



CONTOUR[®] from Cox

Welcome to Contour! Contour from Cox lets you watch TV in a way that perfectly fits you by learning what you like and serving up recommendations based on the shows you watch and the choices you make. And now, Contour from Cox also offers personalized music with Pandora[®] and Music Choice Plus.

Experience 100% digital picture and sound and hundreds of channels, including the best in HD. Now you have access to all local channels, TV shopping favorites and popular networks like ESPN, Discovery[®], History Channel[®] and more. Plus, you get 50 Music Choice[®] channels and the ability to watch shows On DEMAND.SM With Contour, your personalized entertainment goes beyond the TV. Watch at home, online or on the go.

Turn On the Entertainment

Contour's innovative features make watching at home, online and on the go more about you than ever before.

Contour® App



A revolutionary app for your iPad® with personalized entertainment options that are just a swipe away. Live TV, On DEMANDSM shows and network apps can all be accessed anywhere in your home.

Contour on Your TV

The Contour Guide learns what you like and brings you new shows that you will love. Look for the green diamonds within the program guide to find the shows recommended just for you, and visit Interactive Services to get personalized music with Pandora® and Music Choice Plus.

Contour and Cox TV Connect* are available to residential customers in Cox service areas. (Access to certain app features varies by service level.) Cox TV Connect requires TV Essential or above, Cox Preferred Internet or above, and a compatible, mobile or tablet device. Access varies by device manufacturer. DOCSIS 3.0 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. Number of devices simultaneously viewing Cox TV Connect and/or Contour app may be limited. STARZ Play requires a subscription to STARZ. HBO GO requires a subscription to HBO. A subscription to Cox TV Essential is required to receive content from Watch Disney, Watch ESPN, TNT and CNN. All TV apps are authenticated services included with your subscription. Minimum connection of 3 Mbps required for HD viewing on laptop. Select titles not available in HD. Minimum 3G connection is required for viewing on mobile devices. All logos are trademarks of their respective owners. iPad® and iPhone® are registered trademarks of Apple Inc. Android and Google are trademarks of Google Inc. Programming subject to change. Apps and live streams available in U.S. only and subject to additional restrictions.



Contour DVR

The Contour DVR gives you storage to hold all your favorites. Choose the optional Record 6 DVR to record six shows at once and store 1,000 hours with one DVR.

TV Everywhere



Start watching shows on your schedule with over 80 networks available on your smartphone, tablet and computer. Plus, many networks allow you to stream live TV wherever there's an Internet connection.

Cox TV Connect®



Watch live TV right on your computer, iPad®, iPhone® or tablet in any room of your house. Now you can take your favorite shows with you and turn any room into a TV room. Choose from over 100 popular channels. You'll never have to miss another minute of your favorite shows on popular networks like Disney® Channel, HGTV, Food Network and many more.

On DEMANDSM

Watch a wide array of shows and movies any time you like, most of them at no additional charge. See primetime 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 primetime shows from your favorite networks with On DEMAND.

*Excluding Oklahoma, Arkansas and Kansas. Cox Advanced TV and a digital receiver or a Cox-provided CableCARD together with a certified compatible CableCARD retail device required to receive On DEMAND programming. On DEMAND may not be available in all areas. Some On DEMAND programming costs extra. Other restrictions may apply.

The TBS, CNN, TNT and CN Cartoon Network logos are trademarks of Turner Broadcasting System, Inc., a Time Warner company. All rights reserved.

Setting Up User Profiles for a Personalized Experience

Up to seven members in your home can create their own Contour® User Profile to access personalized features like:

- // Personal recommendations
- // Individual guide preferences
- // Ability to set favorite channels, connect to your Pandora® account and more!

The User Profile and preferences follow you from the TV to the app. Recommendations are based on the programs each user watches and the programs they Like or Dislike. Just follow the **D** to an experience shaped perfectly for you. Learn more about personalized features on page 26.

How To Set/View the Current User

At the start of each television-watching session on your tablet or TV, select desired User Profile, and take advantage of the personalized experience. In your home, different users can log on to their personalized User Profiles from mobile devices or television sets with a Contour® receiver.

