description of the selected program.
3. To exit the extended description, press the **EXIT** button.

The screen shows an example of additional information in the Program Guide.

Actual programming may vary.

PPV01	5	This Boy's Secrets	8:00pm - 10:30 pm
		*** '93. A hip 1950's teen butts heads with his mother's rude second husband.	
	11:28 pm		
Starring Mario Santos, Victor Chiano, Michael Zwart, Anna Fleur, Bianca Winslow. Directed by Jonathan Bartel. 90 min. Rated TV-14. Program Type: Movie/Drama. Surround Sound. 			
EXIT Exit			

Using the Program Guide

Displaying the Program Guide by Theme

1. In the Program Guide, press the **GUIDE** button multiple times until **THEME** is highlighted at the bottom of the screen. A list of themes appears for you to select from.
2. Press the **UP** or **DOWN** arrow button to scroll through the list of themes. For each theme highlighted, the Program Guide displays all available programs for that theme in the column on the right.
3. Press the **RIGHT** arrow button. Then press the **UP** or **DOWN** button to scroll through the list.

Displaying the Program Guide by Title

1. In the Program Guide, press the **GUIDE** button multiple times until **TITLE** is highlighted. An alphabetical list of letters appears.
2. Press the **UP** or **DOWN** arrow button to highlight the first letter of the program title for which you want to view information. For each letter highlighted at the bottom screen, the Program Guide displays all available programs for that letter in the column on the right.
3. Press the **RIGHT** arrow button. Then press the **UP** or **DOWN** button to scroll through the list.

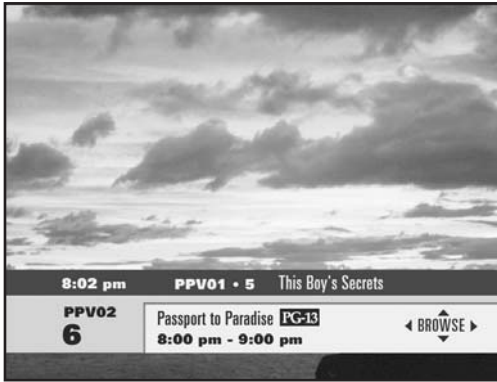
Exiting the Program Guide

1. To exit the Program Guide, press the **EXIT** button.

Using the Program Guide

Displaying and browsing with the channel banner

The Cox Interactive Program Guidesm includes a channel banner to provide quick access to information about the program title and the program's start and end times. The figure below shows the channel banner.



Actual programming may vary.

The channel banner shows the following information:





- The channel number and call letters
- The program title, start time, rating and end time
- The current time
- Program Guide symbols where appropriate (for example, the star symbol for a favorite channel)

You can browse program title and time information with the channel banner. This allows you to continue watching the current program while checking program information for other channels and other times.

The following procedure describes how to display and browse the channel banner.

Note: The channel banner automatically displays when you change channels.

To display the channel banner

1. While watching a program, press the **INFO** button. The channel banner displays.
2. To browse other channel programming info, such as program titles and times, use the arrow buttons as shown below.
 -  View programming info for next channel up from what is on channel banner.
 -  View programming info for next channel down from what is on channel banner.
 -  View info on next program scheduled from what is on channel banner.
 -  View info on prior program scheduled from what is on channel banner.
3. To tune to a channel shown in the channel banner, press the **SELECT** button.

Setting a timer to tune to a future program

1. Press **GUIDE**.
2. Use **UP**, **DOWN** and **RIGHT** buttons to highlight a future program.
3. Press **SELECT**. If the PIN is required for purchasing or if Parental Control is selected for this program, a screen appears asking you for the PIN. Enter PIN.
4. Press **SELECT** again to set the timer. The selected program background will turn red in the guide. You can check all pre-selected programs in the Settings Menu under Timer Review.











Note: *If you currently purchased a PPV movie, you cannot set a timer during this movie.*

Note: *You can only set one timer per time frame. Time frames cannot overlap.*

Using the Program Guide

Understanding the Cox Interactive Program Guidesm symbols

There are several symbols that you may see in the on-screen guide, for example, a star in the Settings Menu. The table below describes each symbol.

