Remote Control Tips

Program your TiVo remote to control your TV or A/V receiver. See your TiVo Remote to the left.

Press the TiVo button once to go to the TiVo Central screen, or twice to go to the Now Playing List—your list of recorded programs. Press the TiVo button from the TiVo Central screen.

Press TiVo to select between tuners. See page 8 for more about watching live TV with dual tuners.

With certain TiVo-to-TV video connections pressing ASPECT once displays the current mode. Press again to change the Aspect Correction mode to Full, Panel, or Zoom. Use this feature to quickly adjust the picture to your liking.

Press FORWARD and BACK up to 3 times for 3 speeds. Press a fourth time to resume normal play.

INSTANT REPLAY™ replays the last 8 seconds of a program.

Press CLEAR to delete a title in a list (like the Now Playing list) or to hide things that aren’t part of the program you’re watching (like the TiVo channel banner).

Press GUID to see the TiVo program guide, then press INFO (while the guide is visible) to see Guide Options and change the way channels display, or show only a certain types of programs.

CHAN UP/DOWN does more than change the channel—it also pages up or down through lists of programs or menu items.

When you’re watching “behind” live TV (for example, if you pause live TV and later resume watching from the paused spot), ADVANCE™ catches you up to the live broadcast. In a recorded program, press it once to jump to the end of the program, then again to jump to the beginning.

If programmed, the DVR Switch lets you control two different TiVo media devices with the same remote.

Inserting the Batteries

Hold the remote with the battery door facing you. Slide the door toward you to open.

Insert two AA batteries (supplied). Match the + and - marks on the batteries to the + and - marks in the compartment.

Replace the battery door.

Some buttons on your TiVo remote are programmable:

TO POWER

TV INPUT

VOLUME & MUTE: can control sound on your TV or A/V receiver.

GPIO (if you have more than one TiVo media device)

To program your TiVo remote, press the TiVo button to go to the TiVo Central screen and select Messages & Settings, then Settings, then TiVo Remote. Follow the easy on-screen instructions.

Due to the wide variety of brands and models available, some TiVs and A/V receivers are not compatible with the TiVo remote. See Chapter 5 for more on programming the TiVo remote control.

Glossary of Icons

Channel Banner

These icons appear in the large channel banner.

Guides, To Do List & View Upcoming Episodes

These icons appear beside programs scheduled to be recorded.

These appear when you press the THUMBS UP™ or THUMBS DOWN™ buttons. You can rate a program with up to three THUMBS UP or three THUMBS DOWN.

Select to start or stop a recording.

Highlight to display the program setting on the other tuner. Select to switch to the other tuner.

Select to choose an audio track.

Select to display or turn on Parental Controls.

Select to view or change Closed Captioning settings.

This program will be saved until you delete it.

In less than one day, this program may be deleted to make room for other recordings you have requested, but only if space is needed.

At any time, this program may be deleted to make room for other programs you have requested.

This program is currently being recorded.

This program is a TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.

This program will be recorded as an individual recording (not part of a Season Pass® recording or WishList™ search). In other places, indicates that an item has been selected.

This folder contains more than one episode of the same series.

This group includes a program that is currently recording.

This folder contains one or more programs recorded by a WishList search.

This folder contains all programs recorded on TiVo Suggestions.

This program will be recorded as part of a Season Pass recording.

This program will be recorded as part of a Season Pass recording.

This program will be recorded as part of a Season Pass recording.
Please note:

To operate the TiVo® Media Device you will need:

1. To connect the media device to your home broadband internet service. Depending on the setup of your home network, this will require an Ethernet cable or the purchase of a TiVo Wireless Adaptor or other compatible wireless adapter. ISP charges are additional unless you have an unmetered service.

2. In Australia: to have a digital terrestrial antenna at your home, and to live within a free-to-air digital coverage area. In New Zealand: to have an external UHF aerial at your home, and to live within a Freeview HD coverage area. (Note: this media device will not connect to pay TV services.)

3. To activate your TiVo service, and receive your on-screen guide data free of charge, go to [www.mytivo.com.au/activate](http://www.mytivo.com.au/activate) (Australia) or [www.mytivo.co.nz/activate](http://www.mytivo.co.nz/activate) (New Zealand) and subject to terms and conditions.

4. To connect the media device to your television by using the cables included in this carton or by purchasing an HDMI cable (sold separately).

5. To follow the guidelines in this manual. This will ensure continued access to all of your TiVo features.

6. To go to [www.mytivo.com.au/support](http://www.mytivo.com.au/support) (Australia) or [www.mytivo.co.nz/support](http://www.mytivo.co.nz/support) (New Zealand) for assistance if you have any problems or questions about your TiVo unit or TiVo service.
This Viewer’s Guide describes features of the TiVo® service running on the TiVo® brand media device.

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TiVo, the TiVo logo, TiVo Central, TiVoToGo, WishList, Season Pass, Overtime Scheduler, the Advance logo, the Instant Replay logo, the Thumbs Up mark and logo, the Thumbs Down mark and logo, the TiVo Smile logo, and the sounds used by the TiVo service are trademarks or registered trademarks of TiVo Inc. or its subsidiaries worldwide. 

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Australian Patent Application No. 2005306362, Australian Registered Design Nos. 143161, 148775, and 149474, and United States Patent Nos. 5,241,428; 6,215,526; 6,233,389; 6,310,886; 6,327,418; 6,385,739; 6,487,646; 6,490,722; 6,535,253; 6,642,939; 6,643,798; 6,728,713; 6,757,837; 6,757,906; 6,792,195; 6,847,778; 6,850,691; 6,868,225; 6,965,730; 7,055,031; 7,158,531; 7,200,321; 7,216,235; 7,228,556; 7,321,716; 7,409,546; 7,484,234; 7,493,015; 7,529,465; 7,543,325; 7,558,472; 7,590,240; D434,043; D435,561; D445,801; D517,059. The TiVo Remote Control device is protected under U.S. Pat. Nos. D424,061; D424,577; D431,552; D433,403 and D463,788. Other patents pending. All other trademarks are the properties of their respective owners.

Content and Copyright
The TiVo service gives you the ability to access, record, copy, transfer, display, view, and/or listen to audio, video, and other media over which we exercise no editorial or programming control (“Third Party Content”). You understand that: (a) we do not guarantee access to or the ability to record, copy, transfer, display, view, and/or listen to any particular program or other content; (b) programming is not under our control; (c) Third Party Content providers may restrict or limit the ability to record, copy, transfer, display, view, and/or listen to particular programs or other content by using a variety of copy protection mechanisms; (d) Third Party Content providers may restrict or revoke access to their content at any time; (e) we are not responsible for and have no editorial control over any Third Party Content; and (f) we have no control over the distribution of such content.

The content that you are able to record on, download to or transfer to or from your TiVo Media Device (including Third Party Content) is protected by copyright. Unless you own the copyright in, or are licensed by the copyright owner to do a particular act with respect to that content, you are only allowed under Australian and New Zealand copyright law to record broadcast content for private and domestic use for watching or listening to that content at a more convenient time than the time when the broadcast was made, or may otherwise use that or other content (including broadband content) as expressly permitted or otherwise in accordance with the “fair dealing” provisions of the Australian Copyright Act (in respect of Australian resident customers) or any permitted use in accordance with the provisions of the New Zealand Copyright Act (in respect of New Zealand resident customers). Nothing in these Terms permits, and we do not permit, you to use or deal with content recorded on, downloaded to or transferred to or from your TiVo Media Device for any other purpose. If you are not the owner or licensee of content and you distribute or otherwise make it available to anyone else, you may be infringing copyright, and this will be treated as misuse of the TiVo service.
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HDMI. The best quality AV connection which enables High Definition (HD) pictures and digital sound. HDMI cables are sold separately. Please note that in New Zealand HDMI is the only connection that provides HD picture quality out of the TiVo® Media Device.
Using This Guide

Thank you for choosing the TiVo® Media Device. This Viewer’s Guide helps you learn about the smart-recording features of the TiVo service and home networking capabilities of your TiVo Media Device.

Getting Started:

1. **Activate the TiVo service.** The TiVo service is what makes your media device smart. It includes everything from your program listings to Season Pass™ recordings and WishList™ searches. To activate your TiVo service, which is available free of charge and subject to terms and conditions, visit [www.mytivo.com.au/activate](http://www.mytivo.com.au/activate) (Australia) or [www.mytivo.co.nz/activate](http://www.mytivo.co.nz/activate) (New Zealand).

   TiVo service is required. No functionality is represented or should be expected without activating your free subscription to the TiVo service.

2. **Connect your TiVo Media Device.** If the TiVo service is the brains, the TiVo Media Device is the body. Use the Start Here poster to connect the media device to your TV programming source and your television.

3. **Complete Guided Setup.** After connecting your media device, follow the steps in the on-screen Guided Setup procedure. This customises the media device for your home.

4. **Take a Tour!** Once you’re finished with Guided Setup, the Tours in Chapter 1 of this guide introduce you to the best features of the TiVo service. You may also find helpful videos already recorded for you in the Now Playing List.

Basic Terms

When we talk about the TiVo service, here are some terms you should know:

- **Live TV.** If you’re watching a program as it’s being broadcast, you’re watching live TV. With the TiVo service, you can pause live TV for up to 30 minutes. When you resume watching, you’re “behind” live TV.

- **Dual tuner.** A tuner is a device found inside media devices, TVs, VCRs—anything designed to receive TV signals. A tuner picks one channel to display from all the channels you receive; it “tunes” to that channel. The TiVo Media Device is a “dual tuner” device, meaning that it has two tuners inside.

- **Service updates.** From time to time, updates to the TiVo service will be delivered to your media device via its broadband connection. Details regarding new features are always available at [www.mytivo.com.au](http://www.mytivo.com.au) (Australia) or [www.mytivo.co.nz](http://www.mytivo.co.nz) (New Zealand).

**Notes and Tips.** In the side columns of some pages in this guide you’ll find helpful Notes and Tips.
Understanding HDTV

High-definition television combines high-resolution digital television with digital sound. It is bigger, sharper, and better than anything you have previously experienced in home entertainment.

If you’re new to the world of HDTV, here are a few basic terms and concepts to help you get the most out of the experience.

**HDTV Receiver.** An HDTV receiver decodes high-definition video signals for display on your TV. The TiVo® Media Device combines an HDTV receiver with a digital video recorder.

**Dolby® Digital Audio.** Programs broadcast with Dolby Digital audio have six audio channels, each of which can be heard on one of six separate speakers. To hear Dolby Digital audio, use an optical digital audio cable (sold separately) or an HDMI cable (sold separately) to connect your TiVo Media Device to an A/V receiver or home theatre system that supports Dolby Digital audio.

**Aspect Ratio.** A TV’s aspect ratio is the comparison of the screen’s width to its height: either the standard 4:3 screen or 16:9 widescreen. For information about adjusting the aspect ratio, see “TV Aspect Ratio” in Chapter 5.

**Aspect Correction.** Aspect correction is required when the aspect ratio of the broadcast picture and the screen size of the TV don’t match. Aspect correction offers three modes to fit the broadcast picture to your TV screen: **Full** stretches the picture, **Panel** adds letterbox or side bars to the picture, and **Zoom** expands and crops the picture, eliminating bars that may be in the broadcast. For tips on using Aspect Correction, see page “Aspect Correction Mode” in Chapter 5.

**Video Formats**

TV programs are broadcast in a variety of formats, and TV equipment receives and displays video in a variety of formats. For any given program, the format in which a program is broadcast may or may not match a format that your TV is capable of displaying.

The TiVo Media Device receives video signals in any of the four broadcast formats (1080i, 720p, 576p, and 576i). Each video format is named with a number and a letter: 1080i and 720p are high-definition formats, 576p is known as enhanced-definition, and 576i is standard-definition.

The number indicates video **resolution**: how many horizontal lines of information make up a single frame of video. Generally, bigger numbers mean sharper, more detailed images.

The letter indicates the type of **scanning** used: interlaced or progressive. With interlaced scanning (1080i & 576i), the horizontal lines in a video frame are divided into two groups. If you were to number the lines from the top to the bottom of the screen, one group would be the odd numbered lines, and the
other would be the even numbered lines. All the odd lines, then all the even lines, are refreshed 50 times per second, alternating between the two. This means the whole video frame refreshes 25 times per second. This is fine for smaller screens but can result in flickering on larger screens.

Progressive scanning (720p & 576p) refreshes the whole video frame (all even and odd horizontal lines) 50 times per second. This eliminates flicker but requires the TV to process more information since twice as many frames are displayed each second.

**Native, Hybrid, and Fixed Formats**

The TiVo® Media Device offers three types of formats that control how broadcast signals are converted—if at all—for display on your TV.

If your TV supports all formats, choose the **Native** option. If your TV supports a limited number of formats, choose the **Fixed** or **Hybrid** format that best matches your TV’s capabilities:

- **Native.** When you use the native format, the media device does not convert broadcast signals. It displays the signals in whatever format they were originally broadcast. **Native** is recommended if your TV supports all four video formats (1080i, 720p, 576p, and 576i).

- **Hybrid.** When you use a hybrid format, the media device converts standard broadcast signals to 576p. It converts HD broadcasts to the HD format you choose. Hybrid is recommended if your TV supports either 720p or 1080i, but not both.

- **Fixed.** When you use a fixed format, the media device converts signals broadcast in other formats to the fixed format you choose, and video is always displayed in this format. Using a fixed format eliminates any screen flicker associated with switching formats automatically.

See “**Video Settings**” in Chapter 5 for more.

**Choose What Looks Best to You**

Choose the video output format you want the media device to use based on the formats your TV can display. Check your TV’s owner’s manual to be sure of your TV’s capabilities. Then go to the TiVo Central™ screen and select Messages & Settings, then Settings, then Video, then Video Output Format.

You should feel free to experiment with all the different video formats that your TV and the TiVo Media Device support. You may find that some formats are better suited to certain programs than others.
The Basics in 4 Short Tours

Tour One: Playing with Live TV
Tour Two: Recording Programs
Tour Three: Your List of Recordings
Tour Four: Finding Great Entertainment
More Cool Things You Can Do
The Basics in 5 Short Tours

Tour One: Playing with Live TV

When you’re watching a program as it’s broadcast, you’re watching live TV. In this tour, we’ll take a look at how you can control live TV. So turn on your TV and grab your TiVo® remote! Press the LIVE TV button to go to live TV from any TiVo screen.

Moving Around in Time

1. First, press the PAUSE button. You can pause live TV for up to 30 minutes! When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the current hour that has been saved by your media device. The white line marks your current point in time. When the white line is back in the green segment, you’re “behind” live TV.

Whenever you change channels, the saved portion of the old program is cleared, and the media device starts saving the program on the new channel.

2. Press PLAY to continue watching the program. Next, press BACK —the program rewinds. Press BACK a second time to rewind faster, and a third time to go faster still! Press BACK a fourth time (or press PLAY at any time) to return to normal speed.

3. Press PAUSE once more, then press FORWARD to move a small step forward. Press BACK to move a small step back. Press PLAY to resume watching at normal speed.

4. Press the INSTANT REPLAY ™ button. The program jumps back 8 seconds—useful for when you miss a great sports play or a bit of dialogue, or for when you fast forward too far.

Before you begin, take a few moments to make sure the TiVo® Media Device’s video settings are optimised for your TV. From the TiVo Central™ screen, select Messages & Settings, then Settings, then Video. See "Video Settings" in Chapter 5 for more.

Fine-tune your HD viewing! Use the ASPECT button on the TiVo remote control to change how the picture is displayed on your TV. See "Aspect Correction Mode" in Chapter 5 for more.
5. Press INSTANT REPLAY again, then immediately press SLOW. You’ll see your own slow-motion replay!
6. Finally, press the ADVANCE button. Presto! You’re caught up to live TV.

Watching and Recording Two Shows At Once

The TiVo® Media Device is capable of recording two different live TV channels at the same time—one on each of its two tuners. Go ahead, try it:
1. First, press PAUSE to pause the live TV program you’re watching.
2. Press LIVE TV to switch to the other tuner. (It’s just like changing the channel.)
3. Watch the program for a few moments, then press PAUSE.
4. Press LIVE TV again to switch back to the first tuner. Notice that the first program you were watching is still paused. You can pause for up to 30 minutes on each tuner! Press PLAY to continue watching the program.

Now you really can watch two programs at the same time! Press RECORD while watching either tuner—or on both tuners to record two programs at the same time.

