MINI
BOX

Easy Setup Guide

Welcome.

Thank you for going all digital with Cox and
taking your TV viewing experience to the next level.

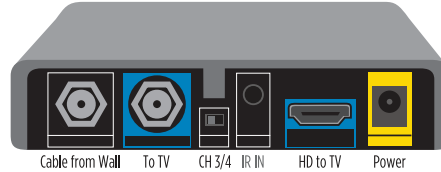**Just follow the 4 steps in this Easy Setup Guide.**

**For future reference and
faster support, please
write down the numbers
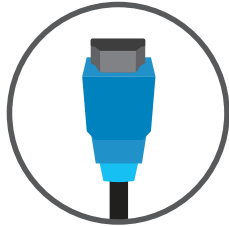found on the bottom of
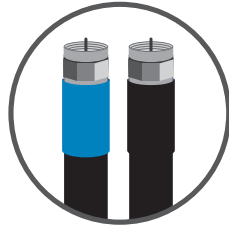the mini box.**

MAC Address:

Serial #:
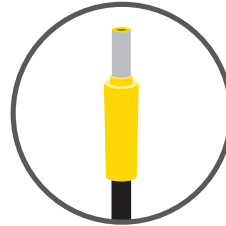
Model #:

Kit includes:

MINI BOX

Digital adapter

Cable from Wall   To TV   CH 3/4   IR IN   HD to TV   Power

HDMI Cable

Provides a high-def signal to TV

COAX Cables

Provides a basic signal to TV (Qty. 2)

Power Cord

Powers the mini box

Remote Control

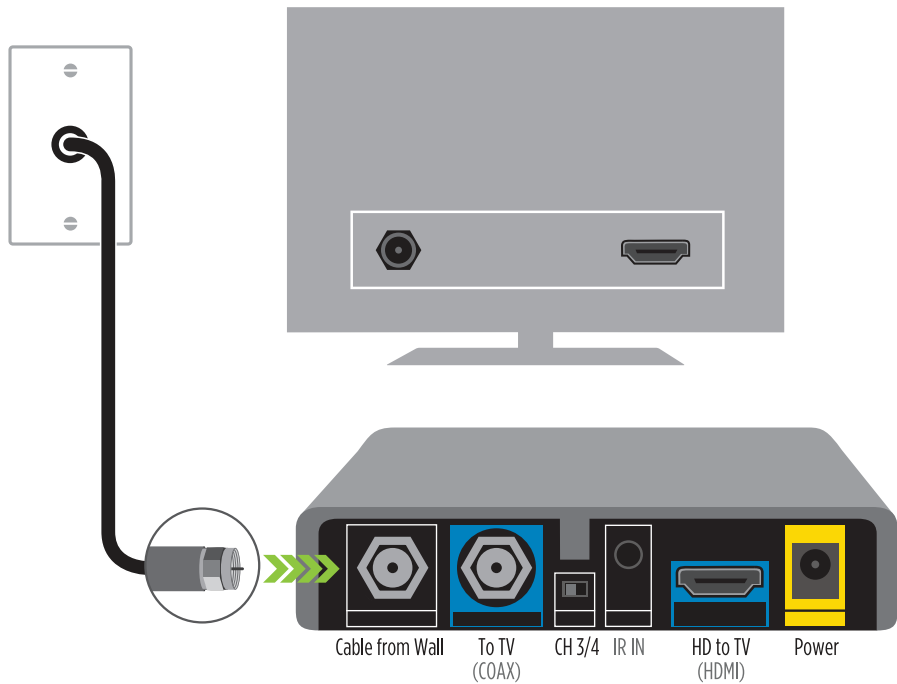Controls the mini box and can turn your TV OFF and ON

1

Take a deep breath. You can do this! We're with you every step of the way.

Turn off the TV

Remove the **BLACK COAX Cable** found in tray 1

Connect the **BLACK COAX Cable** to the port on the back of the mini box labeled **Cable from Wall**

Connect the other end of the **BLACK COAX Cable** to the wall outlet

Cable from Wall   To TV   CH 3/4   IR IN   HD to TV   Power
                   (COAX)   (HDMI)

2

It's time to play detective. Does your TV have an HDMI port?

