

HD Digital Receiver **Self-Install** Guide

Use this guide for easy steps to start watching TV.

Prefer to follow along on your mobile device?

Go to **Midco.com/Setup**.

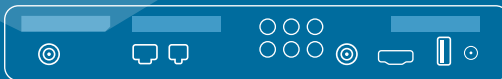


Required to Start:

- Midco HD digital receiver
- Midco HD digital receiver serial number
- Remote with two AA batteries and user guide
- Power cord
- Coax cable
- HDMI cable
- Your in-home TV

Take Note of Your Serial Number

A On the **back of your equipment**, find the serial number.



This example is not your equipment serial number.

It's Time to Self-Install



Connect Your Equipment

1. Connect the coax cable to an **active cable wall outlet**, and then to the **Cable In** connection on your HD digital receiver. Make sure the connection is finger tight.

Tip: Not all in-home cable wall outlets are active. Try multiple outlets if the first one doesn't work.

2. Connect the HDMI cable from your **HDMI connection on your HD digital receiver** to the **HDMI connection on your TV**.
3. Plug the power cord into your **HD digital receiver** and then into an **electrical outlet**. If your power outlet can be turned off by a light switch, be sure the switch is set to ON.

You'll know it's powered on when you see a green power light on the digital receiver.

4. Turn on your TV, and make sure your volume is on.
5. Using your TV remote, change the **TV input setting** to the proper **HDMI input** you used to connect the HD digital receiver.



Activate Your Equipment

Once everything is connected properly, go to **Midco.com/CableTVSupport**, and enter your HD digital receiver serial number to activate your equipment.

Although you may have working channels, your HD digital receiver needs to activate to ensure you receive the correct channels in your cable package.



Confirm Channels

After activation, confirm that a TV picture shows, and that your channel lineup and on-screen guide are loading. This may take up to 15 minutes to begin, and full program information may take one hour to completely load.

Press **Guide** on your Midco remote to scroll and confirm you're receiving the channels provided in your cable package.



Program Your Remote

Program your Midco remote control to your TV. Refer to the user guide provided with your remote, or visit **Midco.com/CableTVSupport**, and select **Remote Controls** for help.



Troubleshooting

Why isn't my digital receiver working?

Check your TV input or source. Your TV can connect to multiple media devices through HDMI and other inputs. Press the input or source button on your remote repeatedly, or use the arrow buttons on the remote to select the proper input type.

Check your physical connections. Check the cables you have connecting your HD digital receiver to your TV and to the cable outlet. Tighten any cables if they are loose.

Try other cable outlets. Not all in-home outlets are active. Repeat activation each time you connect your HD digital receiver to a cable wall outlet. If you've tried multiple outlets and still can't connect, contact us.

Why isn't my TV working?

No TV picture: Try switching your HDMI input on your TV. Also check cables between your equipment, TV and cable outlet to ensure they are finger tight.

Guide not loading: It may take up to 15 minutes for your guide to begin loading and up to an hour to completely load. If it doesn't load after 24 hours, reboot your HD digital receiver by unplugging it for 30 seconds, and plugging it back in.

No sound: Check if your TV is muted. Press the mute button on your remote to unmute the audio.

Additional Resources

Check out [Midco.com/CableTVSupport](https://www.midco.com/CableTVSupport) for a variety of resources. Learn how to program your remote, use your on-screen guide and more.

Return Old Equipment

If you have old Midco equipment, be sure to return it. Just package it up in the box that came with your new digital receiver, which also includes a prepaid return label.

Need help?

Setup Guide

Midco.com/Setup

Online Support

Midco.com/Support

Contact

Text: **64326**

Social & Chat Support: **Midco.com/Contact**

Phone: **1.800.888.1300**

