

# **Exhibit A**

**Comments Posted to [www.tivocommunity.com](http://www.tivocommunity.com)  
“Official Time Warner Cable Thread”**

**January 16, 2010 – June 26, 2010**



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TiVo Community > Main TiVo Forums > TiVo Series3 HDTV DVRs  
 Official Time Warner Cable Thread

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01-16-2010, 11:16 AM

#4621

**Joe Siegler**  
Registered User



Join Date: May 2000  
Location: Garland, TX  
Posts: 399

Quote:

Originally Posted by **Welshdog**  
*I have a basic TWC question. When you have digital cable do you still get analog cable? I'm finally thinking of trying a Cablecard here in Austin, but only on my Tivo HD. I have an S3 and two S2s. I would keep these on analog and OTA.*

Thanks

Here in Dallas, they've removed a few analogs lately to make room for more HD. I suspect at some point analog will go away totally. I don't know if there's a drop dead date with that on Cable like there was for OTA broadcasts, but I could just be uninformed on that issue.

But the under 100 channels are analogs here in TWC Dallas. I have them all disabled except for the local government public access channels, and like one other that for some reason is analog only, no digital equivalent.

Joe Siegler -  
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Webmaster,  
 To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.  
 &  
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-----  
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01-16-2010, 04:36 PM

#4622

**Welshdog**  
Tivonkadonk



Join Date: Jan 2005  
Posts: 225

Quote:

Originally Posted by **Joe Siegler**  
*But the under 100 channels are analogs here in TWC Dallas.*

Thanks, I imagine the same is true here in Austin. Although I have observed the each TWC city seems to be it's own little kingdom and they all do what they want. In fact, that is characteristic of how Time Warner runs the whole corporation. They encourage internal blood feuds . . . er, um I mean competition between divisions.

My rig: Series 2 • Series 2 + Burner • Series 3 HDTivo • Series 3 w/external drive  
 "Nobody looks good in high-def" - Doug Wilson-Weeds



01-18-2010, 10:32 AM

#4623

**Shmooh**  
Registered User

Join Date: Feb 2009  
Location: Cary, NC

Quote:

Originally Posted by **Welshdog**  
*I have a basic TWC question. When you have digital cable do you still get analog cable? I'm finally thinking*

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Posts: 54

*of trying a Cablecard here in Austin, but only on my Tivo HD. I have an S3 and two S2s. I would keep these on analog and OTA.*

*Thanks*

Unless TWC intentionally puts a trap on the line to block it, you'll still get analog cable even if you only use digital service. I've never heard of them doing something like that, so you should be just fine.

Lots of people still have older secondary CRT TVs that don't have cable boxes, so many people still need the analog cable signal. If TWC is sending it out, with today's technology there's no real reason to block it from paying customers. It's one of the 'value adds' for cable.

However, like Joe said, analog cable is likely to diminish over time. It's very bandwidth inefficient, and they want the room for HD channels. Eventually, we'll all need boxes for all our non-digital TVs/tuners.

As a side note, many/all of the analog channels are also sent out in digital form. I think the more recent TWC boxes don't even include an analog tuner in them. Customers never even know the difference despite the fact that the channel is basically being sent simultaneously in two different forms.



01-18-2010, 01:08 PM

#4624

**Ehlibert1**

Registered User

Join Date: Mar 2006  
Posts: 27

Hey guys. I haven't been here since 2007 so please forgive me. I'm thinking about going the Tivo HD rout with TW cable. I was wondering if someone could help me out. First off if I hook up a regular antenna to the Tivo HD will I get all the local HD channels in the guide? Second if I just plug in the cable in the back will I be able to get HD channels? I figure I will have to have a cable card for that. If I have to get a cable card do I have to get 2? I live in Columbus Ohio if that helps. Basically I just want to get the lowest digital package in TW that has all the ESPN's and record with the wonderful Tivo HD. Thanks in advance guys.

*Last edited by Ehlibert1 : 01-18-2010 at 01:23 PM.*



01-18-2010, 01:28 PM

#4625

**sqiddohio**

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

The antenna will give you local stations over the air.

The cable with no CC will also give you local stations, both SD and HiDef. You will also get stations 1-99 analog. With the most basic digital package and one CC, you will be able to skip the analog stations altogether and get them on a digital feed, which you will notice right away is a substantially clearer picture - almost DVD quality. If you have a 42 or larger screen you will want this.

You can use only 1 CC if you want, but for \$3/month you are asking for a lot of aggravation. TW probably won't give you an M-Card (multi-stream which is for two tuners), but I would highly recommend two CCs rather than one. I have 3 HD Tivos with 2 CCs in each; it's a small price to pay to be sure all your programs are accessible for viewing and recording.

Finally, as for ESPN, you will (probably) only get ESPN in Std Def with the basic digital package; I think you will need a basic HD package (different and a step up from the basic digital package) to get ESPN, etc in HiDef. Only the network stations are supplied "free" with basic packages.

Check your local TW web page, or call them for details on packages and pricing to be sure that the HD or digital stations that you want are in the deal you subscribe to.



01-18-2010, 01:37 PM

#4626

**Ehlibert1**

Registered User

Join Date: Mar 2006  
Posts: 27

Quote:

Originally Posted by **sqiddohio**

*The antenna will give you local stations over the air.*

*The cable with no CC will also give you local stations, both SD and HiDef. You will also get stations 1-99 analog.*

*With the most basic digital package and one CC, you will be able to skip the analog stations altogether and get them on a digital feed, which you will notice right away is a substantially clearer picture - almost DVD quality. If you have a 42 or larger screen you will want this.*

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*Check your local TW web page, or call them for details on packages and pricing to be sure that the HD or digital stations that you want are in the deal you subscribe to.*

Thank you for all your help.



01-19-2010, 12:50 PM

#4627

**Shmooh**

Registered User

Join Date: Feb 2009  
Location: Cary, NC  
Posts: 54

Quote:

Originally Posted by **sqiddohio**

*You can use only 1 CC if you want, but for \$3/month you are asking for a lot of aggravation. TW probably won't give you an M-Card (multi-stream which is for two tuners), but I would highly recommend two CCs rather than one. I have 3 HD Tivos with 2 CCs in each; it's a small price to pay to be sure all your programs are accessible for viewing and recording.*

Does TWC in Ohio not supply M-Cards or something?

If they do and you just have a preference for 2 S-Cards, is there any particular reason for that? Are 2 cards considered to be more reliable somehow, and thus worth the extra \$3 a month? For what it's worth, I have one M-Card, and have had no problems with it whatsoever (I've had it for about 1 year).

If they claim to only supply S-Cards and you want an M-Card, you may want to ask them to note you'd like M-Cards on your work order anyway, and to re-iterate that request to the tech who comes to install them. I think I've heard that's worked for some people, as the first line phone support people often don't know much about cable cards.



01-21-2010, 09:24 AM

#4628

**mkomyluck**

Registered User

Join Date: Jan 2010  
Posts: 11

AAARRRRGGG....HELP!!!! Arlington TX ZIP 76002...I am so upset. I have had 5 appointments 9 hrs invested and no CC working in my TiVo. I was lucky enough to have 1 SSCC working in my TiVo Tues. night until the new TWC technician showed up at my house to install the M-Card and He informed me that the 2 M-Cards he brought were not in inventory and could not be activated so he left a non working M-Card in my box and took the only working S-Card. I am so lost, I have never had this problem with Comcast.

I have been a loyal TiVo Member since 05, I moved and were i moved to had no cable service so i was forced to go to Dish. After Paying a year of TiVo service I decided to sell my HD-Box on Ebay. I moved 3 months later I got relocated with work. I decided to go with AT&T Uverse and got the worst picture of my life, after 3 months of this i went to TWC and used there DVR for 3 months...AAARRRRRRGGGG....what a POS. I decided since its my B-day to purchase a TiVo. I added the new box, on my account and had already had a M-Card in my house from my Plasma TV which was replaced. So i called the dispatch office told them what i had and they told me to install the M-Card and it should work...I imediatly told them it would not and then was argued with...I had to explain to Tech Support at TWC how a CC works. So after an hour i got someone on the phone who, Supposedly, knew how to deactivate and reactivate and M-Card on my TiVo. That did not work. So they sent a Tech out on Sunday, with 1 M-Card, and gues what after 2 hours they realized this card was in "Lost" Status and could not be activated, so they sent another Tech out on Monday, I left my Mother In Law in the house to Great him, He tried for 2 hours to get the M-Card working and told us it was a Holiday so the Warehouse was Closed and could not get anymore Cards, and informed us it had been a year since he installed a CC and that he really did not know what to do, so he put me on the Schedule for Tuesday after 5 so i could be there, he shows up and Says "good news i brought to good cards" i said "sweet, lets get them on" guess what, S-Cards, so he has 2 no prob, ill pay the extra \$3 F-IT right I WANT MY TIVO!!!

after trying to make the M-Card work for 2 hours, I take over, I pull out the BAD M-CARD, installed the S-card told him to call in the numbers and boom it worked, so i installed the second S-Card and NO GO...this card was "LOST IN THE BACKEND"...i got rescheduled for yesterday for noon, i got my call left work and meet the guy he has 2 M-Cards with him and says "I know everything about CC's", I am thinking finally i am going to get my TiVo working. Well yesterday was inventory day, and he left with 2 M-Cards, after he was gone they did inventory and those cards were not in the warehouse and were attached to no ones name so they reported them "Lost" so they could pair them but could not send them a Hit because the cards did not belong to TWC any more.....

WHAT TO DO....ANY ONE IN ARLINGTON EVER GET THERE TIVO WORKING....HELP I NEED HELP....

I decided last night to act dumb...i ordered 3 new M-Cards and told them i would pay 39.99 to have them installed on Sat. in hopes that they will stop putting my ticket on repair status, and bring 3 good M-Cards when i only need one.

HELP....HELP.....HELP.....HELP

sorry so long

Martin



01-21-2010, 09:50 AM

#4629

**mkomyluck**

Registered User

Join Date: Jan 2010  
Posts: 11

HELP...ARLINGTON TX, 76002 TIME WARNER CABLE

Here goes, 5 appointments 9 hours of techs at my house and still no TiVo..



01-21-2010, 09:51 AM

#4630

**skaggs**

AlbanyHDTV guru



Join Date: Feb 2003  
Location: Albany, NY  
Posts: 131

Quote:

Originally Posted by **mkomyluck** AAARRRRGGG....HELP!!!! Arlington TX ZIP 76002...I am so upset. I have had 5 appointments 9 hrs invested and no CC working in my TiVo. I was lucky enough to have 1 SSCC working in my TiVo Tues. night until the new TWC technician showed up at my house to install the M-Card and He informed me that the 2 M-Cards he brought were not in inventory and could not be activated so he left a non working M-Card in my box and took the only working S-Card. I am so lost, I have never had this problem with Comcast.

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HELP....HELP.....HELP.....HELP

sorry so long

Martin

Sounds like the typical TWC cable card installation. ☹️ Sorry.

AlbanyHDTV.com moderator



01-21-2010, 10:09 AM

#4631

DougJohnson

Registered User

Join Date: Dec 2006  
Posts: 102

Quote:

Originally Posted by [mkomyluck](#)

WHAT TO DO....ANY ONE IN ARLINGTON EVER GET THERE TiVo WORKING....HELP I NEED HELP....

It's probably not any help, but my son-in-law and daughter's TiVo HD is working fine in Arlington. They do have cable card(s), but I don't know if it is two S cards or one M card. -- Doug



01-21-2010, 12:07 PM

#4632

mkomyluck

Registered User

Join Date: Jan 2010  
Posts: 11

WOW...I cant believe it...got a call right after this post for another visit by tech...after 2 attempts I am happy to report I have my TiVo WORKING!!!! the first card the tech put in was my original card that started all of this, i stoped him mid stream walked over to the box ejected it and told him to insert the other card...and WOW it worked...OMG i dont know what i am going to do now...I was thinking about putting another TiVo upstairs but is this worth it??



01-21-2010, 12:57 PM

#4633

mkomyluck

Registered User

Join Date: Jan 2010  
Posts: 11

Here is a nice side note, if you dont know already and you subscribe to digital cable, at least here in Arlington TX, you can set your TiVo up for regular Cable, do a channel search in settings under channel lineup and your TiVo HD box will display digital cable channels. I recently found this out during my CC ordeal. Most of the channels will not be assigned a name but you can figure them out, my TiVo found 489 cable channels, 1-99 were all assigned numbers..for example it found 4 for fox and 4-1 for fox hd, 34 espn and 234 espn hd <---this was not labeled i had to figure this out.



01-21-2010, 01:05 PM

#4634

mkomyluck

Registered User

Join Date: Jan 2010  
Posts: 11

Quote:

Originally Posted by [Ehilbert1](#)

Thank you for all you help.

Quote:

Originally Posted by [mkomyluck](#)

Here is a nice side note, if you dont know already and you subscribe to digital cable, at least here in Arlington TX, you can set your TiVo up for regular Cable, do a channel search in settings under channel lineup and your TiVo HD box will display digital cable channels. I recently found this out during my CC ordeal. Most of the channels will not be assigned a name but you can figure them out, my TiVo found 489 cable channels, 1-99 were all assigned numbers..for example it found 4 for fox and 4-1 for fox hd, 34 espn and 234 espn hd <---this was not labeled i had to figure this out.

I should elaborate more. Dont be confused by this. The TiVo did not find my premium channels, well it did not scramble them. NO HBO, no 3rd tear programing,



01-22-2010, 04:21 AM

#4635

kevin120

Registered User

Join Date: Mar 2008  
Posts: 27

Quote:

Originally Posted by [mkomyluck](#)

Here is a nice side note, if you dont know already and you subscribe to digital cable, at least here in Arlington TX, you can set your TiVo up for regular Cable, do a channel search in settings under channel lineup and your TiVo HD box will display digital cable channels. I recently found this out during my CC ordeal. Most of the channels will not be assigned a name but you can figure them out, my TiVo found 489 cable channels, 1-99 were all assigned numbers..for example it found 4 for fox and 4-1 for fox hd, 34 espn and 234 espn hd <---this was not labeled i had to figure this out.

The HD channels are in the 300,400,700,800 range. there are duplicate sd channels in themes such as kids,sports,premiums,music,religious that are on channels 100+.



01-23-2010, 07:58 PM #4636

**mdblanke**  
Registered User



Join Date: Oct 2009  
Location: Toledo, Ohio  
Posts: 4

I live in the Toledo Ohio area and have TWC with a new HD Tivo with a dual(two way) cable card. Recently TWC introduced some new HD channels. My problem seems to be that TiVo is not recognizing the right new channels. It has two of them switched. It thinks the Syfy channel is Bravo and Bravo is Syfy. I am forcing the TiVo to record Bravo to get my Syfy channels (cant live without my Syfy) Anyone heard of this problem. Should I contact TiVo directly?



01-27-2010, 10:33 AM #4637

**cobec8**  
Registered User

Join Date: Jan 2010  
Posts: 3

**Time Warner Cable - NYC**

I post this simply to alert/reassure others who wonder why inserting a cable card in a slot and activating it shouldn't be like inserting an ATM card and withdrawing money.

I had my Tivo HD replaced under warranty a few days ago. So when the new Tivo arrived, I took the cable card out of the old Tivo and put it in the new one.

Pop-up: "You must contact Time Warner to activate etc etc..."

I called them. No, they cant activate it by phone. A guy must come out - three days later (that was their earliest appt opening at \$40 by the way).

He came. It took three phone calls til he found someone at TW who knew how to activate the card (and "lock it in" as they say). He was here 45 minutes, and went out to the truck to consult another guy as well.

Bottom line: Cable Cards are an unknown quantity to the vast majority of TW NYC customer service reps (who I was advised are going through training etc about this new technology).



01-28-2010, 04:42 PM #4638

**cat19me**  
Registered User

Join Date: Jan 2007  
Posts: 9

**Tivo TWC in Maine--help deciding**

We have three Series 2 Tivos that we've been running with our local small cable company (who doesn't know how to do cablecards and is too small to be required to do them). All of them are set up to use their own digital cable box and to single-tune with IR blaster. (We did all set-up with help from this site; all tech did was run the cable into the house). We do not have HD Tivos or TVs.

We have run our own router off the incoming box in the basement (and added three hubs around the house) to handle our LAN, with printer, computers, and of course the ethernet hookups for the Tivos. All works great.

Local company is stopping their digital cable service completely and moving to Direct TV in a month. I understand that we wouldn't be able to dualtune with DirectTV either. Plus they want a two-year contract.

Our other option is to do TWC. We want to have all three Tivos (finally) able to dual-tune. 😊 We do not want any premium subscription (HBO etc) channels. If I understand the CSR, the specialized channel package we want will only work with the cable box, but we could also have standard/classic cable channels available to our other TVs without paying extra.

My questions:

\* With a single TWC cable box downstairs and a Series 2 Tivo, do we need any other equipment else to dual-tune for basic and digital cable? What are the limits on that?

\* With "just" cable upstairs and two Series 2 Tivos, will we be able to dual tune the "classic" channels on both and what would be the limitations on that?

\* What do we need to tell TWC to get all of this set-up effectively? Will they be likely to set this up so that we can still use all the cable we've got installed now for digital internet and cable, or will they likely say that we need to pay them to redo all this?

\* How much, if any, of the Tivo setup does TWC need to dp? (We've never had a tech touch our Tivos before.)

\* How many zillion hours of labor and visits will this cost us?

\* Would we better off giving up dual-tuning yet again 😞 and going with DirectTV?



01-28-2010, 09:05 PM #4639

**drwmax**  
Registered User

Join Date: Jan 2010  
Posts: 2

**Being told Time Warner NYC "does not support" Tivo HD XL**

Just purchased unit; was asked for serial #. I said model #? She said serial #. I said how many digits. She said "it starts with TDC". I said that's the model # and read her the model #. She put me on hold for 10 minutes and said "time warner does not support that tivo version". I said "impossible. Get your supervisor as I know many hundreds or thousands of people are on TWC with that model #." She put me on hold, then came back and said "You need to talk to a supervisor". Now on perma-hold. Suggestions?



01-28-2010, 09:25 PM #4640

**drwmax**

Registered User

Join Date: Jan 2010  
Posts: 2

**Update on TWC NYC**

Supervisor finally reached. Put me on hold numerous times. Finally said, "we must have old information back from July 2009. A tech will be out early next week." He asked how many cards I needed. I said 1 M-card should suffice. He said, "oh, that Tivo device takes 1 M-card?" I said yes. I then asked if I needed a Tuning Adapter in this region. He said, no your tuners are built in to the Tivo. I said, yes, the tuners are built in, but I might need a Tuning Adapter. You've not heard of that, so please make a note for your technician to bring one just in case.

I'll post everyone next week if this actually works.



01-30-2010, 12:09 PM

#4641

**essjay22**

Registered User

Join Date: Nov 2009  
Location: Buffalo NY ( Lancaster )  
Posts: 2

**Western NY here**

Got my tivo ,TW tech came out installed one M card, ordered the tuner adapter ( out of stock he knew we needed one) Got the adapter today, I installed it and we are up and running in HD now. The tech visit was 17\$ the card was 2 something a Mo. After all the reports in here i was pleasantly surprised that all went well and all the ppl i spoke to were reasonably knowledgeable and helpful.

Hope you all do as well.

s



01-31-2010, 07:59 AM

#4642

**mdblanke**

Registered User



Join Date: Oct 2009  
Location: Toledo, Ohio  
Posts: 4

Quote:

Originally Posted by **essjay22**

*Got my tivo ,TW tech came out installed one M card, ordered the tuner adapter ( out of stock he knew we needed one) Got the adapter today, I installed it and we are up and running in HD now. The tech visit was 17\$ the card was 2 something a Mo. After all the reports in here i was pleasantly surprised that all went well and all the ppl i spoke to were reasonably knowledgeable and helpful.*

*Hope you all do as well.*

*s*

I got a letter about the tuner adapter but when i called TW they did not seem to know about it or that i needed one. Certain channels have switched to SD as of Jan-21 but my TiVo still seems to view them fine.(TiVo HD with M-Card) The letter stated that i had 60 days to get a free tuner and that i had to go and pick it up (nearest office is over an hour away). I know with my luck everything will stop working after the 60 days. I have only one problem right now and that is my TiVo thinks the HD Syfy channel is the HD Bravo 😞



02-09-2010, 11:56 PM

#4643

**rv65**

Registered User

Join Date: Aug 2008  
Posts: 82

The North County portion of TWC San Diego is activating SDV tomorrow and a ton of HD channels will be added so you better get your TA ready. The north county system is Motorola while San Diego proper is SA.



02-10-2010, 09:43 PM

#4644

**jeremyz**

BillingInfoReceived

Join Date: Apr 2006  
Posts: 46

Quote:

Originally Posted by **drwmax**

*Supervisor finally reached. Put me on hold numerous times. Finally said, "we must have old information back from July 2009. A tech will be out early next week." He asked how many cards I needed. I said 1 M-card should suffice. He said, "oh, that Tivo device takes 1 M-card?" I said yes. I then asked if I needed a Tuning Adapter in this region. He said, no your tuners are built in to the Tivo. I said, yes, the tuners are built in, but I might need a Tuning Adapter. You've not heard of that, so please make a note for your technician to bring one just in case.*

*I'll post everyone next week if this actually works.*

A Tivo on TWC NYC does not need a TA. Not surprising that the guy didn't know what it was.



02-11-2010, 04:44 PM

#4645

**coltsfanincincy**

Registered User

Join Date: Feb 2010  
Posts: 2

Hi,

Got a TIVO HD Dvr. Called TWC Cincinnati and the sales guy told me they dont do cable cards anymore. Is this true? Should I call back and talk to customer service. I dont want to have to use their excuse for a DVR.

thanks



02-11-2010, 04:55 PM

#4646

**CrispyCrittter**

Purple Ribbon Wearer

Join Date: Feb 2001  
Location: North Potomac, MD  
Posts: 2,970

Quote:

Originally Posted by [coltsfanincincy](#)

Hi,

*Got a TIVO HD Dvr, Called TWC Cincinnati and the sales guy told me they dont do cable cards anymore. Is this true? Should I call back and talk to customer service. I dont want to have to use their excuse for a DVR.*

You should complain loudly to TWC customer service. They are absolutely legally required to furnish and support cablecards.

CrispyCrittter

TiVo S2: **Bob**(186 hrs) **Sharon**(186 hours) **Barney** (127hrs) TiVo HDXL: **Frank** TiVoHD: **Susan**



02-11-2010, 04:59 PM

#4647

**coltsfanincincy**

Registered User

Join Date: Feb 2010  
Posts: 2

Quote:

Originally Posted by [CrispyCrittter](#)

*You should complain loudly to TWC customer service. They are absolutely legally required to furnish and support cablecards.*

I thought I read that somewhere just wasnt Sure.. Thanks Crispy



02-11-2010, 05:53 PM

#4648

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by [coltsfanincincy](#)

*I thought I read that somewhere just wasnt Sure.. Thanks Crispy*

If you dont get anywhere with TWC, call TiVo and ask for cablecard support... they will help kick 'em in the behind...



02-23-2010, 08:18 PM

#4649

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

Hi,

Bought a TivoHD a couple weeks before having North East Ohio TWC come out and hook us up to cable. When I arranged the appointment, I informed the person at the other end that I needed either 2 single stream or 1 multi stream cablecard.

The install "seemed" to go smoothly - checked out a bunch of channels and was really happy with how HD looked on our TV.

Of course - a day later the wife complained to me that some of her favorite (non-premium) channels are just gray screens...

Argh!

read the FAQ - and I see this is a "fairly" common occurrence :-)

Now - I'm trying to narrow down just what the cause of our gray screens.

I haven't called TWC yet to verify our account is setup correctly - but I did look at the cablecard setup screens.

We have two Single stream SA cards (no Multistreams in stock) and according to the FAQ - what I should see is:

"CP Auth: Received"

"Powerkey Status: Ready"

For both cards - what I see is:

"CP Auth: Received"

"Powerkey Status: Not Ready waiting for EMMS"

Now - from a quick search, "Not Ready waiting for EMMS" means neither cablecard is properly setup?