On the back of the TV, look for a port labeled **HDMI**

NOTE: Most high-definition TVs should have this port.
TVs purchased before 2004 generally will not. If the
TV does not have an HDMI port, please turn the page.

If the TV has an HDMI port:

Connect the **BLUE HDMI Cable** to the port
on the back of the mini box labeled **HD to TV**

Connect the other end of the **BLUE HDMI Cable**
to the HDMI port on the back of the TV

HDMI

Cable from Wall | To TV (COAX) | CH 3/4 | IR IN | HD to TV (HDMI) | Power
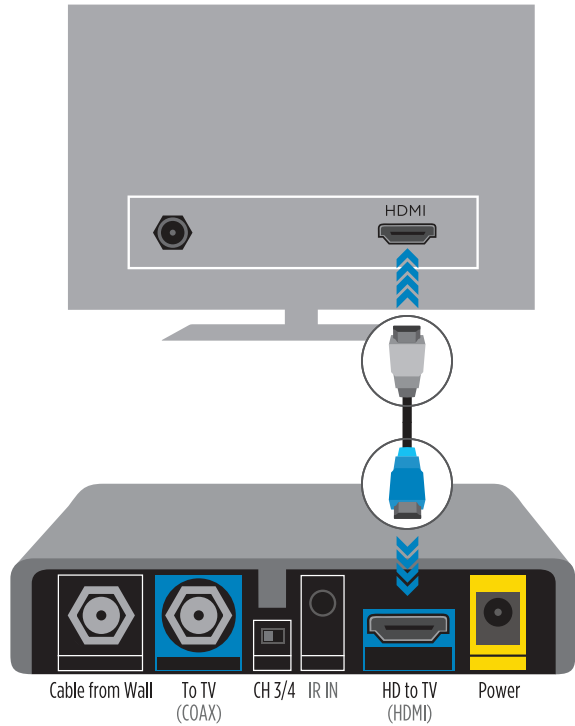
Skip this page if you have already plugged in your HDMI Cable. Really, you can skip it.

If the TV does NOT have an HDMI port:

Open the plastic bag found in tray 2

Connect the **BLUE COAX Cable** to the port on the back of the mini box labeled **To TV**

Connect the other end of the **BLUE COAX Cable** to the COAX port on the back of the TV

NOTE: Choose either the BLUE HDMI Cable or the BLUE COAX Cable. **Do not use both.**

COAX

Cable from Wall   To TV
(COAX)   CH 3/4   IR IN   HD to TV
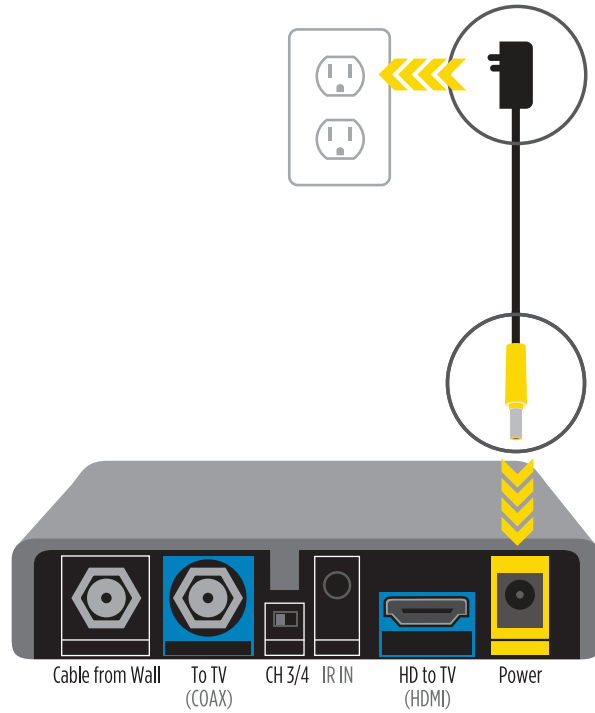(HDMI)   Power
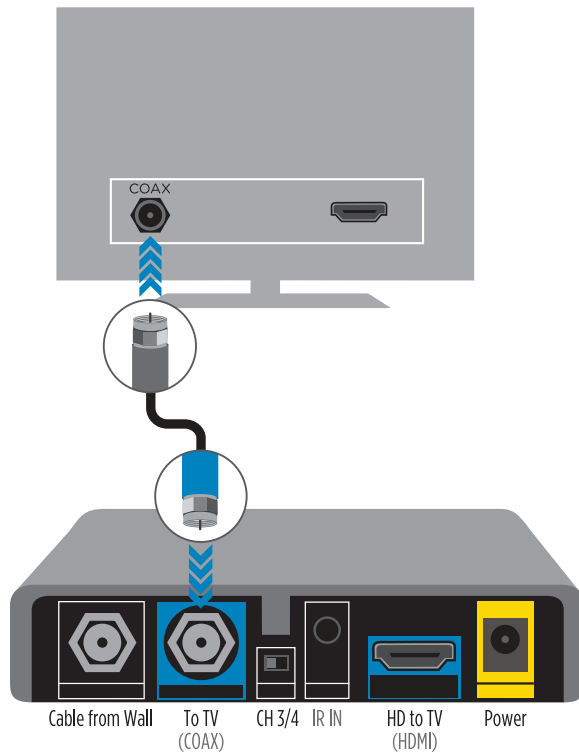
3 **Way to go! You're almost there.**

