# MINI BOX
Easy Setup Guide

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- **FILE NAME**: CCI140122_User_Guide
- **ROUND**: 1
- **STAGE**: FINAL
- **COLOR**: CMYK
- **SCALE**: 100%
- **BLEED**: .125"
- **FLAT/TRIM**: width varies x 5" FOLDED 8" x 5"
- **LIVE**: N/A
Welcome.

Thank you for going all digital with Cox and taking your TV viewing experience to the next level.

Just follow the 4 steps in this Easy Setup Guide.

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For future reference and faster support, please write down the numbers found on the bottom of the mini box.

MAC Address: 

Serial #: 

Model #: 

Kit includes:

**HDMI Cable**
Provides a high-def signal to TV

**COAX Cables**
Provides a basic signal to TV (Qty. 2)

**Power Cord**
Powers the mini box

**Remote Control**
Controls the mini box and can turn your TV OFF and ON
Take a deep breath. You can do this! We’re with you every step of the way.

Turn off the TV

Remove the **BLACK COAX Cable** found in tray 1

Connect the **BLACK COAX Cable** to the port on the back of the mini box labeled **Cable from Wall**

Connect the other end of the **BLACK COAX Cable** to the wall outlet
It’s time to play detective. Does your TV have an HDMI port?

On the back of the TV, look for a port labeled **HDMI**

**NOTE:** Most high-definition TVs should have this port. TVs purchased before 2004 generally will not. If the TV does not have an HDMI port, please turn the page.

**If the TV has an HDMI port:**

Connect the **BLUE HDMI Cable** to the port on the back of the mini box labeled **HD to TV**

Connect the other end of the **BLUE HDMI Cable** to the HDMI port on the back of the TV
If the TV does NOT have an HDMI port:

Open the plastic bag found in tray 2

Connect the **BLUE COAX Cable** to the port on the back of the mini box labeled **To TV**

Connect the other end of the **BLUE COAX Cable** to the COAX port on the back of the TV

**NOTE:** Choose either the BLUE HDMI Cable or the BLUE COAX Cable. **Do not use both.**
STEP 2

Connect the COAX cable from the wall to the COAX port on the back of the device. Then, connect the HDMI cable from the device to the TV.
Way to go! You’re almost there.

Connect the **YELLOW POWER Cord** into the yellow **POWER** port on the back of the mini box.

Plug the other end into the wall.

**NOTE:** The green light should start flashing on the front of the mini box.
It's time to program your new mini box remote to work with your TV.

Turn on your TV
Press and hold until blinks twice, then release
Press and release
Press and hold down until device turns off, then release
If the mini box will not power on/off your TV see page 15 for more information
IF YOU USED THE HDMI CABLE IN STEP 2:
Using the mini box remote, press \( \text{INPUT} \) and select HDMI*

IF YOU USED THE COAX CABLE IN STEP 2:
Using your existing TV remote, turn your TV to channel 3
Make sure the **CH 3/4 switch** on the back of the mini box is set to 3

**NOTE:** If you do not see video or the on-screen guide on your TV, use your existing TV remote to turn the TV to channel 4 and change the switch on the back of the mini box to channel 4.

Once this step is complete, you will be able to use the new remote to control your TV and mini box*

*You should now be able to see the on-screen guide. It may take a few minutes for the mini box to register with our system. If you do not see video in 10 minutes, call us at 1-866-961-0416
ABOUT THE REMOTE CONTROL

**POWER**
Turn on or off the television

**GUIDE**
Open the guide

**SELECT**
Select the highlighted item

**HD ZOOM**
Zoom and stretch video

**CC**
Turn on or off closed captioning

**LAST**
Return to the last channel or the previous screen

**COX MENU**
One-touch access to the Main Menu

**INFO**
Get more information about programs

**ARROW KEYS**
Move the highlight

**EXIT**
Exit the current screen

**PG/CH UP/DN**
In the Guide, scroll up or down one page. When viewing TV, move to next or previous channel

**NUMBER PAD**
Enter channel numbers and PIN directly with the remote control
QUICK-START REMOTE SET-UP

Say goodbye to remote control clutter

Your mini box remote not only controls your mini box, it can also be programmed to control your TV.

1. Turn on your TV.
2. Press and hold Setup until Power blinks twice, then release.
3. Press and release Power.
4. Press and hold POWER until the TV turns off, then release.

If your TV does not turn off, or if the mini box is not working with your TV, follow these instructions:

- While aiming the remote at your TV, press and hold down the numbered button for your TV brand from the list of common brands.
- Let go of the button when your TV turns off. Setup is complete.