Contour on Your TV:

- // Press the **USER** display the Current user
- // Press the **USER** repeatedly to switch between different users
- // Once desired user is selected, the pop-up screen will disappear

Contour App:

- // Tap the User Profile under the Contour logo at the top of the screen or select 'Settings' in the top bar
- // Profiles open up by default
- // Select 'Switch to another Profile'
- // And choose from the list of the User Profile names

How To Add a New User

Contour on Your TV:

- COX** Select 'Settings' from the menu.
- ▶** Select 'Users' from the Settings Menu. Highlight 'Add New User.'
- SELECT** Press 'Select' to reveal an on-screen keyboard. Use the keyboard to enter a user name—any combination of letters or numbers up to eight characters long.
- B** Press 'B' to continue.
- ▲▼** Highlight a picture.
- SELECT** Select to confirm. The only change will be the appearance of a black dot (●) next to the highlighted picture for your personal User ID.
- B** Press to add user. You will automatically return to the Users menu in the center card.
- ◀** Return to the Settings Menu - OR - **EXIT** Return to live TV.

Contour App:

Note: If you already set up users within the Contour guide on your TV, the app will recognize them and link the User Profile to the app.

- // Open the Contour app
- // Select 'Settings' in the top bar
- // Select 'Other Profiles'
- // And then select 'Create Profile'



THE CONTOUR® APP

Tap, swipe and slide your way to a personalized television experience both in home and on the go!
The Contour app has many features to bring you entertainment while at home or away.

LIVE

Watch live TV on your tablet anywhere in your home. Contour® learns what you like and recommends the new shows you'll love.



Live viewing in your home of over 130 channels

MY LIBRARY

Takes you to your personalized watchlist of shows and movies and easy access to the TV network apps you've downloaded that are included with your service.



Access shows and content from network apps and your personalized watchlist of shows and movies



Watch TV from more than 30 providers by using network TV apps from HBO®, TBS™, TNT™, ESPN, CNN®, Disney® and more with the majority of providers offering live streaming video anywhere

ON DEMAND

Watch thousands of On DEMANDSM movies and shows anywhere in your home.



On DEMAND viewing in the home of 1,000s of movies and shows



Go to the On DEMAND section of the Contour app to view available network apps. Once downloaded, these apps will appear in the My Library section



In Home



On the Go

Supporting Devices

// iPad® 2.0 and newer including iPad® Mini. iOS 6.x+ required // Google Nexus and Samsung Galaxy tablets with OS 4.2 or higher



Three Simple Steps to Get the Contour® App

Step 1: Search 'Cox' or 'Contour' to download the free app.



Step 2: Sign in with your Cox Primary User ID and Password.
Don't have a User ID and Password?
Please reference page 4.

Step 3: Watch the introduction video when you go into the app for the very first time to help you get started.

Contour App Tips

- // Schedule your DVR recordings from the Contour app by selecting a show and tapping 'Record.'
- // Want to get the big picture? Under the same User Profile, find a show on your tablet and send it to the big screen with just one tap.

Contour® On Your TV

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 program guide and menu screens.

7 // Page up or down while in the Guide.

8 // Access additional options while using the Guide or Menu.

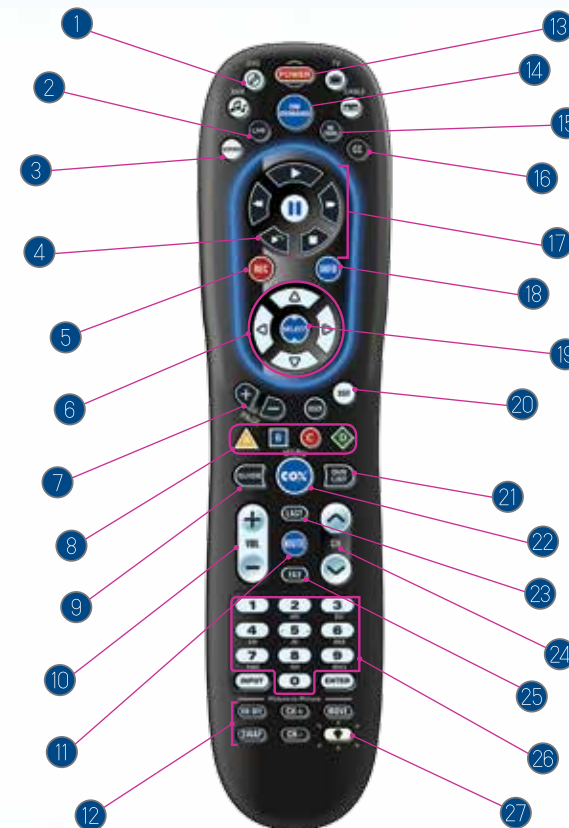
9 // Display all the programs available to view.

