

## Cox Advanced TV

Experience 100% digital picture and sound, and hundreds of channels including the best in HD. Now you have access to all local channels and popular networks like ESPN, Discovery,<sup>®</sup> History,<sup>®</sup> A&E<sup>®</sup> and more. Plus, 50 Music Choice<sup>®</sup> channels, an on-screen program guide, and the ability to watch shows On Demand<sup>SM</sup> as well as through TV Everywhere.

# Turn On the Entertainment

Your Cox Advanced TV subscription comes with these great features:



Wherever you are, watch shows on multiple devices, including your smartphone, tablet or computer. Over 120 popular networks available, with many including live TV streaming. Download channel apps at [cox.com/tve](http://cox.com/tve)



A revolutionary mobile app for your computer, tablet or smartphone that allows you to stream live TV and access On Demand<sup>SM</sup> shows and movies from any room in your house.

Download TV network channel or Contour mobile apps!



CONTOUR

## HD

Get the most out of your HDTV with HD service from Cox. With 100% digital video and sound, you'll get a vivid picture and better HD experience. And with Cox, most HD programming is no extra charge. Turn on HD AutoTune in the settings menu to ensure that you are always experiencing the HD version of the channel.

## On Demand<sup>SM</sup>

Watch a wide array of shows and movies anytime you like, most of them at no additional charge. See prime-time shows starting the day after they air and watch hit movies, with many available the same day as the DVD release and weeks before Netflix or Redbox.



Watch prime-time shows from your favorite networks with On Demand.

<sup>1</sup>Broadband Internet connection and channel subscription required for TV Everywhere. Carrier data charges may apply.

<sup>2</sup>Cox TV and Cox Internet subscription required for Contour App. Limited to in-home viewing via WiFi home network. Other conditions may apply.



# The Contour® App

Turn your tablet, smartphone or computer into a personal TV screen with the Contour app. Stream live TV and watch On Demand<sup>SM</sup> content from any room of the house.

## Stream from your tablet or smartphone

// Step 1: Search "Contour App" to download the FREE app



// Step 2: Enter your primary User ID and Password and tap Continue. If you don't have a Cox User ID and Password, you can get them at [cox.com/register](http://cox.com/register)

For User ID and Password, please reference page 4.

## Stream from your computer

// Step 1: Visit [watchtv.cox.com](http://watchtv.cox.com)

// Step 2: Enter your Cox account credentials

NOTE: Streaming only includes On Demand movies and TV shows that are free or part of your subscription. Movies may not be purchased using the Contour app.

## Supported Devices

See operating system and device requirements for the Contour 2 app, and how to watch TV online in the table below.

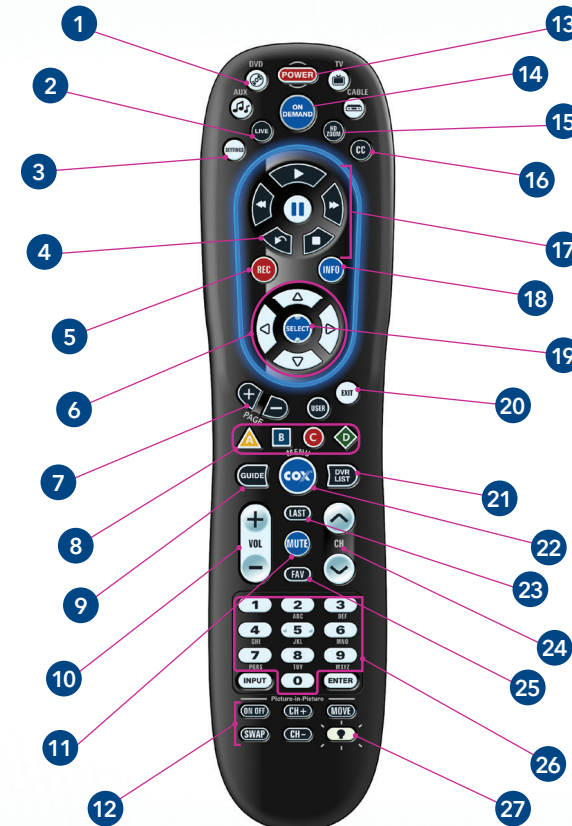
Type	Operating system(s)	How to watch
Apple	iOS 9.0 or higher	Watch on your iPhone®, iPod®, and iPad® 2 or higher
Android	<ul style="list-style-type: none"><li>Android OS 4.1 or higher</li><li>Fire OS 4.0.3 or higher</li></ul>	Watch on any Android phone or tablet or Kindle Fire® tablet with a supported operating system
PC / MAC	<ul style="list-style-type: none"><li>Windows 7</li><li>Windows 8</li><li>Mac OS X 10.7 or higher</li><li>Windows 10</li></ul>	Go to <a href="http://watchtv.cox.com">watchtv.cox.com</a> using one of the following browsers: <ul style="list-style-type: none"><li>IE11 or higher</li><li>Chrome</li><li>Firefox</li><li>Safari 5.0 or higher</li></ul>



