

# How to set up TiVo® Stream

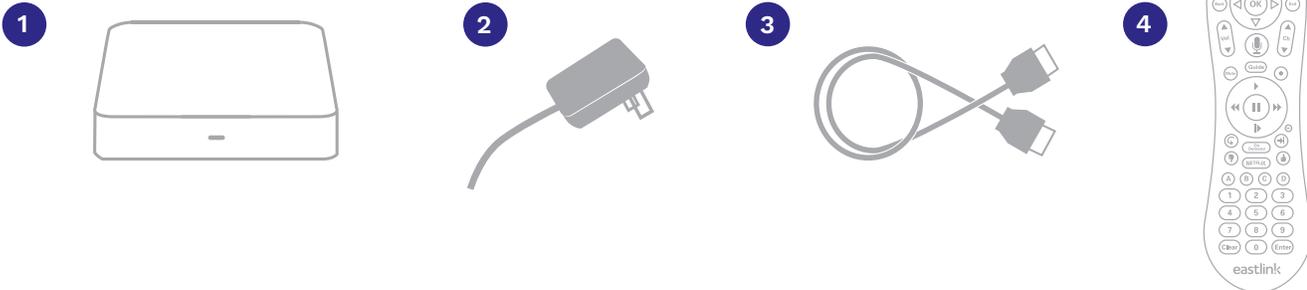
Before you begin, let's look at your new TiVo Stream remote! Take note of the **'OK'** button and the arrow buttons that surround it. These buttons will be important as you breeze through the activation process. The arrow buttons help navigate you to your selection. Anytime we instruct you to **'select'**, after you make that selection, simply press the **'OK'** button.

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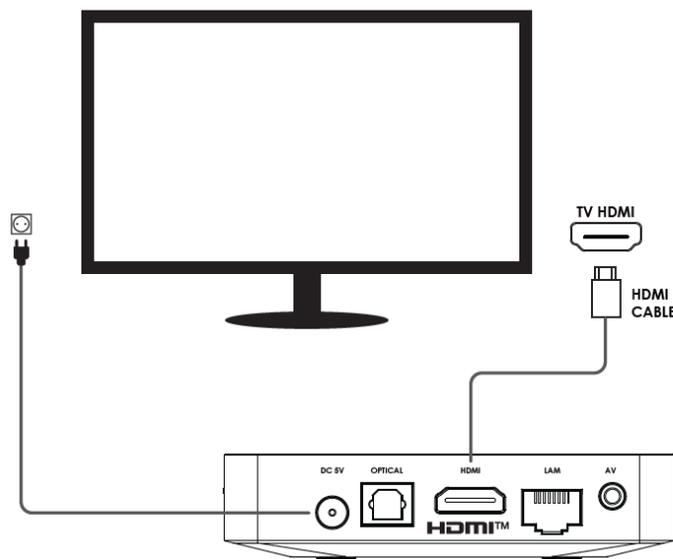
### Install Kit Includes:

1. TiVo Stream DVR
2. Power Adapter
3. HDMI Cable
4. Remote with 2 AA Batteries

## Step 1: Call Eastlink at 1-866-238-2390 to activate your new equipment.

**Note:** If you have already called to activate your modem as part of this installation, you can skip this step.

## Step 2: Install your TiVo Stream DVR



**Important:** Please ensure your modem is installed and connected to the internet before starting the TiVo Stream DVR setup. You will also need to know your WiFi password.

1. Using the supplied HDMI cable, connect the TiVo Stream DVR to an available HDMI port on your TV. Ensure that your TV input is switched to the same HDMI input.
2. Connect the power cable to the TiVo Stream DVR, then plug it in and wait for it to start up.
3. Insert the batteries into the supplied remote control then follow the on-screen instructions to pair your TiVo Stream remote.  
**Note:** The “activity LED” mentioned on-screen is the LED at the top of the remote control.
4. On the Welcome screen, select your preferred language (English (Canada) is recommended).
5. If you want to set up your TV with your Android phone, select ‘**Continue**’ and refer to **Step 3:** Complete the on-screen set up with your Android phone. If not, select ‘**Skip**’, and refer to either **Step 4:** Complete the on-screen set up with a Google Account or **Step 5:** Complete the on-screen set up without a Google Account.

## Step 3: Complete the on-screen set up with your Android Phone

1. Verify the code on your phone with the code on your TV screen.
2. Follow the steps displayed on your Android phone.
3. Review the Terms of Service, then select **'Accept'** when ready.
4. Select your preferred options for Google Services, then select **'Accept'**.
5. Select **'Continue'** on the Google Assistant screen.
6. The next two decisions are based on preference. Select **'Turn on'** or **'No, thanks'** to receive personal results from Google Assistant, then **'Yes'** or **'No'** to receive emails about the latest features Google Assistant can do.
7. Select a name for your TiVo Stream DVR or enter a custom name.
8. On the Install additional apps, select or deselect which applications you would like to have installed on your TiVo Stream DVR.  
**Note:** Some apps, such as Netflix, Disney+, and Prime Video require a paid subscription to access. Once your selections are made, select **'Continue'**.
9. You will now be shown a walk-through of the features that the TiVo Stream DVR offers. Select **'OK'** to pass through each feature.
10. You can now set up your remote to control your TV. This will allow you to control your TV's volume, change inputs, or power your TV on/off. Select **'Next'**.
11. Once your remote is paired with your TV, select **'Next'**.
12. If desired, you can now pair an audio receiver to your TiVo Stream DVR. If you have an audio receiver, select **'Next'**, then follow the on-screen instructions. Otherwise, select **'Skip'**.
13. Your TiVo Stream DVR will display a TiVo logo for a short time
14. You will be asked to set up a **'OnePass'** for some popular shows. You can find out more about OnePass here: [Eastlink TiVo Stream - How to Use One Pass](#). Select any channels you wish to set up or select **'Skip this step'** to continue.
15. Select any relevant streaming apps which you would like to appear when you search for programs or movies, then select **'Done'**. Alternatively, you can **'Skip this step'**.

