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)