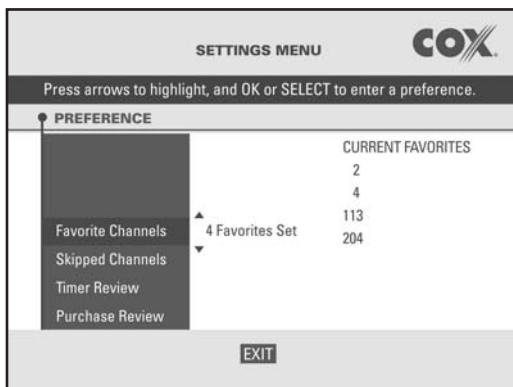
This symbol	Indicates	This symbol	Indicates
	A program locked by channel, rating, or time period with Parental Control currently locked		A program with stereo sound
	A program locked by channel, rating, or time period with Parental Control currently unlocked		A program with closed caption information (subtitles for hearing-impaired viewers)
	A channel marked as a favorite channel		A program with secondary audio; viewers can choose to hear audio in another language
	A channel marked as a skipped channel		A program that has been purchased
	A program that is set up to record on your VCR (it has a VCR timer).		A program with a timer

Choosing Menu Settings

The on-screen guide provides a Settings Menu to help you tailor the Cox Interactive Program Guidesm to your needs. The figure below shows the Settings Menu.

Displaying the Settings Menu

1. Press the **MENU** button. The Settings Menu displays.



Choosing menu settings

1. In the Settings Menu, press the **UP** or **DOWN** arrow button to highlight the preference you want to specify.
2. Press the **RIGHT** arrow button. The settings for the selection appear in a column to the right.

Note: If you have selected a setting limited by Parental Control, refer to page 24.

3. Press the **UP** or **DOWN** arrow button to select the setting you want to specify. For multiple columns, press the **RIGHT** or **LEFT** arrow button to access the settings menu columns.
4. Press the **SELECT** button to select the setting.

The table on the next page shows all the Settings Menu preferences you can specify and gives a brief description of each preference.

Choosing Menu Settings

This preference	Lets you	This preference	Lets you
Favorite Channels	Specify channels as favorites; you can tune to them with the FAV button	Parental Control: Lock Ratings	Specify the program ratings you want to lock when Parental Control is on
Skipped Channels	Specify channels that you want to skip while tuning with the CH (+/-) button	Parental Control: Lock channels	Specify the channels you want to lock when Parental Control is on
Timer Review	Review and cancel pending timers and PPV purchases	Parental Control: Lock time	Specify a time period to lock when Parental Control is on
Purchase Review	Review and cancel PPV purchases	Setup Audio	Specify the cable setup's audio modes such as a language, the volume level, sound options and compression levels
Parental Control: Change PIN	Change the number for the PIN you use for Parental Control and purchasing	Setup Clock	Specify whether the cable setup LED displays the time, the current channel, or channel numbers while you are tuning
Parental Control: Purchasing	Specify whether you want to require household members to enter the PIN to purchase programs	Setup AC Outlet	Specify the power settings for the cable setup's AC outlet
Parental Control: Locking	Specify whether you want to turn Parental Control locking on/off or off temporarily.	VCR Controller	Set up the VCR controller. Refer to Setting up the VCR controller (page 28) for additional information
Language:	Specify the language desired for the audio (alternate track digital channels only) and display (Setup menus and help).		

Choosing Menu Settings

Getting help for menu preferences

1. Press **MENU**
2. Press the **UP** or **DOWN** arrow button to highlight the preference for which you want help.
3. Press the **INFO** button. A message shows a description of the preference.
4. To exit the help screen, press the **EXIT** button.

Exiting the Settings Menu

1. Press the **EXIT** button. The Settings Menu disappears and you return to the channel you were watching.

Using Parental Control

The Cox Interactive Program Guidesm provides you with Parental Control so you can restrict PPV/ON Demand purchasing and viewing of specific channels, ratings and programs during a certain time period.

If you tune to a locked program when Parental Control is on, a screen appears informing you that the program is locked. Only those household members who know the PIN can turn Parental Control off and view locked channels or programs.

To set up Parental Control, you will need to:

1. Set up your PIN.
2. Specify channels, ratings and time periods you want to lock.
3. Lock Parental Control. *If you do not lock Parental Control, all channels, ratings and times are available to all household members.*
For more information on activating Parental Control, refer to page 30.

