

TiVo Setup – Chicago Digital Boxes



The following documents have been created to help you guide a customer through setting up their TiVo PVR with the RCN Chicago Digital system.

About SERIAL PORTS...



Some digital converters have Serial Ports.

These ports, if activated, will allow the TiVo to "communicate" with the converter.

- When you press channel UP on your TiVo remote, the TiVo stays on ch 4 , but it "tells" the converter to change its channel.
- If you program the TiVo to record a certain program at a certain time, the TiVo will remain on ch 4 , but it "tells" the converter to change its channel at the time programmed.

TiVo claims that this is the PREFERRED method of hooking a converter to a TiVo. It is the preferred method, because it is the easiest to hook up.

Unfortunately, Chicago Digital boxes do not have active serial ports.

IR Controllers (IR blasters, IR Transmitters) :

Currently, the only tried and true method a customer can hook up their TiVo to an RCN converter is to use an IR controller (IR blaster, IR Transmitter). This piece of equipment will allow TiVo communicate with the converter.

IR transmitters are included with a customer's purchase of a TiVo system. The one end plugs into the IR port in the back of the Tivo, and the "transmitter" end gets secured to the front of the converter, on top of the **Infa-Red sensor** on the converter.

It is RCN's responsibility to send an acceptable CABLE SIGNAL to the customer. It is also RCN's responsibility to provide WORKING, USABLE equipment to the customer. The equipment that we supply to our customers are RCN Remotes and RCN converters. Any equipment OUTSIDE of this is not RCN's responsibility. **TiVo has their own Customer Service department to take care of helping the customer SET UP their additional equipment.**

Model QCR2220 Digital Cable Receiver



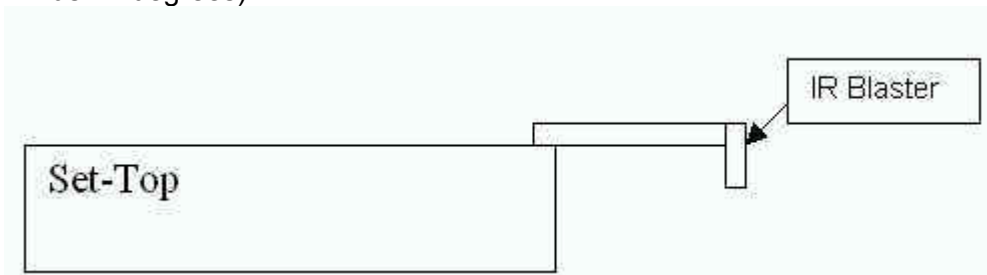
TiVo setup- Helpful hints:

- (If the customer's TIVO was already programmed, it will need to be reset. This can take up to an hour.)
- In the meantime, relay this information to the customer, so that they can try to get their TiVo service working.
- **The QCR2220 converter DOES have a serial port, but it is ONLY USED FOR WAREHOUSE purposes. It is NOT active for TiVo**

IR Blaster setup

Please note:

- You may encounter occasional dropped digits from the TiVo to the digital converter. The problem seems to be related to the IR transmission. The Set-Top feeds back the button presses as a blinking light. Those missed digits just don't register and its not always the final digit (timing).
- It seems to work best if the TiVo IR blaster is placed atop the box, **only one of the two** blasters is used, and the blaster is adhered to the set-top protruding prominently. (as far out front as possible.). The projection puts the blaster emitter in the field of view of the IR receiver (plus or minus 42 degrees)



- TiVo suggests covering the blaster with a cloth to prevent ambient interference. The IR receiver for the QNS is marked as "IR" on the front panel display

Programming is straightforward using on screen menus.

1. The TIVO box keys on the zip code to determine what service is available. Currently, we are told that **60601**, **60662** and **60661** are active, so try these.
2. A selection screen appears at one stage that asks the customer to choose an operator (In this case, Comcast or RCN).
3. The service level choices are then presented. Choose our advanced digital line-ups.
4. Following service selection the subscriber is prompted to choose a set-top manufacturer. Select "Motorola". Even though your converter is a different brand (QNS) that is not presently listed, the Motorola codes are the same.
5. After the set-top manufacturer is selected, a remote control code selection list is presented. To have the best success, use the 100042 code at medium speed.

Model DCD2200i Digital Cable Receiver



TiVo setup- Helpful hints:

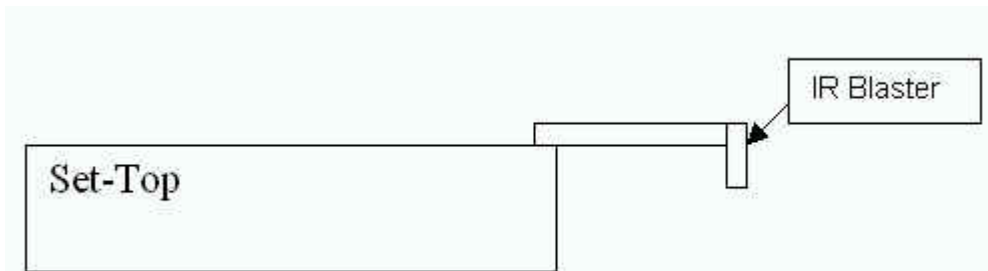
If the customer's TIVO was already programmed, it will need to be reset. This can take up to an hour.

In the meantime, relay this information to the customer, so that they can try to get thier TiVo /Replay TV service working.

IR Blaster setup

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- It seems to work best if the TiVo IR blaster is placed atop the box, only one of the two blasters is used, and the blaster is adhered to the set-top protruding prominently. (as far out front as possible.). The projection puts the blaster emitter in the field of view of the IR receiver (plus or minus 42 degrees)



- Tivo suggests covering the blaster with a cloth to prevent ambient interference. The IR receiver for the UEC box is directly in the center of the smoked plastic window near the top above the number display. The UEC receiver is in the smoked window at the right hand of the cluster of arrows. (The big circle in the center of the box) Again, its near the top centered above the channel number/clock display:

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