And I need to schedule a service call to get their butts out here and finish setting things up?

thanks

Jim



02-23-2010, 08:20 PM

#4650

**SCSIRAID**

Registered User



Quote:

Originally Posted by [Orcus](#)

Hi,

*Bought a TivoHD a couple weeks before having North East Ohio TWC come out and hook us up to cable. When I arranged the appointment, I informed the person at the other end that I needed either 2 single stream or 1 multi stream cablecard.*

Join Date: Feb 2003  
 Location: Apex, NC  
 Posts: 2,010

*The install "seemed" to go smoothly - checked out a bunch of channels and was really happy with how HD looked on our TV.*

*Of course - a day later the wife complained to me that some of her favorite (non-premium) channels are just gray screens...*

*Argh!*

*read the FAQ - and I see this is a "fairly" common occurrence ; -)*

*Now - I'm trying to narrow down just what the cause of our gray screens. I haven't called TWC yet to verify our account is setup correctly - but I did look at the cablecard setup screens.*

*We have two Single stream SA cards (no Multistreams in stock) and according to the FAQ - what I should see is:*

*"CP Auth: Received"  
 "Powerkey Status: Ready"*

*For both cards - what I see is:*

*"CP Auth: Received"  
 "Powerkey Status: Not Ready waiting for EMMS"*

*Now - from a quick search, "Not Ready waiting for EMMS" means neither cablecard is properly setup?*

*And I need to schedule a service call to get their butts out here and finish setting things up?*

*thanks*

*Jim*

Looks like they are properly paired... but looks like you need a 'balancing hit' to get your 'entitlements'.



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TiVo Series3 HDTV DVRs

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02-23-2010, 08:38 PM

#4651

**Orcus**

Registered User

Join Date: Sep 2002  
 Location: Akron, Oh  
 Posts: 21

Quote:

Originally Posted by **SCSIRAID**  
*Looks like they are properly paired... but looks like you need a 'balancing hit' to get your 'entitlements'.*

Great! I think ;-)

I'm guessing I should be able to call them and have them do the balancing from there end - and I should see some results on the cablecard screen.

Currently - for both cards it shows "EMM Count = 0".

What should the count be if things were working properly?

I'm planning on calling TWC from work tomorrow - and if they send the "hit" I'll have the wife check the cablecard screens - and I need to have an idea of what to expect. Anything but zero?

thanks!

Jim



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02-23-2010, 08:41 PM

#4652

**Grumock**

Registered User



Join Date: Dec 2008  
 Location: Nowhere close to reality  
 Posts: 263

Quote:

Originally Posted by **Orcus**  
*Great! I think ;-)*  
*I'm guessing I should be able to call them and have them do the balancing from there end - and I should see some results on the cablecard screen.*  
*Currently - for both cards it shows "EMM Count = 0".*  
*What should the count be if things were working properly?*  
*I'm planning on calling TWC from work tomorrow - and if they send the "hit" I'll have the wife check the cablecard screens - and I need to have an idea of what to expect. Anything but zero?*  
*thanks!*  
*Jim*

Should be at least 6 emms if not 39.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."

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02-24-2010, 05:13 PM

#4653

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

Quote:

Originally Posted by **Grumock**   
*Should be at least 6 emms if not 39.*

Ok,  
called while at work today and SLOWLY worked through the question/response card the person at the other end was reading from.

"I don't have a USB cable to unplug"

"I am using a TiVo not a cable tuner"

"no - the cards do not need balanced - you need to send a balancing hit to them"

Approximately 10 minutes after calling - she informed me she had sent the balancing hit - or whatever it is they do.

When I got home - the only difference was that the EMM count was now 2.  
The status was still waiting on the EMMs.

Just for the heck of it - I tried restarting my TiVo.

Once it came back up - I checked the cablecard status - and now the EMM count is 0 for both cards.

\*sigh\*

Don't tell me that if/when I ever get things running properly - if the TiVo restarts - it will be messed up again....  
Hopefully that is not the case...

Jim



02-24-2010, 05:55 PM

#4654

**ryansdadd**

Registered User

Join Date: Feb 2010  
Posts: 2**Time Warner not TiVo friendly**

Wow what a pain to get my TiVo upgraded.3 day wait while they mailed me a tuning adapter.2 days after that they send out these 2 kids,the whole time they were here they knocked TiVo and how much better TWC's PVR was in their opinion...Took them 2hrs to install the cards (the set they brought needed a firmware upgrade that took about 45min apiece... and to install a tuning adapter (which I was surprised -another large black box) -but at least there is no monthly fee for it.

I am a little suprised that TWC insists on installing the cards.\$25 + \$2.50 a card is what they charge in Ohio....They still gotta get a cut😞😞



02-24-2010, 06:34 PM

#4655

**Grumock**

Registered User

Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **Orcus**

*Ok,  
called while at work today and SLOWLY worked through the question/response card the person at the other end was reading from.*

*"I don't have a USB cable to unplug"*

*"I am using a TiVo not a cable tuner"*

*"no - the cards do not need balanced - you need to send a balancing hit to them"*

*Approximately 10 minutes after calling - she informed me she had sent the balancing hit - or whatever it is they do.*

*When I got home - the only difference was that the EMM count was now 2.  
The status was still waiting on the EMMs.*

*Just for the heck of it - I tried restarting my TiVo.*

*Once it came back up - I checked the cablecard status - and now the EMM count is 0 for both cards.*

*\*sigh\**

*Don't tell me that if/when I ever get things running properly - if the TiVo restarts - it will be messed up again....  
Hopefully that is not the case...*

*Jim*

Well when you restart it the emms will go to 0. The problem you describe is the card not being staged in the Head End or (DNCS). Normally the regular CSRs will not be able to help you with this since someone has to contact the DNCS & have them manually put in the stage hit. In this case I would recommend that you ask to be transferred to the Cable Card Support desk & they will be able to help you. If you local rep cannot help you call TiVo & they will get you to the Cable Card Support Desk for TWC.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



02-25-2010, 03:27 PM

#4656

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

Quote:

Originally Posted by **Grumock**

*Well when you restart it the emms will go to 0. The problem you describe is the card not being staged in the Head End or (DNCS). Normally the regular CSRs will not be able to help you with this since someone has to contact the DNCS & have them manually put in the stage hit. In this case I would recommend that you ask to be transferred to the Cable Card Support desk & they will be able to help you. If you local rep cannot help you call TIVO & they will get you to the Cable Card Support Desk for TWC.*

Ok,  
got no where with calling the support desk last night - but she did end up scheduling a truck to roll out here and take a look at things.

Turns out - as you said, the cablecards were paired correctly - but not staged.  
The good news is - we have some of the SD channels we were missing - but are still missing a bunch of HD channels. The tech that stopped by this afternoon explained that the missing HD channels are their switched ones - so we're supposed to have another tech stop by on Saturday with a tuning adapter.

Hopefully that will fix things.

The tech tonight couldn't believe the installed hadn't staged the cablecards properly - he asked me if the guy just handed them to me and left :-)

Jim



03-08-2010, 11:36 AM

#4657

**ananke44**

Registered User

Join Date: Mar 2010  
Posts: 1

Did anyone get a letter about them getting rid of the cable cards? I just got a letter yesterday saying I will lose my HD channels April 5th if I don't have them come bring some external converter box to use their new SDV service...

Okay - nevermind, just found the SDV thread...off to read.



03-08-2010, 02:04 PM

#4658

**kevin120**

Registered User

Join Date: Mar 2008  
Posts: 27

Quote:

Originally Posted by **ananke44**

*Did anyone get a letter about them getting rid of the cable cards? I just got a letter yesterday saying I will lose my HD channels April 5th if I don't have them come bring some external converter box to use their new SDV service...*

*Okay - nevermind, just found the SDV thread...off to read.*

Welocome fellow north texan you welcomed to this thread they want cable card tvs to have a Motorola DCT5100, DCT/DCH 6200 or DCH/DCX3200 replace the cable cards as the tvs are not compatible with the tuning adapter.

now if you have a tivo,moxi,or ati DCT cable card tv PC you can pick up the tuner at a payment center. Some of the payment centers are not open on saturday but the arlington headend/office is open 8:00am-6:00pm mon thru friday on saturday from 8:00am-5:00pm



03-09-2010, 06:40 PM

#4659

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

What a pain.  
It eventually took TWO service calls to get all of our channels operational.

The issues were - the cablecards were not staged properly - AND most of the HD channels are switched.

So now we have this big honkin' tuner adapter attached to the TiVo also - and that has made everything work the way it should have.

The tech who brought the tuning adapter had no idea how to set it up - he originally attached just the cable to it - and the usb to the TiVo and expected things to work. I told him it needed a patch cable from the "out" port to the TiVo - but of course he didn't listen.

10 minutes later when no channels at all are coming in - he makes a small patch cable and hooks it up right.

Then they try to charge me \$50 for the service call - labeling it as an initial install - and I told them I already PAID for the initial install - this was the second service call to actually fix things the way they should have been!

All's well that ends well I guess...

Jim



03-09-2010, 09:21 PM

#4660

**smak**

TV MA SLV

Join Date: Feb 2000  
Location: Studio City, CA USA

Is there a place where I can get an accurate list of which channels on the TWC system in my area are switched?

-smak-

Posts: 12,824



03-10-2010, 06:36 AM

#4661

dlfi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **smak**

*Is there a place where I can get an accurate list of which channels on the TWC system in my area are switched?*

-smak-

There wasn't on my TWC system (Southwest Ohio). This info is of no interest to 99+% of their subscribers so the tech support people don't usually have it handy. I assume most subscribers get reliable lineup info directly from their TWC set-top box or DVR. When my cable cards and TA were installed last July the installers could not even give me a list of the channels I should receive. I keep asking for channel lineup brochures and they keep sending them, but they are never up to date. They have a channel lineup webpage but it is so user unfriendly that it's practically useless (and doesn't distinguish SDV channels at all, of course).

I once made a tech support person read me the list of SDV channels over the phone, but later determined it was inaccurate and incomplete.

There is a way you can tell if a tuned channel is SDV, see ***this post***.. This is tedious and of course requires you to be able to tune the channel -- not helpful if you're wondering if you're failing to tune SDV channels that you should receive.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.



03-11-2010, 12:04 PM

#4662

supersportsfan

Registered User

Join Date: Sep 2005  
Posts: 62

Question...thinking of upgrading from my HD to the Premiere. Will I be able to switch my M card from one box to the other, or will I need to have Time Warner roll a truck?



03-11-2010, 12:47 PM

#4663

squiddohio

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

You should be able to just switch the cards and call TW to have them send the appropriate signals, which are needed because the card has to be paired or mated or something to the new box. However, some cable companies seem to want to send a "technician" for such tasks. Be aware, however, that if this is the case, all he will do is take the card, put it in the new TiVo, and call in for some hits. He will have to follow the TiVo instructions you will have, because he will surely not know the TiVo procedures (which is why TiVo prints them out to hand to the "installers." Generally it will be a waste of his time, as a trained chimp could put the card into the box, but rules are rules.  
Good luck.



03-11-2010, 04:21 PM

#4664

jawboneradio

Registered User

Join Date: Mar 2010  
Posts: 1

Anyone in North East Ohio with Time Warner Cable not getting the HD channels in the 1000 block? TWC made a lineup change and moved all the HD channels to the 1000's. Tivo has updated the channel guide, but all the HD channels are still in the 400 block. Frustrating to say the least. Can anyone else here commiserate?



03-11-2010, 07:53 PM

#4665

samsauce29

Registered User

Join Date: Nov 2007  
Location: Erie, PA  
Posts: 45

Quote:

Originally Posted by **jawboneradio**

*Anyone in North East Ohio with Time Warner Cable not getting the HD channels in the 1000 block? TWC made a lineup change and moved all the HD channels to the 1000's. Tivo has updated the channel guide, but all the HD channels are still in the 400 block. Frustrating to say the least. Can anyone else here commiserate?*

Northeast OH (actually Erie, PA) here. All of my channels are working fine as of tonight. The lineup changes came in 2 pieces Tuesday for most and today for local channels. The only one I'm missing now is Fox Sports Pittsburgh.

There was a post from someone in Erie County with a TWC box that mentioned they had moved back to the 400's so it's possibly only in some places.

I can commiserate with you though... hoping this is the end of all the channel flip-flopping.



03-12-2010, 04:49 PM

#4666

**jchick**

Registered User

Join Date: Feb 2008  
Posts: 6

**NE Ohio here - Aurora - Yes, same problem**

The channels 1000 and over do NOT come in. As you said, Tivo thinks they are there but blank screen.

Quote:

Originally Posted by **jawboneradio**  
*Anyone in North East Ohio with Time Warner Cable not getting the HD channels in the 1000 block? TWC made a lineup change and moved all the HD channels to the 1000's. Tivo has updated the channel guide, but all the HD channels are still in the 400 block. Frustrating to say the least. Can anyone else here commiserate?*



03-12-2010, 04:59 PM

#4667

**SubEffect**

Registered User

Join Date: Oct 2006  
Posts: 16

Quote:

Originally Posted by **jawboneradio**  
*Anyone in North East Ohio with Time Warner Cable not getting the HD channels in the 1000 block? TWC made a lineup change and moved all the HD channels to the 1000's. Tivo has updated the channel guide, but all the HD channels are still in the 400 block. Frustrating to say the least. Can anyone else here commiserate?*

I'm in Lake County and currently re-running guided setup for the third time this week in hopes that the channel lineup gets sorted out. With SDV, it's become quite a nightmare to go back and tune in the 'old' 400 channels since switching between them too frequently is enough to kick the Cisco TA offline for 5-10 minutes. I am hoping this gets cleared up soon. I'm not sure if I should call TWC or TiVo for some help or a status.



03-13-2010, 04:58 PM

#4668

**jchick**

Registered User

Join Date: Feb 2008  
Posts: 6

**Channel not provided by the tuning adapter**

So, I just talked to a TWC support rep. She blames it on TIVO, that they have not yet reached an agreement with TWC to 'program' their tuning adapters. She said to call TIVO and complain.

Whatever. This sucks.



03-13-2010, 06:17 PM

#4669

**samsauce29**

Registered User

Join Date: Nov 2007  
Location: Erie, PA  
Posts: 45

Quote:

Originally Posted by **jchick**  
*So, I just talked to a TWC support rep. She blames it on TIVO, that they have not yet reached an agreement with TWC to 'program' their tuning adapters. She said to call TIVO and complain.*

*Whatever. This sucks.*

I'm not sure what that means at all... but all is now well in Erie, PA, also part of the TWC Northeast Ohio division.

I'd call back and ask someone else... or maybe call TiVo first and ask them if there is any truth to the statement.



03-13-2010, 11:29 PM

#4670

**frankincensed**

Registered User

Join Date: May 2009  
Posts: 17

**Does TWC in Ohio not supply M-Cards or something?**

Quote:

Originally Posted by **Shmooh**  
*Does TWC in Ohio not supply M-Cards or something?*

*If they do and you just have a preference for 2 S-Cards, is there any particular reason for that? Are 2 cards considered to be more reliable somehow, and thus worth the extra \$3 a month? For what it's worth, I have one M-Card, and have had no problems with it whatsoever (I've had it for about 1 year).*

*If they claim to only supply S-Cards and you want an M-Card, you may want to ask them to note you'd like M-Cards on your work order anyway, and to re-iterate that request to the tech who comes to install them. I think I've heard that's worked for some people, as the first line phone support people often don't know much about cable cards.*

I did just that, called to ask that I want a M card be written on the work order. What a s--t storm that started. They keep telling me they dont supply M cards, or the (so called)technician that comes to install will have what I need & know what to do. After reading these accounts of incompetence I am starting to second guess using Tivo as a cable box. Up to this point Ive just been using it as a stream box.

*Last edited by frankincensed : 03-13-2010 at 11:38 PM.*



03-14-2010, 03:13 AM

#4671

**StanSimmons**

Senior Moment Member

Join Date: Jun 2000  
Location: Far North Dallas, TX, USA

Quote:

Originally Posted by **frankincensed**  
*I did just that, called to ask that I want a M card be written on the work order. What a s--t storm that started. They keep telling me they dont supply M cards, or the (so called)technician that comes to install*



Posts: 4,101

*will have what I need & know what to do. After reading these accounts of incompetence I am starting to second guess using Tivo as a cable box. Up to this point Ive just been using it as a stream box.*

Bingo! That is exactly what TWC is hoping for. Stand your ground and make them keep rolling trucks until it works.

Stan

"easy as 3.1415926535897932384626433832795028841"



03-14-2010, 09:41 AM

#4672

**vboshart**

Registered User

Join Date: Mar 2010  
Location: Utica  
Posts: 1

**Time Warner Cable in Utica New York**

Utica, NY - It took me 3 months and 6 TWC visits but I finally got my TiVo Series 3 HD box working with Time Warner Cable.

The end result is that for our area you need a CableCard and Tuning Adapter box. The CableCard should be a MS (multi-stream). This one card will let you access both tuners on your TiVo box.

The cost for the CableCard per month is \$2.50. There is no charge for the Tuning Adapter.

They could not supply me with a tuning adapter but I was able to order one on the Time Warner web site. This item is free. I was able to install it myself.

I did run the TiVo setup again once I had the Tuning Adapter installed. Fortunately, even though I did not have the CableCard yet, it gave the option to install a CableCard later.

Once I finally had both items, a tech returned and called TWC to activate the card. It wasn't until some EMM data was sent that the "card" started seeing digital and HD channels. Within 24 hours, all my HD channels programming info was available.

I'm a happy TiVo user again.... I hope this information helps someone else in my area to know that you can use TiVo HD in Central New York.



03-14-2010, 10:33 AM

#4673

**frankincensed**

Registered User

Join Date: May 2009  
Posts: 17

Ive decided that when the cable guy shows up at my house today, if he doesn't have a m card Im going to forget trying to use tivo hd as my cable box, & just continue to use it as a stream box. This is way too frustrating to screw around for multiple visits from TWC to get this box to work right. Why cant Tivo boxes just take a direct cable input like the TWC dvr?



03-14-2010, 10:48 AM

#4674

**SCSIRAI D**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **frankincensed**  
*Why cant Tivo boxes just take a direct cable input like the TWC dvr?*

Because the cableco signals are encrypted and TiVo needs the 'magic decoder ring' in order to decrypt those signals so they are usable. The magic decoder ring is also known as a 'cablecard'.



03-14-2010, 11:35 AM

#4675

**bobrt6676**

Registered User

Join Date: Dec 2007  
Location: Huber Heights, Ohio  
Posts: 126

Quote:

Originally Posted by **frankincensed**  
*I did just that, called to ask that I want a M card be written on the work order. What a s--t storm that started. They keep telling me they dont supply M cards, or the (so called)technician that comes to install will have what I need & know what to do. After reading these accounts of incompetence I am starting to second guess using Tivo as a cable box. Up to this point Ive just been using it as a stream box.*

SW OHIO TWC - I have 2 TIVOs 2 M-card's. I had 2-S-cards replaced 1 month ago with 1- M-card. The tech that came out was reading off his directions from TWC and it stated only M-cards should be installed in TIVO's. CSR's are mostly clueless(some are very good) Just have them put M-card requested on the service ticket. Don't settle for less.



03-14-2010, 11:54 AM

#4676

**JimWall**

Registered User

Join Date: Oct 2002  
Posts: 67

Quote:

Originally Posted by **jchick**  
*So, I just talked to a TWC support rep. She blames it on TIVO, that they have not yet reached an agreement with TWC to 'program' their tuning adapters. She said to call TIVO and complain.*

*Whatever. This sucks.*



The support rep is clueless. Keep calling until you get someone who knows what to do or will escalate it to someone who does. Tuning adapters work with more than TIVO though TIVO was the first product to take advantage of it.



03-14-2010, 12:01 PM

#4677

**JimWall**

Registered User  
Join Date: Oct 2002  
Posts: 67

Quote:

Originally Posted by **SCSIRAID**  
*Because the cableco signals are encrypted and Tivo needs the 'magic decoder ring' in order to decrypt those signals so they are usable. The magic decoder ring is also known as a 'cablecard'.*

Quote:

Originally Posted by **frankincensed**  
*Ive decided that when the cable guy shows up at my house today, if he doesn't have a m card Im going to forget trying to use tivo hd as my cable box, & just continue to use it as a stream box. This is way too frustrating to screw around for multiple visits from TWC to get this box to work right. Why cant Tivo boxes just take a direct cable input like the TWC dvr?*

I understand TWC DVR and set top boxes now use cable cards also. The main difference is TWC devices support full two way communication with cable system and TIVO does not. Also it costs a lot of money to add that to TIVO. The tuning adapter is a low cost alternative. To be true two way I don't know how much cost is licensing and how much of it is adding processing power to the TIVO to run the cable companies code/plugin.



03-14-2010, 12:05 PM

#4678

**squiddohio**

Registered User  
Join Date: Dec 2001  
Location: Ohio  
Posts: 189

As it does once every 4 or 5 weeks, my tuning adapter went down and I got the flashing green light again. I called TWC for the usual hit, and this time I got a rep who seemed to know what I was talking about, quickly sent out the hit, resolving the problem. She even admitted that this is caused when TW sends out some signals from time to time, although she did not know what those signals were. Perhaps time and repeated TA calls are educating the folks at the other end of the line. We can only hope, although it would be nice to have a TA that did not need to be "hit" with signals 10 times a year, each of which requires a call to customer "service."



03-15-2010, 07:53 PM

#4679

**KeithB**

Registered User  
  
Join Date: Dec 2008  
Location: Charlotte  
Posts: 147

TWC Carolinas - Charlotte - Just received their "New Digital Cable Lineup" mailer. They're shifting everything from the 200s up into the 1000s like other TWC areas. I really hate knowing just how screwy this is gonna get between TWC, Tribune, and TiVo.



03-15-2010, 07:55 PM

#4680

**KeithB**

Registered User  
  
Join Date: Dec 2008  
Location: Charlotte  
Posts: 147

Quote:

Originally Posted by **JimWall**  
*The support rep is clueless. Keep calling until you get someone who knows what to do or will escalate it to someone who does. Tuning adapters work with more than TIVO though TIVO was the first product to take advantage of it.*

Agreed. The tuning adapters are supplied by the cable companies, not TiVo. The TA firmware is programmed by either Cisco or Motorola, depending on your system. The local cable company is responsible for rolling out firmware upgrades, depending on their hardware and their people.



Forum Jump  
TiVo Series3 HDTV DVRs

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TiVo Community > Main TiVo Forums > TiVo Series3 HDTV DVRs  
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**03-16-2010, 09:00 PM** #4681

**jchick**  
 Registered User  
 Join Date: Feb 2008  
 Posts: 6

Talked to both Tivo and TWC. Both say they are aware of the issue. No resolution yet and no ETA. TWC really knocked my socks off by giving \$5.00 off for the HD tier we pay for since we can't get any of the 1000-series channels. Am I one of the very few that is having this Tuning Adapter issue? (It's a Cisco STA1520)

Quote:

Originally Posted by **JimWall**  
*The support rep is clueless. Keep calling until you get someone who knows what to do or will escalate it to someone who does. Tuning adapters work with more than TIVO though TIVO was the first product to take advantage of it.*

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**03-17-2010, 08:02 AM** #4682

**parttimer**  
 Registered User  
 Join Date: Jun 2008  
 Posts: 4

You are not alone, I am in Ashtabula Ohio with two useless Tivo's for HD. I got an update today to .0f but that didn't seem to fix anything. My second tivo we just bought has an M card in it and after about 6 hours the unit locks up and and I either have to reboot or pull the cable card to get it to work. My original unit is a series 3hd with two s-cards and no 1000 channels their either. Last time I called I was told the engineers are working on it but there is no expected fix date. How the F do you roll something out without testing it. That is just bad business.

**03-17-2010, 08:17 AM** #4683

**zaknafein**  
 Shorthand

On Monday, both of my cable cards (which have been working relatively flawlessly for almost 3 years) went dead. The only channels TiVo can tune are the analog ones. When I try to tune a digital channel, it says "Searching for Signal on Cable In" and never tunes.

Called TWC Kansas City, and the rep sent several hits to the cards, which did nothing. Have a truck roll scheduled for Friday afternoon. I asked them to send an M card to replace the two S cards, we'll see what happens.

**03-17-2010, 01:04 PM** #4684

**Shmooh**  
 Registered User  
 Join Date: Feb 2009  
 Location: Cary, NC  
 Posts: 54

Quote:

Originally Posted by **jchick**  
*Talked to both Tivo and TWC. Both say they are aware of the issue. No resolution yet and no ETA. TWC really knocked my socks off by giving \$5.00 off for the HD tier we pay for since we can't get any of the 1000-series channels. Am I one of the very few that is having this Tuning Adapter issue? (It's a Cisco STA1520)*

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Quote:

Originally Posted by [parttimer](#)

*You are not alone, I am in Ashtabula Ohio with two useless Tivo's for HD. I got an update today to .0f but that didn't seem to fix anything. My second tivo we just bought has an M card in it and after about 6 hours the unit locks up and and I either have to reboot or pull the cable card to get it to work. My original unit is a series 3hd with two s-cards and no 1000 channels their either. Last time I called I was told the engineers are working on it but there is no expected fix date. How the F do you roll something out without testing it. That is just bad business.*

Wait, what? I think I missed something. What's not working, exactly? Can you two not get any SDV-transmitted programming, or just not channels over 1000? Did TWC change the channel map on you, and now you just can't see the channels now that they've moved?

