



## INTRODUCING The New Contour®

Welcome to the simplest, fastest and most fun way to search and access all your entertainment on all your devices. Search visually with show title art that is organized by category, network and genre to enjoy the best selection of current TV shows, hit movies and more. And you can find the entertainment you're looking for in seconds with predictive search. Plus, the Contour App allows you to watch TV on your computer, tablet or phone anywhere in your home. It's the personalized entertainment you want, when you want it.

# Experience Entertainment Like Never Before

The new Contour's innovative features deliver the easiest, quickest and most complete way to access all your entertainment on all your devices.

## An Immersive On-Screen Guide

Now, discovering the shows you love is part of the fun. The enhanced on-screen guide offers rich graphics and images that help you quickly find the shows, movies and sports you are interested in. The Main Menu displays options for live TV, recorded shows, On Demand<sup>SM</sup> interactive apps and more. You get listings for what's on now and up to 14 days in advance, over 10,000 On Demand options to watch anytime and personalized recommendations, and see the last channels or On Demand shows you've watched with the touch of a button.

## Voice Controlled Remote

Use voice commands to change channels, find shows, get recommendations and more. The Contour® Voice Controlled Remote even responds to popular phrases like "Show me movies" to help find your favorites.

## Smart Search

Now you can find what you're looking for in seconds. Just type the first few letters of a network, title, genre or actor on the remote control and get instant search results across live TV, On Demand and your DVR. Over time, Contour learns the shows and events most often searched for, so the search results become even more accurate.

## Record 6 DVR

When you add Record 6 DVR to your Contour service, you'll enjoy more of your favorite shows with the ability to record up to 6 shows simultaneously. Save more of your favorite entertainment with up to 1,000 hours of storage space and play recordings in any room of your home.

## The Contour App

A revolutionary mobile app for your tablet or smart phone that allows you to stream live TV and access On Demand shows and movies from any room in your house.

## Apps on TV

With Contour, you can enjoy instant access to sports scores, weather, stock information and more, all at your fingertips and up on the TV screen.



QUESTIONS? CALL (844) 260-0426 OR VISIT [COX.COM/CONTOUR](http://COX.COM/CONTOUR) FOR ACCESS TO VIDEOS, SUPPORT ARTICLES, PRODUCT INFO AND MORE.

# Contour® // Main Menu

To access the Main Menu, press the **Contour** button on your remote control. Then, use the **Left Arrow** button or the **Right Arrow** button to browse through the menu options.

Choose from any of the following, and press the **OK** button on the remote to select it:

// **GUIDE:** Use this option to access the Contour grid guide and view program listings, channel information, etc.

You can also access the grid guide by pressing the **Guide** button on your remote.

// **SAVED:** Use this option to access your saved DVR recordings, recording schedule, favorites list and On Demand<sup>SM</sup> purchases. This menu also includes "For You," which has recently recorded programs, watched shows and recommendations based on what you've watched.

// **On Demand:** Use this option to access On Demand TV shows and movies to watch anytime.

// **SEARCH:** Use this option to search for programs, favorite actors and directors, channels, etc.

// **APPS:** Use this option to access in-TV apps like the sports app and weather app available through your Contour receiver.

// **SETTINGS:** Use this option to manage the settings on your Contour receiver (parental controls, closed captioning, guide settings, etc.).

To exit the menu, press the **Exit** button on your remote.



# The Contour® App

Turn your tablet, phone 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 in the house.

## STREAM LIVE TV

Watch your favorite shows and movies in and around your home.

## STREAM On Demand PROGRAMS

Stream programs from your On Demand library in and around your home.

- Includes only On Demand movies and TV shows that are free or part of your subscription
- Access thousands of hours of On Demand content—on your tablet, smartphone or computer
- Movies may not be purchased using the Contour App

## First-Time Sign-In Process

// 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

## System Requirements

// Apple® devices must have iOS 7.0 or later

// Android™ devices must have Android operating system 4.0 or higher in order to find and download the Contour App

## Device Requirements

// Compatible with iPhone®, iPad® and iPod touch®

// Compatible with all Android devices running Android operating system 4.0 or higher

// Not available on Kindle Fire™

// 5 devices can stream or download simultaneously



\*The Contour App is available to residential video customers in Cox service areas. Access to some app features may vary by service level. Minimum Cox TV Essential, Cox High Speed Internet Starter, and compatible mobile or tablet device required. DOCSIS 3.0 modem recommended for best viewing experience. Not all channels in TV service subscription may be available. Limited to in-home viewing via a WiFi home network. Other restrictions may apply.

# Master Your Contour® TV Remote

We've completely redesigned the Contour TV remote control to enhance your viewing experience, with a smaller, easier-to-handle remote and buttons that help you find exactly the entertainment you want.