Changing Channels
• Press LIVE TV to switch to the other tuner. Changing channels works the same way no matter which tuner you’re watching.
• To go to a specific channel, use the numbers on your remote control, then press ENTER. (If you don’t press ENTER, the channel changes automatically after a few seconds.)
• To jump back to the previous channel on the same tuner, press ENTER.
• To move one channel at a time, press CHAN UP/DOWN on the TiVo remote.
The Basics in 5 Short Tours

- Tired of channel surfing? Press GUIDE to display the program guide. Highlight any program and press SELECT. If the program is on now, the channel changes. If the program is on later, you’ll see options to record that program. See “The Program Guide” in Chapter 3 to learn more.
Tour Two: Recording Programs

You can always record the program you’re watching by pressing RECORD on your TiVo® remote control. Beyond that, the TiVo service provides many ways to quickly search through TV programs, find your favourites, and schedule recordings in advance.

What’s more, if a program is part of a series, you can get a Season Pass™ recording of the series. A Season Pass recording automatically records every episode of the series that airs on the selected channel—even if the time slot changes!

Search by Title

Know the title of a program you want to record? Finding it is easy. Grab your TiVo remote!

1. Press the TiVo button to see the TiVo Central™ screen. Press DOWN to highlight Find Programs, and press SELECT. The Find Programs screen appears.

2. Highlight Search by Title and press SELECT. A list of categories you could use to limit your search appears, including searching only HD programs, but for now select All Programs. The next screen has a grid of letters. Use the RIGHT, LEFT, UP, and DOWN arrows to move around the grid.

3. Let’s find “Mythbusters.” Move to the letter L and press SELECT. A list of programs that begin with “M” appears on the right side of the screen. (Remember: when searching by title, you do not have to enter “A” or “The.”)

4. Move to the letter “Y” and press SELECT again. The TiVo service searches through all available programs (usually, those airing within the next week) to find those that begin with MY, and lists those programs.
5. Keep entering letters until you see “Mythbusters” in the list. You may see multiple listings if the program airs on more than one channel.

6. Press the RIGHT arrow until you move off the grid of letters to the list of programs. Press the UP or DOWN arrow to highlight “Mythbusters” and press SELECT.

A program information screen appears. You can use this screen to record the episode, view upcoming episodes, or get a Season Pass recording.

**Getting a Season Pass™ Recording**

**Note:** Season Pass functionality is only available for channels which display guide data in the Guide. Check website for the latest information.

1. On the Program Information screen for “Mythbusters”, highlight Get a Season Pass and press SELECT. A confirmation screen appears. Press SELECT again—and after a short pause you have a Season Pass to “Mythbusters”! Every episode airing on that channel will be recorded automatically.

When you set up a Season Pass recording, you can choose how many episodes to keep and how long to keep them using Recording Options. Choose “First Run Only” if you want to skip the re-runs. See “Setting Recording Options” in Chapter 2 for more about using Recording Options.

2. After setting the Season Pass recording, you return to the Search by Title screen. Press LEFT to return to Find Programs, then select To Do List. You can see all your scheduled recordings here.

3. In the To Do List, notice the upcoming episodes of “Mythbusters” are marked with a double check mark , indicating they are part of a Season Pass.
You can cancel the recording of any episode by highlighting the title in the To Do List and pressing CLEAR. You can delete the entire Season Pass or change recording options using the Season Pass Manager. See “Using the Season Pass Manager” in Chapter 2 for more information.
Tour Three: Your List of Recordings

All the programs recorded by your TiVo® Media Device appear in the Now Playing List—your complete list of recordings. No more searching through unlabeled videotapes!

1. To go to the Now Playing list, press the TiVo button twice, or select Now Playing List from the TiVo Central™ screen. Your new media device may already contain some short programs.

2. Highlight any title in the Now Playing List (even a program that’s still recording) and press PLAY. The program plays from the beginning.

3. If your programs are grouped into folders (see “Grouping Programs” below), highlight the folder name and press PLAY to play all of the programs in the folder in sequence, beginning with the oldest first. To delete a folder, highlight the folder name and press CLEAR.

Program Information

If you prefer, you can highlight any title in Now Playing and press SELECT to see the program information screen, which offers these options:

- **Play** or **Resume playing** (if you’re returning to a partially watched program).
- **Keep until...** By default, programs you record are saved until space is needed for new recordings. The oldest ones may be deleted to make room for new recordings. However, you always have the option to keep a program for as long as you want. Just select Keep Until... and on the next screen you can choose Keep Until I Delete, or specify that the program be kept until at least the date you choose.
- **Delete Now** or **Stop Recording** (if recording is in progress.)
• **More Options.** Select this item to view upcoming episodes or to create or modify a Season Pass for this program.

**Sorting Programs**

You can view the Now Playing List either alphabetically by title (from A to Z) or by date recorded. To change how the list is sorted:

1. From Now Playing, press ENTER on your TiVo® remote to see Now Playing Options.
2. Highlight Sort, then press the RIGHT arrow to choose Alphabetically. Then select View Now Playing List With These Options. When you return to Now Playing, programs are listed alphabetically by title.

**Grouping Programs**

When Groups are on, programs are organised into folders, and a number in parentheses to the right of each folder shows how many programs it contains. Even if Groups is turned off, you’ll see the Recently Deleted folder at the bottom of the Now Playing list. To turn Groups on:

1. From Now Playing, press ENTER on your TiVo remote to see Now Playing Options.
2. Select Groups, then press the RIGHT arrow to choose On. Then select View Now Playing List With These Options. When you return to Now Playing, you’ll see a folder for:
   - Each television series with more than one recorded episode.
   - Each auto-recording WishList™ search with a recorded program.
   - TiVo Suggestions (if you have auto-recording of TiVo Suggestions turned on).

A program’s title may appear in more than one folder, even though there is only one recording of the program. For example, you might have an auto-recording WishList search for an actor.
who also appears in a series, and you have a Season Pass for that series. Each episode of the series will appear in two folders—one for the WishList search and one for the Season Pass recording. If you delete the program in one folder, the title also disappears from the other.
Tour Four: Finding Great Entertainment

The TiVo® service makes it easy for you to find what you want to watch by responding to your interests and collecting the best the television networks have to offer.

WishList™ Searches

A WishList search finds programs that match your search criteria on any channel you receive—and it keeps on searching for as long as you keep the WishList search.

**Note:** WishList functionality is only available for channels which display guide data in the Guide. Check website for the latest information.

1. From the Find Programs screen, choose WishList Search, then Create a WishList Search. The Create WishList screen shows the different criteria to include in your WishList search. For now, start by selecting Actor. You’ll see a letter grid.

2. Move to the letter D and press SELECT. Then select the letters E and P. Each time you choose a letter, the list of actors on the right changes. You should see DEPP, JOHNNY on the list now.

3. Press RIGHT to move to the list of names, then highlight DEPP, JOHNNY and press SELECT.

   You’ll return to the Create WishList screen, and you’ll see that DEPP, JOHNNY appears next to Actor.

4. Select Category. On the Pick Category screen, select Movies. The next screen gives you a chance to select subcategories of movies, but for now select Don’t Specify Sub-Category.
1 The Basics in 5 Short Tours

When you choose to auto-record a WishList™ search, you can set how many programs to keep and how long to keep them using Recording Options. See “Setting Recording Options” in Chapter 2.

5. You’ll return again to the Create WishList screen. Select Done Creating this WishList Search.

6. On the confirmation screen, press SELECT to continue.

7. The final WishList search screen lets you view all upcoming Johnny Depp movies, or choose to automatically record them. If you choose Auto-Record WishList Programs, any Johnny Depp movie on any channel at any time in the future will be recorded!

TiVo® Suggestions

You can rate any program—whether it’s live, recorded, or listed in the program guide—by pressing the THUMBS UP ™ or THUMBS DOWN ™ button on your remote. You can give a program up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

TiVo Suggestions uses these ratings to create a list of programs you might like. The more shows you rate over time, the better TiVo Suggestions will get at finding interesting programs for you.

Auto-Recording TiVo Suggestions. When your media device has available space, it automatically records TiVo Suggestions. But you don’t ever need to worry about recorded Suggestions taking up space—here’s why:

• TiVo Suggestions never replace shows you request, or prevent your requested shows from being recorded.

• TiVo Suggestions are always the first programs deleted to make room for recordings you request.


Reviewing the Suggestions List. You can also review a list of upcoming TiVo Suggestions:
1. Press the TiVo button to go to the TiVo Central screen. Select Find Programs, then TiVo Suggestions to view a list of programs the TiVo service suggests you might like. The list of programs is ranked, so shows you’re more likely to enjoy are near the top.

2. To record a program, highlight it and press either SELECT or RECORD on your remote. Or use the THUMBS UP and THUMBS DOWN buttons to rate programs and improve future Suggestions.

**Reviewing your Ratings.** To display a list of all programs that you have rated, select Find Programs, then TiVo® Suggestions. Press ENTER to bring up the Review Thumbs screen. Then, highlight a program and use the THUMBS UP and THUMBS DOWN buttons on your remote to change its rating.

**Showcases**

Showcases is an interactive content area that gives you the ability to instantly set up Season Pass recordings for the hottest TV shows, and movies.
More Cool Things You Can Do

A Safe Place for Kids. Never be surprised by what your kids are watching. TiVo® KidZone gives you total control over what your kids see on TV, and keeps parents’ shows separate from kids’ shows. Personalise KidZone with only shows and channels you pre-approve. See “TiVo® KidZone” in Chapter 5.

Schedule for Overtime. Programs sometimes start before they’re supposed to, and often end later than scheduled. Your media device can automatically adjust recording times for these variations using the Extend Recordings setting, or you can adjust recording times manually using the Extend Live Recording setting. See “Recording Settings” in Chapter 5.

Schedule Recordings from the Web using TiVo Genie. Your co-worker just told you about a must-see program that’s on tonight, but you won’t make it home in time to set up a recording. No problem! You can go online (www.mytivo.com.au for Australia or www.mytivo.co.nz for New Zealand) to schedule the recording.

Note: TiVo Genie remote scheduling functionality is only available for channels which display guide data in the Guide.

When Programs Overlap, Get Both. Even with a dual tuner media device, you’ll sometimes get recording conflicts. But with Overlap Protection turned on, shows that conflict by just a few minutes are no problem. The media device automatically clips just enough from one recording to allow both shows to record. Now that’s smart recording technology! See “Recording Settings” in Chapter 5 for details.

Reduce Remote Control Clutter. Now that you’re using your TiVo remote to change channels and control live TV, don’t you want to put your TV’s remote in storage? You probably can.
the inside front cover of this guide for instructions on programming your TiVo remote to control the power, volume, and input selection on your TV.

**Record From a Preview.** See a good preview? Record the show! If you’re watching live TV and a promotion comes on for an upcoming program, you may see an iPreview™ icon: . To see options for recording this program, press the THUMBS UP button while the icon is visible to see options for recording for the program.
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Finding Programs to Record

The TiVo® service makes it easy to find programs you know you like, and to find new programs you might not even know about. You can search for programs by title, by channel, or by time; or you can search for keywords, actors, or directors.

Recording the Program You’re Watching

You can always record the program you’re watching—just press the RECORD button. On the screen that appears, select Record This Showing, or select Season Pass™ & Other Options for more choices.

Recording the Saved Portion

A portion of the current channel’s broadcast is always being saved, even when you’re not recording. When you change channels on the tuner you’re watching, the media device clears the saved portion and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or don’t change the channel.

To record the saved portion in addition to the rest of the program, choose Record This Showing. When you swap between tuners using the LIVE TV button, the saved portion of the program on the both tuners is retained.

Stopping a recording

You can stop any recording in either of two ways: select the title in Now Playing, then select Stop Recording; or, press the RECORD button in live TV, then choose Stop the Current Recording.

Some programs may not be recorded or may have other recording restrictions due to copy protection rights over the content.
Using the Guide to Find Programs

The program guide displays up to a week of TV programming at the touch of a button. Use the guide to find programs and set up recordings quickly.

1. Press the GUIDE button on your TiVo® remote.
2. Use the UP/DOWN arrows or the CHAN UP/DOWN buttons to highlight the channel you want to browse. A listing of programs on that channel appears on the right side of the screen.
3. Press the RIGHT arrow to move to the program listing.
4. Highlight the program’s title in the list, then press SELECT to watch the program or RECORD to record it.
5. If recording, on the screen that appears, select Record This Showing. After the TiVo service schedules the recording, you’ll return to the guide.

Filter the Guide to Find Programs

Press the GUIDE button, then press ENTER to display the Guide Options. Highlight Choose Filter and press SELECT. Choose category and subcategory filters to highlight certain types of programs in the guide.

When filtering is on, the guide shows only channels that have a program in the category you chose. Programs that fit the category are highlighted; other program titles are dimmed.

Finding More Showings

For a comprehensive list of all upcoming showings of a program, including repeats (multiple showings of the same program), select the program from the grid, then select Season Pass and Other Options, and View Upcoming Episodes. You can use this list to choose the showing that is most convenient for you to record.
Finding Programs

Search by Title

If you know the name of the program you’re looking for, or even the first part of the name, use the Search By Title function to easily schedule recordings.

1. Press the TiVo® button to go to the TiVo Central™ screen, select Find Programs, then select Search By Title.

2. Decide how you want to limit your search (if at all). Select All Programs if you want to search for the title in all available programs, regardless of the type. Select Movies to search only movies, Kids to search only children’s programs, and so on.

3. Use the letter grid to spell out the title. Use the arrow buttons to move around, then press SELECT on each letter you want. (Skip “a,” “an,” or “the.”) As you select letters, an alphabetical list of programs appears on the right. Keep selecting letters until you see your program.

   Other buttons on the TiVo remote have special functions on the grid. The CLEAR button erases everything; BACK erases one letter at a time; FORWARD inserts a space.

4. When you see your program, press the RIGHT arrow to move to the list. Then use the UP/DOWN arrows or CHAN UP/DOWN to highlight your program, and press SELECT. The Program Information screen shows your available options.

If you only know one word in the title, and it isn’t the first word, try a Title Wishlist™ search to find the program. See “Creating a WishList Search” in this chapter for details.

Replace hyphens ( - ), slashes ( / ) and periods ( . ) with spaces. For example, use 20 20 to search for the title “20/20.” Any other marks, such as apostrophes ( ‘ ), asterisks ( * ) and ampersands ( & ) are ignored.

For example, use 6 0CLOCK NEWS to search for the title “6 O’Clock News.”
Record by Time or Channel

If you don’t remember the exact name of a program, but you know what time or channel it’s on, use Record by Time or Channel. Press the TiVo® button to go to the TiVo Central™ screen, select Find Programs, then Record by Time or Channel. From there, you’ll have three options:

**Browse by Time.** Browse programs on a specified day and time. You can filter the list to see only programs in a particular category. For example, you can browse all movies airing on Saturday night. To browse by time:

1. Use the arrow buttons to highlight a category (for example, Movies), then press SELECT.
2. Press the UP/DOWN arrows to select the date you want to see, then press the RIGHT arrow to move to the time column, and press the UP/DOWN arrows to select a time.
3. Press SELECT to see the list of programs without leaving the time selector, or press the RIGHT arrow to see the list of programs and move to the list.
4. When you find a program you want to record, highlight it and press SELECT.

**Browse by Channel.** Browse through programs airing on a particular channel. You can start with all channels, or just your favourites. To browse by channel:

1. Choose either All Channels, which includes all the channels you receive, or Favourite Channels, which includes just the channels you have selected as your favourites. See “Customising Your Channel List” in Chapter 5 to learn about selecting favourite channels.
2. Press the UP/DOWN arrows to select the date you want to see, then press the RIGHT arrow to move to the channel column.
3. Press the UP/DOWN arrows to select a channel. (You can also use the numbers on the remote to enter a channel, then press ENTER.)
4. Press SELECT to see the list of programs without leaving the channel selector, or press the RIGHT arrow to see the list of programs and move to the list.

5. When you find a program you want to record, highlight it and press SELECT.

**Set Up Manual Recording.** Schedule a recording on a specific channel at a specific time. To create a manual recording:

1. Choose the recording type, using the UP/DOWN arrows to select whether the recording will be One Time or Repeating, then press the RIGHT arrow.

2. Choose the day(s) for the recording, using the UP/DOWN arrows to change the current selection. If you chose Repeating, you can choose to repeat the recording on a specified day of the week (Every Tuesday) or several times a week (Every M - F).

3. Press the RIGHT arrow and choose a channel using the UP/DOWN arrows (or by entering a number with the remote, then pressing ENTER).

4. Press the RIGHT arrow and set the hour, minute, and am/pm for the start and stop time, using the UP/DOWN arrows to change the current selection. Press the RIGHT arrow or SELECT.

5. You’ll see a confirmation screen. The TiVo® Media Device shows a “best guess” program title based on guide listings for that time and channel. Select Record This Showing.
Finding Programs Using a WishList™ Search

A WishList search finds programs that match your interests, tastes, and whims on any channel you receive, and it keeps on searching for as long as you keep the WishList search.

