Service Viewer's Guide

How to activate and use your TiVo Service

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Welcome to TiVo!

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Welcome to the TiVolution®!

It's a revolution in television. We've pioneered an exciting new category that will forever change the way you watch TV. With a new TiVo Digital Video Recorder (DVR) in your living room, you'll quickly see how easy it is to watch what you want, when you want.

Never miss your favorite show again.

TiVo automatically records every episode of your favorite series, all season long, even if the network schedule changes. It can even skip reruns.

No more interruptions.

Pause live TV for as long as 30 minutes—any channel, any time. You can also rewind, instant replay, and slow-motion live or recorded TV. Wow!

No videotapes required.

Because it's all-digital, TiVo saves all your programs in one place so they're ready-to-watch anytime. You can even start watching a show from the beginning while it's still recording.

Watch more of what you like, less of what you don't.

Because the TiVo service is "smart," it automatically finds and records shows that feature your favorite actor, team, hobby, etc., so you'll always catch the good stuff—even if you never knew it was on.

At last, TV fits into your busy life, not the other way around.

TiVo, TV your way.™

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You will see important and helpful notes and tips in this side column.

This is a Program Information screen. It has a description of the program and a list of actions you can select.

On a Program Information screen, press DISPLAY (or ENTER if you don't have DISPLAY on your remote) to see the Program Details screen.

Using This Guide

Getting Started

1. Connect your Recorder using the *Start Here* booklet and *Installation Guide*.
2. Complete Guided Setup—following the steps provided in Chapter 1 of this guide—and activate the TiVo service (see page 8 for more on activating).
3. Start using the TiVo service. It's easy! Take the quick, easy tours in Chapter 2 of this guide and check out the TiVo service's exciting features. Chapters 3, 4, and 5 describe the TiVo service. Read through them to become more familiar with the service's capabilities or refer to them with specific questions.

Basic terms. These are terms used in this guide when we talk about the rest of the service:

Live TV: If you're watching a program as it's being broadcast, you're watching live TV. With TiVo, you can also watch recorded programs or watch "behind" live TV (for example: if you pause live TV, then come back later and watch from the paused spot).

Icons: These are graphic symbols used in the TiVo service to provide information and options you can select. You'll find a glossary of icons on the inside back cover.

Program Information screen: When you select a program (either a future showing or a recording in Now Playing) from a list, you will see this type of screen. With it you can select actions and view a description of the program.

Service Updates

A few features described in this manual (such as "Skip to Tick," the Program Details screen, and using an asterisk (*) in a WishList) may not be available when you first start your TiVo DVR. If not, they'll arrive as part of your first TiVo service update. TiVo subscribers automatically receive service updates with the latest TiVo software. Details about recent service updates are available at *www.tivo.com/support*. Updates happen automatically. You don't need to do a thing!

CHAPTER 1

Guided Setup

Basic Steps 2

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If you can't find the help you need in this chapter, please visit online TiVo Customer Support at *www.tivo.com/support* or call us at 1-877-367-8486.

If you need to use the phone during either of the setup phone calls, pick up your telephone, then hang it up and wait a few seconds. The recorder will hang up, and the next time you pick the phone up there will be a dial tone. You will need to re-initiate the phone calls later.

Basic Steps

After you connect your recorder, the next steps are to complete Guided Setup—which takes about 35 minutes—and activate the TiVo service. (For more information about connecting your recorder, see the *Start Here* booklet and the *Installation Guide*.)

- **Guided Setup is easy.** The Guided Setup screens step you through the process. If you get stuck, look for tips and troubleshooting in this chapter. (You may not see all the screens described here, or you may see them in a different order, depending on your equipment.)

  If you make a mistake during Guided Setup, simply press LEFT arrow to go back and fix it. You can also change your setup information later in Messages & Setup. (See Chapter 5 for details.)

- **Guided Setup is intelligent.** In Guided Setup, you tell your recorder your program source (antenna, cable, or satellite) and equipment setup. Then the steps change depending on how you have set up your recorder.

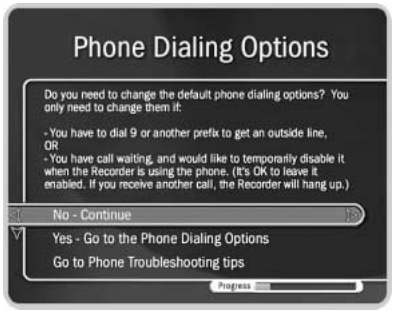
- **Guided Setup requires two phone calls.** Try to complete Guided Setup when you don't need the phone.

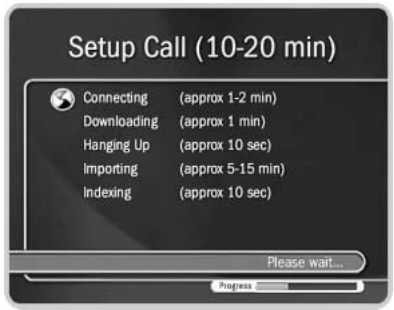
After completing Guided Setup, you can watch live TV and use TiVo service features to control live TV. You will have to wait a few hours while the recorder organizes information before you can set up your Season Passes and search for programs (see page 7 for details).

Tips and Troubleshooting

Zip Code. Antenna users: The TiVo service uses the channel lineup of a nearby cable service to determine which channels you receive. If there is no cable company that serves your zip code, enter the zip code of a nearby community that has cable service.

Phone Dialing Options. If your phone system requires special dialing options, choose "Yes." (For example: do you dial "9" to get an outside line?) Most people won't need to change the settings. If you're not sure, or if you need help with specific dailing options, see page 62 for information about each option.

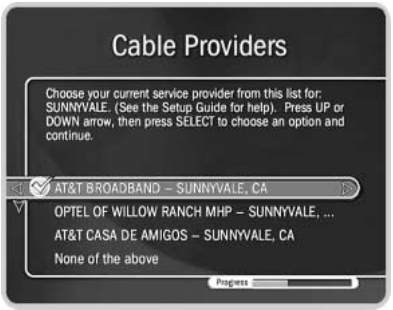


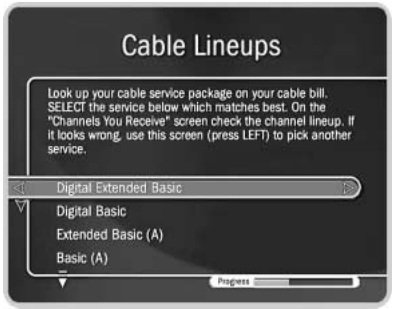


Setup Call. This toll-free call takes a few minutes to get the dial-in numbers for your area code and the list of cable or satellite providers for your zip code. After hanging up, the recorder will take 5 to 15 minutes to organize the information. If the call doesn't succeed, see pages 73 to 74 for troubleshooting steps.

Dial-In Number. The recorder will use the dial-in number you choose for its daily calls to the TiVo service. The list may be too long to fit on one screen. To see more phone numbers, press the DOWN arrow or CHAN DOWN.

Note: TiVo uses a standard telephone line to provide the TiVo service and is available as a local call in most areas. In some areas, however, local and long distance toll charges may apply. You are responsible for any such telephone charges.





Dialing Format. Choose how you want the recorder to dial the dial-in number. (For example: should the dial-in number be preceded by your area code and should a “1” precede the area code?) In some areas, local numbers must be dialed using the area code.

Satellite Providers. If you subscribe to additional local channels for your city or a nearby city from DIRECTV, choose the DIRECTV option followed by the city name from which you get your local channels (e.g., DIRECTV-Boston).

Cable Providers. Cable companies may have entries with very similar names, and it may be difficult to know which is yours. Check your channel lineup card (received during cable installation) or your cable bill. If you still aren’t sure, make your best guess. Check your guess on the Channels You Receive screen (see page 5). If you still don’t see your provider, go back and verify that you entered the correct zip code.

Cable Lineups. A lineup is the type of subscription you purchased from your cable company. Lineups usually have names like “Basic” or “Extended Basic.” Your cable bill may have this information. If you still aren’t sure, make your best guess. You should then check your guess on the Channels You Receive screen (see page 5).

“Rebuild” is a term TiVo uses to refer to a revised channel lineup. Usually you would be informed by your cable company that your lineup has been revised.

If you have a cable A/B system, you can pick only A or B to watch with your recorder. Check your *Installation Guide* for information about splitting your signal in order to watch the other channels.

Channels You Receive. First, if you had to make a guess about your provider or lineup, verify that the channel numbers match the networks on this list. (For example: if you had the lineup to the right, is channel 16 actually KKPX?) If you aren't sure, refer to the channel guide or quick-reference card from your cable or satellite company.

Next, add or remove check marks—so that the list reflects the channels you actually subscribe to—by highlighting a channel and pressing SELECT. (Some types of satellite receivers will try to tune to a channel you don't receive if it is selected here, so be sure to de-select the channels you don't receive.)

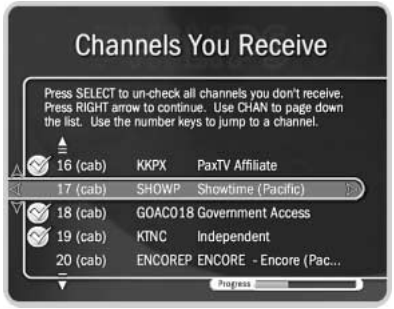
You can also customize this channel list to reflect your viewing preferences. If you never watch a particular channel, and don't plan to set up recordings or let TiVo search for programs on it, remove the check mark next to that channel.

The TiVo service will search for programs on the checkmarked channels only. Also, the CHAN UP/DOWN button skips channels that don't have a check mark in this list.

Finally, press the RIGHT arrow to continue. If you change your mind later, you can easily check and uncheck channels in this list. (See page 59 for details.)

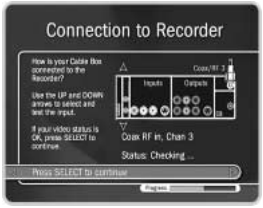
Connection to Recorder Screens. These screens ask what type of video cable you used to connect your cable box or satellite receiver to your recorder. Choose your configuration from the three choices described on page 6 (Hint: the first one is the most common).

Connection to Cable/Satellite Box. Your recorder needs to send a signal to the cable box or satellite receiver to change channels. It can do this through an IR (infrared) or serial connection. We recommend you use the serial connection if possible, because it is easier, more reliable, and faster than an IR connection. For help choosing a connection method, see your *Start Here* booklet and *Installation Guide.* After Guided Setup, if your channels don't change, see the Troubleshooting suggestions on page 79.



Use the CHAN UP/DOWN button as a shortcut to go up or down a whole screen at a time.

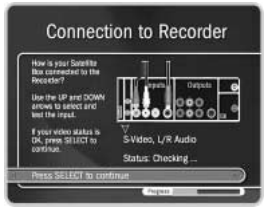
Satellite only or cable with a box only:



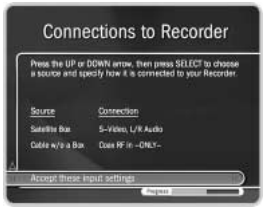
*** Use the UP/DOWN arrows until the picture of the recorder matches the cable connection you used to connect your satellite receiver or cable box. When the video status below the picture says "Video OK," press SELECT to continue. If the video status says "No Video," double-check that the video cable is firmly connected to the recorder and that you have selected the correct type of video cable.**

Satellite & antenna or satellite & cable without a box:

1. Use the UP/DOWN arrows to highlight "Satellite Box" and press SELECT.



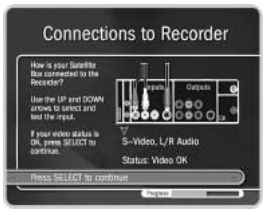
2. Follow the *directions at the top of this page.



3. Use the DOWN arrow to highlight "Accept these input settings" and press SELECT.

Satellite & cable with a box:

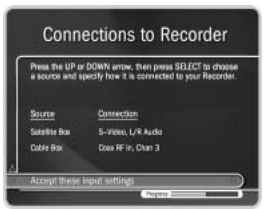
1. Highlight "Satellite Box" and press SELECT.



2. Follow the *directions at the top of this page.

3. Highlight "Cable Box" and press SELECT.

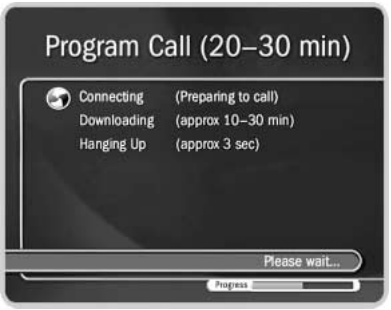
4. Follow the *directions at the top of this page.



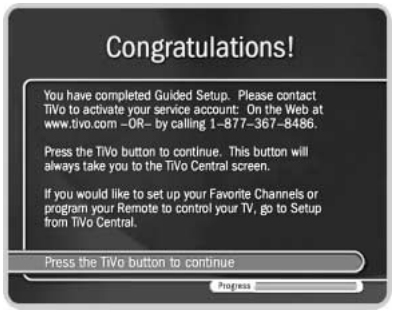
5. Highlight "Accept these input settings" and press SELECT.

IR Code List. Each code has a slow, medium, and fast version. First test the slow codes by highlighting them and pressing the CHAN UP/DOWN button slowly 10-15 times. When you find a slow code that changes channels every time, try a faster speed for that code. (Slow may take longer, but fast may be too fast for your cable box or satellite receiver.) You want to find the code with the fastest speed that changes the channel every time. When you find it, press SELECT to choose that code. If channels don't change at all, see page 77 for troubleshooting steps.

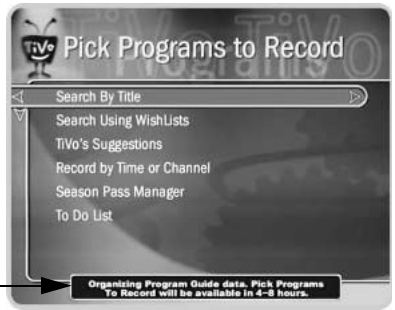
Program Call. During this call, the TiVo service downloads all your program information—which includes program titles, times, channels, and descriptions—for up to the next two weeks. If the call doesn't succeed, see pages 73 to 74 for troubleshooting steps. If you need to use the phone during the program call, pick up your telephone, then hang it up and wait a few seconds. The next time you pick the phone up there will be a dial tone. You will need to re-initiate the program call later.



Congratulations! When the recorder has finished downloading your program information, press SELECT to continue, and you'll see the Congratulations! screen. You can now watch live TV and use your recorder's features to control live TV (pause, instant replay, slow motion).



After Guided Setup, the recorder works behind the scenes for about four to eight hours to organize program information for the first time. During this process, you will have to wait to search for programs and set up recordings. A message at the bottom of the Pick Programs to Record screen will let you know if you can search for programs yet. If the message appears, try again after a few hours.



onscreen message

You can find the 15-digit TiVo Service Number by going to TiVo Central (press the TiVo button on the remote), then Messages & Setup (press the DOWN arrow to move the blue highlight bar, then press SELECT), then selecting System Information.

For instructions on programming your remote to control your TV's power, volume, and mute settings, see

Activating the TiVo Service

The TiVo service includes the program information shown in the TiVo Live Guide™ and used by the Season Passes, WishLists, and Search by Title features, as well as by TiVolution Magazine, Showcases, and Service Updates.

If you haven't activated the TiVo service already, you'll be instructed to visit the TiVo website at *http://www.tivo.com/activate/* or to call 1-877-367-8486. To activate, you must register the TiVo Service Number of your recorder and choose a billing option.

You will receive enough program information to give you a chance to try the TiVo service. If you do not activate within about a week of completing Guided Setup, your recorder will have limited functionality. The recorder was designed to be used exclusively with the TiVo service. The TiVo service is required for proper operation of the recorder. No functionality is represented, warranted, or should be expected without a subscription to the TiVo service.

Activate today! Don't miss a single day of using the TiVo service.

From the Congratulations! screen, press the TiVo button on your remote control to go to TiVo Central® and begin enjoying the TiVo service. For help getting started, check out the tours in Chapter 2 of this guide.

CHAPTER 2

The Basics in 5 Short Tours

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Tour Three: Find and Record Your Favorite Programs 14

Tour Four: Find New Programs 16

Tour Five: Now Playing 18

Cool Things You Can Do 20

Tour One: Play with Live TV

In this tour, you'll take a look at how you can control live TV. So turn on your TV and grab your TiVo remote!

First, press the PAUSE button—the program you're watching pauses. Now you can stand up and stretch, or go to the kitchen and get a snack. You can pause live TV for up to 30 minutes!

But for now, press PLAY and the program resumes.

Next, press BACK—the program rewinds. Press BACK a second time—it goes faster! A third time—faster still! Both the FWD and BACK buttons have three speeds. Press BACK a fourth time to return to normal speed.

+ Press PAUSE once more, then immediately press FWD—frame-by-frame forward! Press BACK—frame-by-frame back. When your show is paused, FWD and BACK let you go frame by frame. Press PLAY to resume watching at normal speed.

Try out the INSTANT REPLAY button. INSTANT REPLAY jumps you back 8 seconds—useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.

Press INSTANT REPLAY again, then immediately press SLOW. You get your own slow-motion replay!

Finally, try the ADVANCE button. Presto! You're caught up to live TV.

Status Bar

Press PAUSE to make the status bar visible. It shows a one-hour period. The green segment is the portion of the current hour that has been saved by your recorder.

Look for the white line. It marks the part of the program you are currently watching. If the white line is anywhere back in the green segment you are “behind” real time (which is way better than being behind the times!).

Now press CHAN UP. When you change channels, the saved programming from the old channel is cleared, and the recorder starts to save what is showing on the new channel.

status bar

This white line tells you where you are.

Channel Banner

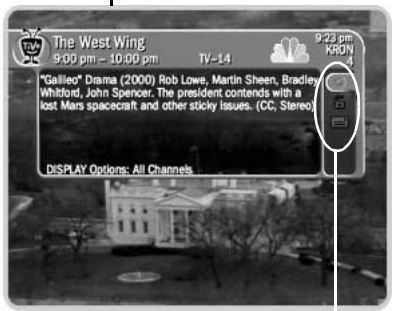
Press DISPLAY to see the channel banner. It’s only there for a few seconds, but you can bring it back by pressing DISPLAY again. (If your remote doesn’t have a DISPLAY button, press RIGHT arrow.) While the banner is visible, press the RIGHT arrow to switch from a small, to medium, to large banner. Note that each version has a different amount of information.