- 1 // TV POWER:** Turn your TV on and off
- 2 // ALL POWER:** Turn your TV and receiver on and off
- 3 // EXIT/STOP:** Return to the last channel you were watching, or stop the On Demand<sup>SM</sup> or DVR recording you're watching
- 4 // REC:** Record what you're watching with one touch
- 5 // OK:** Select a highlighted item
- 6 // MAIN MENU:** Press the **Contour** button to go to the Main Menu. Here you'll find your Guide, Saved (DVR recordings), On Demand Search, Apps and Settings categories
- 7 // PAGE UP/PAGE DOWN:** Move one page up or down in lists, and jump forward or back when watching a program
- 8 // GUIDE:** Press once to see all listings. Press twice to select a guide view to filter listings
- 9 // LAST:** Take a step back in the menu, exit to live TV or view last channels/shows watched
- 10 // REWIND/FAST FORWARD:** Rewind and fast forward a program, or skip ahead or back 24 hours in the Guide
- 11 // A:** Help when you need it
- 12 // B:** Display video window while browsing menus
- 13 // C:** Launch the sports app
- 14 // D:** Delete a recording, cancel a scheduled recording or clear the history from Last Watched
- 15 // SETUP:** Pair your remote to your receiver, TV or audio device
- 16 // VOICE CONTROL:** Use voice commands to change channels, find shows, get recommendations and more



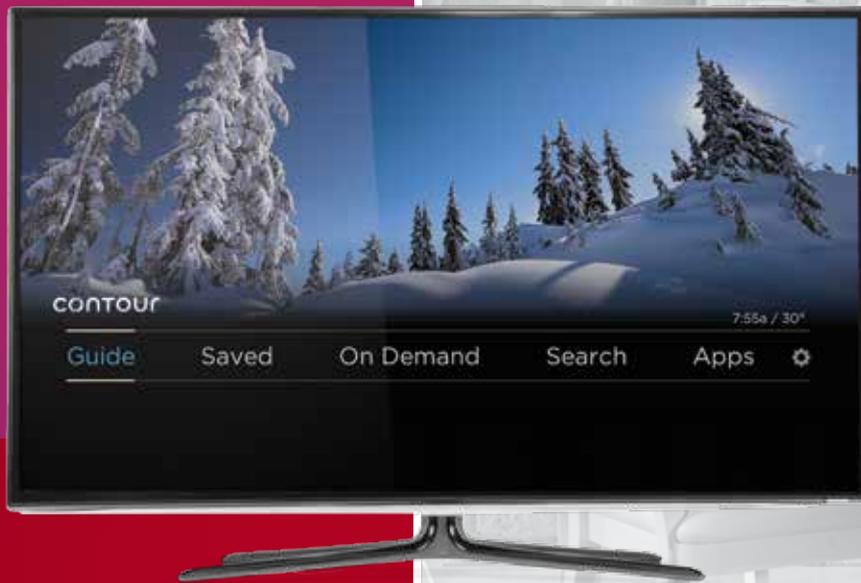
# Exploring Contour®

Never miss the action on live TV. Contour makes it easy to find movies and TV shows airing right now.

## About the Contour Guide

The Guide includes all of the channels' programming up to 2 weeks out. You can view information about TV shows and movies, schedule recordings, set favorite channels or find other times shows may be airing. If an HD version of a channel is available, the Guide will automatically choose that option over the SD version.

The Guide can be viewed with All Listings or filtered by Favorite Channels, HD, Sports and more. There is even an option to see just what's on right now (press the **Right Arrow** button) or see just what's on the channel you are watching (press the **Right Arrow** button twice).



## Navigating the Grid Guide

To access the grid guide, press the **Guide** button on the remote control.

To navigate up and down the channel listings in the guide:

- Use the **Up Arrow** and **Down Arrow** buttons to move one channel at a time
- Use the **Page Up** and **Page Down** buttons to move several channels at a time



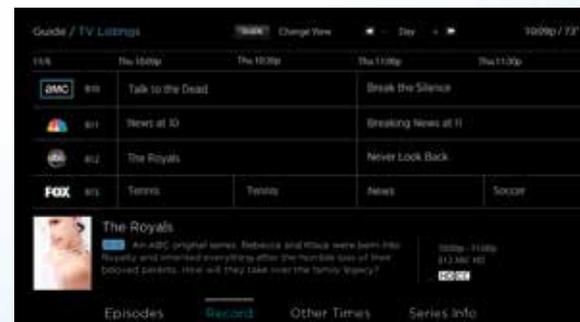
## Searching for a Channel or Network

To access the grid guide, press the **Guide** button on the remote control.

## Advancing to Different Time Slots

- Use the **Right Arrow** button to advance in the grid one time slot at a time; use the **Left Arrow** button to go back to the previous time slot
- Use the **Fast Forward** button to advance in the grid one day at a time; use the **Rewind** button to go back a day

Hit **Exit** to exit the Guide.



# Guide Filter Options

The Contour® Guide allows you to filter your guide view to display only the types of channels you would like to see. Here's how to select a guide view.

## Select a Guide View

On the remote, press the **Guide** button twice to access the Select Your Guide View window. Here you can filter your guide by your preferred set of channels.