For example, you could create a Category Only WishList search for the category Movies and subcategory Comedy. You could then occasionally browse a list of all comedy movies airing in the next week. The list is updated each time your media device connects to the TiVo® service.

You could search for something more specific by creating an Actor WishList search for Sean Connery, and then include the category Movies, and subcategory Action. This WishList search would find action movies starring Sean Connery.

Note: WishList functionality is only available for channels which display guide data in the Guide.

Can the WishList Feature Do More Than Search?

Yes it can! You can set a WishList search to auto-record, and it will record every show it finds, on any channel you receive. For example, with the Sean Connery Actor WishList search, you would automatically collect Sean Connery action movies in the Now Playing List.

Some WishList searches are better suited to auto-recording than others. For example, a Category Only WishList search for the category Documentary would find every upcoming documentary. You might not want to record them all, but you could occasionally browse the search results list and choose the ones you do want to record.

Creating a WishList Search

Creating a WishList Search is simple:
1. From Find Programs, select WishList Search, then Create a Wishlist Search.

2. Next, start choosing criteria for your WishList Search. You can choose any or all of the following:
   - **Keyword.** Search for programs with specific words in the program or episode title, description, actor, director, year, or category information.
   - **Title Keyword.** Search for programs with specific words in the program or episode title.
   - **Actor.** Search for programs with your favourite actor.
   - **Director.** Search for programs by director.
   - **Category.** Search for specific categories and sub-categories of programs (for example, action movies or nature documentaries).

3. After entering your initial search criteria, you’ll return to the Create WishList™ Search page. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:
   - Keyword: 007
   - Actor: Sean Connery
   - Category: Movies

   Your results would include James Bond movies starring Sean Connery as Agent 007!

4. The TiVo® service automatically assigns a name to your WishList search. If you’d like to assign a different name, select WishList Name.

5. When you are finished entering search criteria, select Done Creating This Wishlist Search. A confirmation screen will appear; press SELECT to continue.
6. On the final WishList Search screen, you can view upcoming episodes matching your search criteria, set up your Wishlist search to auto-record programs matching your search criteria, or edit or delete your Wishlist search.

**Using the Asterisk (*) in WishList™ searches**

To search for similar words in a Keyword or Title WishList, use the asterisk (*) as a wild card symbol that replaces the endings of words. For example, the keyword OFF* would find shows containing “office” and “offer,” as well as the movie “An Officer and a Gentleman.” To enter an asterisk, press the SLOW (慢) button on the remote.

You can use the asterisk only at the end of a keyword; not to omit letters at the beginning or in the middle of a word. (For example, keywords like AIR*NE or *PLANE will not work.)

**Tips for Entering Keywords**

- Use quotation marks to specify an exact phrase in a Keyword or Title WishList search (to enter quotation marks, press PAUSE [11]). For example, the keyword PAUL SIMON might turn up a documentary about Simon Bolivar with a director named Paul. Use “PAUL SIMON” to be certain you find only programs that feature Paul Simon.

- If you include an exact phrase and additional keywords, place a space between the final quotation mark and the beginning of the next word (for example, “GEENA DAVIS” FLY). Enter a space by selecting SPC or pressing FORWARD (向右).

- If you enter more than one keyword, the search finds programs that match all of the keywords.

- Replace hyphens (-), slashes (/) and periods (.) with spaces. For example, use the keyword 20 20 to search for the title “20/20.” For an Actor WishList for Catherine Zeta-Jones, use ZETA JONES, CATHERINE.

When using the asterisk (*), be as specific as possible. For example, do not use keywords like TH*. There will not be enough room to show all the results of a keyword that is too general.
Finding Programs

• Any other marks, such as apostrophes (’), and ampersands (&), are ignored. For example, you would use the keyword phrase 6 O’CLOCK NEWS to search for the title “6 O’Clock News.” (Note that commas (,) in titles and keywords are also ignored, except in an actor or director WishList™ search, where they are essential.)

• For dollar signs ($) substitute the letter S. For example, to find “$100,000 Pyramid,” use S100000. (In Search by Title, skip the dollar signs to find these titles.)

Browsing WishList Search Results

Select View All Upcoming WishList Programs to display a list of up to 10 upcoming programs from each of your WishList searches—up to 200 programs total (so it may take a while to display). To record a program, highlight its title and press SELECT.

To browse a single WishList search, select the search, then select View Upcoming Programs to see a list of up to 200 unique programs that match. To record a program, highlight its title and press SELECT.

Each auto-recording WishList search and its upcoming recordings are marked with a star ☆. If you want to be sure that all matching programs are recorded, give the auto-recording WishList search a high priority in the Season Pass™ Manager. See “Using the Season Pass Manager” in this chapter for details.

Editing a WishList Search

You can change a WishList search—for example, to correct a misspelling, or to add a category or subcategory to narrow the results. Just select the WishList search, then select Edit this WishList.
**Finding Programs**

**Season Pass™ and Repeating Recordings**

With your TiVo® Media Device, you can set up three types of recordings to repeat automatically:

- **Season Pass Recording.** Records every episode of a series that airs on a certain channel—even if the day or time changes! Just select a program from the guide or a list of search results, and choose Get a Season Pass.

  **Note:** Season Pass functionality is only available for channels which display guide data in the Guide. Check website for the latest information.

- **Manual Repeating Recording.** Records on a specific channel at a specific time, just like a VCR. See "Record by Time or Channel" in this chapter for more.

- **Auto-recording WishList™ search.** Records all programs found by a WishList search. See "Creating a WishList Search" in this chapter for more.

Repeating recordings have the following traits in common:

- **Parental Controls.** If Parental Controls are on when you schedule a repeating recording, the media device checks its current program information to see if any upcoming program violates a Parental Control. If it does, the media device requires the password to continue.

- **Set Your Priorities.** The TiVo service resolves scheduling conflicts between scheduled repeating recordings by comparing recording priorities. Change recording priorities with the Season Pass Manager. See "Using the Season Pass Manager" in this chapter for more.

- **Conflict Resolution.** If a scheduling conflict occurs while setting up a new repeating recording, you’ll see which programs are involved, and have options to resolve the conflict:

  - Record only those episodes that don’t conflict with other programs scheduled to record. This makes the new repeating recording the lowest priority in the Season Pass Manager.
• Record all episodes. This makes the new repeating recording the highest priority in the Season Pass Manager.

Using the Season Pass Manager

Say you have a Season Pass to *Mythbusters* and an auto-recording WishList™ search for movies with Julia Roberts. What if a Julia Roberts movie happens to conflict with *Mythbusters*?

Use the Season Pass Manager to set priorities and resolve conflicts among your scheduled repeating recordings. If the Julia Roberts WishList search has a higher priority than the *Mythbusters* Season Pass recording, the Julia Roberts movie will be recorded, and *Mythbusters* will not.

Changing the Priority Order

If you don’t change priorities, repeating recordings are prioritised by the order in which you set them up: the first has highest priority, and so on. To change the priority order from the Season Pass Manager:

1. Press the TiVo® button to go to the TiVo Central™ screen, then choose Find Programs, then Season Pass Manager.

2. Use the UP/DOWN arrows to highlight a repeating recording, and press the RIGHT arrow to highlight the arrows to the right of the title.

3. Use the UP/DOWN arrows to move the selected title up or down in the list.

Because the TiVo Media Device is a dual tuner media device, recording conflicts should be minimised. If you have Overlap Protection turned on (see “Overlap Protection” in Chapter 5), when programs do conflict by a few minutes, lower priority recordings will be clipped instead of cancelled when they overlap with higher priority programs by a few minutes.
Editing a Repeating Recording

You can also view/change recording options, view upcoming episodes, or cancel Season Passes or auto-recording WishList™ searches with the Season Pass™ Manager. Highlight the program title and press SELECT to view available options.
Managing Recordings with the To Do List

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings.

Viewing the To Do List

View the To Do list by pressing the TiVo® button to go to the TiVo Central™ screen, then select Find Programs, then To Do List. You’ll see a list of all programs scheduled to record in the next week or so. Press SELECT on any program to see available options.

Cancelling a Recording

To cancel a recording, just highlight the program title on the To Do List and press CLEAR.

View Recording History

Use the View Recording History option on the To Do List if you’re curious why a particular program or episode was not recorded, why it’s not scheduled to record, or when it was deleted from Now Playing. The Recording History is organised by date. Use the UP/DOWN arrows to browse the programs in the list. Select the program’s title from the Recording History for more information about it.

In the To Do List, individual recordings are marked with a single check mark: ✔
Season Pass™ recordings and manual repeating recordings have a double check mark: ✔
Auto-recording WishList™ searches are marked with a star: ★
Setting Recording Options

Recording options let you customise each recording, so you always get the results you want. You can set recording options when you first schedule a recording, or by selecting a program title from the To Do List or the Season Pass™ Manager. To view or change recording options:

1. On the Program Information screen, select either Record This Episode or Get a Season Pass. Then use the RIGHT arrow to highlight Options, and press SELECT.

2. On the Recording Options screen, use the UP/DOWN arrows to highlight an option, then the RIGHT and LEFT arrows to change the setting.

3. When you’re finished, press SELECT or highlight Record Program With These Options. Press SELECT again to schedule the recording with the new options.

4. To cancel your changes, press the LEFT arrow, or highlight Don’t Change Recording Options and press SELECT.

Recording Options include:

- **Keep At Most.** Set the maximum number of episodes to be saved. (This option is available only for a repeating recording.)

- **Show Type.** Skip reruns or watch them all? Choose from Repeats & First Run, First Run Only, or All (With Duplicates). (This option is available only for a repeating recording.)

- **Keep Until.** For a repeating recording, choose how long to keep each episode. Space Needed is the default setting, or choose Until I Delete.

- **Start Recording.** Adjust the start time of your recording (for instance, if you want to start recording a little bit early or a little bit later than the official starting time.) This option is available only before recording starts.
Stop Recording. Set a recording to continue—for a few minutes or up to three hours—after it’s scheduled to end. For example, you can extend a recording of a live sports event and be sure to catch the whole game—even if it goes into overtime. You can change this setting when you set up the recording, or while the recording is in progress!

If the Extend Recordings setting is turned on, the values displayed for the last two recording options—Start Recording and Stop Recording—will be based on schedule information the TiVo® service receives from the program guide. You can still adjust the Start Recording and Stop Recording settings to a start and end time of your choice. This can be especially helpful for live events like sporting events or award shows, where unscheduled overtime will not be accounted for by the Extend Recordings setting. See “Extend Recordings” and “Extend Live Recordings” in Chapter 5 for more.
Watching Programs

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Press the CLEAR button to hide the status bar, the program guide, the channel banner, and anything else that is not part of the program.

You can only rewind live TV up to 30 minutes, or to the point where you last changed the channel on that tuner (whichever is less). When you change the channel, you skip ahead to the current time on the new channel and start saving again. If you’re behind live TV and watching something you still want to see, you should avoid changing the channel.

**The Status Bar**

When you press PLAY, PAUSE, FORWARD, or BACK, the status bar appears at the bottom of the screen. In live TV, the status bar represents one hour and the white tick marks are 15 minutes apart. In recorded programs, the bar shows the program’s length. The tick marks are 15, 30, or 60 minutes apart depending on the length of the program.

The green segment represents the part of the program saved by the media device. The media device automatically saves up to 30 minutes of live TV. You can move backward and forward through the saved portion of a live program.

In live TV, the right edge of the green segment represents the current time. A white vertical line shows where you are in the recording. If the white line is anywhere back in the green segment, you’re behind live TV. If you’re behind live TV, press ADVANCE to catch up.

---

Status Bar for live TV

The white line indicates where you are now.

Tick marks (15 min. apart)

This symbol shows you are controlling live TV (here, live TV is paused).

This end is where you catch up with live TV and the current time.

Status Bar for a two-hour recording

Tick marks (15 min. apart)

This shows that the BACK button has been pressed twice.

This recorded program is two hours long.
The Channel Banner

The channel banner appears whenever you change the channel, but you can also view it while you’re watching a program. It has information about the program you’re watching, and shortcuts to other useful features of the TiVo® service.

To view the channel banner while watching a live or recorded program, press INFO.

Channel Banner Icons

Icons in the large version of the channel banner are shortcuts that take you to the corresponding feature. Use the UP/DOWN arrows while the large channel banner is visible to highlight an icon, then press SELECT.

- **Record.** Select this icon to record the program you’re watching. If a recording is in progress, select this icon to stop the recording.

- **Tuner Swap.** When you select this icon, the channel banner displays the channel number and program title currently airing on the other tuner. Press SELECT to switch to the other tuner. You can also switch to the other tuner by pressing the LIVE TV button.

- **Audio.** Select this icon for alternate audio tracks, if available. These alternate tracks may include Dolby® Digital audio tracks. See “Audio Settings” in Chapter 5.

- **Parental Controls.** If Parental Controls are off, the lock icon appears unlocked and dim. If they are on, the icon is locked and bright (as shown). If they are temporarily off, the icon is unlocked and bright. (When KidZone is turned on, the KidZone icon is displayed instead of the lock icon.)

- **Captions (Australia).** Select this icon to turn captioning on or off.

- **Captions (New Zealand).** Select this icon to turn captioning on or off.
The Program Guide

The TiVo® Media Device’s program guide lets you see what’s on, change channels, schedule recordings, and more—all while you’re watching live TV.

Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information.

Choosing a Program to Watch or Record

1. Press the GUIDE button to display the program guide.

   While viewing the guide, you can press FORWARD ▶️ to move the displayed time ahead. To go back in time, press BACK ◀️. Press ADVANCE ⏯️ TM to jump 24 hours ahead; press INSTANT REPLAY ⏩TM to jump 24 hours back.

2. Use the UP, DOWN, LEFT, and RIGHT arrows to highlight a program title.

   If you select a program in progress, the channel changes and the program guide disappears. (Remember, whenever you change channels, the saved portion of the old program is cleared, and the media device starts saving the new program.)

   If you select an upcoming program, you’ll see a screen with recording options. Choose an option or press the LEFT arrow to go back to the guide. See “Recording the Program You’re Watching” in Chapter 2 for more on recording from live TV.

Customising the Program Guide

Guide Options lets you display channels and programs in the guide according to your preferences. Press ENTER while the guide is displayed to set guide options.
To change an option, move to it using the UP/DOWN arrows, then press the LEFT or RIGHT arrow to change the setting. Save your changes by pressing SELECT or GUIDE, or selecting Finished Changing Options. To cancel your changes, press CLEAR.

**Guide Options**

**Choose filter.** Choose category and subcategory filters to highlight certain types of programs in the guide. When filtering is on, the guide shows only channels that have a program in the category you chose. Programs that fit the category are highlighted; other program titles are dimmed.

**Filtering.** A filter excludes some programs from the guide, so you can easily find the shows you want. When you want to see all channels and programs in the guide, turn filtering off.

**Style.** Choose between the TiVo® Live Guide and Grid Guide styles, shown on the next page.

**Time and Day.** See what’s on at a particular day and time.

**Channels.** Choose which channels to display in the guide. The choices are:

- **All.** Display all available channels.
- **You Receive.** Display only the channels you receive (see “Channel List” in Chapter 5 for more on received channels in your Channel List).
- **Favourites.** Display only your favourite channels. To select favourites, give your favourite channels THUMBS UP™ in the Channel List. See “Channel List” in Chapter 5 for more about choosing favourite channels.

To see all the channels again, go to Guide Options (press GUIDE, then ENTER). Highlight Filtering, press the LEFT arrow to set it to Off, and then press SELECT.
3 Watching Programs

**TiVo® Live Guide**

- Title, date, time the program airs, and classification
- Day and time
- Channel numbers and channel call letters
- Guide options (Press ENTER to set)
- Programs during this time period
- Upcoming programs on the selected channel
- Channel list and category filter currently in use
- Program description
- Selected channel

**Grid Guide**

- Title, date, time the program airs, and classification
- Channel numbers and channel call letters
- Guide options (Press ENTER to set)
- Program listings
- Day and time slots
- Channel list and category filter currently in use
- Program description
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Entertainment at Your Fingertips—Home Networking Package

By now you have a sense of how your TiVo® Media Device is constantly working to find you all of your favourite entertainment. But there’s more to your TiVo Media Device than just recording programs—much more. Your media device is really a powerful entertainment centre, providing you with access to a whole new world of digital entertainment, both broadcast and broadband!

Getting the most out of your TiVo Media Device begins with purchasing the Home Networking Package at www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand). The Home Networking Package will enable you to:

- Transfer content between the TiVo Media Devices in your household (Multi-Room Viewing).
- Transfer recordings to your PC or Mac* to watch (TiVoToGo™ transfers).
- Convert recordings for viewing on your mobile device (requires Desktop Plus key, included when you purchase the Home Networking Package).
- Access music and photos stored on your home computer via the TV.
- Access and transfer home videos stored on your PC or Mac* (requires Desktop Plus key, included when you purchase the Home Networking Package).