Keep pressing the RIGHT arrow until you see the largest version of the channel banner. Notice the small icons on the right side. Each symbol represents a useful feature, like recording or Parental Controls. Press the UP and DOWN arrows to highlight different icons. Pressing SELECT while an icon is highlighted will take you to that feature. (For more on using these icons, see page 28.)

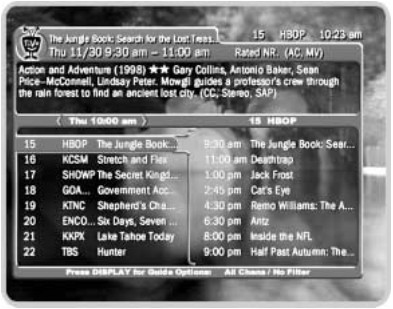
Finally, press the CLEAR button—the channel banner disappears. (CLEAR gets rid of things that aren’t part of the program you’re watching.)

Now go have fun playing with live TV, then come back for the next tour!

channel banner



selectable icons



Tour Two: The TiVo Live Guide

Your recorder's program guide, the TiVo Live Guide, lets you see what's on, change channels, schedule recordings, and more—all while you're watching live TV. Press the GUIDE button to see the TiVo Live Guide.

On the left side of the TiVo Live Guide, there is a list of channels and their current programs. The channel you're watching is highlighted with a blue bar, and a description of the current program appears at the top of the grid. On the right side is a list of upcoming programs on the highlighted channel.

Choose a Program to Watch

See something you'd like to watch? Press the UP and DOWN arrows to move the highlight bar to it. (Notice that the description at the top and list of upcoming programs on the right side change.) Then press SELECT on the highlighted channel—the channel changes and the program guide disappears. Press the GUIDE button again to bring the guide back. (Remember, whenever you change channels, programming saved from the old channel is cleared, and the recorder starts to save what is showing on the new channel.)

When you record from live TV, you can record both the saved portion (up to the last half hour) and the rest of the program. See page 25 for details.

Record a Program

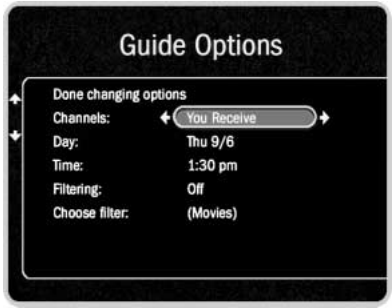
You can always record the program you're watching by pressing the RECORD ( ) button on your remote control. You can also use the TiVo Live Guide to record current or future programs. (See page 25 for more on recording from live TV.)

Highlight any program you see in the TiVo Live Guide and press RECORD. A transparent screen with recording choices appears. Choose an option or press the LEFT arrow to go back to the TiVo Live Guide.

Looking Ahead

While you're in the left side of TiVo Live Guide, press the FWD (▶▶) button to move the displayed time 30 minutes ahead. Try it. To go back in time, press BACK (◀◀).

You can also quickly change the day and time the guide shows by changing the Guide Options. To see Guide Options, press DISPLAY when the TiVo Live Guide is visible. To change the day, use DOWN arrow to highlight the day, then press the RIGHT arrow once to choose tomorrow. Press SELECT. "Done changing options" becomes highlighted. Press SELECT again and *voila!*, the TiVo Live Guide appears with tomorrow's program schedule. You know what this means—no more setting the VCR!



Filter the TiVo Live Guide

The TiVo Live Guide can also find specific kinds of shows for you. Display Guide Options by bringing up the guide and pressing DISPLAY. (If your remote doesn't have a DISPLAY button, press ENTER.) Then highlight "Choose Filter." Press SELECT and a list of categories appears. Select "Arts and Living" and then select the subcategory "Cooking." The Guide Options screen appears again and "Filtering" should now be "On." Select "Done changing options."

This time when the TiVo Live Guide appears, it only shows you channels airing cooking shows in the next six hours. It has grayed out programs that are not about cooking. To see all the channels again, go to Guide Options (press GUIDE, then press DISPLAY). Highlight "Filtering," and press LEFT arrow to turn it "Off." Then press SELECT.

Take some time to play around in the TiVo Live Guide (and set up some recordings, while you're at it). See you in a little bit for the next tour!

If you just finished Guided Setup and you go to Pick Programs to Record, you will see a message at the bottom of the screen stating that the recorder is still indexing data. The recorder should be done indexing within 4 to 8 hours of finishing Guided Setup.

Tour Three: Find and Record Your Favorite Programs

You can always record the program you're watching by pressing the RECORD button on your remote control. The TiVo service also provides many ways to quickly search large numbers of TV programs, find your favorites, and schedule recordings in advance. What's more, if a program is part of a series, you can get a Season Pass™ to the series. A Season Pass records every episode of the series that airs on the selected channel.

Search by Title

In this tour, you'll find a program (*The Simpsons)* by searching for its title. Press the TiVo button to see TiVo Central. Press the DOWN arrow to highlight Pick Programs to Record and press SELECT. The Pick Programs to Record screen appears.

As you can see, TiVo gives you many ways to find programs. Since you know the program's title, highlight "Search by Title" and press SELECT. The next screen is a categories screen. It lets you limit your search to any of several categories—but for now, choose "All Programs," then press SELECT.

The next screen has a grid of letters. Notice the white box around the letter *A*. Use the RIGHT, LEFT, UP, and DOWN arrows to move the box among the letters. Now move it to *S*, then press SELECT.

A list of programs that begin with "S" appears on the right side of the screen. Move the white box to the letter *I* and press SELECT again. The list changes. The TiVo service has searched through all available programs (usually, those airing in the next two weeks) to find those that begin with *SI*, then listed those programs.

Keep on entering letters until you see “Simpsons, The” in the list on the right. (Notice, the list alphabetizes without “A” or “The.”) If you make a mistake entering text, select DEL (on the screen) or press BACK on the remote control. To clear all text, use CLR on the screen or press the CLEAR button. (SP enters a space.)

To get to the list of programs, press the RIGHT arrow until you move off the grid of letters. Press the UP or DOWN arrow to highlight “Simpsons, The” and press SELECT.

A Program Information screen appears. This kind of screen appears when you select a program title from a list and lets you choose to record the episode, view upcoming episodes, or get a Season Pass.

Get a Season Pass

On the Program Information screen for *The Simpsons*, highlight “Get a Season Pass,” and press SELECT. A confirmation screen appears to make sure the recorder is doing what you want. Press SELECT again—and after a short pause you have a Season Pass to *The Simpsons*!

You should now be on the Search By Title screen again. Press the LEFT arrow to return to Pick Programs to Record, then select the To Do List. You can see all your scheduled recordings here.

In the To Do List, notice the upcoming episodes of *The Simpsons* are marked with two check marks ( ), indicating they are part of a Season Pass. If you don’t want to keep this Season Pass, highlight it and press CLEAR.

Get some more Season Passes now, or go on to the next tour to learn how TiVo helps you find new shows you might like—sort of like your own “smart” TV assistant.

If you schedule a lot of Season Passes, it’s a good idea to set priorites for them. You do this with the Season Pass Manager; see page 48 for more information.

Tour Four: Find New Programs

TiVo helps you find what you want to watch—both exciting new shows and old favorites you might have forgotten.

TiVolution Magazine

You'll always find something fun and unusual in TiVolution Magazine, an interactive guide to the best upcoming shows on television. You'll find premieres, specials, and offbeat gems, making it easy for you to schedule recordings. New content is delivered fresh to your TiVo during the daily phone call.

To find TiVolution Magazine, press your TiVo button and go to TiVo Central. Use the Down arrow to highlight TiVolution Magazine, then press SELECT. Once you're inside, use the arrow buttons and SELECT to explore the selections. Once you get to a list of programs, select a title to see the Program Information screen. If you get the channel the program airs on, you can set up a recording here—it's that easy!

Showcases

Showcases lists the best programs offered by television's biggest networks. The programs in Showcases are grouped in theme packages, giving you one-stop shopping convenience when browsing for programs to record. Packages include hit movies, exciting miniseries, hot specials, popular series, and shows from the greatest stars on TV. Showcases is updated during your recorder's daily phone call. You can set up recordings in Showcases, much the same as in TiVolution Magazine.

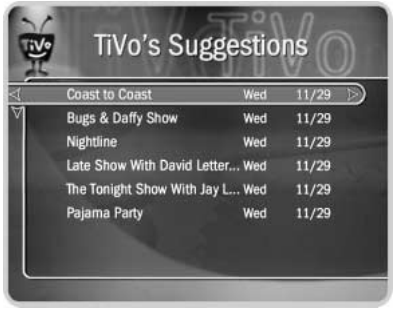
TiVo's Suggestions

TiVo's Suggestions is a personalized list of shows selected to match your preferences. How is this magic possible? Any time you watch programs, live or pre-recorded, or browse programs with the TiVo Live Guide, you can rate them by pressing the THUMBS UP and THUMBS DOWN buttons ( ). You can give a program up to three Thumbs.

Over time, the more shows you rate with your THUMBS buttons, the better TiVo's Suggestions will be at finding programs you like. The suggestions are listed under TiVo's Suggestions in order of how closely they match your preferences.

Try it out: Press GUIDE to bring up the TiVo Live Guide. Highlight a few programs and rate them by pressing the THUMBS buttons. Then go to TiVo Central, then Pick Programs to Record, then TiVo's Suggestions. Suggested programs based on your THUMBS Ratings appear in TiVo's Suggestions. (If you don't see programs yet, come back later—it may take a few hours the first time.) You can press SELECT on a suggestion, then set up a recording.

As an added bonus, when the recorder has empty space, it may automatically record some of TiVo's Suggestions. You will find them at the bottom of Now Playing, below programs you requested. TiVo's Suggestions never replace shows you request or prevent them from being recorded. TiVo's Suggestions are also always the first programs deleted to make room for recordings you request.



Your personal TV preferences are just that: personal. See TiVo's Privacy Policy in Chapter 7, and the Federal Trade Commission (FTC) White Paper available at *www.tivo.com/privacy* for more information.

This icon indicates that the program was recorded as a Suggestion.

Tour Five: Now Playing

Your recorder can record many hours of programming (enough to fill a slew of video tapes!). Fortunately, it also labels and organizes all those saved programs. Unlike using a VCR, Now Playing gives you instant access to all recorded programs—no need to spend time searching for an episode on that tape you thought you used.

To go to Now Playing, just press the TiVo button twice. Your new recorder may already have some entertaining short programs created by TiVo's partners. A network logo to the right of the show tells you which partner brings you the program.

An icon like this one to the left of the program's title tells you the recording's current status (see the inside back cover for a glossary of these icons).

Programs you request will appear in Now Playing the moment recording begins. The most recently recorded shows appear at the top of the list. You can watch any title in Now Playing—even one that is still being recorded—by highlighting it, then pressing the PLAY button.

Try it. Highlight a program in Now Playing and press PLAY. OK, now for the cool part:

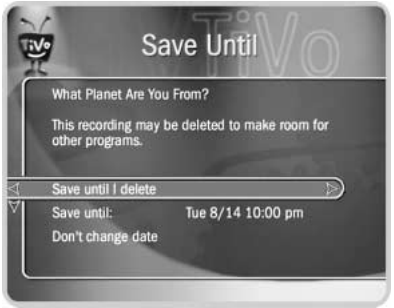
Watch the program for at least 5 minutes, then press the LEFT arrow to go back to Now Playing. Select the program again—the Program Information screen will now say "Resume Playing," instead of "Play." Select "Resume Playing," and return to the program from the point you left it!

Save Until...

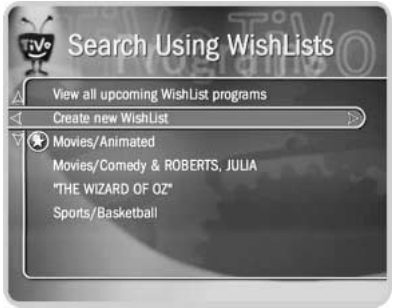
By default, programs you record are saved until space is needed (this usually means for about two days). The oldest ones may be deleted to make room for new recordings you've scheduled. However, you always have the option to save a program for as long as you want to.

To change how long a program in Now Playing will be saved, highlight it and press SELECT or RIGHT arrow. The Program Information screen appears. Select "Save Until...." On the next screen you can choose "Until I delete" or use the arrow buttons to highlight and change the date displayed. When you are done, press SELECT.

Feel free to watch some programs from Now Playing—but come back for the end of this chapter! There are still more cool things you may want to learn about.



When you set up recordings, you can also specify how long you want to keep them by setting the Keep Until Recording Option. For more on this option, see page 35.



Cool Things You Can Do

Never be late for your favorite programs: Working late? Stuck in traffic? Don't worry! If you've set up a recording or a Season Pass, the program will be waiting for you in Now Playing. You can even start watching from the beginning while the recording continues.

Make your television wishes come true with a WishList™: Have a favorite actor? A favorite hobby or interest? How about a favorite sports team? If they're on TV, chances are a WishList will find them. For details see pages 37 through 42.

Looking for good movies? Kids' shows? Science fiction? With Search By Title, you can browse all the upcoming programs in a particular category and find shows you didn't know were on. For details see page 36.

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 like this one:

Pressing THUMBS UP while the icon is visible automatically sets up a recording for the upcoming program. You don't have to remember when it's on—it will be recorded! (If you did not schedule a recording when you saw the icon, rewind until it's visible again.)

Use the Overtime Scheduler™ (and don't miss overtime!): Programs sometimes start before they're supposed to, and often end later than scheduled. With TiVo's recording options, you can "pad" your recordings to account for variations by using the Overtime Scheduler. For details see page 34.

Use the CLEAR button: The CLEAR button hides the status bar, TiVo Live Guide, channel banner, and anything else that is not part of the program. It clears the text entered using the letter grid. And if you highlight a program's title in a list, pressing CLEAR deletes the program.

CHAPTER 3

Live TV

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The TiVo Live Guide 26

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You can use your recorder's remote to control the power, volume, mute, and TV input settings on your TV. For information on setting this up, see the *Installation Guide* **that came with your recorder.**

Watching Live TV

When you're watching programming as it's broadcast, you're watching live TV. To go to live TV from the TiVo screens, press the LIVE TV button on your remote control. If you've used Trick Play and are "behind" live TV, press ADVANCE to catch up.

Changing Channels

There are several ways to change channels:

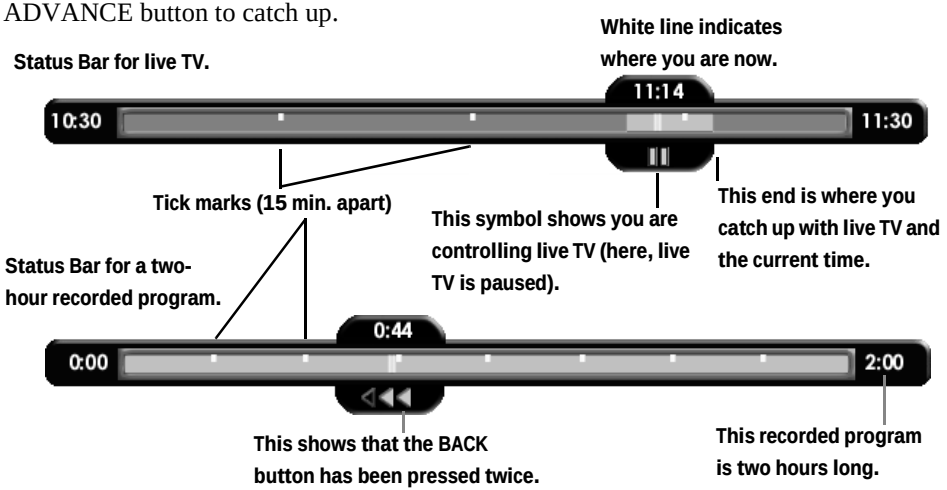
- **TiVo Live Guide.** Tired of channel surfing? Choose something to watch with the TiVo Live Guide. To see the guide, press the GUIDE button. Then use the UP and DOWN arrows to highlight a program in the list. To change the channel, press SELECT. (See page 26 for more on the TiVo Live Guide.)
- **Number pad.** To go to a specific channel, use the numbers on your remote control, then press ENTER/LAST. (If you don't press ENTER/LAST, the channel changes automatically after a few seconds.) To clear the number before the channel changes, press CLEAR.
- **ENTER/LAST.** To jump back to the previous channel, press ENTER/LAST.
- **CHAN UP/DOWN.** Of course, you can also still use the CHAN UP/DOWN button on your remote control. (CHAN UP/DOWN skips channels that are not on the channel list selected in Guide Options. For more information on channel lists, see page 27.)

Status Bar

When you press PLAY, PAUSE, FWD, or BACK, the status bar appears on the lower part of your 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 white tick marks are 15 or 30 minutes apart, depending on the length of the program.

The green segment represents the part of the program saved by the recorder. The recorder automatically saves up to 30 minutes of live TV. You can use Trick Play to move backward and forward through the saved portion of a 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 are behind live TV. If you are behind live TV, you can press the ADVANCE button to catch up.



The CLEAR button hides the status bar, the TiVo Live Guide, the channel banner, and anything else that is not part of the program.

You can only rewind live TV to the point where you last changed the channel. When you change the channel, you skip ahead to the current time on the new channel and start saving on that channel. If you are behind live TV and watching something you still want to see, you should not change the channel.

Controlling Live TV

Part of the fun of watching live TV with TiVo is using its pause, instant replay, and slow motion features. You can also use these features during recorded programs.

RECORD: Records a program when you're watching TV or browsing the TiVo Live Guide.

PLAY: Plays a program at normal speed. Shows the Status Bar for three seconds.

PAUSE: Pauses a live program for up to 30 minutes and a recorded program for as long as you want. To resume playing, press PAUSE again (or press PLAY).

BACK: Rewinds a program. Press BACK once, twice, or three times to go backward fast, faster, or fastest. Press it a fourth time to return to normal speed.