# Master Your Remote Control

- 1** // Press Cable, DVD or AUX to select which device you want to control.
- 2** // Return to viewing live TV.
- 3** // Access your cable receiver options.
- 4** // Replay the last seven seconds of a recorded program.
- 5** // Instantly start recording live TV.
- 6** // Cursor navigate the guide and menu screens.
- 7** // Page up or down while in the guide.

- 8** // Access additional options while using the guide or menu.
- 9** // Display all the programs available to view.
- 10** // Raise or lower the volume.
- 11** // Mute the volume.
- 12** // Control the picture-in-picture functionality of the digital receiver or TV (not available on all TVs or digital receivers).
- 13** // Turn the selected device on or off (from #1). Press and hold the power key for three seconds to turn off all programmed devices.

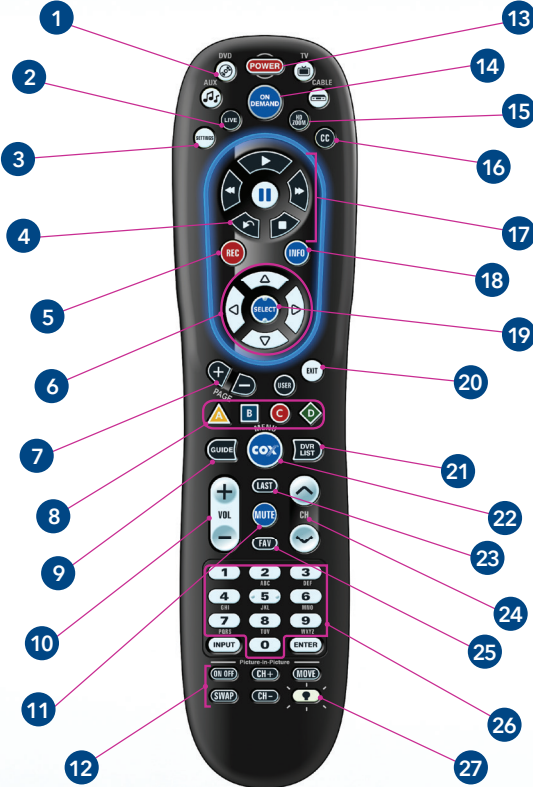


- 14** // One-click access to On Demand<sup>SM</sup> programming (On Demand menu button may not work in certain areas). You can also access On Demand by going to Channel 1.
- 15** // Change the aspect ratio if the digital receiver supports HDTV.
- 16** // Turn Closed Captioning on or off.
- 17** // Control the DVR (these keys are also used to control a DVD or VCR).
- 18** // Display additional information about the program you selected.
- 19** // Choose a highlighted program or menu option.



# Master Your Remote Control

- 20** // Return to watching a program when using the guide or menu.
- 21** // Display a listing of programs that have been recorded.
- 22** // Access various program and interactive options.
- 23** // Tune to the last channel.
- 24** // Change the channel on the selected device.
- 25** // Cycle through the favorite channels you stored in the cable receiver.
- 26** // Manually select a channel to be watched. These keys are also used for programming the remote control.
- 27** // Turn on the back lighting.



## Say Goodbye to Remote Control Clutter

Your Cox remote not only controls your receiver, but it also can be programmed to control your TV, DVD player, VCR or audio receiver.

### Quick-Start Remote Setup

- 1 // Turn on the device you want to program.
- 2 // Press and hold **MUTE** + **SELECT** together until one of the device buttons blinks twice; then release both keys.
- 3 // Press and release the desired device button (e.g., TV, DVD or AUX).
- 4 // While aiming the remote at your device, press and hold the single **DIGIT** key from the list below of common brands and then select your brand.
- 5 // When the device turns off, the code will automatically be saved.