Connect the **YELLOW POWER Cord** into the yellow **POWER** port on the back of the mini box

Plug the other end into the wall

NOTE: The green light should start flashing on the front of the mini box.

Cable from Wall   To TV   CH 3/4   IR IN   HD to TV   Power
                  (COAX)   (HDMI)

4

It's time to program your new mini box remote to work with your TV.

Turn on your TV

Press and hold ⚫ (SETUP) until (POWER) blinks twice, then release
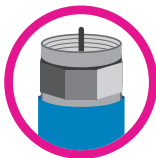
Press and release (POWER)

Press and hold down (SELECT) until device turns off, then release

If the mini box will not power on/off your TV see page 15 for more information

IF YOU USED THE HDMI CABLE IN STEP 2:

Using the mini box remote, press ⬤ (INPUT) and select **HDMI***

IF YOU USED THE COAX CABLE IN STEP 2:

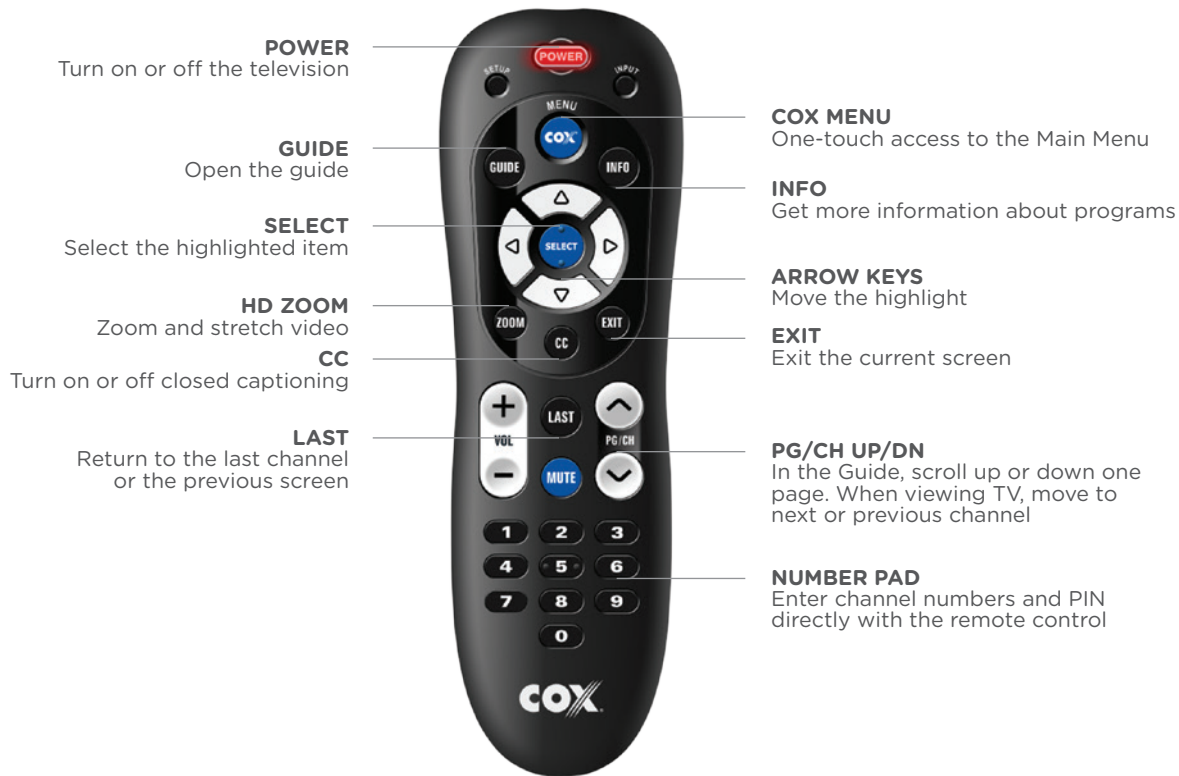Using your existing TV remote, turn your TV to channel 3