Use the **Arrow** buttons on the remote to select your guide view and press **OK**. Choose from:

- // **ALL CHANNELS**
- // **MOVIES**
- // **HD CHANNELS**
- // **SPORTS**
- // **FAVORITES**
- // **KIDS**
- // **TRENDING**

Use the **Arrow** buttons to select a program and press **OK**.



# Voice Controlled Remote

Contour helps you find what you want faster by using voice commands to change channels, search for shows or movies, get recommendations, even set a DVR recording.

## About Voice Controlled Remote

Controlling your TV has never been easier, faster or more convenient. Just say it, and see it. Simply press and hold the blue voice button on your remote; then speak your command and release. Contour will quickly find what you're looking for. Use voice commands to change channels, find shows, get recommendations, launch apps and more.

Search for your favorite actor, your local sports team, the channels you love or just ask to see what's on now. There is no need to memorize special commands, because Contour understands plain English. You can say things like "Watch Food Network," "Show me kids' movies," or "Show my recording list." You can even access Contour Recommendations by asking "What should I watch?"

The Contour Voice Controlled Remote also makes accessibility even easier by responding to commands like "Turn on closed captioning." The Voice Controlled Remote is the coolest new feature to enhance your entertainment experience.



# Search Using the Remote

Find the entertainment you're looking for with Contour's great search options.

## About Contour® Search

Search by title, genre, sports team or actor, and find content across live TV, On Demand<sup>SM</sup> and your DVR. Use your remote to search from any menu or while watching TV. Use the numbers on your remote that correspond to the letters on each button. Contour predicts what you are looking for based on your inputs, so you can get instant results with the entry of just a few characters.

You can also find and tune to a channel by typing in the channel name.



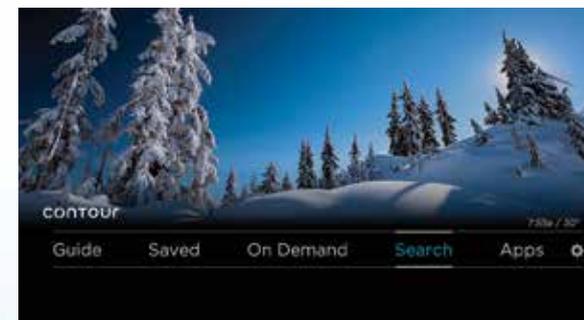
# Search Using the Search Bar

Here's how to search the Contour On-Screen Guide using the search bar at the top of the Search menu.

## Step 1

Press the **Contour** button on the remote.

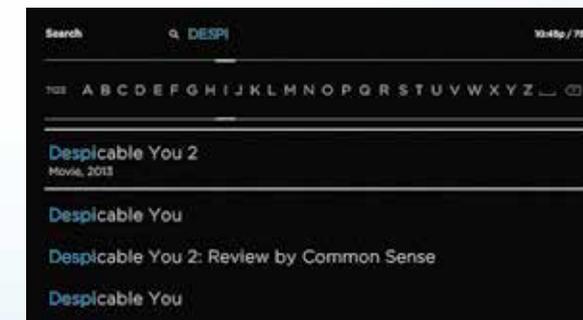
Use the **Arrow** buttons to navigate to Search and press **OK** to choose the letter. As you choose characters, they appear at the top of the screen and the search will begin to suggest titles that match your entry so far.



## Step 2

Use the **Down Arrow** button to highlight a search result and press **OK**.

Press the **Last** button to go back to the search result list. Press **Exit** to leave the Search screen.



# TV Show & Movie Recommendations

The Contour® Guide can recommend TV shows and movies based on what you like to watch. Here's how to get recommendations using the Contour On-Screen Guide.

## Get TV Show and Movie Recommendations

### Step 1

Press the **Contour** button on your remote control.

Locate a TV show or movie by browsing in the Guide or using the Search menu.

Use the **Up**, **Down**, **Right** or **Left Arrow** button on the remote to highlight the name of the program, and press the **Info** button.

### Step 2

Depending on the type of program you have selected, use the **Arrow** buttons to highlight Series Info or Movie Info and press **OK**.

