

TiVo®

Quick Start Guide

(No Contact or Tech Assisted)



This guide will help you to connect and set up your TiVo box.

If you requested no-contact installation, your installer will complete the work outside your home and will assist you over the phone. This installation guide is easy-to-use and will get you started. You and your installer will follow the step-by-step process together to get your video services connected.

Note: Allow the box to fully boot up and stay on the Welcome Screen for 3 minutes prior to putting the batteries into the remote.

Your Technician's Name is: _____ and can be contacted at: _____

STEP 1

Connecting the STB:

1. Connect coax from the wall outlet to the Set Top Box (STB)
2. Connect the HDMI cable from the STB to the TV.
3. If using Ethernet connect the Ethernet Cable from the router to the STB.
4. Plug the STB in to a power outlet. Wait for box to fully boot up (3.5 Minutes)

When you see the Flag Screen you MUST wait 3-Minutes before adding the batteries to the remote and pressing any button.

After waiting 3- minutes, highlight United States and press **OK**

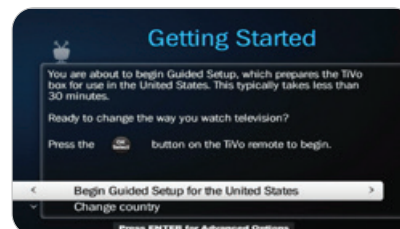
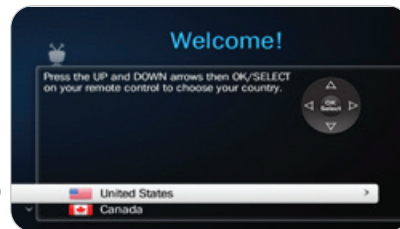


STEP 2

Pro Tip: Waiting **3-minutes** before pressing **OK** will save you time. Interrupting the box during this time will cause a 20 minute delay in completing the **Guided Setup**.

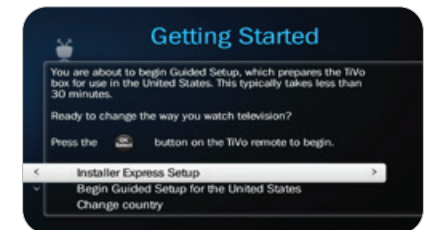
You will be brought to the start of the **Guided Setup**. ***DO NOT press OK***

Press **ENTER** (located at the bottom of the remote) for **'Advanced Options'**



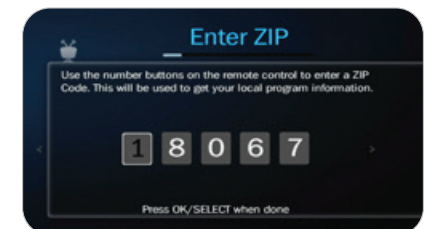
STEP 3

Highlight **'Installer Express Setup'** and press **OK**



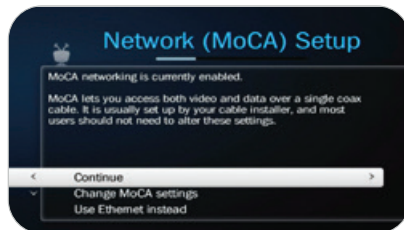
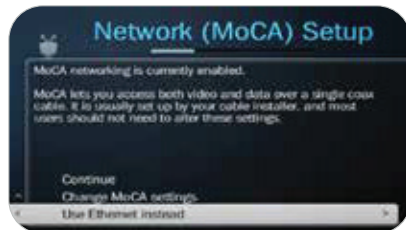
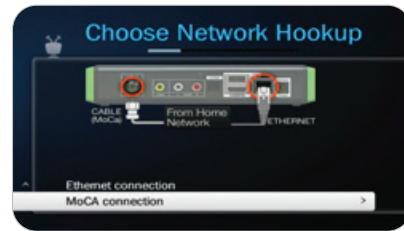
STEP 4

Enter the **Zip Code** for your area:



STEP 5

Choose your **'Network Hookup'** and press **OK**



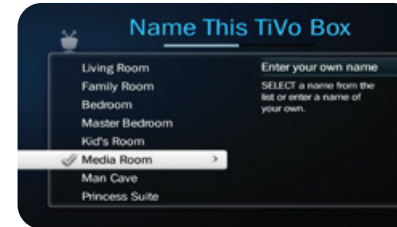
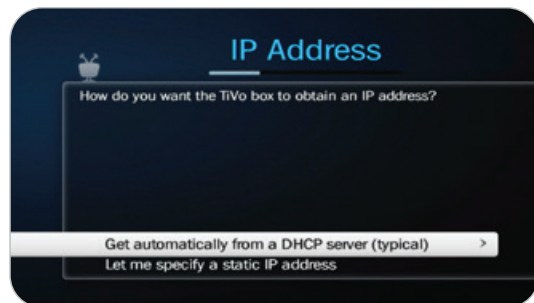
Your Installer will guide you on what option to choose.