We've had a TA for a while now with a TivoHD. It's been flakey, but has been reasonably stable for the past few months. Occasional glitches in the past few months include the Tivo menus freezing up a few times (just wait for it to time out and it's fine) and a couple spontaneous Tivo reboots. These sound like Tivo software / driver bugs to me, though. Even if it's related to the TA behaving badly, the host device (the Tivo) should never be so adversely affected by a peripheral (the TA).



03-17-2010, 05:53 PM

#4685

[parttimer](#)

Registered User

Join Date: Jun 2008  
Posts: 4

Neither of my units get the 1000's, you get a message saying the adapter doesn't work. One of my units, about 2 months old will work fine for a day, then lock up. You press the button, hear the noise, and nada. Pull the cable card and it works fine.



03-18-2010, 03:38 PM

#4686

[kawertz](#)

Registered User

Join Date: Jan 2006  
Posts: 6

**TWC NEO Tuning Adapter**

If you are having troubles with the tuning adapter in Northeast Ohio try disconnecting the USB Cable. You will loose the SDV channels but at least you will have the locals and non-SDV channels in the 1000. My problem is that every channel I receive is good except 1000+. I have talked numerous times with Cablecard Support and they keep assuring me that they are bugging the Engineering Department for NEO. UMMM Yeah sure you are.

Tivo Series 3 - Lifetime



03-19-2010, 02:32 AM

#4687

[smak](#)

TV MA SLV

Join Date: Feb 2000  
Location: Studio City, CA USA  
Posts: 12,824

What was the guy on the phone at TW telling me when he said that their would be 2 cards, one for channels 0-99, and one for 100+ and VOD?

Is that total BS?

-smak-



03-19-2010, 02:42 AM

#4688

[KobeWilliams](#)

Registered User

Join Date: Mar 2010  
Posts: 1

Thanks for this thread! 🍻



03-19-2010, 03:55 AM

#4689

[Fofer](#)

No more squares

Join Date: Oct 2000  
Posts: 37,263

Thanks for your upcoming spam! 🍻



03-19-2010, 07:26 AM

#4690

[littlel3](#)

Registered User

Join Date: Nov 2009  
Posts: 2

Quote:

Originally Posted by [smak](#)

*What was the guy on the phone at TW telling me when he said that their would be 2 cards, one for channels 0-99, and one for 100+ and VOD?*

*Is that total BS?*

*-smak-*

You are not going to get VOD with a Tivo.



**03-19-2010, 07:29 AM** #4691

**littlel3**  
Registered User  
Join Date: Nov 2009  
Posts: 2

Quote:

Originally Posted by **kawertz**

*If you are having troubles with the tuning adapter in Northeast Ohio try disconnecting the USB Cable. You will loose the SDV channels but at least you will have the locals and non-SDV channels in the 1000. My problem is that every channel I receive is good except 1000+. I have talked numerous times with Cablecard Support and they keep assuring me that they are bugging the Engineering Department for NEO. UMMM Yeah sure you are.*

I have spoken to Cablecard Support and I do believe that they are doing what they are saying, I believe they are talking to the Engineering Department for NEO, only because everytime I have talked to this group they have been right on the money and fixed my issue, I believe that if there was nothing they could do about it, they would explain that and why.

**03-22-2010, 10:02 AM** #4692

**jchick**  
Registered User  
Join Date: Feb 2008  
Posts: 6

Still not feeling the love in Aurora, Ohio.

Quote:

Originally Posted by **parttimer**

*You are not alone, I am in Ashtabula Ohio with two useless Tivo's for HD. I got an update today to .0f but that didn't seem to fix anything. My second tivo we just bought has an M card in it and after about 6 hours the unit locks up and and I either have to reboot or pull the cable card to get it to work. My original unit is a series 3hd with two s-cards and no 1000 channels their either. Last time I called I was told the engineers are working on it but there is no expected fix date. How the F do you roll something out without testing it. That is just bad business.*

**03-22-2010, 02:04 PM** #4693

**singletond**  
Registered User  
Join Date: Sep 2009  
Posts: 2

**TIVO & Time Warner seem incompatible**

We have Hi-def from Time Warner, and a Tivo (plus the TM "cards" that go in the back of the Tivo) and the TM-supplied Cisco STA 1250. The system drops "switched" channels ever since we got it. If I take the Cisco out of the circuit, call TM and ask them to send down the updates, those updates reach the Tivo and we get all the non-switched HD channels right way, but switched HD channels (CNN ch 135 is my test case) are "unavailable". Then a few moments to many hours later we get the HD switched channels (ch 135 and the others work fine), then from 1-3 weeks later the switched channels go "unavailable" again. It seems that the Cisco prevents regular updates to the TM cards for switched HD channels. Is this a known problem? Is the a known fix? Next step seems ot be get a set top box from TM and compare the channels we get. Then maybe dump TM in favor of DirectTV?

**03-22-2010, 11:40 PM** #4694

**dflf**  
Cranky old novice  
Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **singletond**

*We have Hi-def from Time Warner, and a Tivo (plus the TM "cards" that go in the back of the Tivo) and the TM-supplied Cisco STA 1250. The system drops "switched" channels ever since we got it. If I take the Cisco out of the circuit, call TM and ask them to send down the updates, those updates reach the Tivo and we get all the non-switched HD channels right way, but switched HD channels (CNN ch 135 is my test case) are "unavailable". Then a few moments to many hours later we get the HD switched channels (ch 135 and the others work fine), then from 1-3 weeks later the switched channels go "unavailable" again. It seems that the Cisco prevents regular updates to the TM cards for switched HD channels. Is this a known problem? Is the a known fix? Next step seems ot be get a set top box from TM and compare the channels we get. Then maybe dump TM in favor of DirectTV?*

These kinds of TA problems are pretty common with TWC. If you look at the several threads with Time Warner in their names you will see plenty of similar complaints. A delay of up to several hours after a "hit" to get all the channels is unusual though, I think. Are you power cycling your TA and cycling the USB cable after the hits?

"It must be swell to be so perfect and odor-free" -- Del Griffith

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**03-23-2010, 07:59 AM** #4695

**squiddohio**  
Registered User  
Join Date: Dec 2001  
Location: Ohio  
Posts: 189

After a "hit," it is NOT unusual for my TAs (I have 2) to take an hour or two to get settled in and go from flashing green light to solid. I don't understand it, and they usually go off stream once every 4 to 6 weeks (at the same time, courtesy of TW "signals") and require me to call for another hit. It's a giant pain.

**03-23-2010, 08:02 AM** #4696

**difl**  
 Cranky old novice  
 Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:  
 Originally Posted by **sqiddohio**   
*After a "hit," it is NOT unusual for my TAs (I have 2) to take an hour or two to get settled in and go from flashing green light to solid. I don't understand it, and they usually go off stream once every 4 to 6 weeks (at the same time, courtesy of TW "signals") and require me to call for another hit. It's a giant pain.*

Which TWC system are you in?  
 \_\_\_\_\_

"It must be swell to be so perfect and odor-free" -- Del Griffith

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**03-23-2010, 02:30 PM** #4697

**gallobg**  
 Registered User  
 Join Date: Nov 2006  
 Posts: 1

Just spoke with a service tech at my location in Twinsburg, OH. He said that TWC NEO is rolling out the update on a box-by-box basis (e.g., a separate update for each set-top box version that they support). According to him, support for Tivo has not yet been rolled out but should be later this week or early next week (Tivo is pretty near the bottom of the update list). We just have to wait for our roll-out.

On the plus side, TWC customer service didn't blink at reducing my cable bill by 10 days. If this isn't fixed by next week I'll call again and have it reduced further.



**03-23-2010, 02:45 PM** #4698

**sqiddohio**  
 Registered User  
 Join Date: Dec 2001  
 Location: Ohio  
 Posts: 189

"Which TWC system are you in?"  
 I am in Time Warner, Cincinnati - City - I have a digital package, and the HD package, and I get HBO and Showtime. I have no TW box, just a Series 3 and two HD boxes, which hold a total of 6 cable cards. Two of my TiVos have a TA, and when they go on the fritz with the blinking green light, they usually go off at the same time, which a TW support lady admitted was due to some "signals" that TW sends out from time to time for updates, etc. Why they send that signal to me I don't know, since I do not have any of TW's hardware. Other than this constant problem with the TAs, which seems to happen every 5 or 6 weeks, the TW service and the picture quality and even the customer service are excellent. Before the S3 came out, I had a TW DVR, and there is no way I would want to go back to that mess, even at the low, low price of whatever they charge a month.



**03-23-2010, 02:59 PM** #4699

**difl**  
 Cranky old novice  
 Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:  
 Originally Posted by **sqiddohio**   
*"Which TWC system are you in?"  
 I am in Time Warner, Cincinnati - City - I have a digital package, and the HD package, and I get HBO and Showtime. I have no TW box, just a Series 3 and two HD boxes, which hold a total of 6 cable cards. Two of my TiVos have a TA, and when they go on the fritz with the blinking green light, they usually go off at the same time, which a TW support lady admitted was due to some "signals" that TW sends out from time to time for updates, etc. Why they send that signal to me I don't know, since I do not have any of TW's hardware.  
 Other than this constant problem with the TAs, which seems to happen every 5 or 6 weeks, the TW service and the picture quality and even the customer service are excellent.  
 Before the S3 came out, I had a TW DVR, and there is no way I would want to go back to that mess, even at the low, low price of whatever they charge a month.*

OK, you and I are in the same system (SW Ohio). My TA goes out every 4 or 5 weeks (8-blinks-pause). I usually end up talking to the TWC National Cable Card Support desk, since they have been the only ones able to fix the problem 2/3 of the time. Last time, the NCCS guy told me the TA's are programmed to require a "balancing hit" every 30 days. This is supposed to happen automatically, but he suspects our system isn't getting it done.

\_\_\_\_\_

"It must be swell to be so perfect and odor-free" -- Del Griffith

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**03-23-2010, 06:00 PM** #4700

**bobrt6676**  
 Registered User  
 Join Date: Dec 2007  
 Location: Huber Heights, Ohio  
 Posts: 126

Quote:  
 Originally Posted by **sqiddohio**   
*After a "hit," it is NOT unusual for my TAs (I have 2) to take an hour or two to get settled in and go from flashing green light to solid. I don't understand it, and they usually go off stream once every 4 to 6 weeks (at the same time, courtesy of TW "signals") and require me to call for another hit. It's a giant pain.*

I had the 8 blinking light last night. I have reported before the NCC techs had told me it takes 3 "authorizing" hits to get all stations back. And it works immediately when the 3rd Hit is sent. Of course I had to start out with the 1st line, she tried 1 hit, nothing. I told her it takes 3 hits. She could not comprehend and transferred me to 2nd tier. After 10min on hold, I explained again and she sent a hit. Nothing. She said she would have to roll a truck. I explained and asked her to send 1 more hit. She did and instantly all my SDV stations were back. She was amazed and made a note on my account.



03-23-2010, 06:37 PM

#4701

dlfi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by [bobrt6676](#)  
*I had the 8 blinking light last night. I have reported before the NCC techs had told me it takes 3 "authorizing" hits to get all stations back. And it works immediately when the 3rd Hit is sent. Of course I had to start out with the 1st line, she tried 1 hit, nothing, I told her it takes 3 hits. She could not comprehend and transferred me to 2nd tier. After 10min on hold, I explained again and she sent a hit. Nothing. She said she would have to roll a truck. I explained and asked her to send 1 more hit. She did and instantly all my SDV stations were back. She was amazed and made a note on my account.*

Interesting. I've had the 8-blinks about 9 times now and talked to NCCS at least 4 times, and never heard of the "3 hit" requirement. But I can't assume they tell me every detail of what they do. Next time (and there will be a next time!) I'll make a point of asking about it.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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03-23-2010, 06:50 PM

#4702

Grumock

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by [dlfi](#)  
*Interesting. I've had the 8-blinks about 9 times now and talked to NCCS at least 4 times, and never heard of the "3 hit" requirement. But I can't assume they tell me every detail of what they do. Next time (and there will be a next time!) I'll make a point of asking about it.*

LMAO I was going to say the same thing. They just need to go to the 07 screen, otherwise known as the balancing screen, & hit enter. Best results are if you have the USB disconnected when they do that too.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



03-23-2010, 07:43 PM

#4703

dlfi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by [Grumock](#)  
*LMAO I was going to say the same thing. They just need to go to the 07 screen, otherwise known as the balancing screen, & hit enter. Best results are if you have the USB disconnected when they do that too.*

Last time, I tried the "screen 7" suggestion on the CSR and got nowhere -- but that could just be because he was totally clueless. (NCCS had to fix it again.) I've had 2 or 3 times out of 9 when the local CSR knew what to do and did it quickly. All other times it took the NCCS.

I've been told that notations were placed on my account about 8-blink and what to do about it, but there's no indication this does any good.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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03-24-2010, 09:11 AM

#4704

Grumock

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by [dlfi](#)  
*Last time, I tried the "screen 7" suggestion on the CSR and got nowhere -- but that could just be because he was totally clueless. (NCCS had to fix it again.) I've had 2 or 3 times out of 9 when the local CSR knew what to do and did it quickly. All other times it took the NCCS.*

*I've been told that notations were placed on my account about 8-blink and what to do about it, but there's no indication this does any good.*

I imagine that would take the ability to be able to read for it to do any good. LOL

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



03-28-2010, 10:07 PM

#4705

jchick

Registered User

Join Date: Feb 2008  
Posts: 6

Still waiting in Aurora, Ohio. Not a peep from anyone. I'm going to call tomorrow and see if I can get some warm fuzzies.

Quote:

Originally Posted by [gallobg](#) 

*Just spoke with a service tech at my location in Twinsburg, OH. He said that TWC NEO is rolling out the update on a box-by-box basis (e.g., a separate update for each set-top box version that they support). According to him, support for Tivo has not yet been rolled out but should be later this week or early next week (Tivo is pretty near the bottom of the update list). We just have to wait for our roll-out.*

*On the plus side, TWC customer service didn't blink at reducing my cable bill by 10 days. If this isn't fixed by next week I'll call again and have it reduced further.*



03-29-2010, 11:02 AM

#4706

**Klankster**

Registered User

Join Date: Aug 2004  
Location: Port Washington, WI  
Posts: 47

Quote:

Originally Posted by [dlfi](#) 

*OK, you and I are in the same system (SW Ohio). My TA goes out every 4 or 5 weeks (8-blinks-pause). I usually end up talking to the TWC National Cable Card Support desk, since they have been the only ones able to fix the problem 2/3 of the time. Last time, the NCCS guy told me the TA's are programmed to require a "balancing hit" every 30 days. This is supposed to happen automatically, but he suspects our system isn't getting it done.*

VERY interesting. The last time the 8-blink thing happened for me I was talking to the Tier 3 guy and told him this was getting very old, that it happens at least once a month for me. He looked into my account records and actually admitted he was astonished -- that it HAD happened about every 4 weeks --like clockwork! Every time on the last or next to last day of the month! He said that he suspected a bug in the system that cancels/reauthorizes the TAs, which apparently does so at the end of each month.

I can't wait to see if it happens again this week! [sarcasm mode off]

Tom Hudson

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03-29-2010, 11:05 AM

#4707

**Klankster**

Registered User

Join Date: Aug 2004  
Location: Port Washington, WI  
Posts: 47

P.S. As soon as Tivo comes out with their new DirecTV box, I'm jumping ship back to DirecTV as fast as humanly possible. The TWC Series3 box has been a sad, expensive joke in my family with all these tuning-adapter-related service interruptions and the pixelation issues we get. Not to mention TWC's excessive compression on HD channels makes fast action scenes look like crap. Makes me wonder: What do they think we wanted HD for? Bragging rights? No, I want a quality picture.

Tom Hudson

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03-29-2010, 11:16 AM

#4708

**dlfi**

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by [Klankster](#) 

*P.S. As soon as Tivo comes out with their new DirecTV box, I'm jumping ship back to DirecTV as fast as humanly possible. ....*

You might want to reconsider that plan if **\*\*this rumor\*\*** is true.  Can you imagine a DirecTV DVR supported by Dish?

"It must be swell to be so perfect and odor-free" -- Del Griffith

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03-29-2010, 09:56 PM

#4709

**jchick**

Registered User

Join Date: Feb 2008  
Posts: 6

I called - what a joke. It's always luck of the draw when you call Customer support. The person I spoke with was clueless about the TA's. She asked someone else and they said all they could do is roll a truck. So, I'll waste some time on Wednesday with a technician who will tell me, "we don't know much of anything about these tuning adapters".

Quote:

Originally Posted by [jchick](#) 

*Still waiting in Aurora, Ohio. Not a peep from anyone. I'm going to call tomorrow and see if I can get some warm fuzzies.*



03-30-2010, 08:09 AM

#4710

**dcstager**  
1st Gen Tivo Owner

When you get that bad CSR - hang up abruptly mid-sentence and try again. This works with CSRs with very poor language skills too and it works for any company you interact with.

Join Date: Feb 2002  
Location: Austin, TX  
Posts: 387



Post Reply

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Forum Jump

TiVo Series3 HDTV DVRs

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TiVo Community > Main TiVo Forums > TiVo Series3 HDTV DVRs  
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03-30-2010, 10:26 AM

#4711

difl

Cranky old novice

Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:

Originally Posted by **dcstager**  
*When you get that bad CSR - hang up abruptly mid-sentence and try again. This works with CSRs with very poor language skills too and it works for any company you interact with.*

I agree. I will not accept a truck roll for TA problems that I know will not be solved by a truck roll. (You can let them schedule it and call back later to cancel if you wish.). I would try another TWC CSR or I would call TiVo support. TiVo support can connect you directly to the TWC National Cable Card Support (NCCS) desk, and they are the only part of TWC that's almost guaranteed to be able to understand your problem, and usually to fix it quick.

There are good and bad TiVo support people too, of course. Some of them don't know they can connect you with NCCS, or they have "a number for TWC" but don't know what it is. Both TiVo support and NCCS have evening hours BTW, so you don't have to give up work time to call them.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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03-30-2010, 04:40 PM

#4712

arrkay

Registered User

Join Date: Mar 2010  
 Posts: 2

#### Series 3 and TimeWarner in L.A.

I used a TiVo Series 3 with Time Warner and two cablecards for a couple of years with moderate success. No VOD access (no biggie), and perfectly working HD channels. I spent a year with DirecTV and had to go back to cable after moving to a new place that doesn't dig satellite dishes.

I'm giving the Time Warner DVRs a try, but I'm not all that enthused, and the fact that VOD seems to be mostly non-HD (or all non-HD) isn't really making VOD a must-have feature for me, at this point.

I'm considering going back to cable cards and my series 3, but it seems like a pretty long list of issues have cropped up since I last used mine. Reading most of the recent posts, it *seems* like most of the issues are Ohio-related.

Is anyone in the Los Angeles area using the original Series 3 DVR with cable cards? Any gotchas? Is the installation process still as painful as it was in 2006? (It took them four trips the first time, and two trips the second time, but I think only one trip the third time I moved.)

Is the CableCard + Tuning Adapter = SDV equation relatively satisfied?



03-30-2010, 07:52 PM

#4713

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**Fofer**

No more squares

Join Date: Oct 2000  
Posts: 37,263

Working fine for me. Haven't been issued a Tuning Adapter (at least yet) and am able to get all channels.

I got a letter last year telling me sometime soon I might need one to access one or two channels (and they were lame ones, I remember thinking, I wouldn't care if I couldn't get them) and nothing since. So, I'm holding tight, all's well thus far.



03-30-2010, 10:04 PM

#4714

**arrkay**

Registered User

Join Date: Mar 2010  
Posts: 2

Quote:

Originally Posted by **Fofer**  
*Working fine for me. Haven't been issued a Tuning Adapter (at least yet) and am able to get all channels.*

*I got a letter last year telling me sometime soon I might need one to access one or two channels (and they were lame ones, I remember thinking, I wouldn't care if I couldn't get them) and nothing since. So, I'm holding tight, all's well thus far.*

Thanks Fofer, sounds like L.A. hasn't switched over then. Means I should have a few months' worth of respite, hopefully. Sounds good.



04-01-2010, 05:47 PM

#4715

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

So I haven't been paying attention in a little while because my TA was mostly working. It certainly doesn't just completely disconnect anymore.

However, of late, episodes are failing to record on switched channels with "signal unavailable" and those that do record are more often than not they're at least missing 3-5 minutes somewhere in the show.

It's once again gotten to the point where recording HD through the TA is basically completely unreliable. Is this just a known thing we're never going to get solved?



04-01-2010, 06:48 PM

#4716

**m\_jonis**

Registered User

Join Date: Jan 2002  
Location: Albany, NY  
Posts: 518

Quote:

Originally Posted by **RTPGiants**  
*So I haven't been paying attention in a little while because my TA was mostly working. It certainly doesn't just completely disconnect anymore.*

*However, of late, episodes are failing to record on switched channels with "signal unavailable" and those that do record are more often than not they're at least missing 3-5 minutes somewhere in the show.*

*It's once again gotten to the point where recording HD through the TA is basically completely unreliable. Is this just a known thing we're never going to get solved?*

Basically yes, IMO. Neither Tivo nor the cable companies seem to care and unless you're lucky to get FIOS I think we'll be living with it for many more years to come (I figure it'll be at LEAST 2-3 years before Tivo has a tru2way compatible box)



04-01-2010, 10:42 PM

#4717

**difi**

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **RTPGiants**  
*So I haven't been paying attention in a little while because my TA was mostly working. It certainly doesn't just completely disconnect anymore.*

*However, of late, episodes are failing to record on switched channels with "signal unavailable" and those that do record are more often than not they're at least missing 3-5 minutes somewhere in the show.*

*It's once again gotten to the point where recording HD through the TA is basically completely unreliable. Is this just a known thing we're never going to get solved?*

I not only have the lost recording problem, which does seem to be getting worse lately, but my TA goes out regularly once per month, requiring a **minimum** of 30 mins of rebooting and talking to TWC to get "balancing hits". This has been going on for nine months now with no indication that anyone is going to fix it. I'm pretty sure the monthly outages are TWC's fault but I think the missed recordings could probably be fixed in the TiVo software. I haven't received the 11.0g update yet but I've seen no indication so far that this was addressed.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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04-02-2010, 08:42 AM

#4718

**mercurial**

Retro-Av

One of my cables cards in my main S3 has gone into lala land (won't decode any CCI=0x01 channels). Time for another call tonight. I SOOOOOO am considering just ditching the lot and going back to super basic cable and/or OTA and supplementing with Netflix.

"WAFFLES!!!" - Hiro Nakamura



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621



04-02-2010, 03:45 PM

#4719

**smak**  
 TV MA SLV

So i tried switching my M card from my Tivo Series 3 to my new Premiere, and it seemed to work for awhile, but now it's missing most of the channels. Has the locals, so I'm pretty sure it's a cable card thing?

Join Date: Feb 2000  
 Location: Studio City, CA USA  
 Posts: 12,824

Do they usually setup the M card so you need to call in or have a truck roll, if moving it to another machine. I thought TW was one of the ones that allowed you to switch?

Is there some magic thing to tell the CSR to get them to fix it without a truck roll?

-smak-



04-02-2010, 09:18 PM

#4720

**RTPGiants**  
 Registered User

Another night, another "video signal not available".

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

It's really annoying because in this case it was supposed to tune SyFy-HD. It failed to record. But of course 5 minutes later, on live TV (when I checked to see if the recording worked), the channel is tuned fine.

So very frustrating.



04-03-2010, 09:53 AM

#4721

**nchd**  
 Registered User

**Multimedia problems with TWC**

Just had my Tivo Premiere set up and TWC installed a Sci-Atl. Multi-media card.

Join Date: Mar 2010  
 Posts: 7

I'm not getting all of my HD channels (most of them). Any ideas? Both my local TWC office and installer were fairly clueless about the multi-media card. I wound up installing it myself, while he watched.



04-03-2010, 10:54 AM

#4722

**dflf**  
 Cranky old novice

Quote:

Originally Posted by **nchd**   
*Just had my Tivo Premiere set up and TWC installed a Sci-Atl. Multi-media card.*  
*I'm not getting all of my HD channels (most of them). Any ideas? Both my local TWC office and installer were fairly clueless about the multi-media card. I wound up installing it myself, while he watched.*

Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Why not post this in the TIVO Premiere forum? Although in this case the issues are probably the same as for a Series 3.

If you have SDV in your system, you will need a Tuning Adapter to get many of your HD channels. Your TWC system should provide the TA free of charge and installation is even simpler than the CableCARD (no numbers to record or phone in). The only purpose for a truck roll would be as an alternative to them mailing it to you or you having to pick it up. However, they may insist on a truck roll anyway.

Just FYI, Sci-Atl is now Cisco (and is usually called that on these forums).

If your system doesn't use SDV, there is something wrong with the pairing or authorization of your CableCARD and you need to complain to TWC. This can almost always be fixed without a truck roll, but.....