TV	DIGIT	DVD/VCR	DIGIT	AUDIO	DIGIT
Insignia	1	Insignia	1	Bose	1
LG	2	LG	2	Denon	2
Panasonic	3	Panasonic	3	LG	3
Philips/Magnavox	4	Philips/Magnavox	4	Onkyo	4
Samsung	5	Pioneer	5	Panasonic	5
Sanyo	6	RCA	6	Philips	6
Sharp	7	Samsung	7	Pioneer	7
Sony	8	Sharp	8	Samsung	8
Toshiba	9	Sony	9	Sony	9
Vizio	0	Toshiba	0	Yamaha	0

**Remote Support:** [remotes.cox.com](http://remotes.cox.com)

# Turn On Your TV and Digital Receiver



Follow these simple steps to turn on your entertainment.

## To Turn On the TV

Press  then 


## To Turn On the Digital Receiver

Press  then 

## Changing the Channels

// If you know the channel number, enter it using the numbered buttons

// Use the  buttons to go one channel up or down

// To see the previously tuned channel, press 

## Adjusting the Volume Level

// Use the  buttons to increase or decrease the volume

// To turn the volume off, press 

// To restore the volume and continue listening, press  again



**To activate your receiver, go to [cox.com/activate](http://cox.com/activate) or call 1-888-556-1193.**

Note: If a Cox Installation Rep has set up service for you, your receiver is already activated. There is no need to activate your receiver again.

# Using the On-Screen Program Guide

The interactive guide allows you to find the shows you want to watch, record or block.

## Information About Shows

- Press to display the Channel Banner
- Press again to display extended program information
- Press to display more pages of information
- Press again to hide the Channel Banner



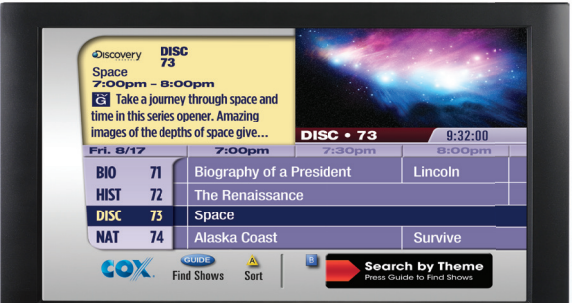
## Find Shows by Channel

- Press to display the guide
- Browse by channel
- Enter a channel number to jump directly to that channel number in the guide
- Scroll through channels one page at a time



## Find Shows by Time/Date

- Press to display the guide
- Browse by times (hold to speed scroll)
- Browse by Date**
- Press to display the guide
- Enter the number of days to jump ahead; then press within two seconds



## Find Shows by Title

- Press to display the guide. Then either:
  - Press the C button to display the Search Menu
  - Press guide again to display the Search Menu
    - // Highlight "Title Search"
    - // Display "Title Search"
- Enter a letter and continue typing until your title appears
- Press until title list is active
- Highlight a title and display the title option box
- Press to view selected program





# Control What Your Kids Can Watch

With so many choices, some Parental Controls may be needed to block specific channels or programs by rating.

## Access Parental Controls

 Press to display "Quick Settings"

 Press to display more settings for all settings options

## Establish a Parental Control PIN

 Highlight "Parental Controls." Then either:

- Highlight "Change PIN"

// Enter your previously set up PIN; default PIN is 0000

// Set up new PIN; you will enter four-digit PIN twice

- Display initial PIN setup

// Display status list

// Display "Locking Status Options"

// Highlight "Change PIN"

// Push "SELECT"

// Push "A" and set up a PIN; you will enter four-digit PIN twice

## Customize Parental Control Settings

Depending on box type, you may need to do these steps first:


 Display "Quick Settings"

 Press to display more settings for all settings options

 Highlight "Parental Controls"

 Display status list

Next, follow these steps:

 Highlight a category, such as "Locked Channels" or "Locked Ratings"

 Display category options

 Highlight an option

 Select the option to lock or unlock


## NOTE:

Previously set up PINs will remain the same. If you have not previously set up a PIN, there may be a default PIN of **0000**. To find out more, please visit [cox.com/welcome](http://cox.com/welcome).