### Step 3

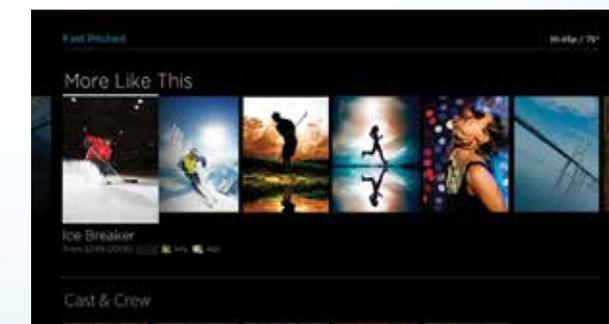
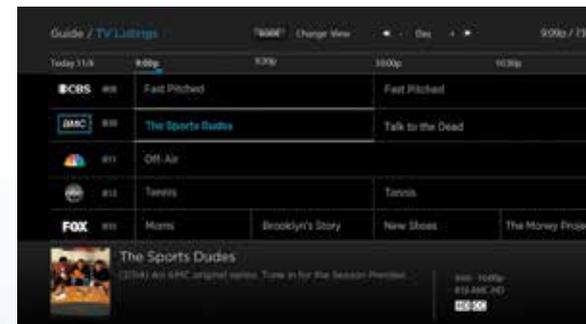
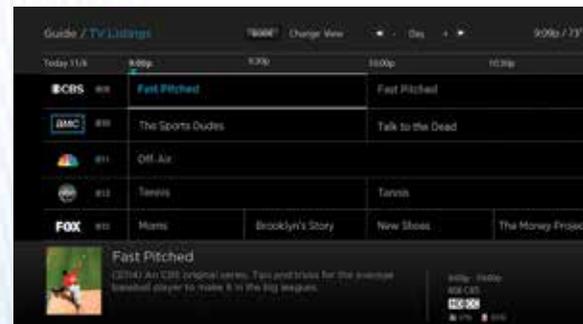
Use the **Down Arrow** button to highlight More Like This.

### Step 4

Programs that are similar to the one you selected will display. Use the **Arrow** buttons to select a program.

Press the **Info** button to view information about the selected program.

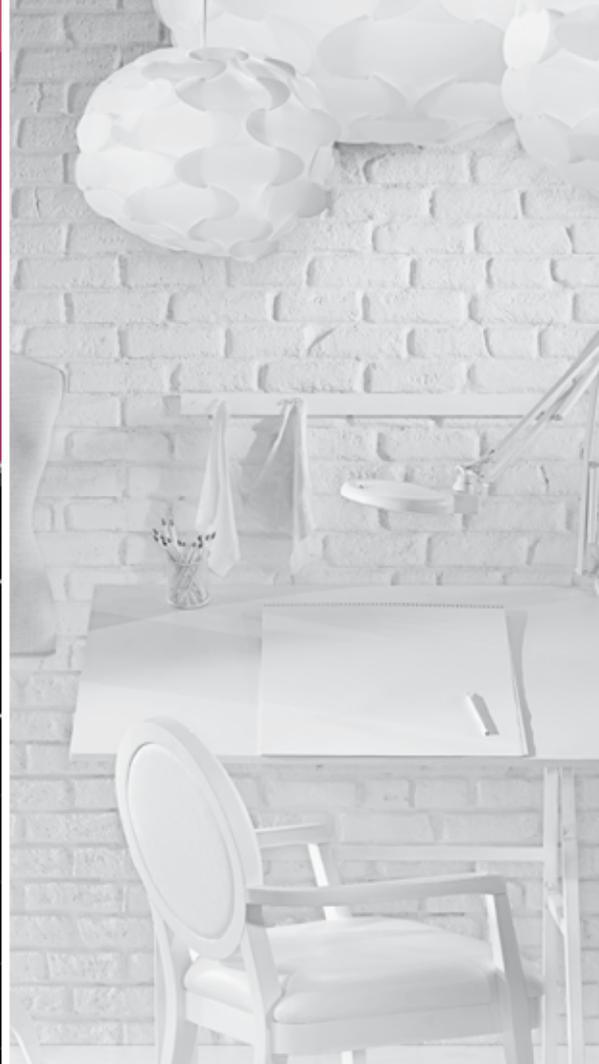
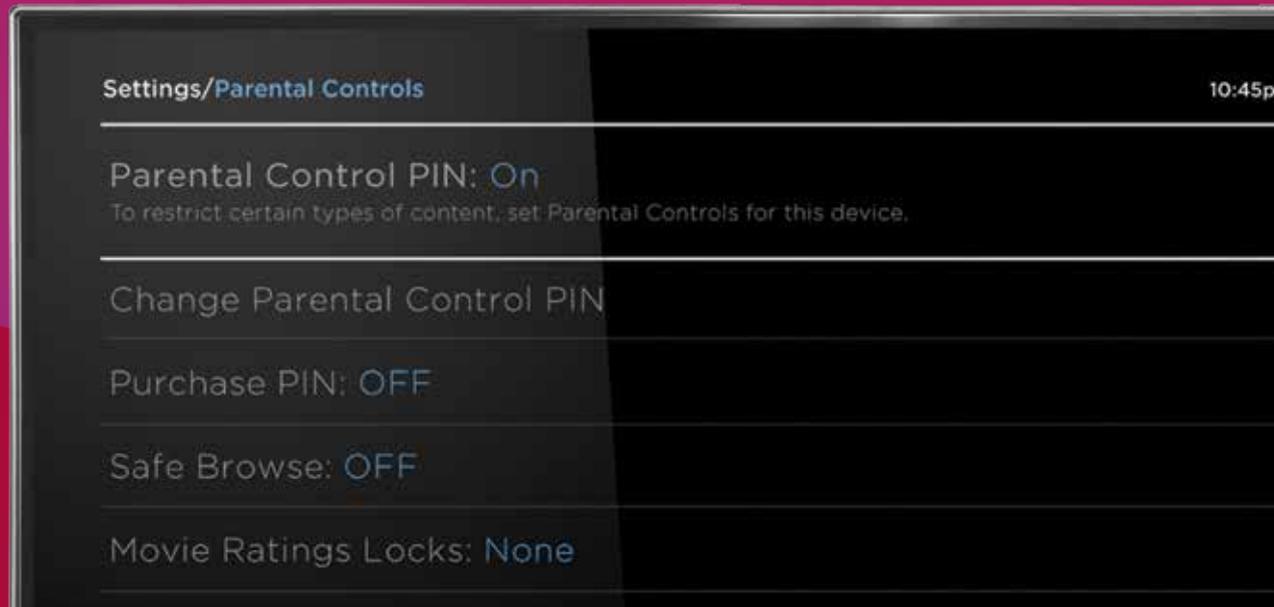
Press the **Last** button to return to the original series you selected.



