

How to set up your TiVo DVR

Before you begin, your new TiVo DVR should be set up next to the TV you use most often, with access to an active cable outlet.

IMPORTANT: your modem and eero must be in the same location as your TiVo DVR. If they are not, please relocate them, ensuring you have the eero app downloaded to your phone before disconnecting any services. Before you set up your TiVo DVR, please ensure you have finished setting up both your Modem (www.eastlink.ca/DIYInternetSetup) and WiFi Perfected network (www.eastlink.ca/DIYWifiSetup).

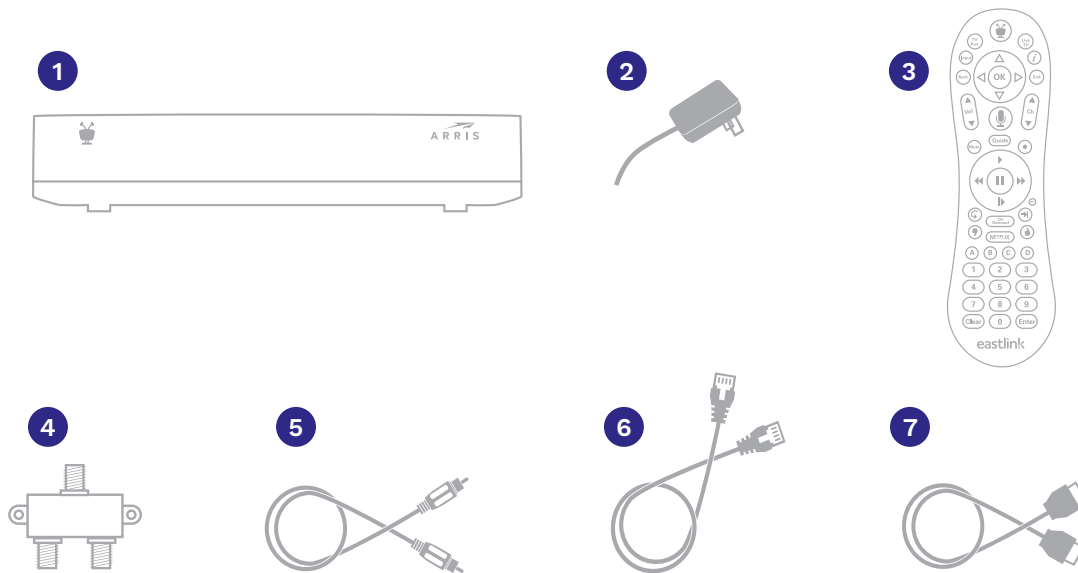
If you have any questions during the installation please contact Eastlink Support at 1-888-345-1111.

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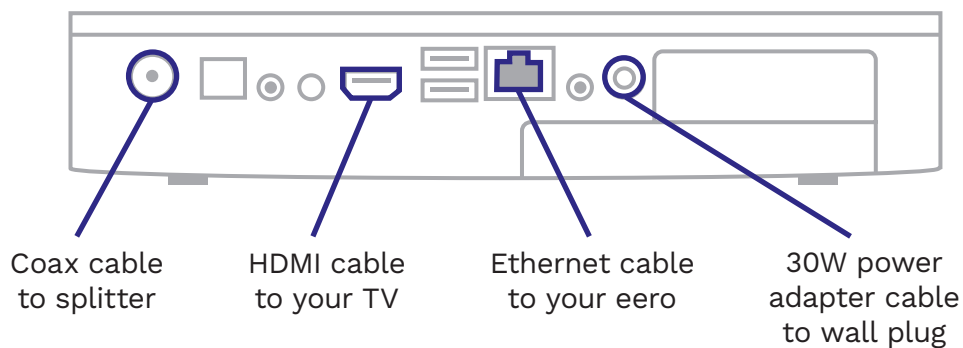
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Step 1: Install your TiVo DVR

Install Kit Includes:



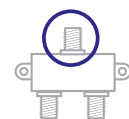
- 1. TiVo DVR
- 2. Power Adaptor (30 Watt)
- 3. TiVo Remote w/ batteries
- 4. Cable splitter
- 5. Coax cable
- 6. Ethernet cable
- 7. HDMI cable



1. Set up your TiVo DVR box next to the TV you use most often. There must be an active cable outlet nearby.

Reminder: if your cable modem and eero are not in the same location you intend to install your new TiVo DVR, please relocate them, and reconnect the coax cable and power adapter.