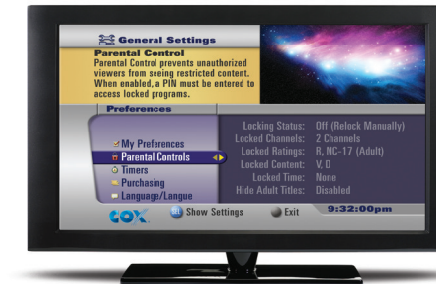
## Activate Parental Control Settings

 Display "Quick Settings"

 Highlight "Activate Parental Controls"


 Press "Select" and enter your PIN

 Press to accept a confirmation



## Create a Purchase PIN

 Press to display "Quick Settings"

 Press to display more settings for all settings options

 Highlight "Purchasing"


 Display status/option list. Then:

 Select "Locking Status"

 Highlight "Enable"


 Select "Enable" and enter your PIN

Depending on box type, press:

 or  to accept confirmation

 Display "Locking Status Options"

 Highlight "On"

 Press to set up a PIN; you will enter four-digit PIN twice

Depending on box type, press:

 or  to accept confirmation

## Important Information

Once you unlock a channel or program, ALL blocked channels and programs are unlocked until you:

// Power receiver off, then on again or





// Manually turn Parental Controls back on:

- Select "Quick Settings"
- Select "Turn on Parental Controls"
- Enter PIN. After you enter your PIN, all blocks will be restored








# Watch, Rewind and Record With DVR

Never miss a show again. Follow these tips to record and manage your favorite shows.

## Record Live TV




-  Press to display recording settings
-  Highlight a recording option
-  Select option
-  Press to accept the options (if asked)

## Schedule a Recording





-  Press to display the guide
-  Highlight a channel
-  Highlight a future time
-  Press to display recording options
-  Highlight a recording option
-  Select to schedule the recording
-  Press to accept the options (if asked)

## Manage Scheduled Recordings






Depending on box type, you will either:

-  Press to display saved shows
-  Press to display scheduled recordings
-  Highlight a show

OR





-  Press to display saved shows
-  Press to display recording list options
-  Highlight "Scheduled Recordings"
-  Highlight a show

THEN

-  Press to display show options
-  Press to display recording options
-  Highlight an option
-  Modify an option
-  Accept the changes and continue



## To Resume Watching a Show

-  Press to display the saved shows list
-  Highlight a show to resume
-  Press to display saved show options
-  Press to resume playback

## DVR Remote Quick Tips

- 1** // Return to viewing live TV
- 2** // Control the DVR or selected On Demand<sup>SM</sup> event
- 3** // Replay the last seven seconds of a recorded program
- 4** // Instantly start recording live TV
- 5** // Display a listing of programs that have been recorded








# Series Manager

Helping you stay on top of all your favorite series.








## Access Series Manager

 Press to display saved shows






THEN

-  Press to display "Series Manager"
-  Highlight "Series Manager"

OR





-  Press to display recording list options
-  Highlight "Series Manager"
-  Press to display series recordings
-  Highlight a series
-  Press to display series options
-  Highlight an option
-  Select option to modify recording

## Recording Options



-  Select series to display options
-  Select series recording options
-  Highlight an option
-  Modify an option
-  Press to accept the changes and continue

## Cancel a Series Recording






EITHER

-  Select series to display options
-  Highlight "Cancel Series Recording"
-  Select "Cancel Series Confirmation"
-  Press to accept the changes and continue

OR

-  Select to display "Cancel Series Recording"
-  Press to cancel

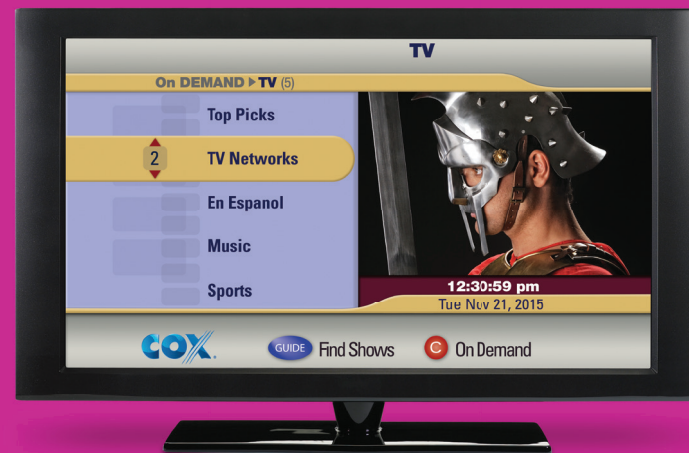
## Repeat Options

-  Select series to display options
-  Select series recording options
-  Highlight an option
-  Select any combination of days
-  Press to accept the changes and continue



# Watch TV on Your Schedule With On Demand<sup>SM</sup> From Cox\*

- // Get a wide variety of On Demand shows and movies you can access anytime
- // Watch prime-time shows the day after they air
- // Access more than 35,000 movies, shows, music and more each month
- // Watch movies instantly in crystal-clear HD
- // Many new release movies you order On Demand are active for 48 hours, so you can finish them later or watch them again



\*Cox Advanced TV and digital receiver required or a Cox-provided CableCARD™ together with a certified compatible CableCARD retail device required to receive On Demand™ programming. Some On Demand programming is extra. Availability of programming is based on the channels included in Cox Advanced TV subscription package. On Demand not available in all areas. On Demand channels cannot be recorded. Other restrictions apply.

