



# 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, TV shopping favorites and popular networks like ESPN, Discovery,<sup>®</sup> History Channel,<sup>®</sup> A&E<sup>®</sup> and more. Plus, 50 Music Choice channels, an on-screen guide, and the ability to watch shows On DEMAND<sup>SM</sup> and on the go.



# Turn On the Entertainment

Your Cox Advanced TV subscription comes with these great features:

## TV Everywhere

Watch shows wherever you are on your smartphone, tablet or computer. Over 80 popular networks available, with many including live TV streaming.



## Contour® App

A revolutionary app for your tablet, with personalized entertainment options that are just a swipe away. Live TV, On DEMAND<sup>SM</sup> shows and network apps can all be accessed anywhere in your home.



CONTOUR

## Cox TV Connect

Watch live TV right on your computer, iPad®, iPhone® or tablet in any room of your house. Now you can 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.



## 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. In most areas, HD channels are located in the 1000s\*—see your included lineup for channel locations in your area.

## On DEMAND<sup>SM</sup>

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.

\*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®, 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.

\*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 apply.

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

# 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.

 In Home

 On the Go

## 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 DEMAND<sup>SM</sup> 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

## 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

- Create up to seven User Profiles in the settings menu of the app so everyone can receive their own personal recommendations.
- Switch User Profiles within the Contour app by tapping on the name under the Contour logo at the top of the screen or go to settings!
- Schedule your DVR recordings from the Contour app by selecting a show and tapping 'Record'.

### Experience More

Call us today to get Contour from Cox on your TV and get these great features:

// A complete TV viewing experience with personalized recommendations that follow you from your TV to your tablet.

// With a push of a button send a show on your app to your TV

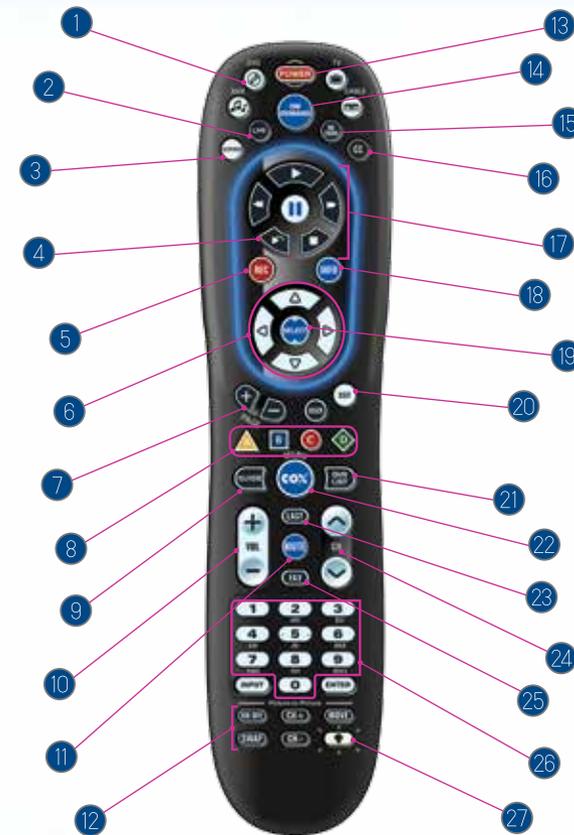
// Optional Record 6 DVR service

// Slick guide

# 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.

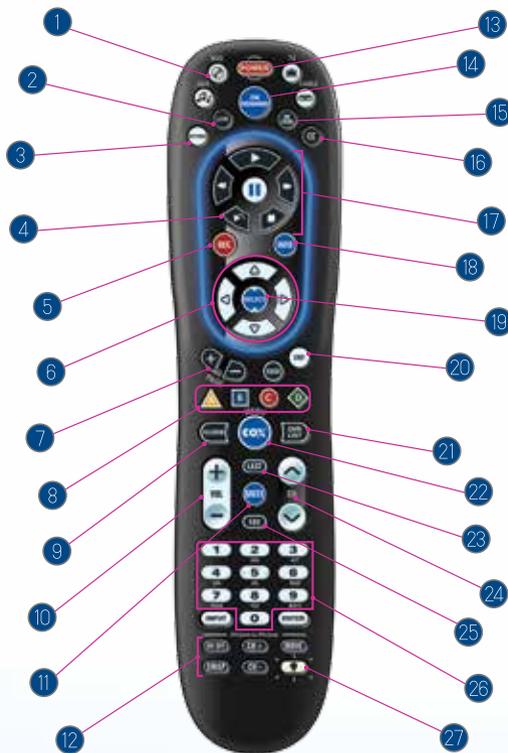
- 8** // Access additional options while using the Guide or menu.
- 9** // Display all the programs available to view.
- 10** // Raise or lower the volume.
- 11** // Mute the volume completely.
- 12** // Control the Picture In Picture functionality of the digital receiver or TV (not available on all 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** // 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, it can also be programmed to control your TV, DVD player, VCR or Audio receiver.