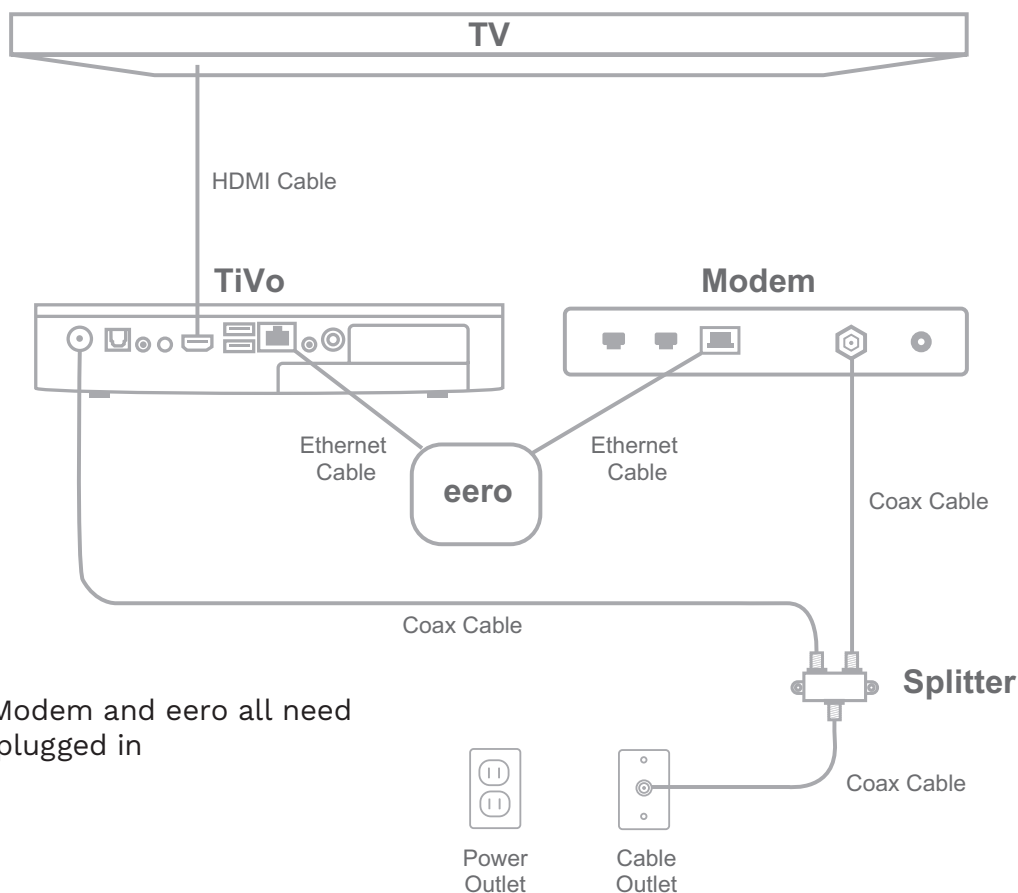
2. Remove the coax cable from the back of the cable modem and connect it to the single-connector side of cable splitter. Ensure the connection is tight.



3. Using the supplied coax cable, connect your cable modem and TiVo DVR to the double-connector side of the cable splitter.



4. Remove the clear plastic protective film from the front and sides of the TiVo DVR.
5. Connect the HDMI cable to the TiVo DVR and to your TV.
6. Connect the power adapter to the TiVo DVR and plug it in. Once all of the above steps are complete, the whole system will be connected, as depicted in the graphic below.