FWD: Fast forwards a program. Press FWD once, twice, or three times to go forward fast, faster, or fastest. Press it a fourth time to return to normal speed.

Frame Forward or Back. Press PAUSE, then press the FWD or BACK button. The image moves forward or backward one frame at a time.

INSTANT REPLAY: Instantly shows the last eight seconds of the program again.

ADVANCE: (a) In live TV, catches up to the live broadcast. (b) When you are fast forwarding in a recorded program, press ADVANCE to instantly jump ahead to the next tick mark. When you are rewinding, press ADVANCE to jump back to the previous tick mark. (c) In a recorded program, press ADVANCE once to jump to the end of the recording, press twice to jump to the beginning.

SLOW: Plays the program in slow motion.

When you fast forward too far, press INSTANT REPLAY to rewind eight seconds. Press it again if you really missed the mark.

Recording a Live Program

Starting a Recording

To start recording a program while you are watching it, press the RECORD button. On the transparent screen that appears, select “Record this showing (Best Quality).” As soon as the recording starts, the program will appear in Now Playing.

If you select “Season Pass & other options,” a Program Information screen appears with more actions you can take, including getting a Season Pass and changing Recording Options (see page 33 for more on Season Passes and page 34 for more on Recording Options).

Recording the Saved Portion

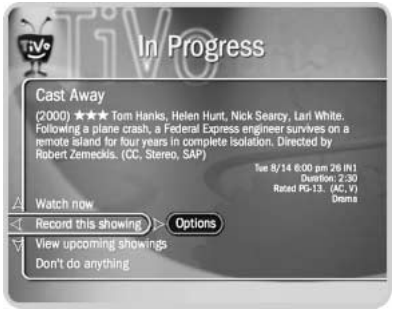
Up to 30 minutes of programming from the current channel is always being saved, even when you are not recording a program. When you change channels, the recorder clears what it has saved and starts saving programming again on the new channel. (So, if the saved portion is important to you, don’t change the channel.)

To record the saved portion—in addition to the rest of the program—you must choose “Record this showing (Best Quality).” If you choose to change the Video Recording Quality, the saved portion of the program won’t be recorded.

Stopping a Recording

Two ways to stop a recording are

- Select the title in Now Playing, then select “Stop Recording,” or
- Press the RECORD button in live TV, then choose “Stop the current recording.”



You can also record any program—even one in progress—by highlighting it in the TiVo Live Guide, then pressing RECORD.

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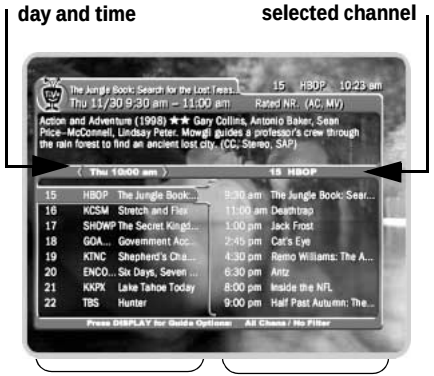
The TiVo Live Guide



The left side shows a list of all programs during this time period.

The right side shows a list of what's coming up on the channel you have highlighted.

While the highlight is on the left side, you can press the FWD and BACK buttons to change the time in half-hour increments.

While the highlight is on the right side, you can press the FWD and BACK buttons to change the channel selected.

The TiVo Live Guide is the TiVo service program guide. It shows you current and upcoming programs airing up to two weeks into the future. You can also quickly set up recordings, give any program Thumbs Ratings, and customize the channels and types of programs shown in the guide. Plus, the TiVo Live Guide is a transparent screen, so you won't miss anything in the program you're watching while you browse.

What's on Live TV?

To display the guide, go to live TV, then press the GUIDE button. To hide the guide, press GUIDE again or press CLEAR.

Left side. On its left side, the guide has a list of channels and the programs that are currently airing on them. If you want to watch a program in the list, highlight it, then press SELECT. This changes the channel.

Right side. The right side has a list of what's coming up on the highlighted channel.

Moving Around the Guide

- Press the UP and DOWN arrows to highlight channels or programs.
- Press CHAN UP/DOWN to quickly move up or down one page at a time.
- Press the LEFT and RIGHT arrows to move between the left and right sides.

Recording a Program

To record a program, highlight it, then press RECORD. On the transparent screen that appears, select "Record this showing (Best Quality)" or "Season Pass & other options" for more choices. (See page 25 for more on recording from live TV.)

Customizing the TiVo Live Guide

The TiVo Live Guide has options that let you quickly change what programs and channels the guide shows. To see Guide Options, press DISPLAY (or, if you don't have a DISPLAY button on your remote, press ENTER) while the TiVo Live Guide is visible. The available options are Channels, Day, Time, Filtering (on/off), and Choose filter.

Channels. Choosing a list here selects the channels displayed by the TiVo Live Guide. Also, the CHAN UP/DOWN button skips to channels that are on the chosen list. (For details on how to customize these channel lists, see page 59.) The three channel lists available are

- **[Channels] You Receive.** This is the default list. It displays only the channels you have chosen in the Channels You Receive channel list.
- **Favorites.** Use this list to save time when browsing the TiVo Live Guide.
- **All.** This list displays all of your cable or satellite provider's channels.

Day and Time. Sets the guide to show what's on at a particular day and time.

Filtering. Turns filtering on or off. (Choosing a filter is explained below.) When you want to see all channels and programs in the guide, turn filtering off.

Choose filter. Press SELECT on this option. In the list that appears, use the UP and DOWN arrows to highlight a category, then press SELECT. Choose a subcategory. In the TiVo Live Guide, only channels with programs in that subcategory will appear.

To change a guide option: Highlight the option, and then press the LEFT or RIGHT arrows to change the choice displayed. Save your changes by pressing SELECT or GUIDE. To cancel your changes, press CLEAR.

When filtering is on, the guide will only show channels that have a program in that category within six hours of the day and time selected. Programs that don't fit your category are grayed out.

3

Pressing the RIGHT arrow switches among channel banner styles, from small...

...to medium

...to large

Channel Banner

The channel banner appears at the top of the screen when you change channels or press DISPLAY while watching live TV. (If you don't have a DISPLAY button on your remote, press RIGHT arrow to view the channel banner.) This also works when you're watching a program in Now Playing. The channel banner will disappear after a few seconds. You can hide the channel banner before it disappears by pressing CLEAR or the LEFT arrow.

There are three versions of the channel banner: small (with the current time and channel), medium (adds the title, running time and ratings), and large (adds a program description and icons). Press RIGHT arrow to switch among them.

Channel banner icons. The large channel banner has three selectable icons. Each icon controls a different feature. To use an icon, use the UP/DOWN arrows to highlight it, then press SELECT.

Select to record a program (or stop a current recording). If a recording is in progress, the icon appears bright.

Select to go to Parental Controls.

If Parental Controls are off, the lock appears unlocked and dim.

If they are on, it appears locked and bright (pictured here).

If they are on but temporarily disabled, it appears unlocked and bright.

Select to read TiVo Messages. If the symbol is bright, you have new messages from the TiVo service.

CHAPTER 4

Now Playing & Pick Programs to Record

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As recordings appear in Now Playing, a colored icon to the left of each title reflects how long each program will be saved and whether or not it was recorded automatically. See the back cover for a key to these icons.

Now Playing

To go to Now Playing, press the TiVo button on your remote control twice. All the programs saved on your recorder are in Now Playing (no more searching through unlabeled videotapes!). As soon as a recording begins, it appears at the top of the list. You can watch any title in Now Playing, even one that is still being recorded.

To watch a program in Now Playing, highlight it and press PLAY. If you have watched part of the program already, it resumes from the point you stopped watching.

To see more actions you can take, highlight a title, then press SELECT or RIGHT arrow. A Program Information screen appears and lets you select from the actions below:

- **Play** or **Resume playing**.
- **Save until...** To change the date when the program may be deleted, highlight the date, then press the RIGHT or LEFT arrows until the date you want appears. Press SELECT to return to the Program Information screen.
- **Stop Recording**
- **Delete now**
- **Save to VCR.** If you have a VCR, you can save a program from Now Playing to a videotape. (See page 31 for more on using this feature.)

Save to VCR

If you have a VCR, you can save a program from Now Playing to a videotape. Transfers happen to a VCR in real time. For example, if a program is two hours long, it will take two hours to save it. You will not be able to watch live TV or recordings while saving.

Most of the buttons on your remote that control live TV work as usual during Save to VCR. Keep in mind that the VCR will record the video exactly as it is played. (This means you can fast forward through the boring parts!)

If you press a button on your remote that would actually interrupt the transfer to VCR—for example, if you press GUIDE, the TiVo button, or PAUSE—a videotape icon appears as a warning.

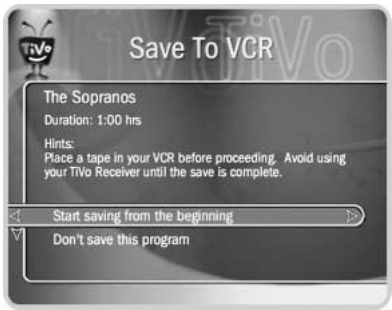
Preparing to Save to VCR:

1. Set up your VCR. Be sure you have connected your TiVo recorder's video and audio to your VCR's video and audio. (See the guides that came with your TiVo recorder for details on how to connect your TiVo recorder to a VCR.)
2. Be sure your VCR is set to record input from your TiVo recorder, not some other video source. (See your VCR's instructions for how to set the input.)
3. Make sure you have a videotape in the VCR.

Using Save to VCR:

1. Go to Now Playing, highlight the show you want to save, then press SELECT.
2. Using the arrow buttons, highlight "Save to VCR," then press SELECT.
3. Select "Start saving from the beginning."

The VCR will also record the channel banner, status bar, and any icons that may appear on the screen if you press buttons on the remote.



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4. A title screen appears for ten seconds. When you see it, press your VCR's record button.
5. When the program is over, press stop on your VCR.

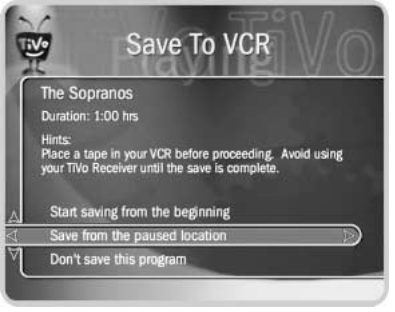
Stopping or Canceling Save to VCR:

You can stop or interrupt the transfer by going to live TV or to the TiVo menus. You can also resume saving later. To stop or interrupt Save to VCR:

1. Press a button (for example, the TiVo button) that would interrupt Save to VCR. The videotape icon appears.
2. While the icon is visible, press the same button again.
3. A confirmation screen appears. On the confirmation screen, choose either "Stop saving for now. Resume later" or "Cancel saving to VCR."
4. Press stop on your VCR, as well.

To resume saving the program (unless you chose to cancel):

1. Go to Now Playing, select the program, and choose "Save to VCR" on the Program Information screen.
2. Choose "Save from the paused location." A countdown screen appears.
3. To ensure that your VCR has time to begin recording, press record on your VCR before the countdown gets to "1."



Season Pass

A Season Pass records every episode of a series that airs on a certain channel—even if the day or time slot changes! It is totally automatic and really easy to set up. Just select a program (from the TiVo Live Guide, Search By Title, View upcoming, etc.) and choose "Get a Season Pass." There are two other types of recordings that repeat automatically:

- **Manual Repeating Recording:** Records on a specific channel at a specific time, just as you would with a VCR. See page 47 for more information.
- **Auto-recording WishLists:** Records all the programs a WishList finds. See page 42.

These three types of repeating recordings also have the following in common:

- **No duplicates within 28 days.** If you watch or delete a particular episode or showing, it will not be recorded automatically again for 28 days. This prevents Now Playing from filling up with shows you probably don't want. If you want to record duplicates, go to Recording Options, Show Type, and select "All (with duplicates)." You can also schedule a single duplicate recording for a particular program.
- **Parental Controls.** If Parental Controls are on when you schedule a repeating recording, the recorder checks its current program information to see if any upcoming program violates a Parental Control. If a program does, the recorder requires the current password to continue. See page 53 for more information.
- **Keep at Most=5.** By default, five episodes of a repeating recording program are kept in Now Playing. (You can change this setting; for more information, see page 34.)
- **Resolving conflicts.** The TiVo service resolves scheduling conflicts between repeating recordings by comparing recording priorities. You can change recording priorities with the Season Pass Manager. (See page 48 for more details).

An exception to the 28-day rule may occur if the program wasn't watched but was deleted from Now Playing to make room for another recording you requested—or if the program information describes it incorrectly.

Recording Options: one-time recording

Recording Options: repeating recording

Recording Options

When you set up a recording, you can set Recording Options. You can also change them later by selecting the program in the To Do List or the Season Pass Manager, then choosing "Options."

Setting Recording Options

The Program Information screen that appears when you select a program includes choices to "Record this episode" and "Get a Season Pass." When one of these recording actions is highlighted, "Options" appears to its right. To see the current Recording Options, use the arrow buttons to highlight "Options," then press SELECT.

Recording Options

To set your Recording Options:

1. On the Recording Options screen, use the UP/DOWN arrows to highlight an option.
2. Press the RIGHT and LEFT arrows to change the setting.
3. When you are done, press SELECT or highlight "Record with these options."
4. Press SELECT again to schedule the recording with the new options.

To cancel your changes, press the LEFT arrow.

Recording Options include:

Record Quality. The choices for Video Recording Quality are Basic, Medium, High, and Best. The default setting is Best, (Best looks great, but keep in mind that it takes up more space). These settings are described on page 60. (This option is not available once a recording starts.)

Keep At Most. This option sets the maximum number of episodes to be saved—useful for keeping only the most recent nightly news or only a few of your kids' daily programs. The default setting is 5. (This option is available only for a repeating recording.)

Show Type. The choices are "Repeats & first run," "First run only," which records only new episodes, and "All (with duplicates)."

Keep Until. You can change this setting from "Space needed" (the default setting) to "Until I delete." (This option is available only for a repeating recording.)

Keep At Least. You can set the minimum amount of time the recorder keeps a recording. The default setting is "Until Space Needed."

The Overtime Scheduler™ consists of these two options:

Start Recording. You can choose to start recording up to ten minutes before a program begins. The default setting is "On-time." (This option is not available once recording starts.)

Stop Recording. You can 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 sports event and be sure to catch the whole game—even if it goes into overtime. The default setting is "On-time."

Are two of your favorite programs on at the same time? If you use Recording Options, you can create two Season Passes for the same time. Set the first one to record only First Run episodes; set the second to record every episode. Use the Season Pass Manager (described on page 48) to give the first one higher priority than the second. Voila! As long as the program information is correct, when reruns of the first program air, your recorder will ignore them and record episodes of the second program.

If you only know one word in the title, use a Title Wishlist to find the program. See page 40 for more information.

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 (*) ampersands (&) and dollar signs ($) are ignored. For example, you would use 6 OCLOCK NEWS to search for the title "6 O'Clock News."

Search By Title

Search By Title finds programs, even if you just know the first part of the title.

To find a specific program:

1. If you wish, you can first narrow the search with a category and subcategory.
2. The next screen has a grid with numbers and letters. On the keypad screen, spell out the title by using the arrow buttons to move around, then pressing select on each letter you want. (Skip "a," "an," or "the.") As you select letters, an alphabetical list of programs appears to the right of the keypad. Keep selecting letters until you see your program.

   (The CLEAR button on the remote erases everything; the BACK button erases one letter at a time; FWD inserts a space.)

3. When you see your program, press RIGHT arrow until the highlight is in the list. To move the highlight within the list, press the UP and DOWN arrows. You can also press CHAN UP/DOWN to quickly move up or down the list.
4. Press SELECT when the title you want is highlighted. The Program Information screen will appear. Then you can view upcoming episodes, set up a Season Pass, or record an individual showing.

To browse a category of upcoming programs: Choose a category and subcategory. Numbers come before letters, so to start from the top, enter a zero.

WishLists

A WishList is a powerful search feature that finds upcoming programs. It keeps on searching automatically for as long as you keep the WishList.

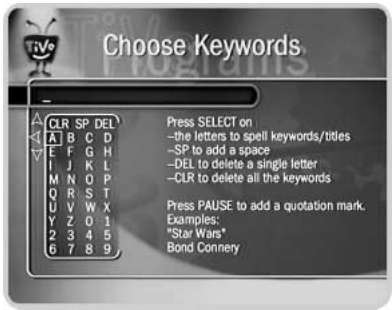
For example, you could create a Category Only WishList for the category “Movies” and subcategory “Action/Adventure.” You could then use it occasionally to look at a list of all action/adventure movies airing in the next two weeks. The list would be constantly updated by your recorder’s daily calls for more program information.

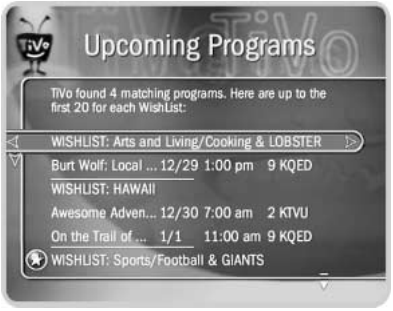
You could search for something more specific by creating an Actor WishList for Sean Connery, and then include the category “Movies,” and subcategory “Action.” This WishList would only find action movies with Sean Connery.

With Keyword WishLists, you can look for something very specific. For example, the Keyword WishList *“GIANTS”* with category “Football” would find Giants football (but not baseball) games for you.

Here’s another example: You could make a Keyword WishList to find the 1986 remake of the science fiction classic *The Fly*, starring Geena Davis. The keyword entry would look like this: *“GEENA DAVIS” FLY*. Not only does this WishList find a specific program—it finds the specific version! *(*You could also find this movie by making a Keyword WishList for the movie’s title and year. In that case, the keyword entry might look like this: *“THE FLY” 1986.)*

After you make a WishList, you can periodically view what it finds by selecting “View all upcoming WishList programs,” or selecting an individual WishList, then selecting “View upcoming programs.” Then you can schedule recordings for the programs or episodes you want. (See page 42 for more details.)