STEP 6

You'll be asked how you want to obtain an IP address. Highlight **'Get Automatically from a DHCP server.'** Press **OK**

Your network setup is complete. Press **OK** to continue

Your eBox will begin getting setup info. Once it is finished, press **OK**



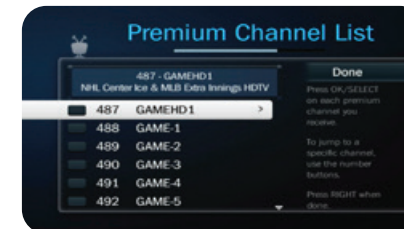
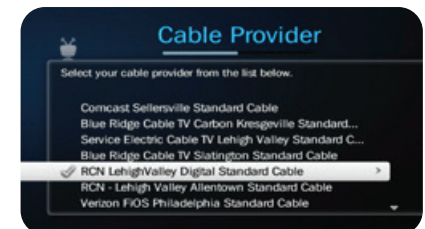
STEP 7

Choose the name of your TiVo Box and press **OK**

STEP 8

Choose the appropriate cable provider and press **OK**

- * **New York residence need to select QUEENS DIGITAL**
- * **Boston Residence need to select Boston Digital**



STEP 9

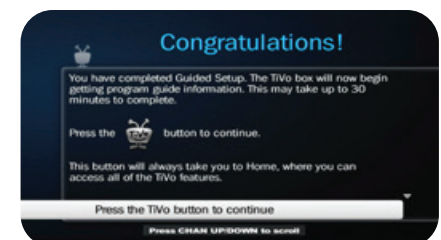
Select premium channels that apply to your work order

When finished scroll **RIGHT** to **'Done'** and press **OK**

STEP 10

You have completed the **Guided Setup**. Press the **TIVO** Button to be brought to TiVo Home

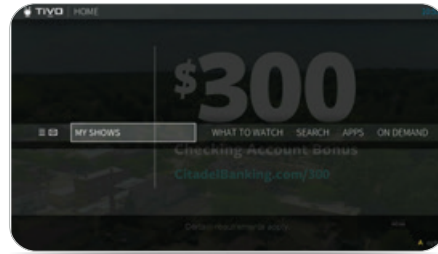
When you get to **TiVo Home**, the STB will already be run a **TiVo Service Connection** in the background. This will give you 1 days worth of guide data. The remainder of the guide will load overnight.



STEP 11

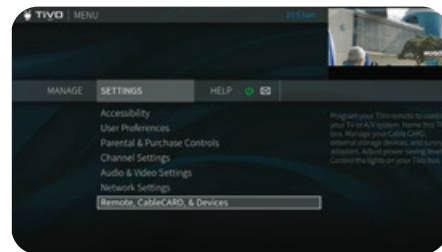
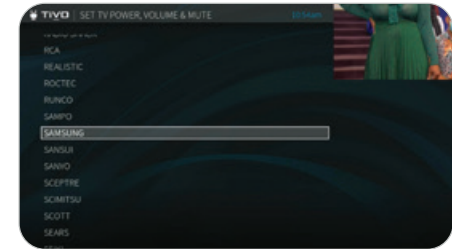
After arriving at the **Home** screen you will need to program the remote to control your TV.

Cursor over to the left highlight menu and press **OK** on the remote.



STEP 15

Find your Brand of TV and Press **OK**



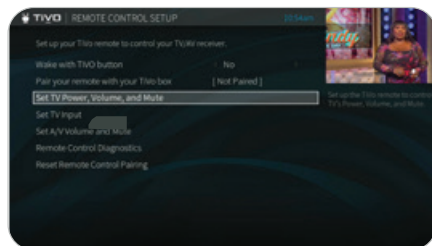
STEP 12

Scroll over to **Settings** then scroll down to **Remote** and devices then press **OK**



STEP 13

Scroll down to **Remote Control Setup** and press **OK**



STEP 14

Scroll down to Set **TV**, **Power**, **Volume**, and **Mute**

STEP 16

Follow the Steps listed on the screen:

1. HOLD down the **TV POWER** and **TIVO** (silver Icon at the top of the remote) button together for 5 seconds until the light at the top of the remote remains on.
2. Enter the 4-digit remote code from the list above.
3. Test the TV Power button.
4. If it doesn't work, repeat steps 1 to 3 using the next code.



If you found a code that turned your TV off, press OK to store the code. You can now use the POWER, VOLUME, and MUTE buttons on the TiVo remote to operate your TV. Press Power to turn your TV back on.

Additional Resources: If you need assistance after your installation, please don't hesitate to contact us at **1.800.427.8686** or at **astound.com/support**; our customer service agents are available 24 hours a day, 7 days a week.

Our customer pledge is simple:

we're committed to putting you first in everything we do.

- 24/7 customer service
- We will do what we say we're going to do
- 30-Day money back guarantee
- On-time Guarantee
- Easy to understand bill
- No mandatory contracts
- Service calls 7 days a week
- We'll make every effort to resolve your issue the first time

If you have any questions with your installation, please go to **astound.com/support** or call **1.800.427.8686**.