Setting up Parental Control

When you set up Parental Control you can specify what channels, rating, or time periods you want to lock. This section describes how to do this.

You need to know your PIN to be able to set up Parental Control. If you forget your PIN, call Cox Customer Service at the number provided at the front of this guide. If you receive a new PIN number your favorite channels and other Setting preferences may need to be reset.

Note: Items that are currently selected for Parental Control locking show a locked or unlocked symbol in the Settings menu. For descriptions of these symbols, refer to page 20.

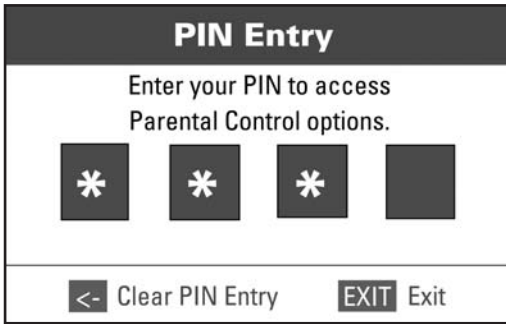
Set up your PIN

1. Press **MENU**. The Settings Menu displays.
2. Press the **UP** or **DOWN** arrow to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The PIN entry screen appears.
4. Enter four digit PIN.
5. Enter your PIN again. (If you make a mistake while entering your PIN, press the **LEFT** arrow button to clear your entry.)
6. Your PIN is now set. Press **EXIT** to resume watching TV.

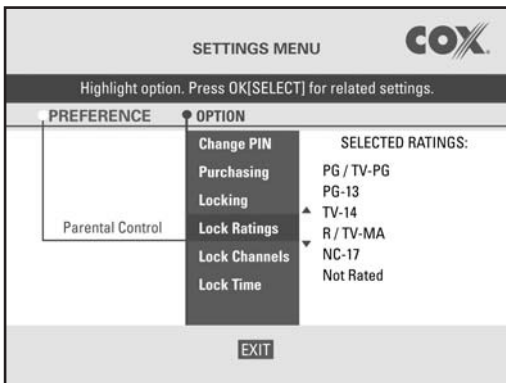
Using Parental Control

Specify channels and ratings

1. Press the **MENU** button. The Settings Menu appears.
2. Press the **UP** or **DOWN** arrow to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The following message appears:



4. Press the numbered buttons to enter the four numbers of your PIN. You now see the Option column.
5. Press the **UP** or **DOWN** arrow button to highlight the Lock Channels or Lock Ratings option.
6. Press the **RIGHT** arrow button. A list of channels or ratings appears.



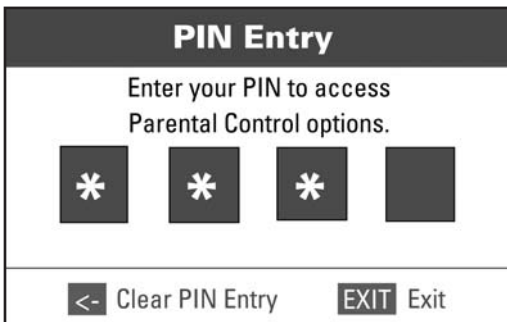
Channels or ratings that are currently selected for locking have a locked or unlocked symbol.

Using Parental Control

7. To lock all channels, select the Lock All option at the top of the channel list.
8. To unlock all channels or ratings, select the Clear All option at the top of the channel list.
9. To lock specific channels or ratings, press the **UP** or **DOWN** arrow button to highlight the channel or rating you want to lock.
10. To lock the highlighted channel or rating press the **SELECT** button.
11. To lock additional items, return to step 9. To unlock this item, press **SELECT** again.
12. To exit the Settings Menu, press the **EXIT** button.
13. To activate Parental Control, refer to page 30.

Specify a time period

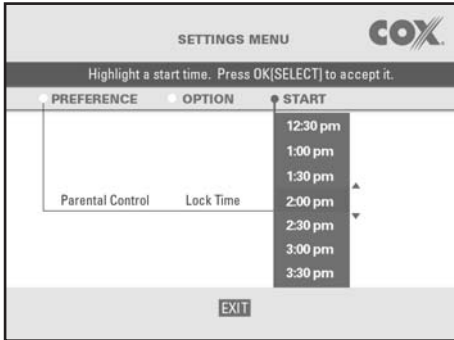
1. Press the **MENU** button. The Settings Menu appears.
2. Press the **UP** or **DOWN** arrow button to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The following message appears:



4. Press the numbered buttons to enter the four numbers of your PIN. You now see the Option column.
5. Press the **DOWN** arrow button to highlight the Lock Time option.