If you set up an auto-recording WishList for sports, consider using the Overtime Scheduler (described on page 34) to make sure you don't miss the most exciting part of the game!

Can a WishList Do More Than Search?

You can set a WishList to auto-record, and it will record every program the WishList finds. For example, with the Sean Connery Actor WishList, you would automatically collect Sean Connery action movies in Now Playing.

Some WishLists are better suited to browsing than to auto-recording. For example, you could create a Category Only WishList for the category "Documentary." This WishList would find every upcoming documentary. You could then occasionally browse the WishList and choose the upcoming documentaries you want to record.

The more specific a WishList is, the better suited it is to auto-recording. For example, an auto-recording Keyword WishList with the keywords *KNICKS* and *BULLS*, and category "Sports/Basketball" would only record basketball games with both of these teams—a great way to ensure that you enjoy this season's rivalry. (For more on auto-recording WishLists, see page 42.)

Creating a WishList

From Search Using WishLists, select “Create new WishList.” Next, select the type of WishList: Actor, Director, Category Only, Keyword, or Title. For most WishLists, you use the grid of letters on the next screen to spell out what you’re looking for.

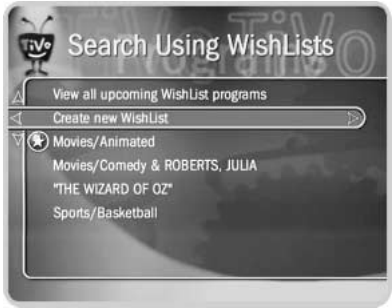
As the last step, you’ll then be able to select a category and subcategory to narrow your search. For example, if you want movies with Harrison Ford, but not documentaries or talk shows, select “Movies.” To search every category, select “Don’t specify a category.”

Category Only WishList: Use the UP and DOWN buttons to highlight a category, then press SELECT or RIGHT arrow. A subcategories list appears. Highlight a subcategory, then press SELECT or RIGHT arrow. To search all subcategories, you can also select “Don’t specify a subcategory.”

Actor or Director WishLists: Spell the person’s last name first by using the arrow keys to move the selection box around the grid and pressing SELECT to enter a highlighted letter. As you select letters, a list of names appears to the right of the keypad.

If you see the person’s name, press the RIGHT arrow until you move the highlight to a name in the list. Use the UP or DOWN arrow to highlight the name you want and press SELECT.

To search for a name that is not on the list, enter the name in the format: *LAST NAME, FIRST NAME.* You must match the spelling of the name exactly, and you must use a comma (available in the grid under the letter *W*).



Keyword or Title WishLists

You can create a Keyword or Title WishList with one keyword or with several. With Keyword WishLists, the TiVo service checks for your keywords in the program or episode title, description, actor, director, year, and category information. Title WishLists work very similarly, but the TiVo service only searches program and episode titles.

Spell your keyword(s) by using the arrow buttons to move around, then pressing select to enter highlighted letters on the grid. You can enter as many characters as will fit on the screen. When you have finished, use the RIGHT arrow to highlight “Done creating keywords,” then press SELECT or the RIGHT arrow.

Using * in WishList Searches

To search for similar words in Keyword and Title WishLists, use the asterisk (*) as a special symbol that replaces the endings of words. For example, the keyword *AIRP** would find shows containing “airport,” “airplane,” “airplanes,” as well as the movie “Airplane!” To enter an asterisk, press the SLOW ( ) button as you are spelling out your keyword or title.

The asterisk can be helpful when you’re looking for a range of similar words, as in the example above, or if you’re just not sure how something is spelled. Pop quiz: is it “irresistable” or “irresistible?” Use the keyword *IRRESIST** and don’t worry about it! Two things to note about using the asterisk:

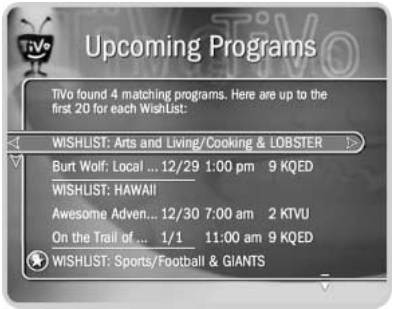
- It can only be used at the end of a keyword; it cannot be used to omit letters at the beginning or in the middle of a word. (For example, *AIR*NE* or **PLANE* would not work.)

- When using this symbol, 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.

Tips for entering keywords

- To specify an exact phrase in a Keyword or Title WishList, surround a set of words with quotation marks (to enter quotation marks, press PAUSE (⏸). For example, the keyword *PAUL SIMON* might also turn up a documentary about Simon Bolivar with a director whose name is Paul. Use *"PAUL SIMON"* to be certain you find programs that only feature Paul Simon.
- If you enter more than one keyword in Keyword or Title WishLists, they only find programs that match all of your keywords (for example, *"GEENA DAVIS" FLY).*
- If you want to include an exact phrase and additional keywords, there should be a space between the final quotation mark and the beginning of the next word. You can place a space character by selecting SP on the grid of letters.
- Replace hyphens (-), slashes (/) and periods (.) with spaces. For example, you would use the keyword phrase *20 20* to search for the title "20/20." For an Actor WishList for Catherine Zeta-Jones, use *ZETA JONES, CATHERINE*. You can place a space character by selecting SP on the grid of letters or by pressing FWD (▶▶).
- Any other marks, such as apostrophes (') and ampersands (&), are ignored. For example, you would use the keyword phrase *6 OCLOCK NEWS* to search for the title "6 O'Clock News." (Note that commas (,) are also ignored, except in actor and director WishLists, 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.)



As you browse the upcoming program titles found by WishLists, remember that the CHAN UP/DOWN button pages quickly through lists.

Browsing, Recording, and Editing WishLists

To browse all WishLists: Select “View all upcoming WishList programs.” This selection displays a list of up to 10 upcoming programs from each of your WishLists—and up to 200 programs total. The list is divided to display programs found by each WishList. To record a program, select its title; you will see the Program Information screen, where you can select “Record this episode” and other actions.

To browse an individual WishList: Highlight the WishList and press SELECT. Select “View upcoming programs,” which searches through current program information and creates a list of up to 200 unique upcoming programs that match this WishList. This list displays the first airing of an episode or program.

To see all the showings of upcoming episodes (up to two weeks into the future), select the title of the program in the “Upcoming programs” list generated by your WishList. Then select “View upcoming episodes” on the Program Information screen that appears. A comprehensive list appears, including several episodes with showings on different channels and different time slots. The Program Information screen also includes an option for recording a particular program.

Auto-recording WishLists. When you create a WishList or select it, you can choose the action, “Auto-record WishList programs.” This means every program the WishList finds will be automatically recorded. (See page 33 for more on repeating recordings.)

Auto-recording WishLists themselves and their upcoming recordings are marked with a star ( ). If you want to be sure that all the matches your auto-recording WishList finds are recorded, give the auto-recording WishList a high priority in the Season Pass Manager. (See page 48 for details.)

To edit a WishList. Select the WishList, then select Edit WishList. You can change your WishList—for example, to correct a misspelling or to add a category if you did not add one when you created the WishList.

If other members of your household are pressing THUMBS UP on shows you don't care for, and vice versa, you may find that TiVo's Suggestions is making some suggestions that you like, and some that are more appropriate for other members of your household.

TiVo's Suggestions

The TiVo service tries to make sure there is always something interesting on for you to watch. When you aren't using it, your recorder is sifting through upcoming programs to find things you might like. How does it know what you will like? It tries to predict your preferences based on Thumbs Ratings you have given other programs, and on the single THUMBS UP given automatically to programs you choose to record.

The more you record and use the THUMBS buttons, the better the Suggestions become. You can use the THUMBS buttons while you are browsing TiVo's Suggestions or while:

- Watching live TV or browsing through the TiVo Live Guide
- Viewing a Program Information screen (for example, to schedule a recording)
- Looking through Showcases and TiVolution Magazine

You can check TiVo's Suggestions occasionally to see what TiVo has found for you. The list of programs is ranked, so shows you are more likely to enjoy are near the top. If you want to record a program, select it and the Program Information screen appears.

When there is empty space in Now Playing, the TiVo service may record one of TiVo's suggestions for you. Suggestions are marked with a TiVo icon ( ). The recorder never deletes your programs in Now Playing in order to make room for a Suggestion. Instead, Suggestions are deleted to make room for recordings you schedule.

Your personal TV preferences are just that: personal. All that information is stored in the recorder, in your living room. See TiVo's Privacy Policy at *www.tivo.com/privacy*, or in Chapter 7 for more information. If you would like to turn off automatic recording of Suggestions, you have that option. (See page 61 for details.)

Record by Time or Channel

Three options: Browse by Time, Browse by Channel, and Manually Record Time/Channel, are available under Record by Time/Channel.

Browse by Time

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

To browse by time:

1. Use the arrow buttons to highlight a category (for example, “Movies”) to narrow the list of programs, then press SELECT.
2. Press the UP and DOWN arrows to select the date you want to see, then press RIGHT arrow to move the highlight to the time column.
3. Press the UP and DOWN arrows to select a time.

4. Press SELECT to bring up the list of programs without leaving the time selector, or press RIGHT arrow to bring up the list of programs and move to the list at the same time.

5. When you find a program you want to record, highlight it and press SELECT to bring up the Program Information screen. Then you can view upcoming episodes, set up a Season Pass, or record an individual showing.

4

Browse by Channel

Browse by Channel lets you browse through programs on a particular channel. You can start with all channels or just your favorites.

To browse by channel:

1. Highlight and select either “All Channels,” which includes all the channels you receive, or “Favorite Channels,” which includes just the channels you have selected as your favorites. (For information on customizing the list of Favorite Channels, see page 59.)
2. Press the UP and DOWN arrows to select the date you want to browse, then press RIGHT arrow to move the highlight to the channel column.
3. Press the UP and DOWN arrows to select a channel. (You can also use the numbers on the remote to type in a channel, then press ENTER/JUMP.)
4. Press SELECT to bring up the list of programs without leaving the channel selector, or press RIGHT arrow to bring up the list of programs and move to the list at the same time.
5. When you find a program you want to record, highlight it and press SELECT to bring up the Program Information screen. Then you can view upcoming episodes, set up a Season Pass, or record an individual showing.

Manually Record Time/Channel

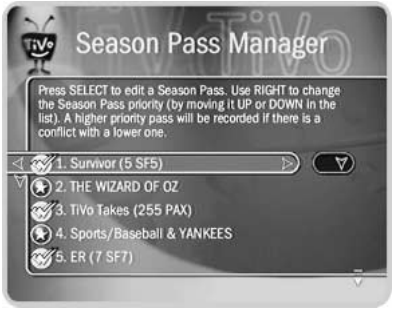
Manually Record Time/Channel lets you schedule a recording on a specific channel at a specific time, (just as you would with a VCR). You can also create a manual repeating recording here by setting the recording to repeat every week, every day, or every weekday.

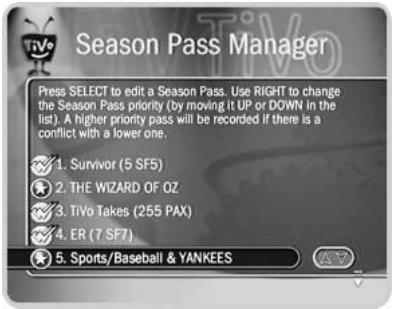
To create a manual recording:

1. Choose the recording type, using the UP and DOWN arrows to select “One Time,” or “Repeating.” Then press the RIGHT arrow.
2. Choose the day(s) for the recording, using the UP and 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 (for example., “Every Tuesday”) or several times a week (for example, “Every M-F”or “Every Day”). Then press the RIGHT arrow.
3. Choose a channel using the UP and DOWN arrows (or by entering a number with the remote, then pressing ENTER). Press RIGHT arrow.
4. Set the hour, minute, and am/pm for the start and stop time, using the UP/DOWN arrows to change the current selection. Press RIGHT arrow to move to the next step, LEFT arrow to move back.
5. Schedule the recording by pressing SELECT. A confirmation screen appears. (The recording will be named with a “best guess” based on program guide listings for that time and channel. This will help you find your program later in the To Do List or in Now Playing.) If you’re ready to schedule the recording, press SELECT on “Record this Showing.”

Here’s a tip: Use a Manual Repeating Recording to record things like the opening monologue of a late night talk show.

4





Season Pass Manager

Say you have a Season Pass to ER and an auto-recording WishList for movies with Julia Roberts. What if a Julia Roberts movie happens to air at the same time as ER? The recorder will check the priorities in the Season Pass Manager to decide which program to record. If the Julia Roberts WishList has a higher priority than the ER Season Pass, the Julia Roberts movie will be recorded, and ER will not.

If you don't change priorities in the Season Pass Manager, repeating recordings are prioritized by the order they were set up: the first has highest priority, and so on.

To change the priority order:

1. Use the UP/DOWN arrows to highlight one of your repeating recordings.
2. Press 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.

Priorities and Resolving Conflicts

If a conflict occurs when you're setting up a new repeating recording, you'll be shown which programs are involved. You'll also be given options to resolve the conflict:

- Record only those programs that do not conflict with others previously scheduled to record. This gives the repeating recording the lowest priority.
- Record all programs requested. This gives the repeating recording the highest priority.

To Do List

The To Do List shows all your scheduled recordings and lets you cancel or edit them. Individual recordings are marked with a single check mark ( ). Season Passes and manual repeating recordings have a double check mark ( ), and WishLists have a white star ( ).

To cancel a program or a repeating recording: Highlight the title and press CLEAR.

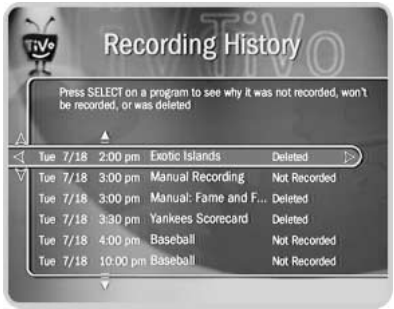
View Recording History

This is an advanced feature in the To Do List for those who really want all the details. Selecting this option takes you to a list of three types of programs:

Deleted: To find programs that were deleted, press the UP arrow or CHAN UP. (You find them above where the highlight bar starts off.) Selecting a title will take you to a screen that tells you how and when the program was deleted.

Were not recorded: To find programs that were not recorded, press the UP arrow or CHAN UP. (You find them above where the highlight bar starts off.) Selecting a title will take you to a screen that tells why it was not recorded.

Will not be recorded: To find programs that will not be recorded, press DOWN arrow or CHAN DOWN. (You find them below where the highlight bar starts off.) Selecting a title will take you to a screen that tells you why the program will not be recorded. You can then select “More recording options” on this screen, which will display the Program Information screen. You could choose “View upcoming episodes” to find an episode that doesn’t conflict with anything else, or change Recording Options, which may allow the program to be recorded.



CHAPTER 5

Messages and Setup

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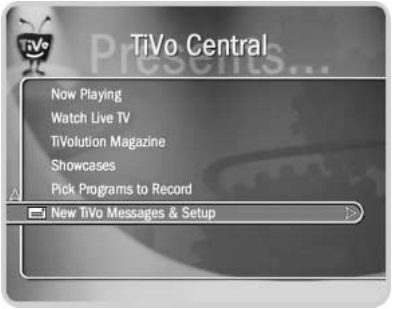


TiVo Messages

Select TiVo messages to read any messages from the TiVo service or internal alerts from your recorder. When you receive a new message, TiVo Central will show the option, “NEW TiVo Messages & Setup.”

To read the messages:

1. Go to TiVo Central, then select NEW TiVo Messages & Setup.
2. Select Read NEW TiVo Messages. A list of all of your messages appears. Messages you have already read are checkmarked.
3. Use the UP/DOWN arrows to highlight a message, then press SELECT to read it.

   CHAN UP/DOWN lets you page through a message if it doesn’t fit on the screen.

My Preferences

With the selections in My Preferences, you can make the recorder work more to your liking: you can set Parental Controls and your default Record Quality, customize channel lists, turn on Save Disk Space, and set a number of other options.

Parental Controls

Parental Controls allow you to set limits on movie and television ratings and to lock specific channels so that a password is required to view them. If you try to watch a program in Now Playing that violates a Parental Control, you will also be asked for the password. In addition, when Parental Controls are on, you must enter a password to delete a program that violates a Parental Control.

The padlock icon shows the current state of Parental Controls:

- **Off.** No password or controls set. Padlock appears unlocked and dark.
- **On.** Password and controls set. Padlock appears locked and bright.
- **Temporarily disabled.** Controls set but password was entered to temporarily disable. Padlock appears unlocked and bright.

While Parental Controls are on, you can watch a locked program or channel by pressing SELECT, then entering the Parental Controls password. This temporarily disables Parental Controls.

(The large version of the channel banner has a shortcut to Parental Controls; see page 28 for details.)

To turn on Parental Controls and define a password ( )

1. Select “Turn on Parental Controls.”
2. Use the number buttons on the remote control to enter a four-digit password.
3. Enter the same password again for confirmation.

To temporarily disable Parental Controls ( )

- Enter the password to watch a program or channel—Parental Controls become temporarily disabled, or
- Select “Temporarily Disable Parental Controls” on the Parental Controls screen, then enter your password.

When Parental Controls are temporarily disabled, any program or channel can be viewed, but the correct password is still required to change Parental Controls settings.

To re-enable Parental Controls ( )

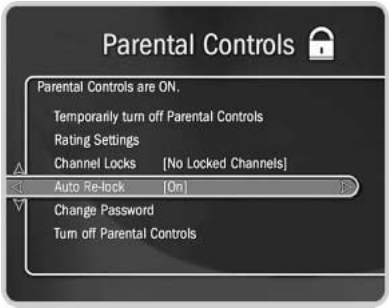
- On the Parental Controls screen, select “Re-enable Parental Controls,” or
- Put the recorder in Standby, then take it out of Standby. To do this, press the POWER or STANDBY button on the front of your recorder; or select Messages & Setup, then Standby, and then press the TiVo or LIVE TV buttons.