Make sure the **CH 3/4 switch** on the back of the mini box is set to 3

NOTE: If you do not see video or the on-screen guide on your TV, use your existing TV remote to turn the TV to channel 4 and change the switch on the back of the mini box to channel 4.

Once this step is complete, you will be able to use the new remote to control your TV and mini box*

*You should now be able to see the on-screen guide. It may take a few minutes for the mini box to register with our system. If you do not see video in 10 minutes, call us at 1-866-961-0416

ABOUT THE REMOTE CONTROL

POWER
Turn on or off the television

GUIDE
Open the guide

SELECT
Select the highlighted item

HD ZOOM
Zoom and stretch video

CC
Turn on or off closed captioning

LAST
Return to the last channel
or the previous screen

COX MENU
One-touch access to the Main Menu

INFO
Get more information about programs

ARROW KEYS
Move the highlight

EXIT
Exit the current screen

PG/CH UP/DN
In the Guide, scroll up or down one
page. When viewing TV, move to
next or previous channel

NUMBER PAD
Enter channel numbers and PIN
directly with the remote control

QUICK-START REMOTE SET-UP

Say goodbye to remote control clutter

Your mini box remote not only controls your mini box, it can also be programmed to control your TV.
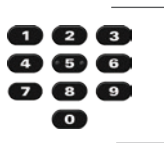
1. Turn on your TV.

2. Press and hold ⬤(SETUP) until (POWER) blinks twice, then release.

3. Press and release (POWER).

4. Press and hold (SELECT) until the TV turns off, then release.

If your TV does not turn off, or if the mini box is not working with your TV, follow these instructions:

  • While aiming the remote at your TV, press and hold down the numbered button for your TV brand from the list of common brands.

  • Let go of the button when your TV turns off. Setup is complete.

See FAQs (page 23) for more information on your remote

1	Insignia
2	LG
3	Panasonic
4	Philips/Magnavox
5	Samsung
6	Sanyo
7	Sharp
8	Sony
9	Toshiba
0	Vizio

GETTING STARTED

Turning on Your TV

Press **POWER**

Changing Channels

• If you know the channel number, enter it using the numbered buttons

• Use the ⌄ to go one channel up or down

• To see the previously tuned channel, press **LAST**

Adjusting the Volume Level

Use the 🔘 to increase or decrease the volume

To turn the volume off completely, press **MUTE**
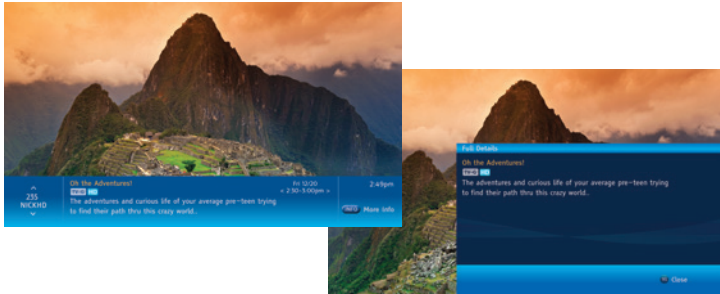
To restore the volume and continue listening, press **MUTE** again

USING THE GUIDE

Information About Shows

Press 🔘 to display the Channel Banner

Press 🔘 again to display extended program information

Press 🔘 to close

Finding Shows by Channel

Press 🔘 to display the Guide

Use the 🔘 to browse by channel

Use the 🔘 to browse by page

OR Enter a channel number using 🔘 – 🔘 to jump directly to that channel

Press 🔘 to view selected program

🔘 By pressing the right arrow button, you can view program listings up to 24 hours in advance

CONTROLLING WHAT YOUR KIDS CAN WATCH

Parental Controls let you control who watches certain TV programs. You can lock programs by rating or block whole channels so they cannot be viewed without the Parental Control PIN.

