Company Owned TiVo CableCARD Pairing Article no. 1416

Introduction

CableCARD Pairing Verification - DC Metro, IL, MA, NY, and PA

- Tune to **Channel 994 (Pairing Verification Channel)** to verify pairing

  - *If the customer cannot get to this channel, **try the universal steps below**

CableCARD Paring Verification - Universal Steps

- **4 Tuners, 2 Tuners, Single Tuners,** and **Minis** on **TiVo Experience 3**

  - Go to **TiVo Central | Settings & Messages | Account & System Information | Cable Card Decoder | Cable Card Options (for Installers) | Cable Card Menu | Cable Card Pairing |** collect the **CableCARD ID, Host ID and Data** (see steps)

- **4K 6 Tuners, 6 Tuners , 4K Minis,** and **Minis** on **TiVo Experience 4**

  - Go to **TiVo Home |** left arrow to **Menu | Settings | Remote, CableCARD & Devices | Cable Card Decoder | CableCard Installation | CableCard Menu | CableCard pairing** - collect the **CableCARD ID, Host ID** and **Data** (see steps)

- This screenshot shows a CableCARD that is Paired

- - *Never unpair a Cable Card that is paired*

- This screenshot shows a CableCARD that is *not* Paired.

  - If you see this screen, ask the customer for **CableCARD ID, Host ID** and **Data** shown

Resolution Steps

TX, CA, OR and WA: Pair the CableCARD in ICOMS

1. Go to the **Equipment Maintenance** [BX] screen, **select the TiVo**, then click the **Port OCC Asgn** button

2. On the **Equipment Port Maintenance** screen, select the **TiVo Data Occurrence,** then click the **Send Hit** button

3. Highlight Type Code **PA** (Pair Host w/Cable Card), then click the **Select** button

4. On the **Cable Card ID and Host Info** screen, select the **HOST ID,** then click the **Unpair** button

   - The following message appears at the bottom of the screen: PU (Unpair Host) hit transaction generated for box XXXXXXXX

   - Hit the **F5** key on your keyboard until the Status shows **Pending Unpair**

5. Ask your customer to provide the **CableCARD ID**, **Host ID** and **Data ID** from the TiVo's pairing screen

   - See **Pairing Check** steps above for example

6. Still on the **Cable Card and Host Info** screen, highlight the **CableCARD** and click **Change**

7. On the ICOMS **Cable Card and Host Info Details** screen, enter the information found on the customer's **CableCARD Pairing screen**, then click OK

    - **Cable Card ID**: 13 digits (no dashes)

    - **Host ID:** 13 digits (no dashes)

    - **Data ID**: 11 digits (no dashes)

8. Back on the ICOMS **Cable Card and Host Info** screen, select the **Host ID**, then click the **Pair** button

    - The following message appears at the bottom of the screen: PU (Pair Host) hit transaction generated for box XXXXXXXX

    - Hit the F5 key on your keyboard until the **Status** shows **Paired**; this step can **take up to 10 minutes** - do not attempt to repair immediately

    - **If Pairing fails**, select **Delete** and ask the customer to watch the pairing screen for the Data ID number to change, then repeat step 10; this may take several minutes

9. Once paired, go to the **Equipment Balancing** [EB] screen and hit **Enter** to send a **Balance Hit**

10. Restart the TiVo

All Other Markets: Pair the CableCARD in BOLT

1. Go to the **Equipment Tab**, highlight the **CableCARD**, then click **Addl Hits & Detail**

    - **Note**: if you do not see Pairing Information, please follow the **Texas steps**

2. Select **Unpair** from the **Send Hit** dropdown

3. When the **Pairing Status** reads **Pending Unpair**, click **Edit**

4. Click **Edit** and enter the information into BOLT **exactly as read to you by the customer** from the TiVo's pairing screen or channel 994

   - **Cable Card ID:** 13 digits (no dashes)

   - **Host ID:** 13 digits (no dashes)

   - **Data ID:** 11 digits (no dashes)

   - This information **cannot** be changed once saved in BOLT

5. Click **Save**

6. Select **Pair** from the **Send Hit** dropdown

7. When the **Pairing Status** changes to **Pending Pair**, click the **Refresh** button until the **Status** shows **Paired**

8. Once paired, send a **Balance Hit** from the **Equipment Tab**

9. Restart the TiVo

If Pairing Fails

- Click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT**

  Fill out the information as described below and click **Submit**

Trouble Call or Tech Case:	Trouble Call
Service Category:	Cable
Problem Description:	CableCARD Pairing Error
Notes:	Error Message, Equipment,

	CableCARD ID (13-digits), Host ID (13-digits) and Data ID (11-digits)