Auto Re-lock Option

When Parental Controls are on but temporarily disabled, they re-lock automatically after four hours if you don’t use your remote. Parental Controls won’t re-lock in the middle of a show. By default, the Auto Re-lock option is on.

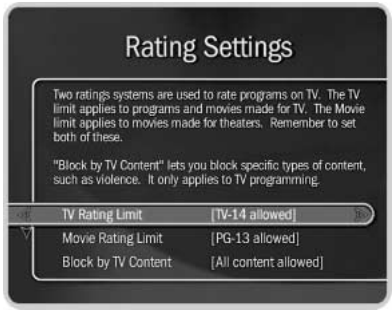
To turn off Auto Re-lock:

- To turn off Auto Re-lock, go to Messages & Setup, then My Preferences, then Parental Controls. Press the DOWN arrow to highlight “Auto Re-lock,” then press SELECT. Enter your password, then highlight and select “Auto Re-lock off.”



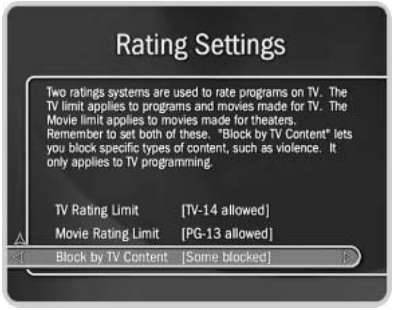
Rating Settings for TV and Movies ( )

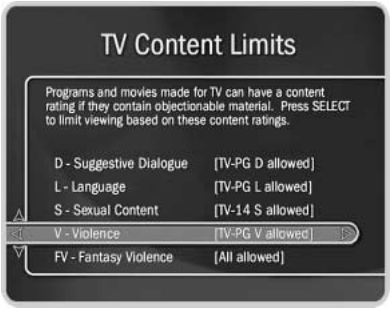
Movies that are originally meant for release to theaters have a different rating system from programs that are made for TV. You can use Parental Controls to set limits for both rating systems (see page 57). There is also a rating system for TV content that allows you to set limits for specific types of content that may be objectionable—such as sexual content or violence.



To set Rating Limits for TV and Movies:

1. From Parental Controls, select “Rating Settings,” then enter the password and press SELECT.
2. Select the kind of limit you want to change: TV or Movies.
3. The next screen contains a box listing all potential ratings. Ratings shaded in green are not locked; those in red are locked. Use the UP and DOWN arrows to move the red shading and adjust which ratings are locked. Your changes are saved automatically. When you are done, press the RIGHT or LEFT arrow to return to Parental Controls.

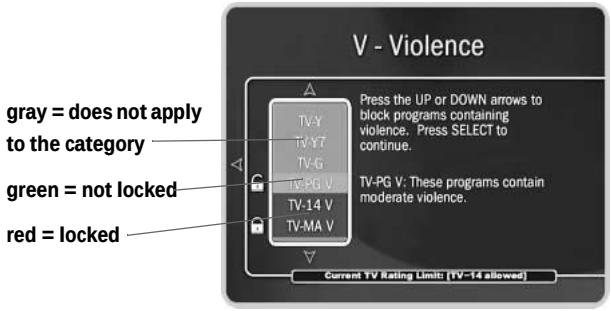




To set Rating Limits for Specific TV Content:

1. From Parental Controls, select “Rating Settings,” then enter the password and press SELECT.
2. Select Block by TV Content.
3. A list of categories appears on the next screen. Select a category (for example, V-Violence).
4. A box containing all the possible ratings appears. Ratings in green are not locked; ratings in red are locked. (Ratings in gray do not apply to the category. For example, a TV-Y program would not have *V-Violence* content so there is nothing to block.)

   Use the UP and DOWN arrows to adjust which ratings are locked or unlocked. The display to the right of the box will change to tell you exactly what ratings level you are allowing. Your changes are saved automatically. To return to the Parental Controls screen, press SELECT or RIGHT arrow.



Motion Picture Association of America ratings for movies

G: General Audiences. Most parents would find this material suitable for all ages.

PG: Parental Guidance Suggested. Parents may find portions of this material unsuitable for younger children.

PG-13: Parents Strongly Cautioned. This material contains portions many parents would find unsuitable for children under 13 years of age.

R: Restricted. This material is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17.

NC-17: Adult Content. This material contains intense, disturbing, or graphically portrayed themes or content that are not suitable for viewing by children under 17.

AO: Explicit Sexual Content. This material contains explicit sexual content and is intended to be viewed by adults ONLY.

Ratings for television movies and programs (including content ratings):

TV-Y. All children. This program is designed to be appropriate for all children. Whether animated or live action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. This program is not expected to frighten younger children.

TV-Y7. Directed to older children. This program is designed for children age 7 and above. Themes and elements in this program may include mild fantasy or comedic violence, or may frighten children under the age of 7. Programs where fantasy violence that may be more intense or more combative than other programs in the TV-Y7 category are designated TV-Y7-FV.

TV-G. General audience. Most parents would find this program appropriate for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, sexual dialogue, or situations; and no strong language.

TV-PG. Parental guidance suggested. This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program contains one or more of the following: moderate violence (V), some sexual situations (S), infrequent coarse language (L), or some suggestive dialogue (D).

TV-14. Parents strongly cautioned. This program contains some material that parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program contains one or more of the following: intense violence (V), intense sexual situations (S), strong coarse language (L), or intensely suggestive dialogue (D).

TV-MA. Mature audiences only. This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program contains one or more of the following: graphic violence (V), explicit sexual activity (S), or crude, indecent language (L).

When you turn Parental Controls off, you don't need to know a password to turn them back on. You may prefer to temporarily disable Parental Controls, so that another person in your household does not choose a new password.

Channel Lock for Live TV ( )

You can lock individual channels so that a password is required to view any program on those channels. To lock or unlock channels:

1. From the Parental Controls screen, SELECT "Channel Lock," and then enter the password.
2. A channel list appears with a padlock icon to the left of any locked channels. Highlight a channel and press SELECT to add or remove a padlock icon. Use CHAN UP/DOWN to move through the list quickly. You can highlight a specific channel by entering its channel number with the number buttons on the remote.
3. When you are done, press the RIGHT or LEFT arrow to return to Parental Controls. Your changes are saved automatically.

To change the Password ( )

To change the password for Parental Controls, Parental Controls must be on.

1. Select "Change Password" on the Parental Controls screen.
2. Enter a new password.
3. Re-enter the new password.

To turn off Parental Controls ( )

1. Select "Turn off Parental Controls."
2. Enter the password and press SELECT.

When Parental Controls are turned off, the password is deleted and anyone can view any programs or watch any channels.

Customize Channels

What are channel lists for? Features such as Search by Title and Search Using WishLists only look at programs available on channels selected in the Channels You Receive list. Your recorder also uses lists of channels to decide which channels the TiVo Live Guide displays and which channels to search in Browse By Channel.

There are three selections available in Customize Channels:

Cable Lineup. Select this if you have changed your subscription package or your channel lineup looks wrong in “Channels you Receive.” On the next screen you’ll be able to choose among available service packages based on your zip code.

Channels You Receive. The Channels You Receive list starts with all the channels included in your service package. It can be customized to include only channels you actually subscribe to and to reflect your viewing preferences (for example: if you never watch a channel and don’t plan to set up any recordings on it, or let the TiVo service search for programs on it, you can de-select it here).

Favorites. The Favorites list is for channels you watch frequently. Include only a few channels in this list, so that you can quickly look at what’s coming up on them.

To set up a custom channel list:

1. Select the Channels You Receive or Favorite Channels list. A check mark appears to the left of channels that are part of the selected list.
2. To remove or add a channel, highlight it and press SELECT. (You can speed through the list with the CHAN UP/DOWN. To go directly to a specific channel, press the number buttons, then press ENTER/JUMP.)

In the event that there is a change to the subscription package you purchased, a TiVo message will let you know what the change is. You must then go to Customize Channels and make the Channels You Receive list reflect the change.

5

3. Your changes are saved automatically. Press LEFT or RIGHT arrow to return to the Customize Channels screen.

Channel Banner

Normally, when you change channels, a Channel Banner is displayed for a few seconds. If you want the channel banner to disappear quickly, select “Clear banner quickly.”

Audio Options

Sound Effects Volume. Allows you to change the volume or turn off your recorder’s sound effects (the tones played when you press buttons on the remote control). The default setting is Medium.

Television Audio. This option lets you select the recorder’s default audio output option. You can choose to have the default audio in stereo or mono, or have a secondary audio program (SAP) recorded when one is available.

Secondary audio programs are generally audio broadcasts in a language other than English. If you choose to record SAP and there is a secondary audio program, it will be recorded. The SAP may be in Spanish, French, Japanese or some other language.

Video Recording Quality

You can increase the time available for video recording on your recorder much the same as you can choose “standard play” (SP) or “extended play” (EP) when using a VCR to tape a program. The recorder, however, offers you four levels of Video Recording Quality instead of just two. The choice you make here will be used unless you change the Video Recording Quality (on the Recording Options screen) when you schedule the recording (for details, see page 34). Two different Video Recording Qualities cannot be used on one recording.

The recording quality choices available are Best, High, Medium, and Basic. The default is Best. Basic quality takes up about one-third the space of Best quality, so it gives you about three times the amount of space for programs. You may wish to experiment with different levels and then reset your default.

One hour of Best Quality equals about:	Suggested use:
3 hours of Basic Quality	News
2 hours of Medium Quality	Daytime Talk Shows, Animation
1.5 hours of High Quality	Dramas, Films
1 hour of Best Quality	Sports, Action Movies

The recorder automatically uses Best Quality when displaying live TV. However, when it records a program, the recorder uses the Video Recording Quality you specified for that program. If that quality is not Best, you may notice the difference when recording starts.

TiVo's Suggestions

You can turn off automatic recording of TiVo's Suggestions. When automatic recording is on (the default), TiVo's Suggestions may be recorded onto free space. Programs you have recorded or scheduled to record will never be deleted to make room for Suggestions. Also, if space is needed to save programs you have scheduled to record, Suggestions are the first things to be deleted. (For more information on TiVo's Suggestions, see page 44.)

RF Video

If you used an RF coaxial cable as the input to your recorder, you may see static on some channels. You can use options on the RF Video screen to smooth the video, which will decrease the static and cause the picture to lose some sharpness. This option affects all the channels that are carried to your recorder on an RF cable.

If you change video sources, for example, by changing from cable to satellite service, you should repeat Guided Setup (Go to Messages & Setup, then System Reset, then Repeat Guided Setup).

Your recorder should NOT be used with a digital PBX phone system. Doing so may permanently damage your recorder's modem and will void your warranty. See your *Installation Guide* for more information.

Recorder & Phone Setup

Cable/Satellite Box

Select Cable/Satellite Box if you want to change the connection of your cable or satellite box to the recorder—for example, if you decide to replace a Composite cable connection with an S-Video connection. You should also select this if you want to change the way your cable box is set up to interact with the recorder. For example, if you buy a new cable box, you can find the correct IR codes for changing channels on your new cable box with your TiVo remote here.

Connection to Recorder. Select this if you change the cables you use to connect your cable box or satellite receiver to the recorder. The next screen you see depends on whether you have one or two video sources. For details on getting through these Connection to Recorder screens, see page 6.

Cable Box Setup, Satellite Box Setup, or Control Cable/Sat. Setup. (The name of this selection changes depending on the video source to your recorder.) Use this selection if you change the control cable (IR or Serial) you use to change channels on your cable box or satellite receive, or if your cable box or satellite receiver is replaced by another make or model.

Phone Connection

The recorder makes a brief daily phone call to get updates to the TiVo service; program information for the TiVo Live Guide, Search By Title, and WishLists; and updates to TiVolution Magazine and Showcases. The recorder usually uses the phone for less than ten minutes for a daily call. When the TiVo service is being updated, it may take longer, but this happens rarely (only a few times a year).

On the Phone Connection screen you can see details, including the time of the last successful call and last call attempt, and the status of the last call. You also have the following options:

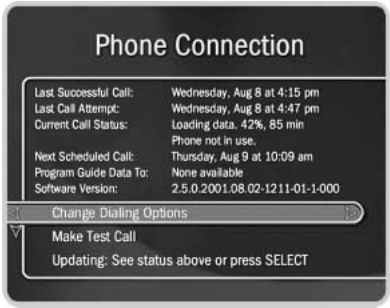
Make Test Call. When you select this, a test call to the TiVo service will start automatically. You may wish to use this option for troubleshooting or other unusual circumstances. Test calls usually only take a couple of minutes. When the call has finished, press SELECT to continue.

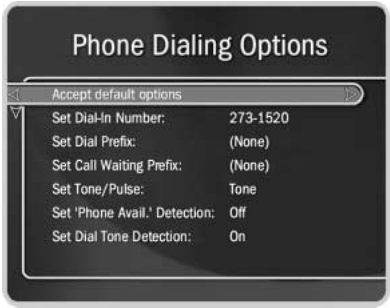
Make Daily Call Now. Under normal use, you do not need to make the daily call manually. However, for troubleshooting or other unusual circumstances, you may wish to use this option. After you start the call, the status indicator reads “Starting Up” and will change as it goes through several stages. You can watch live TV, set up recordings, and search for programs while the call is in progress.

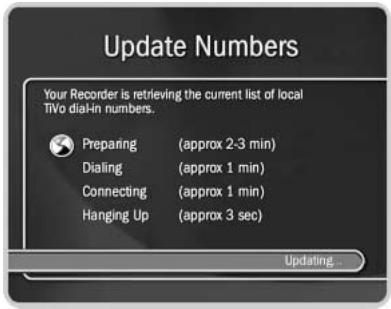
Change Dialing Options. You can change the following settings (if you make a mistake while entering a change, use the BACK button to backspace):

Set Dial-In Number. Use this to change the number the recorder uses to make test calls and daily calls. To change it:

1. Select “Set Dial-In Number.” The Area Code screen appears.
2. Use the number keypad on the remote to set the area code, then press SELECT. If you change the area code, or if the recorder has not made a daily call in the last twenty-four hours, the Update Numbers screen appears and the recorder calls the TiVo service to retrieve a list of local dial-in numbers. After the phone call, press SELECT. The Dial-In Number screen appears.
3. Use the UP/DOWN arrow to choose one of the listed phone numbers. The recorder will use this number for daily calls to the TiVo service. Then press SELECT.







If your area code has no access numbers, you can press the LEFT arrow to return to the Area Code screen and try a nearby area code. Toll charges may apply and are your responsibility.

4. The Dialing Format screen appears after you have chosen a dial-in number. You should use this screen to tell the recorder which dialing format to use. For example: should the dial-in number be preceded by your area code and should a “1” precede the area code? In some areas, even local numbers must be dialed using the area code. Press SELECT to return to the Phone Dialing Options screen.

   To test your new dial-in number, select “Test Phone Connection Now.” The Test Phone Connection screen appears and a test phone call begins. When the call completes, you should see the message “Test Succeeded!” Press SELECT to return to Phone Dialing Options.

Set Dial Prefix. Use this option if the recorder must use a prefix to reach an outside line (for example, the recorder may need to dial “9” before it dials out). Use the number keys on the remote control to enter the prefix. Press the PAUSE button after you have entered the prefix. This will insert a comma, which will create a two second pause after the prefix is dialed.

Set Call Waiting Prefix. If you have call waiting, you may choose to disable it while the recorder is making a call, so that the recorder’s phone call is not interrupted. If you do not disable it, the recorder may drop the call and allow the second call to ring through, depending on your phone system. The recorder will then try its call again later. The most common code that phone companies use to disable call waiting is *70 (check with your phone company to find out how to disable call waiting in your area). Press the PAUSE button after you have entered the prefix. This will insert a comma, which will create a two second pause after the prefix is dialed.

Set Tone/Pulse. If your phone system uses pulse dialing, rather than tone dialing, you can change the setting to pulse here. (Today, most phone systems are tone.)

Set "Phone Avail." Detection. When Set 'Phone Avail.' Detection is on, the recorder can determine whether the phone line is in use by detecting voltage on the line. This allows it to avoid disrupting a call in progress (such as another modem call).

This setting is off by default. With 'Phone Avail.' Detection turned off, if you are on the phone when the recorder tries to call, you may hear a click on the line. If you have another modem call in progress (on your computer or other device), that call may be disrupted if the recorder attempts to call the TiVo service. If you have a standard dial-tone, and 'Phone Avail.' Detection is off, turn on Dial Tone Detection (below).

If you are experiencing "Failed, Line unavailable" errors, or if the recorder is not making daily calls, you may have a low-voltage phone system that the recorder cannot detect. In this case, it's best to have 'Phone Avail.' Detection off.

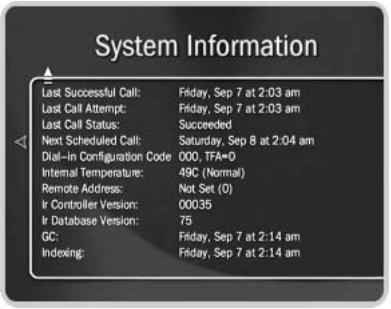
Set Dial Tone Detection. This setting is on by default. If you leave it on, the recorder will check for a dial tone before it starts dialing. However, if you have a non-standard dial tone, or a stuttering dial tone (as some voice messaging systems have), the recorder will be unable to detect the dial tone and will not make its daily call.

Restore previous options. The recorder must make a successful test phone call before it will accept changes to Phone Dialing Options. If you want to restore your previous dialing options and continue past this screen without making a test phone call, select "Restore previous options."

With Dial Tone Detection and 'Phone Avail.' Detection both turned off, if you happen to be talking on the phone when the recorder tries to call you will hear the modem dial and try to communicate with the the TiVo service

Phone Troubleshooting

This screen provides tips that may help you troubleshoot problems with your phone calls.



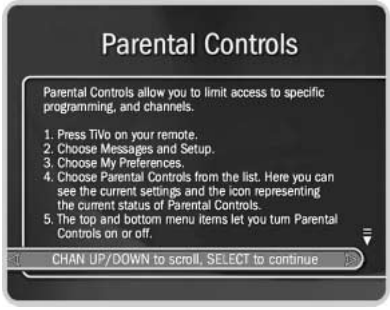
System Information

The System Information screen provides general information about your recorder, including its Service Number, manufacturer, model number, software version used, storage capacity, and information about recent service calls. You'll need some of this information if you call Customer Support. You can use the CHAN UP/DOWN button to see the rest of the information on the screen.