How much did they charge for the installation?

"It must be swell to be so perfect and odor-free" -- Del Griffith

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04-03-2010, 01:00 PM

#4723

**JimWall**  
 Registered User

**TWC Southwest Ohio**

I have refused a truck roll several times. Saying the hit may take a while to arrive. Then called back the next day and get it to work.

The TA's are a pain but support here is getting better. I seem to have trouble with 1 of 3 about once a month.

2nd last time 2 went out at exactly the same time. Which leads to the theory they need reauthorization once a month to keep working.

Last time one went out the CSR admitted she had no experience but could not get ahold of a supervisor. She found the current procedures and got it working!!!

It appears in this area the support docs are getting better. They used to have 2 hits to send and the new CSR said they now have something like 7 different hits to send. One that works leaves it with no green light and then

Join Date: Oct 2002  
 Posts: 67

I press the button in front and it works.  
 Also be patient. It TA takes 4 to 5 minutes to reboot and initialize. Check the tuning adapter diagnostics on TiVo while waiting. TWC CSRs cannot see this info. One first screen go to the "Next Page" then "Tuning Resolver" page which indicates it is Authorized. If not and if page 2 of "Network and Tuning status" has an RF Network IP then time for CSR to send another hit.



04-04-2010, 08:54 AM

#4724

**organone**

Registered User

Join Date: Apr 2010  
 Posts: 1

**Blink codes for Cisco STA 1520**

My TA does not get a solid green light, and has not for 24 hours. Most of the time it will flash 2 times, but sometimes 3 times. Does anyone have the troubleshooting for the blink codes, or a suggestion I can pass to TWCKC? THANKS



04-04-2010, 01:28 PM

#4725

**dflf**

Cranky old novice

Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:

Originally Posted by **organone**  
*My TA does not get a solid green light, and has not for 24 hours. Most of the time it will flash 2 times, but sometimes 3 times. Does anyone have the troubleshooting for the blink codes, or a suggestion I can pass to TWCKC? THANKS*

8-blinks,pause means the TA needs to be given a "balancing hit".  
 6-blinks,pause means the USB to the TiVo is disconnected and TA is OK.  
 Not sure about any other blink codes but I think 2 to 4 blinks is something bad like the software is corrupted or is being updated.

Disconnect the USB connector and unplug the TA power for 10 seconds. Re-power the TA and wait 15 minutes to see if you get either a steady light or 6-blinks, pause then reconnect the USB cable. If the TA light goes out, hit the power button on the front. Now you need the TiVo to go through the "Acquiring Channels" process with the rotating symbol. If necessary, reboot the TiVo to force this. If you can't get either the steady light or the 6-blink, pause sequence, TWC will have to do something, usually send the right signals.

Suggest they connect you to the TWC National Cable Card Support desk, unless they have something else to try. The only way a truck roll will help is if the TA needs to be replaced or the signal levels need to be adjusted --- not likely. You are not supposed to call NCCS directly but if the local support claims it doesn't exist or they don't know the number, give them the number: 866-532-2598. NCCS has evening and Saturday hours but not sure about Sunday. They start at 10am Eastern Time.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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Last edited by dflf : 04-04-2010 at 01:35 PM.



04-05-2010, 10:22 PM

#4726

**mihalik**

Registered User

Join Date: Aug 2007  
 Location: Austin  
 Posts: 5

My tuning adapter started the 8-blinks on Friday. I tried rebooting a few times and that did not seem to work. I've tried calling Time Warner a couple times and they have me unplug and replug everything and wait for it to come back up (awkward conversations waiting the 5 minutes for the Tivo to boot). They really want to send someone out to fix it...

I guess I need to fight to get connected to this national cable card hotline so I can get this fixed over the phone...



04-06-2010, 08:32 AM

#4727

**mercurial**

Retro-Av



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621

Quote:

Originally Posted by **mercurial**  
*On of my cables cards in my main S3 has gone into lala land (won't decode any CCI=0x01 channels). Time for another call tonight. I SOOOOOO am considering just ditching the lot and going back to super basic cable and/or OTA and supplementing with Netflix.*

Well, the other card went the same way on Sunday. Called and they hit them but they sat at CP Authorized and zero EMM/ECM count, rebooted the TiVo, nada. Truck roll yesterday and he couldn't get either of them to come back. Had to go find a supervisor with CCs (they "aren't allowed to carry them even for CC related calls") and came back with two M-cards. Replaced both circa fall 2006 S-cards with them and, after a small slip up with the authorization, it's back in business.

Looks like I have 11.0g on all my boxes now so we'll see if things stay good and if the pixelation is really gone.

"WAFFLES!!!" - Hiro Nakamura



04-06-2010, 09:20 AM

#4728

**jsholmes**

Registered User

Join Date: Mar 2008  
 Posts: 5

**Replacing an S3 with a Premiere XL**

TWC in NYC couldn't do it over the phone. Insisted on sending a truck. To be fair, they tried. But obviously they didn't know what to do.

I called the national number someone mentioned and they said that what the NYC people needed to do was to unpair my old cable card from my S3 in the billing system, then repair it to my new Premiere, then send it the signal to pair. The national guys said they could do it themselves in some TWC locations, but in NYC they don't have access to the billing system. Sheesh.

I'm going to try calling again today to see if I can get someone who can do this, but I'm not holding out much hope.

The national guy said my best bet was to tell them when they come to bring a brand new cable card so it won't be paired with anything yet.



04-06-2010, 10:19 AM

#4729

**jmaditto**

Registered User



Join Date: Jul 2007  
Location: Columbia, SC  
Posts: 131

In Columbia, SC they told me it is called a "balancing signal" or a "O7 Screen Enter" or "Addressable Hit." They do this at the account level. When they send the correct signal I immediately see my TiVo reboot. Then anywhere from 5 - 15mins later I'm good. If my TA doesn't respond, I then have them hit each TA and then I'm back in business. Sometimes they send both signals at the same time too. Good luck



04-06-2010, 10:49 AM

#4730

**tmaxjd**

Registered User

Join Date: Apr 2010  
Posts: 1

**TiVo Neophyte**

Hi All,

I am a TiVo newbie. We have had Time Warner here in NY forever, and are simply sick of it. We're ready to breakout into the TiVo world.

Just working through this thread (it's a long one) to try and educate myself.

Looking for a little bit of help - any answers to the following questions are greatly appreciated:

- What are the typical issues (e.g. time it takes to setup) we can expect when getting a Premiere box and connecting to TWC?
- I've heard of varying prices that TWC will charge for both the home visit to set up the cards, and then the monthly cost/rental of the cards. Anyone know the pricing of each?
- We have 2 hd tv's, if we want TiVo on both, is there any way around buying 2 new premiere boxes?
- Is there specific language we need to give to TWC that will reduce the time and frustration with getting the setup done right?
- Anything that could help get reduced pricing from TIVO for the new account and getting 2 new boxes?

Anything else?

Much appreciated.

Thanks,  
Max  
(tmaxjd@yahoo.com)



04-10-2010, 06:21 PM

#4731

**neotwc**

neotwc

Join Date: Apr 2010  
Location: neo  
Posts: 1

**No HD 1000's Channels in NEO**

Quote:

Originally Posted by **jchick**  
*Talked to both Tivo and TWC. Both say they are aware of the issue. No resolution yet and no ETA. TWC really knocked my socks off by giving \$5.00 off for the HD tier we pay for since we can't get any of the 1000-series channels. Am I one of the very few that is having this Tuning Adapter issue? (It's a Cisco STA1520)*

1. Having trouble seeing new HD channels in the 1000's. TWC confirms they rolled our area but cannot figure out why we can't see HD in 1000's on your S3's. Still can see HD in 400's - TWC sez this is technically puzzling. 3 weeks - no answers.

2. Also on one of the S3 can't have TA and Wireless adapter plugged into UBS ports at same time without losing 1/2 of the channels. Funny, the other S3 works just fine..... Ideas?



04-10-2010, 06:54 PM

#4732

**abredt**

West Valley TW L.A.

Join Date: Nov 2004  
Posts: 112

Quote:

Originally Posted by **arrkay**  
*I used a TiVo Series 3 with Time Warner and two cablecards for a couple of years with moderate success. No VOD access (no biggie), and perfectly working HD channels. I spent a year with DirecTV and had to go back to cable after moving to a new place that doesn't dig satellite dishes.*

*I'm giving the Time Warner DVRs a try, but I'm not all that enthused, and the fact that VOD seems to be mostly non-HD (or all non-HD) isn't really making VOD a must-have feature for me, at this point.*

*I'm considering going back to cable cards and my series 3, but it seems like a pretty long list of issues have cropped up since I last used mine. Reading most of the recent posts, it seems like most of the issues are Ohio-related.*

*Is anyone in the Los Angeles area using the original Series 3 DVR with cable cards? Any gotchas? Is the installation process still as painful as it was in 2006? (It took them four trips the first time, and two trips the second time, but I think only one trip the third time I moved.)*

*Is the CableCard + Tuning Adapter = SDV equation relatively satisfied?*

I'm in the San Fernando Valley with TiVo-2, TiVo-3 and a TW DVR, but have not installed the Tuning Adapter. TiVo-2 works fine, TW DVR works, but I hate the user interface. TiVo-3 is now easily installed (by TW) with 2 cable cards, but has intermittent problems. Sometimes it can't find the signal and records blank screens, also doesn't get a bunch of channels that the DVR does record.

If you can afford, it do both.  
CB



04-15-2010, 12:14 AM

#4733

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Ho hum...three "partial" recordings today on switched HD. Thanks Tivo...I appreciate you advertising a Premier to me every day in email and onscreen. But no way that happens until you guys can actually fix this sort of stuff...



04-15-2010, 02:14 AM

#4734

**difi**

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **RTPGiants**

*Ho hum...three "partial" recordings today on switched HD. Thanks Tivo...I appreciate you advertising a Premier to me every day in email and onscreen. But no way that happens until you guys can actually fix this sort of stuff...*

I share your attitude. I'm curious though: all partial recordings? None just totally missed? I have missed recordings but rarely just partial ones.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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04-15-2010, 12:14 PM

#4735

**AJRitz**

Princess Anti-Santa



Join Date: Mar 2002  
Location: Overland Park, KS  
Posts: 11,285

Quote:

Originally Posted by **zaknafein**

*On Monday, both of my cable cards (which have been working relatively flawlessly for almost 3 years) went dead. The only channels TiVo can tune are the analog ones. When I try to tune a digital channel, it says "Searching for Signal on Cable In" and never tunes.*

*Called TWC Kansas City, and the rep sent several hits to the cards, which did nothing. Have a truck roll scheduled for Friday afternoon. I asked them to send an M card to replace the two S cards, we'll see what happens.*

Darren, has this been resolved for you?

I have a truck roll scheduled for Monday morning for a very weird issue. One of my TiVoHD units is still working perfectly. The one in the media room, however, gives me the "Searching for Signal on Cable In" message - but ONLY on 1411 (Fox local). Last night I got about 30 seconds of badly pixelated American Idol that recorded, then nothing. The box has been rebooted, cable cards reseated, and the CSR sent a hit to the cards, all to no avail. You think it would be worth it to call and ask them to send an M card with Monday's truck roll?

And I happen to think mine is the level head and yours is the one things would roll off of.

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04-15-2010, 04:18 PM

#4736

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Quote:

Originally Posted by **difi**

*I share your attitude. I'm curious though: all partial recordings? None just totally missed? I have missed recordings but rarely just partial ones.*

I'll get missed recordings if Tivo can't tune the channel at the start. This does happen, but lately is less frequent.

What's happened over the last two weeks is typically a gap in the program somewhere. Something like a 5 minute time gap is typical. Though yesterday in 3 recordings (Mythbustersx2 and WPT), I got 28 minutes, 24 minutes and 8 minutes total recordings.

ETA: I posted a comment about this to the official Tivo forums, and it got deleted. Thanks Tivo....

Last edited by RTPGiants : 04-15-2010 at 04:38 PM.



04-18-2010, 05:24 PM

#4737

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

Quote:

Originally Posted by **difi**  
*8-blinks, pause means the TA needs to be given a "balancing hit".*

Hi,  
is there a "correct" power up sequence when a TA is involved?  
A couple months ago or so I had a TA installed and everything was working fine - getting all of the switched HD channels w/out any problem.

Today I am getting the repeating 8 blinks and absolutely no channels.  
All cables are tight.

I have unplugged the power to the TA and the USB cable and attempted to reboot it. When that did not work - I unplugged it again and the TiVo and power cycled the TiVo. When the TiVo came up - I powered up the TA. No difference. Still 8 blinks and no channels at all.

Before I call TWC - I wanted to make sure there was not a "proper" power up sequence I should be following first.

Also - is no channels at all a symptom of the 8 blink trouble code?

thanks

Jim



04-18-2010, 05:28 PM

#4738

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **Orcus**  
*Hi,  
is there a "correct" power up sequence when a TA is involved?  
A couple months ago or so I had a TA installed and everything was working fine - getting all of the switched HD channels w/out any problem.*

*Today I am getting the repeating 8 blinks and absolutely no channels.  
All cables are tight.*

*I have unplugged the power to the TA and the USB cable and attempted to reboot it. When that did not work - I unplugged it again and the TiVo and power cycled the TiVo. When the TiVo came up - I powered up the TA.  
No difference. Still 8 blinks and no channels at all.*

*Before I call TWC - I wanted to make sure there was not a "proper" power up sequence I should be following first.*

*Also - is no channels at all a symptom of the 8 blink trouble code?*

*thanks*

*Jim*

8 blinks mean that the TA has lost its authorization. When in a non authorized state, it wont allow the TiVo to 'resolve' tuning requests which leads to 'no channels'.



04-18-2010, 06:51 PM

#4739

**Orcus**

Registered User

Join Date: Sep 2002  
Location: Akron, Oh  
Posts: 21

Quote:

Originally Posted by **SCSIRAID**  
*8 blinks mean that the TA has lost its authorization. When in a non authorized state, it wont allow the TiVo to 'resolve' tuning requests which leads to 'no channels'.*

Wow - I was actually able to get it fixed tonight within a few minutes via their online chat support. I was quite impressed.

I guess the continuous stream of blinks I saw was the TA rebooting after being authorized - since soon after it did that - it began acquiring channels and all was well. Sure beats hanging on the telephone...

Jim



04-18-2010, 07:49 PM

#4740

**squiddohio**

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

The phone techs at TWC seem to be getting better at fixing the TA.  
8 blinks means you need to call them. They will send some authorization hits, and then the light should go to unblinking, but sometimes this takes up to 5 minutes or so. Once solid, the TA should be working again.  
Both of mine go out about once a month, at the same time, because TW sends out signals that do that. They seem to know that, they don't care, and they just hit the box again to authorize it, but you have to call ever time this happens, but the call takes less time each month.  
Sigh.





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TiVo Series3 HDTV DVRs

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04-18-2010, 08:02 PM #4741

**dfl**  
Cranky old novice  
Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:  
Originally Posted by **sqiddohio**  
*The phone techs at TWC seem to be getting better at fixing the TA. 8 blinks means you need to call them. They will send some authorization hits, and then the light should go to unblinking, but sometimes this takes up to 5 minutes or so. Once solid, the TA should be working again. Both of mine go out about once a month, at the same time, because TW sends out signals that do that. They seem to know that, they don't care, and they just hit the box again to authorize it, but you have to call ever time this happens, but the call takes less time each month. Sigh.*

which TWC system are you in? I'm in SW Ohio and haven't noticed any improvement in their ability to handle the 8-blink calls. Happens every month and more than half the time I have to get connected to the NCCS (TWC's National Cable Card Support) desk to find someone who knows what to do.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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04-19-2010, 01:56 PM #4742

**Saturn**  
Lord of the Rings  
Join Date: Apr 2001  
Posts: 8,689

I've heard from a Tier 3 support guy that they are taking the every-month-8-blinks issue pretty seriously and have had Cisco guys in the Milwaukee office trying to figure out what's going on.

I've had to call in every month on the 18th or 19th of the month since December. Normally it only takes 15 minutes or so but last night I sat on the phone for over an hour and couldn't get the tuning adapter to sync. I called in again this morning and they were able to help.

Such a PITA.

"You sir, are my hero." -  
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"You sir, are my hero." -  
To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.

"Saturn, you rock!" -  
To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.

04-19-2010, 03:07 PM #4743

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**TV Insight Video Series**  
What Do Millions of Set-Top-Boxes Say About Your TV Ads?  
www.YouTube.com/GoogleTV

**squiddohio**

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

DLFL:

I'm in Cincinnati - City.

Lately I have been getting my calls answered by someone who seems to know what a TA is and how to "hit" it. In fact, they seem to be expecting my call.

However, there is surely some luck involved, and there is no way to control who answers the phone. If you get someone clueless, you might try to bail on the call and place it again later.

PS: I have never had to call the NCCS, although that sounds like fun.

PPS: My real concern now is spotty station reception of SDV stations even when the light is solid. The whole thing would be a fiasco if Time Warner were not such a complete fiasco to start with. The TA mess is just a sub-fiasco.



#04-19-2010, 03:14 PM

#4744

**s44**

Registered User

Join Date: Sep 2007  
Posts: 4

Anyone successfully watched a PPV event via phone ordering? This \*should\* work, but who knows? I'm preparing for the May 1 fight and I'm wondering if I need to get a box for a few days.



#04-19-2010, 05:07 PM

#4745

**rv65**

Registered User

Join Date: Aug 2008  
Posts: 82

According to a legal notice, TWC NYC will be moving a ton of channels to SDV so subscribers in that area will now need the dreaded TA.



#04-19-2010, 06:38 PM

#4746

**rv65**

Registered User

Join Date: Aug 2008  
Posts: 82

Quote:

On or about June 2, 2010 the following channels will become services that cannot be accessed on CableCARD-equipped Unidirectional Digital Cable Products purchased at retail without additional two-way capable equipment: @ Max HD, @ Max, AAJ, ABC Family HD, Action Max HD, Action Max, AMC HD, American Life, Antena 3, Antenna, BBC America HD, BET HD, Big Ten 2, Big Ten 3, Big Ten 4, Big Ten 5, Biography, Boomerang, Boomerang (SAP), Bravo HD, C1R Worldwide, Canal 24, Canal Sur, Caracol, Cartoon Network HD, CBS College Sports HD, CBS College Sports, CCTV-9, Centric, Chinese Cinema, Chinese Prime, Cine Latino, Cine Mexicano, Cinemax HD, Club Jenna, CNBC HD, CNBC Worldwide, CNN International, Comedy Central HD, Crime & Investigation HD, Deutsche Welle TV, Discovery Familia, Discovery Kids, Disney HD, Disney XD HD, Disney XD, E! HD, Ecuavisa, Encore Action, Encore Drama, Encore HD, Encore Love, Encore Mystery, Encore Westerns, ESPN Gameplan channels1-6, ESPNNews HD, ESPNU HD, ET NY Chinese, ETTV News, EWTN, EWTN Español, Filmy, Fit TV, FiveStar Max HD, Flix, Fox Business Network HD, Fox College Sports Atlantic, Fox College Sports Central, Fox College Sports Pacific, Fox Soccer Channel, Fuel, Fuse HD, FX HD, G4 HD, GAC, Game 2 HD, Game HD, Gol TV, gmc, HBO 2 HD, HBO 2, HBO Comedy HD, HBO Comedy, HBO Family HD, HBO Family, HBO Latino HD, HBO Latino, HBO Signature HD, HBO Signature, HBO Zone HD, HBO Zone, HD PPV, HD Theater, Headline News HD, Here!, History en Español, HITV, HSN HD, HSN, HTV, IFC HD, ImaginAsian, IN Demand 2, IN Demand 3, Infinito, Investigation Discovery HD, ITV Gold, Jewelry TV, Jus Punjabi, LaFamilia, LaTele Novela, Lifetime Real Women, Mav TV HD, Media Korea, MGM HD, MLB HD, More Max HD, More Max, MSNBC HD, MTV HD, National Geographic Channel HD, NBA League Pass channels1-10, NBA TV, NGTV, NHL/MLB channels1-14, NHL Network HD, Nick Jr., Nicktoons, NTV America, NY1 Noticias, Outdoor Channel HD, Outdoor Channel, Outer Max HD, Palladia HD, PFC Internacional, Phoenix TV, Planet Green HD, Planet Green, Playboy, Playboy en Español, QVC HD, QVC, RAI Italia, Real, Reelz Channel, RT, RTN, RTPI, RTVI, The Science Channel HD, The Science Channel, SET Asia, ShopNBC, Showtime Too HD, Showtime Extreme HD, Showtime Showcase HD, Showtime Beyond, Showtime Extreme, Showtime Showcase, Showtime Too, SiTV, Smithsonian HD, Sorpresa, Speed HD, Spice Xcess, Spike TV HD, Sports Extra 1, Sports Extra 2, Starz Comedy HD, Starz Edge HD, Starz HD, Starz Kids & Family HD, Style HD, Syfy HD, TCM HD, Team HD, TeenNick, Telemicro, Ten, Tennis Channel HD, Tennis Channel, The Africa Channel, The Arabic Channel, The Bangladesh Channel, The Filipino Channel, The Golf Channel HD, The Korean Channel, The Movie Channel Xtra, The Word Network, Thriller Max HD, Thriller Max, TLC HD, TMC HD, TMC Xtra HD, TV 1000 Russian Kino, TV 5, TV Asia, TV Colombia, TV Globo, TV Japan, TV One HD, TV Polonia, TVB1, TVE Internacional, TVE Cultural. Es, Universal HD, USA HD, Utilisima Satelital, Versus HD, Versus, WE HD, WMAX HD, WMAX and Zee TV.

The list of channels that are going SDV according to TWC NY/NJ. I'm sure they'll be handing out TA's pretty soon.



#04-19-2010, 07:24 PM

#4747

**dlfl**

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **rv65***The list of channels that are going SDV according to TWC NY/NJ. I'm sure they'll be handing out TA's pretty soon.*

They should. If they move channels you already receive to SDV and don't provide a TA to receive them, this is a "reduction in service". The FCC has fined other operators for doing this without giving 30 day advance notice of the service reduction. (Maybe what you quoted constitutes such notice.)

Unfortunately I think the legal requirement for them notifying you is satisfied by them just notifying your franchising authority, i.e., not requiring a direct notice to each customer. One would hope they would do better than that....

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try  
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04-27-2010, 03:58 PM

#4748

**Liza**

Registered User

Join Date: Apr 2010  
Posts: 2

**Sorry if this seems overly simple, but I'm confused! Do I \*need\* cable cards?**

I've been trying to sort through my mother's cable issues (from CO while she's in KCK). We got her an HD TV for Christmas, but she couldn't get HD channels because she had an old Series 2 Tivo. So, for her birthday at the end of February, we got her a Series 3 Tivo. Got it all hooked up, without CCs or a TA, and it worked for weeks.

Then she started getting the "searching for signal" all the time on all channels. I noticed a couple of posts saying trouble in KC started around 3/17-3/19 or so. Did TW change something at this time? TW insisted she needed the CCs and would add the monthly charge to her bill. If she truly \*needs\* the CCs, how is it possible that she got signal for weeks without? I thought I had found info saying a TA alone could fix it, since it was an issue with SDV. Told my brother & sister in KC so they could help her. TW still said no, and wouldn't do anything but install CCs and told them to go to a storefront to get a TA themselves. Then said they wouldn't confirm she could have a TA, even said there weren't channels on her service that would need them. I finally got someone to say she could have one, but still said she needed CCs.

So, if she does not use any kind of VOD or premium channels (no HBO, etc.), just a basic level cable package with internet, does she \*need\* the CCs to get signal? If she gets the TA, is it really guaranteed that she'll have monthly problems, as I've seen people mention here? (Due to some signal sent out by TW?)

On a side note, is there any website that makes it easy to flood TW corporate with e-mails or petitions to show them just how I feel about their "customer service"?



04-27-2010, 05:56 PM

#4749

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **Liza**  
*I've been trying to sort through my mother's cable issues (from CO while she's in KCK). We got her an HD TV for Christmas, but she couldn't get HD channels because she had an old Series 2 Tivo. So, for her birthday at the end of February, we got her a Series 3 Tivo. Got it all hooked up, without CCs or a TA, and it worked for weeks.*

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*So, if she does not use any kind of VOD or premium channels (no HBO, etc.), just a basic level cable package with internet, does she \*need\* the CCs to get signal? If she gets the TA, is it really guaranteed that she'll have monthly problems, as I've seen people mention here? (Due to some signal sent out by TW?)*

*On a side note, is there any website that makes it easy to flood TW corporate with e-mails or petitions to show them just how I feel about their "customer service"?*

Normally you will not be able to get a tuning adapter without CCs.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



04-28-2010, 11:26 AM

#4750

**JimWall**

Registered User

Join Date: Oct 2002  
Posts: 67

**Do I need cable cards?**

You didn't say if the channels being searched for were digital or analog.  
And whether her service was digital.  
If analog then they started blocking the old analog channels  
In my area all digital customers also get the old analog channels.  
If there is no cable card the digital non-switched and non-encrypted would show up with the digital frequency instead of the cable channel number and there would be no tivo guide information.