**Note:** When you purchase the Home Networking Package you receive one licence key for TiVo Desktop Plus. You may purchase extra licence keys for additional computers on your home network from www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand).
Steps required to use your Home Networking Features:

1. Purchase the Home Networking Package.
2. Receive a confirmation email with your token.
3. Click on the link within the email to activate Home Networking on your account.
4. Log in to ‘My TiVo’ using the details created when you activated your TiVo Media Device.
5. Follow the on-screen steps to complete activation of your Home Networking Package.
   
   **Note:** If you have not activated your TiVo Media Device you will need to do this first. If you purchased the Home Networking Package and a TiVo Media Device at the same time you will need to wait until you receive the TiVo Media Device before continuing.

6. Download and install TiVo Desktop for PC or for Mac from your My TiVo account.
7. Run the TiVo Desktop program and enter your Media Access Key (MAK) and TiVo Desktop Plus Key when prompted.
8. The MAK will be displayed on your TiVo within 24 hours of activating your Home Networking Package. The MAK must be available on your TiVo Media Device for the Home Networking Package to function. The MAK can be found by going to ‘TiVo Central’ > ‘Messages & Settings’ > ‘Account & System Information’ > ‘Media Access Key.’

*Mac users will need to purchase third-party software called Roxio Toast 10 Titanium or Popcorn to enable these features.*
Optional Features

Multi-Room Viewing

Say you recorded a show in the living room, but you want to watch it on the TV in your bedroom. Now you can! When you have more than one TiVo® Media Device connected to your home network, you can transfer shows between them.

1. Ensure you have purchased the Home Networking Package at www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand) (see page 40 for more information).

2. Go to the media device that you want to transfer shows to. For this example, let’s call it the Bedroom media device.

3. At the bottom of the Bedroom media device’s Now Playing List, highlight the media device you want to transfer shows from. Let’s call this the Living Room media device. Remember, media devices in your home network are marked on the Now Playing List by the media device icon: 🛒.

4. Press SELECT to see the Living Room media device’s Now Playing List.

5. Find the show you want to transfer from the Living Room media device to the Bedroom media device. Highlight it and press SELECT.

6. You can then choose to watch the show as it is transferring, or continue browsing the Living Room media device's Now Playing List.

Note: If you watch the show as it is transferring, you might experience intermittent delays in the transfer, depending on your network speed.
Transferring from a Paused Location

Now let’s say you’ve watched the first half of a show in one room, and want to finish it in another. You don’t need to transfer only the part you haven’t watched. (You have to press PAUSE on the program you were watching before opting to transfer from a paused location.)

1. From the receiving media device’s “Now Playing List,” select the sending media device.
2. Press SELECT on the show you want to transfer, then select “Transfer from the paused point.”

Stopping a Transfer in Progress

To stop a transfer in progress, select the show title from the Now Playing List on the receiving media device, then select Stop Transferring.
Optional Features

Listening to Music

Using TiVo® Desktop (available for both PC users and Mac users) and your TiVo Media Device, you can enjoy your digital music collection on the best sound system in the house!

To enable this feature, you need to install the Australian or New Zealand version of the TiVo Desktop application (see page 40) on a home computer that is connected to the same home network as your TiVo Media Device. We do not support or authorise the use of the particular TiVo Desktop application that is available for download by US customers in the US.

Note: TiVo Desktop provides a link between your computer and your TiVo Media Device, while TiVo Desktop Plus opens other additional features. Visit www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand) to learn more.

To listen to music on your TiVo Media Device, you must first “publish” MP3 files stored on your computer. Publishing your music means making MP3 files available to stream over your home network to your TiVo Media Device. Published music does not use any of your media device's recording space.

1. On your home computer, open TiVo Desktop and click the Share Music, Photos, & Videos icon:

2. Click the Music tab, then click Add Music.

3. Navigate to the folder containing the music you want to stream. When you select a folder, any MP3 files within that folder are listed in the right frame of the Add Music window.

4. To publish a whole folder of music, select the folder and click Add. To publish individual MP3 files, select them from the list on the right, then click Add.
Now you’re ready to listen!

5. On your TiVo® Media Device, select Music, Photos, & Showcases from the TiVo Central™ screen.

6. Select the menu item that resembles “Music on [Computer name].” The exact name will differ depending on how your computer is named.

7. You will see any playlists or folders that you have published. Highlight one and press PLAY. In a few seconds, music starts playing. After the first song ends, the second song in the playlist or folder begins.

**Viewing Photos**

View photos and slideshows stored on your computer from the comfort of your couch!

Just like you need to publish your music to listen to it on your TiVo Media Device, you must also publish your photos to view them on your TV. Publishing your photos means making photo files available to stream over your home network to your TiVo Media Device. Published photos do not use any of your media device's recording space.

1. On your home computer, open TiVo Desktop and select the Share Music, Photos, & Video icon.

2. Click the Photos tab, then click Add Photos.

3. Navigate to the folder containing the photos you want to view. When you select a folder, any photo files within that folder are listed in the right frame of the Add Photos window.
4. To publish a whole folder of photos, select the folder and click Add. To publish individual photo files, select them from the list on the right, then click Add.

Your photos are available for viewing!

5. On your TiVo® Media Device, select Music, Photos, & Showcases from the TiVo Central™ screen.

6. Select the menu item that resembles “Photos on [Computer name].” The exact name will differ depending on how your computer is named.

7. Highlight a folder and press PLAY to view a slideshow.
Optional Features

Transferring Recordings to Your PC or Mac

For PC users, the TiVoToGo™ feature requires the purchase of the Home Networking Package (see page 40) on a home computer that is connected to the same home network as your TiVo® Media Device and the installation of the Australian or New Zealand version of TiVo Desktop, as well as the installation of a third party media player (such as Windows Media Player 11).

Transferring Recordings to your PC

Using the TiVo Desktop application, the TiVoToGo feature enables you to transfer a program that you have recorded on a TiVo Media Device to your PC so you can watch your favourites on your PC. Here’s how:

1. On your PC, launch TiVo Desktop.
2. Select TiVo Recordings and then click Pick Recordings to Transfer. A window showing your TiVo Media Device’s Now Playing List appears. If you have more than one TiVo Media Device in your home network, their names appear in a pull-down list at the top of the screen. Select the media device that has the recording you want to transfer.
   **Note:** Shows that cannot be transferred due to copy protection restrictions are marked with a red circle slash.
3. Highlight any title in the list to see more information about the show—the same show information you have on your TiVo Media Device.
4. Tick the box next to the title of the show (or shows) you want to transfer.
5. Click Start Transfer.

That’s it! While transferring recordings, TiVo Desktop displays the status and the time remaining. Click the Transfer Status status button to view details of transfers in progress:
Transfer times vary, but may take as long as the show’s duration (i.e., up to one hour for a one hour show) to complete the transfer.

**Setting up Auto-Transfers**

If the show is part of a series, the Auto-Transfer this Series button is available on TiVo® Desktop: . Click this button, and TiVo Desktop will transfer each episode automatically as soon as it’s available on your media device’s Now Playing List.

**Transferring Recordings to your Mac**

For Mac users, the TiVoToGo™ feature requires the purchase of the Home Networking Package (see page 40) and the installation of third-party software called Roxio Toast 10 Titanium or Popcorn on a Mac that is connected to the same home network as your TiVo Media Device. We are not responsible for and do not warrant the use, behaviour, or performance of such third party software.

To find out how to transfer your recordings to a Mac, go to www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand).

**Watching Recordings on your PC or Mac**

Recordings you transfer to your computer are listed in TiVo Desktop’s Now Playing List. To reach the Now Playing List in TiVo Desktop, click TiVo Recordings.

To watch a recording, select any title from the list (even one that’s still transferring) and click Play. Your computer’s default media player starts automatically. Refer to your media player’s instructions for more about playing recordings.

**Note:** You may need to install TiVo Desktop Plus to watch recordings on your PC.
Transferring Videos to Your Media Device

PC users can use TiVo Desktop Plus to access home movies and other video files stored on your home computer, provided they are in a compatible format. Mac users can use Roxio Toast 10 Titanium or Popcorn to access home movies and other video files stored on your home computer, provided they are in a compatible format. Using these features, you get the added benefit of being able to have your favourite personal videos and video podcasts delivered to your Now Playing List automatically.

Mac users, see “Transferring Videos from your Mac to your TiVo® Media Device” on page 52.

Transferring Videos from your PC to your TiVo® Media Device (TiVo Desktop only)

With TiVo Desktop, you can access videos stored in the My TiVo Recordings folder on your PC and transfer them to your TiVo Media Device for viewing.

1. Locate the videos on your PC that you’d like to view on your TiVo Media Device. These can be home movies, videos downloaded from the web, or any other video files, as long as they are either MPEG-2 or .tivo files. Other file formats require TiVo Desktop Plus (see below).

2. Copy these videos into the My TiVo Recordings folder inside the My Documents folder on your PC.

3. Launch TiVo Desktop. The videos you copied into the My TiVo Recordings folder will appear in TiVo Desktop’s Now Playing List.

4. On your TiVo Media Device, go to your Now Playing List.

5. Select your PC. It is marked with the computer icon: 🔄.

7. Choose Transfer This Recording to start the transfer. When the transfer starts, you have the option of watching the video immediately, or choosing additional videos to transfer.

If you did not begin watching the video in Step 7, you can watch at any time from your Now Playing List.

Transferring Videos from your PC to your TiVo® Media Device (TiVo Desktop Plus)

With TiVo Desktop Plus, you don’t have to store your videos in My TiVo Recordings to access them from your TiVo Media Device. Instead, you can access videos in any folder (like podcast or music video folders) and watch them on your TiVo Media Device. And, if you have video files or podcasts that automatically download to your PC, you can use TiVo Desktop Plus to deliver these videos directly to your TiVo Media Device’s Now Playing List—automatically.

1. Launch TiVo Desktop Plus.

   **Note:** When you purchase the Home Networking Package (see page 40) you receive one licence key for TiVo Desktop Plus. You may purchase additional licence keys for additional computers on your home network from www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand).

2. Select the Share Music, Photos, & Videos icon: 

3. Click the Video tab, then click Add Video.

4. Select the folder containing the videos you want to add. These can be home movies, videos downloaded from the web, or any other video files, as long as they are one of the following formats:

   - Windows Media Video (.wmv)
5. Click Add.

Note: You cannot select individual files within a folder.

6. On the Video Folder Properties popup window, set the folder properties, including:
   - Whether to auto-transfer videos from this folder to your media device. If you choose to auto-transfer videos, you MUST make sure that your TiVo® account is linked to TiVo Desktop Plus. To do this, click File > Link to my TiVo Account in TiVo Desktop Plus.
   - How many videos from this folder to keep on the media device (if auto-transferring)
   - Which media device(s) will get videos from this folder (if auto-transferring)

7. Click OK.

8. To watch videos contained in folders that are set to auto-transfer:
   - From your media device’s Now Playing List, select the folder you set up to auto-transfer.
   - Select any title to watch.

9. To watch videos contained in folders that are NOT set to auto-transfer:
   - From your media device’s Now Playing list, select your PC. It is marked with the computer icon 🖥️. Then select any title.
Optional Features

- Choose Transfer this recording to start the transfer. When the transfer starts, you have the option of watching the video immediately, or choosing additional videos to transfer. If you did not begin watching immediately, you can watch at any time from your Now Playing List.

Transferring Videos from your Mac to your TiVo® Media Device

For Mac users, this feature requires the purchase of the Home Networking Package (see page 40) and the installation of third party software called Roxio Toast 10 Titanium or Popcorn on a Mac that is connected to the same home network as your TiVo Media Device. We are not responsible for and do not warrant the use, behaviour, or performance of such third party software.

To find out how to transfer videos from a Mac to your media device, go to www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand).

Note: When you purchase the Home Networking Package (see page 40) you receive one licence key for TiVo Desktop Plus. You may purchase additional licence keys for additional computers on your home network from www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand).
Converting Shows for Your Portable Device

Converting Shows for Your Portable Device (PC Users)

Once a program has been transferred to your PC using the TiVo® Desktop Plus application (provided to you at the time of activation of your Home Networking Package; see page 40), you can also select the program for viewing on selected mobile devices.

With TiVo Desktop Plus software, you can automatically prepare each transferred TiVo recording for use with a portable video player, either by adding the recording to your media library or converting it to your player’s preferred video format.

If your portable device syncs with Windows Media Player, see “Transferring TiVo Recordings to your Windows-Based Device” below.

If your portable device does not sync with Windows Media Player, recordings transferred to TiVo Desktop’s Now Playing List need to be converted to a format that your portable device can read. You can convert individual recordings, or you can set this to happen automatically to all recordings in the Now Playing List.

1. Launch TiVo Desktop Plus.

   Note: When you purchase the Home Networking Package (see page 40) you receive one licence key for TiVo Desktop Plus. You may purchase additional licence keys for additional computers on your home network from www.mytivo.com.au/shop (Australia) or www.mytivo.co.nz/shop (New Zealand).

2. To convert a single recording manually:
   • Highlight a recording in TiVo Desktop's Now Playing List.
   • Right mouse-click the recording and select Convert For…, then select your device.
3. To convert all recordings automatically:
   - Choose File > Preferences.
   - Select the Portable Devices tab.
   - Select Convert for Use with My: and use the drop-down menu to select your portable device.
   - If you want TiVo Desktop to delete the original recording from the My TiVo Recordings folder after the conversion for your portable device is complete, check the box next to Delete the Original Transferred Files After Conversion. This avoids storing multiple copies of the same recording on your computer.
   - Click OK.

   **Note:** These settings apply only to new shows transferred to TiVo® Desktop’s Now Playing List; items currently in the Now Playing List will need to be converted manually (as described above).

4. Refer to the documentation that accompanies your portable device for instructions on transferring videos to your device.

**Transferring TiVo Recordings to your Windows-Based Device**

If your portable media player is Windows-compatible, TiVo Desktop can add recorded shows to your Windows Media Library automatically:

1. Launch TiVo Desktop.
2. Choose File > Preferences.
3. Select the Portable Devices tab.
4. Select Add to my Windows Media Library.

5. Click OK.

6. Refer to the documentation that accompanies your portable device for instructions on transferring videos to your device.

**Converting Shows for Your Portable Device (Mac Users)**

For Mac users, this feature requires the purchase of the Home Networking Package (see page 40) and the installation of third party software called Roxio Toast 10 Titanium or Popcorn on a Mac that is connected to the same home network as your TiVo® Media Device. We are not responsible for and do not warrant the use, behaviour, or performance of such third party software.

Once a show has been transferred to your Mac using Roxio Toast 10 Titanium or Popcorn, you can later convert the show for viewing on selected mobile devices.

Optional Features

Expanding Your Recording Capacity

To find out how to increase your recording capacity go to www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand). You can search using the key word “expand.”
Additional Features

Your TiVo® Media Device will automatically check-in with the TiVo service from time to time. If there are any new features available for your TiVo Media Device these will be automatically downloaded and installed. These features can be anything from additional free games and applications, to additional content and programming and other services that may be charged on a per use basis.

Note: Software updates will be supplied by the TiVo service as a free service—you will not need to pay for these software updates (normal internet charges will still apply). These regular updates future-proof your TiVo and ensure that it will always have the latest offerings available. For more information on new features and applications please visit www.mytivo.com.au (Australia) or www.mytivo.co.nz (New Zealand).

Ensure that you have the latest features, you can manually connect your TiVo Media Device to connect to the TiVo service outside of its normal scheduled connection. To do this, from the TiVo Central™ screen, select Messages & Settings, then Settings, then Network, then Connect to the TiVo service now. (Normally, you don’t need to select this option—the media device connects to the TiVo service automatically, usually once a day).

After you start the connection, the status of the connection is displayed. You can then return to watching live TV.
Optional Features
Audio Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Audio.

- **Alternate Audio.** Some programs are broadcast with more than one audio track. Often, the additional audio tracks are Dolby Digital (see below) or alternate language tracks. When alternate audio tracks are available, you’ll see a bright alternate audio icon in the channel banner: 🎨.

  The **Default Audio Language** setting lets you choose which audio language track is recorded.

- **Dolby® Digital.** If you have an A/V receiver or home theatre system that supports Dolby Digital audio, use this setting to choose how the media device will record and output digital audio. Check your A/V receiver or home theatre system manual for its capabilities.

  If the alternate audio icon in the channel banner (described above) is bright, one of the available alternate audio tracks may be a Dolby Digital track. Select the bright icon for options.