Troubleshooting

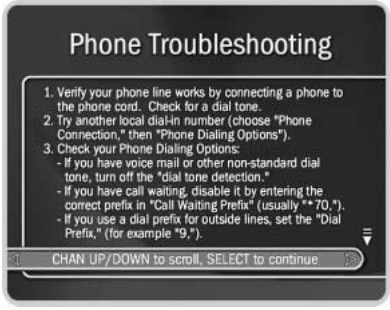
Parental Controls Troubleshooting

This screen provides a brief description of how to use Parental Controls. Use CHAN UP/DOWN to see all of the text on the screen. (For details on Parental Controls, see page 53.)



Phone Troubleshooting

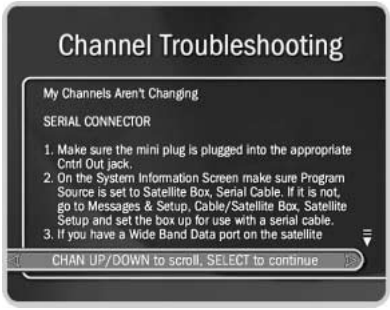
This screen provides tips to help you troubleshoot problems with your phone connection. Use CHAN UP/DOWN to see all of the text on the screen.

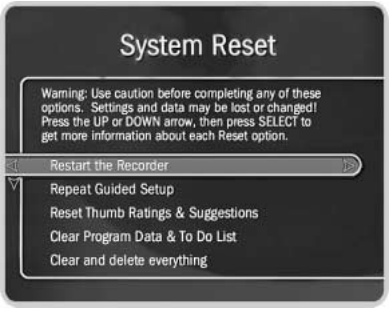


Channel Troubleshooting

This screen provides tips to help you troubleshoot channel changing problems if you are using a satellite or cable box.

- The tips at the top of the screen are for set-top boxes that attach to the recorder through a serial connection.
- You may have to use CHAN UP/DOWN to see the second set of tips, which deal with cable box or satellite receiver using an IR (infrared) connector to the recorder. You can also find tips in Chapter 6 and additional troubleshooting at *www.tivo.com/support*.





System Reset

You may need to restart the recorder as a routine troubleshooting step. These other options erase information and restore original factory settings. Selecting a reset option brings you to a warning screen. To continue press THUMBS DOWN three times, then press ENTER.

Restart the Recorder. Shuts down the recorder and starts it up again. It will not affect recorded programs, Season Passes, WishLists, or TiVo's Suggestions.

Repeat Guided Setup. You will have to repeat Guided Setup if you move or change your cable or satellite provider. Repeating Guided Setup will reset the Channels You Receive and Favorites channel lists to the factory settings. It will not affect recorded programs, Season Passes, WishLists, or TiVo's Suggestions.

Reset Thumb Ratings and Suggestions. Removes all THUMBS Ratings and deletes the list of TiVo's Suggestions under Pick Programs to Record. It does not delete TiVo's Suggestions that have been recorded and are in the Now Playing List.

Clear Program Data and To Do List. Clears all program information, cancels all Season Passes and everything in the To Do List, and removes all THUMBS Ratings. It does not delete programs in the Now Playing List. The recorder acquires new program information during the next daily call. Completing this process may take over an hour.

Clear and delete everything. Clears all Season Passes, WishLists, THUMBS ratings, TiVo's Suggestions and Now Playing List recordings, program information, and the To Do List and setup information, including the Channels You Receive and Favorite Channels lists. It also clears the current password and resets Parental Controls to the factory specified default. Completing this process may take over an hour.

Standby

You can put your recorder in Standby mode by selecting Standby in Messages & Setup. To return to normal mode from Standby, press either the TiVo button the or LIVE TV button. (On some remotes, there is a POWER or a STANDBY button that puts the recorder in Standby mode and takes it back out.)

In Standby mode:

- Your TV shows a black screen and the lights on the front of the recorder go out.
- Programs that are being recorded or are scheduled to record will still be recorded. (If a program is being recorded, the red light will turn on.)
- The recorder will still make a daily phone call. (If the recorder is making a phone call, the yellow light will turn on.)
- If you temporarily disabled Parental Controls, Standby mode re-enables them. (See page 53 for more on Parental Controls.)
- The recorder will continue to save a portion of live TV—up to 30 minutes of programming.
- If live TV was paused when Standby was selected, the recorder will remain paused for up to 30 minutes.
- If the TiVo Live Guide was set to display a category filter, filtering will be turned off.

CHAPTER 6

Troubleshooting

Customer Support 72

Troubleshooting 73

Customer Support

When you have a question:

1. **Use this chapter.** It contains troubleshooting on the following topics:

Questions About the Recorder's Phone Calls 73
Questions about Channels 77
Questions About Live TV 82
Questions About Recording Programs 83
Questions About Conflicts 88
Questions About Parental Controls 91
Questions About Audio/Video 92
Questions About the TiVo Service 94

2. **Use online support.** Go to the Customer Support section of *www.tivo.com*. You'll find online customer support on a number of topics, including setting up IR control and troubleshooting your phone connection.
3. **Use the troubleshooting screens on your recorder.** On your recorder, go to TiVo Central, then Messages & Setup, then Troubleshooting. You will find troubleshooting screens for Parental Controls, your phone connection, and your channels.
4. **Call Customer Support.** Refer to the *Installation Guide* for Customer Support contact infomation, and give us a call.

Questions About the Recorder's Phone Calls

Why does the recorder have to be connected to a phone line?

- The recorder needs to be connected to the phone line for a daily call it makes automatically to the TiVo service. This call downloads program information, which tells when programs are scheduled to air and on what channel. The call also downloads additional information from the Tivo service, such as Showcases, TiVolution Magazine, and (rarely) software upgrades. In addition, the phone call sends anonymous viewing information back to TiVo—that is, anonymous information about viewing choices made while using your recorder, that does not identify you as an individual or household. Program information and other data is also occasionally delivered by a special TiVo program that is broadcast and recorded during late-night hours. The daily phone call is used to organize this information.

  Note: TiVo has no way to access any of your Personally Identifiable Viewing Information from your DVR without your prior consent. Absent your consent, the TiVo service has no way of knowing what shows you—as an individual or household— have watched, recorded, or rated with "Thumbs Up" or "Thumbs Down."

Do I need to keep the phone connected all the time?

- Unless it is an inconvenience, we recommend that you leave the phone line connected. The TiVo service will not interfere with your other needs for the phone line, and daily calls will keep the recorder's program information fully up to date.

  However, the recorder does not need to be connected all the time. After Guided Setup, you only need to connect the phone line about once or twice a week. If you do this, you should also manually start a daily call after you connect the recorder. To start a daily

call, from TiVo Central, select Messages & Setup, then Phone Connection, then select "Make Daily Call Now."

My recorder is not making the setup or daily call to the TiVo service.

- First, verify that your phone line is working by connecting a phone to it, then listening for a dial tone. Make sure the phone cord is connected to both the recorder and the phone jack. If the phone line is working, continue with the troubleshooting here. If it is not working, contact your telephone service.
- The following tips require changing your Phone Dialing Options. To change Phone Dialing Options, go to TiVo Central, then select Messages & Setup, then Recorder & Phone Setup, then Phone Connection, then Change Dialing Options.

  Important: After you change a Phone Dialing Option, make a test call to verify whether your problem was solved. You do this by choosing "Make Test Call" from the Phone Connection screen.

  - Try another local dial-in number. Select "Set Dial-In Number." Confirm your area code, then select a new number from the list of available numbers for your area.
  - If you have voice mail or use another non-standard dial tone, turn off "Dial Tone Detection." (Select "Set Dial Tone Detection," then select "Off.")
  - If you dial a prefix for outside lines, be sure it is entered on the Phone Dialing Options screen. To enter or change a prefix, select "Set Dial Prefix," then follow instructions on the screen. For example, if you must dial 9 to reach an outside line, select "Set Dial Prefix," then press "9" then PAUSE. (This enters a 9, followed by a comma. The comma inserts a pause.)

- If you have call waiting, be sure that it is disabled during the daily phone call. (Select "Set Call Waiting Prefix," then enter the correct prefix, usually "*70,". You would enter by "*70," pressing CLEAR then "7" then "0" then PAUSE.)
- Your phone line may have low voltage. Set "Phone avail. detection" is set to "Off." (Select "Set Phone Avail. Detection," then select "Off.") If you have a cordless telephone, fax machine, or computer modem connected to the same line, try tuming "Phone avail. detection" off, as well. When "Phone avail. detection" is off, you may hear a "click" on the line when the recorder tries to call. This is the sound of the recorder picking up the line to see if it is free.
- If you use a wireless phone connection, connect the recorder to a standard wall jack and test whether the wireless modem jack is the source of the problem.
- If you have a caller ID box, try removing it from the line, since some models interfere with the recorder's ability to make a call.
- It could be that you have too much line noise due to the length of the phone cord. Try a shorter cord, or you can buy a line noise filter at your local electronics store.

What if I need to use the phone while the recorder is using the is making daily call?

- You can interrupt the phone call. To do this, pick up the phone, then hang it up. Wait several seconds. Then when you pick it up again, there should be a dial tone. Repeat this process if necessary.

What if my phone line is busy when the recorder tries to make a daily call?

- The recorder will continue to attempt to call several times a day until it is successful. You can check the status of the phone calls on the Phone Connection screen (from TiVo Central, select Messages & Setup, then Recorder & Phone Setup, then Phone Connection). The status of the most recent call is displayed near the top of the screen.

Am I charged for the daily call to the TiVo service?

- TiVo uses a standard telephone line to provide the TiVo service (including the daily call and software updates) and is available as a local call in most areas. In some areas, however, local and long distance toll charges may apply. Telephone costs are not included in the TiVo service subscription, and you are responsible for any such telephone charges.

Questions about Channels

Can I watch one channel while recording from another?

- Yes. If you have antenna or cable (i.e., use RF cables) you can split the signal with an RF splitter. See your *Installation Guide* for instructions. (You will not have TiVo functionality on the channels you watch using an RF cable that goes directly to your TV.) Also, you can always watch any program stored in Now Playing while the recorder is recording a program.

I can't get the channel to change.

If you use cable with no set-top box:

- Be sure that you are using the recorder's remote and that you hold it so that the TiVo button points toward the recorder.
- Press any button on the remote. Does the red light above the TiVo button flash?

  If not, make sure that the batteries are positioned correctly in the remote. If they are, try a new set of batteries.

  If the red light does flash, does the green light on the front of the recorder change to yellow when you press any button on the remote? If it does not, restart your recorder. (From TiVo Central, select Messages & Setup, then System Reset, then Restart the Recorder. On the Restart the Recorder screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within about 45 seconds. You can also restart the recorder by unplugging it, waiting 15 seconds, then plugging it back in.)

I can't get the channel to change. (continued)

If you use cable with a set-top box:

- Make sure the set-top box is turned on.
- Make sure you are using the recorder's remote control, and that you hold it so that the TiVo button points toward the recorder, not a cable or satellite box.
- Refer to the *Start Here* booklet to verify that the IR Control cable is positioned correctly.
- Press the TiVo button to go to TiVo Central, then select Messages & Setup, then Cable/Satellite Box, then Control Cable Setup. Verify the IR code you chose during Guided Setup. See page 7 for help choosing an IR code.
- If the installation instructions required you to connect a serial control cable, check that the Serial Control cable is plugged into the upper serial jack on the back of the recorder.
- Unplug the cable set-top box from the wall, then plug it back in.

If you use a satellite receiver with an IR Control cable:

- Make sure the satellite receiver is turned on.
- Refer to the *Start Here* booklet to verify that the IR Control cable is positioned correctly.
- Press the TiVo button to go to TiVo Central, then select Messages & Setup, then Cable/Satellite Box, then Control Cable Setup. Verify the IR code you chose during Guided Setup. See page 7 for help choosing an IR code.
- Unplug the satellite set-top box from the wall, then plug it back in.

I can't get the channel to change. (continued)

If you use a satellite receiver with a serial control cable:

- You may have incorrectly specified the type of program guide on your receiver. There are two types of program guides: MPG (Master Program Guide) and APG (Advanced Program Guide). First, unplug the power cord for the satellite receiver and plug it back in. Next, go to TiVo Central, then Messages and Setup, then Recorder and Phone Setup, then Cable/Satellite Box, then Control Cable/Sat. Setup and select "Satellite Box." On the Connection to Satellite screen, if you originally selected Serial-MPG, change your selection to Serial-APG. (If you originally selected Serial-APG, change it to Serial-MPG.) You can also check the manual for your satellite receiver (as well as the satellite receiver's system setup screen) for information on the type of program guide it uses.

When I turn on my TV, I see a blue screen with a TiVo logo.

- Your recorder is having trouble tuning to the channel you are on. Follow these steps to restore the video:
  - If you have a cable or satellite set-top box, make sure it is turned on.
  - Try changing channels. If you see the blue screen with the TiVo logo on every channel, your video cable may have come loose. Make sure all the cable connections on the back of your recorder are secure.
  - Verify that you are receiving a video signal by temporarily connecting the video source directly to the TV.
  - Restart your recorder. (From TiVo Central, select Messages & Setup, then System Reset, then Restart the Recorder. On the Restart the Recorder screen, press

THUMBS DOWN three times, then press ENTER. You will see the Welcome screen, and the system will restart within about 45 seconds. You can also restart the recorder by unplugging it, waiting 15 seconds, then plugging it back in.)

- If you have a satellite or cable box, go to Messages & Setup, Cable/Satellite Box, Connection to Recorder. Verify that you chose the same cable on this screen that you used to connect your set-top box to the recorder.
- The cables you are using to connect your recorder to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the recorder with other cables that you know are working properly.

I can't go to one of my channels.

- You may be using a channel list that does not include the channel you want. Use the numbers on the remote control to enter the channel number, then press ENTER/JUMP. For more information on using a channel list, see page 59.
- The channel you want may be showing a program that exceeds a limit set with Parental Controls. In this case, you will see only a black screen with a notice that a limit has been exceeded. You will be able to tune to the channel if you use the Parental Controls password. (For more information on Parental Controls, see page 53.) If your cable or satellite set-top box has a feature like Parental Controls, you have to use the set-top box's remote to disable it, as well.

I can't find all the channels I receive in the Channels You Receive list.

- Have you changed your satellite or cable provider, or changed your subscription package? If you have, you should repeat Guided Setup to specify your current cable or satellite provider and lineup. From TiVo Central, select Messages & Setup, then

System Reset, then Repeat Guided Setup. Press THUMBS DOWN three times, and then press ENTER. You may need to check all of the available selections to find the right one since cable providers are often changing their lineups. For a complete instructions on Guided Setup, see Chapter 1 of this guide.

- If you have not changed your cable or satellite provider, go to Messages & Setup, then My Preferences, then Customize Channels, then Channel Lineups. Look at your cable or satellite bill, or make your best guess at what your lineup is called. Select it here, then check the Channels You Receive list. If the channels are incorrect, try another Cable Lineup. If that does not work, call TiVo Customer Care.

Questions About 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 also watch any program stored in Now Playing while another program is being recorded.

The Channel Banner always says "To be announced."

- Your recorder probably does not have full program information. For details, see the question "I can't find my program in Search By Title or Search Using WishLists, even though I know it's on," on page 83.

There aren't any shows listed in the TiVo Live Guide.

- If category filtering of the TiVo Live Guide is turned on, but no upcoming programs in the next six hours match both your filter and your Favorite Channels list, no programs will appear in the TiVo Live Guide. To view programs in the TiVo Live Guide again, use the TiVo Live Guide's Guide Options to turn off filtering. For more information, see page 27.
- Your recorder may not have program information. For details, see the question "I can't find my program in Search By Title or Search Using WishLists, even though I know it's on," on page 83.

I can't find my program in the TiVo Live Guide, even though I know it's on.

- You can choose which channel list the TiVo Live Guide will use to display the program schedule. The channel carrying the program you are looking for may not be in the channel list you're using. Press ENTER while the Live Guide is visible to choose another channel list. You can also add and remove channels on the "Channels You Receive" and "Favorites" channel lists. (For directions, see page 59.)

Questions About Recording Programs

I can't find my program in Search By Title or Search Using WishLists, etc., even though I know it's on.

- The recorder uses the Channels You Receive list to search for programs in all the features under Pick Programs to Record. To check if you've selected the program's channel, go to Messages & Setup, then My Preferences, then Customize Channels, then Channels You Receive. Does the channel have a check mark next to it? To give it one, highlight the channel and press SELECT. (For instructions on personalizing this list, see page 59.)
- Look on the Phone Connection screen (from TiVo Central, select Messages & Setup, then Recorder & Phone Setup, then Phone Connection) for the time of the last successful daily call for program information. If it was more than 36 hours ago, your recorder may be having trouble calling the TiVo service. Select "Make Test Call" to test the current phone settings. If the test call does not succeed, see the troubleshooting chapter in the *Installation Guide* for phone troubleshooting. Next, start a daily call by selecting "Make Daily Call Now." If your daily call is successful, new program information will be downloaded and organized, 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 & Setup, then System Information). If your account is suspended or closed and you wish to re-activate it, use the number on the back cover of this guide to call TiVo Customer Care.

- 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.

I cannot use features in Pick Programs to Record. The recorder says it is organizing program information.

- Your recorder may not have all its program information yet. The first time you go through Guided Setup, the recorder downloads program information from the TiVo service. The recorder then indexes this information in the background over the next 4-8 hours. As the program information gets indexed, more of it becomes available. After 8 hours, full information (for up to 2 weeks from the time of the last successful daily call) is available for you to use. Wait a few hours, then try to find your program again.
- If the recorder loses power while it is indexing program information, the indexing process will stop until the recorder makes a successful daily call to the TiVo service, and then will start again. If your recorder lost power while it was indexing program information, you can get it started indexing again by plugging it in and then starting a call to the TiVo service. To start a call to the TiVo service—from TiVo Central, select Messages & Setup, then Recorder & Phone Setup, then Phone Connection, then Make Daily Call Now.