10 // Raise or lower the volume.

11 // Mute the volume completely.

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 // Access On DEMAND™ programming with one click. (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.

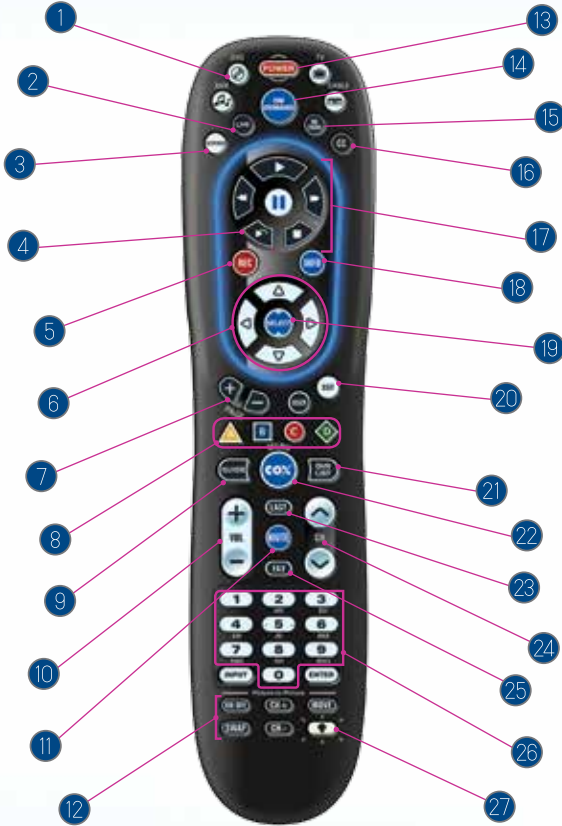
17 // Control the DVR. (These keys are also used to control a DVD or VCR.)

18 // Display additional information about the program you selected.

19 // Choose a highlighted program or menu option.

Master Your Remote Control–Continued

- 20** // Return to watching a program when using the Guide or Menu.
- 21** // View personal show recommendations with Contour.®
- 22** // Display a listing of programs that have been recorded.
- 23** // Access various program and interactive options, including Pandora® and Music Choice.®
- 24** // Tune to the last channel.
- 25** // Change the channel on the selected device.
- 26** // Cycle through the favorite channels you stored in the cable receiver.
- 27** // Manually select a channel to be watched. These keys are also used for programming the remote control.
- 28** // Turn on the back lighting.



Say Goodbye to Remote Control Clutter.

Your Cox remote not only controls your receiver, but it can also 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 be automatically saved.

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

Remote Support: www.remotes.cox.com

Contour® On Your TV

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 completely, press 

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



To activate your receiver, go to www.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.

Contour® On Your TV






Using the Guide

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

Information About Shows

-  Display the Channel Banner
-  Press again to display extended program 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 channels one page at a time







Find Shows by Time/Date

Browse by Time







-  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, Press  within two seconds









Find Shows by Theme

-  Press to display the Guide
-  Press multiple times to access Theme View
-  Highlight desired theme and press  to enter
-  Scroll through programs
-  View selected program




Find Shows by Title

-  Press to display the Guide. Then:
 -  Press to display the Search Menu
 - // Highlight 'Search by Title'
 -  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
 -  View selected program



Helpful Hints

- // Press  to toggle the Guide View between the view options.
- // You can search for shows and movies up to two weeks in advance.

Contour® On Your TV

Personalize Your TV Experience


Personalized Show Recommendations

Recommendations are based on the programs each user watches and the programs they Like or Dislike. Follow the green diamonds to a TV experience shaped perfectly to you.

Three Ways to Access Recommendations

View All Recommendations

// Press  and  to highlight 'Recommendations,' then press  or .

// From the Guide, press 
▶ indicates the show is available On DEMAND*

You can browse recommendations that are On Now (currently airing), on Later Today (until 11:59 pm that day) or in the Next Days (airing in the next several days).

View On DEMAND Recommendations


// From the On DEMANDSM menu, highlight 'Recommended For You' to see only On DEMAND recommended programs

*On DEMAND shows that have a '\$' next to them are available to purchase for a fee.