04-28-2010, 03:42 PM

#4751

**Liza**

Registered User

Join Date: Apr 2010  
Posts: 2

Quote:

Originally Posted by **JimWall**  
*You didn't say if the channels being searched for were digital or analog.  
And whether her service was digital.  
If analog then they started blocking the old analog channels  
In my area all digital customers also get the old analog channels.  
If there is no cable card the digital non-switched and non-encrypted would show up with the digital frequency instead of the cable channel number and there would be no tivo guide information.*

I should say that I'm going on second-hand information, from people that are not comfortable with technology, so I can't be certain of the accuracy.

Her service is digital. As far as I know, all channels were gone. If they did a system reset, they could get some channels temporarily, but they would be gone again within a day or less.

There were definitely no cable cards. I find this part confusing. I haven't had TiVo myself for a few years (☹), but IIRC, a part of the setup asks you to identify channels by the appropriate cable number. I think they did this with the as part of the reset, and thought the channel numbers were the correct cable numbers.

They told me TiVo could still record, but I'm wondering if what they were actually doing was playing back previous recordings.

They haven't gotten the TA yet, so no new info here.



04-28-2010, 06:39 PM

#4752

dfl

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Liza,

For digital cable the TiVo definitely needs CableCARD(s), preferably one m-card, or two s-cards. If TWC KSK has implemented Switched Digital Video (SDV) they will also need a Tuning Adapter to get the SDV channels, which may include a large portion of the HD channels.

It's hard to find out whether a cable service uses SDV because only TiVo customers ever care about that so their support people don't get that question very often, if ever. Sometimes their website will tell this. I went to what I think is the correct website and could not find anything definite about SDV, which doesn't prove anything. However **\*\*this web page\*\*** has an email link. You might try sending an email asking if they are using Switched Digital Video (SDV) channels. Actually if they will give you a TA, either by bringing it with the CableCARD(s) or letting you pick it up, that pretty much confirms they are using SDV. The TA is free and easy to install (but not for everyone).

Some systems broadcast both analog and digital cable simultaneously. If you don't have CableCARD, you can tune the analog channels. That may be what they were receiving and maybe TWC recently stopped simulcasting the analogs. They also broadcast "Clear QAM" versions of local broadcast stations. These are digital signals that you can get without a CableCARD because they are clear -- i.e., not encrypted. These will tune with channel numbers like 7-1 (or 7.1), and most will be HD. However TiVo guide data has never included Clear QAM channels so you can't get guide data for them or set up season passes.

Setting up a TiVo with CableCARD and TA can be challenging for a tech-oriented person working on site. So good luck!

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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04-29-2010, 08:52 AM

#4753

squiddohio

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

It is very hard to determine which channels are SDV. I have never found a posted list, nor has anyone on the phone at TW either known or even known where this information is located. The same goes for the techs who come to the house. Nobody knows and nobody seems to care.

Twice I have received a letter (sent to cable card users) from TW indicating that a TA is available for the SDV stations, and this letter will list them, and the effective date. However, by the time the effective date rolls around, it is out of date, reflecting what one phone tech told me: they change those all the time, and add new ones, etc, so frequently that we can't keep up with them.

Surely somewhere inside TW there is a list, but it is not widely circulated. It's virtually secret. And even if you had it, accuracy would not be guaranteed for more than a week or two.



05-08-2010, 10:04 PM

#4754

pdm

Registered User

Join Date: Oct 2003  
Location: Austin, TX  
Posts: 33

Is it just me or are some time warner HD channels so low bit rate it looks like watching a poor quality youtube video? I'm watching Superman right now on AMC HD, and the video quality is terrible, especially if there is much motion or detail. We notice this on TLC HD also, very plotchy and digital compression artifacts.



05-09-2010, 08:57 AM

#4755

SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **squiddohio** *It is very hard to determine which channels are SDV. I have never found a posted list, nor has anyone on the phone at TW either known or even known where this information is located. The same goes for the techs who come to the house. Nobody knows and nobody seems to care. Twice I have received a letter (sent to cable card users) from TW indicating that a TA is available for the SDV stations, and this letter will list them, and the effective date. However, by the time the effective date rolls around, it is out of date, reflecting what one phone tech told me: they change those all the time, and add new ones, etc, so frequently that we can't keep up with them. Surely somewhere inside TW there is a list, but it is not widely circulated. It's virtually secret. And even if you had it, accuracy would not be guaranteed for more than a week or two.*

Actually, there is a pretty east way to determine what is SDV. Just unplug the TA USB and then surf thru all the channels... the ones that you cannot get are SDV.



05-09-2010, 09:37 AM

#4756

**squiddohio**

Registered User

Join Date: Dec 2001  
Location: Ohio  
Posts: 189

That does not work because I don't subscribe to all the "packages," so I have to determine if the channels I do not get are part of my subscription or not. What would be nice would be if TW posted a list on its web page, and kept it up to date.



05-09-2010, 09:42 AM

#4757

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **squiddohio**  
*That does not work because I don't subscribe to all the "packages," so I have to determine if the channels I do not get are part of my subscription or not. What would be nice would be if TW posted a list on its web page, and kept it up to date.*

right but if you go to a channel & want to know if it is SDV the easy way to tell is pull the USB & it will go out.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



05-10-2010, 07:10 AM

#4758

**BruceShultes**

Registered User

Join Date: Oct 2006  
Location: Albany, NY  
Posts: 337

Quote:

Originally Posted by **Grumock**  
*right but if you go to a channel & want to know if it is SDV the easy way to tell is pull the USB & it will go out.*

Just remember that is only good information until TW changes the SDV channels in your area again.



05-10-2010, 08:52 AM

#4759

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **BruceShultes**  
*Just remember that is only good information until TW changes the SDV channels in your area again.*

You are 100% correct, & if I'm not totally mistaken, they add more on a weekly basis.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



05-10-2010, 09:37 AM

#4760

**mercurial**

Retiro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

So I'm still having the issue where my TWC STBs (for the S2DT TiVos) won't get certain SDV channels with any success (primarily Boomerang and BBC America). They get recordings of the the "Channel Not Available" message. If I try manually, I can hit "A" over and over but it never comes in. I can go to a S3 or THD box and it will tune but the STB still won't bring it in. (This of course tends to screw up TWO recordings since the STB times out to the "Press Any Key To Continue" screen so the next tune loses the first digit. I've tried to work around this by creating a couple of dummy manual recordings each day just to make sure the STB gets moved off of those channels.)

I called TWC and they resent hits a couple of times and the STBs started working and then stopped again less than 24hrs later.

Then on Sunday I had put on the Scooby-Doo movie marathon on Toon HD but about 20 minutes into the show, the video froze and after about 30s, I did the channel +/- thing to see what was going on and got the channel unavailable message - a quick spot check showed about the same thing on every SDV channel I tried.

Called TWC and the lady really didn't try to do anything (I think she saw I am averaging call about once a month or less at this rate with issues and freaked out). We scheduled a truck roll for Tuesday and the guy is supposed to come out with new STBs to swap them out and to "make sure the cable cards are properly paired" to fix the issue. 😊 We'll see.

After I got off the call, a power cycle of the TA brought back the channels (this time). And it's been good since.

So anyone have any idea of something I should have them look at? Or is there a more competent person in TWC I can reach out to? I'm at my wits end - TV shouldn't be this much work.

"WAFFLES!!!" - Hiro Nakamura



05-15-2010, 01:09 PM

#4761

**SteadyEddieNYC**

Registered User

Join Date: Oct 2009  
Posts: 17

Hi \_ I have a duel cable card in my series 3 dvr- how is this change going to affect me? tia-



05-15-2010, 01:36 PM

#4762

**pL86**

Registered User

Join Date: Oct 2009  
 Location: New York City  
 Posts: 35

**SDV questions from NYC resident**

NYC users got letters yesterday saying we can pick up tuning adapters starting on June 7 with SDV set to go on June 15. For those in other areas who have already gone through this, did you have to wait until the day of the switchover to install the adapter or were you able to install it prior to D Day without disrupting service? And is there any lag in tuning to a new channel with SDV? I hate to have recordings miss even a few seconds at the beginning so I'm just wondering if I need to add a minute to start times from now on.

Any answers as well as other hints and tips on what to expect is appreciated. Verizon FIOS is supposed to wire my building this summer and although they don't carry some HD channels I do watch, I suspect this SDV will be aggravating enough that I will switch as soon as I can. Until then, persevere.



05-15-2010, 03:38 PM

#4763

**dfl**

Cranky old novice

Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:

Originally Posted by **pL86**   
*.....is there any lag in tuning to a new channel with SDV? I hate to have recordings miss even a few seconds at the beginning so I'm just wondering if I need to add a minute to start times from now on.*

*Any answers as well as other hints and tips on what to expect is appreciated. Verizon FIOS is supposed to wire my building this summer and although they don't carry some HD channels I do watch, I suspect this SDV will be aggravating enough that I will switch as soon as I can. Until then, persevere.*

There is an old and well known (including to TiVo) problem that TA's sometimes fail to tune a channel on the first try. TiVo even published a work-around for this on **\*\*one of their support pages\*\*** (tune away and then back, once or twice). Obviously this doesn't work for scheduled recordings since it requires operator intervention. I lose several recordings a week (TWC SW Ohio).

When I went searching for the TiVo link given above, I found the tuning failure work-around had been removed and it now states:

Quote:

As of today, there are no known issues with Tuning Adapters and Premiere/XL, TiVo HD/XL, and Series3 HD DVRs



That's not true! -- I know this from my own experience and other posters on this forum.

Note this is not the expected occasional SDV "channel temporarily not available" situation. For these tuning failures that message doesn't appear, and unless you do something it will just sit there forever with blank video and no audio. DVR Diagnostics for the channel sometimes will indicate no program lock or no signal lock, and the Recording History in the To Do List will state the program wasn't recorded because the video signal was not available.

Perhaps just an interesting coincidence but the referenced TiVo support page was changed after I recently sent a PM to a certain TiVo employee who reads this forum in which I referenced the page and asked if there was a possibility of a software fix to implement tuning retries automatically.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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Last edited by dfl : 05-15-2010 at 04:02 PM.



05-15-2010, 04:07 PM

#4764

**m\_jonis**

Registered User

Join Date: Jan 2002  
 Location: Albany, NY  
 Posts: 518

Quote:

Originally Posted by **dfl**   
*There is an old and well known (including to TiVo) problem that TA's sometimes fail to tune a channel on the first try. TiVo even published a work-around for this on \*\*one of their support pages\*\* (tune away and then back, once or twice). Obviously this doesn't work for scheduled recordings since it requires operator intervention. I lose several recordings a week (TWC SW Ohio).*

*When I went searching for the TiVo link given above, I found the tuning failure work-around had been removed and it now states:*



*That's not true! -- I know this from my own experience and other posters on this forum.*

*Note this is not the expected occasional SDV "channel temporarily not available" situation. For these tuning failures that message doesn't appear, and unless you do something it will just sit there forever with blank video and no audio. DVR Diagnostics for the channel sometimes will indicate no program lock or no signal lock, and the Recording History in the To Do List will state the program wasn't recorded because the video signal was not available.*

*Perhaps just an interesting coincidence but the referenced TiVo support page was changed after I recently sent a PM to a certain TiVo employee who reads this forum in which I referenced the page and asked if there was a possibility of a software fix to implement tuning retries automatically.*

Yes, I agree. Even with 11.0g and the Cisco TA, my TivoHD still gets the SDV "blank" channel until I use that manual workaround.



05-15-2010, 04:17 PM

#4765

pL86

Registered User

Join Date: Oct 2009  
Location: New York City  
Posts: 35

Thanks for your responses. What percentage of your total recording would you say is "several times a week"? And can you shed some light on my other questions about installing the adapter prior to SDV being launched and whether there is lag when the adapter does tune into a channel without any problems. I may be away on launch day so I'd like to know if I can preinstall the adapter do I don't miss recording.

Not looking forward to this at all.



05-15-2010, 05:40 PM

#4766

difi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by [pL86](#)

*Thanks for your responses. What percentage of your total recording would you say is "several times a week"? And can you shed some light on my other questions about installing the adapter prior to SDV being launched and whether there is lag when the adapter does tune into a channel without any problems. I may be away on launch day so I'd like to know if I can preinstall the adapter do I don't miss recording.*

*Not looking forward to this at all.*

My system had SDV long before I got my HD, CableCARds and TA so I don't know about installing the TA prior to SDV. My impression is tuning with the TA does have a second or two additional lag time, and it seems to vary from time to time. I think a long range plan to switch to FIOS is a good idea -- wish I had that choice.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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05-16-2010, 08:41 AM

#4767

difi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by [pL86](#)

*Thanks for your responses. What percentage of your total recording would you say is "several times a week"? .....*

Just realized I didn't respond to this. I would say about 10%, however it seems to occur mainly on two specific channels. What I can imagine happening is:

There is some delay between the TiVo requesting a channel frequency from the Cable Co's SDV system and getting the response. In some cases that delay is too long for the TiVo to handle so it mis-tunes the channel. Thus the TiVo software needs to be modified to handle longer delays, or to retry the tuning.

This may be way out in left field. Wouldn't it be nice if someone from TiVo would comment on the correct description of the problem?

I wonder if the Premiere TiVo's have this problem?

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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05-16-2010, 09:00 AM

#4768

SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by [difi](#)

*Just realized I didn't respond to this. I would say about 10%, however it seems to occur mainly on two specific channels. What I can imagine happening is:*

*There is some delay between the TiVo requesting a channel frequency from the Cable Co's SDV system and getting the response. In some cases that delay is too long for the TiVo to handle so it mis-tunes the channel. Thus the TiVo software needs to be modified to handle longer delays, or to retry the tuning.*

*This may be way out in left field. Wouldn't it be nice if someone from TiVo would comment on the correct description of the problem?*

*I wonder if the Premiere TiVo's have this problem?*

Are you able to catch one of these failed recordings 'red handed'... i.e. while the recording (of nothing) is going on? Does the recording log show 'not recorded because video signal not available'? There are a couple things that can be checked while the recording is going on. I would love to see if what you are seeing is the same thing I am seeing. Im building my 'evidence' file

Oh... and relative to Premiere... my friends Premiere does the same thing my S3 does. The SDV Session info (frequency) doesnt match what TiVo tuner is tuned to. That yields Program Lock = NO because the Transport Stream on that frequency doesnt contain the program we are trying to tune.

If you catch one... I would love to see pics of the DVR Diags screens and the TA Diags - SDV SESSION INFO (2 pages). I bet you will see the same thing I do. Unfortunately, I dont see a way to determine whose 'fault' it is... TA or TiVo. However, TiVo could easily fix it... Just detect 10 sec of Program Lock = NO and do a simple retune...

it should be that simple.

Last edited by SCSIRAID : 05-16-2010 at 09:14 AM.



05-16-2010, 09:18 AM

#4769

difi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by SCSIRAID

Are you able to catch one of these failed recordings 'red handed'... i.e. while the recording (of nothing) is going on? Does the recording log show 'not recorded because video signal not available'? There are a couple things that can be checked while the recording is going on. I would love to see if what you are seeing is the same thing I am seeing. Im building my 'evidence' file

I caught one just recently. The recording log stated what you said. The program lock and tuning lock were "No". However, I've had other cases where it recorded the full scheduled program length with blank video and audio. In those cases I didn't catch it in the act, so don't know what DVR Diagnostics said.

Let me know what specific DVR Diagnostic info you want for the next time I catch one.

EDIT: I will try to get screen photos as you request.

"It must be swell to be so perfect and odor-free" -- Del Griffith

VideoReDo users: Try

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pyTivo users: Try

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05-17-2010, 09:46 AM

#4770

mercurial

Retro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

Quote:

Originally Posted by mercurial

So I'm still having the issue where my TWC STBs (for the S2DT TIVos) won't get certain SDV channels with any success (primarily Boomerang and BBC America). They get recordings of the the "Channel Not Available" message. If I try manually, I can hit "A" over and over but it never comes in. I can go to a S3 or THD box and it will tune but the STB still won't bring it in. (This of course tends to screw up TWO recordings since the STB times out to the "Press Any Key To Continue" screen so the next tune loses the first digit. I've tried to work around this by creating a couple of dummy manual recordings each day just to make sure the STB gets moved off of those channels.)

I called TWC and they resent hits a couple of times and the STBs started working and then stopped again less than 24hrs later.

Then on Sunday I had put on the Scooby-Doo movie marathon on Toon HD but about 20 minutes into the show, the video froze and after about 30s, I did the channel +/- thing to see what was going on and got the channel unavallible message - a quick spot check showed about the same thing on every SDV channel I tried.

Called TWC and the lady really didn't try to do anything (I think she saw I am averaging call about once a month or less at this rate with issues and freaked out). We scheduled a truck roll for Tuesday and the guy is supposed to come out with new STBs to swap them out and to "make sure the cable cards are properly paired" to fix the issue. We'll see.

After I got off the call, a power cycle of the TA brought back the channels (this time). And it's been good since.

So anyone have any idea of something I should have them look at? Or is there a more competent person in TWC I can reach out to? I'm at my wits end - TV shouldn't be this much work.

Just to follow up, the TWC Supervisor and Tech showed up and basically worked from the street to the house checking and cleaning up the wiring connections. Then they replaced their old splitter with a new 9-way balancing splitter. That pretty much has cleared things up. I haven't seen a single glitch in over a week. Interesting the every other tech had said the signal levels were fine when they'd run checks (and even the diags on the Tivo's had looked in line with ranges posted here). I'm keeping my fingers crossed. I still have issues with the POS Panasonic STBs just plain missing an IR command now and then (I think even when they don't go to the "Press Any Key To Continue" screen, they still "go to sleep" a little and can't respond to the first digit sent in a channel change - too bad they won't take 4-digit channel numbers since that would fix that as loosing the leading zero wouldn't matter).

"WAFFLES!!!" - Hiro Nakamura



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TiVo Series3 HDTV DVRs

TiVo Community > Main TiVo Forums > TiVo Series3 HDTV DVRs

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05-17-2010, 10:20 AM

#4771

**SCSIRAID**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **mercurial**  
*Just to follow up, the TWC Supervisor and Tech showed up and basically worked from the street to the house checking and cleaning up the wiring connections. Then they replaced their old splitter with a new 9-way balancing splitter. That pretty much has cleared things up. I haven't seen a single glitch in over a week. Interesting the every other tech had said the signal levels were fine when they'd run checks (and even the diags on the TiVo's had looked in line with ranges posted here). I'm keeping my fingers crossed. I still have issues with the POS Panasonic STBs just plain missing an IR command now and then (I think even when they don't go to the "Press Any Key To Continue" screen, they still "go to sleep" a little and can't respond to the first digit sent in a channel change - too bad they won't take 4-digit channel numbers since that would fix that as loosing the leading zero wouldn't matter).*

Glad to hear they got you straightened up.

Is this the amp they used?

[http://www.evolutionbb.com/ebb/asset...rySeries\\_2.pdf](http://www.evolutionbb.com/ebb/asset...rySeries_2.pdf)



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05-17-2010, 11:34 AM

#4772

**mercurial**  
Retro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

Yep. I couldn't remember the name of it until you posted or I would have mentioned it. The tech was surprised when the supervisor said to install one AND had several on his truck. I guess that's another perk of being a supervisor along with actually being able to get cable cards.

And come to think of it, there was ONE glitch. One night I was watching SciHD and then headed up to bed. When I turned the TV on in the bedroom, I couldn't get anything on that channel - it was black. I tried the various TA mis-tune fixes (switching tuners, tuning up and down, etc.) and no luck. It wasn't a SDV issue since I never got the channel unavailable banner. But it was during the first batch of t-storms we got and our power had just flickered (this TiVo/SA are on a UPS) so I had to wonder if something upstream might have had a hiccup with a storm. Every other SDV channel I could think of in the 200's came in so I put on Discovery HD for background noise and went to sleep. Everything was fine in the morning.

"WAFFLES!!!" - Hiro Nakamura



05-17-2010, 02:55 PM

#4773

**Cainebj**  
Registered User



Join Date: Nov 2006  
Location: New York  
Posts: 1,287

Quote:

Originally Posted by **rv65**  
*According to a legal notice, TWC NYC will be moving a ton of channels to SDV so subscribers in that area will now need the dreaded TA.*

Can any other TWC subscribers from other parts of the country who have already been through this dreaded SDV/TA process comment on whether it was a simple process or a huge pain in the @%&? um I mean neck...

Do you need any additional cables other than whatever TWC gives you when you pick up the TA? thanks.

*Last edited by Cainebj : 05-17-2010 at 02:56 PM. Reason: typo*



05-17-2010, 03:02 PM

#4774

**SCSIRAID**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **Cainebj**  
*Can any other TWC subscribers from other parts of the country who have already been through this dreaded SDV/TA process comment on whether it was a simple process or a huge pain in the @%&? um I mean neck...*

*Do you need any additional cables other than whatever TWC gives you when you pick up the TA? thanks.*

Here, all the needed cables were provided by TWC. The coax that went between the TA and the TiVo was poor quality and many of us didnt use it. However, I heard that TWC improved this cable to eliminate this problem. TA's have been relatively painless for me. Some areas of the country are having some issues though... reboots, losing authorization etc.



05-17-2010, 03:08 PM

#4775

**SCSIRAID**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **mercurial**  
*Yep. I couldn't remember the name of it until you posted or I would have mentioned it. The tech was surprised when the supervisor said to install one AND had several on his truck. I guess that's another perk of being a supervisor along with actually being able to get cable cards.*

*And come to think of it, there was ONE glitch. One night I was watching SciHD and then headed up to bed. When I turned the TV on in the bedroom, I couldn't get anything on that channel - it was black. I tried the various TA mis-tune fixes (switching tuners, tuning up and down, etc.) and no luck. It wasn't a SDV issue since I never got the channel unavailable banner. But it was during the first batch of t-storms we got and our power had just flickered (this TiVo/SA are on a UPS) so I had to wonder if something upstream might have had a hiccup with a storm. Every other SDV channel I could think of in the 200's came in so I put on Discovery HD for background noise and went to sleep. Everything was fine in the morning.*

They gave me one of the 4 port versions to play with back when I was fighting the SDV pixelation issue. I never used it. The 9 port is sweet.. unity gain upstream and downstream.

Sounds like the channel you were trying to tune may have dropped offline...



05-17-2010, 03:09 PM

#4776

**Stormspace**  
Electrocuted by TiVo



Join Date: Apr 2004  
Location: Hartsville, SC  
Posts: 3,090

Quote:

Originally Posted by **Cainebj**  
*Can any other TWC subscribers from other parts of the country who have already been through this dreaded SDV/TA process comment on whether it was a simple process or a huge pain in the @%&? um I mean neck...*

*Do you need any additional cables other than whatever TWC gives you when you pick up the TA? thanks.*

It may be different for you, but shortly after deploying TA's in our area TWC started copy protecting everything but locals. I'm all SD now as a result since I value MRV more than HD.

- 137hr S2
- 20/180hr HD
- 166hr DTS2
- 180hr S2

TWC copy protects all channels when using a Cable Card and TA, except of course about 1-5 locals. Really been electrocuted by the TiVo, but I got better.



05-17-2010, 03:25 PM

#4777

**tubby**  
Registered User

Join Date: Mar 2006  
Posts: 6

Didn't see this when I did my last post. Sorry - check out my issue:

Time Warner Cable apparently doesn't let you pay advertised rates if you DON'T take and pay for their standard cable box equipment (ie, if you are a Tivo user). And it took 8 grueling hours of technician and customer service and my own time to figure this out.

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I am ready to pull my hair out. Help me out, fellow Tivo lovers!

I can't link to my full story on my blog because I'm a bit of a new user in the forum - but it's poptalk dot wordpress dot com.

Please don't hold it against me, mods, this is a serious issue!



05-19-2010, 07:49 PM

#4778

**Welshdog**

Tivonkaddonk



Join Date: Jan 2005  
Posts: 225

**QAM channel deleted from channel lineup**

Well TWC Austin has finally joined the rest of their evil brethren and they have officially killed the QAM OTA channels in the Tivo programming data. All three of my Tivo have a message today telling me that 9 channels in the 1500 range have been deleted. All were QAM versions of the local OTA channels. This is not as big a deal as it could have been, because the channels have not worked for over a year. Back then TWC did something at their headend that killed the signal on these channels. All of our season passes were built on the QAMs because I did not have a good antenna at the time and they were reliable. We came home one night to find all of our HD shows were not recorded. The PGD was still there, but only a black screen instead of picture was displayed. I contacted Tivo and they did nothing. I contacted TWC and they said it was Tivo.