What happens if a sports event I have scheduled to record goes into overtime?

- The TiVo service cannot predict whether a sporting event might go into overtime, but we provide a feature that lets you add anywhere from one extra minute to three hours at the end of a recording just in case. We call the feature the Overtime Scheduler. 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 Overtime Scheduler with any kind of program, not just sports. For more information on Recording Options, see page 34.

If you are watching a program while it's being recorded, you can record an overtime segment in a couple of ways. One way is to go into Now Playing, 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 by anywhere from one minute to 3 hours. Alternatively, you could choose to press the RECORD button after the regularly scheduled part of the program has finished.

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

- You can create an auto-recording WishList for programs that are not yet listed in the TiVo Live Guide. See page 42 for details on WishLists.
- If you know the date, time, and channel on which the program will air, you can create a manual recording to record it. You can create manual recordings by going to TiVo Central, then selecting Pick Programs to Record, then Record by Time or Channel, then Manually Record Time/Channel. (See page 47 for details.)

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

- 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. You can use the Overtime Scheduler, described on page 35, to compensate for this.
- The TiVo service will re-sync your recorder's clock during every daily service call. If you set your time zone and Daylight Savings Time correctly in Guided Setup, you

never have to worry! If you move to a new time zone, you can change your recorder's time settings by repeating Guided Setup. To start a daily call at any time, go to TiVo Central and choose Messages & Setup, then Recorder & Phone Setup, then Phone Connection, then "Make Daily Call Now."

How do I record a Pay Per View event?

- From live TV, catch up to the present broadcast by pressing the ADVANCE button. Then, order the program from your cable or satellite provider as you normally would—by using your set-top box remote, or by calling your cable/satellite provider. (If the program violates a Parental Control limit—or a feature like Parental Controls on your cable or satellite set-top box—make sure to disable both TiVo's and your set-top box's Parental Controls.) To record the program, search for it in Browse by Time. If there are no listings for Pay Per View events, record the showing with the Manually Record Time/Channel option under TiVo Central, then Pick Programs to Record, then Record Time/Channel.

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 TiVo Central, select Pick Programs to Record, then To Do List, then View Recording History). Here are some reasons why a program may not be available in Now Playing:
  - The program may have been canceled by the network.
  - If you had two Season Passes that were on at the same time, only the Season Pass with the higher priority would be recorded. Priorities and the Season Pass Manager are described on page 48.

- The program may have been deleted from Now Playing by someone else.
- There may have been 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.

Questions About Conflicts

Can I record multiple programs simultaneously?

- No. You can watch any program in Now Playing while another is recording. However, you can only record one program at a time on your recorder, because it does not contain the necessary hardware to record two programs at once. The DIRECTV Receiver with TiVo has two tuners and can record two programs at the same time.

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

- The recorder gives each repeating recording a priority. You can resolve some conflicts in favor of preferred programs by using the Season Pass Manager to change priorities. (See page 48.)
- If you encounter a conflict for a single episode, use “View upcoming episodes” to see if the program or episode you want will air at a different time.
- You can sometimes resolve recording conflicts by changing the “Stop Time” or “Start Time” Recording Options. (See page 34 for more about 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.
- 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.

Questions About Now Playing

Can I recover a recorded program that was deleted?

- There is no way to bring back a program that has been deleted from Now Playing. You can choose to save programs longer, though. See page 30 for details.

Can I copy or archive programs to a Zip drive or any other computer storage media?

- The recorder does not copy or archive recordings to any device other than a VCR.

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

- The TiVo service's smart scheduling features track not only how much space you currently have on your recorder, but also how much space will be needed in the future to record all of the programs you have scheduled. If your recorder 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 recorder 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 recorder.

How can I fit more programs in Now Playing?

- To make space, delete some programs in Now Playing. You delete a program by highlighting its title, then pressing CLEAR.
- Lowering the default recording quality will allow you to fit more programs in Now Playing. See page 60 for details.
- Set up Season Passes with the Recording Option “First-run only.” You’ll only collect new episodes. You’ll also be less likely to run out of space in Now Playing and less likely to encounter conflicts.

What does it mean when my recorder 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’s smart scheduling features 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 recorder keeps programs. You can delete a program at any time and can always change how long it is saved by changing the “Save until…” option. To see “Save Until...,” select the program in Now Playing.

Questions About Parental Controls

My Parental Controls are not working.

- For Parental Controls to work, they must be on and must not be temporarily disabled. When you enter your password to watch a program that violates Parental Controls, they become temporarily disabled. You can re-enable them on the Parental Controls screen (from TiVo Central, select Messages & Setup, then My Preferences, then Parental Controls), or by putting your recorder in Standby mode and then taking it out of Standby (press the Standby Button on your remote, or from TiVo Central, select Messages & Setup, then Standby).

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

- If your cable or satellite set-top box has a feature like Parental Controls, make sure you have disabled them with the set-top box's remote.
- 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/JUMP button. For more information on using a channel list see page 59.

Questions About Audio/Video

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.
- Audio and video should re-sync if you press the TiVo button to go to TiVo Central, then press the LIVE TV button to return to live television.
- You can also try to restart your recorder. From TiVo Central, select Messages & Setup, then System Reset, then Restart the Recorder. On the Restart the Recorder screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within about 45 seconds.

My recorder was working, but now the picture does not move, or

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

- First, try to restart your recorder. From TiVo Central, select Messages & Setup, then System Reset, then Restart the Recorder. On the Restart the Recorder screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within about 45 seconds. You can also restart the recorder by unplugging it, waiting 15 seconds, then plugging it back in.
- Check to make sure all of the appropriate cables are firmly connected to your recorder, television and other audio/video equipment. For help with your cable connections, see the *Start Here* booklet and the *Installation Guide*.

- Someone in your household may have placed the recorder in Standby mode. Press the TiVo button to return to normal mode from Standby. (See page 69 for details on Standby mode.)

I can't select an alternate audio track.

- Secondary audio programs (SAP) are not available for all programs. If you set the SAP as the default audio, programs that have an SAP will use it. Only one audio track is saved with recorded programs. If SAP is the default audio and a program you are recording has an SAP, the SAP will be the recorded program's only audio. You can set the default audio on the Television Audio screen (from TiVo Central, select Messages & Setup, then My Preferences, then Audio Options, then Television Audio).
- Recorded programs, such as those in Now Playing, always have only one audio track, the one they were recorded with.
- You cannot change the audio track if you are watching a live program, but are not caught up to live TV. Catch up to live TV by pressing the ADVANCE button.

Programs are playing in the wrong language.

- You may have selected the secondary audio program (SAP) as the default audio on the Television Audio screen. Most programs with SAP use it to broadcast in an alternate language. To turn off the SAP, reselect the main audio program on the Television Audio screen (from TiVo Central, select Messages & Setup, then My Preferences, then Audio Options, then Television Audio).

My audio system is set up to play in stereo, but it is only playing mono.

- Make sure that "Main Audio Program (stereo)" is selected on the Television Audio screen (from TiVo Central, select Messages & Setup, then My Preferences, then Audio Options, then Television Audio).

Questions About the TiVo Service

Will my recorder still work without the TiVo service?

- Without the TiVo service, your recorder will have extremely limited functionality. The recorder was designed to be used exclusively with the TiVo service. The TiVo service is required for proper operation of the recorder. No functionality is represented, warranted or should be expected without a subscription to the TiVo service. The recorder uses the program information provided by the TiVo service to record the programs you request, to provide Season Passes, to power the TiVo Live Guide, to allow you to search for programs by name, and so on. The TiVo service also provides you with new Showcases, TiVolution Magazine, and Service Updates.

What happens if my recorder loses power temporarily?

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

Will the TiVo service collect information about my viewing habits?

- TiVo has designed its system and instituted policies to ensure that TiVo is unable to access any of your personally identifiable viewing information without your prior consent. TiVo does collect anonymous viewing information; that is, information about viewing choices made while using your recorder, but that does not identify you as an individual or household. In other words, there is no contact information associated with the viewing information that could identify the viewing information as coming from you or your household. If you don't want even your anonymous viewing information used in any way, you may simply call and tell us, and we will stop collecting it. For more information on TiVo's Privacy Policy, see Chapter 7 or go to *www.tivo.com/privacy*.

CHAPTER 7

Privacy and Service

TiVo Privacy Policy **97**

TiVo Service Agreement **104**

TiVo Inc. (“TiVo”) is committed to protecting the privacy of your personal information. The TiVo Privacy Policy, which applies to your use of the TiVo service, is published on the World Wide Web at *http://www.tivo.com/privacy*. We have printed it here for your convenience, but we encourage you to check the website or call us for a copy of the current Privacy Policy.

Use of your Digital Video Recorder (DVR) with the TiVo service will signify your acceptance of these privacy policies. Thank you for being a TiVo customer and letting us serve you!

Summary of the TiVo Privacy Policy

TiVo knows how important personal privacy is to you, so we have designed our system and established strict policies to help protect the privacy of your Personally Identifiable Viewing Information. In summary, we want you to know that:

- The TiVo DVR collects certain types of information from its users, including Anonymous Viewing Information, Diagnostic Information, Commerce Information, and Service Information.
- TiVo has no way to access any of your Personally Identifiable Viewing Information from your DVR without your prior consent. Absent your consent, the TiVo service has no way of knowing what shows you—as an individual or household—have watched, recorded, or rated with "Thumbs Up" or "Thumbs Down."
- TiVo does collect Anonymous Viewing Information; that is, information about viewing choices made while using your DVR, but that does not identify you as an individual or household. In other words, there is no personally identifiable information associated with the viewing information that could identify the viewing information as coming from you or your household. TiVo also collects Diagnostic Information from a small number of randomly sampled DVRs for quality control purposes. If you don’t want even your Anonymous Viewing Information or Diagnostic Information used in any way, simply tell us by calling our toll free number (1-877-367-8486).
- If you affirmatively elect to engage in a commercial transaction using the TiVo service, such as by responding to an advertisement on the TiVo service, TiVo will collect and disclose your Commerce Information to the commerce partner fulfilling the transaction.
- TiVo intends to make available new services in the future. These services will be governed by the privacy policies of the respective service providers.

TiVo Privacy Policy

Please read this Privacy Policy carefully. It provides important information on how your privacy is protected when using the TiVo service.

In order to provide you with a better, more satisfying television experience, TiVo Inc. ("TiVo") collects and uses certain types of information, as described in this Privacy Policy. The Subscriber Information (defined below) you provide to the TiVo Digital Video Recorder ("DVR") in your house and to us at TiVo enables your DVR to select programs you want it to record and to suggest programs you might enjoy.

By using your DVR and TiVo service, you consent to: (a) the provisions of this Privacy Policy and (b) the privacy preferences explained in Section 4.1. This Privacy Policy explains our commitments to your privacy in the following areas:

1 Our Subscriber Information Definitions. In discussing the kind of information TiVo collects, it is important to distinguish between anonymous information and other information that specifically identifies you or your household. Too often, people refer to "personal information" or "personally identifiable information" without really making clear what they mean. TiVo has developed the following definitions to help clarify this important issue. We use "Subscriber Information" as a general term that refers to any information relating to you or your use of the TiVo service. The following are more specific types of Subscriber Information.

1.1 "Account Information" means information about your TiVo service account, including your Contact Information (defined below) and other information linked to your Contact Information such as the model and serial number of your DVR, your zip code, software version used, your TV programming source (cable, satellite or an antenna), the type of cable hook-up (digital or analog) and level of service (basic or premium), privacy preferences, and the cable or satellite box model that you use. You provide us with this information when you register as a subscriber to the TiVo service and subsequently set up your DVR to receive the TiVo service in your home. This basic Service Information is sent to TiVo on an ongoing basis to enable TiVo to provide the TiVo service to your DVR. Account Information also includes information we may receive about you in a communication from you or a third party with us. Account Information does not include any Personally Identifiable Viewing Information, or Anonymous Viewing Information, as defined below.

a "Contact Information" means information that allows someone to identify or contact you, including, for

example: your name, address, telephone number, and e-mail address. Contact Information is a subset of Account Information and is thus linked to your DVR's Service Number.

b **"Service Information"** means information necessary for TiVo to provide service to your DVR. Examples of Service Information include your software version number, your TV programming source, level of service, and the success status of the last attempted service call (i.e., daily call). This information is always transmitted to TiVo during a service call.

1.2 "Personally Identifiable Viewing Information" means information about the viewing choices that you and those in your household make while using your DVR, if that information is linked to or associated with your Account Information. The DVR stores your viewing information so that it may recommend viewing choices and personalize your viewing experience. We have worked very hard to design our system to ensure that no Personally Identifiable Viewing Information may be sent to TiVo without your express consent. You may choose to consent to TiVo's collection of Personally Identifiable Viewing Information by changing your privacy preferences as provided in Section 4.1.

1.3 "Anonymous Viewing Information" means information about viewing choices that you and those in your household make while using your DVR, but is not associated with or linked to any other information TiVo has about your account. Your DVR sends Anonymous Viewing Information to TiVo on an ongoing basis. This information allows TiVo to know that a subscriber from a particular zip code watched certain programming but we are unable to associate those viewing choices with you. You may request that TiVo block the collection of Anonymous Viewing Information from your DVR as described in Section 4.1.

1.4 "Diagnostic Information" means a log file containing detailed information about the operation of a DVR, such as memory consumption, user interface response time, disk space, enclosure temperature, and enclosure fan speed. TiVo collects Diagnostic Information Logs for a small number of randomly sampled DVRs for quality control and technical troubleshooting purposes. Diagnostic Information Logs contain your DVR's Service Number and are thus associated with your Account Information. You may request that TiVo block the collection of Diagnostic Information Logs from your DVR as described in Section 4.1.

1.5 "Commerce Information" means personally identifiable information that enables a commerce partner to fulfill your request to participate in a promotion or transaction. From time to time, TiVo may present special offers and/or enable you to purchase goods and services from TiVo, or third party

advertisers or promoters. You would be informed of such offers on screen while using the TiVo service. Should you decide to take advantage of such an offer or engage in a transaction, TiVo will collect and communicate your relevant Contact Information and your interest in a specific offer or transaction to the commerce partner sponsoring the promotion or transaction. In addition to fulfilling your request, that commerce partner may also use your Commerce Information to send you other information in which you might be interested consistent with its own privacy policies. This information is collected and disclosed by TiVo only upon your affirmative response to an offer.

2 Use of Subscriber Information

2.1 Account Information. We use your Account Information to establish and service your TiVo account, bill you for TiVo services, offer you new services when they are available, and other legitimate business purposes. For example, we use your name, address, email address, and phone number to create your account with TiVo, to communicate with you regarding new services, and to exclude you from offers for services you may already have. We use your credit card information to bill you for TiVo services. We use your Service Information to serivce your account and provide the necessary resources to your DVR. Knowing your zip code, programming source, and information about your cable or satellite box model allows us to determine which programming information (i.e., times and channels of programs) to send to your DVR.

We use your Account Information to communicate with you about upcoming features in the TiVo service or promotions that might interest you. You may opt not to receive communications in the future as explained in Section 4.1. We also use your Account Information in aggregate form (i.e., excluding any Contact Information) to generate demographic profiles of our subscribers as a whole to assist us to, for example, identify future subscribers to the TiVo service or other services.

2.2 Personally Identifiable Viewing Information. Your DVR uses your viewing information to tune, schedule, record, and recommend programs for you. The DVR may also use this viewing information to select advertisements or other promotions for you that you may be interested in. TiVo does not collect your Personally Identifiable Viewing Information without your consent. Absent your consent, no “tag” is added to the anonymous viewing files transmitted from DVRs to TiVo that would enable TiVo to identify the DVR from which it came.

If you expressly choose to allow TiVo to collect your Personally Identifiable Viewing Information, TiVo may use this information for surveys, audience measurement, and other legitimate business purposes.

2.3 Anonymous Viewing Information. We use Anonymous Viewing Information to develop reports and analyses about what programs, advertisements, and types of programming our subscribers (as a whole or in subgroups) watch or skip, or for other programming or advertising research. For example, we use Anonymous Viewing Information to develop inferences that people who watch show X also watch show Y. We also use Anonymous Viewing Information to help with the investigation of technical issues with our systems.

3 Disclosure of Subscriber Information

3.1 Generally. We disclose aggregated Account Information and aggregated Anonymous Viewing Information and any reports or analyses derived there from, to third parties including advertisers, broadcasters, consumer and market research companies and other organizations.

3.2 Manufacturing and Service Provider Partners. In certain instances we will disclose to our hardware manufacturing partners (for example Sony and Philips) and service provider partners (for example DirecTV) the Account Information of subscribers who use a DVR made by that manufacturing partner or receive a service from that service provider partner. However, TiVo contractually binds our manufacturing and service provider partners to comply with the provisions of this Privacy Policy; our manufacturing and service provider partners are legally liable for misuse of Subscriber Information.

3.3 Contractors and Third Party Service Providers. We use contractors to help with some of our operations. Some of these contractors will have access to our databases of Subscriber Information on a temporary basis for specific tasks. TiVo also uses third parties to help with certain aspects of its operations, which may require disclosure of your Subscriber Information to them. For example, TiVo may use a third party to communicate with you (via telephone, email, or letter) about your account or upcoming features or services, to mail rebate checks, to process and collect payment for your TiVo service via your credit card, to generate demographic profiles based on Subscriber Information of current TiVo subscribers, and to perform other work that we may need to outsource. TiVo contractually binds these contractors and third parties to use your Subscriber Information only as necessary to perform the services they are asked to perform; such contractors and third parties are legally liable for misuse of Subscriber Information.

3.4 The "Corporate Family." Although TiVo currently does not have a parent company, any subsidiaries (other than TiVo UK Ltd., which provides TiVo service in the United Kingdom), joint ventures, or other companies under a common control (collectively, "affiliates"), it may in the future. TiVo may share some or all of your Subscriber Information with these

affiliates, in which case TiVo will require its affiliates to honor this Privacy Policy. If TiVo Inc. is acquired by another company, that company will possess the Subscriber Information collected by TiVo and it will assume the rights and obligations regarding your Subscriber Information as described in this Privacy Policy.