How to Like or Dislike a Program



Liking or disliking programs helps the Contour program guide find more programs that match your personal preference.

After selecting a program from the Guide or Recommendations Menu, highlight and press  to 'Like' or 'Dislike'.

Personalized Music

Pandora® allows you to enter a favorite artist, track, comedian or genre and create a personalized station that plays their music and more like it.

The Music Choice® application allows you to watch your favorite music videos offered by Music Choice On DEMAND on your TV through your Contour receiver.

To activate Pandora or launch Music Choice, press  on your Cox remote control and scroll down to the Interactive Services Menu and press .

PANDORA®








Guide View

Change the Guide's appearance to give you a more personalized experience.

You can change the Guide view by following these easy steps:

How to Change the Guide View

-  Select 'Settings' from the menu
-  Select 'Guide Options'
-  Select 'Default Guide View'
- Use  to highlight your choice
-  Select your desired Guide View display

Guide View Options:

Grid View (default)

List View

Theme View

List HDTV

Channels View

List Favorite Channels View




List Zone Channels View


Press  and a white dot will appear next to your selected view.


See the Channels You Want to See

Create personalized channel lists and set the channel that will appear when you turn on the TV.

How to Set Favorite Channels


-  Select 'Settings' from the menu.
-  Select 'Channels' from the Settings Menu.
-  Select 'Set Favorite Channels'.

Use the  buttons to highlight channels—or enter the channel number to move directly to that channel in the list.

Press  and a checkmark will appear next to the channel. Continue highlighting and selecting Favorites until you have completed your list.

Helpful Hints

// Scroll through your Favorite Channels any time by pressing the  button.

// You can unselect a Favorite Channel by moving the highlight bar to that channel and pressing . The checkmark will disappear.

Contour® On Your TV

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

 Display Settings

Establish a Parental Controls PIN

 Highlight 'Parental Controls'

 Set Parental Controls PIN

 Set PIN


Follow the on-screen instructions to set your Parental Control PIN



Customize Parental Control Settings

 Display Settings

 Highlight 'Parental Controls' and select 'Parental Locks'

 Highlight a category such as 'Lock Channels' or 'Lock Ratings'

 Display category options

 Highlight an option

 Select the option to lock or unlock



Activate Parental Control Settings

 Display Settings

 Highlight 'Parental Controls'

 Display category options

 Select 'Parental Locks'

 Select 'On' in Locking status menu

 Press and enter your PIN

Important Information

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

1 // Power receiver off, then on again

OR

2 // Manually turn 'Parental Controls' back on:

- Go to 'Settings'
- Select 'Parental Controls'
- Select 'Parental Locks'
- Select 'On' and enter PIN. After you enter your PIN, all blocks will be restored.

NOTE: You can also set up a Purchase PIN that will allow you to control access to On DEMAND™ and Pay-Per-View. To set up a Purchase PIN, select 'Set Purchase PIN' from the Parental Controls Menu.

Previously setup PINs will remain the same. If you have not previously set up a PIN, there may be a default pin of **0000**.

Contour® On Your TV

Watch TV on your schedule with On DEMANDSM from Cox^{*}

- // Get a wide variety of FREE On DEMAND shows and movies you can access anytime
- // Watch primetime shows the day after they air
- // Access more than 10,000 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 a digital receiver 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 may apply.

TV

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

Music

Enjoy hundreds of Music Videos, Karaoke, Concerts and more all On DEMAND.

Premiums

If you subscribe to **HBO®**, **SHOWTIME®**, **STARZ®** or **Cinemax®**, you can access the movies, series or documentaries on those channels at any time.

Kids

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

Movies

Enjoy tons of movies starting as low as \$1.00. Many new releases also available weeks before Netflix or Redbox.

Events

Get hard-hitting action with some of your favorite Wrestling, Martial Arts and Concert events.