Using Parental Control

6. Press the **RIGHT** arrow button. The Start Time menu appears.



7. To lock a 24-hour period, select the Lock All option.
8. To delete the current time lock, select the Clear All option.
9. To specify the time period to lock, press the **UP** or **DOWN** arrow button to highlight the hour and minutes when you want the locked time period to begin.
10. Press the **SELECT** button to set the start time. The End Time menu appears.
11. Press the **UP** or **DOWN** arrow button to highlight the hour and minutes when you want the locked time period to end.
12. Press the **SELECT** button to set the end time.
13. To exit the Settings Menu, press the **EXIT** button.
14. To lock Parental Control, continue with the section below.

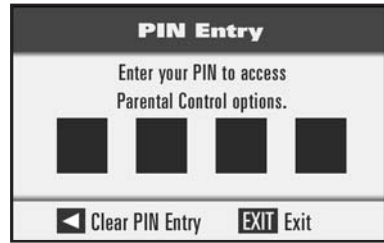
Using Parental Control

Locking channels

To lock channels:

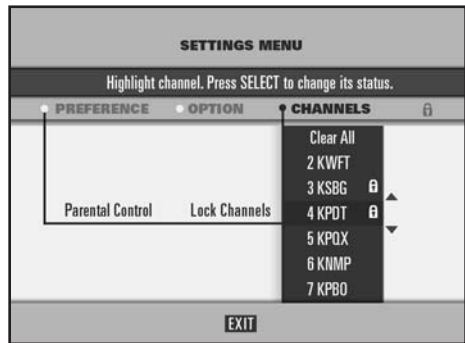
1. Select the Parental Control option from the Settings menu.

2. You will see a prompt to enter the Parental Control PIN. Enter the 4-digit PIN.



3. Using the up or down arrow, highlight the Lock Channels option and press the right arrow.

4. Press the right arrow button. A list of channels displays. Channels that are currently locked have a locked symbol.



5. Select the option your desire:

- To lock all channels, select the Lock All option.
- To unlock all channels, select the Clear All option.
- To lock specific channels, press the up or down arrow button to highlight the channel or rating you want to lock.

6. To lock the highlighted channel or the desired option, press the SELECT button.

7. Once you have finished selecting channels, press the left arrow button. Your locked selections will display in the third column.

8. To lock additional items, return to step 5.

9. To exit the Parental Control option menu, press the EXIT button.

10. If you have not already done so, lock the parental control, page 30.

Locking and unlocking titles

When you select to lock titles, all titles rated NC-17 and Adult will be locked and will not display on the channel banner or in the guide.

The guide will display as shown below:

To lock or unlock titles:

1. Select the Parental Control option from the Settings menu.
2. You will see a prompt to enter the Parental Control PIN. Enter the 4-digit PIN.
3. Using the up and down arrow buttons, highlight the Lock Titles option and press the right arrow button.
4. Using the up and down arrow buttons, highlight On (to enable) or Off (to disable) and press SELECT.
5. On or Off will display showing you whether or not the titles are locked.
6. To exit, press the EXIT button.
7. If you have not already done so, lock the parental control, refer to page 30.

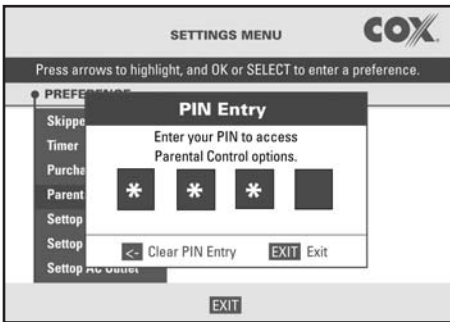
Activating Parental Control

Before you activate Parental Control, you must have specified which channels, ratings, or time period you want to lock. For information, refer to page 25-28 in your Cox Digital Cable Handbook.