I guess TWC finally got around to notifying Tivo that the channels were dead. It's too bad really, it was very convenient and the picture quality was really good.

Oh well, little guy loses again.

My rig: Series 2 • Series 2 + Burner • Series 3 HDTVivo • Series 3 w/external drive  
"Nobody looks good in high-def" - Doug Wilson-Weeds

Last edited by Welshdog : 05-19-2010 at 09:41 PM.



05-19-2010, 10:08 PM

#4779

**notting**

Registered User

Join Date: Dec 2005  
Location: Chapel Hill, NC  
Posts: 39

Quote:

Originally Posted by **tubby**   
*Time Warner Cable apparently doesn't let you pay advertised rates if you DON'T take and pay for their standard cable box equipment (ie, if you are a Tivo user). And it took 8 grueling hours of technician and customer service and my own time to figure this out.*

While I'm neither in NYC, nor on the exact same sort of plan you are... I have one of their advertised rates, without the need for a cable box. Of course, given that each of their various regional operations run differently, this may not be able to help you much.



05-21-2010, 01:24 PM

#4780

**difi**

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **SCSIRAID**   
*Are you able to catch one of these failed recordings 'red handed'... i.e. while the recording (of nothing) is going on? Does the recording log show 'not recorded because video signal not available'? There are a couple things that can be checked while the recording is going on. I would love to see if what you are seeing is the same thing I am seeing. Im building my 'evidence' file*   
.....  
*..... However, Tivo could easily fix it... Just detect 10 sec of Program Lock = NO and do a simple retune... it should be that simple.*

I just had a tuning failure on an SDV channel -- not a recording failure, just failure to tune manually. All tuner diags were good except no Signal or Program locks. The frequency assigned in Tuning Adapter Diagnostics, Session Info matched the frequency in DVR diagnostics. It took two manual re-tunes to bring it in. I forgot to check PID's. Are there PID's in the TA diagnostics that can be compared to those in DVR Diagnostics?

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try  
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05-21-2010, 03:17 PM

#4781

**Stormspace**

Electrocuted by TiVo



Join Date: Apr 2004  
Location: Hartsville, SC  
Posts: 3,090

Quote:

Originally Posted by **Cainebj**   
*Can any other TWC subscribers from other parts of the country who have already been through this dreaded SDV/TA process comment on whether it was a simple process or a huge pain in the @%&? um I mean neck...*

*Do you need any additional cables other than whatever TWC gives you when you pick up the TA? thanks.*

It took week and half and four truck rolls to get mine working all to be ditched because TWC started copy

protecting everything and TiVo was too slow fixing it's bugs for me to get any real use from them via mrv.

137hr S2  
20/180hr HD  
166hr DTS2  
180hr S2

TWC copy protects all channels when using a Cable Card and TA, except of course about 1-5 locals. Really been electrocuted by the TiVo, but I got better.



05-27-2010, 11:01 PM

#4782

difi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **SCSIRAID**

*Are you able to catch one of these failed recordings 'red handed'... i.e. while the recording (of nothing) is going on? Does the recording log show 'not recorded because video signal not available'? There are a couple things that can be checked while the recording is going on. I would love to see if what you are seeing is the same thing I am seeing. Im building my 'evidence' file*

*Oh... and relative to Premiere... my friends Premiere does the same thing my S3 does. The SDV Session info (frequency) doesnt match what TiVo tuner is tuned to. That yields Program Lock = NO because the Transport Stream on that frequency doesnt contain the program we are trying to tune.*

*If you catch one... I would love to see pics of the DVR Diags screens and the TA Diags - SDV SESSION INFO (2 pages). I bet you will see the same thing I do. Unfortunately, I dont see a way to determine whose 'fault' it is... TA or TiVo. However, TiVo could easily fix it... Just detect 10 sec of Program Lock = NO and do a simple retune... it should be that simple.*

I caught one in the act tonight but didn't have time to get pics before the recording time ended. It was recording blank video, program and signal lock were NO, no PID's, and **the SDV frequencies for the affected tuner in DVR and TA diagnostics did not agree**. The recording history said it failed because of no video signal.

For whatever reason, this hasn't been happening as often for the last week or two, but I will catch another one and get the pics eventually. Since Premiers have the same problem, TiVo may have more incentive to fix it.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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05-28-2010, 06:31 AM

#4783

SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **difi**

*I caught one in the act tonight but didn't have time to get pics before the recording time ended. It was recording blank video, program and signal lock were NO, no PID's, and **the SDV frequencies for the affected tuner in DVR and TA diagnostics did not agree**. The recording history said it failed because of no video signal.*

*For whatever reason, this hasn't been happening as often for the last week or two, but I will catch another one and get the pics eventually. Since Premiers have the same problem, TiVo may have more incentive to fix it.*

Yup... same as I get. I wish I had a USB analyzer so I could tell whether it was the TA or TiVo that messed up.

Was this an S3 or THD?



05-28-2010, 07:28 AM

#4784

difi

Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Quote:

Originally Posted by **SCSIRAID**

*.....Was this an S3 or THD?*

THD

"It must be swell to be so perfect and odor-free" -- Del Griffith

VideoReDo users: Try

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pyTivo users: Try

To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.



05-28-2010, 06:48 PM

#4785

**difi**  
 Cranky old novice  
 Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:

Originally Posted by **SCSIRAID**   
 .....If you catch one... I would love to see pics of the DVR Diags screens and the TA Diags - SDV SESSION INFO (2 pages). I bet you will see the same thing I do. Unfortunately, I dont see a way to determine whose 'fault' it is... TA or TiVo. However, TiVo could easily fix it... Just detect 10 sec of Program Lock = NO and do a simple retune... it should be that simple.

Got one! Attached 2 pages of DVR Diagnostics and 1 page of TA Session Info for the channel in question. The other tuner was on an OTA channel so it was easy to eliminate the diagnostic pages for that channel. Couldn't get a sharp pic of the TA page but it's legible.

Again the TA and Tuner frequencies were different.

EDIT: Again the Recording History said not recorded because no video signal. Also, after the recording time was over the channel successfully tuned -- it appears that each start/stop of a scheduled recording involves a retune, even if a tuner is already sitting on the desired channel. At that time both the tuner and TA frequency were 579 MHz, i.e., what the TA was reading during the failed recording. This suggests the TA gave the correct frequency but the tuner wasn't using it. (Well actually it could just indicate a USB communication problem as you mentioned.)

Attached Images

-  DVRDiag\_p1\_28May2010.jpg (53.0 KB, 22 views)
-  DVRDiag\_p2\_28May2010.jpg (63.8 KB, 15 views)
-  TA\_Session28May2010.jpg (53.4 KB, 15 views)

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try  
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Last edited by difi : 05-28-2010 at 07:11 PM.



05-28-2010, 09:14 PM

#4786

**SCSIRAID**  
 Registered User



Join Date: Feb 2003  
 Location: Apex, NC  
 Posts: 2,010

Quote:

Originally Posted by **difi**   
 Got one! Attached 2 pages of DVR Diagnostics and 1 page of TA Session Info for the channel in question. The other tuner was on an OTA channel so it was easy to eliminate the diagnostic pages for that channel. Couldn't get a sharp pic of the TA page but it's legible.

Again the TA and Tuner frequencies were different.

EDIT: Again the Recording History said not recorded because no video signal. Also, after the recording time was over the channel successfully tuned -- it appears that each start/stop of a scheduled recording involves a retune, even if a tuner is already sitting on the desired channel. At that time both the tuner and TA frequency were 579 MHz, i.e., what the TA was reading during the failed recording. This suggests the TA gave the correct frequency but the tuner wasn't using it. (Well actually it could just indicate a USB communication problem as you mentioned.)

Ding Ding Ding... we have a winner... 



05-29-2010, 07:22 AM

#4787

**m\_jonis**  
 Registered User

Join Date: Jan 2002  
 Location: Albany, NY  
 Posts: 518

I had one happen too. I went into the DVR diagnostics on the Tivo and both channels looked the same EXCEPT the PID values were blank on the one that hadn't tuned. Other than that, they both looked identical (but I did not take a picture, so it's possible the frequencies were different).



05-30-2010, 01:12 PM

#4788

**DrWho453**  
 Registered User



Join Date: Jul 2005  
 Location: Raleigh NC  
 Posts: 300

**Moving cable cards from TWC Raleigh to TWC Henderson**

Does anyone know of any reason why Time Warner Cable in Raleigh NC would not allow me to transfer my cable cards from the Raleigh Office to the Henderson NC office other than bad customer support?

I lost my job back in July and I am moving back into my parent's house in Warrenton while I look for a job. I moved my Tivo series 3 to Warrenton and wasn't sure if the cards would still work or not. I have not had any problems using the cable cards in Warrenton. Now that I am getting ready to cancel the cable in Raleigh, both Raleigh and Henderson are telling me I can not transfer the cards over and have to get a technician to come out and install new cards. I really don't want to go back through the process again but I don't see a choice. I just don't know if this is just greed on TWC part or if there is some technical reason that they can't be moved even though the work perfectly right now.

Thanks

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 for great classical music in an original plantation house.



05-30-2010, 02:46 PM

#4789

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **DrWho453**

*Does anyone know of any reason why Time Warner Cable in Raleigh NC would not allow me to transfer my cable cards from the Raleigh Office to the Henderson NC office other than bad customer support?*

*I lost my job back in July and I am moving back into my parent's house in Warrenton while I look for a job. I moved my Tivo series 3 to Warrenton and wasn't sure if the cards would still work or not. I have not had any problems using the cable cards in Warrenton. Now that I am getting ready to cancel the cable in Raleigh, both Raleigh and Henderson are telling me I can not transfer the cards over and have to get a technician to come out and install new cards. I really don't want to go back through the process again but I don't see a choice. I just don't know if this is just greed on TWC part or if there is some technical reason that they can't be moved even though the work perfectly right now.*

Thanks

well it is likely that the areas are in two different rate centers or are supplied by two different headends. That would be my guess

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-07-2010, 10:18 AM

#4790

**dcstager**

1st Gen Tivo Owner

Join Date: Feb 2002  
Location: Austin, TX  
Posts: 387

Was there some change in the Austin TWC system? I left it unattended over a week and my last successful recording on a cablecard channel was May 28. Since then not a single cablecard channel recorded. All the antenna recordings worked, so I know the Tivo is on and operating.



06-07-2010, 02:19 PM

#4791

**mmcgown**

Registered User



Join Date: Feb 2002  
Location: Austin TX  
Posts: 98

A possibility: we had a rather major thunderstorm pass through on June 2 and lots of folks lost power for a bit. It took me several tries to get my TiVo and SDV channels back to normal.



06-08-2010, 01:27 PM

#4792

**jmfirstone**

Registered User

Join Date: Dec 2007  
Location: Colfax, NC  
(Greensboro area)  
Posts: 47

I have an issue currently - TWC is making their second call to my house tonight.

Series 3 HD - all of a sudden started rebooting itself about 5 days ago. After much searching and troubleshooting, including TiVo support call - it turns out the only time my TiVo has an issue is when it is trying to tune in one of my HD channels, i.e. 540 - NBCHD.

If the cable line is not connected OR if my TiVo is only tuning in lower channels (50, 100, etc) it is perfectly fine and functions normally.

As soon as I switch to 540 (or 520 CBSHD etc.) the audio/video starts skipping, pixelating and the TiVo locks up. I can't change channels, get into or move through menus, etc. If I disconnect the cable line while this lock up is happening, the TiVo returns to working normally within 30 seconds.

I used the signal meter check on the TiVo and the signals in those high channels are peaking at 100. Tivo support confirms that this appears to be a signal related issue. I call TWC and they send a guy out.

Not surprisingly - the guy knows nothing about TiVos and also didn't follow the instructions on the WO, where I told them I also needed them to bring a new tuning adapter to replace the one I have that isn't working properly. The guy tells me the signals are perfectly fine for their equipment and doesn't even understand the signal meter that TiVo has since their signal stuff is all in the +8 to -12 range.

After a 1 hr call, with him spending most of the time on the phone with someone, he schedules a new call for tonight, where he will bring a new tuning adapter and also someone else with TiVo experience.

Anyone have any ideas if this IS a signal issue? It seems like it, since the only time the TiVo acts up is when it is trying to tune those HD channels. Is there anything I can make them check or say to them to get them to understand that it is THEIR issue and not my TiVo?



06-08-2010, 01:39 PM

#4793

**rafeco**

Registered User

Join Date: Sep 2006

Yesterday Time Warner North Carolina (Raleigh, specifically) changed the positions of nearly all of their channels for digital cable customers. I use a Tivo Series 3 with two CableCards and a Tuning Adapter, and the whole thing seems to have gone south since the changeover.

Posts: 6

Anyone gotten things working with the new lineup? I don't believe Tivo has updated the channel listings on their end, and I'm not sure if there's more I'll need to do on my end. My wife is not going to be happy if this change prevents her from seeing the Glee finale.



06-08-2010, 01:48 PM #4794

**Grumock**  
Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263



Quote:

Originally Posted by **rafeco**

*Yesterday Time Warner North Carolina (Raleigh, specifically) changed the positions of nearly all of their channels for digital cable customers. I use a Tivo Series 3 with two CableCards and a Tuning Adapter, and the whole thing seems to have gone south since the changeover.*

*Anyone gotten things working with the new lineup? I don't believe Tivo has updated the channel listings on their end, and I'm not sure if there's more I'll need to do on my end. My wife is not going to be happy if this change prevents her from seeing the Glee finale.*

rerunning the guided setup as though it was new did not get your channels in line with the guide information?

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-08-2010, 01:49 PM #4795

**mercurial**  
Retro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621



As of early this morning (in Cary but we're supposed to change at the same time, as I understand it), the old channels were all working and the new line-up was not showing up if I tried to to guided setup.

"WAFFLES!!!" - Hiro Nakamura



06-08-2010, 02:41 PM #4796

**rafeco**  
Registered User

Join Date: Sep 2006  
Posts: 6



Running Guided Setup now. It's been "Preparing" for an hour or so.



06-08-2010, 04:44 PM #4797

**SCSIRAI**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010



Quote:

Originally Posted by **mercurial**

*As of early this morning (in Cary but we're supposed to change at the same time, as I understand it), the old channels were all working and the new line-up was not showing up if I tried to to guided setup.*

I ran guided setup on one of my units last night and pulled the new lineup. It was working fine after the lineup changed midday sometime.

Starting on my second TIVO now....



06-08-2010, 05:10 PM #4798

**notting**  
Registered User

Join Date: Dec 2005  
Location: Chapel Hill, NC  
Posts: 39



Quote:

Originally Posted by **rafeco**

*Yesterday Time Warner North Carolina (Raleigh, specifically) changed the positions of nearly all of their channels for digital cable customers. I use a Tivo Series 3 with two CableCards and a Tuning Adapter, and the whole thing seems to have gone south since the changeover.*

They're staggering the deployment across NC? (Chapel Hill's not supposed to change until next Wednesday.) Well, I'm sure that will go off without a hitch.



06-08-2010, 05:41 PM #4799

**RTPGiants**  
Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74



Good luck to those who are swapping today. Durham isn't until next week. I want to know what to prepare for.



06-08-2010, 06:37 PM #4800

**SCSIRAID**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

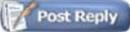
Quote:

Originally Posted by **RTPGiants** 

*Good luck to those who are swapping today. Durham isn't until next week. I want to know what to prepare for.*

My THD with TA just completed cleanly.... S3 still in progress.



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06-08-2010, 06:55 PM

#4801

**Big\_Daddy**

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

Guided setup ongoing, Cary NC THD....also been "preparing" for over an hour.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



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06-08-2010, 07:27 PM

#4802

**SugarBowl**

fuquay varina

Join Date: Jan 2007  
Location: Cary, NC  
Posts: 489

Is it the "Digital Cable Rebuild (cary)" that we should pick ?



06-08-2010, 07:46 PM

#4803

**Big\_Daddy**

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

Quote:

Originally Posted by **SugarBowl**  
*Is it the "Digital Cable Rebuild (cary)" that we should pick ?*

Not sure, still haven't gotten to that step (sigh).

I read in a separate TWC thread where they discussed a channel lineup change like this in another state, that there was a rebuild selection they had to use at first. This ultimately went away in a few weeks, and they had to repeat guided setup with the non-rebuild option, which by that point had the new lineup.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-08-2010, 07:55 PM

#4804

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amazonkindle

See Kindle Now  
[www.amazon.com/kindle](http://www.amazon.com/kindle)

privacy

**SCSIRAID**

Registered User

Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **SugarBowl**   
*Is it the "Digital Cable Rebuild (cary)" that we should pick ?*

You arent offered that as a choice. You just run thru guided setup and use your zip code and select TWC. That gets the Digital Rebuild lineup. It asks you to confirm 2 analog and 1 digital channel. I only have one of my three TiVo's working. One is hanging when the TA is attached (P). The other is failing to acquire channels (S3). The other is working fine (THD).

Not pretty so far.....

**06-08-2010, 07:59 PM**

#4805

**Big\_Daddy**

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

Quote:

Originally Posted by **SCSIRAID**   
*One is hanging when the TA is attached (P).**Not pretty so far.....*

Hanging in guided setup, or after? My guided setup is running with the TA attached, but has been hanging for about 2 hours now...

May retry without the TA

When life hands you a fish biscuit, give it to the pretty girl in the next cage.

**06-08-2010, 08:09 PM**

#4806

**SCSIRAID**

Registered User

Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **Big\_Daddy**   
*Hanging in guided setup, or after? My guided setup is running with the TA attached, but has been hanging for about 2 hours now...**May retry without the TA*

My hang is after Guided Setup is complete. TiVo comes up fine and can tune non SDV fine and lineup is fine but then attaching TA results in hang.

Where is your hanging??? what step?

**06-08-2010, 08:13 PM**

#4807

**macd2**

Registered User

Join Date: Jul 2004  
Posts: 56

I left my tuning adapter attached to my THD and started guided setup. The setup connection to Tivo completed fine, but now I'm stuck at "preparing" for loading the program info.

**06-08-2010, 08:15 PM**

#4808

**SCSIRAID**

Registered User

Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **macd2**   
*I left my tuning adapter attached to my THD and started guided setup. The setup connection to Tivo completed fine, but now I'm stuck at "preparing" for loading the program info.*

Preparing can take a long time... could be 20 mins.

My THD went thru the process cleanly the first time...

**06-08-2010, 08:25 PM**

#4809

**Big\_Daddy**

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

I was also stuck at the preparing/ loading section for over 2 hours. It didn't progress until after I turned off the TA (via the front button).

Then it asked me if I got channel 25 ( yes) and 101 (no) and now it's loading guide data. Oh yeah I turned the TA back on for this part.

We'll see what happens

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-08-2010, 08:30 PM #4810

### Big\_Daddy

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960



Whoa. TiVo and TA rebooted now starting guided setup again. Sigh.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-08-2010, 08:37 PM #4811

### Big\_Daddy

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960



Second guided setup MUCH faster...getting program info.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-08-2010, 08:37 PM #4812

### SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010



S3 finally got past acquiring channels... working ok... EXCEPT... my antenna channels are no longer present...

It appears that there are a bunch of undefined channels in the channel map which may be the cause of some of this slowness.



06-08-2010, 08:57 PM #4813

### macd2

Registered User

Join Date: Jul 2004  
Posts: 56



Nevermind, I waited a few minutes and it fixed itself???  
Looks like I'm good to go.

<quote>

Well, setup completed, and program info loaded. The guide looks good... all the new channels are there in the right place. But, for every digital channel i get "Searching fo signal on: Cable In." (I get a few channels between 2 and 30.) I've rebooted the Tivo and the Tuning adapter. What can I try next to debug this?

</quote>

*Last edited by macd2 : 06-08-2010 at 09:06 PM.*



06-08-2010, 09:50 PM #4814

### TiVolunteer

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202



Quote:

Originally Posted by **SCSIRAID**

*S3 finally got past acquiring channels... working ok... EXCEPT... my antenna channels are no longer present...*

*It appears that there are a bunch of undefined channels in the channel map which may be the cause of some of this slowness.*

Same problem going here-- no antenna channels. I did a rescan and it found 20 channels. However, when it got to the screen which says "Do you want to add these channels to the channels you receive?" there were no channels listed. Redoing Guided setup for the third time. First Guided Setup on two of the three S3's (wife and daughter watching the other) ended up with a spontaneous reboot in the middle of the antenna channel scan (same place on both).

Out with the old

**In with the new**

3 Series 3

2 TiVo HD



06-08-2010, 09:56 PM #4815

### SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **TiVolunteer**

*Same problem going here-- no antenna channels. I did a rescan and it found 20 channels. However, when it got to the screen which says "Do you want to add these channels to the channels you receive?" there were no channels listed. Redoing Guided setup for the third time. First Guided Setup on two of the three S3's (wife and daughter watching the other) ended up with a spontaneous reboot in the middle of the antenna channel scan (same place on both).*

I attempted to add the antenna channels from channels menu but it hung in preparing state. I had to

pull the plug and restart guided setup.

One thing that concerns me... the channel list is HUGE... It has every number from 0 to 1750 in it but with a large percentage 'undefined'. This could be overwhelming TiVo or TA.



06-08-2010, 10:02 PM

#4816

### TiVolunteer

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202

Quote:

Originally Posted by [SCSIRAID](#)  
*I attempted to add the antenna channels from channels menu but it hung in preparing state. I had to pull the plug and restart guided setup.*

*One thing that concerns me... the channel list is HUGE... It has every number from 0 to 1750 in it but with a large percentage 'undefined'. This could be overwhelming TiVo or TA.*

I see the same thing. Is the channel list a TiVo company problem or a TWC problem? I know we get it from TiVo but I wonder how much quality checking they do on what they get from TWC.

Out with the old  
**In with the new**  
3 Series 3  
2 TiVo HD



06-08-2010, 10:07 PM

#4817

### carys

Registered User

Join Date: Feb 2009  
Location: Raleigh, NC  
Posts: 12

On my third reboot. First one rebooted while downloading the channel data. Second one got the data and then rebooted. Not looking good.



06-08-2010, 10:25 PM

#4818

### TiVolunteer

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202

Seeing the same issue with no antenna channels on the TiVo HD. So the issue is not limited to S3's.

Rescanning finds the channels but they won't add to the channel list.

Out with the old  
**In with the new**  
3 Series 3  
2 TiVo HD



06-08-2010, 10:51 PM

#4819

### SCSIRAID

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by [TiVolunteer](#)  
*I see the same thing. Is the channel list a TiVo company problem or a TWC problem? I know we get it from TiVo but I wonder how much quality checking they do on what they get from TWC.*

I dont know. Each channel number should have a 'program name' associated with it. If I were to guess... Id say TWC. If Tribune had the channel in their database, I would expect to see a channel name and guide data associated with it. These very long 'acquiring channel info' may be because of the sheer number of channels in the TWC list.



06-08-2010, 11:01 PM

#4820

### macd2

Registered User

Join Date: Jul 2004  
Posts: 56

I'm seeing issues in the program data.  
For example, for NBC: (TWC in Cary, NC)  
Channel 0117 is listed aa 1080i, but is broadcast in 480i.  
Channel 1117 is listed as 480i, but is broadcast in 1080i.

All my former HD season passes are now set for the 0xxx channels, and so I'll have to re-do them all as 1xxx channels to get HD.



Is everyone else seeing the same?  
I hope the program data gets updated on HD vs. Non-HD.



06-08-2010, 11:27 PM

#4821

### TiVolunteer

lotta lurk rare post

Quote:

Originally Posted by [macd2](#)

Join Date: Jul 2001  
 Location: Cary, NC  
 Posts: 202

*I'm seeing issues in the program data.  
 For example, for NBC: (TWC in Cary, NC)  
 Channel 0117 is listed as 1080i, but is broadcast in 480i.  
 Channel 1117 is listed as 480i, but is broadcast in 1080i.*

*All my former HD season passes are now set for the 0xxx channels, and so I'll have to re-do them all as 1xxx channels to get HD.*



*Is everyone else seeing the same?  
 I hope the program data gets updated on HD vs. Non-HD.*

I'm seeing the same thing as far as the program data is concerned.

I'm also seeing the same thing on the HD Season passes for network programming (ABC/NBC etc). However, season passes on channels like SyFyHD made the transfer pseudo correctly. The Season Pass lists the 0XXX channel but when you go into the "Upcoming Episodes" what is actually scheduled to record is the correct 1XXX HD channel.

I forced a record on the HD shows for tomorrow that weren't being picked up by the Season Passes correctly. I'm holding off on redoing the season passes until I see how this whole thing gets resolved. Hopefully, that will fix itself when the other issues get resolved.

---

**Out with the old**  
**In with the new**  
 3 Series 3  
 2 TiVo HD



06-09-2010, 07:41 AM

#4822

**carys**  
 Registered User

Third time was a charm. I now have the new lineup and guide data. Just had to go and add the premiums and delete the on demands.

