Stand Alone CableCARD Pairing Article no. 1574

Introduction

Pairing your CableCARD to a retail TiVO

- **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)
- If you see the Technician Verification Channel, the CableCARD is already paired, no further steps necessary
- If you see an In Order to start service... screen, the CableCARD needs to be paired. See below

Resolution Steps

In ICOMS

1. Go to the **Customer Equipment Maintenance** [**BX**] screen

2. Highlight the **CableCARD**, click **Sent Hit** and choose **Pairing** or **Pair Host w/ Cable Card**

    - If you are pairing a CableCARD from piece of customer purchased equipment to another piece of customer purchased equipment, select **Unpair.** The status will change to **Pending Unpair**

3. On the **Cable Card ID and Host Info Details** screen, enter the CableCARD info below information

    - **Cable Card ID** (13 digits, no dashes)
    - **Host ID** (13 digits, no dashes) Listed as just ID in ICOMS
    - **Data** (11 digits, no dashes) - *This is usually there already, but not 100% of the time*
    - Ensure information is **accurate** before pressing **Enter**; once entered, it can't be changed

4. On the **Cable Card ID and Host Info** screen, select the **CableCARD** and click **Pair**

    - Note the status change from ***Not Paired*** to ***Pending Pair***
    - **F5** to **Refresh** until the status reads ***Paired***

5. **For TiVo:**

    - If the numbers **match** the customer's screen, and the card ***will not pair***, 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	TiVo Issue
Service Category	TiVo ONLY

Problem Description	Incorrect TSN
TiVo TSN	15-digit TiVo TSN
CableCARD ID	13-digit CableCARD ID
Host ID	13-digit Host ID
Data ID	11-digit Data ID
Select	Affected TiVo Equipment

1. **For trouble pairing any other device,** create Work Order or Technical Case 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)

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