3.5 Commerce Partners. When you elect to participate in a special offer or engage in a transaction with TiVo or a third party advertiser or promoter, TiVo will collect and disclose your Commerce Information to the commerce partner sponsoring and/or fulfilling the promotion. In addition to fulfilling your request, that commerce partner may also use your Commerce Information to send you other information in which you might be interested consistent with its own privacy policies. This information is disclosed only upon your affirmative response to an offer.

3.6 Factors Beyond our Control. Your privacy is very important to us. Due to factors beyond our control, however, we cannot fully ensure that your Subscriber Information will not be disclosed to third parties. For example, we may be legally obligated to disclose Subscriber Information to the government or third parties under certain circumstances, or third parties may circumvent our security measures to unlawfully intercept or access your Subscriber Information.

4 Your Choices Regarding Subscriber Information

4.1 Limits on TiVo's Collection, Use, and Disclosure of Subscriber Information. The default privacy preferences, to which you hereby consent if you do not request a change to your settings, do not allow TiVo to collect Personally Identifiable Viewing Information, but do allow TiVo to collect, use, and disclose Anonymous Viewing Information and Diagnostic Information logs, in addition to Account Information, in manners consistent with this Privacy Policy. Commerce Information is collected, used, and disclosed only upon your affirmative response to an offer.

You may choose to change your privacy preferences to allow TiVo to collect Personally Identifiable Viewing Information. Even though Anonymous Viewing Information does not include any Account Information whatsoever, you may request that TiVo block the collection of such information from your DVR. You may also request that TiVo limit the collection of Diagnostic Information Logs from your DVR. You may further opt not to receive communications that we send to you based on your Account Information. If you make this choice, you understand that we will not be able to inform you about any upcoming features, improvements, or promotions regarding your TiVo service. In all cases, however, we will collect and use your Account Information

(including Service Information) to enable us to provide your DVR with the TiVo service.

If you would like to change your privacy preferences, you must either (a) send TiVo a signed written request, (b) call us at 1-877-367-8486 to request a change.

4.2 Review and Update of Account Information. We believe you have a right to know the Account Information collected and stored by TiVo and to update or change any Account Information you believe is incorrect. You may make a request by telephone, mail, or via the web (when available) to review your Account Information and we will mail you a printout of your Account Information. If you request that certain Account Information be changed, we will make the changes to the extent commercially practicable. In addition, we will take commercially reasonable steps to propagate those changes to third parties with whom we may have shared your Account Information pursuant to this Privacy Policy.

4.3 How to Delete Information. Should you decide to discontinue your TiVo service, you may make that request by telephone or mail and we will suspend billing for the TiVo service. After you discontinue the TiVo service, TiVo will maintain your Account Information only as long as necessary for business purposes. In addition, although we delete your Account Information from our “live” database, your Account Information may remain in our archives and records until it is routinely destroyed.

5 **Comment Regarding Children.** TiVo feels strongly about protecting the privacy of children and encourages parents to be involved in the television viewing of their minor children by, for example, limiting the types of content minor children can watch.

6 **Separate Rules for the TiVo Website.** We have a separate privacy policy that covers general browsing activities on our website. However, if you register for TiVo service on the Web, or log in to your account preferences page (when available) to make changes to your account or request services, this Privacy Policy will apply to the Subscriber Information you provide to us in those instances.

7 **Security of Subscriber Information.** When you contact us by email or phone regarding your account, we ask you for certain Account Information—in order to verify your identity—before accepting requests to make changes to the account. We take these steps to ensure that only you or a household member who knows your Account Information will be able to access or change your Subscriber Information.

TiVo uses industry-standard methods such as encryption to secure the communication of viewing information from your DVR to TiVo. In addition, TiVo uses industry-standard

methods of securing its databases of Subscriber Information, including the use of firewalls. Except as provided elsewhere in this Privacy Policy, TiVo limits access to Subscriber Information databases to those persons in TiVo's organization who have a business need for such access, including servicing your account, informing you of service news and special TiVo offers, or aggregating Account Information or Anonymous Viewing Information for the purpose of conducting research, and targeting new subscribers. However, you should know that no company, including TiVo, can fully eliminate security risks associated with Subscriber Information.

8 General

8.1 Future Features, Services, and Amendments to this Privacy Policy. We upgrade the TiVo service to provide you with new features on an ongoing basis and plan to continue to do so. We also intend to make available new services in the future. New services will be governed by the privacy policies of the respective service provider. To the extent that any new features or services may require amendments to this Privacy Policy to describe the treatment of Subscriber Information, these amendments are effective upon notice to you. In the event that we were to make a substantial and material change to our treatment of Subscriber Informaion, such as a change in the way that we collect, use, or disclose Personally Identifiable Viewing Information, we will notify you of such planned change and offer you the opportunity to alter your privacy preferences.

8.2 Technical Problems. Even though TiVo has taken significant steps to ensure that your Subscriber Information is never collected, used, or disclosed by TiVo except as set forth by this Privacy Policy, technical mistakes are possible. If such a mistake takes place, we will take commercially reasonable steps to correct it.

8.3 Contact TiVo. Our intention is to be diligent in protecting your privacy by strictly following our Privacy Policy. If you would like to make suggestions or find out more about our privacy practices, please call us at 1-877-367-8486 or send us a letter.

Our mailing address is TiVo Inc., 2160 Gold Street, P.O. Box 2160, Alviso, CA 95002-2160.

8.4 Entire Agreement. The term "including" in this Privacy Policy shall mean "including without limitation." This Privacy Policy supplements and is incorporated into the TiVo Service Agreement. This Privacy Policy constitutes the entire agreement, and replaces and supersedes all prior agreements, between you and TiVo concerning the subject matter discussed in this Privacy Policy. Use of your DVR with TiVo service will signify your acceptance of this Privacy Policy.

TiVo Service Agreement

Welcome to TiVo! Congratulations on your subscription to the TiVo Service. This agreement explains the terms and conditions that will apply to your use of the TiVo Service and constitutes a legally binding agreement between you and TiVo, Inc. ("TiVo"). By using the TiVo Service, you agree to all the terms and conditions in this agreement.

General Information

Terms of Service. The TiVo logo on your TiVo Recorder means that it can receive the TiVo Service offered and provided by TiVo for personal, non-commercial use on a subscription basis. Your activation and continued use of the TiVo Service is subject to the terms and conditions of this Customer Service Agreement.

TiVo Privacy Policy. You must provide us with accurate and complete information when you activate your TiVo Service. TiVo reserves the right to terminate your account if you give TiVo inaccurate or incomplete information. TiVo respects the privacy of your information and will not disclose any of your information except as permitted in TiVo's Privacy Policy. A copy of the TiVo Privacy Policy is included in the product manual. Please read it carefully before using your subscription for the TiVo Service. By using the TiVo Service, you agree to the terms and conditions of our Privacy Policy and you understand the options TiVo provides you with regard to your private information. TiVo will notify you of any substantial and material changes to the Privacy Policy and the latest Privacy Policy can always be accessed through our website at *www.tivo.com*.

We Don't Control the Nature of Television! The TiVo Service gives you the ability to see and record televised programs over which TiVo exercises no editorial or programming control ("Third Party Content"). You understand that (a) TiVo does not guarantee the access to or recording of any particular program, (b) programming is not under TiVo's control, (c) TiVo is not responsible for and has no editorial control over any Third Party Content, and (d) TiVo has no control over the distribution of programs. You also understand that the Third Party Content is the copyrighted material of the third party that supplies it, is protected by copyright and other applicable laws, and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it, except to the extent allowed under the "fair use" provisions of the U.S. copyright laws or comparable provisions of foreign laws. You agree that TiVo will have no liability to you, or anyone else who uses your account, with regard to any Third Party Content.

Changes to TiVo Service. TiVo may, at its discretion, from time to time change, add or remove features of the TiVo Service or change the terms and conditions of this agreement. Such changes

shall be effective upon notification by TiVo. You are responsible for viewing any new terms and if you are dissatisfied with any such changes to the TiVo Service or this agreement, you may immediately cancel your subscription as provided in the "Termination of Service" paragraph below. TiVo also reserves the right to discontinue the TiVo Service altogether at any time in its discretion.

Subscribing to and Using the TiVo Service

Eligible Subscribers. You must be at least 18 years of age to assume the responsibilities of this agreement. Minors may use the TiVo Service only if one of their parents or legal guardians assumes the responsibilities of this agreement and thereby assumes full responsibility for the minor's use of the TiVo Service.

Subscription Fees. You agree to pay for your subscription in advance. Your subscription fee will cover the basic service for a residential customer using an authorized product receiving the TiVo Service. You have a choice of subscription options which may change over time. You may switch options at the end of each period. Unused subscription fees are nonrefundable. If for any reason you need to reactivate your subscription, you will be charged a reactivation fee. If you are signing up for TiVo Service under a promotional subscription fee, some additional restrictions may apply. TiVo Service is accessed through a standard telephone line and is available as a local call in most areas. In some areas, local and long-distance charges may apply. You are responsible for any such telephone charges and acknowledge and agree that you shall be solely responsible for all disputes with any telephone company related to the same.

Payment Authorization. If you choose a subscription option with recurring payments, you agree that TiVo may automatically charge the subscription fee to your credit or charge card at the beginning of each period. Your TiVo Service access will not be established until TiVo has verified that the credit card information you provide us for payment is accurate and that your credit card is in good standing. TiVo may, at its discretion, change the TiVo Service fees from time to time. TiVo will notify you 30 days in advance of any fee changes or new fees; you may obtain the fees currently in effect at any time by contacting TiVo Customer Service toll-free at 1-877-367-8486. TiVo reserves the right to suspend or terminate your TiVo Service without notice upon rejection of any credit card charges or if your card issuer (or its agent or affiliate) seeks return of payments previously made to TiVo when TiVo believes you are liable for the charges. You agree to pay a late charge on all amounts due which remain unpaid for 30 days. The late charge will equal 1.5% of the past due amount, or the highest rate allowed by law, per month until paid. Such rights are in addition to and not in lieu of any other legal right or remedies available to TiVo. TiVo reserves the right

to refer your account to a third party for collection in the event of an ongoing default.

Using the TiVo Service. You may access and use the TiVo Service only with a product authorized to receive the TiVo Service and you agree not to tamper with or otherwise modify the authorized product. The TiVo Service is provided for your personal use and may not be resold, in whole or in part, or otherwise commercially exploited. Except as expressly provided in this agreement, you may not transfer the TiVo Service.

Definition of Lifetime Service. Subject to the terms of this agreement, if you paid a Lifetime Service fee for your Recorder ("Product Lifetime Service"), you will not incur any additional charges to receive the basic TiVo Service during the lifetime of that Recorder, even if you give it to a friend or family member. The TiVo Service will be provided only to that particular Recorder and therefore, cannot be transferred to any other Recorders you may purchase. If you opt to pay as you go, you will be billed monthly for your TiVo Service. Product Lifetime Service does not include any premium services offered by TiVo in addition to the basic TiVo Service.

Termination of Service. You may terminate your account, this agreement, and your right to use the TiVo Service, at any time and for any reason or no reason, by contacting TiVo Customer Service toll-free at 1-877-367-8486. Notwithstanding anything to the contrary in this agreement, TiVo retains the absolute right to immediately suspend or terminate your account, and terminate this agreement, if the charges to your credit card for the fees described in the "Subscription Fees and Payment Authorization" paragraph above are refused for any reason, if you breach any provision in this agreement, if you misuse the TiVo Service, and/or if you alter the Recorder or use the TiVo Service in such a manner as to infringe upon the intellectual property rights of TiVo or any third party. In addition, TiVo reserves the right to terminate your account and this agreement for any other reason if TiVo gives you at least 30 days advance notice. Upon any such termination of your account, you will remain obligated to pay all outstanding fees and charges relating to your use of the TiVo Service before termination. Unused subscription fees are nonrefundable.

Ownership, Disclaimers and Liability Limitations

Title to Software and Intellectual Property. You may need to use certain software programs to use or have full access to certain features of the TiVo Service. You received certain software with the purchase of the TiVo authorized product and other software programs may be provided to you by TiVo from time to time. Your use of such software is subject to the terms of this agreement. TiVo retains title to and ownership of all the TiVo software and certain intellectual property rights in the TiVo authorized product. TiVo also retains ownership of all TiVo copyrights and trademarks. Any attempt to disassemble,

decompile, create derivative works of, reverse engineer, modify, sublicense, distribute or use for other purposes either the authorized product or software of this system is strictly prohibited.

Indemnity. YOU AGREE TO DEFEND, INDEMNIFY AND HOLD HARMLESS TIVO FROM AND AGAINST ANY AND ALL CLAIMS, PROCEEDINGS, INJURIES, LIABILITIES, LOSSES, COSTS AND EXPENSES (INCLUDING REASONABLE ATTORNEYS' FEES), INCLUDING, BUT NOT LIMITED TO, CLAIMS ALLEGING NEGLIGENCE, COPYRIGHT INFRINGEMENT AND/OR TRADEMARK INFRINGEMENT AGAINST TIVO OR THE TIVO SERVICE, RELATING TO OR ARISING OUT OF YOUR BREACH OF ANY TERM OF THIS AGREEMENT, YOUR MISUSE OF THE TIVO SERVICE, OR YOUR UNAUTHORIZED MODIFICATION OR ALTERATION OF THE RECORDER OR RELATED SOFTWARE.

Warranty Disclaimer. YOU UNDERSTAND AND AGREE THAT THE TIVO SERVICE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. TIVO MAKES NO WARRANTY THAT THE TIVO SERVICE WILL MEET YOUR REQUIREMENTS OR THAT USE OF THE TIVO SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE; NOR DOES TIVO MAKE ANY WARRANTY AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE TIVO SERVICE (INCLUDING THIRD PARTY CONTENT), OR THAT ANY DEFECTS IN THE TIVO SERVICE WILL BE CORRECTED. TIVO AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING THE TIVO SERVICE, INCLUDING ANY IMPLIED WARRANTY OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. Because some jurisdictions do not permit the exclusion of implied warranties, this disclaimer may not apply to you.

Limitations of TiVo's Liability. IN NO EVENT WILL TIVO OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOST PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, OR OTHER INDIRECT, CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO YOUR USE OF THE TIVO SERVICE OR USE OF THE TIVO SERVICE THROUGH YOUR ACCOUNT BY ANYONE ELSE, EVEN IF TIVO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE WILL TIVO'S TOTAL CUMULATIVE LIABILITY TO YOU AND ANYONE WHO USES THE TIVO SERVICE THROUGH YOUR ACCOUNT, FOR ANY AND ALL CLAIMS UNDER ANY THEORY OF LAW, EXCEED THE AGGREGATE AMOUNT YOU PAID TO TIVO IN THE PRECEDING TWELVE MONTHS. YOU UNDERSTAND THAT THESE LIMITATIONS OF TIVO'S AND TIVO'S SUPPLIERS' LIABILITY ARE A FUNDAMENTAL PART OF THIS LIMITED WARRANTY. Some states do not allow the

exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Moreover, this paragraph does not limit TiVo's obligation, if TiVo mistakenly or wrongfully overcharges your account, to refund the amount of the overcharge.

Miscellaneous. This agreement will be governed by the laws of the State of California as such laws apply to agreements between California residents performed entirely within California. If any provision of this agreement is invalid or unenforceable under applicable law, such provision will be deemed modified to the extent necessary to render such provision valid and enforceable and the other provisions of this agreement will remain in full force and effect. The official text of this agreement or notice submitted hereunder shall be in English. In the event any dispute concerning the construction or meaning of this agreement, reference shall be made only to this agreement as written in English and not to any translation into another language. This document represents the entire agreement governing your use of the TiVo Service and supersedes any prior or contemporaneous written or oral statements by TiVo or its representatives or resellers. TiVo's failure to enforce any of the terms of this agreement shall not constitute a waiver or relinquishment of TiVo's right to do so at any time.

BY USING THE TIVO SERVICE, YOU REPRESENT THAT YOU HAVE READ AND UNDERSTOOD THIS ENTIRE AGREEMENT AND YOU AGREE TO ALL THE TERMS OF THIS AGREEMENT AS STATED ABOVE.

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Glossary of Icons

These appear when you press THUMBS UP or THUMBS DOWN. You can give a program up to three THUMBS UP or three THUMBS DOWN.

These appear when an option—such as automatically scheduling an upcoming program or watching an additional program segment—is available. Press SELECT or THUMBS UP to choose the option.

Now Playing

(These icons appear beside recorded programs.)

(Green) This program will be saved until you delete it.

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

(Yellow with exclamation mark) At any time, this program may be deleted to make room for other programs you have requested, but only if space is needed.

(Red with black border) This program is currently being recorded.

This program is one of TiVo's Suggestions. It was recorded on empty space. TiVo's Suggestions are the first programs to be deleted when space is needed.

TiVo Central, Showcases or TiVolution Magazine

This may appear on TiVo Central beside an option that changes. Select it to record a program, watch a preview or visit a Showcase.

Indicates a selection in TiVo Central, Showcases or TiVolution Magazine that has some special video content.

To Do List & View Upcoming Episodes

(These icons appear beside programs scheduled to be recorded.)

You chose to record the program, but not as part of a Season Pass. (However, outside the To Do List and View Upcoming lists, it means an item has been selected.)

This program is part of a Season Pass.

This program is part of a WishList.

Channel Banner

(These icons appear in the large channel banner.)

Select to start or stop a recording.

Select to display or turn on Parental Controls.

Select to view TiVo Messages.

TiVo is dedicated to providing you with quality support and customer service. If you have questions or difficulties, we would like to hear from you.

Troubleshooting

Check the Troubleshooting section of this document and of the *Installation Guide* that came with your Digital Video Recorder.

Online Customer Support

Check the TiVo website at *www.tivo.com/support*. It contains Online Customer Support on a number of topics, including hookup and setup. You'll also find the latest information about TiVo there, including Service Updates, the TiVo Service Agreement, and TiVo's Privacy Policy.

Telephone Customer Support

After checking Troubleshooting and Online Customer Support, call our Telephone Customer Support using the phone number on the back of the Installation Guide or Start Here booklet.