Join Date: Feb 2009  
 Location: Raleigh, NC  
 Posts: 12



06-09-2010, 07:53 AM

#4823

**SugarBowl**  
 fuquay varina

Quote:

Originally Posted by **Big\_Daddy**   
*Whoa. TiVo and TA rebooted now starting guided setup again. Sigh.*

Mine did the same. It rebooted and started over after I selected my channels.



06-09-2010, 07:58 AM

#4824

**JimWall**

Registered User

Join Date: Oct 2002  
Posts: 67

Quote:

Originally Posted by **jmfirestone**

*I have an issue currently - TWC is making their second call to my house tonight.*

*Series 3 HD - all of a sudden started rebooting itself about 5 days ago. After much searching and troubleshooting, including TiVo support call - it turns out the only time my TiVo has an issue is when it is trying to tune in one of my HD channels, i.e. 540 - NBCHD.*

*If the cable line is not connected OR if my TiVo is only tuning in lower channels (50, 100, etc) it is perfectly fine and functions normally.*

*As soon as I switch to 540 (or 520 CBSHD etc.) the audio/video starts skipping, pixelating and the TiVo locks up. I can't change channels, get into or move through menus, etc. If I disconnect the cable line while this lock up is happening, the TiVo returns to working normally within 30 seconds.*

*I used the signal meter check on the Tivo and the signals in those high channels are peaking at 100. Tivo support confirms that this appears to be a signal related issue. I call TWC and they send a guy out.*

*Not surprisingly - the guy knows nothing about TiVos and also didn't follow the instructions on the WO, where I told them I also needed them to bring a new tuning adapter to replace the one I have that isn't working properly. The guy tells me the signals are perfectly fine for their equipment and doesn't even understand the signal meter that TiVo has since their signal stuff is all in the +8 to -12 range.*

*After a 1 hr call, with him spending most of the time on the phone with someone, he schedules a new call for tonight, where he will bring a new tuning adapter and also someone else with TiVo experience.*

*Anyone have any ideas if this IS a signal issue? It seems like it, since the only time the TiVo acts up is when it is trying to tune those HD channels. Is there anything I can make them check or say to them to get them to understand that it is THEIR issue and not my TiVo?*

If your problem is with mostly HD channels and not with non HD which are the lower channels then it would mean the hard drive is having problems keeping up with the I/O needed to record 1 or 2 HD channels at the same time. Remember TiVo is always recording the two channels the cable cards are tuned to unless you disconnect the cable line.



06-09-2010, 08:04 AM

#4825

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **TiVolunteer**

*I see the same thing. Is the channel list a TiVo company problem or a TWC problem? I know we get it from TiVo but I wonder how much quality checking they do on what they get from TWC.*

The blank/unnamed channels are coming from TWC via CC/TA. I ran setup on my antenna only box and specified cable and antenna and that I would add CC later. With no TA/CC the guide data looked normal... only named channels were in the channel list.

All of my units are finally running with the new guide data and all expected channels (including antenna channels).



06-09-2010, 09:00 AM

#4826

**TiVolunteer**

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202

Quote:

Originally Posted by **SCSIRAID**

*The blank/unnamed channels are coming from TWC via CC/TA. I ran setup on my antenna only box and specified cable and antenna and that I would add CC later. With no TA/CC the guide data looked normal... only named channels were in the channel list.*

*All of my units are finally running with the new guide data and all expected channels (including antenna channels).*

So what did you finally do to get the antenna channels on the box(es) which have cable and antenna? No matter what I try I can't get the antenna channels merged in with the cable channels.

Out with the old  
**In with the new**  
 3 Series 3  
 2 TiVo HD



06-09-2010, 09:40 AM

#4827

**mercurial**

Retro-Av

Quote:

Originally Posted by **SCSIRAID**

*I ran guided setup on one of my units last night and pulled the new lineup. It was working fine after the lineup changed midday sometime.*



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

*Starting on my second TiVo now....*

Yeah, guess it changed during the day. I've done 4/5 units, the other I'll update tonight or tomorrow (no real active recordings on it right now we care about).

First off, the two S2DT units (other than having to go through the annoying STB setup tests) were WAY faster going through the guided setup again than either the S3 or THD unit. Not sure why.

The S3 and THD units sat on the first "preparing to connect" step for a loooooong time. 20-30 minutes long. I'd have thought TiVo was swamped by folks getting switched over except for the S2DTs going through so quickly. Then the second "preparing to connect" and "unloading/organizing" steps took another loooooong time. Probably another 20-30 minutes combined.

When the S2DTs were done, all the season passes were on the correct channels. When the S3 and the THD were done, all the season passes were on the OLD channels.

At this point it was late and I went to bed. This morning, I checked the S3 and all the NON-BROADCAST (e.g. SyFy HD, BBCAHD, etc.) season passes were on the right channels (i.e. 1xxxx) but all the BROADCAST season passes were on the SD version (i.e. 1xx instead of 11xx). I fixed all but 6 of those this morning - those six didn't have upcoming episodes/reruns I could use to recreate the SP on the right channel, I'll have to monitor those.

I'll check the THD tonight and do the other S3.

Any idea why the 1xx versus 11xx snafu? Could it be because of them being reported wrong as noted above (i.e. showing up in guide data as HD when they're SD and SD when they're HD)? I'd have the the SD/HD "tag" would have been against the channels themselves.

"WAFFLES!!!" - Hiro Nakamura



06-09-2010, 09:45 AM

#4828

**hypractv**  
Registered User

Join Date: Feb 2010  
Posts: 8

Fellow Raleigh, NC (Wake County) TWC residents...

I've been enjoying free OTA for nearly 9 months with my Tivo HD and love it. However, I am considering brining TWC back in if the price is right. That being said, for those that have the Cable Card (CC) and Tuning Adapters (TA) have you been satisfied with the level of service and support?

I've read as much of the thread as I can manage and gather that there is an overall acceptance in our market.

I welcome any advice prior to placing my order with TWC. i.e. Do's, Dont's, Gotcha's and so on.

Thanks!



06-09-2010, 09:57 AM

#4829

**BluesFools**  
Registered User

Join Date: Apr 2000  
Location: Cary, NC, USA  
Posts: 269

Currently on my 4th guided setup.

First one I wasn't sure about channel 101 so I asked to try another one. 105 was close but not exact - WRAL vs WRALDT I think. Tried another - 106 matched. Tivo rebooted while I was selecting premium channels.

It rebooted into GS again. Half way through it hung at a 'please wait' screen. I noticed TA was blinking, so I pulled the USB cable and reconnected. Now GS continued. This time I decided to skip the premiums, and it completed. Most channel numbers were ok, but some in the 300 and 700 blocks still had some of the old channels mixed with new ones. I let it sit overnight to let indexing get underway, but still no guide data for high channels this morning.

Third GS I selected "do not receive channel 101". Tivo started to connect home, sat at preparing connection for a while, next thing I know it's rebooted into GS again.

Fourth GS I had to leave in the middle and head to work.



06-09-2010, 10:34 AM

#4830

**SCSIRAID**  
Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **TiVolunteer**  
*So what did you finally do to get the antenna channels on the box(es) which have cable and antenna? No matter what I try I can't get the antenna channels merged in with the cable channels.*

I ran guided setup yet again and this time it worked.



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TiVo Series3 HDTV DVRs

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TiVo Series3 HDTV DVRs



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06-09-2010, 10:36 AM

#4831

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **BluesFools**  
Currently on my 4th guided setup.

First one I wasn't sure about channel 101 so I asked to try another one. 105 was close but not exact - WRAL vs WRALDT I think. Tried another - 106 matched. Tivo rebooted while I was selecting premium channels.

It rebooted into GS again. Half way through it hung at a 'please wait' screen. I noticed TA was blinking, so I pulled the USB cable and reconnected. Now GS continued. This time I decided to skip the premiums, and it completed. Most channel numbers were ok, but some in the 300 and 700 blocks still had some of the old channels mixed with new ones. I let it sit overnight to let indexing get underway, but still no guide data for high channels this morning.

Third GS I selected "do not receive channel 101". Tivo started to connect home, sat at preparing connection for a while, next thing I know it's rebooted into GS again.

Fourth GS I had to leave in the middle and head to work.

On mine, I asked for another channel for 101 and then agreed with WRALDT (which is correct - channel 5 SD).



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06-09-2010, 11:45 AM

#4832

**TiVolunteer**

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202

Quote:

Originally Posted by **SCSIRAID**  
I ran guided setup yet again and this time it worked.

Already ran it three times last night on each one. I'll try again when I get home tonight.

Out with the old  
**In with the new**  
3 Series 3  
2 TiVo HD



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**06-09-2010, 02:38 PM** #4833

**Big\_Daddy**  
 Purveyor of Idiocy

Join Date: Nov 2002  
 Location: Somewhere in the horseshoe nebula  
 Posts: 960

Last night - second guided setup - seemed to work, but I only really checked the non- broadcast channels like syfyhd or bbcahd. I'll check the others tonight.

Anyway it seemed to work fine when I said no to channel 101

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



**06-09-2010, 02:56 PM** #4834

**RTPGiants**  
 Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

So...now that people have gone through however many guided setups, is the general agreement that the TA should be disconnected during the setup? Does it not matter for a THD?



**06-09-2010, 04:00 PM** #4835

**ianfarrell**  
 Registered User

Join Date: Jul 2004  
 Location: Willow Spring, NC  
 Posts: 27



Quote:

Originally Posted by **Big\_Daddy** 

*Whoa. TiVo and TA rebooted now starting guided setup again. Sigh.*

Yep, that's the problem I've had. I guided my wife through the setup last night as I was out of town. It got to the stage where it says something about taking 15-20 minutes. She selected that then went to bed. I came home this afternoon and it lloks like the Tivo must have rebooted as the set up started again. I got through to the "Getting Setup Info" screen and when it got to Connecting it failed as Negotiating and said there was an Unrecoverable Error (that's scary) and recommended unplugging for 15 seconds which I did and now has started the procedure all over again. As usual it's stuck on the Preparing screen. If it gets whacked this time I'm going to try unplugging the TA as some have seemed to of had success with. I really wish TWC and Tivo had coordinated this better. Someone dropped the ball as this has been known about for weeks.



**06-09-2010, 05:33 PM** #4836

**ianfarrell**  
 Registered User

Join Date: Jul 2004  
 Location: Willow Spring, NC  
 Posts: 27

**Tivo CS Clueless**

Well wadda ya know. I spoke to Tivo and they have no idea that TWC had this mass Channel switcharoo on North Carolina. Well I got past some of the problems and now it's stuck on Loading Info - Organizing. Anyone know how long that usually takes? It's been over 20 minutes.

*Last edited by ianfarrell : 06-09-2010 at 09:18 PM.*



**06-09-2010, 05:51 PM** #4837

**carys**  
 Registered User

Join Date: Feb 2009  
 Location: Raleigh, NC  
 Posts: 12

Quote:

Originally Posted by **BluesFools** 

*Third GS I selected "do not receive channel 101". Tivo started to connect home, sat at preparing connection for a while, next thing I know it's rebooted into GS again.*

*Fourth GS I had to leave in the middle and head to work.*

I think if you select "do not receive channel 101" it assumes you don't have digital cable. I finally succeeded by asking for another channel and then confirming that 105 was WRAL. I had an HBO recording that correctly chose the HD channel but a CBS recording used 105 instead of 1105. Need to clean up the rest of my season passes.



**06-09-2010, 06:09 PM** #4838

**SugarBowl**  
 fuquay varina

Join Date: Jan 2007  
 Location: Cary, NC  
 Posts: 489

It completed but espnhd is called twresn or something like that



06-09-2010, 06:52 PM

#4839

### Big\_Daddy

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

Quote:

Originally Posted by [ianfarrell](#)  
*Well wadda ya know.  
I spoke to Tivo and they have no idea that TWC had this mass Channel switcharoo on North Carolina.  
Well I got pass some of the problems and now it's stuck on Loading Info - Organizing.  
Anyone know how long that usually takes? It's been over 20 minutes.*

Mine took over 2 hours. I turned the TA off and it finished soon after. Then when it started loading program data (after selecting channels), I turned the TA back on. It soon rebooted the entire system.

Second go around (with TA on) went far faster and thankfully worked.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-09-2010, 06:54 PM

#4840

### Big\_Daddy

Purveyor of Idiocy

Join Date: Nov 2002  
Location: Somewhere in the horseshoe nebula  
Posts: 960

Quote:

Originally Posted by [carys](#)  
*I think if you select "do not receive channel 101" it assumes you don't have digital cable. I finally succeeded by asking for another channel and then confirming that 105 was WRAL. I had an HBO recording that correctly chose the HD channel but a CBS recording used 105 instead of 1105. Need to clean up the rest of my season passes.*

Not sure. I said "do not receive 101" and the tivo still realized that i have digital cable. It got my non-broadcast HD channels right (like syfyhd), but didn't get any local HD channels right, so I have to do the switcheroo from 105 to 1105 also.

And I also kind of love that ABC HD is 1111.

When life hands you a fish biscuit, give it to the pretty girl in the next cage.



06-09-2010, 07:28 PM

#4841

### TiVolunteer

lotta lurk rare post

Join Date: Jul 2001  
Location: Cary, NC  
Posts: 202

Came home to find that one of the Series 3's and one of the TiVo HD's were locked up (video/audio kept playing but wouldn't respond to button pushes) so I had to reboot. Upon completion of a reboot and a LONG, LONG "Acquiring Channel information", the Series 3 suddenly had all channels (including the antenna digitals). However, the season passes were still all pointing toward the SD versions (channel OXXX). Working on the other units now.

Out with the old  
**In with the new**  
3 Series 3  
2 TiVo HD



06-09-2010, 10:11 PM

#4842

06-09-2010, 10:17 PM

Registered User

### BluesFools

Join Date: Jun 2002

Posts: 1

Join Date: Apr 2000

Location: Cary, NC, USA

Posts: 269

It was a mixed bag when I got mine set up a couple of months ago. TW was very good about sending someone out while I had problems. However, after 4 service calls, they finally figured out why I could only watch some of the SD channels. They had selected the correct zip code only to zap it out and select a Cary zip code you can see the old and new channel lineups. 101 is only in the old one; 105, 106 are only in the new one so that's how Tivo decides which one to use.

The only other issue I had was the first bill. They actually charged me twice for the cablecard. I reported TWC on Twitter or posted on my local radio forum, but getting charged twice for that is not a good thing. I've read as much of the thread as I can manage and gather that there is an overall account error in our market. The only channels in the 1500 block that I am getting. Does anyone have any advice on how to deal with TWC for the ESPN channels? Do I need a guided setup again? I got this response from tivo:

Quote:

Originally Posted by [hypractv](#)  
*Fellow Raleigh, NC (Wake County) TWC residents...*

I've been enjoying free OTA for nearly 9 months with my Tivo HD and love it. However, I am considering bringing TWC back in if the price is right. That being said, for those that have the Cable Card (CC) and Tuning Adapters (TA) have you been satisfied with the level of

1500 ESPN2HD (but the guide says TWRESHD)  
1502 is ESPN2HD (but the guide says TWRE2HD)  
I've read as much of the thread as I can manage and gather that there is an overall account error in our market. The only channels in the 1500 block that I am getting.

Does anyone have any advice on how to deal with TWC for the ESPN channels? Do I need a guided setup again? I got this response from tivo:

Thank you for contacting TiVo's Channel Lineup Department. We are pleased to report that your



06-10-2010, 07:40 AM

#4844

### SugarBowl

fuyaq varina

Join Date: Jan 2007  
Location: Cary, NC  
Posts: 489

I've been enjoying free OTA for nearly 9 months with my Tivo HD and love it. However, I am considering bringing TWC back in if the price is right. That being said, for those that have the Cable Card (CC) and Tuning Adapters (TA) have you been satisfied with the level of

1500 ESPN2HD (but the guide says TWRESHD)  
1502 is ESPN2HD (but the guide says TWRE2HD)  
I've read as much of the thread as I can manage and gather that there is an overall account error in our market. The only channels in the 1500 block that I am getting.

Does anyone have any advice on how to deal with TWC for the ESPN channels? Do I need a guided setup again? I got this response from tivo:

Thank you for contacting TiVo's Channel Lineup Department. We are pleased to report that your



channel lineup issue has been resolved.

If you have any additional questions, comments or concerns, please contact TiVo Customer Support at 877-367-8486 and refer to incident number 100609-007272. We are open from 6:00 AM to 9:00 PM Pacific Time everyday.

We sincerely apologize for any inconvenience this may have caused. Thanks for choosing TiVo!



06-10-2010, 08:37 AM

#4845

**dkmize**

Registered User

Join Date: May 2007  
Posts: 3

GS w/TA

Quote:

Originally Posted by **RTPGiants**   
*So...now that people have gone through however many guided setups, is the general agreement that the TA should be disconnected during the setup? Does it not matter for a THD?*

Any Answers Yet?

I am going to do my GS tonight - with 2 cable cards and a TA.



06-10-2010, 09:46 AM

#4846

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **dkmize**   
*Any Answers Yet?*

*I am going to do my GS tonight - with 2 cable cards and a TA.*

Shouldnt matter. I did mine with the TA connected.



06-10-2010, 10:16 AM

#4847

**kgstewar**

Registered User

Join Date: Apr 2010  
Location: Raleigh  
Posts: 2

missing lots of HD channels

So, I ran my guided setup on my Tivo HD and the guide shows all the channels in their new locations, etc., but I no longer receive many of the HD channels like Speed (channel 1512). Many calls to Tivo and TWC and no good solutions. Has anyone experienced and solved this problem? Thanks!



06-10-2010, 10:23 AM

#4848

**SCSIRAID**

Registered User



Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **kgstewar**   
*So, I ran my guided setup on my Tivo HD and the guide shows all the channels in their new locations, etc., but I no longer receive many of the HD channels like Speed (channel 1512). Many calls to Tivo and TWC and no good solutions. Has anyone experienced and solved this problem? Thanks!*

What happens when you tune 1512? Have you power cycled both TiVo and TA?



06-10-2010, 11:32 AM

#4849

**SugarBowl**

fuquay varina

Join Date: Jan 2007  
Location: Cary, NC  
Posts: 489

Quote:

Originally Posted by **kgstewar**   
*So, I ran my guided setup on my Tivo HD and the guide shows all the channels in their new locations, etc., but I no longer receive many of the HD channels like Speed (channel 1512). Many calls to Tivo and TWC and no good solutions. Has anyone experienced and solved this problem? Thanks!*

I did the guided setup yesterday and had the same problem. There were only about 5 HD channels that i could get. And the guide data was only partially correct. I did guided setup again this morning, and everything looks much better.

All of my OTA channels have disappeared though. A channel scan finds 20 channels, but they don't get added to my guide.



06-10-2010, 11:40 AM

#4850

**kgstewar**

Registered User

Join Date: Apr 2010  
Location: Raleigh  
Posts: 2

Quote:

Originally Posted by **SCSIRAID***What happens when you tune 1512? Have you power cycled both TiVo and TA?*

I have power cycled both many, many times, yet the problem persists. I get a black screen with a small balloon of white text saying something like "channel is not available, press select to try again", which, of course gives me the same screen. TWC, Tivo, and I are all baffled!



06-10-2010, 12:05 PM

#4851

**SCSIRAID**

Registered User

Join Date: Feb 2003  
Location: Apex, NC  
Posts: 2,010

Quote:

Originally Posted by **SugarBowl***I did the guided setup yesterday and had the same problem. There were only about 5 HD channels that I could get. And the guide data was only partially correct. I did guided setup again this morning, and everything looks much better.**All of my OTA channels have disappeared though. A channel scan finds 20 channels, but they don't get added to my guide.*

I had the same trouble with OTA's. I ran another full Guided Setup and then they reappeared.



06-11-2010, 08:07 PM

#4852

**SugarBowl**

fuquay varina

Join Date: Jan 2007  
Location: Cary, NC  
Posts: 489

My premiere was working fine for about 48 hours. It just crashed and rebooted, and now the whole lineup is messed up again.



06-13-2010, 09:35 AM

#4853

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

So, in Durham the channel lineup change is next Wednesday, but in the meantime, we're back to partial recordings. We had pretty much been done with the partial recording problem for a few months, but over the last few days, Tivo's 0 for 8 on getting a complete recording from an SDV channel. Mostly it's started the recording ok, and then about 15 minutes in the picture just freezes and that's that.

Back to being annoyed at the whole thing...



06-13-2010, 09:43 AM

#4854

**Grumock**

Registered User

Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **RTPGiants***So, in Durham the channel lineup change is next Wednesday, but in the meantime, we're back to partial recordings. We had pretty much been done with the partial recording problem for a few months, but over the last few days, Tivo's 0 for 8 on getting a complete recording from an SDV channel. Mostly it's started the recording ok, and then about 15 minutes in the picture just freezes and that's that.**Back to being annoyed at the whole thing...*

So are you sure it is not a HDD failure? When you are recording are you watching too & does the TIVO just cut out with the pic freezing?

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-13-2010, 11:03 AM

#4855

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Quote:

Originally Posted by **Grumock***So are you sure it is not a HDD failure? When you are recording are you watching too & does the TIVO just cut out with the pic freezing?*

I guess I can't guarantee it's not a HDD failure, but it only occurs on SDV channels, not on non-switched HD channels or non-HD channels or transferred recordings.

It also doesn't seem to happen while watching live (although admittedly we haven't done a lot of this), just when the recording is scheduled. To me this seems like the issue where Tivo isn't sending TW the "still watching" ping or whatever it's called.



06-13-2010, 11:28 AM

#4856

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **RTPGiants**  
*I guess I can't guarantee it's not a HDD failure, but it only occurs on SDV channels, not on non-switched HD channels or non-HD channels or transferred recordings.*

*It also doesn't seem to happen while watching live (although admittedly we haven't done a lot of this), just when the recording is scheduled. To me this seems like the issue where Tivo isn't sending TW the "still watching" ping or whatever it's called.*

yeah I would have to agree with you it is strange that it only happen on SDV channels. Odd that it doesn't happen though, when your watching it.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-13-2010, 12:02 PM

#4857

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Quote:

Originally Posted by **Grumock**  
*yeah I would have to agree with you it is strange that it only happen on SDV channels. Odd that it doesn't happen though, when your watching it.*

TA and TWC are the definition of odd. I'm not going to worry too much about it until the channel lineup change. See where we are then.

Like I said originally, the partial problem had been gone for a few months, so I thought we were done with all this stuff, but whatever....



06-13-2010, 12:31 PM

#4858

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **RTPGiants**  
*TA and TWC are the definition of odd. I'm not going to worry too much about it until the channel lineup change. See where we are then.*

*Like I said originally, the partial problem had been gone for a few months, so I thought we were done with all this stuff, but whatever....*

just a shame they dont use that Motorola Tuning adapter throughout since from what i have heard, they are super stable compared to the Cisco ones.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-14-2010, 09:51 AM

#4859

**cwoody222**

Registered User



Join Date: Nov 1999  
Location: Buffalo, NY  
Posts: 10,286

First time CableCARD user here. Installer came on Saturday. Still doesn't work. The installer had zero clue about TiVo. He tried to plug the Card into the TV, didn't hook the coax to the TiVo, didn't plug the SDV Adapter USB into the TiVo, tried to find another TV set for the 2nd card...

I could go on but it was a disaster.

I've called them 3 times for about an hour each time. They get it working but then it breaks again later.

Current theory is that the SDV box is busted; trying to get a replacement.

I have a 2nd service call later this week.

One of their PR guys told me via twitter weeks ago that it would be no problem as their installers were so good. I'm taking a little joy at least rubbing their incompetence in his face.

--Chris

Mario Kart Wii code: 5327-1299-8033  
Guitar Hero III (Wii) code: 163331786105



06-15-2010, 01:45 PM

#4860

**cwoody222**

Registered User



Join Date: Nov 1999  
Location: Buffalo, NY  
Posts: 10,286

I have a "CableCARD expert" coming to my home later this afternoon to fix the issue.

I told him that I had 2 single stream cards in my Series3. He wants to give me a single M card. I argued with him that that doesn't work. He fought me on it.

I'll be bringing a print out from TiVo.com home with me later.

\*sigh\*

What a joke.

--Chris

Mario Kart Wii code: 5327-1299-8033  
Guitar Hero III (Wii) code: 163331786105



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TiVo Series3 HDTV DVRs

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TiVo Community > Main TiVo Forums > TiVo Series3 HDTV DVRs  
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TiVo Series3 HDTV DVRs

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06-15-2010, 01:47 PM #4861

Grumock  
Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:  
Originally Posted by **cwoody222**  
*I have a "CableCARD expert" coming to my home later this afternoon to fix the issue.  
  
