

# Connecting a Tuning Adapter to your TiVo HD DVR

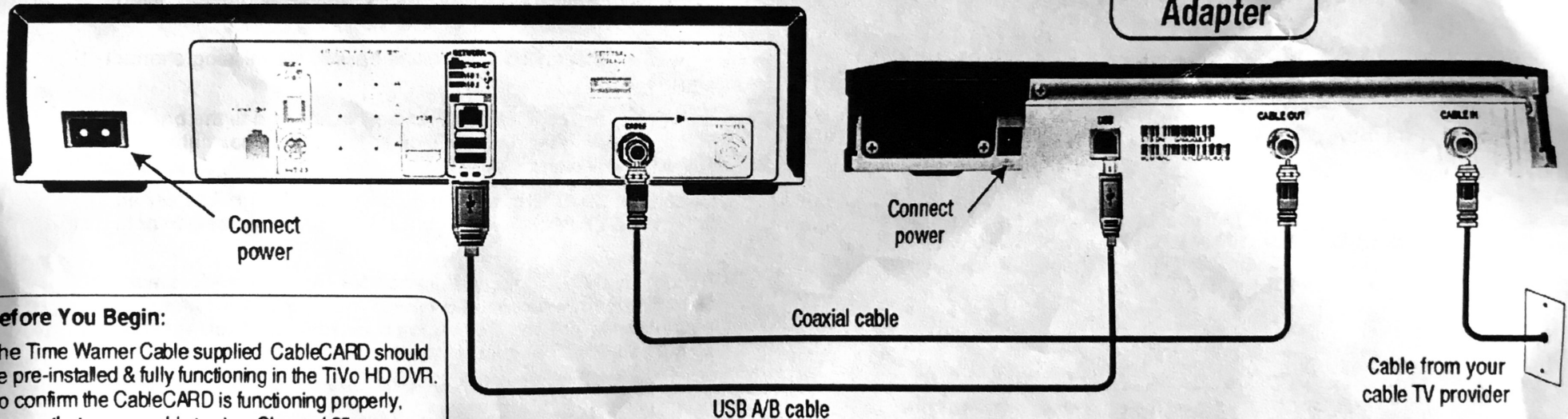
**Note:** This diagram does not show audio/video connections to your HDTV and home theater system. For complete setup information, please see the **Start Here** poster that came with your TiVo DVR.

## What is a Tuning Adapter?

A Tuning Adapter is a small external box provided by your cable company that connects to your TiVo HD, TiVo HD XL, or TiVo Series3 DVR. It enables the DVR to recognize Switched Digital Video channels.

Switched Digital Video is a way to add new channel lineups on existing bandwidth by having channels "switch off" when no one requests them and "switch on" when someone wants to watch them. To make all this switching happen, your TiVo HD DVR needs a Tuning Adapter.

To learn more, or to get help, visit [tivo.com/switched](http://tivo.com/switched).



### Before You Begin:

The Time Warner Cable supplied CableCARD should be pre-installed & fully functioning in the TiVo HD DVR. To confirm the CableCARD is functioning properly, ensure that you are able to view Channel 85.

### Follow these steps:

- 1 If your TiVo HD DVR is already connected to your HDTV and/or home theater system, great! Don't change any of these audio and video connections. (If not, begin with the **Start Here** poster, then return to this diagram.)
- 2 Connect the Coaxial cable from the wall (from your cable TV provider) to the **CABLE IN** jack on the Tuning Adapter (instead of the **CABLE IN** jack on the TiVo DVR).
- 3 Connect another Coaxial cable from the Tuning Adapter's **CABLE OUT** jack to the TiVo DVR's **CABLE IN** jack.
- 4 Connect the USB A/B cable from the back of the Tuning Adapter to one of the TiVo DVR's **USB ports**. (It doesn't matter which one.)
- 5 Connect all power cords, then turn on the Tuning Adapter and your TV. Follow the on-screen instructions to test your channels and complete Tuning Adapter setup.

# Tuning Adapter Common Solutions



Should any issues arise while using your TiVo® DVR with the Cisco Tuning Adapter, refer to the solutions listed below. If you need further assistance, please call Customer Care, 24 hours a day, at 643-2100.

## One of the Following Error Messages Appears:

**“Tuning Adapter Missing”, “Error Acquiring Channel”, or “Channel Not Available”**

Try each of the following steps in sequence, verifying whether the problem has been resolved after each step.

- Ensure that the Cisco Tuning Adapter is powered on. A solid green light should appear next to the power button.
  - If the power light is off, press the power button to turn the Adapter on.
  - If the power light is blinking, refer to the section titled “Tuning Adapter Unresponsive & Blinking”
- Ensure that the coax cable is securely connected to the back of the Tuning Adapter and secure the other end of the coax cable to the splitter or wall outlet.
- Disconnect the USB cable from both the Tuning Adapter and the TiVo® DVR; then Reconnect the USB cable securely to both devices.
- Reboot the Cisco Tuning Adapter by unplugging the AC Power Cord for approximately 10 seconds. Then, replug and wait approximately one minute for the power light stop flashing; and turn on the adapter, if necessary.

## Missing Channels

Try each of the following steps in sequence, verifying whether the problem has been resolved after each step.

- Unplug the USB cable between the TiVo® DVR and Tuning Adapter. Once the TV screen shows a message stating that the Tuning Adapter is Missing, re-plug the USB cable between the devices.
- Reboot the Tuning Adapter, by pulling the power cord for approximately 10 seconds and re-plugging.
- Reboot the TiVo DVR, by pulling the power cord for approximately 10 seconds and re-plugging.
- Go to TiVo Central > Settings > Channels > Channel List, to confirm that all of the missing channels are selected.

## No Sound And/Or Picture on One or More Channels

Try each of the following steps in sequence, verifying whether the problem has been resolved after each step.

- Ensure that the Cisco Tuning Adapter is powered on. A solid green light should appear next to the power button.
  - If the power light is off, press the power button to turn the Adapter on.
  - If the power light is blinking, refer to the section below, titled “Tuning Adapter Unresponsive & Blinking”
- Tune to another channel, then tune back to the missing channel again.
- Ensure that the coax cable is securely connected to the back of the Tuning Adapter and secure the other end of the coax cable to the splitter or wall outlet.
- Disconnect the USB cable from between the Tuning Adapter and the TiVo® DVR; then Reconnect the USB cable securely to both devices.
- Reboot the Cisco Tuning Adapter by unplugging the AC Power Cord for approximately 10 seconds. Then, replug and wait approximately one minute for the power light stop flashing; and turn on the adapter, if necessary.
- Reset your TiVo® DVR by locating the appropriate option in the TiVo® Menu.
- Verify that the TV is set to the appropriate Input or Video Source. To confirm the appropriate input, check the label at the connection point on the back of your TV.

## Tuning Adapter Unresponsive & Blinking

- Reboot the Cisco Tuning Adapter by unplugging the AC Power Cord for approximately 2 minutes.
- Then, re-plug and wait approximately one minute for the power light stop flashing.
- If the power light turns off completely, turn on the Tuning Adapter.



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