See FAQs (page 23) for more information on your remote
GETTING STARTED

Turning on Your TV

Press **POWER**

Changing Channels

- If you know the channel number, enter it using the numbered buttons
- Use the **arrow** to go one channel up or down
- To see the previously tuned channel, press **LAST**

Adjusting the Volume Level

Use the **volume** to increase or decrease the volume

To turn the volume off completely, press **MUTE**

To restore the volume and continue listening, press **MUTE** again
USING THE GUIDE

Information About Shows
Press  
1 to display the Channel Banner
Press  
1 again to display extended program information
Press  
EXIT to close

Finding Shows by Channel
Press  
GUIDE to display the Guide
Use the  
CHANNELS to browse by channel
Use the  
PAGE UP/DOWN to browse by page
OR Enter a channel number using  
0 – 9 to jump directly to that channel
Press  
SELECT to view selected program

By pressing the right arrow button, you can view program listings up to 24 hours in advance
CONTROLLING WHAT YOUR KIDS CAN WATCH

Parental Controls let you control who watches certain TV programs. You can lock programs by rating or block whole channels so they cannot be viewed without the Parental Control PIN.

Setting a Parental Control PIN

Press \( \text{MENU} \) to display the Menu

Use \( \text{G} \) to highlight “Settings.” Press \( \text{SELECT} \)

“Parental Controls” will now be highlighted. Press \( \text{SELECT} \)

Use \( \text{G} \) to highlight “Set Parental Control PIN” and press \( \text{SELECT} \)

Use the numbered keys \( 0 – 9 \) to set a four-digit PIN. You will need to re-enter your PIN to confirm

The Parental Control PIN is now set

Press \( \text{SELECT} \) to clear the confirmation message
The Program Guide lets you restrict access to TV programs in several different ways. Setting Locking Status is the next step to turning on Parental Controls.

**Turning On Parental Control Settings**

Press \[\text{MENU}\] to display the Menu

Use \[\text{Up/Down Arrow Key}\] to highlight “Settings.” Press \[\text{SELECT}\]

“Parental Controls” will now be highlighted. Press \[\text{SELECT}\]

“Parental Locks” will now be highlighted. Press \[\text{SELECT}\]

The “Locking Status” option will now be highlighted. Press \[\text{SELECT}\]

The “ON” option in the center column will now be highlighted.

Press \[\text{SELECT}\]

Parental Controls are now turned ON

Press \[\text{EXIT}\] to close “Settings” or press the left arrow button to return to “Locking Status”
CONTROLLING WHAT YOUR KIDS CAN WATCH (CONTINUED)

After turning on Parental Controls, you have a number of different ways to restrict access to TV programs, including by channel, by rating and by content advisories.

**Customizing Parental Control Settings**

Press \( \text{Menu} \) to display the Menu

Use \( \text{Previous} \) to highlight “Settings.” Press \( \text{Select} \)

“Parental Controls” will now be highlighted. Press \( \text{Select} \)

“Parental Locks” will now be highlighted. Press \( \text{Select} \)

Use \( \text{Previous} \) to highlight a category, such as “Lock Channels” or “Lock Ratings.” All of the category options are displayed in the center column

Press \( \text{Select} \) to highlight the first category option in the center column

Use \( \text{Previous} \) to highlight an option

Press \( \text{Select} \) to lock or unlock

The Parental Control setting is now customized

Press \( \text{Exit} \) to close “Settings” or press the left arrow button to return to the previously selected category
TURNING ON CLOSED CAPTIONING

The Program Guide lets you adjust Closed Captioning settings. You can turn Closed Captioning on or off and you can customize how your Closed Captions look.

You can turn Closed Captioning on or off by pressing \( \text{CC} \) on your remote control.

**Customizing Closed Captioning Control Settings**

**NOTE:** Closed Captioning must be turned on to access CC Options.

Press \( \text{MENU} \) to display the Menu

Use \( \text{SELECT} \) to highlight “Settings” and press \( \text{SELECT} \)

Use \( \text{SELECT} \) to highlight “Closed Captioning” and press \( \text{SELECT} \)

Press \( \text{SELECT} \) to “Turn On CC”

Use \( \text{SELECT} \) to highlight “CC Options” and press \( \text{SELECT} \)

Use \( \text{SELECT} \) to highlight a Closed Captioning option, such as “Text Size” or “Background Color”

Press \( \text{SELECT} \) to select the option to customize
FAQs

Q: Do I need to set my TV to a specific channel to use the Cox mini box?
A: If you used a coax cable to connect your TV to your mini box, you will need to set your TV to a specific channel to receive a signal from the mini box; your TV will need to be set to channel 3 or 4 depending on the area you live in. As a rule, set your TV to channel 3 first and be sure to set the switch on the back of your mini box to channel 3 to match the channel set on your TV. If you do not see video or the program guide, turn your TV to channel 4 instead and change the switch on the back of your mini box to channel 4.