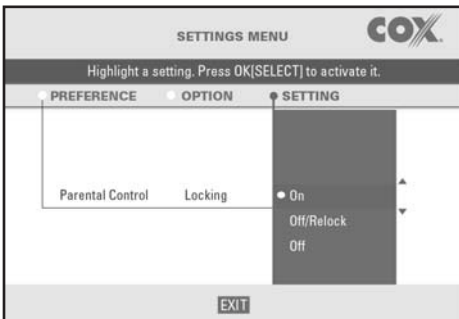
Using Parental Control

To activate Parental Control

1. Press the **MENU** button. The Settings Menu appears.
2. Press the **UP** or **DOWN** arrow button to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The following message appears:



4. Press the numbered buttons to enter the four numbers of your PIN. You now see the Option column.
5. Press the **UP** or **DOWN** arrow button to highlight the Locking option.
6. Press the **RIGHT** arrow button to move to the Setting column.



7. Press the **UP** or **DOWN** arrow button to highlight the On option.
8. Press the **SELECT** button. This locks Parental Control. All channels, ratings, and time periods selected for locking are now locked.
9. To exit the Settings Menu, Press the **EXIT** button.

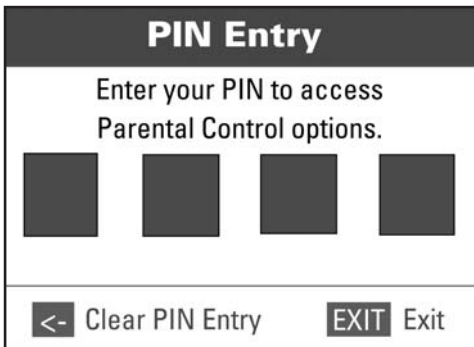
Deactivating Parental Control

You can unlock Parental Control permanently or temporarily. When you unlock Parental Control temporarily, it relocks automatically when you turn the settop off and then turn it back on.

Note: If you tune to a locked channel, a pop-up message appears. You then have the option to enter your PIN and unlock all locks.

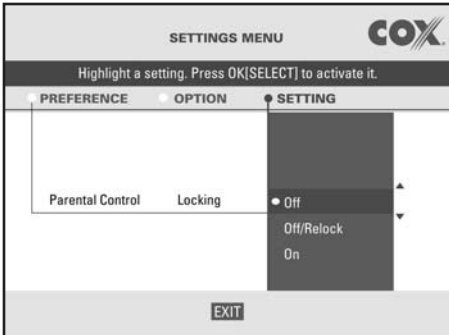
To unlock Parental Control from the Settings Menu

1. Press the **MENU** button. The Settings Menu appears.
2. Press the **UP** or **DOWN** arrow to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The following message appears:



4. Press the numbered buttons to enter the four numbers of your PIN. You now see the Option column.
5. Press the **UP** or **DOWN** arrow button to highlight the Locking option.
6. Press the **RIGHT** arrow button to move to the Setting column.

Using Parental Control



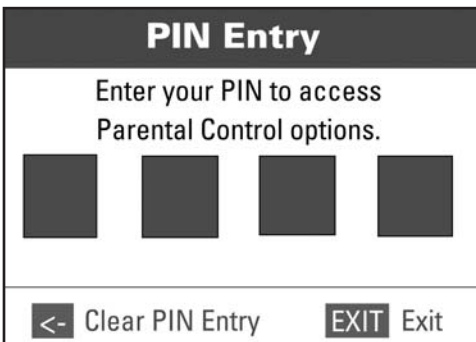
7. Press the **UP** or **DOWN** arrow button to highlight the Off or Off/Relock option.

When you select the Off/Relock option, Parental Control unlocks, but relocks automatically when you turn the settop off and then back on. To relock Parental Control manually, refer to “Activating Parental Control” on page 30.

8. Press the **SELECT** button.
9. Parental Control is now unlocked. To exit the Settings Menu, press the **EXIT** button.