# Parental Controls

Parental Controls allow you to limit the content viewable on your TV, including live TV, On Demand<sup>SM</sup> and recorded programs. Parental Controls let you restrict access to content based on TV/Movie Ratings, Channels, Titles and Services. You can also select days and times to "lock" access to your TV.

This section provides details on how to set up your Parental Controls Locks PIN and turn Parental Controls on or off using the Contour<sup>®</sup> On-Screen Guide.



## Setting PINs in Parental Controls

### Step 1

Press the **Contour** button on your remote control.

Using the **Right Arrow** button, scroll over to highlight Settings. Press the **OK** button.



### Step 2

Use the **Down Arrow** button to highlight Parental Controls. Press **OK**.

Use the **Down Arrow** button to highlight Parental Control PIN. Press **OK** to select On.



### Step 3

Enter a four-digit Locks PIN of your choosing.

Re-enter the Locks PIN to confirm.



### Step 4

Press the **Exit** key to return to regular TV viewing.

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



# Using the Contour® DVR

Contour customers can record either 2 shows at once or up to 6 shows at once depending on the DVR they have chosen. The Contour advanced DVRs do it all.

## Watch TV in any room

Watch your recordings on any TV in the house. You can even start watching in one room and finish in another.

## Record up to 6 shows at once

Now the whole family can record their favorite shows at once. Record up to 6 shows. Schedule a program, series, personality or sports team to record. Specify record options to end a recording late, record only new episodes or choose channel preferences (like HD).

## Store up to 1,000 shows\*

Enjoy plenty of storage space, enough for hundreds of shows, so you don't have to delete your favorite shows to make room for new ones.

## Pause or rewind live TV

With your Contour DVR, live TV works just like a recording. You can pause what you are watching, rewind it and advance back to live TV using your remote control.

\*Storage capacity based on 1,000 hours of SD programming with Record 6 DVR; capacity varies with mix of HD and SD recordings.



# Pause or Rewind Live TV

## To Pause Live TV:

Press the **Play/Pause** button on the remote to pause the program you are watching. Press the button again to resume watching.

## To Rewind Live TV:

**1** // Press the **Rewind** button

**2** // The DVR creates a buffer of a channel you are watching as long as you remain tuned into that channel. You can rewind up to 90 minutes of standard-definition programming or rewind up to 30 minutes of high-definition programming. The buffer begins when you start watching a channel.

**3** // When you have reached the point from which you wish to start watching, press the **Play/Pause** button

**Note:** You can also use the **Page Down** button to skip 5 minutes back while watching live TV.

## To Fast Forward:

After you have rewound live TV, you can use the **Fast Forward** button to fast forward to a later point in the program, all the way up to what is broadcasting live. You can also use the **Page Up** button to skip 5 minutes forward while watching live TV.

## To Return to Live TV:

After you have paused or rewound live TV, you can return to what is broadcasting live by pressing the **Exit** button.



# Playback Controls for Live TV

Access playback controls for live TV with the **Down Arrow** button.

Press the **Down Arrow** twice; then use the **Left Arrow** and **Right Arrow** buttons to choose a control:

// Go back to the beginning of the program

// For live TV, go back to the beginning of the live TV buffer—the last 90 minutes of a standard-definition channel or the last 30 minutes of a high-definition channel. The buffer begins when you start watching a channel.

// Go back and ahead five minutes

// Rewind, play/pause, fast forward

// Turn Closed Captioning ("CC") on or off

// Go back to live TV (what is broadcasting on a channel now)

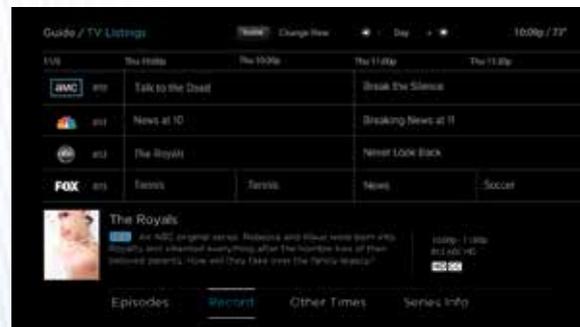


# Record a Program

Use these steps to record a program using your Contour® DVR.