I told him that I had 2 single stream cards in my Series3. He wants to give me a single M card. I argued with him that that doesn't work. He fought me on it.  
  
I'll be bringing a print out from TiVo.com home with me later.  
  
\*sigh\*  
  
What a joke.*

an "expert" & doesn't know that the series 3 needs two cards? sigh

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



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06-15-2010, 08:45 PM #4862

difl  
Cranky old novice

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Regarding the SDV failure-to-tune problem (see **\*\*\*this\*\*\*** for example), I think I experienced a twist on this tonight, but caused by the emergency messages that are forced on our screens. During one emergency message (of several in quick very annoying succession) the video on the SDV channel I was watching froze and it didn't restart after the message ended. In fact there was no video, which can be confirmed by hitting the live video button twice.

The DVR diagnostics for the channel were all nominal as if successfully tuned, including signal and program lock "yes", but the TA Session info showed "n/a" for the channel type and the SDV frequency was '0'. A manual retune brought the channel back but with a new SDV frequency and different PID's than before.

Theory: The SDV channel assignments are being screwed up by the emergency messages.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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06-15-2010, 08:55 PM

#4863

**cwoody222**  
 Registered User



Join Date: Nov 1999  
 Location: Buffalo, NY  
 Posts: 10,286

Confirmed that here in Buffalo most channels are already SDV.

My problem seems to be resolved for now (cross fingers) and was caused by my CableCARDS not being set up properly. Today's guy was much more knowledgeable.

--Chris

Mario Kart Wii code: 5327-1299-8033  
 Guitar Hero III (Wii) code: 163331786105



06-15-2010, 09:46 PM

#4864

**RTPGiants**  
 Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

Anxiously awaiting the channel changes...what time of day does it occur? Am I going to be fighting Tivo at midnight? 😊



06-16-2010, 07:41 AM

#4865

**RTPGiants**  
 Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

Grumble...woke up to find changeover occurred. Started guided setup. Got prompted for some analog channels. Got prompted for 101 (no signal), said I didn't receive it, and Tivo just gave up on anything digital and proceeded to go to the next connection stage. No way to force it to retry, etc. so now I'm waiting at a "preparing" for a setup that I know will be wrong.



06-16-2010, 07:53 AM

#4866

**mercurial**  
 Retro-Av



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621

Quote:

Originally Posted by **RTPGiants**   
*Grumble...woke up to find changeover occurred. Started guided setup. Got prompted for some analog channels. Got prompted for 101 (no signal), said I didn't receive it, and Tivo just gave up on anything digital and proceeded to go to the next connection stage. No way to force it to retry, etc. so now I'm waiting at a "preparing" for a setup that I know will be wrong.*

That's how it was in Raleigh/Cary - It asked 2 (Univision for us), 19 (Shop NBC), and 101 (nothing). Then it did the download. I \*think\* after the download it asked if I got any premium channels. Not 100% positive, that could have been before but the download but I think it was after.

"WAFFLES!!!" - Hiro Nakamura



06-16-2010, 08:03 AM

#4867

**RTPGiants**  
 Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

Quote:

Originally Posted by **mercurial**   
*That's how it was in Raleigh/Cary - It asked 2 (Univision for us), 19 (Shop NBC), and 101 (nothing). Then it did the download. I \*think\* after the download it asked if I got any premium channels. Not 100% positive, that could have been before but the download but I think it was after.*

It asked about premium channels prior to the download. I said no because I don't get HBO, etc. Was premium referring to digital/SDV here? If so, oops.



06-16-2010, 08:07 AM

#4868

**cwoody222**  
 Registered User

If it helps, this is what I gathered was the proper steps, in order:

Unplug USB AND power from Adapter



Join Date: Nov 1999  
 Location: Buffalo, NY  
 Posts: 10,286

Plug in Adapter  
 WAIT for solid green light  
 Plug USB from Adapter to TiVo  
 TiVo should recognize Adapter  
 Test channels  
 If you don't get channels, try rebooting the TiVo

--Chris

Mario Kart Wii code: 5327-1299-8033  
 Guitar Hero III (Wii) code: 163331786105



06-16-2010, 08:29 AM

#4869

**RTPGiants**

Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

Quote:

Originally Posted by **cwoody222**

*If it helps, this is what I gathered was the proper steps, in order:*

*Unplug USB AND power from Adapter*  
*Plug in Adapter*  
*WAIT for solid green light*  
*Plug USB from Adapter to TiVo*  
*TiVo should recognize Adapter*  
*Test channels*  
*If you don't get channels, try rebooting the TiVo*

Yeah, I'll try that later when I can get back to it. Prior to guided setup, I could not tune old digital (e.g. 255) or new digital (e.g. 100/1000s). I thought briefly about power cycling the TA, but then just tried without it.

Thanks for all the advice.



06-16-2010, 08:32 AM

#4870

**mercurial**

Retro-Av



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621

I did NOT unplug or disconnect the TA to do the lineup change for either of my S3s or my THD.

"WAFFLES!!!" - Hiro Nakamura



06-16-2010, 08:40 AM

#4871

**dflf**

Cranky old novice

Join Date: Jul 2006  
 Location: Near Dayton, Ohio  
 Posts: 2,983

Quote:

Originally Posted by **cwoody222** 

*If it helps, this is what I gathered was the proper steps, in order:*

*Unplug USB AND power from Adapter*  
*Plug in Adapter*  
*WAIT for solid green light*  
*Plug USB from Adapter to TiVo*  
*TiVo should recognize Adapter*  
*Test channels*  
*If you don't get channels, try rebooting the TiVo*

Also:

1. Sometimes while waiting for solid green light, the light goes out completely. In that case press the reset button on front of TA.
2. This "WAITING" phase can take 10 minutes or more.
3. Sometimes you get 6-blinks-pause instead of a solid light. This is the standard signal that just means the TA is ready to go but isn't connected to the TiVo. If you get this it is time to reconnect the USB.
3. The reason you may have to reboot the TiVo is to get it to go through the "Acquiring Channels" phase where it reads the channel info from the TA. I wish there were some way to force this without a complete reboot.

Quote:

Originally Posted by **mercurial** 

*I did NOT unplug or disconnect the TA to do the lineup change for either of my S3s or my THD.*

Some lineup changes are completely painless -- others aren't (and thus require the above procedure). The above procedure also is usually required if your TA loses subscription authorization (8-blinks), after TWC sends the "hit" to re-authorize it. This has happened many times to me and I always end up having to reboot the TiVo to get the channels back.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

*To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.*

*Last edited by dflf : 06-16-2010 at 08:46 AM.*



**06-16-2010, 08:52 AM**

#4872

**mercurial**  
 Retro-Av



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621

Yes and I've done it that many times for TA issues. But if he's not having blinking lights/TA issues, then the convention wisdom when his neighbors down the road did their switchover was that it wasn't necessary.

"WAFFLES!!!" - Hiro Nakamura



**06-16-2010, 08:54 AM**

#4873

**RTPGiants**  
 Registered User

Join Date: Mar 2007  
 Location: Durham, NC  
 Posts: 74

Quote:

Originally Posted by **mercurial** 

*Yes and I've done it that many times for TA issues. But if he's not having blinking lights/TA issues, then the convention wisdom when his neighbors down the road did their switchover was that it wasn't necessary.*

There was no blinking. But before guided setup, I could not tune new channels because a message came up stating that the TA didn't receive that channel. So I think the TA might just be confused. I'll probably power cycle it and see where we are then. If that doesn't work, I'll try a setup w/o the TA at all.

All after work though, so right now it's just speculation.



**06-16-2010, 09:01 AM**

#4874

**dflf**

Cranky old novice

Quote:

Join Date: Jul 2006  
Location: Near Dayton, Ohio  
Posts: 2,983

Originally Posted by **RTPGiants**

*There was no blinking. But before guided setup, I could not tune new channels because a message came up stating that the TA didn't receive that channel. So I think the TA might just be confused. I'll probably power cycle it and see where we are then. If that doesn't work, I'll try a setup w/o the TA at all.*

*All after work though, so right now it's just speculation.*

I would recommend the entire procedure outlined above (including disconnecting the USB) for this problem. And if you don't see the "Acquiring Channels" screen (rotating symbol, usually takes 2 mins), reboot your TiVo to force it.

"It must be swell to be so perfect and odor-free" -- Del Griffith

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pyTivo users: Try

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06-16-2010, 10:03 AM

#4875

**notting**

Registered User

Join Date: Dec 2005  
Location: Chapel Hill, NC  
Posts: 39

Quote:

Originally Posted by **RTPGiants**

*There was no blinking. But before guided setup, I could not tune new channels because a message came up stating that the TA didn't receive that channel. So I think the TA might just be confused. I'll probably power cycle it and see where we are then. If that doesn't work, I'll try a setup w/o the TA at all.*

My wife ran guided setup this morning without disconnecting the TA; while that didn't fix it, power cycling the TA then allowed everything to be tuned. The guide data is wrong, though, so it looks like we get to re-run guided setup at some point later today when we've got the time.



06-16-2010, 12:04 PM

#4876

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Ok, so was able to sneak away and try all this stuff again. Things are better. I can tune 1105 (WRAL), but I'm missing channels like SyFy HD, Discovery HD, etc. If I tune manually, nothing happens. If I go through the TA diagnostics, it can tune channels like ESPNHD, etc. which is good, but why am I missing this group?

I tried a disconnect/reconnect on TA and Tivo, which reacquired channels, but it's missing those still.

ETA: These sort of channels do not show up in the channel list if you go to Channel settings. Also names of ESPN channels are wrong.

Also ETA: These channels do show up on an HD digital box

Last edited by RTPGiants : 06-16-2010 at 12:19 PM.



06-16-2010, 12:36 PM

#4877

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Ok, nevermind me. I'll just reply to myself constantly. A complete reboot of Tivo caused a new acquiring channels that lasted MUCH longer. After this, we're good to go.



06-16-2010, 12:48 PM

#4878

**jmfirestone**

Registered User

Join Date: Dec 2007  
Location: Colfax, NC  
(Greensboro area)  
Posts: 47

Quote:

Originally Posted by **JimWall**

*If your problem is with mostly HD channels and not with non HD which are the lower channels then it would mean the hard drive is having problems keeping up with the I/O needed to record 1 or 2 HD channels at the same time. Remember TIVO is always recording the two channels the cable cards are tuned to unless you disconnect the cable line.*

Turns out this was the right answer. At least I think it is. The guys came (2 of them this time - lead tech included) and stayed for a bit checking everything and couldn't find any issue. I left the cable line unhooked so I could watch the saved stuff.

About 5 days later the TiVo menus would not longer load fully, I would get the writing on a

gray background. Shows would no longer play, anything I tried to play would just show a gray screen with the time moving as though I was in FF mode.

I ordered a replacement (larger!) HD to put in it since I am out of warranty anyway. It's sitting in my mailbox at home right now. I'll put it in tonight and hopefully find out it was just the HD and nothing more!

One thing that really bugs me though, is that I guess the techs were not happy about being at my house late. The animals just broke open the box on the side of my house with the wiring and left it open with the wires hanging out when they left. I called TWC and a week later nobody has come by to fix it yet.



06-16-2010, 01:20 PM

#4879

**bxojr**

Registered User

Join Date: Mar 2005  
Location: Pittsboro, NC  
Posts: 48

**Guided setup loop**

I'm attempting a guided setup to get the Raleigh lineup change. The first attempt got through "loading data" and asking me about what I receive on 25 and 101, but then it rebooted and started all over. Now loading data again (which will take hours), but I'm not optimistic about a different result this time.

Does this reboot have anything to do with the lineup change, or do I have a hard-drive problem I need to sort out before I can get back up and running? Just wondering if anybody else has seen this.



06-16-2010, 01:28 PM

#4880

**Grumock**

Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **bxojr**

*I'm attempting a guided setup to get the Raleigh lineup change. The first attempt got through "loading data" and asking me about what I receive on 25 and 101, but then it rebooted and started all over. Now loading data again (which will take hours), but I'm not optimistic about a different result this time.*

*Does this reboot have anything to do with the lineup change, or do I have a hard-drive problem I need to sort out before I can get back up and running? Just wondering if anybody else has seen this.*

I think someone on here had the same thing happen. Did you tell it that you do not get 101 anymore? Have you tried it with the USB disconnected from the TA?

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-16-2010, 02:18 PM

#4881

**RTPGiants**

Registered User

Join Date: Mar 2007  
Location: Durham, NC  
Posts: 74

Yes, I had a reboot too. My total sequence was this.

- \* Guided Setup #1, found analog channels, prompted for 101...said I did not receive. Guided setup ran for a while and rebooted
- \* Guided Setup #2, found analog channels, prompted for 101...said I did not receive, prompted for 105, said I received, ran a while
- \* Did not have SDV channels, but did have HD channels
- \* Recyncing TA a few times did not help despite "Acquiring channels..."
- \* Rebooted Tivo, a very long "Acquiring channels..." ... all tuned as expected.

Remaining issues:

- \* ESPN is labeled wrong
- \* Todos did not switch from 250, 255, etc.



06-16-2010, 02:30 PM

#4882

**mercurial**

Retro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

The todo's took a few hours for me. I'm guessing it's a background process that goes and re-figures them. But the did move to the 1xx version of the OTA channels and not the 11xx version so I had to fix those.

"WAFFLES!!!" - Hiro Nakamura



**06-16-2010, 02:32 PM** #4883

**bxojr**  
Registered User

Join Date: Mar 2005  
Location: Pittsboro, NC  
Posts: 48

OK, glad to hear my experience wasn't entirely unexpected. I was surprised that after the reboot, the second "loading data" phase was much quicker.

I was paranoid about repeating the same process, so when it asked me about channel 101, I told it to ask about a different channel. It asked about 105 (WRAL), I said yes, and then it proceeded with the rest of the process. It's now loading program-guide data. Keeping my fingers crossed. I haven't disconnected the TA but will try that if I have more problems.

We're about to go on vacation for a week, and I'll be quite unhappy if my TiVo isn't able to record the return of "Futurama" while we're gone...



**06-16-2010, 02:54 PM** #4884

**Grumock**  
Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **bxojr**   
*the return of "Futurama"*

Sorry I don't watch TV very often my wife does. When is this supposed to happen?

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



**06-16-2010, 04:37 PM** #4885

**notting**  
Registered User

Join Date: Dec 2005  
Location: Chapel Hill, NC  
Posts: 39

Quote:

Originally Posted by **RTPGiants**   
*\* ESPN is labeled wrong*

If you're talking about them being 'TWRESPN', 'TWRESP2', etc - this seems unrelated to the channel renumbering. I saw this before the renumbering, and even see it on my S2.



**06-17-2010, 09:27 AM** #4886

**hypractv**  
Registered User

Join Date: Feb 2010  
Posts: 8

Truck Roll scheduled between 0900 and 1100 today. Supposedly getting an M Card here in Raleigh, NC. I will report back as the install takes place.



**06-17-2010, 09:31 AM** #4887

**obelix**  
Registered User

Join Date: Jun 2009  
Posts: 1

**Time Warner Tivo Update**

Finally got this update to work, thanks to everyone's suggestions. This is for Time Warner/ Tivo in NC, in case anyone is in the same area.

At first nearly all channels had gone gray. To solve - I rebooted the tivo, power cycled the TA (waiting for solid green light), and repeated guided setup. The tivo service update and program info update steps took **forever**. I was sitting at the **preparing...** step for hours. But, eventually it went through, and now the channels are all in place (most HD channels are now in the 1000's). The only thing left to do was verify that Season Passes were updated - most of them with upcoming shows updated automatically. Some I reset as new HD channels were now available.

For those that missed out on some great World Cup action (or anything else) - you can tell TW you missed days and they should issue you a credit.

*Last edited by obelix : 06-17-2010 at 09:36 AM.*



**06-17-2010, 12:16 PM** #4888

**notting**  
Registered User

Join Date: Dec 2005  
Location: Chapel Hill, NC  
Posts: 39

Quote:

Originally Posted by **mercurial**   
*The todo's took a few hours for me. I'm guessing it's a background process that goes and re-figures them. But the did move to the 1xx version of the OTA channels and not he 11xx version so I had to fix those.*

What I *think* happened here is that (for whatever reason) the 1xx and the 11xx versions of the broadcast channels now have the same name (WRALDT, for example.) So, when the Tivo moved season passes that were on the HD WRALDT channel before, it just picked the first

channel that showed up as WRALDT.



06-17-2010, 12:28 PM

#4889

**mercurial**

Retro-Av



Join Date: Oct 2002  
Location: Caraleigh, NC  
Posts: 15,621

Yes, agreed. I think SCSIRAID hypothesized the same in this thread. It's just annoying that they screwed up the naming and caused that. Though I wonder if you just temporarily or permanently removed those from the Channels I Receive list as soon as guided setup is done if the SPs would convert properly.

"WAFFLES!!!" - Hiro Nakamura



06-17-2010, 12:42 PM

#4890

**hypractv**

Registered User

Join Date: Feb 2010  
Posts: 8

Quote:

Originally Posted by **hypractv**  
*Truck Roll scheduled between 0900 and 1100 today. Supposedly getting an M Card here in Raleigh, NC. I will report back as the install takes place.*

- Installer arrived @ 12:15.
- I installed the M Card myself. (Installer did not have TAs. Was told they would be mailed.)
- My Tivo found it and I ran through the GS.
- Upon GS completion it did **not** have the new channel line up.
- Went to rerun GS, but Tivo is doing some sort of service update.

That's it for now, more on this as I work through it.



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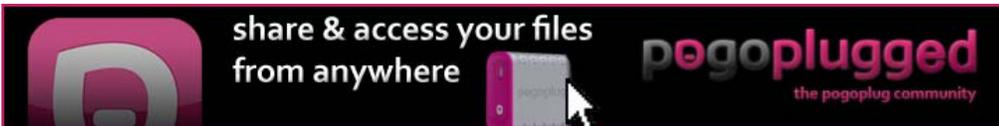


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06-17-2010, 08:43 PM

#4891

**cwoody222**  
 Registered User



Join Date: Nov 1999  
 Location: Buffalo, NY  
 Posts: 10,286

My setup was rock solid. I unplugged the TiVo today by accident. D'oh! It was during 2 recordings too! As it rebooted, the TA blinked green. Once TiVo rebooted it went solid green almost immediately.

I pressed "channel guide" and got the "Acquiring Channels" screen for about 2-3 minutes.

After that, TiVo picked up both recordings. I cancelled them manually to get them another day and tested both CableCARD tunings. Worked fine.

Fwew! I was afraid that reboot would mess everything up!

--Chris

Mario Kart Wii code: 5327-1299-8033  
 Guitar Hero III (Wii) code: 163331786105



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06-20-2010, 09:26 PM

#4892

**macd2**  
 Registered User

Join Date: Jul 2004  
 Posts: 56

Quote:

Originally Posted by **notting**  
*What I think happened here is that (for whatever reason) the 1xx and the 11xx versions of the broadcast channels now have the same name (WRALDT, for example.) So, when the Tivo moved season passes that were on the HD WRALDT channel before, it just picked the first channel that showed up as WRALDT.*

I think the 1xx channels are mis-named.  
 In the guide information, it lists the 1xx channel as HD, but it is not.  
 I've manually re-done all of my season passes.  
 I'm hoping the mis-naming is fixed at some point, and/or at least doesn't cause issues going forward.



06-22-2010, 07:42 AM

#4893

**hypractv**  
Registered User

Join Date: Feb 2010  
Posts: 8

TWC installed my TA on Monday morning. Ran through Guided Setup again. After a restart my Guide has all the channels above 1000 that are supposed to be there however it will not tune many of them.

For some reason I can tune to 1301 (TNT), 1500 (ESPN), and 1501 (ESPN 2) the others not so much.

The TA is solid green.

TWC truck rolling back tomorrow afternoon to bring a new TA and CC to try again.



06-22-2010, 09:02 AM

#4894

**Grumock**  
Registered User



Join Date: Dec 2008  
Location: Nowhere close to reality  
Posts: 263

Quote:

Originally Posted by **hypractv**  
*TWC installed my TA on Monday morning. Ran through Guided Setup again. After a restart my Guide has all the channels above 1000 that are supposed to be there however it will not tune many of them.*

*For some reason I can tune to 1301 (TNT), 1500 (ESPN), and 1501 (ESPN 2) the others not so much.*

*The TA is solid green.*

*TWC truck rolling back tomorrow afternoon to bring a new TA and CC to try again.*

Try removing the USB cord from the back of the TA. If this is not a premiere you should get a message saying Tuning adapter disconnected or powered down... If you get that plug it back in & it should change to connected. If it does then got to TA menu then TA diagnostics, There scroll down to "Network & tuning status" highlight & hit select. When you go in there you should see the "Tuning mode: QUAM 256" If not then the TA needs a hit from the DNCS. IF it does say then hit "Clear" button on the bottom left of your remote, then hit "Live TV" button on the top right hand side of remote. This should take you to the Acquiring channel info screen for a few & then go to live TV. Check the channels after that.

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former."



06-22-2010, 09:29 PM

#4895

**hypractv**  
Registered User

Join Date: Feb 2010  
Posts: 8

Quote:

Originally Posted by **Grumock**  
*Try removing the USB cord from the back of the TA. If this is not a premiere you should get a message saying Tuning adapter disconnected or powered down... If you get that plug it back in & it should change to connected. If it does then got to TA menu then TA diagnostics, There scroll down to "Network & tuning status" highlight & hit select. When you go in there you should see the "Tuning mode: QUAM 256" If not then the TA needs a hit from the DNCS. IF it does say then hit "Clear" button on the bottom left of your remote, then hit "Live TV" button on the top right hand side of remote. This should take you to the Acquiring channel info screen for a few & then go to live TV. Check the channels after that.*

Thanks for the info!

Upon unplugging the TA I received no message from the Tivo. Upon going into the TA diagnostics under the TA Menu the Tivo shows no diag information. I am thinking my TA is hosed. TWC is already on schedule to roll back with a fresh TA and CC tomorrow evening. I am sure it's just a matter of getting decent hardware and proper syncing.



06-23-2010, 01:51 PM

#4896

**dflf**  
Cranky old novice

Join Date: Jul 2006

Want to make sure the FCC knows the TA troubles you're having, and refute TWC's rosy representations? See [\\*\\*this\\*\\*](#).



Location: Near Dayton, Ohio  
 Posts: 2,983

"It must be swell to be so perfect and odor-free" -- Del Griffith

VideoReDo users: Try  
 To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.

pyTivo users: Try  
 To view links or images in signatures your post count must be 10 or greater. You currently have 0 posts.



06-23-2010, 07:47 PM

#4897

**hypractv**  
 Registered User

Join Date: Feb 2010  
 Posts: 8

Done deal... Truck Roll brought out a new TA this afternoon, the first one was bad.

After a Tivo restart and a handful of Cable Card hits I am up and running with all the appropriate content.



06-24-2010, 11:08 AM

#4898

**cwoody222**  
 Registered User



Join Date: Nov 1999  
 Location: Buffalo, NY  
 Posts: 10,286

For the past two nights the last channel I watched before going to bed was a SDV channel. The following morning I woke up with a message saying that channel could not be tuned and to press Select to try again.

One time, Select worked. Another time, I had to Ch Up and Ch Down again.

Both times the green light was solid.

Weird.

--Chris

Mario Kart Wii code: 5327-1299-8033  
 Guitar Hero III (Wii) code: 163331786105



06-24-2010, 11:58 AM

#4899

**mercurial**  
 Retro-Av



Join Date: Oct 2002  
 Location: Caraleigh, NC  
 Posts: 15,621

Welcome to the world of tuning adapters. 🙄

"WAFFLES!!!" - Hiro Nakamura



06-25-2010, 07:32 AM

#4900

**ShaneF**  
 Registered User

Join Date: Sep 2008  
 Posts: 11

Quote:

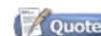
Originally Posted by **cwoody222**   
*For the past two nights the last channel I watched before going to bed was a SDV channel. The following morning I woke up with a message saying that channel could not be tuned and to press Select to try again.*

*One time, Select worked. Another time, I had to Ch Up and Ch Down again.*

*Both times the green light was solid.*

*Weird.*

Yup, this happens to me all the time too. You're not alone.



06-26-2010, 06:40 PM

#4901

**cwoody222**  
 Registered User

I called TW today with a simple question about my bill. They offered me Showtime for 6 months for \$5. I agreed. The operator hit my card and my TiVo rebooted. Upon reboot,



Join Date: Nov 1999  
 Location: Buffalo, NY  
 Posts: 10,286

no Showtime.

She transferred me to a tech who said he only handles networking issues. So he transferred me to a 3rd person.

That person was able to get my new channels working.

3 people and 30 minutes just to turn on Showtime. Man, they have NO CLUE what they're doing with CableCARDS, do they?!

--Chris

Mario Kart Wii code: 5327-1299-8033  
 Guitar Hero III (Wii) code: 163331786105



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