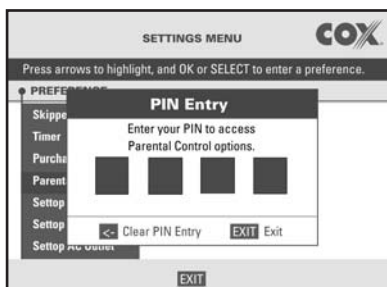
Changing your PIN

1. Press the **MENU** button. The Settings Menu appears.
2. Press the **UP** or **DOWN** arrow to highlight the Parental Control preference.
3. Press the **RIGHT** arrow button. The following message appears:

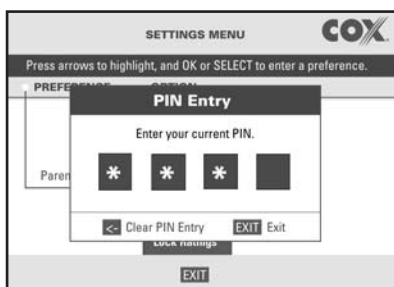


Using Parental Control

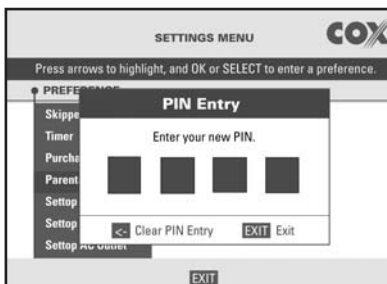
4. Press the numbered buttons to enter the four numbers of your PIN. You now see the Option column.
5. Press the **UP** or **DOWN** arrow to highlight the Change PIN option if necessary.
6. Press the **RIGHT** arrow button to change the PIN. The following message appears:



7. Press the numbered buttons to enter the four numbers of your current PIN. The following message appears:

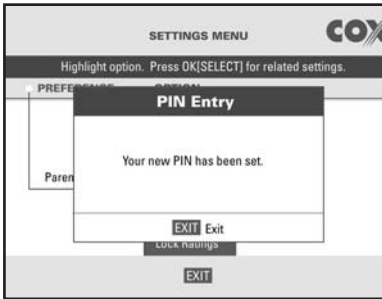


8. Press the numbered buttons to enter the four numbers of your new PIN. The following message appears:



Using Parental Control

- Press the numbered buttons to enter the four numbers of your new PIN again. The following message appears:



- Press the **EXIT** button to accept the message and return to the Settings menu.

Unlocking locked channels, ratings, titles or times

When you select a channel, either from the channel banner or from the program guide, and the channels, times, titles or ratings are locked, you will see the following display.

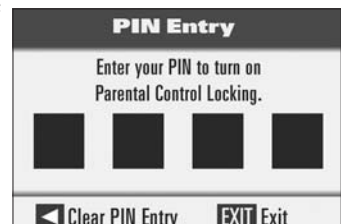


- Press SELECT button to turn off the locking.
- A screen will display asking you whether you wish to turn off locking for that channel or for all locked channels.
- Using the up or down arrow buttons, highlight the desired option and press the SELECT button.



- You will be prompted to put in your PIN. Enter the 4-digit PIN.
- A confirmation screen will display telling you what you've chosen and how it works.
- Press the EXIT button or wait 30 seconds to hide the message.

Note: The channel or channels will remain unlocked until you cycle the power (turn off the settop and turn it back on). Once you have done this the channel or channels will again be locked.



The following list includes common situations that might prevent the full enjoyment of your Cox Digital Cable. If you're still experiencing difficulties after trying these remedies, please call Cox Customer Service at the number provided at the front of this guide.

Damage that requires service

If your equipment has damage that requires service, unplug your equipment from the electrical outlet. Call Cox Customer Service when any of the following occurs:

- There is damage to the power cord or plug.
- Liquid enters the equipment.
- A heavy object falls on the equipment.
- There is exposure to rain or water.
- Operation is not normal (instructions in this book describe the proper operation).
- If the equipment is dropped, or if the cabinet of this equipment is damaged.
- If this equipment exhibits a distinct change in performance.

To schedule a repair appointment, contact Cox Customer Service at the number provided at the front of this guide.

No picture/distorted picture

- Plug your television and the settop into an electrical outlet.
- Make sure all cables are properly connected, and that all connections are tight.
- Make sure the TV power is turned on.
- If your system includes a VCR and/or stereo, make sure they are properly connected to the settop.
- Make sure your TV is tuned to the proper input channel (3 or 4).
- Make sure Parental Control is OFF. See page 31.

Troubleshooting

TV will not turn on when TV is plugged into settop.

