

TiVo DVR Self-Install



Connecting the TiVo DVR



Included in This Kit

REQUIRED FOR INSTALLATION



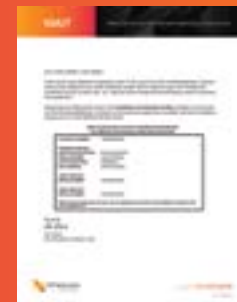
TiVo DVR



HDMI Cable



Power Cable



Welcome Letter

STEP 1

Disconnecting your previous TiVo DVR Unit

- 1 Turn off your television and old TiVo DVR unit.
- 2 Disconnect the power cord from the back of the old unit and remove it from the power outlet to which it is connected.
*Please do **not** use the old power cord with the new box.*
- 3 Disconnect the Ethernet cable, if connected.
- 4 Unscrew the coaxial cable from the old TiVo DVR unit.
- 5 Set the old TiVo unit, power cord and remote aside. We'll return to these items in Step 4 – *Returning Your Previous Cable Box.*

STEP 2

Connecting your new TiVo DVR Unit

- 1 Connect the coax cable from wall outlet to CABLE IN on the new TiVo DVR unit.
- 2 Connect the **HDMI** cable from the new TiVo DVR unit to **HDMI input*** on your TV.
- 3 If an Ethernet cable was connected previously, reconnect it to the new device.
- 4 Connect the power cord from the new TiVo DVR unit to a power outlet.
- 5 Turn on TV and tune to appropriate HDMI Input.

*Please make note of the HDMI input used on the TV as you will need to tune your television to this input once you turn it on.



STEP 3

Complete your installation

- 1 Once the unit powers on it will display 'Starting Up' for several minutes.
- 2 While the device is booting up, stand within 3 feet of the front of your TiVo® box and insert the batteries into the **new** remote.
- 3 It should then automatically begin *Guided Setup*.
 - a. If it does not, proceed to the Network Settings menu.
 - Press TiVo button > arrow left to Menu > Settings > Network Settings > Change Network Settings.



- b. If you connected an Ethernet cable to your device, select the 'Ethernet' setting, otherwise select 'MoCA'.



Connecting your new TiVo DVR Unit *(continued)*

- c. Press the Back button to return to the Network Settings menu and select 'Network Service Connection'.

— NOTE: **This may take up to 20 minutes.**



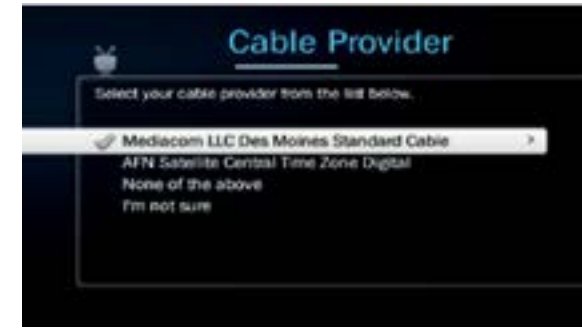
- d. Once the service connection is complete, you can then begin the Guided Setup process:

- Press TiVo button > arrow left to Menu > Help > Reset to Defaults > Repeat Guided Setup > follow the on-screen instructions to press Thumbs Down (red button) 3 times then Enter (bottom right button) on the remote.

- 4 Select '**United States**' and press **Select** on TiVo remote.
- 5 Enter home **Zip Code** and press **Select** when done.
- 6 Select '**Continue Guided Setup**'.
- 7 When prompted, **Press Select to begin connection.**
- 8 The device will then connect to the TiVo server. Once the download is completed you'll be prompted to press **Select** to continue.

- 7 Next **name the device.**

- 8 When prompted, select Cable Provider '**Mediacom...**'.



- 9 When prompted if you subscribe to Premium Channels select **YES.**

- 10 Page through the listing and **ensure all channels are Checked.**



- 11 Once all channels are checked **Arrow Right** and select **Done.**
- 12 You'll be prompted to press **Select** to continue.
- 13 The device will now complete a second connection to TiVo and download the **guide. This may take up to 20 minutes.**

- 14 Once completed you'll press **Select** again; and then a 2nd time.

- 15 When prompted, you may press the **TiVo button** on the remote.

- 16 Now that we've completed the setup, we need to activate your channels. Please [Contact Us](#) to complete this step.

- 17 The final step is to complete Remote Setup.
 - a. Confirm the new remote paired to the device by going to Menu > Settings > Remote, CableCARD, & Devices > Remote Control Setup > Pair your remote with you TiVo box [Paired]
 - If not paired, follow these [Instructions](#) to complete pairing.
 - If paired, complete the on-screen instructions to setup for TV, Input and Volume, if desired.

Once the new TiVo DVR unit is activated, you will be able to watch television while the guide information is downloading. You may see a "To Be Announced" message displayed until the guide download is complete.

NOTE: If you have additional TiVo devices, each one will need to complete a Service Connection so they can operate with the new device.

- 1 Press TiVo button > arrow left to Menu > Settings > Network Settings > TiVo Service Connection
- 2 Once the connection is completed, perform a powercycle (unplug your device from the electrical power outlet, count to 10 and plug it back into the electrical outlet).

STEP 4

Returning Your Previous Cable Box

- 1 Place all equipment in the box. Close and seal the box.
- 2 Place the enclosed return label on the outside of the box, completely covering the previous shipping label(s).
- 3 Take the package to the nearest FedEx Shipping Center found at fedex.com/en-us/shipping/onsite.html or call **1-800-GO-FEDEX** (1-800-463-3339).

If you are unable to reach a FedEx Center, you can schedule a FedEx pick-up by calling **1-800-GO-FEDEX.**

If the old equipment is not received within 15 business days, this may result in an unreturned equipment charge. This charge will be removed from your account when Mediacom receives the equipment.



Total Care Customer Support



Customer Support Website
support.mediacomcable.com



@mediacomsupport



youtube.com/mediacomcable



1-855-633-4226

Total Care Text Support: Text 66554



To enroll in Total Care Text Messaging, text **MEDIACOM** to 66554 from your mobile device. Molli will ask you a few questions and sign you up. Once you are enrolled, make sure to add 66554 as a contact in your phone and text her anytime you have a question.



MediacomConnect MobileCare App
Available now for your iPhone, iPad and Android device at the Google Play® or iTunes App Store®.