If the provided COX remote will not change cable channels, please refer to the steps bellow.

Press and hold the button on your remote.

Then highlight and select the “Customer Support” option on the screen.

Finally select the “Remote Control Pairing” option, and then follow the on screen prompts.

**How to pair the COX Communications remote to your personal television:**

- Make sure your Television is off.
- Press and hold the “Setup” button until the “Power” button blinks twice, then release the “Setup” button.
- Press and release the “Power” button.
- Press and hold the “Select” button until the TV turns on, then release.

After following the above steps, try adjusting the volume, using the provided COX Communications remote. If volume changes then pairing was successful.
Having trouble?

If you are having issues with receiving picture through your COX communications box. Try these troubleshooting methods.

If using a HDMI, as seen above, make sure your television is on the corresponding HDMI input.

If using a coax cable, as seen above, make sure your television is set to channel three using your personal television remote, before to using your COX Communications remote.

Make sure that your HDMI cable is plugged into the “HD to TV: HDMI” output, located on the right side of your COX Communications cable box.

Plugged your coax cable into the “To TV” out, located on the bottom of your COX Communications cable box, and screw it on tightly.

If you are experiencing any other issues with your COX Communications cable box or your COX Communications remote, please contact Media Tech in the library at (401)-253-6363 or walk in and talk to a Media Tech assistant behind the desk.