- **Sound Effects Volume.** Change the volume or turn off the media device’s sound effects (the tones played when you press buttons on the remote control). The default is Medium.
Channel Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Channels.

Add a Channel

This setting allows you to select a frequency on which you’d like to find a channel. The media device will scan that frequency to find any available channels, and you can add them to your channel list.

Channel List

The Channel List is a list of free-to-air channels you are currently receiving, compiled when the media device performs a channel scan. (The media device performs a channel scan the first time you set it up; you can re-run a channel scan at any time. See “Channel Scan” below for details.)

The media device adds channels found during the scan to the Channel List, and, in most cases, selects them as one of the channels you receive. (A channel is selected if it has a check mark next to it.) At times, the media device may find multiple channels with the same channel number. When this happens, both channels are added to the channel list, but only the channel with the higher signal strength is selected as one of your received channels.

Only channels you receive are displayed in the guide and are available for recording programs. Features such as Search By Title and WishList™ searches look for programs only on channels you receive.

If a channel is in the list but is not selected as a channel you receive, you can select it manually (see “Customising Your Channel List” below). Alternatively, you can always tune to it while watching Live TV by entering the channel number on your remote control and pressing ENTER.
**Customising Your Channel List**

You can add or remove received channels on the Channel List: highlight the channel and press SELECT to add or remove the check mark.

You can also indicate your Favourite Channels by highlighting each and pressing the THUMBS UP button. Include only a few channels in this list, so that you can quickly look at what’s coming up on them using the guide. See “Customising the Program Guide” in Chapter 3.

**Channel Scan**

Channel scanning identifies all the channels that the antenna is currently receiving. Signals received via antenna are subject to weather conditions and other environmental factors, so the availability of certain channels may vary. This means that you may see channels appear and disappear from the channel list each time you perform a channel scan.

**Signal Quality**

The Signal Quality screen allows you to bring up a signal strength meter over live TV. The meter indicates how well a particular digital TV channel is being received. The signal strength meter can help you make adjustments to your antenna position to optimise the reception of antenna channels.

If the Signal Strength Meter displays green boxes, the signal level and video quality are optimal. If the meter displays orange boxes, the signal level and video quality are moderate. If the meter displays red boxes, the signal level is either too low (four red boxes) or too high (all red boxes). For help improving the signal quality, go to the TiVo Central screen, then click Messages & Settings, then Troubleshooting.
Display Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Displays.

- **Channel Banner.** Control how the channel banner is displayed. Normally, when you change channels, the channel banner is displayed for a few seconds. If you want it to disappear quickly, select Clear Banner Quickly.

- **Displays on the Front of the Media Device.** You can change the display of the media device’s LEDs (the lights on the media device’s front panel). The LEDs (light emitting diodes) indicate when the media device is receiving power, recording, or receiving information over the broadband connection, as well as which video output format is selected. You can choose to turn off all the LED lights, or just the video format indicators.

![Display Settings](image)

Even if you choose to turn off the front panel lights, one of the LEDs on the front panel will flash briefly when a button on the remote is pressed. This indicates that the media device is receiving a signal from the remote.
Parental Controls

Use Parental Controls to set limits on movie and television classifications, to lock specific channels, and to prevent viewing of recorded programs that violate Parental Controls. From the TiVo Central™ screen, select Messages & Settings, then Settings, then Parental Controls.

The padlock icon in the channel banner shows the current state of Parental Controls.

- **Off.** No password or controls are set. The icon is dim and unlocked.
- **On.** Password and controls are set. The icon is bright and locked.
- **Temporarily Off.** Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls Settings

You must enter your Parental Controls password to change any Parental Controls settings.

- **Turn on Parental Controls.** Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.

- **Turn off Parental Controls.** Enter the password, and press SELECT. When Parental Controls are off, the password is deleted and anyone can view any programs or watch any channels.

- **Temporarily turn off Parental Controls.** Either enter the password to watch a program or channel, or select Temporarily Turn Off Parental Controls from the Parental Controls screen. When Parental Controls are temporarily turned off, any program or channel can be viewed, but the password is still required to change Parental Controls settings.

When you turn Parental Controls off, your password is deleted. You may prefer to temporarily turn off Parental Controls, so that another person in your household does not choose a new password.
• **Auto Re-lock.** When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won’t re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

• **Change the Password.** While Parental Controls are on, select Change Password from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

**Managing Classification Settings and Locked Channels**

These settings allow you to restrict viewing to certain channels or classification limits, and to block programs that are unclassified.

**Classification Settings**

Select Classification Settings from the Parental Controls menu to access these settings.

• **Classification Limits.** When you select this setting, you’ll see a box listing all classifications. Classifications shaded in green are not locked; classifications in red are locked. Use the UP/DOWN arrows to adjust which classifications are locked.

• **Block Unclassified.** Some programs are unclassified. Use this setting to block all unclassified programs.

**Channel Locks**

Select Channel Locks from the Parental Controls menu to access this setting. Then press SELECT to lock or unlock a channel.
Network Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Network. From this screen you have the following options:

- **Connect to the TiVo® service now.** Normally, you don’t need to select this option—the media device connects to the TiVo service automatically, usually once a day. After you start the connection, the status of the connection is displayed. You can watch live TV, set up recordings, and search for programs while the connection is in progress.

- **Change network settings.** You can use this option to manually change your network settings if needed. The settings available to you will vary depending on if you are using a wired or wireless network.
  - If you are using a **Wired** network, see “Wired (Ethernet) Network Settings” below.
  - If you are using a **Wireless** network, see “Wireless Network Settings” below.

- **View network status.** This option lets you see information related to your network connection.

- **View network diagnostics.** This option lets you test your connection to the TiVo service, see a history of your video downloads and transfers, and run other diagnostic tests related to your network connection.

For more information about connecting your media device to a home network, see [www.mytivo.com.au/support](http://www.mytivo.com.au/support) (Australia) or [www.mytivo.co.nz/support](http://www.mytivo.co.nz/support) (New Zealand).
**Wired (Ethernet) Network Settings**

Most of the time, you will not need to configure these settings, as they are usually configured automatically when you first set up your media device. However, if necessary, you can use this page to configure how the TiVo® Media Device receives an IP address, or you can assign a static IP address and other network information manually. Follow the on-screen instructions to configure your wired network.

**Wireless Network Settings**

To connect to your wireless network, you may need the name (SSID) of your wireless network and its password/key (if any).

- **Enter Wireless Network Name.** This screen lists the names of nearby wireless networks that your media device has been able to identify. If you have a wireless router (or wireless access point) and you did not set a network name, your network is probably using a name supplied by the router’s manufacturer.

  If your network’s name is listed, select it. (You may be able to see more network names by pressing CHAN DOWN to scroll down the screen.)

  Otherwise, select Enter Network Name, then select Finished Entering Text when you are finished.

- **Enter Network Password.** If your network has a password, enter it and then select Finished Entering Network Password. If your network does not have a password, select My Network Doesn’t Have a Password.

You must use capital and lowercase letters appropriately when entering a network name and password. To find a network named “My Network” you must capitalize the “M” and “N”; entering “my network” won’t work. Use the THUMBS UP and THUMBS DOWN buttons to change to uppercase or lowercase.
Recording Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Recording.

Extend Recordings

Programs often run longer than their scheduled end time. When the Extend Recordings setting is turned on, the TiVo® service automatically adds extra time to the end of scheduled recordings based on data it receives from the program guide. This helps to ensure that you won’t miss the endings when programs run later than the advertised finish time. The TiVo service also automatically adjusts the start time of programs following extended programs. The Extend Recordings setting applies to all recordings. In addition, you can always adjust the start and end times of individual recordings using Recording Options.

Overlap Protection

Being able to record two programs at the same time doesn’t eliminate all possible recording conflicts. The Overlap Protection feature gives you additional options for dealing with recording conflicts when they occur.

- If Overlap Protection is turned off, when two programs overlap by a few minutes (for example, one program ends at 8:33, while the next program begins at 8:30), the lower priority recording is cancelled.
- With Overlap Protection turned on, the media device automatically clips the lower priority recording by just enough minutes to allow both programs to record.

Overlap Protection works by determining the priority of each program scheduled to record. For repeating recordings, it uses the Season Pass Manager to learn which programs have higher or lower priorities (see “Using the Season Pass Manager” in Chapter 2). One-time recordings are
not listed on the Season Pass Manager; these individual recordings that you schedule receive the highest priority. In fact, the most recent individual recording that you requested always has the highest priority. (TiVo® Suggestions always have the lowest priority.)

When scheduling new recordings, the media device notifies you of any recording conflict and gives you options for resolving it. If Overlap Protection is on, your options include clipping the lower priority program.

**Extend Live Recordings**

Sometimes, live events (like sporting events) may go into overtime; this unscheduled overtime will not be accounted for by the Extend Recordings setting. When the Extend Live Recordings setting is turned on, the media device will remind you to add extra time when recording live events.

**TiVo Suggestions**

Use this screen to turn automatic recording of TiVo Suggestions on or off. When automatic recording is on (the default), TiVo Suggestions may be recorded if there’s available space. Remember, recordings you schedule will never be deleted to make room for TiVo Suggestions. Also, if space is needed for your recordings, TiVo Suggestions are the first programs to be deleted. For more about TiVo Suggestions, see “TiVo® Suggestions” in Chapter 1.
Remote & Device Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Remote & Device Settings.

Remote Control

Programmable Buttons

Some buttons on the TiVo® remote are programmable. To program the buttons:

1. Follow the instructions on the Remote Control Setup screen. You have options to control power, volume and mute on your TV, volume and mute on your A/V receiver (stereo system), and input selection on your TV.

2. Press and hold the buttons indicated on the screen for about 5 seconds—until the red light at the end of the remote lights up and stays on.

3. Try entering the first code listed on the screen. The red light on the remote flashes to indicate it received the code. Test the button. If it doesn’t work, repeat the steps using the next code on the list.

Network Remote Control

- The network remote control feature allows your TiVo Media Device to be integrated with home-automation and entertainment control devices on your network. If your home is equipped with touch panel remotes, network-connected mobile phones, or other network based remote control devices, select Enabled to turn this function on.
**Resetting the Programmable Buttons**

You can reset all the programmable buttons (TV POWER, VOLUME, MUTE, INPUT, and the media device SWITCH) at once. All the remote's buttons will return to the unprogrammed state of a new remote. To reset the buttons:

1. Point the remote away from your media device.
2. Press and hold the TV POWER and TiVo buttons simultaneously until the red light at the end of the remote lights, and remains lit when you release the buttons.
3. Press the THUMBS DOWN button three times, then press ENTER.

**Controlling Two Media Devices with the DVR Switch**

If you have two media devices, you can set up the remote so that it will only send signals to one of them at a time. This will prevent the remote control from changing channels on both media devices, and prevent you from accidentally deleting programs you want to keep.

**Programming the DVR SWITCH**

1. Cover the front of either media device (call this device #2) to prevent it from receiving signals from the remote. Use a dark piece of cloth or a magazine—or anything else thick and opaque.
2. Point the remote control at the other media device (device #1) and press the TiVo® button. From TiVo Central™, select Messages & Settings, then Account & System Information, then System Information. Press the DOWN arrow until you see Remote Address.
3. Move the DVR SWITCH to 1, then point the remote away from media device #1 and cover the front end of the remote with your hand.
5 Settings

4. Press and hold the PAUSE and TiVo buttons simultaneously until the red light at the end of the remote control comes on, remains steady, then stays on when you release the buttons (about 5 seconds).

5. Point the remote control at media device #1. Use the number buttons on the remote control to enter the number “1.” Press the RIGHT arrow. On screen, the Remote Address changes to “1.”

6. Side 1 now controls media device #1 only. You can test this by pressing the TiVo button.

7. Set up side 2 of the DVR SWITCH (or side 2 might still control both media devices). First, make sure your TV is displaying media device #2. Then remove the cover you placed in from of media device #2 and cover the front of media device #1.

8. Go to the System Information screen of media device #2, and press the DOWN arrow until you see Remote Address displayed.

9. Move the media device SWITCH to 2. Repeat steps 4 and 5, above. Assign the number “2” to media device #2, then press the TiVo® button to go to the TiVo Central™ screen.

Now when you set the DVR SWITCH to 1, it will only control media device #1—and when you set it to 2, it will only control media device #2.

Resetting the DVR SWITCH

1. Move the DVR SWITCH to 1.

2. Press and hold the PAUSE and TiVo buttons simultaneously for about three seconds, until the red light at the end of the remote control comes on and remains steady.

3. Using the number buttons on the remote control, enter 0 (zero). The red light at the end of the remote control will flash to indicate that DVR SWITCH 1 is reset.

By default, all media devices and remote controls have a Remote Address of “0” (zero). A remote control with a Remote Address of “0” will control any TiVo Media Device, even one with an assigned code. A media device set to “0” will respond to any remote control, even one with an assigned code. This prevents you from becoming accidentally “locked out” of controlling your media devices.
4. To complete the reset, move the DVR SWITCH to 2 and repeat steps 2 and 3.

**External Storage**

Video Settings

From the TiVo Central™ screen, select Messages & Settings, then Settings, then Video.

Aspect Correction Mode

This screen displays the current setting. Aspect Correction is applied when the aspect ratio of the program you’re watching doesn’t match the aspect ratio of your TV. Use the ASPECT button on the TiVo® Media Device remote to cycle through three modes:

- In FULL mode, the picture is stretched to fill the entire TV screen, which may result in some distortion. In the picture of the bears shown here, notice that black bars appear at the top and bottom of the screen, and the bears look a bit squished. Since the Aspect Correction is Full, you know that the letterbox bars are included in the broadcast.

- In PANEL mode, letterbox bars or side bars are added to the picture as necessary to fill the screen, preserving the broadcast aspect ratio. This mode is useful if you’re watching a program broadcast in 4:3 on a 16:9 TV, or vice-versa. In the picture of the bears, notice that when the Aspect Correction is Panel, the bears no longer look squished, but the picture size is dramatically decreased.

- In ZOOM mode, the picture is stretched without distortion. The edges of the picture are cropped to fit the TV screen. This mode is useful if you’re watching a program broadcast with letterbox bars or side bars. Zoom mode crops the letterbox bars out of the picture. The picture of the bears looks best in Zoom mode.

Letterbox Colour

Choose which colour the TiVo Media Device should use when it adds letterbox or side bars to the picture: gray or black. Changing the colour of the bars can be useful if you’re trying to
determine whether bars on the screen are being added by the media device, or by the broadcaster.

**TV Aspect Ratio**

Aspect ratio refers to the proportions of your TV screen. A standard TV screen ratio is 4:3. Widescreen TVs are 16:9. Select the type of screen your TV has.

- Some TVs automatically change their display based on the type of signal they receive: high-definition or standard. If your 4:3 TV has this feature, you probably notice that it adds bars to the top and bottom of an HD picture. If so, select **4:3 Smart Screen**.

- If your TV does not have this feature, you may notice that it squeezes an HD picture into the 4:3 shape. If so, select **4:3 Standard Screen**. Check your TV’s manual for its capabilities.

**Video Output Format**

The TiVo® Media Device receives video signals in any of the four broadcast formats (1080i, 720p, 576p and 576i). Use this screen to choose which format you want the TiVo Media Device to use when sending video to your TV. Consult your HDTV’s owner’s manual for the formats it supports.

- If your TV supports all four video formats, and if you’re an HDTV novice, **Native** format is recommended. This ensures that your TV will display exactly the digital broadcast format it receives.

- If your TV supports a limited number of formats, choose the **Fixed** or **Hybrid** format that best matches your TV’s capabilities.

See “Understanding HDTV” and “Video Formats” at the beginning of this guide.
Using the Format Button

You can press the Format button on the front of the media device to change the Video Output format. When you first press the Format button, the current Video Output format will be displayed on the front of the media device. Continue to press the Format button until you see the desired format displayed.
**TiVo® KidZone**

TiVo KidZone creates a child-friendly environment on your TiVo Media Device. In KidZone, only age-appropriate channels and recordings are available, and children cannot set up new recordings or change any settings on the media device.

Note that KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

**Turning on KidZone**

To get started with KidZone, go to the TiVo Central™ screen, select Messages & Settings, then Get TiVo KidZone. Create a password, and you’re ready to go. Initially, in Australia, only programs (in the Now Playing List and Live TV) with classifications of P, C, and G (recommended for children 10 and under) will be allowed (in New Zealand, your children will only be able to see programs with the classification of G, which are recommended for audiences of any age). They will not be able to see or delete your programs, or set up any new recordings.

You’ll be able to further customise which programs should appear in KidZone from within KidZone itself or by selecting KidZone Settings from the Messages & Settings screen after KidZone is turned on. See “Adjusting KidZone Settings” below.

