



Wireless 4K Contour Stream Player User Manual

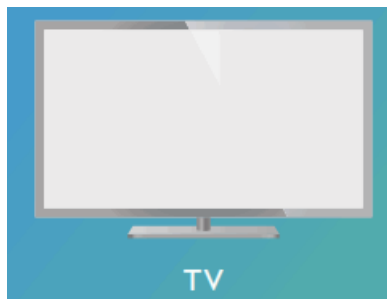
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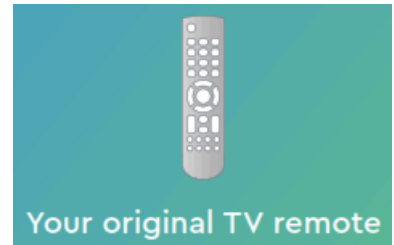
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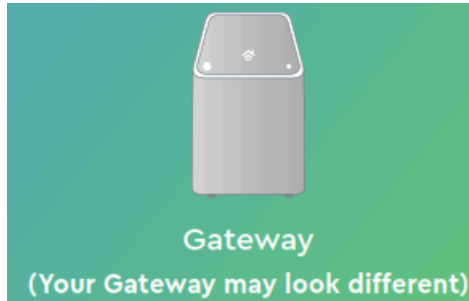
[What you'll need](#)



TV



Your original TV remote



Gateway

(Your Gateway may look different)

What's inside



Quick start instructions,
Troubleshooting tips & FAQs



Power cord



HDMI cable



Wireless 4K Contour Stream Player



Voice remote

Quick start instructions

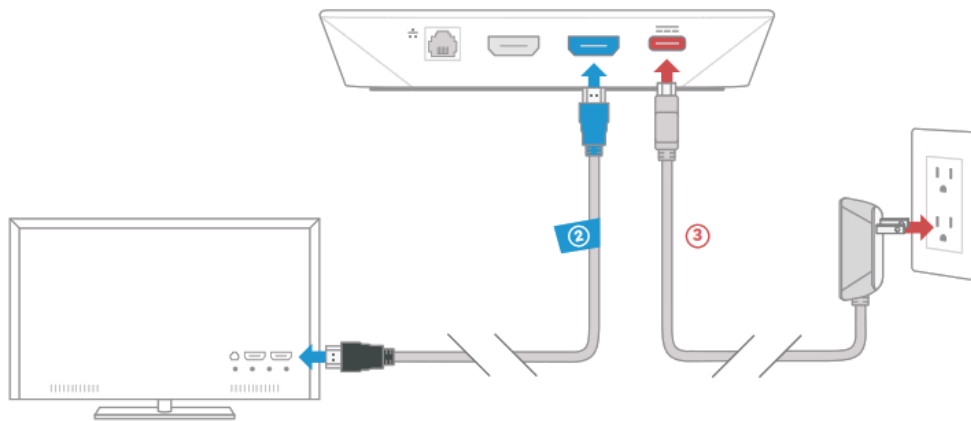
A Plug in your Contour Stream Player

We recommend you use the new cables included in your kit.

1 First, make sure that your Gateway is installed and that the is **internet working**. They both need to be up and running before continuing this installation.

Then, plug the blue end of the HDMI cable **2** into the HDMI port on the back of your Contour Stream Player and plug the other black end into the desired HDMI port on your TV. Make note of which TV HDMI port you plug it into.

Lastly, connect the **power cord** 3 into the power port on the back of your Contour Stream Player and plug the other end into an electrical outlet. This will power it on. Also, make sure the electrical outlet isn't connected to a dimmer.



B Activate your Contour Stream Player

Start by turning on your **TV**.

Using the **source** or **input** button on your original TV remote, select the HDMI connection that matches the HDMI port you plugged the cable into earlier.

You'll be prompted to follow **on-screen instructions**.

Then hang tight for a few minutes for the activation of your Contour box to finish.

C Set up your Voice remote

Simply follow the **on-screen instructions** to set up your new **Voice remote**. When you see "**All Set**", press **OK**.

For help programming and troubleshooting your remote, visit Cox.com/remote-help. For quick how-to videos, go to Cox.com/support. Check out the enclosed troubleshooting tips and FAQs card for more information.

Troubleshooting tips & FAQs



- Your Welcome Guide walks you through how to use your Contour Stream Player. We suggest keeping it handy for easy reference.
- For quick access to tutorials, check out the Help screen on your Contour guide by pressing the "A" button on your Voice remote.
- Visit Cox.com/learn for information on getting the most out of your service.



- On DemandSM: lets you watch movies and your favorite shows on your schedule. See the Welcome Guide for details.
- Channel Lineup: Did you subscribe to a package with live channels? If so, you can view your channel lineup at Cox.com → Products → TV Channel Lineup. Bookmark this page or print it for easy reference.
- Gateway: provides the functionality of a WiFi router, internet cable modem, and voice modem all in a single device.



Frequently asked questions

Why am I receiving a “No Input” message on my TV and not seeing a picture?

The input/source on your TV might not be set up correctly. Not to worry, there’s a quick fix. Just 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.

I’m having trouble reading the guide...Can I make the text larger?

Yes, you can. There’s an option to change the text size in the settings that come with your Contour Stream Player. Using your Voice remote, press the “B” button and follow these steps: Enhanced Text Readability → press “OK” → toggle the setting on/off by pressing “OK” or “Cancel” to keep it as is. When it’s turned on, the Contour Guide will display four rows of guide listings, making the font larger. Seeing is believing.

Why isn’t my Voice remote changing the volume on my TV?

It could be a couple of things. First, check that the input/source on your TV is set up correctly. If your remote still doesn’t control your TV, you may need to set up your remote again: press the “A” button on your Voice remote → Remote Setup → follow the steps on-screen.

Why isn’t my Contour Stream Player working?

A quick reboot might fix it– just unplug the power cord from the wall, wait about 20 seconds, then plug it back in. It may take up to 10 minutes to fully reset. If rebooting your Contour Stream Player doesn’t resolve your issue, try rebooting your Gateway by following the same steps you did when rebooting your Contour Stream Player.

Can I move my Contour Stream Player to a different location?

Yes, you can move it as long as it maintains a strong connection to your Gateway. Also, ensure that the Contour Stream Player isn’t directly exposed to rain and harsh temperatures.

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WEB: www.Cox.com/support, www.Cox.com/learn

CHAT: text an agent at 54512 or live chat on Cox.com/chat

CALL: 1–888–556–1193

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