### Quick-Start Remote Set-Up

- 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](http://www.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 completely, press 

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



**To activate your receiver, go to [www.cox.com/activate](http://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.

# 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
- 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 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

- Push to display the guide. Then either:
  - Press the C button to display the Search Menu
  - Push 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
  - 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

-  Display 'Quick Settings'
-  Display more settings for all settings options

## Establish a Parental Control PIN

-  Highlight 'Parental Controls.' Then either:
  - Highlight 'Change PIN'
    - // Enter your previously setup PIN, default PIN is 0000
    - // Set up new PIN. You will enter 4-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 4-digit PIN twice.

## Customize Parental Control Settings

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

-  Display 'Quick Settings'
-  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 setup 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 [welcome.cox.com](http://welcome.cox.com).

## Activate Parental Control Settings

-  Display 'Quick Settings'
-  Highlight 'Activate Parental Controls'
-  Press 'Select' and enter your PIN
-  Accept a confirmation



## Create a Purchase PIN

-  Display 'Quick Settings'
-  Display more settings for all settings options
-  Highlight 'Purchasing'
-  Display status/option list. Then either:
  -  Select 'Locking Status'
  -  Highlight 'Enable'
  -  Select 'Enable' and enter your PIN.
    - Depending on box type:
      -  or  to accept confirmation
-  Display 'Locking Status Options'
-  Highlight 'On'
-  Set up a PIN. Enter 4-digit PIN number twice.
  - Depending on box type:
    -  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

-  Display recording settings
-  Highlight a recording option
-  Select option
-  Accept the options (if asked)

## Schedule a Recording

-  Display the guide
-  Highlight a channel
-  Highlight a future time
-  Display recording options
-  Highlight a recording option
-  Select to schedule the recording
-  Accept the options (if asked)

## Manage Scheduled Recordings

Depending on box type, you will either:

-  Display saved shows
-  Display scheduled recordings
-  Highlight a show

OR

-  Display saved shows
-  Display recording list options
-  Highlight 'Scheduled recordings'
-  Highlight a show

THEN

-  Display show options
-  Display recording options
-  Highlight an option
-  Modify an option
-  Accept the changes and continue



## To Resume Watching a Show

-  Display the saved shows list
-  Highlight a show to resume
-  Display saved show options
-  Resume playback

## DVR Remote Quick Tips

- 1** // Return to viewing live TV
- 2** // Control the DVR or selected VOD 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

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

## Access Series Manager

 Display saved shows

THEN

-  C Display 'Series Manager'
-  Highlight 'Series Manager'

OR

-  Display recording list options
-  Highlight 'Series Manager'
-  Display series recordings
-  Highlight a series
-  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
-  Accept the changes and continue

## Cancel a Series Recording

EITHER

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

OR

-  Select display cancel series recording
-  Cancel

## Repeat Options

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

# Watch TV On Your Schedule with On DEMAND<sup>SM</sup> from Cox\*

- // Get a wide variety of FREE On DEMAND shows and movies you can access any time
- // 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 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 Disney<sup>®</sup> Channel, Nickelodeon, Discovery,<sup>®</sup> 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<sup>®</sup>**, **SHOWTIME<sup>®</sup>**, **STARZ<sup>®</sup>** or **Cinemax<sup>®</sup>**, 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.

# Accessing On DEMAND<sup>SM</sup> is Easy

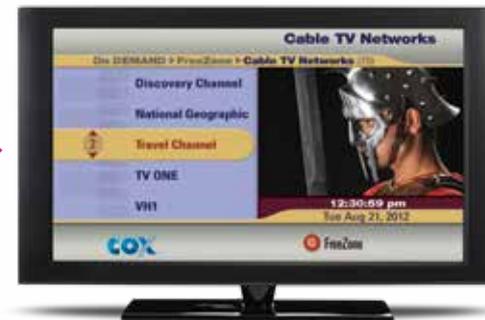
1 // Go to Channel 1 or press 



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 [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 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.