**Watching Shows in KidZone**

To enter KidZone, select Enter TiVo KidZone from the top of the Now Playing List. KidZone Now Playing contains your kid-friendly list of recorded programs. It also contains options for adding programs and changing settings.
• The KidZone Now Playing List contains only those programs allowed by the KidZone settings you choose.

• While watching live TV in KidZone:
  – The only channels available are those your children have permission to watch. Pressing the CHAN UP and CHAN DOWN buttons on the remote changes the channel only to allowed channels, skipping channels that are not allowed in KidZone.
  – On allowed programs, the channel banner displays program information only. You cannot expand the channel banner to access other information or settings (for instance, to switch tuners). On programs that are not allowed, the channel banner displays only the current channel, without program information.
  – You cannot use the numbered buttons to change channels, and you cannot use the Live TV button on the remote control to switch between the media device’s tuners.

Adding Programs to KidZone

From KidZone Now Playing, select Add Programs and Change Settings. You’ll find the following options for adding programs:

• **Add Programs from the Now Playing List.** Use this option to add programs from your Now Playing list to the KidZone Now Playing list. Use the SELECT button on your remote control to check the boxes next to each program you want to add to KidZone. (You can also use the SELECT button to uncheck the boxes next to programs that you want to hide.)

• **Find Programs to Record or Hide.** Use this option to find programs just as you would outside of KidZone. When you select a program to record, select Options and set the Allow in TiVo® KidZone option to “Yes.”
Hiding Programs in KidZone

From KidZone Now Playing, select Add Programs and Change Settings. You’ll find the following options for hiding programs:

- **Add Programs from the Now Playing List.** Use this option to hide programs previously added from your Now Playing list. Use the SELECT button on your remote control to uncheck the boxes next to programs that you want to hide.

- **Find Programs to Record or Hide.** Use this option to find programs just as you would outside of KidZone. When you select a program to hide, select Options and set the Allow in TiVo® KidZone option to “No.”

Adjusting KidZone Settings

KidZone settings include the following:

- **KidZone Channels.** Select channels to allow or block when watching live TV in KidZone.

- **Change Password.** Change your password for KidZone.

- **Modify Classification Settings.** These settings allow you to restrict viewing depending a program’s classification, and to block programs that are unclassified.
  - **Classification Limits.** In Australia, when you first set up KidZone, only programs with classifications of P, C, and G (recommended for children 10 and under) are allowed (in New Zealand, your children will only be able to see programs with the classification of G, which are recommended for audiences of any age). Use this setting to adjust which classifications to allow or block. classifications shaded in green are not locked; classifications in red are locked. Use the UP/DOWN arrows to adjust which classifications are locked.
– **Block Unclassified.** Some programs are unclassified. Use this setting to block all unclassified programs.

• **Clear KidZone Program Settings.** Use this setting to clear any choices you have made about hiding or adding programs. This setting will not clear the classification settings or the KidZone channels list.

**Exiting KidZone**

Select Exit TiVo® KidZone from the top of KidZone Now Playing. You must enter the password to exit KidZone. The media device automatically re-enters KidZone after 4 hours of no TiVo remote activity.

**Turning off KidZone**

If KidZone is not for you, then you can turn it off from the KidZone Settings screen. From KidZone Settings, select Turn off KidZone. You can always get KidZone again if you change your mind. Turning off KidZone clears any choices you have made about the age range, channels, or rating limits used in KidZone. If you later decide to get KidZone again, you will be prompted to make these choices again.
Messages

From time to time, you may receive messages from the TiVo® service or internal alerts from your media device. Messages may alert you to new TiVo service features, important TV schedule changes, or other information.

When you receive a new message, the TiVo Central™ screen will display the option Read New Messages & Settings.

To read messages:

1. Go to the TiVo Central screen and select Read New Messages & Settings.
2. Select Read New Messages. A list of all of your messages appears. Messages you have not yet read are marked with an envelope icon: 💌.
3. Use the UP/DOWN arrows to highlight a message, then press SELECT to read it. Use CHAN UP/DOWN to page through a message if it doesn’t fit on the screen.
Account & System Information

The Account & System Information screen provides general information about your media device and your TiVo® service account. From the TiVo Central™ screen, select Messages & Settings, then Account & System Information.

- **System Information.** You’ll need some of the information provided here if you contact online support. Select System Information to find your TiVo service number, software version, and information about recent connections to the TiVo service. Use the CHAN UP/DOWN button to see the rest of the screen.

- **Media Access Key.** Your Media Access Key keeps your TiVo recordings secure, and prevents them from being played or transferred outside your home network. Do not share this key with anyone outside your household. You will need to enter this key when you install TiVo Desktop or use other home networking features of your TiVo Media Device.

- **Copyright & Trademarks.** This screen contains copyright, trademark, and other information related to the TiVo service.

- **Media Device Diagnostics.** This screen contains information about tuners and other components of your system.
Restart or Reset System

From the TiVo Central™ screen, select Messages & Settings, then Restart or Reset System. Options on this screen allow you to restart your media device, erase information, or restore original factory settings. Selecting any of these options displays a warning. To continue, press the THUMBS DOWN button three times, then ENTER.

• **Restart the TiVo® Media Device.** Shuts down the media device and starts it up again. This will not affect recorded programs, Season Pass™ recordings, WishList™ searches, or TiVo Suggestions. You may need to restart your media device as a routine troubleshooting step.

• **Repeat Guided Setup.** Repeating Guided Setup will reset your Channel Lists. This will not affect recorded programs, Season Pass recordings, WishList searches, or TiVo Suggestions.

• **Clear Thumb Ratings and Suggestions.** Removes all Thumbs Up and Thumbs Down ratings and deletes the list of upcoming TiVo Suggestions. This does not delete TiVo Suggestions that have already been recorded.

• **Clear program information & To Do List.** Clears all program information, cancels all Season Pass recordings and everything in the To Do List, and removes all Thumbs Up and Thumbs Down ratings. This does not delete programs in the Now Playing List. The media device acquires new program information during the next connection to the TiVo service. Completing this process may take over an hour.

• **Clear & delete everything.** This option restores the media device’s original factory settings. It clears all Season Pass recordings, WishList searches, Thumbs Up and Thumbs Down ratings, TiVo Suggestions, Now Playing List recordings, program information, the To Do List, and setup information, including channel lists and Parental Controls. Completing this process may take over an hour.

Operations like Clear & Delete Everything may take over an hour. During this time, it is recommended that you turn off your TV to avoid “burn-in” of static images on sensitive video displays.
Standby

You can put your media device in Standby mode by selecting Standby from Messages & Settings. To return to normal mode from Standby, press the TiVo® button or the LIVE TV button on the remote, or the FORMAT button on the front of the media device.

When the media device is in Standby:

- Your TV shows a black screen, and the lights on the front of the media device go out.
- Programs that are being recorded or are scheduled to record will still be recorded.
- The media device will still connect to the TiVo service.
- If you temporarily turned off Parental Controls, Standby mode re-enables them. See “Parental Controls” in this chapter for more on Parental Controls.
- If live TV is paused when Standby is selected, the media device will remain paused for up to 30 minutes.
- If the program guide was set to display a category filter, filtering will be turned off.
Accessories

- Home Networking  
- TiVo® Expander Drive  
- TiVo® Wireless Adaptor
Home Networking

The Home Networking Package turns your television into an interactive media centre by connecting your TiVo® Media Device with the power and functionality of your PC or Mac. The Home Networking Package enables you to start using your TiVo Media Device with your computer. Share programming between your TiVo Media Device and your computer, stream music and photos to your TiVo Media Device, and take TiVo recordings on the road with compatible portable devices, such as an iPod or PlayStation Portable.

Note: Mac users also need to install third party software called Roxio® Toast 10 Titanium to take full advantage of the Home Networking Package. At this time TiVo Desktop for Mac only supports streaming of photos and music.

The Home Networking Package also gives you Multi-Room Viewing capabilities by enabling any TiVo Media Devices within your household to share recordings with ease. Watch a program recorded in your living room on the TiVo Media Device in your bedroom!

Please observe copyright laws.

With the Multi-Room Viewing feature you can:

• Connect multiple TiVo Media Devices within the same household
• Share recordings between TiVo Media Devices within the same household with the click of a button.

With the TiVo Desktop feature you can:

• Stream music and photos to your TiVo Media Device from your PC or Mac
• Transfer TiVo recordings to your PC
• Transfer home videos (MPEG-2) from your PC to your TiVo Media Device.
• Auto-transfer home videos and video RSS feeds to your TiVo Media Device
• Convert files for use with compatible portable devices: Apple iPod, Nokia N80, Palm Treo 650, and any H.264 or MPEG-4 compatible device.
• Expand your transferable video files to include the following formats:
  • Windows Media Video (.wmv)
  • QuickTime Movie (.mov)
  • MPEG-4/H.264 (.mp4, .m4v, .mp4v)
  • MPEG-2 (.mpg, .mpeg, .mpe, .mp2, .mp2v, .mpv2)

**Note:** After your purchase of the Home Networking Package, it will take between 2 and 24 hours for your TiVo Media Device to receive the Media Access Key. This can be found by navigating on your TiVo to TiVo Central > Messages & Settings > Account & System Information > Media Access Key. Once the Media Access Key appears on your TiVo, your Home Networking Package is ready to use! See Chapter 4 for more details on the Home Networking Package.
**TiVo® Expander Drive**

When the hard drive storage on board is not enough—there is a solution! The TiVo Expander Drive from Western Digital. Now you can add 1TB of additional space to the existing storage on your TiVo Media Device.

For Australia, the addition of the TiVo Expander Drive will increase your recording capacity by up to 200 hours* of HD or 400 hours of SD recordings for Australia, and by up to 400 hours* of HD or 800 hours of SD recordings for New Zealand. Visit [http://support.mytivo.com.au/](http://support.mytivo.com.au/) or [http://support.mytivo.co.nz](http://support.mytivo.co.nz) for step-by-step instructions on how to install your TiVo Expander Drive.

With an easy plug-and-play design, the TiVo Expander Drive is the perfect addition to your TiVo home set up. Unobtrusive and easy to use, the TiVo Expander Drive will seamlessly install 1TB of additional space on your TiVo Media Device, no need for formatting or partitioning.

**Note:** Only the official 1TB TiVo Expander Drive by Western Digital will work with your TiVo Media Device.
**TiVo® Wireless Adaptor**

Have a wireless connection in your home? Have one less cable behind your television set with the TiVo Wireless Adaptor. Easy to use and unobtrusive, your TiVo Media Device can have access to all of the broadband features without the cable connection.

- Easy plug and play installation
- Connects to your wireless home network via standard 802.11 b/g protocols
- Lightweight, sleek design
- Integrates easily into your wireless home network.

Not to be plugged into a PC or Mac; comes with 1.8m USB cord.
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Troubleshooting

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Customer Support

TiVo Inc. is dedicated to providing you with quality support and customer service. If you’re new to the TiVo® service, and this is your first media device, you probably have a few questions. Here’s how you’ll always be able to find answers:

1. **Use this chapter.** This chapter contains answers to some of the most common questions customers have while getting started with the TiVo service. See the Troubleshooting Index to the right to find the information you need.

2. **Use the troubleshooting screens on your media device.** For general troubleshooting, go to the TiVo Central™ screen and select Messages & Settings, then Troubleshooting. Additionally, when the TiVo service detects a problem, the message displayed will often lead you directly to troubleshooting steps for that issue.

3. **Use online support.** Visit TiVo Customer Support online at www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand).

Thank you for using the TiVo service!

### Troubleshooting Index

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Questions About Connecting Your Media Device

I don’t see the Welcome screen when I plug in my media device for the first time.

- Make sure cables are connected from the OUT jack of one device to the IN jack of the next. Never connect OUT to OUT or IN to IN.
- Make sure your TV is displaying the appropriate video source. Use the Input, Source, or TV/Video button on your TV’s remote to change video sources. If you are having trouble changing the video source, refer to your TV owner’s manual.
- Try pressing the FORMAT button on the TiVo® Media Device’s front panel several times, cycling through the various video formats.
- If your media device is connected to an A/V receiver, and you are having trouble finding the correct input, try connecting the media device directly to the TV instead.
- The cables you are using to connect your media device to your TV or other equipment may be damaged or defective. Try using cables that you know are working properly.

Why does the media device have to be connected to the Internet?

- To complete Guided Setup, the TiVo Media Device needs to connect to the TiVo service. To do this, the media device uses a broadband Internet connection (through a home network). Make sure you connect the TiVo wireless USB network adaptor (sold separately) or an Ethernet cable (using the media device’s Ethernet jack); see the Start Here poster for help.
- The media device uses the Internet to make periodic connections to the TiVo service. Each time it connects, your media device receives updated program information (channels and show times), online scheduling requests, available software updates, or other information from the TiVo service.
- Please note: Your media device must remain connected to the Internet at all times in order to access all of your TiVo features.

Do I have to connect the media device to the Internet for Guided Setup?

- Yes. To complete Guided Setup, the TiVo Media Device needs to connect to the TiVo service. To do this, the media device uses a broadband Internet connection (through a home network). Make sure you connect the TiVo wireless USB network adaptor (sold separately) or an Ethernet cable (using the media device’s Ethernet jack); see the Start Here poster for help.
Questions About the TiVo® Service

Will my media device work without the TiVo service?

- The TiVo Media Device is designed to be used exclusively with the TiVo service, which is available to you free of charge. The TiVo service is required for proper operation of the media device. No functionality is represented, warranted, or should be expected without activating your free subscription to the TiVo service. The media device uses the program information provided by the TiVo service to record the programs you request, to provide Season Pass™ functionality, to power the program guide, to allow you to search for programs by title, etc. The TiVo service may also provide you with access to online content and periodic service updates.

What happens if my media device loses power temporarily?

- Everything is saved—including your Now Playing programs—regardless of the length of time the media device is without power. The only thing you will miss is a recording that was scheduled to occur during the time the power was out.

How is information from the TiVo® service delivered to my media device?

- The media device automatically makes regular connections to the TiVo service to download program information and other data. Information may also be delivered late at night (when it does not conflict with any of your requested recordings).
Questions About Channels

What happens if I move?

• Just moved across the Tasman? To get your new channel lineup and view Live TV, you must re-run Guided Setup and select your new country.

I am not receiving certain channels.

In Australia:

• Signals received via antenna are subject to weather conditions and other environmental factors, so the availability of certain channels may vary. Do a channel scan to ensure you are receiving all the available channels. See “Channel Scan” in Chapter 5 for details.

• Check the signal quality. From the Messages & Settings screen, select Settings, then Channels, then Signal Quality. Press Select to bring up a signal strength meter over Live TV. The meter indicates how well a particular digital TV channel is being received. The meter can be useful when aiming an over-the-air antenna.

In New Zealand:

• Check that you are in a Freeview|HD® coverage area at www.mytivo.co.nz by entering in your address. If not, you are unlikely to be able to receive the channels. You may also like to ring a TV aerial installer to do a physical reception check.

• If you are in a coverage area, check you have a UHF aerial and that the RF (aerial) cable to your TiVo media device is connected to it. Again, if unsure we recommend you call a TV aerial installer.

• Check the RF (aerial) cable is properly connected to the Antenna In connection on the back of your TiVo® Media Device.

• Check the signal quality. From the Messages & Settings screen, select Settings, then Channels, then Signal Quality. Press Select to bring up a signal strength meter over Live TV. The meter indicates how well a particular digital TV channel is being received. The meter can be useful when aiming an over-the-air antenna.

I can’t go to one of my channels.

• Your list of received channels may not include the channel you want. Use the numbers on the remote control to enter the channel number, then press ENTER. For more information on received channels, see “Channel List” in Chapter 5.

• Check the Guide Options. Press GUIDE to display the guide, then press ENTER to display Guide Options. If filtering is on,
try turning filtering off. Make sure the guide is set to display a channel list that contains the channel you want to view. Select Channels from Guide Options, then select a channel list.

- The channel you want may be showing a program that exceeds a limit set with Parental Controls, or may be blocked by KidZone. In this case, you will see only a black screen with a notice that a limit has been exceeded. (For more information on Parental Controls and KidZone, see Chapter 5.)

I can’t get the channel to change.

- Try changing the position of the DVR SWITCH on the remote control.
- If the red light on the remote flashes, but the media device does not respond, try resetting the DVR SWITCH to a remote address of 0 (zero). This allows the TiVo remote to control any TiVo Media Device. See “Controlling Two Media Devices with the DVR Switch” in Chapter 5 for information on programming the DVR SWITCH.
- Do other remote functions work? Does the red light flash when you press buttons? If not, try changing the batteries.
Questions About the TiVo® Remote Control

My TiVo remote control doesn’t work with my media device.

