

Contour for Cox Business

Quick Reference Guide

Your new Contour® HD receiver equipment offers a variety of features to enhance your viewing experience. To help you get started, this Quick Reference Guide reviews ways to watch live television, find programs, change channels, learn more about the program you are watching and open the Main Menu. A more comprehensive operational document is also available.

Visit **www.coxbusiness.com/starthere**

to access the Cox Business Contour User Guide.

For additional technical support, please contact our National Support Center at 866-272-5777.



Watch Live Television

Follow these instructions to watch live television.

1. Turn on your television and receiver (set top box).
2. Press any of the number keys (0-9) on your remote and then press ENTER or SELECT to go to the channel immediately. If you do not press ENTER or SELECT, the desired channel will change in 1-2 seconds.

Change Channels

Follow these instructions to change channels on your television.

1. Scroll through the channels: From the remote control, press the CHANNEL UP or CHANNEL DOWN buttons.
2. Change channel immediately: Repeat step 2 above.

View Basic Program Information

Follow this instruction to view basic information about a program. See Figure 1.

From the remote control, press the INFO button once to see basic information about the current program.

Result: A channel banner will appear at the bottom of the screen that includes the program title, a brief description of the program, start and end time, program rating information, channel number and time/date information.

(Note: Program guide symbols such as Favorite Channel, Skipped Channel, or Locked Program also display.)



Figure 1

View Detailed Program Information

Follow this instruction to view more information about a program. See Figure 2.

From the remote control, press the INFO button twice.

Result: The channel banner will expand to reveal more details about the program.

(Note: If you press the INFO button a third time, you will return to full-screen video viewing.)

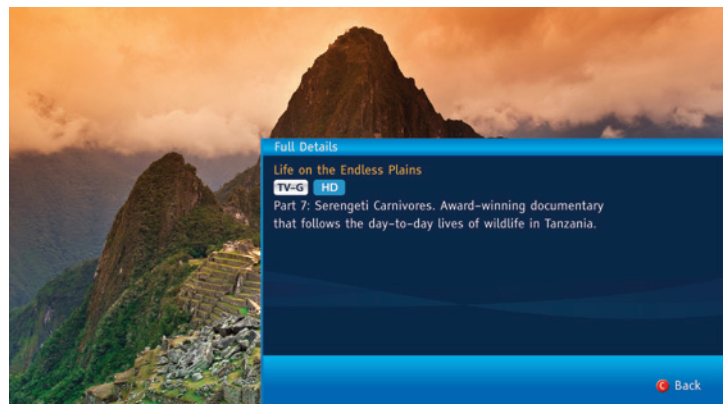


Figure 2

Open the Main Menu

The Main Menu is the starting point for using the Contour Program Guide to find programs, search for other programs that might interest you and set personal preferences. See Figure 3.

Use any of these steps to open the Main Menu.

1. From your remote, press the MENU button.
Result: The menu will appear on the right side of the screen.
2. From your remote, press the RIGHT arrow.
3. Press the LEFT arrow.
4. Press the EXIT button and the MENU button again, or the LEFT arrow to close the Main Menu.



Figure 3

Perform Common Tasks

This section provides instructions on how to:

- Edit the Content Control PIN
- Set user profiles for viewing areas
- Lock and unlock users

Edit the Content Control PIN

The default four-digit PIN for your business is 0000. You may change this PIN at any time. If you lose your PIN, call Cox Business Technical Support to have it reset.

To change your Content Control PIN, begin at the Settings Menu and navigate to the Parental Controls Menu:

1. Use the UP or DOWN arrow to highlight Edit Parental Control PIN.
2. Press the RIGHT arrow or SELECT button to open the PIN dialog box.
3. Enter your current four-digit PIN.
4. Enter your new four-digit PIN.
5. Confirm your new four-digit PIN.
6. Press the A button when you are finished.

User Profiles for Viewing Areas

The Contour Program Guide allows you to set up a different profile for distinct areas of your business to customize the viewing experience. For example, you may wish to list specific favorite channels (such as news channels) in a public waiting area. A profile helps your guests and end users find these channels quickly. The user profile includes: the name of the viewing area (the user), the icon for the user, Favorite Channels, preferred guide view, preferred keyboard and saved searches. You can set up a profile by using the Lock/Unlock User settings.

! Important Note About the User Profiles for Commercial Accounts

At installation, your Cox Business technician established a default PIN for your business and enabled the Lock Users feature. The standard installation configuration for commercial accounts establishes ONE (1) user profile, and the Lock Users feature restricts changes to settings for the default profile. However, you can change your PIN, change the default user profile settings, and add more user profiles to meet the needs of your business.

Unlock Users

Using your four-digit PIN, you can easily unlock the user functionality to take advantage of user profiles for your business. Lock/Unlock Users allows you to restrict changes to user profiles. To turn this option on or off, navigate to the Parental Controls Menu:

1. Press the UP or DOWN arrow to highlight the Parental Locks option. Press the RIGHT arrow or SELECT button.
2. Press the UP or DOWN arrow to highlight Lock Users and press SELECT.
3. Press the UP or DOWN arrow to highlight Lock Add User and press SELECT to lock or unlock the ability to add new users.
4. Press the UP or DOWN arrow to highlight Lock Edit User and press SELECT to lock or unlock the ability to change user profiles.
5. Press the UP or DOWN arrow to highlight Lock Delete User and press SELECT to lock or unlock the ability to delete existing users.
6. Press the LEFT arrow three times to return to Settings or press EXIT to return to live television.

If you have questions or need technical support, please contact our National Support Center at 866-272-5777.