## TV

Access thousands of hours of popular shows from your favorite networks like, ABC, FOX, CBS, NBC, TNT, TBS, USA, Discovery® and more, available when it's convenient for you.

## Movies

Enjoy tons of movies starting as low as \$2.99. Many new releases also available weeks before Netflix or Redbox.

## Premiums

If you subscribe to **HBO®**, **SHOWTIME®**, **STARZ®** or **CINEMAX®**, you can access the movies, series or documentaries on those channels at any time, On Demand.<sup>SM</sup>

## Music

Enjoy hundreds of music videos, specials, concerts and more all On Demand.<sup>SM</sup>

## Kids

Instantly access hundreds of your kids' favorite shows from the networks you trust whenever your kids want to watch them.

## Events

Get hard-hitting action with some of your favorite mixed martial arts, ring sports, wrestling and concert events.

# Enjoying On Demand<sup>SM</sup> Is Easy

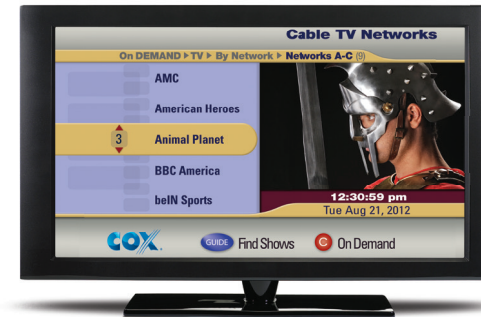
1 // Go to Channel 1 or press 



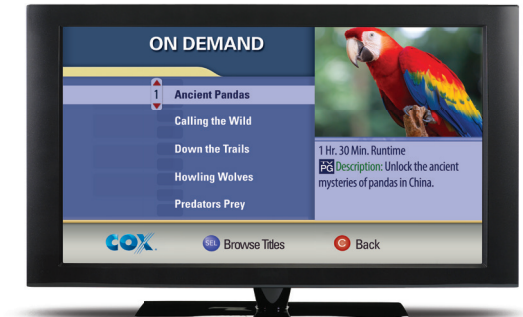
2 // Choose a category and press "Select"



3 // Select a program type



4 // Pick a network or category



5 // Select a movie or show and watch instantly

# Troubleshooting

## **Q // Why do I have the message “No Signal” (Source Not Found, Weak Signal)?**

A // This message may indicate that the TV is not tuned to the proper input or source. Press the “TV” device button on the remote and then press the “Input” button to change the input selection.

## **Q // Why do I get the message “Temporarily Off Air” on my TV?**

A // This may be a signal issue. Check connections from the wall to the receiver to make sure they are secure. The cable wire should be secured in the “Cable In” or “RF In” on the back of the receiver. If they are secure and the problem persists, please visit us at [cox.com/support](http://cox.com/support) for additional assistance.

## **Q // Why isn’t my remote working on my digital receiver?**

A // Try pressing the “Cable” button and then “Power.” If your receiver powers on or off, then try the same thing by pressing the “TV” button and then “Power.”

## **Q // The Interactive Program Guide (IPG) has no data or descriptions. How can I restore the data?**

A // First, make sure the cable wire is secured tightly to the back of the receiver. Then unplug the power from the receiver. Wait approximately 15–30 seconds before plugging the power back into the receiver to begin the IPG downloading process. This will take about five minutes to complete. NOTE: While the guide is downloading information, you can operate the remote control, but IPG information may be unavailable for those five minutes.

## Checking for Loose Connections

- // Finger-tighten all cables coming from the wall, receiver, splitter, TV and other devices.
- // Verify the cable is not damaged. If the cable is damaged, contact support to schedule a service visit.

## Resetting Your Digital Receiver

- // Disconnect the power to the digital receiver by either unplugging the power cord from the outlet or from the back of the cable box. Then wait 15–30 seconds.
- // Reconnect the power to the digital receiver by either plugging the power cord back into the wall outlet or into the back of the digital receiver.
- // Wait about five minutes for the digital receiver to reset. When the clock on your digital receiver activates, the reset is complete.

## Checking Your TV Settings for 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 digital receiver 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 restored the picture.