## Step 1

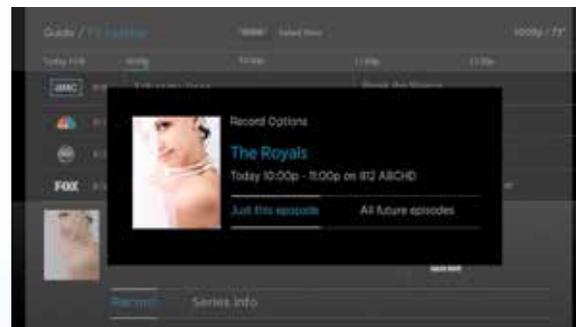
Highlight a program on the Guide screen.



## Step 2

Select the **Record** button on the remote control, or select the Record option on the program's info panel.

Select Just This Episode, and the recording will be set.



# Record a Series

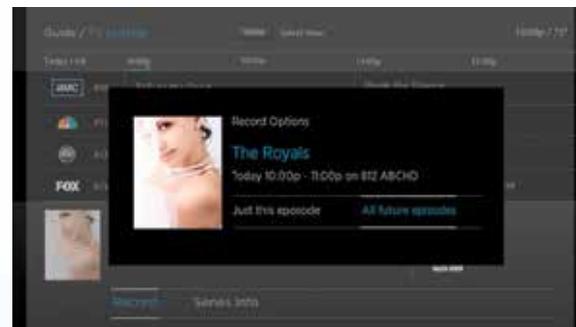
Use these steps to record all episodes of a program using your Contour DVR. Record new episodes or repeats by choosing your channel, start and stop times.

## Step 1

Press the **Guide** button on the remote.

Select a program and press **OK** on the remote.

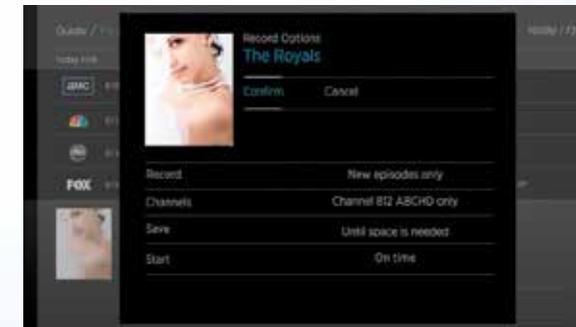
Highlight Record and press **OK**.

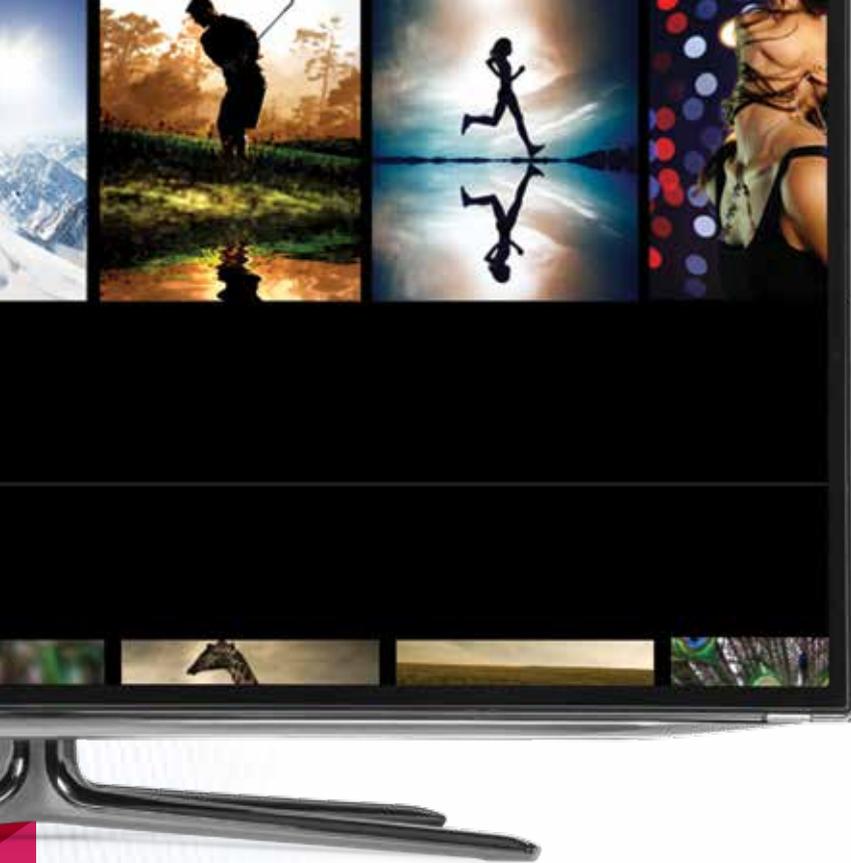


## Step 2

Highlight All Future Episodes and press **OK**.