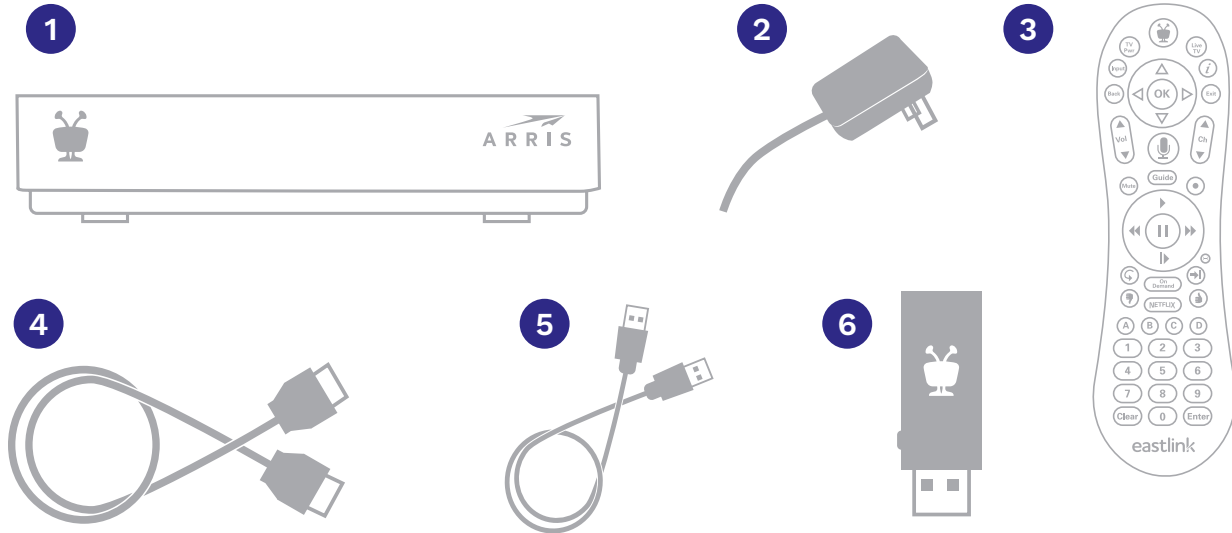
7. Wait for the TiVo DVR to start up and display the **“Please Activate Service”** screen.
8. Connect your TiVo to the eero’s unused ethernet port using the supplied ethernet cable.
9. Call Eastlink at 1-866-238-2390:
 - Select option 1 to activate new equipment.
 - Then select option 2 to activate a digital TV receiver, to have the boxes activated.
10. Select Connect to the TiVo Service Now option and press OK.
11. The remote control needs to be **“paired”** with its specific TiVo box (which will enable the voice control and the remote finder features). To do so, simply:
 - Place the batteries (included) into the remote control and move it to within 1 metre of the TiVo DVR.
 - Press any button on the remote control and the LED at the top of the remote control will start slowly blinking red and then quickly blink amber five times.
 - When the LED flashes amber with each remote key press, your pairing was successful.
12. If you are installing additional TiVo Mini(s) today, proceed to **“Step 2”**. If you are only installing the TiVo DVR today, please skip down to step 3 to Activate your TiVo and complete the setup process.

Step 2: Install your TiVo Mini(s)

TiVo Minis extend your TiVo experience to additional TVs in your home. If you did not order any TiVo Minis, please skip to Step 3.

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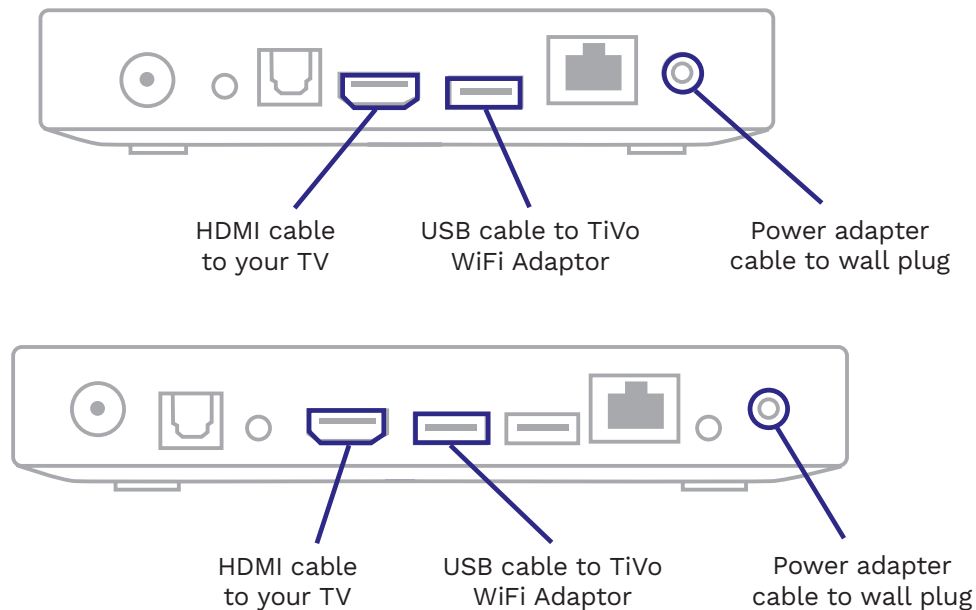
Install Kit Includes:



1. TiVo Mini
2. Power Adaptor
3. TiVo Remote w/ batteries

4. HDMI cable
5. USB Extender cable
6. TiVo WiFi

The back of your TiVo Mini will look like one of the two images below, but the key inputs will be the same:



