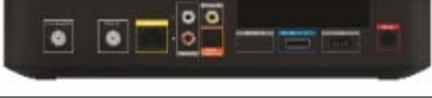
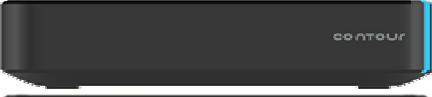


# Contour 2 Equipment

# CPE – Did You Know

C2 Hosts	Model #s	ICOMS Codes / Description	
<b>Arris XG1 Video Gateway DVR</b>   <b>Cisco G8 Video Gateway DVR (For Component Only TVs)</b>  	CMX013/ MMX013  CMX011/ MMX011  GSX9865/ GMX9865	<b>6800 C2 DVR</b>	4526 REC6DVRSRV  <i>Recordable (6 Tuner)</i>  Provision to record up to 6 shows or 2 shows
<b>Pace XG2 Video HD Gateway</b>  	CPX022/ MPX022		<b>6802 C2 HD</b>  <i>Not Recordable (4 Tuner)</i>

C2 Client	Model #s	ICOMS Codes / Description
<b>Pace XiD IP Video Client</b>  	CPXID01/ MPXID01	<b>6801 C2 HDREC</b>  All C2 devices can connect to HDTVs via HDMI and SDTVs via Coax or Composite.

C2 Remote	Model #s	ICOMS Codes / Description
<b>XR11 Voice Remote</b> 		❖ Maximum of 3 Hosts (XG1/G8/XG2) per household. ❖ Maximum of 3 Clients (XiD) per Host. ❖ Maximum of 12 receivers per household.

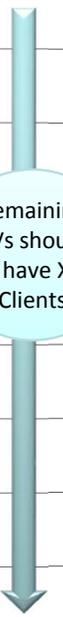
<b>C2 CPE Reset</b>	Contour 2 CPEs CANNOT be moved off accounts and then back on. If C2 CPE is provisioned to an account, return to Warehouse for Reset.
<b>Component Only TV</b>	Cisco G8 DVR Host is the only CPE compatible with component only TV Check work order to see if customer has recordable services. If recordable services on WO, install G8 DVR (may need to contact Supervisor to obtain CPE, due to limited inventory). If no recordable services on WO, upsell DVR service.

## Contour 2 CPE Configurations

- An XG2 Host should not take the place of an XiD Client.
- For networked accounts, Host boxes cannot be isolated for separate recordings (*Exception: roommate account*).
- Contour 2 cannot be added to an account with Contour 1 or Rovi Service Codes.

TV Qty	No Recordable Services	1 DVR host	2 DVR hosts	3 DVR hosts	3 DVR hosts on first 3 TVs
1	XG2 HD Host C2 HD (6802)	XG1/G8 DVR Host C2 DVR (6800)			
2	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XG1/G8 DVR Host C2 DVR (6800)
3	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XG1/G8 DVR Host C2 DVR (6800)
4	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
5	XG2 HD Host C2 HD (6802)	XG2 HD Host C2 HD (6802)	XG1/G8 DVR Host C2 DVR (6800)	XG1/G8 DVR Host C2 DVR (6800)	
6	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
7	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
8	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
9	XG2 HD Host C2 HD (6802)	XG2 HD Host C2 HD (6802)	XG2 HD Host C2 HD (6802)	XG1/G8 DVR Host C2 DVR (6800)	
10	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
11	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	
12	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	XiD Client C2 HDREC (6801)	

Remaining TVs should all have XiD Clients





## Installation and Activations

Step	Action
<b>Review Work Order</b>	
1	Ensure WO follows Contour 2 CPE configurations allowed
2	Review Contour 2 OTC codes
<b>Verify Services with Customer</b>	
3	Check TVs for CPE compatibility (e.g. component only)
4	Review any configuration/ compatibility issues w/ customer
5	Call CommCenter for Work Order Changes (if any)
<b>Check Signal Levels &amp; Ingress</b>	
6	Run Home Certification test and check for signal leakage.
7	Check signal levels and ingress at the tap.
8	Check signal levels and ingress at the demarcation (demark).
9	Repair Ingress (if any detected)
10	Walk through the home and determine best location for the Host and any Clients.
11	Install the MoCA POE filter (must install for ALL installs and service calls).
12	Check signal levels at each serviceable outlet.
<b>Install CPEs – Install ALL Hosts first &amp; ALL Clients Last</b>	
13	For existing customers, remove all CPEs via CX Connect before beginning Contour 2 installation process.
14	Connect RF to Host/Client
15	Power to Host/Client
16	Allow box to boot.
17	Get to activation failed (error 012) screen.
18	Add Host/Client to CX Connect.
19	Press "OK" to retry activation.
20	Guide launches and gets live TV.
21	Repeat Steps 9–15 for ALL Hosts first, then repeat for Clients last
22	Soft close in CX Connect.
23	Run Home Certification Test
<b>Remotes &amp; Customer Education</b>	
24	Program the Contour 2 remote controls.
25	Verify that services are working correctly.
26	Demonstrate services for the Customer.
27	Close out work order.