Highlight Confirm and press **OK**.





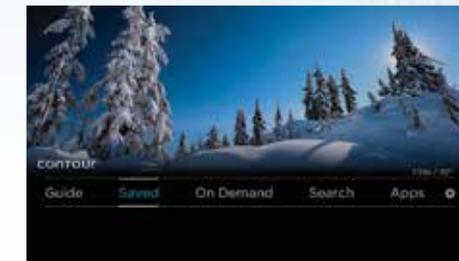
# Watch a Recording

The Contour® DVR allows you to watch your saved recordings at the time that is right for you. Follow the steps to watch a saved recording.

## Step 1

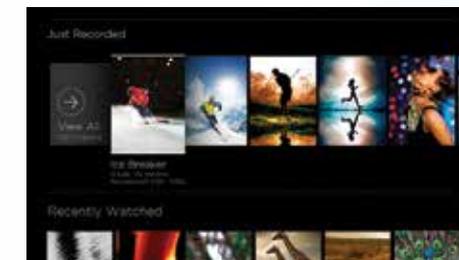
Press the **Contour** button on your remote control.

In the menu, scroll to Saved using the **Left Arrow** and **Right Arrow** buttons on the remote. Press the **OK** button on your remote control.



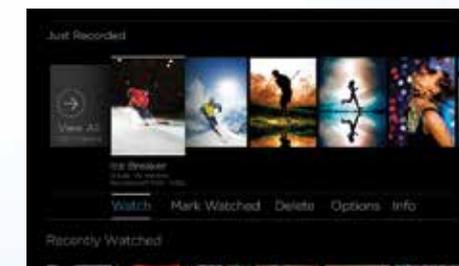
## Step 2

Use the **Up**, **Down**, **Left** and **Right Arrow** buttons on the remote to select a recording, and press **OK** on your remote control.



## Step 3

Scroll to Watch and press **OK**.



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

With On Demand, enjoy instant access to thousands of hit movies, the latest episodes of the top 100 shows and loads of entertainment for the kids.

Use On Demand, browse TV shows and movie titles to find a show to watch instantly. Discover new movies and TV shows in an easy-to-use menu. Or use filters and sorts to narrow your choices.

Options are available to watch in SD or HD.



## Step 1

Press the **Contour** button on your remote control.

Use the **Right Arrow** or **Left Arrow** button to navigate to On Demand, and press the **OK** button on the remote.



## Step 2

Use the **Right Arrow** or **Left Arrow** button to browse through the On Demand options at the top of the screen (Featured, Movies, TV, Kids, Networks, etc.).

Highlight an option and press the **OK** button on the remote.



## Step 3

To select a single program, such as a movie, highlight the program and press the **OK** button on the remote. To select a program that is part of a series, navigate to the desired episode and press **OK**.

Highlight the Watch option and press **OK**.



## Step 4

If the program is available in both High Definition and Standard Definition, you will be prompted to choose the version you wish to view. Use the **Up Arrow** or **Down Arrow** button on the remote to choose your preferred version and press **OK**.



## Step 5

Your program will begin playing. You can use the **Pause/Play** and **Rewind** buttons to stop, restart or rewind the program. For some programs, you can also use the **Fast Forward** button to advance through the program. Or use the **Page Up** button to advance in 10-minute increments.

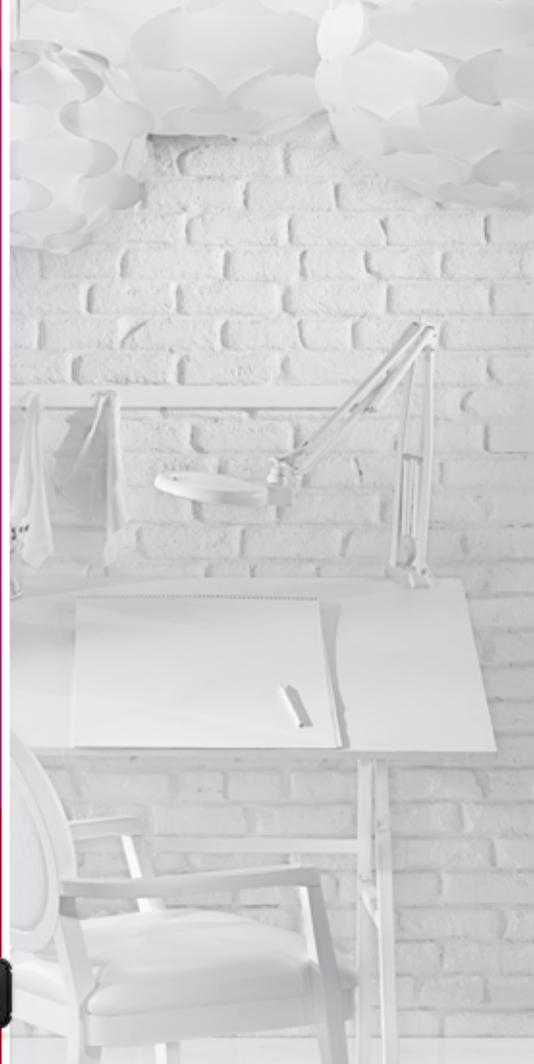
When you are finished watching, press the **Exit** button to exit the program and return to live TV.



