



Dear Customer,

We're happy that you've chosen Time Warner Cable as your Digital TV provider and we're here to help support your use of a retail CableCARD-ready device. We wanted to ensure that your setup and installation go as smoothly as possible, so we're providing you with the instructions you'll need to activate your device and start enjoying your favorite programming. We've also included additional resources for other supported devices. For even more information on your CableCARD visit us at www.timewarnercable.com/cablecard.

Follow these simple steps in order to get your CableCard device and Tuning Adapter up and running right away.

First: Install your CableCARD

When installing a CableCARD in a supported device, refer to the setup instructions included with that device.

We want you to have the best experience possible, so we've compiled phone numbers and websites for the supported devices where you can find answers to any of your questions.

Ceton InfiniTV 4 Multi-Tuner PC Card

Ceton's support website: www.cetoncorp.com/infinity/support

Support line: 1.866.265.5541

Moxi 3-Tuner HD DVR

Moxi's support website: <http://moxi.com/us/support/mc4r/quickstartguide.pdf>

Support line: 1.866.969.6694

TiVo HD DVR

TiVo's support website: <http://tivo.com/cablecard>

Support line: 1.877.367.8486

Second: Activate your CableCARD

Once you've installed the CableCARD, you're ready to activate it. Just call our CableCARD Technical Support Desk at 1.866.606.5889 to get started.

The CableCARD Technical Support Desk hours are:

Monday – Friday 8:00 am to 11:00 pm (Eastern)

Saturday – Sunday 10:00 am to 11:00 pm (Eastern)

Third: Set up the Tuning Adapter

You will need a Tuning Adapter only if you're using one of the following devices:

- TiVo DVR (either the Series 3, HD, or HD XL)
- Moxi HD DVR
- Ceton InfiniTV 4 Multi-Tuner PC Card

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To install your Tuning Adapter, first, make sure the CableCARD is installed and activated. Then, follow these steps:

- 1) Connect the cable coming from the wall to the “cable in” connection on the Tuning Adapter.
- 2) Connect the cable from the “cable out” connection on the Tuning Adapter to “cable in” connection on the TiVo, or Moxi. If connecting to a Ceton, a cable out connection is not required.
- 3) Connect the power cord to the Tuning Adapter.
- 4) Once the power is connected, the light on the Tuning Adapter will be solid.

For Cisco Tuning Adapters: the light will be solid for about 10 seconds, and then begin to flash. After about 5-10 minutes the light will be solid again. If the light has not become solid after 10 minutes, reset the device by turning it off and then on again. At this point you should connect the USB cord from tuning adapter to the TiVo, Moxi, or computer if using Ceton .

For Motorola Tuning Adapters: If after 30 minutes, the light continues to flash, please contact the CableCARD Technical Support Desk for assistance.

NOTE: If the light on the front of the Tuning Adapter is blinking three times and then pausing, this means that a Firmware update is in progress (which could take around 20 minutes).

FAQs

If I have a CableCARD, do I still need my digital set-top box to get Digital TV?

You may choose to use a CableCARD-equipped Digital Cable Ready device instead of a digital cable set-top box to access digital cable services. However, the capabilities of your device will depend on whether you have a Unidirectional Digital Cable Product (UDCP) or a tru2way™ device. In order to enjoy the full range of Time Warner Cable services, such as the Interactive Programming Guide, On Demand, and Start Over® you will need a CableCARD-equipped tru2way™ device or a digital cable set-top box. UDCPs are one-way devices, and cannot access two-way services. However certain UDCPs are able to access channels delivered interactively via Switched Digital Video (SDV) technology when equipped with a Tuning Adapter provided by Time Warner Cable. For more information please visit www.timewarnercable.com/cablecard.

Will I still get Movies On Demand and Pay-Per-View with a CableCARD?

With a CableCARD-equipped tru2way™ device you will have access to all the Time Warner Cable On Demand and Pay-Per-View programming. However, Interactive programming is not available on CableCARD-equipped UDCPs. If you have a UDCP, you will need to lease a digital set-top box to receive these services. To learn more about tru2way and UDCP devices, please visit www.timewarnercable.com/cablecard or www.timewarnercable.com/tuningadapter.

Thank you for choosing Time Warner Cable.

We hope this information is helpful. If you have any questions or to find out if you qualify for a “Bring Your Own Box” credit to save on your monthly bill, please visit www.timewarnercable.com/cablecard.