**If activation fails**, press "OK" to try again - may take 1-2 minutes for activation to succeed. If activation succeeds but **subscription errors occur** – Do NOT send any box hits to the device.

## Verify Services

After all equipment is successfully activated, perform the following on each device to verify services and features are working correctly:

- Set the **Video Display** settings to match the TV
- Set the Power Save function, if needed.
- Add name to each STB in the home.
- Verify channels Customer is subscribed to works properly.
- Check both SD and HD channels as appropriate.
- Start a recording and play it back on all connected devices.
- Check for the correct location in the Traffic and Weather apps
- Play a free VOD program
- Play a premium channel VOD program (if applicable)

## Customer Education

**Explain the following basic information to the customer:**

Clients will only work when DVR is connected to coax outlet and power.

Each Client uses a DVR tuner for live TV. (DVR can't record as many programs at once when clients are also tuned to live TV)

Each device can buffer up to 30 minutes of live high-definition programming or 90 minutes of standard-definition programming.

### Demonstrate the following features:

- Using the XR11 remote control (including voice control)
- Navigating the guide, including the Last Watched feature
- DVR recording and playback, including Series Recordings
- Using On Demand, Apps, and Search
- Accessing Help, Tips & Tricks App, and Settings

### Provide Customers with Welcome Kit at New Install.

**Focus on pages 12-13 in welcome kit.**  
Review Key Features of The All New Contour: *An Immersive On-Screen Guide, Voice Controlled Remote, Smart Search, Record 6 DVR, The Contour App, Apps on TV*

**Educate** customer on the **differences** between the New Contour **remote** vs. the Contour legacy remote

## Contour 2 Installation Points

Code	Task	Points
6800	Install DVR Host (1 <sup>st</sup> Occurrence)	4
6800	Install DVR Host (2 <sup>nd</sup> & 3 <sup>rd</sup> Occurrence)	3
6802	Install Non-DVR Host (1 <sup>st</sup> Occurrence)	4
6802	Install Non-DVR Host (2 <sup>nd</sup> & 3 <sup>rd</sup> Occurrence)	3
6801	Install Client (1 <sup>st</sup> Occurrence) - Networking Points	12
6801	Install Additional Client (Per Occurrence)	3

## Trouble Call Process

Step	Action
1	Perform preliminary checks and review the work order.
2	Run Home Certification test and check for signal leakage.
3	Verify service issues with the customer.
4	Walk the home to locate the Host and any Clients.
5	Check signal levels and for ingress at the tap, and troubleshoot as needed.
6	Check signal levels and for ingress at the demarc, and troubleshoot as needed.
7	Check signal levels at each serviceable outlet, and troubleshoot as needed.
8	Check MoCA networking and troubleshoot as needed.
9	Verify that services are working correctly
10	Contact CommCenter for assistance or to escalate unresolved issues.
11	Inform the customer about the cause and resolution.
12	Run Home Certification test
13	Close out the work order

## Contour 2 Features and Benefits

Feature	Benefit
Digital Video Recorder (DVR)	Allows recording of up to 6 shows at once.
High-definition Client Receivers	Communicate with the DVR to view shows. Frequent updates to the on-screen guide data. Frequent updates to the receiver software.
Access to Video On Demand (VOD)	Instantly gives access to a wide variety of viewing choices.
Voice-activated cross-platform Smart Search (TV, VOD, DVR)	Voice-activated advanced search functions help to create a personalized experience that provides recommendations for viewing choices.
TV Apps	Keeps you constantly in touch for sports, weather, traffic, & stocks.
Second Screen App	Watch live and Video On Demand content on your tablet, phone, or computer within your home.

## Checkpoint Diagnostics – Must be Checked

Step	Checkpoint	Details
1	Verify that the firmware is current.	Summary – If not up to date, will be automatically downloaded when it's turned on. May take up to 10 minutes and a manual reset may be necessary. Check Info section of Diagnostic screen for latest firmware information.
2	Check transmit levels, upstream and downstream.	System/DOCSIS - Downstream: 10 dBmV thru -10 dBmV Upstream: 35 dBmV thru 60 dBmV
3	MoCA PHY rates	MoCA Diagnostics: PHY Rate greater than 200 Mbps

## Where to Locate Common Diagnostics

Diagnostic	Location
Device diagnostics	Summary/ System
QAM diagnostics	Summary/ System
DOCSIS diagnostics	System
MoCA diagnostics	MoCA Diagnostics
CableCARD validation and entitlement status	Card

## Monthly Service Charge Codes

Code	Description	Purpose
101	TV STARTER	
111	EXPANDED	
324	Fai/Val Pk	
325	Advanced TV	
2750	C2 IPG	NEW – Activates Contour 2 guide.
4525	REC2DVRSR	Service charge for Record 2 DVR.
4526	REC6DVRSR	Service charge for Record 6 DVR.
6800	C2 DVR	NEW – Host equipment charge.
6801	C2 Client	NEW – Client equipment charge.
6802	C2 HD	NEW – Host equipment charge.
IP SS	COXTVCONN	Authorizes video streaming to second screen devices.