Setting a Parental Control PIN

Press to display the Menu

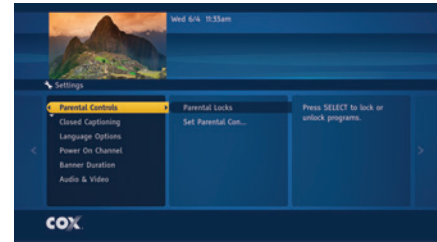Use to highlight "Settings." Press

"Parental Controls" will now be highlighted. Press

Use to highlight "Set Parental Control PIN" and press

Use the numbered keys – to set a four-digit PIN. You will need to re-enter your PIN to confirm

The Parental Control PIN is now set

Press to clear the confirmation message

The Program Guide lets you restrict access to TV programs in several different ways. Setting Locking Status is the next step to turning on Parental Controls.

Turning On Parental Control Settings

Press cox to display the Menu

Use the arrows to highlight "Settings." Press SELECT

"Parental Controls" will now be highlighted. Press SELECT

"Parental Locks" will now be highlighted. Press SELECT

The "Locking Status" option will now be highlighted. Press SELECT

The "ON" option in the center column will now be highlighted. Press SELECT

Parental Controls are now turned ON

Press EXIT to close "Settings" or press the left arrow button to return to "Locking Status"

CONTROLLING WHAT YOUR KIDS CAN WATCH (CONTINUED)

After turning on Parental Controls, you have a number of different ways to restrict access to TV programs, including by channel, by rating and by content advisories.

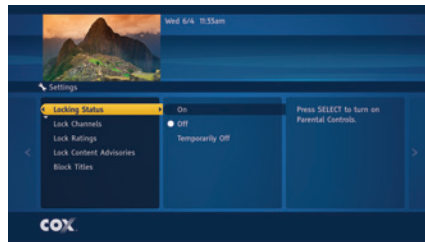**Customizing Parental Control Settings**

Press [cox] to display the Menu

Use [arrows] to highlight "Settings." Press [SELECT]

"Parental Controls" will now be highlighted. Press [SELECT]

"Parental Locks" will now be highlighted. Press [SELECT]

Use [arrows] to highlight a category, such as "Lock Channels" or "Lock Ratings." All of the category options are displayed in the center column

Press [SELECT] to highlight the first category option in the center column

Use [arrows] to highlight an option

Press [SELECT] to lock or unlock

The Parental Control setting is now customized

Press [EXIT] to close "Settings" or press the left arrow button to return to the previously selected category
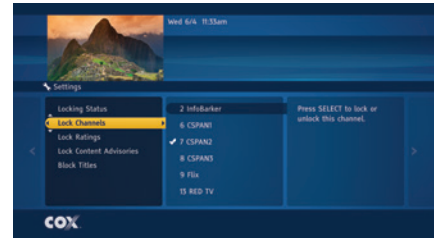
TURNING ON CLOSED CAPTIONING

The Program Guide lets you adjust Closed Captioning settings. You can turn Closed Captioning on or off and you can customize how your Closed Captions look.

You can turn Closed Captioning on or off by pressing (cc) on your remote control.

Customizing Closed Captioning Control Settings
NOTE: Closed Captioning must be turned on to access CC Options.

Press (cox) to display the Menu

Use to highlight "Settings" and press (SELECT)

Use to highlight "Closed Captioning" and press (SELECT)

Press (SELECT) to "Turn On CC"

Use to highlight "CC Options" and press (SELECT)

Use to highlight a Closed Captioning option, such as "Text Size" or "Background Color"

Press (SELECT) to select the option to customize
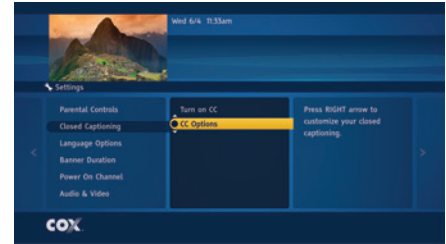
FAQs

Q: Do I need to set my TV to a specific channel to use the Cox mini box?

