



# Installing a CableCARD

Please save this sheet and use it when you are ready to install your CableCARD™ decoder. For installation help and more information, including CableCARD activation “hotline” numbers for many cable companies, visit [tivo.com/cablecardhelp](http://tivo.com/cablecardhelp).

## Before installing the CableCARD decoder...

- 1 Set up your TiVo® DVR by following the instructions on the Start Here poster. **You do not need a CableCARD for initial DVR setup!**
- 2 Complete the DVR's on-screen Guided Setup. Once you complete Guided Setup, you'll be able to watch TV on non-encrypted channels until you complete CableCARD installation.

## Installation Instructions

**IMPORTANT:** You will need one Multi-Stream CableCARD decoder (M-CARD).

- 1 Write down the manufacturer and serial number of the M-CARD. You'll need this information in steps 8 and 9.)

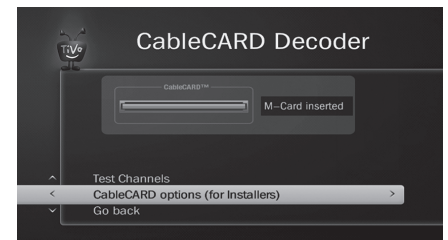
Manufacturer: \_\_\_\_\_ Serial Number: \_\_\_\_\_

- 2 Confirm that the coaxial cable from the wall is plugged directly into the **CABLE IN** jack on the back of the TiVo DVR.
- 3 Turn on the TV. Make sure that the correct TV input source is selected, so you see video from the TiVo DVR. (If you're not sure, press the TiVo button on the TiVo remote to display a menu screen.)
- 4 Insert the M-CARD into the CableCARD slot on the TiVo DVR. Depending on the DVR model, this slot is either on the **back** or the **bottom** of the DVR.
- 5 The CableCARD Decoder screen appears.

If the screen does not appear automatically, select **Settings & Messages > Settings > Remote, CableCARD, & Devices > CableCARD Decoder**.



If Guided Setup is in progress, follow the on-screen instructions until you see the CableCARD Decoder screen.

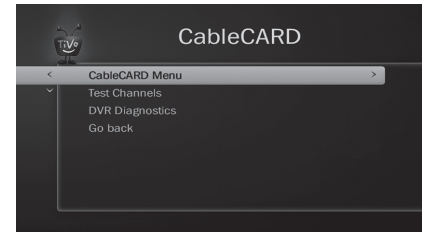


- 6 Select **CableCARD Options (for installers)**.

Instructions continue on reverse.

# Installation Instructions (continued)

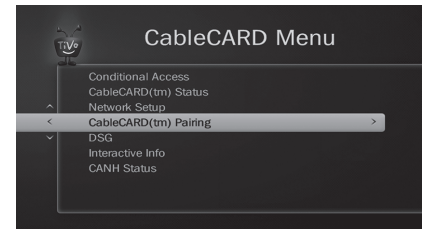
**7** From the CableCARD Options screen, select **CableCARD Menu**.



**8** In this step, you will select an item that gives you information about your CableCARD. Your cable provider may need this information during step **9**. The choices on this screen depend on the type of CableCARD you inserted.

Choose one of the following:

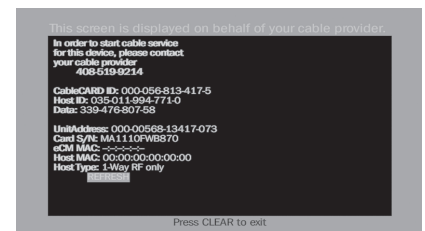
- **CableCARD Pairing** (Motorola® CableCARDS)
- **CableCARD/Host ID Screen** (Scientific Atlanta® or Cisco® CableCARDS)
- **Host/CableCARD Binding** (NDS™ or Conax CableCARDS)



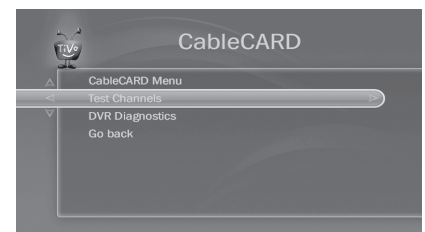
(Motorola CableCARD menu example)

**9** With the information screen visible, contact your cable provider to activate and pair the card.

For CableCARD activation “hotline” numbers for many cable companies, visit [tivo.com/cablecardhelp](http://tivo.com/cablecardhelp).



**10** Once the card has been activated and paired, press CLEAR on your remote control to exit the Pairing screen, then press LEFT to go back to the CableCARD menu. Select **Test Channels** to verify that you are receiving all of your channels. **Be sure to verify pairing by testing encrypted channels (usually high-definition or pay channels).**



**11** Once you have confirmed that you can receive all your channels, you're finished! If any channels are missing, contact your cable provider – the pairing may not have been completed correctly or there may be an issue with your card.

## Need some help?

You can always find help by visiting [tivo.com/cablecardhelp](http://tivo.com/cablecardhelp) or by calling TiVo Customer Support at **1-877-FOR-TIVO (1-877-367-8486)**.