If you have selected **SETTOP AC OUTLET: OFF**, your television will not come on until the setting is changed in the preferences section of the Settings Menu. To access your television, you must:

- Unplug your television from the cable box.
- Plug your television into a wall outlet and, using the power button on the television controls, turn the power ON.
- Using your Cox Digital Remote, press **MENU** to return to the Settings Menu.
- Use the right arrow button to highlight Settop AC Outlet.
- Use the up and down arrow buttons and select **ON WITH SETTOP**. Press **SELECT**, then press **EXIT**.
- Turn the settop OFF and plug the TV into the cable box.
- Press the **CABLE** or **TV** button, then the **POWER** button, to turn your television ON and OFF.
- Be sure your television is tuned to channel 3 or 4, and that the cable box is on by checking the power light on the right side of your settop converter screen. If the cable box is not on, press **CABLE** or **TV** and then press **POWER** to turn on the settop converter.

No sound

- Properly plug your television and Settop into an electrical outlet.
- Verify that the **MUTE** button is not in use.
- Make sure all cables are properly connected.
- Make sure the TV power is turned ON.
- Your equipment includes a VCR and may include a stereo. Make sure they are properly connected to the settop converter.
- Make sure your TV is tuned to the proper output channel (3 or 4).
- Make sure the volume is turned up.
- If the problem is with channels below 100, check the SAP setting on your television, referring to the handbook provided by the manufacturer of your TV.
- For channels above 100, check the Language Preference setting in the Settings Menu. Refer to page 22.

No color

- Make sure the current TV program is broadcast in color.
- Adjust the color controls on your television.

Remote control does not work

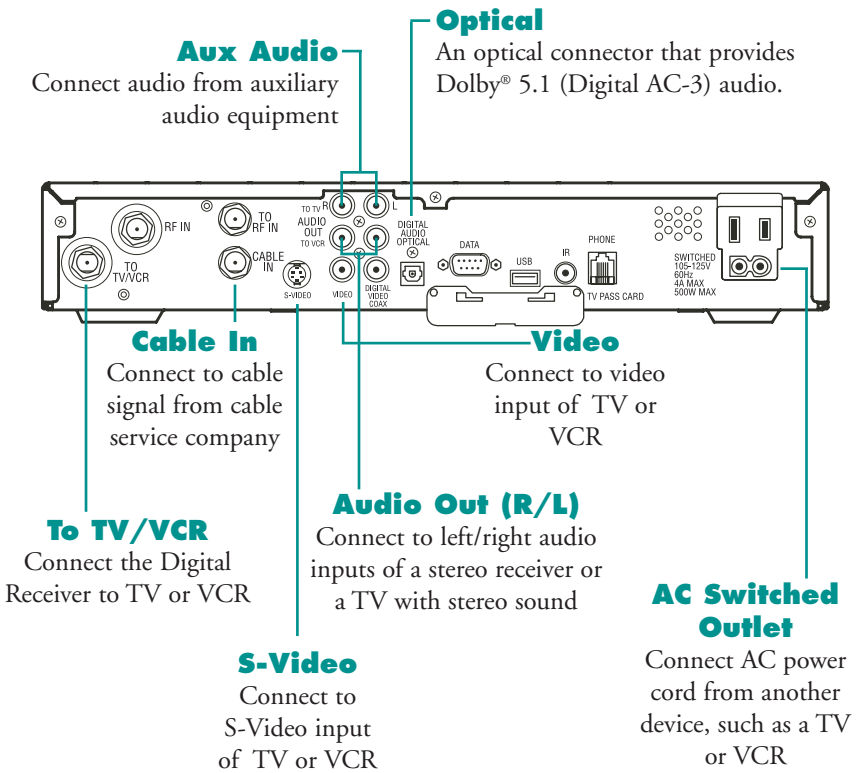
- Verify that the batteries are working by pressing the power button to see if the red light at the top of the remote turns on. If it does not, replace the batteries.
- Point the remote control directly at the Settop when changing channels.
- Make sure you properly programmed the remote control, refer to the guide you received with your remote.
- If you purchased new equipment, refer to the guide you received from the manufacturer to re-program your remote.

Settop does not power on

- Make sure the Settop is properly plugged into an electrical outlet.
- Make sure all cables are properly connected.
- If the electrical outlet is controlled by a wall switch, make sure the switch is in the ON position.

Connecting the DCT

Back Panel*



* Your Receiver may vary, but the connections are basically the same.

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