A: If you used a coax cable to connect your TV to your mini box, you will need to set your TV to a specific channel to receive a signal from the mini box; your TV will need to be set to channel 3 or 4 depending on the area you live in. As a rule, set your TV to channel 3 first and be sure to set the switch on the back of your mini box to channel 3 to match the channel set on your TV. If you do not see video or the program guide, turn your TV to channel 4 instead and change the switch on the back of your mini box to channel 4.

Note: You must use your existing TV remote to turn your TV to channel 3 or 4. Using the mini box remote will only turn the channel on your mini box.

Q: How do I receive an HD picture with my mini box?

A: If you have an HDTV set and are connected to the mini box via an HDMI cable, you will automatically be tuned to the HD signal of a chosen network if one is available. On your televisions connected to a mini box, there is no need to tune to HD channels in the 1000s or 2000s.

Q: My remote isn't working with my mini box.

A: Make sure that you are pointing your remote directly at the mini box and not the TV screen. Try pressing the ⏶⏷ to see if your mini box changes channels. If this does not work, check to see if the red light on (POWER) displays when you push any of the remote control buttons. If the red light does not display, the batteries for your remote may need to be changed.

If you have an IR Extender connected to your mini box, check to be sure that you are pointing your remote directly toward the IR Extender. This will ensure that you get the most direct signal and best performance from the IR Extender.

NOTE: Be sure to always use the remote that came with your mini box. Universal remotes purchased from a third party or included with one of your other Cox receivers may not be compatible with the mini box.

If you are not able to place your mini box where you can easily point your remote to control it, please visit a Cox Solutions Store to pick-up an IR Extender.

Q: Why do I get the message "No Signal" (or "Source Not Found" or "Weak Signal")?

A: The mini box can be connected using a COAX or RF cable or an HDMI cable. If you are using an HDMI cable to connect your mini box to your TV, this message may indicate that the TV is not tuned to the proper input or source. If you have programmed the mini box remote to work with your TV, press on the mini box remote to change the input selection.

NOTE: While it is preferred that you use the remote that came with your mini box, you can also use your TV remote to check your TV settings for the 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 mini box 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 has restored the picture.

Q: The program guide has no data or descriptions. How can I restore the data?

A: First, make sure the coax cable is secured tightly to the back of the mini box. Then unplug the power from the mini box. Wait approximately 15–30 seconds before plugging the power back into the mini box to begin the program guide downloading process. This downloading process will take about five minutes to complete.

NOTE: During the download process you can continue to watch live TV and change channels, but programming information in the guide may be unavailable for those five minutes.

Q: Why do I get the message "Temporarily Off Air" on my TV, or have no sound or video on some channels?

A: Check for loose connections from the wall to the mini box to make sure they are secure. The coax cable from the wall should be secured in the **Cable from Wall** port on the back of the mini box. Be sure to finger-tighten all cables coming from the wall, mini box, splitter, TV and other devices. Verify the cable is not damaged.

If the connections are secure and the problem persists, please visit us at cox.com/support for additional assistance.

Q: Can I mount my mini box to the back of my TV?

A: If you want to keep your mini box out of sight and still use your mini box remote control to change channels and volume, you'll need to use an IR Extender. You may pick up an IR Extender for each mini box at no charge at your local Cox Solutions Store.

Q: How do I reset my mini box?

A: Disconnect the power to the mini box by unplugging the power cord from either the outlet or from the back of the mini box, then wait 15–30 seconds.

Reconnect the power to the mini box by plugging the power cord either back into the outlet or into the back of the mini box.

Wait about five minutes for the mini box to reset.

Thank you.

At Cox, we care about the health of our planet as much as you do. That's why
we created this environmentally friendly package to send to all of our customers.
All packaging materials are either recyclable, biodegradable or compostable.

**Let's all work together to protect our planet from unnecessary waste and
pollution. Recycle as much, as often and as responsibly as you can.**

Cox Conserves
www.coxconserves.com

this guide is recyclable

COX

1-866-961-0416   cox.com/goalldigital