- Be sure you are using the media device’s remote control, and that you hold it so that the TiVo button points toward the media device.
- Try changing the position of the DVR SWITCH on the remote control.
- If the red light above the TiVo button does not flash when you press any button, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries. See the inside front cover of this guide for instructions on installing batteries.
- If the red light on the remote does flash, watch the lights on the front of the media device. Do the lights seem to respond (i.e., blink or flash) when you press any button on the remote? If lights on the front of the media device do not respond to the remote, restart your media device by unplugging it, waiting 15 seconds, then plugging it back in.
- Ensure that you have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV’s remote to change the input.

My TiVo Media Device remote control doesn’t control my TV’s power, volume, etc.

- You can program the media device’s remote control to turn your TV on and off, and control its input selection, volume, and mute functions. You can also program it to control volume and mute on an A/V receiver or stereo. See “Remote & Device Settings” in Chapter 5 for details.
Troubleshooting

Questions About Now Playing

I haven’t scheduled enough programs to fill my media device, but when I try to schedule more programs, the media device says there isn’t room.

- The TiVo® service includes smart scheduling features that track not only how much space you currently have on your media device, but also how much space will be needed in the future to record all of the programs you have scheduled. If your media device will be full at some point in the future, the TiVo service informs you and suggests options—such as allowing some programs to be deleted early—that will allow you to schedule additional recordings. With the TiVo service, you always have the final say over what gets recorded and how long it is kept.

- In addition, the amount of recording space the media device needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. Weaker video signals may also require more space. The amount of space required for each show you record affects the total hours of recording capacity in your media device. High-definition programs take up much more space than standard-definition programs.

How can I fit more programs in Now Playing?

- To make space, delete some programs in Now Playing. You can delete a program by highlighting its title, then pressing CLEAR.

- Reduce the number of recordings in Now Playing that are marked “Keep Until I Delete.”

- Set up Season Pass recordings with the Recording Option “First-run only.” You’ll collect only new episodes. You’ll also be less likely to run out of space in Now Playing and less likely to encounter conflicts.

- High-definition programs take up much more space than standard-definition programs. Try deleting old HD programs.
Questions About Watching Live TV

Can I watch a program while it is being recorded?

• Yes, you can watch a program as it is being recorded; you can even start watching from the beginning while the rest of the program is recorded! You can also watch any program from the Now Playing List while other programs are being recorded.

The Channel Banner says “To be announced.”

• Your media device probably does not have full program information. For details, see the question “I can’t find my program in the guide, even though I know it’s on.”

There aren’t any shows listed in the program guide.

• Your media device may not have program information. See the question “I can’t find my program in the guide, even though I know it’s on.”

• If category filtering of the guide is turned on, but no upcoming programs in the next six hours match both the filter and the selected channel list, no programs will appear in the guide. To view programs in the guide again, use the Guide Options to turn off filtering. See “Customising the Program Guide” in Chapter 3.

I can’t find my program in the guide, even though I know it’s on.

• You can choose a channel list or filter to use with the guide. Not all programs or channels will be displayed if you have chosen to use a filter or the “Favourites” channel list. Press GUIDE to display the live guide, then ENTER to choose “Channels You Receive” or to turn off filters. You can also add and remove channels on the “Channels You Receive” and “Favourites” channel lists. See “Channel List” in Chapter 5.

• Occasionally the program information provided by the networks includes errors. We would like to hear of any inaccuracies you discover so that we can work with our providers to correct them. See the Customer Support contact information at the beginning of this chapter.

• Try searching by date, time, or channel. From Find Programs, select Record by Time or Channel.
Troubleshooting

There aren’t any shows listed in the program guide for some channels.

- Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information. The Season Pass, WishList and TiVo Genie features will not work in relation to programs on the channels which do not display their program guide data on the Guide.
There aren’t any shows listed in the program guide for some channels.

- Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information. The Season Pass, WishList and TiVo Genie features will not work in relation to programs on the channels which do not display their program guide data on the Guide.
Questions About Recording Programs

Can I record two programs at the same time, or watch one channel and record another?

Yes, the TiVo® Media Device is capable of all of the following:
• Recording two different channels at the same time.
• Recording one channel while watching another.
• Recording two different channels at the same time, while watching a third previously-recorded program.

What is the difference between HD programs and SD programs?

• High-definition programs are broadcast with the highest quality digital sound and picture available. See “Understanding HDTV” in the first section of this guide to learn more about high-definition television.

High-definition recordings take up more space on your media device than standard programs to preserve the superior quality of the broadcast.

How can I record a program (or programs) when there is a conflict?

• The media device gives each repeating recording a priority. You can resolve some conflicts in favour of preferred programs using the Season Pass Manager to change priorities. See “Using the Season Pass Manager” in Chapter 2.

• If you encounter a conflict for a single episode, use View Upcoming Episodes to see if the episode you want will air at a different time. Select the program from the To Do List, then select View Upcoming Episodes.

• You can sometimes resolve recording conflicts by changing the Stop Time or Start Time Recording Options. For example, if you set a program to start recording one minute early, it may conflict with a recording that airs right before it. To resolve such a conflict, change the Start Time back to On Time on the Recording Options screen. See “Setting Recording Options” in Chapter 2 for more.

• If a single episode of a repeating recording conflicts with another program, you can select that episode in the To Do List and change it independently of the rest of the repeating recording.

• Set up Season Pass recordings with the Recording Option “First-run only.” You’ll collect only new episodes. You’ll also be less likely to run out of space in Now Playing and less likely to encounter conflicts.
Troubleshooting

• Turn on the Overlap Protection setting. See “Overlap Protection” in Chapter 5.

What does it mean when my media device says programs will be deleted earlier than planned?

• By default, all programs are kept until space is needed. After that, programs you have not set to save longer may be deleted to make room for other recordings you request. The TiVo® service includes smart scheduling features that keep track of when programs become available to be deleted, and of how much free space will be available at any given time in the future. If space will not be available to record a program you request, the TiVo service gives you the option of deleting some programs early to make more room. However, you always have the final say on how long the media device keeps programs. You can delete a program at any time, and you can always change how long it is saved. Just select the program in Now Playing, then select Keep Until....

• Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information. The Season Pass and WishList™ features will not work in relation to programs on the channels which do not display their program guide data on the Guide.

• I can’t find my program in Search by Title or WishList™ Search even though I know it’s on.

• The media device uses your received channel list to search for programs. To check that the program’s channel is selected as one of your received channels, go to Messages & Settings, then Settings, then Channels, then Channel List. Does the channel have a checkmark next to it? To give it one, highlight the channel and press SELECT. For instructions on personalising this list, see “Channel List” in Chapter 5.

• Look on the Network screen (from TiVo Central, select Messages & Settings, then Settings, then Network) for the time of the last successful connection to the TiVo service. If it was more than 36 hours ago, your media device may be having trouble connecting to the TiVo service. If the test connection does not succeed, see “My media device is not connecting to the TiVo® service.” in this chapter for connection troubleshooting. Once you have made a successful test connection, start a regular connection by selecting Connect to the TiVo Service Now. If your connection is successful, new program information will be downloaded and organised, and become available to search in about 1 to 5 hours.

• Is your TiVo service account up to date? Check your account status on the System Information screen (from TiVo Central, select Messages & Settings, then System Information). If your
account is suspended or closed and you wish to re-activate it, go to www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand).

• Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information. The Season Pass and WishList features will not work in relation to programs on the channels which do not display their program guide data on the Guide.

• Occasionally the program information provided by the networks includes errors. We would like to hear of any inaccuracies you discover so that we can work with our providers to correct them. See “Customer Support” in this chapter for contact information.

I can’t use features in Find Programs. The media device says it is organising program information.

• Your media device may not have all its program information yet. The first time you go through Guided Setup, the media device downloads some program information from the TiVo® service. More program information becomes available after the next time the media device connects to the TiVo service. After 24 hours, full information (up to a week) is available.

• If the media device loses power while it is indexing program information, the indexing process will stop until the media device makes a successful connection to the TiVo service, and then will start again. If your media device lost power while it was indexing program information, you can get it to start indexing again by starting a connection to the TiVo service. To do this, go to TiVo Central™ and select Messages & Settings, then Settings, then Network, then Connect to the TiVo service now.

What happens if a program I have scheduled to record runs past its scheduled end time?

• Programs often run longer than their scheduled end time. The TiVo service accounts for this with the Extend Recordings setting. When the Extend Recordings setting is turned on, the TiVo service to automatically adds extra time to end of scheduled recordings based on data it receives from the program guide. This helps to ensure that you won’t miss the endings when programs run long. The TiVo service also automatically adjusts the start time of programs following extended programs. For more, see “Setting Recording Options” in Chapter 2.

• Sometimes, live events like sporting events may run into overtime; this unscheduled overtime will not be accounted for by the Extend Recordings setting. To help you avoid missing the end of a live event, we provide a feature that lets you add recording time—from one minute to three hours extra—at the end of a recording. We call this the Overtime Scheduler™ feature. The Overtime Scheduler has two options: Start Recording and Stop Recording. Both are available on the
Recording Options screen. You can even use the Overtime Scheduler to change the scheduled end of a recording while the program is being recorded. You can use the Extend Recordings Overtime Scheduler setting with any kind of program, not just sports. For more, see “Setting Recording Options” in Chapter 2.

• If you are watching a program while it’s being recorded, you can add extra recording time:
  • Go to the Now Playing List, select the recording, then select Change Recording Options. On the Recording Options screen that appears, select Stop Recording. Use the RIGHT arrow to increase the length of the recording.
  • Go to Find Programs, select the To Do List, then select the recording. Select Options next to Continue Recording. On the Recording Options screen that appears, select Stop Recording. Use the RIGHT arrow to increase the length of the recording.

Is there a way to record a program that will not be aired for weeks or months?

• Create an auto-recording WishList™ search for programs that are not yet listed in the guide. See “Finding Programs Using a WishList™ Search” in Chapter 2 for more.

• If you know the date, time, and channel on which the program will air, you can create a manual recording to record it. Go to TiVo Central™ and select Find Programs, then Record by Time or Channel, then Manually Record Time/Channel. See “Record by Time or Channel” in Chapter 2 for more.

How do I set the clock so that my shows are recorded on time?

• The iVo® service sets your media device’s clock during every service connection, so you never have to worry! If you move to a new time zone or country, change your media device’s settings by repeating Guided Setup. To connect to the TiVo service at any time, go to TiVo Central and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.

• If you are missing the beginning or end of a show, it usually means that the broadcaster is not starting or stopping the show on time. Make sure that you turn on the Extend Recordings setting, described in “Extend Recordings” in Chapter 5, to compensate for this.

Why wasn’t my program recorded?

• Check Recording History for an explanation of why the program did not record. Recording History is the first selection in the To Do List (from the TiVo Central screen, select Find Programs, then To Do List, then View Recording History). Here are some reasons why a program may not be available in Now Playing:
Troubleshooting

- When Season Pass recordings and other repeating recordings conflict, programs are recorded according to their priority in the Season Pass Manager. See “Using the Season Pass Manager” in Chapter 2.

- If the program was a rerun, your Season Pass recording may be set to record First Run Only programs.

- The program may have been deleted from Now Playing by someone else in your household.

- The program may have been cancelled by the network.

- There may have been a conflict when requesting another program, and the proposed resolution was to delete the missing program earlier than planned. If you accepted that resolution, the program would have been deleted.

- There may have been a channel changing problem, or a power outage may have affected the recording.

- Make sure the media device is connecting to the TiVo service. From TiVo Central select Messages & settings, then Settings, then Network, then Connect to the TiVo Service Now.
Questions About TiVo Genie Remote Scheduling

My media device did not record a program I requested online.

- **Check Recording History.** Your media device’s Recording History may explain why the program did not record. To view Recording History, go to the TiVo Central™ screen and select Find Programs, then To Do List, then View Recording History. Select the program that did not record to view a brief explanation.

- **Check the To Do List.** If you chose to record the program only if it did not conflict with other recordings at the same time, the media device may have found another showing of the program that did not conflict with other programs. Check the To Do List to determine whether the program is still scheduled to record. Go to TiVo Central and select Find Programs, then To Do List.

- **Check connection.** Go to the TiVo Central screen and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.

- **Check your Channel List.** If the program you requested airs on a channel you don’t receive, the media device cannot record it. In addition, if you receive the channel but it is not checked on the Channel List, the media device cannot record from it. Go to TiVo Central and select Messages & Settings, then Settings, then Channels, then Channel List. Every channel you receive that you wish to schedule recordings from should have a checkmark beside it.

- Program Guide Data is available for most but not all channels in New Zealand. See website for the latest information. The TiVo Genie Remote Scheduling feature will not work in relation to programs on the channels which do not display their program guide data on the Guide.

A program recorded at a different time than I requested.

- If you chose to record the program only if it did not conflict with other recordings at the same time, the media device may have found another showing of the program that did not conflict with other programs.
Questions About Audio and Video

What is Aspect Correction?

Aspect Correction is required when the aspect ratio of the program you’re watching doesn’t match the aspect ratio of your TV. Use the ASPECT button on the TiVo® Media Device remote control to cycle through three modes:

- In **FULL** mode, the picture is stretched to fill the entire TV screen, which may result in some distortion.

- In **PANEL** mode, letterbox bars or side bars are added to the picture as necessary to fill the TV screen, preserving the broadcast aspect ratio. This mode is useful if you’re watching a program broadcast in 4:3 on a 16:9 TV, or vice-versa.

- In **ZOOM** mode, the picture is stretched without distortion. The edges of the picture are cropped to fit the TV screen. This mode is useful if you’re watching a program broadcast with letterbox bars or side bars. Zoom mode crops the bars out of the picture.

For tips about using Aspect Correction, see “Aspect Correction Mode” in Chapter 5.

How do I get rid of the bars at the top & bottom or sides of the picture?

Letterbox bars (at the top & bottom) and side bars may be added to a program by the broadcaster, by the TiVo Media Device, or by your TV. In some cases, it may be difficult to determine the source of the bars in order to determine how to eliminate them.

- Set the media device’s Letterbox Colour to gray. From Messages & Settings, select Settings, then Video, then Letterbox Colour. Since most broadcasters add black bars, making the media device bars gray will help you determine the source of the bars.

- Make sure your TV Aspect Ratio is set correctly. From Messages & Settings, select Settings, then Video, then TV Aspect Ratio.

- Use the ASPECT button on the TiVo remote to find an Aspect Correction mode that minimises the bars.

- Check your TV’s owner’s manual for information about how it may be adding letterbox or side bars to the picture.

The audio and video are out of sync.

- The audio and video may re-sync if you change channels.

- You may be able to re-sync audio and video by pressing the INSTANT REPLAY button on the remote control.

- Press the TiVo button to go to the TiVo Central™ screen, then press the LIVE TV button to return to live TV.
• Verify that all your audio and video cable connections are secure. Make sure cables are connected from the OUT jack of one device to the IN jack of the next. Never connect OUT to OUT or IN to IN.

• You can also try restarting your media device. From the TiVo Central™ screen, select Messages & Settings, then Restart or Reset System, then Restart the Media Device. On the Restart the Media Device screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within a few minutes.

My media device was working, but now the picture is frozen.

• Try changing channels several times.
• Press PAUSE, then PLAY.
• Try restarting your media device. From TiVo Central, select Messages & Settings, then Restart or Reset System, then Restart the Media Device. On the Restart the Media Device screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within a few minutes. You can also restart the media device by unplugging it, waiting at least 15 seconds, then plugging it back in.

I don’t get a picture now, even though I have been able to get one in the past.

• Your TV may not be set to the correct input. Most TVs have an input button that says either “TV/Video,” “Input,” or “Source.” It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.
• Use the FORMAT button on the front of the media device to cycle through the various video output formats.
• Check to make sure all of the appropriate cables are firmly connected to your media device, television and other audio/video equipment. For help with your audio/video connections, see the Start Here poster or Appendix A of this guide.
• Someone in your household may have placed the media device in Standby mode. To return to normal mode from Standby, press either the TiVo® button or the LIVE TV button.

I can’t select an alternate audio track.

• Recorded programs, such as those in Now Playing, always have only one audio track, the one they were recorded with.
• If you are watching live program, but you are not caught up to live TV, you cannot change the audio track. Catch up to live TV by pressing the ADVANCE button. Changing the audio program will clear the saved part of the program you are watching, so you
Troubleshooting

will only be able to rewind live TV to the point where you changed the audio program.

I see a gray screen with a message that says “Searching for signal.”

Your media device is having trouble tuning to the channel you are on. Follow these steps to restore the video:

• Try adjusting your antenna.
• Run a channel scan. See “Channel Scan” in Chapter 5 for details.
• The cables you are using to connect your media device to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the media device with other cables that you know are working properly.
• Restart your media device. From TiVo Central™, select Messages & Settings, then Settings, then Restart or Reset System, then Restart the Media Device. Press the THUMBS DOWN button three times, then press ENTER. The system will restart within about 45 seconds. You can also restart the media device by unplugging it, waiting 15 seconds, then plugging it back in.
Questions About Networking

My media device is not connecting to the TiVo® service.