**Note:** You can easily access the program again using the **Last** button (if the program is among the last 9 options viewed on your TV) or by accessing the Saved menu, choosing "For You" and accessing the Recently Viewed category. If you have not viewed the entire program, the program can be resumed at the point where you left off.

# Apps Right on Your TV

Access sports scores, weather, traffic, user tips and more right on your TV.



## Sports

Track the scores of multiple games at once and keep up with your favorite teams' schedules, all while watching TV.



## Tips and Tricks

Get additional information on how to get the most from Contour.®



## Weather

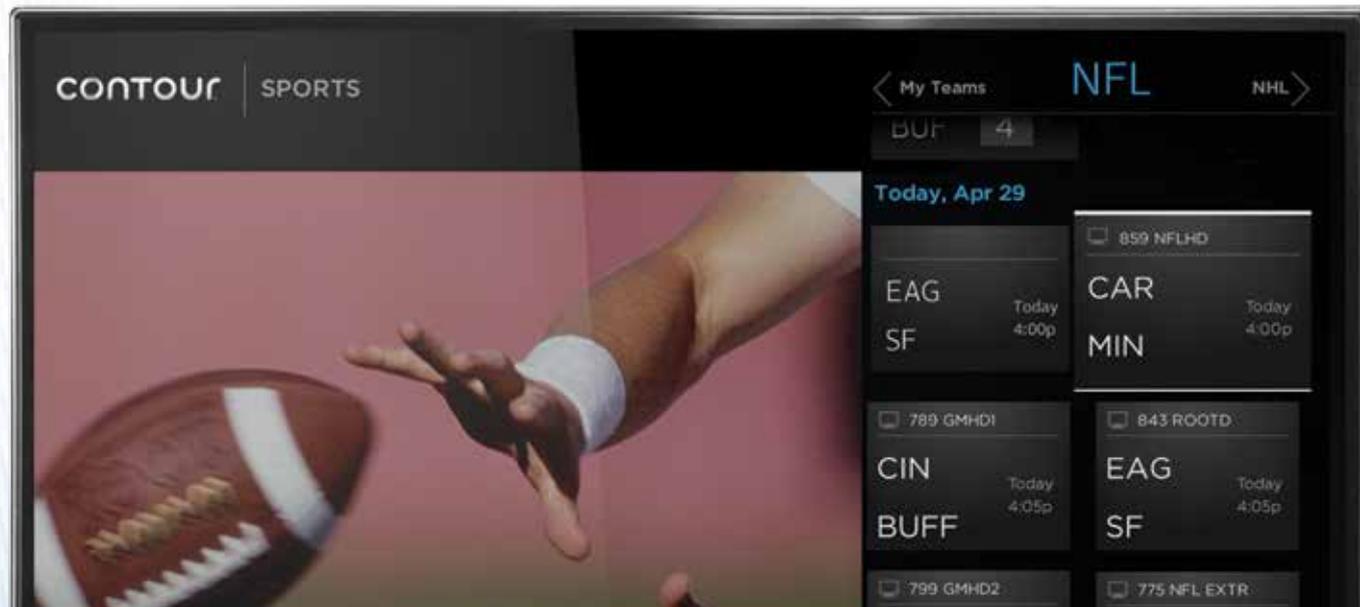
Get the current and extended forecast.



Want to watch TV on your mobile device? Go to [cox.com/tvapps](http://cox.com/tvapps) to learn more.

# Access the Sports App

Using the Sports App with Contour® provides fast and easy access to live games on TV, live scores of all games currently in progress, coverage of games you aren't watching and upcoming game schedules. You can even watch TV and access the Sports App at the same time!



## 2 Methods to Quickly Access the Sports App:

### Method 1

While watching full-screen TV (not using the Guide), press the **C** key on your remote to open the Sports App.

### Method 2

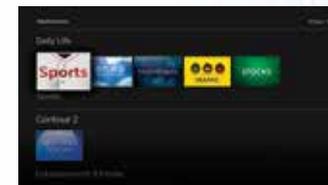
Press the **Contour** button on your remote control.

Using the **Right Arrow** button, scroll to highlight Apps. Press the **OK** button.



Using the **Right Arrow** button, scroll to highlight Sports. Press the **OK** button.

The app will launch on the right-hand side of the screen. You will still be able to view the current live TV channel on the left-hand side of the screen.



Press **Exit** once to return to the Apps menu, or press **Exit** twice to return to standard TV viewing.



QUESTIONS? CALL **(844) 260-0426** OR VISIT **COX.COM/CONTOUR** FOR ACCESS TO VIDEOS, SUPPORT ARTICLES, PRODUCT INFO AND MORE.

# 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 [www.cox.com/support](http://www.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 plugging the power cord either 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.