Contour® On Your TV

Accessing On DEMANDSM 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

Contour® DVR








Watch, Rewind and Record with DVR

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














Record Live TV

-  Display recording settings
-  Highlight a recording option
-  Confirm recording selection






Schedule a Recording


-  Display the Guide
-  Highlight a channel
-  Highlight a future time
-  Select 'Record'
-  Highlight a recording option
-  Select to schedule the recording
-  Confirm recording selection

Find Shows by Title

-  Press to display the Guide, then press  to display the Search Menu
- OR
-  Press 'Menu' and  to select 'Search'
- THEN
-  Highlight keyword or title search option and press 
-  Highlight a letter and press  to enter the letter
(Keep entering letters until your keyword or title search finds results.)
-  Press until keyword or title list is active
-  Highlight a folder, then press  to expand
-  Highlight a title
-  Press for viewing options





Play Recorded Shows






-  Display the saved shows list
-  Highlight 'Recorded Programs'
-  Select the program
-  Display saved shows options
-  Select 'Watch Now'

NOTE: You can save frequent keyword searches. After typing in one or more keywords, press the  to save the search.











To Resume Watching a Show

-  Display the 'Recorded Programs' list
-  Highlight a show to resume
-  Display saved show options
-  Resume playback

-  // Return to viewing live TV
-  // Control the DVR or selected VOD event
-  // Replay the last seven seconds of a recorded program
-  // Instantly start recording live TV
-  // Display a listing of programs that have been recorded, view scheduled recordings and manage scheduled series recordings

Manage Scheduled Recording

-  Display saved shows
-  Display scheduled recordings
-  Highlight a show
-  Select to display show options
-  Display 'Edit Record Options'
-  Highlight an option
-  Modify an option
-  Accept the changes and continue





Contour® DVR




Series Manager

Stay on top of all your favorite series with Series Manager.

Access Series Manager







-  Display saved shows
-  Display Series Manager

Priority Options






-  Press to modify series priority
-  Use arrows to modify series priority
-  Accept the changes and continue

THEN

Recording Options

-  Highlight a series
-  Select series to display options
-  Select 'Edit Record Options'
-  Highlight an option
-  Select any combination of episodes, channels and airtimes
-  Accept the changes and continue

Cancel a Series Recording

-  Highlight a series
-  Select series to display options
-  Highlight 'Cancel Series Recording'
-  Select 'Cancel Series Confirmation'
-  Accept the changes and continue

Contour® DVR

Record 6 DVR

With Record 6 DVR, you can record any six shows at once and store up to 1,000 hours of programming.

If you have your Record 6 DVR set up for a whole home network, family members can watch saved programs from any television set with a receiver in your home—even those not directly connected to a DVR. Up to three Record 6 DVRs can be networked together with any combination of DVRs or HD receivers, as long as there is at least one Record 6 DVR.

Use Any TV Connected to Your Record 6 Whole Home DVR Network to:

- // Play a recorded program
- // Replay favorite scenes of a recorded program
- // Fast-forward to the next scene of a recorded program
- // Delete the program when you have finished
- // Set up a new recording
- // Start watching a show in one room and resume in another
- // Pause live TV from any TV

Multiple DVRs

You can now have up to three Record 6 DVRs in your home network with Whole Home DVR from Cox.

- // Each Record 6 DVR you add will provide you with extra space for your recordings and the ability to record up to 6 shows at once and store up to 1,000 hours of programming per Record 6 DVR receiver.
- // If you have multiple DVRs in your network, you will have the option to select a DVR where the recordings will be scheduled under the 'Record To' option in the DVR menu.













Naming Your DVRs

With multiple DVRs, it is recommended that you name your DVRs so you can easily identify them when you schedule recordings. You can name your receivers in the Settings Menu.


Pausing Live TV On Non-DVR Receivers

With Record 6 Whole Home DVR, you can now pause live TV on non-DVR receivers in your home network. Once a program is paused, you can also fast-forward and rewind that program.

To Turn 'Pause Live TV' On or Off:

- // Press  or  to open the Receivers menu in the center card
- // Use  to highlight 'DVR Network' and press  or 
- // Use  to highlight 'Pause Live TV' and press  or 
- // Use  to highlight 'On' or 'Off' and press  to make the change

Helpful Hints

- // You can control paused live TV continuously for a period of three hours. If you perform a VCR-like control function during the three-hour period, then that time period is reset for another three hours.
- // When you pause a program on a non-DVR receiver, you can rewind only to the point where the program was paused.
- // The option to turn 'Pause Live TV' on and off is only available on non-DVR receivers. Pausing live TV is always available on DVR receivers.
- // Go too far when you're trying to skip through commercials on a recorded program? Use the  on your remote to automatically rewind exactly seven seconds.
- // You can only rewind live TV back to the time you started watching the channel.

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 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.