You can make the media device connect to the TiVo service at any time. Go to the TiVo Central™ screen and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.

If you are still unable to connect to the TiVo service, check that the Internet connection is available. If you disable your home network’s connection to the Internet, your media device may be trying to connect while the link is down. Try to go online and view a website from a computer on the same network as your media device. If you cannot, you must fix the connection from your home network to the Internet before troubleshooting your media device’s connection to the TiVo service.

If you can browse the web from a computer, then see the questions “My media device is not connecting to my wired home network.” or “My DVR is not connecting to my wireless home network.” below.

My media device is not connecting to my wired home network.

Any of the steps below may fix a network connection; you probably will not have to complete each one. Additional steps for wireless networks are in the section “My DVR is not connecting to my wireless home network.” below.

- **Check your network cable.** The network cabling could be defective. If you have another Ethernet cable available, try that.
- **Check physical connections.** Ensure that all network equipment is receiving power and that all cable connections for routers, hubs, access points, and computers in the network are working. Verify that the “link” light is lit on all devices connected to the network.
- **Restart the media device.** Press the TiVo button on the remote to go to the TiVo Central screen. Select Messages & Settings, then Settings, then Restart or Reset System, then Restart the TiVo Media Device. Press the THUMBS DOWN button three times, then press ENTER.
- **Powercycle network devices.** If you have a router or wireless access point, unplug it, wait a moment, and then plug it back in. This will temporarily halt your network’s Internet connection. It may take up to a minute for your equipment to “restart” after you plug it back in.
- **Check your Network Settings.** Verify that your Network Settings are correct. See “Network Settings” in Chapter 5.
7 Troubleshooting

- **Update router or home gateway firmware.** If your home network uses a router, home gateway, or wireless access point, it may need a firmware update. Firmware is a software program that is loaded onto a hardware device. You can usually find any updated firmware at the Customer Support website for the manufacturer of your hardware. Older firmware may cause unpredictable results. It may be necessary to powercycle your device before and after you reinstall the firmware.

- **Check Static IP Address.** If you assigned an IP address to your media device, check that its IP address is unique on your network. Also, confirm that the first three sets of numbers of the media device’s IP address are the same as those of other devices on the network. (For example, if your computer’s IP address starts with 192.168.1, then your media device’s IP address must also start with 192.168.1.)

My DVR is not connecting to my wireless home network.

- **Check wireless adaptor.** The wireless USB network adaptor that you attached may not be supported. Only the TiVo® wireless USB network adaptor is compatible with the TiVo Media Device. This adaptor is available for purchase from www.mytivo.com.au/shop (Australia) or www.mytivo.com.nz/shop (New Zealand). When the adaptor is functioning properly, a MAC address—an identifier unique to the network adaptor you purchased—is visible on the Network screen. To check, go to TiVo Central and select Messages & Settings, then Settings, then Network. The MAC address should be on the top right side of the Network screen. If you do not see a MAC address listed, the media device is not recognising the network adaptor you installed. The adaptor is either not compatible, not functioning properly, or not properly connected.

- **Check connection to the network adaptor.** Unplug the USB cable from the back of your media device, wait 10 seconds, then plug it back in. Make sure the cable is pushed all the way in; sometimes lights on the adaptor turn on before the USB cable is pushed all the way in. Unplug the end of the USB cable connected to the adaptor, wait 10 seconds, then plug it back in.

- **Check power at wireless access point.** Ensure the wireless access point or wireless router is receiving power and that the “link” light is on.

- **Verify your password.** If your network uses a password, make sure you have entered it correctly on the Network settings page. For more on entering your network password, see “Wireless Network Settings” in Chapter 5.

- **Check signal strength.** On the Network screen (press the TiVo button to go to TiVo Central™, then select Messages & Settings, then Settings, then Network), check the wireless signal strength. The following may improve wireless signal strength:
• Make sure the wireless adaptor is placed well away from the media device’s power supply, or power strips, or surge protectors. Any of these may cause interference and reduce signal strength. Some household appliances, such as microwave ovens and 2.4 GHz cordless phones (even a neighbour’s cordless phone), may also reduce signal strength when they are in use.

• Move the wireless network adaptor to a higher position, or give it a better line of sight to your wireless access point (router).

• Reduce the distance between the wireless network adaptor and the wireless access point. Wireless networks typically have a range of 30 to 90 meters, but distances can vary based on walls, floors, and other obstructions. It may be necessary to adjust the location adaptor of your wireless access point or router to be closer to the network adaptor attached to your TiVo® Media Device.

• Consider adding a signal booster to your network (available from some wireless equipment manufacturers).

• **Check network name.** In Wireless Settings (from TiVo Central™ select Messages & Settings, then Settings, then Network, then Change Network Settings), check that the network name (SSID) for your wireless access point is listed correctly. To change the network name, see “**Network Settings**” in Chapter 5.
Questions About Parental Controls

My Parental Controls are not working.

- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a program that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from the TiVo Central™ screen, select Messages & Settings, then Settings, then Parental Controls), or by putting your media device in Standby mode and then taking it out of Standby. You can put your media device in Standby mode by going to TiVo Central and selecting Messages & Settings, then Standby. To return to normal mode from Standby, press either the TiVo® button the or LIVE TV button.

- KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

I disabled Parental Controls, but I still can’t tune to the channel I want.

- You may be using a channel list that does not include the channel you want. Use the number buttons on the remote control to enter the channel number, then press the ENTER button. For more information, see “Channel List” in Chapter 5.

For additional information and support, please go to www.mytivo.com.au/support (Australia) or www.mytivo.co.nz/support (New Zealand).

Here you will find all the latest knowledge base articles to help guide you through any issue, and you will also be able to get in touch with our customer support team.
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Appendix: Safety & Specifications

Safety Instructions

SAVE THESE INSTRUCTIONS!

BEFORE YOU BEGIN
Make sure all your equipment is turned off and the media device is unplugged.

The TiVo® Media Device is not designed to support a heavy load, such as a TV. Your media device is only capable of supporting the weight of one or two common A/V components such as VCRs, DVD players, or A/V receivers (provided they have four good, broad, padded feet that distribute the weight near the corners of the media device).

Also, avoid stacking your media device on top of other electronic components—such as DVD players, A/V receivers—or the vents of your TV.

SAFETY INFORMATION
This product was designed and manufactured to meet strict quality and safety standards. There are, however, some installation and operation precautions of which you should be particularly aware. Please read these instructions before operating the equipment and save them for future reference.

1. Read Instructions—All the safety and operating instructions should be read and understood before the appliance is operated.

2. Retain Instructions—The safety and operating instructions should be retained for future reference.

3. Heed Warnings—All warnings on the appliance and in the operating instructions should be followed.

4. Follow Instructions—All operating and use instructions should be followed.

5. Water and Moisture—The appliance should not be used near water - for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool, etc.

6. An appliance and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the appliance and cart combination to overturn.

7. Tilt/Stability—All televisions must comply with recommended international global safety standards for tilt and stability properties of their cabinet design. Do not compromise these design standards by applying excessive pull force to the front, or top, of the cabinet, which could ultimately overturn the product. Also, do not endanger yourself, or children, by placing electronic equipment/toys on top of the cabinet. Such items could unexpectedly fall from the top of the set and cause product damage and/or personal injury.

8. Ventilation—The appliance should be situated so that its location or position does not interfere with its proper ventilation. For example, the appliance should not be situated on a bed, sofa, rug, or similar surface that may block the ventilation openings; or, placed in a built-in installation, such as a bookcase or cabinet that may impede the flow of air through the ventilation openings.

9. Heat—The appliance should be situated away from heat sources such as radiators, heat registers, stoves, or other appliances (including amplifiers) that produce heat.
10. Power Cord Protection—Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular attention to cords and plugs, convenience receptacles, and the point where they exit from the appliance.

11. Object and Liquid Entry—Never push objects of any kind into this product through cabinet slots, as they may touch dangerous voltage points or short the parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind on this product.

12. Damage Requiring Service—The appliance should be serviced by qualified service personnel when:
   A. THE POWER SUPPLY CORD OR PLUG IS DAMAGED OR FRAYED;
   B. LIQUID HAS SPILLED INTO THE PRODUCT;
   C. THE PRODUCT HAS BEEN EXPOSED TO RAIN OR WATER;
   D. THE PRODUCT DOES NOT OPERATE NORMALLY WHEN YOU FOLLOW THE OPERATING INSTRUCTIONS (ADJUST ONLY THOSE CONTROLS THAT ARE DISCUSSED IN THIS GUIDE, AS IMPROPER ADJUSTMENT OF OTHER CONTROLS MAY RESULT IN DAMAGE, OFTEN REQUIRING EXTENSIVE WORK BY A QUALIFIED TECHNICIAN TO RESTORE THE PRODUCT TO NORMAL PERFORMANCE);
   E. THE PRODUCT HAS BEEN DROPPED OR THE CABINET DAMAGED;
   F. THE PRODUCT EXHIBITS A DISTINCT CHANGE IN PERFORMANCE.

13. Servicing—The user should not attempt service to the appliance beyond that described in the Troubleshooting section of this guide. All other servicing should be referred to qualified service personnel.

14. Cleaning—Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners; use a damp cloth for cleaning. If the product comes in contact with any liquid, unplug the phone line and the power adaptor and let the unit dry thoroughly before plugging it back in.

15. Power Source—This product should be operated only from the type of power source indicated on the marking label or in this guide. If you are not sure of the type of power supply to your home, consult your dealer or local power company.

16. Overloaded Power Outlets—do not overload wall outlets and extension cords, as this can result in the risk of fire or electric shock.

17. Electric Shock—To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when this product is subsequently used.

18. Important Safety Instructions—When using your telecommunication equipment, basic safety precautions should be always followed to reduce the risk of fire, electric shock and injury to persons.

19. Moving—Avoid moving the unit while it is plugged in to avoid accumulative shock and vibration damage to the internal hard disc drive.

20. CAUTION—Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer’s instructions.
Appendix: Safety & Specifications

Front Panel Reference

1 Green LED. A green light indicates that the TiVo® Media Device is powered on.

2 Amber LED. An amber light flashes when the media device receives a signal from the remote.

3 Red LED 1. A red light indicates a recording in progress.

4 Red LED 2. A second red light indicates a second recording in progress.

5 Blue LED. The blue LED indicates a transfer in progress from the media device’s network connection.

6 Video Format Display. This shows the current selected Video Output Format. See “Understanding HDTV” at the beginning of this guide for more information.

7 FORMAT button. Press this button to change the video output format. See “Video Output Format” in Chapter 5 for more.
**Back Panel Reference**

1. **AC ~ In.** (Connects to A/C power.) The media device does not have a power switch; plugging it into the wall socket turns it on. **CAUTION:** TO PREVENT ELECTRICAL SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, AND FULLY INSERT. See “Safety Instructions” in this chapter.

2. **Digital Audio (Optical).** (Connects to an A/V receiver or home theatre system.) Use an optical digital audio cable (sold separately) to connect the TiVo® Media Device to your home theatre system for digital sound.

3. **S-Video Output.** (Connects to a TV, VCR, DVD recorder, or A/V system.) S-Video provides a high quality standard definition picture. It does not provide high-definition video. When you use S-Video, connect a separate cable for audio.
4 Component Video Output. (Connects to a TV or A/V system.) Component Video provides a high-definition picture using a Component Video cable (included). Connect a separate cable for audio.

5 Composite Video Output. (Connects to a TV, VCR, DVD recorder, or A/V system.) Composite Video (yellow cable) provides very good standard definition picture quality. It does not provide high-definition video. It is used with the Left/Right Audio cables (the white and red cables).

6 Left/Right Audio Outputs. (Connects to a TV, VCR, DVD recorder, or A/V system.) Connect the Left/Right Audio cables (the white and red ones) to these jacks for analog stereo sound.

7 HDMI. (Connects to a TV, A/V receiver, or home theatre system.) HDMI provides a pure digital connection for high-definition video and digital audio all in one cable.

8 Ethernet. (Connects to an Ethernet cable.) Use this jack to connect the media device to your home network.

9 USB. (Connects to a USB network adaptor; USB stands for Universal Serial Bus.) Use one of the two USB ports to connect the media device to your home network using the TiVo® wireless USB network adaptor (sold separately).

10 External Storage. For supported extendable hard drive (future enhancement and sold separately).

11 Antenna. (Connects to an antenna cable.) Connect a coaxial RF cable from your antenna to this jack. This allows the media device to receive broadcasts over the air.
Technical Specifications

VIDEO OUT
- HDMI (1) (combined video and audio)
- Component Video RCA (1)
- Composite Video RCA (1)
- S-Video 4-pin mini DIN (1)

AUDIO OUT
- HDMI (1) (combined video and audio)
- Digital Audio (Optical) (1)
- Stereo L/R RCA (1 pair)

RF IN
- Antenna (1)

EXPANSION PORT
- USB (2)
- Ethernet (1)
- E-SATA (1) *for supported extendable hard drive (sold separately)

POWER
- 110-240VAC, 60-50Hz, 1.0A

AMBIENT (EXTERNAL) OPERATING TEMPERATURE
- 15 °C to 35 °C

OPERATING HUMIDITY
- 5% to 80%

DIMENSIONS
- 419 mm x 321 mm x 86 mm (16.5 in x 12.625 in x 3.375 in)

REMOTE CONTROL
- 34 buttons

STORAGE
- SATA Hard Drive. NOTE: Actual recording capacity depends on signal quality and the type of programming being recorded.
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Remote Control Tips

Program your TiVo remote to control your TV or A/V receiver. See Your TiVo Remote to the left.

Press the TiVo button once to go to the TiVo Central screen, or twice to go to the Now Playing List—your list of recorded programs.

Press LIVE TV to switch between tuners. See page 3 for more about watching live TV with dual tuner.

With certain TiVo-to-TV video connections pressing ASPECT once displays the current mode. Press again to change the Aspect Correction mode to Full, Panel, or Zoom. Use this feature to quickly adjust the picture to your liking.

Press FORWARD and BACK up to 3 times for 3 speeds. Press a fourth time to resume normal play.

INSTANT REPLAY™ replays the last 8 seconds of a program.

Press CLEAR to delete a title in a list (like the Now Playing list) or to hide things that aren’t part of the program you’re watching (like the TiVo channel banner).

Press GUIDE to see the TiVo program guide, then press INFO (while the guide is visible) to see Guide Options and change the way channels display, or show only a certain types of programs.

CHAN UP/DOWN does more than change the channel—it also pages up or down through lists of programs or menu items.

When you’re watching “behind” live TV (for example, if you pause live TV and then resume watching from the paused spot), ADVANCE™ catches you up to the live broadcast. In a recorded program, press it once to jump to the end of the program, then again to jump to the beginning.

If programmed, the DVR Switch lets you control two different TiVo media devices with the same remote.

Inserting the Batteries

Hold the remote with the battery door facing you. Slide the door toward you to open.

Insert two AA batteries (supplied). Match the + and - marks on the batteries to the + and - marks in the compartment.

Replace the battery door.

Some buttons on your TiVo remote are programmable:

TO POWER
TV INPUT
VOLUME & MUTE: can be assigned to TV POWER or TV INPUT.

Remote Control (part if you have more than one TiVo media device)

To program your TiVo remote, press the Title button to go to the TiVo Central screen and select MESSAGES & SETTINS, then SETTINGS, then Remote. Follow the easy on-screen instructions.

Due to the wide variety of brands and models available, some TiVs and A/V receivers are not compatible with the TiVo remote. See Chapter 5 for more on programming the TiVo remote control.

Remote Control

Remote Active Light

Title
Menu
Volume
Play
Pause
Back (rewind)
Slow
Clear
Number Buttons
Enter/Last

This program will be saved until you delete it.
In less than one day, this program may be deleted to make room for other recordings you have requested, but only if space is needed.
At any time, this program may be deleted to make room for other programs you have requested.
This program is currently being recorded.
This program is a TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.

Guide, To Do List & View Upcoming Episodes
Program will be recorded as an individual recording (not part of a Season Pass® recording or WishList™ search). In other places, indicates that an item has been marked.

Program will be recorded as part of a Season Pass recording.
Program will be recorded as part of a WishList search.

This folder contains more than one episode of the same series.
This group includes a program that is currently recording.
This folder contains one or more programs recorded by a WishList search.
This folder contains all programs recorded on TiVo Suggestion.

This program will be saved until you delete it.

This group contains a program that is currently recording.

This program can be deleted at any time.