# Customer Education Checklist

## 1. Learn About the Customer

**ASK** about previous video services to gauge familiarity with certain features

**ASK** how the new service will be used

**INVITE** others in the house to join the demo

## 2. Customer Support Resources/ Settings

**EXPLAIN** additional support resources available

**POINT OUT** free video tutorials from On DEMAND or online at [cox.com/step-by-step](http://cox.com/step-by-step)

**BRIEFLY DESCRIBE** how Settings are used to configure the guide and receiver

**WAIT** to provide leave behind materials – after DEMO

## 3. Remote Control

**DEMONSTRATE** the 'Voice Command' features like 'Help'

**EXPLAIN** RF paired remote can only be used with programmed CPE

**DEMONSTRATE** how to access soft options on screen

**POINT TO & DESCRIBE** video control keys -top of remote

**DEMO & DESCRIBE** how to use remote's backlight

## 4. Main Menu

**ASK** if customer would like to "drive" the remote while you describe features

**DEMONSTRATE** how to browse the main menu in the Contour 2 guide.

**DEMO & DESCRIBE** how to access & navigate main menu categories

**EXPLAIN** that you'll demo each feature in the menu

## 5. Guide

**DEMO & DESCRIBE** how to access the Guide from the Main Menu

**DEMO & DESCRIBE** basic navigation

**DEMO & DESCRIBE** how to advance back & forth to different timeslots

**DEMO & DESCRIBE** how to view channel and program information.

**EXPLAIN** how you can choose a show from the Guide (or Search Menu) and then press Series or Movie Info to highlight 'More Like This' programs

## 6. On DEMAND

**DEMO & DESCRIBE** how to access On DEMAND

**DESCRIBE** features and benefits of On DEMAND

**DEMO & DESCRIBE** On DEMAND menu navigation

**DEMO & DESCRIBE** how to browse poster art, and play & control a program

**DEMO & DESCRIBE** how to resume watching a program

## 7. Saved

**DEMO & DESCRIBE** how to access Saved from the Main Menu

**DEMONSTRATE** how to access saved recordings, recording schedule, favorites list, and On Demand purchases

**DEMO & DESCRIBE** how the "For You" feature has recently recorded programs, favorites, watched shows and recommendations

**EXPLAIN** Contour 2 provides "Because You Watched" recommendations for movies and TV shows similar to something they've watched - this feature will be described in more detail when they demo Settings

## 8. Search

**DEMO & DESCRIBE** how to access Search from the Main Menu or Remote Keypad

**DESCRIBE** how Search gives results from guide, On DEMAND titles and DVR

**DEMONSTRATE** how to use this option to search for programs, favorite actor and sports team, channels

## 9. Apps

**DEMO & DESCRIBE** how to access Apps from the Main Menu or Remote Keypad

**DEMONSTRATE** how to browse through the Apps to locate weather, check sports scores and vie local traffic information

**DEMO & DESCRIBE** how to press the C key on your remote to open the Sports App.

## 10. Settings

**DEMO** accessing Settings from Main Menu or Remote

**EXPLAIN** Settings customization options for On-Screen Guide, device preferences, Parental Controls, access Help

**DEMO & DESCRIBE** how to access/set Parental Controls

**DEMO & DESCRIBE** how to on the "Because You Watched" feature from the Settings Menu

## 11. DVR Basics

*IF customer is familiar with a DVR, then ask to focus on the Whole-Home DVR features (if applicable).*

**DEMO & DESCRIBE** how to record current and future shows or series. REMIND customer that they have the ability to record 2 or 6 programs (based on service) at once while watching another, and store up to 1,000 hours of programming

**DEMO & DESCRIBE** how to access their recent and scheduled recordings, and manage playback and modification capabilities

**POINT OUT** that DVR can be programmed from Cox website and Cox apps.

## 12. Whole-Home DVR Features

**DEMO & DESCRIBE** how to pause live TV on a Client receiver. Demonstrate how recordings can be set and viewed from the client box.

**DESCRIBE** how to pause & resume in another room. DEMO if customer OK with continuing in another room. Return to original room after demo is completed.

## 13. Contour App

**EXPLAIN** Contour app is available for iPad 2 (or newer), and select models of Android tablets

**EXPLAIN** free **Cox Contour** app can be downloaded from the App Store (iPad) or Google Play (Android)

**EXPLAIN/DEMO** how to register Cox user IDs & passwords at [cox.com/register](http://cox.com/register)

**EXPLAIN** the Cox user ID & password can be used to sign into the app

## Wrap Up

**Recap** 12 key features covered - Answer ques.

**Provide** Welcome kit and remind customer of additional support resources (i.e. started guide)

**Point** out the "Tips and Tricks" app for education on enhanced features

**Point** out the "how to" video tutorials for Contour 2 at [cox.com/contour2](http://cox.com/contour2)

**Point** out the "how to" video tutorials available On Demand -> Using Cox Services