1. Remove the clear plastic film from the front and sides of the TiVo Mini.
2. Connect one end of the included USB extender cable to the TiVo USB WiFi adapter. Connect the other end to the TiVo Mini's USB Port.
IMPORTANT: do not plug the WiFi Adapter directly into the TiVo Mini. The included Velcro fastener can be used to affix the Adapter to the top of the TiVo Mini.
3. Connect HDMI cable from the TiVo Mini to your TV.
4. Connect the power adapter to the TiVo Mini and plug it in to a wall socket. Wait for the TiVo Mini to start up.
5. Next, the remote control needs to be **“paired”** with its specific TiVo Mini (which will enable the voice control and the remote finder features). To do so, simply:
 - Place the batteries (included) into the remote control and move it to within 1 metre of the TiVo mini.
 - Press any button on the remote control and the LED at the top of the remote control will start slowly blinking red and then quickly blink amber five times.
 - When the LED flashes amber with each remote key press, your pairing was successful.
6. You're now ready to activate your TiVo DVR & TiVo Mini(s).

Step 3: Activate your TiVo DVR

Before you begin, let's look at your new TiVo remote! Take particular note of the silver **“TiVo”** button, the **“OK”** button and the arrow buttons that surround it, the **“Thumbs Up”**, **“Enter”** and **“Clear”** buttons. These buttons will be important as you breeze through the activation process.

The **“OK”** button will be of particular importance - anytime we instruct you to **‘select’**, simply press the **“OK”** button.

1. Your TiVo will be displaying a screen with menu options. Select the silver **“TiVo”** button on your remote and then use the left arrow button to scroll to the menu (looks like 3 lines stacked). Press **“OK”**.
2. From the menu, select **“Help”**. Next choose **“Reset to Defaults”**.
3. Select **“Repeat Guided Setup”**.
4. You will see a warning message indicating it will take an hour to get all the new program information. Press the **“Thumbs Down”** button (left of Netflix button) on your remote **3 times**. Next press **“Enter”** (lower right, separate from OK).
5. Select **“Canada”** on the Welcome! screen.



6. Select your preferred language.
7. At the Getting Started screen, select “**Begin Guided Setup for Canada**”.
8. Delete the default postal code by using the **CLR** button and then enter your postal code.

TIP: use the numbers on your remote to enter the postal code numbers. Once finished, select “**Done entering postal code**”.

9. At the CableCARD Decoder screen, select “**Continue Guided Setup**”.
10. On the Begin Network Connection screen, press “**OK**” to begin connection.
11. Wait for each line item on the checklist to appear (Done) then press “**OK**”.
12. Create a name for your TiVo DVR with one of the pre-selected options or choose one yourself.
13. At the Cable Provider screen, select the appropriate Eastlink Cable Lineup for your area. Example: Eastlink – Halifax Halifax Standard Cable.

NOTE: Several options might appear. If you have any questions, please call 1-888-345-1111.

14. At the Premium Channels screen, select “**Yes**”.
15. Next, select all the channels. When you’re finished, move to Done and press “**OK**” on your remote.
16. At the Cable Channels screen, press “**OK**”.
17. On the Begin Network Connect screen, press “**OK**”.
18. Once every line item on the Getting Program Info screen shows up as (Done), press “**OK**”.
19. On the Program Info Received screen, press “**OK**”.
20. Your TiVo DVR is now ready to use! If you were only activating the TiVo DVR today you are finished and ready to enjoy TiVo! To activate any TiVo Minis proceed to Step 4.

NOTE: If you see the Show Info Running Out screen, press “**OK**” to download the updated content guide. Once it’s made a connection you can press “**Go Back**” and the connection will continue.

Step 4: Activate your TiVo Mini(s)

1. On the Welcome! screen select “**Canada**”.
2. Select your preferred language.
3. On the Getting Started screen, select “**Begin Guided Setup for Canada**”.
4. On the Choose a Network Hook Up screen, select “**TiVo USB Wi-Fi 5 Adapter**” (TiVo minis are connected to WiFi).

NOTE: the option to select the WiFi adapter is only shown when plugged into TiVo mini.

5. On the Wireless Network Setup screen press “**OK**” to begin wireless network setup.
6. On the Wireless Network Name screen, select your home WiFi network.

NOTE: only 5GHz networks are shown.

7. Enter your home WiFi network’s password then move down to Done Entering Network Password and press “**OK**”.
8. On the IP Address screen, select “**Get Automatically from DHCP Server (typical)**” and press “**OK**”.
9. Wait for each line item on the checklist to appear (Done) then press “**OK**”.
10. Choose a name for your TiVo mini from the list, or create one yourself.
11. You are now finished and can enjoy your TiVo Mini!

Setting up additional TiVo Mini(s)? Repeat Step 4.

Enjoy your TiVo!

Eastlink Customer Support Team