



COX Next Generation Contour Client Instructions

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Instructions Next Generation Contour Client

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Getting started is easy.

Here's what's in your kit:



Power cord



Coax cable



HDMI cable



Voice Remote



Next Generation Contour Client Box

And here's what you'll need:

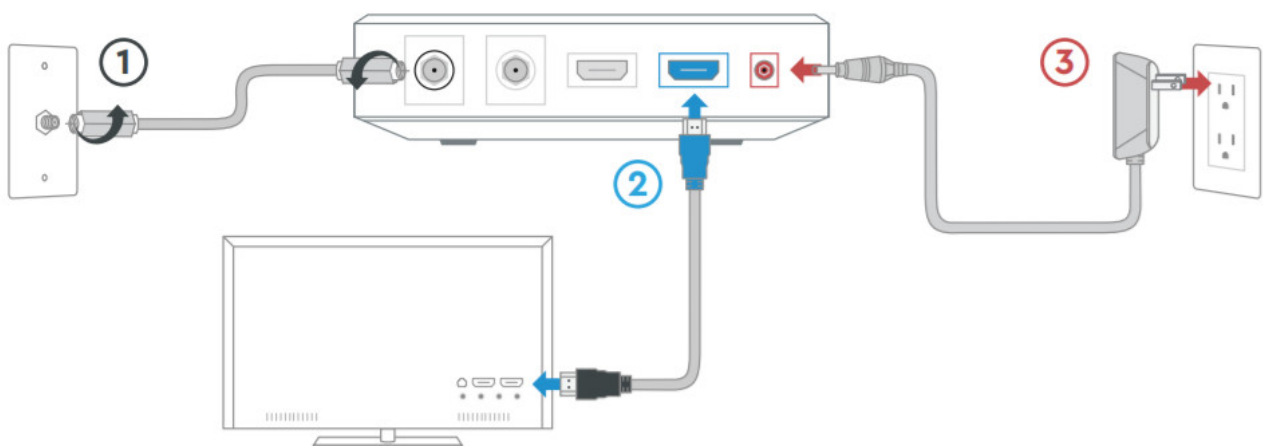


Your original TV remote



TV

Here's what to do:



IMPORTANT: You must have a Next Generation Contour Host box already installed before continuing this installation.

1. Plug in the Contour Client box

First, connect the **coax cable** 1 to an active cable outlet and to the Contour Client box.

Then connect the **HDMI cord** 2 to your TV and the Contour Client box.

Lastly, connect the **power cord**  to an electrical outlet and the Contour Client box. This will power it on.

TIP: Plug the coax cable into a centrally located cable outlet or use the same outlet where the old device was connected.

2. Activate the Contour Client box

Turn on your TV. Then using your **original TV remote**, press the source or input button and select the correct **HDMI connection**.

You'll be prompted to follow **on-screen instructions**. Then hang tight for a few minutes for the activation to finish.

3. Set up your new Voice remote

Simply follow the **on-screen instructions** to set up your new Voice remote.

When you see "All Set", press OK.

We're here to help.

FAQs

Why isn't my Contour Client box working?

Try rebooting— just unplug the power cord from the wall, wait 10 seconds, then plug it back in. It may take a few minutes to reset. Make sure all of the connections are tight and completely plugged in. Also, ensure your Next Generation Contour Host box is working properly.

How do I fix a "No Input" message on my TV?

The input/source might not be set correctly. Press the "input" or "source" button on your TV remote until you select the HDMI connection that matches the port your HDMI cable is plugged into on your TV.

Where can I view my channel lineup?

Go to Coxbusiness.com → Small Business → TV → TV Channel Lineup.






Can I make the text on the Guide larger?

Yes, just press the "B" button on your Voice remote and select "Enhanced Text Readability". Then press "OK" to toggle the setting on and make the font larger.

Where can I find help for my Voice remote?

Press the "A" button for quick access to tutorials and for the Help screen.

Go to Cox.com/business/support/remote-control-user-guides.html for more support and troubleshooting.

	TEXT: message an agent at 36009
	WEB: Coxbusiness.com/selfinstall
	CHAT: live chat on Coxbusiness.com/chat
	CALL: 1-844-208-3743
	ACCESSIBILITY: Cox.com/accessibility



Help us send zero waste to landfill by recycling the kit once you're finished. It's made with 100% recyclable materials.

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Documents / Resources



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