Note: You must use your existing TV remote to turn your TV to channel 3 or 4. Using the mini box remote will only turn the channel on your mini box.

Q: How do I receive an HD picture with my mini box?
A: If you have an HDTV set and are connected to the mini box via an HDMI cable, you will automatically be tuned to the HD signal of a chosen network if one is available. On your televisions connected to a mini box, there is no need to tune to HD channels in the 1000s or 2000s.
Q: My remote isn’t working with my mini box.

A: Make sure that you are pointing your remote directly at the mini box and not the TV screen. Try pressing the \( \textendash \) to see if your mini box changes channels. If this does not work, check to see if the red light on \( \textendash \) displays when you push any of the remote control buttons. If the red light does not display, the batteries for your remote may need to be changed.

If you have an IR Extender connected to your mini box, check to be sure that you are pointing your remote directly toward the IR Extender. This will ensure that you get the most direct signal and best performance from the IR Extender.

NOTE: Be sure to always use the remote that came with your mini box. Universal remotes purchased from a third party or included with one of your other Cox receivers may not be compatible with the mini box.

If you are not able to place your mini box where you can easily point your remote to control it, please visit a Cox Solutions Store to pick-up an IR Extender.
Q: Why do I get the message “No Signal” (or “Source Not Found” or “Weak Signal”)?
A: The mini box can be connected using a COAX or RF cable or an HDMI cable. If you are using an HDMI cable to connect your mini box to your TV, this message may indicate that the TV is not tuned to the proper input or source. If you have programmed the mini box remote to work with your TV, press on the mini box remote to change the input selection.

NOTE: While it is preferred that you use the remote that came with your mini box, you can also use your TV remote to check your TV settings for the correct input:

Press the INPUT button (may be labeled TV/VIDEO, SOURCE or Antenna) on the TV or the remote control that came with the TV.

Select the option for TV on the menu displayed on the screen. It may be labeled Cable TV, CATV, CAB, Input 1, Video 1, Antenna 1, AV1, HDMI, DVI or another name (check your TV user manual). Usually, the label describes the type of connection from the mini box to the TV (such as cable, AV, HDMI, DVI or component).

Or select each option one at a time, returning to live TV to see if the option has restored the picture.

Q: The program guide has no data or descriptions. How can I restore the data?
A: First, make sure the coax cable is secured tightly to the back of the mini box. Then unplug the power from the mini box. Wait approximately 15–30 seconds before plugging the power back into the mini box to begin the program guide downloading process. This downloading process will take about five minutes to complete.

NOTE: During the download process you can continue to watch live TV and change channels, but programming information in the guide may be unavailable for those five minutes.
Q: Why do I get the message “Temporarily Off Air” on my TV, or have no sound or video on some channels?
A: Check for loose connections from the wall to the mini box to make sure they are secure. The coax cable from the wall should be secured in the **Cable from Wall** port on the back of the mini box. Be sure to finger-tighten all cables coming from the wall, mini box, splitter, TV and other devices. Verify the cable is not damaged.

If the connections are secure and the problem persists, please visit us at cox.com/support for additional assistance.

Q: Can I mount my mini box to the back of my TV?
A: If you want to keep your mini box out of sight and still use your mini box remote control to change channels and volume, you'll need to use an IR Extender. You may pick up an IR Extender for each mini box at no charge at your local Cox Solutions Store.

Q: How do I reset my mini box?
A: Disconnect the power to the mini box by unplugging the power cord from either the outlet or from the back of the mini box, then wait 15–30 seconds.

Reconnect the power to the mini box by plugging the power cord either back into the outlet or into the back of the mini box.

Wait about five minutes for the mini box to reset.
Thank you.

At Cox, we care about the health of our planet as much as you do. That’s why we created this environmentally friendly package to send to all of our customers. All packaging materials are either recyclable, biodegradable or compostable.

Let’s all work together to protect our planet from unnecessary waste and pollution. Recycle as much, as often and as responsibly as you can.