You have completed the setup of your TiVo Stream DVR! If you require any additional support materials, please visit the Eastlink website at [eastlink.ca/TiVoStreamSupport](http://eastlink.ca/TiVoStreamSupport).

## Step 4: Complete the on-screen set up with your Google Account

1. Select your home WiFi connection using your remote control, then enter your WiFi password and click on the check mark. The TiVo Stream DVR also has an Ethernet port, which can be used for a wired Internet connection instead of WiFi.
2. Once successfully connected to your network, select **'Sign in'**
3. Select **'Use your remote'**
4. Enter your email associated to your Google account and click on the check mark.
5. Enter your password and click on the check mark.
6. Verify the code on your phone with the code on your TV screen.
7. Follow the steps displayed on your phone.
8. Review the Terms of Service, then select **'Accept'** when ready.
9. Select your preferred options for Google Services, then select **'Accept'**.
10. Select **'Continue'** on the Google Assistant screen.
11. The next two decisions are based on preference. Select **'Turn on'** or **'No, thanks'** to receive personal results from Google Assistant, then **'Yes'** or **'No'** to receive emails about the latest features Google Assistant can do.
12. Select a name for your TiVo Stream DVR or enter a custom name.
13. On the Install additional apps, select or deselect which applications you would like to have installed on your TiVo Stream DVR.  
**Note:** Some apps, such as Netflix, Disney+, and Prime Video require a paid subscription to access. Once your selections are made, select **'Continue'**.
14. You will now be shown a walk-through of the features that the TiVo Stream DVR offers. Select **'OK'** to pass through each feature.
15. You can now set up your remote to control your TV. This will allow you to control your TV's volume, change inputs, or power your TV on/off. Select **'Next'**
16. Once your remote is paired with your TV, select **'Next'**.
17. If desired, you can now pair an audio receiver to your TiVo Stream DVR. If you have an audio receiver, select **'Next'**, then follow the on-screen instructions. Otherwise, select **'Skip'**.
18. Your TiVo Stream DVR will display a TiVo logo for a short time
19. You will be asked to set up a 'OnePass' for some popular shows. You can find out more about OnePass here: [Eastlink TiVo Stream - How to Use One Pass](#). Select any channels you wish to set up or select **'Skip this step'** to continue.
20. Select any relevant streaming apps which you would like to appear when you search for programs or movies, then select **'Done'**. Alternatively, you can **'Skip this step'**.

You have completed the setup of your TiVo Stream DVR! If you require any additional support materials, please visit the Eastlink website at [eastlink.ca/TiVoStreamSupport](http://eastlink.ca/TiVoStreamSupport).

## Step 5: Complete the on-screen set up without a Google Account:

1. Select your home WiFi connection using your remote control, then enter your WiFi password and click on the check mark. The TiVo Stream DVR also has an Ethernet port, which can be used for a wired Internet connection instead of WiFi.
2. Once connected to a network, you can choose to either **'Sign in with a Google account'**, or **'Skip'**. Select **'Skip'**.
3. Review the Terms of Service, then select **'Accept'** when ready.
4. Select your preferred options for Google Services, then select **'Accept'**.
5. On the Google Assistant screen, select **'Use Assistant without signing in'**
6. By selecting **'Allow'** on the 'Search across all your TV apps', your TiVo Stream DVR will be able to provide search information from apps such as Netflix, Prime Video, and Disney+ when you are looking for a particular program or movie. When selecting **'No thanks'**, your search results will only include the content found on your TiVo Stream DVR Guide.
7. Select a name for your TiVo Stream DVR or enter a custom name.
8. You will now be shown a walk-through of the features that TiVo Stream DVR offers. Select **'OK'** to pass through each feature.
9. You can now set up your remote to control your TV. This will allow you to control your TVs volume, change inputs, or power your TV on/off. Select **'Next'**.
10. Once your remote is paired with your TV, select **'Next'**.
11. If desired, you can now pair an audio receiver to your TiVo Stream DVR. If you have an audio receiver, select **'Next'**, then follow the on-screen instructions. Otherwise, select **'Skip'**.
12. Your TiVo Stream DVR will display a TiVo logo for a short time
13. You will be asked to set up a 'OnePass' for some popular shows. You can find out more about OnePass here: [eastlink.ca/TiVoStreamSupport](http://eastlink.ca/TiVoStreamSupport). Select any channels you wish to set up or select **'Skip this step'** to continue.
14. Select any relevant streaming apps which you would like to appear when you search for programs or movies, then select **'Done'**. Alternatively, you can select **'Skip this step'**.

You have completed the set-up of your TiVo Stream DVR! If you require any additional support materials, please visit the Eastlink website at [eastlink.ca/TiVoStreamSupport](http://eastlink.ca/TiVoStreamSupport).

Thank you for being an Eastlink customer!

Need help? Call us at 1-888-345-1111 or visit [eastlink.ca](http://eastlink.ca) to chat with us online.