

Troubleshooting

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Contacting Customer Service

TiVo is dedicated to providing you with quality customer support and service. If you have questions or difficulties, first refer to the tips in this troubleshooting chapter. If the problem cannot be resolved, call TiVo Customer Service on 08702 41 8486. TiVo Customer Service can assist you with the following :

- Connecting the TiVo Recorder to your TV and other Audio/Video equipment.
- Initial Guided Setup difficulties.
- Programming the Remote Control to control your TV or Audio/Video equipment.
- Changing channels.
- If your Recorder does not function properly.
- Activating your TiVo Subscription.
- Obtaining the correct channel subscription packages and programme guide data.
- Receiving regular programme guide data or obtaining correct Cable or Satellite package data.
- Understanding an onscreen message from TiVo regarding your TiVo Subscription.
- Questions about your Warranty.

When you call TiVo Customer Service, you'll need to reference your model and serial number, located on the inside of the back cover of this Viewer's Guide.

List of Topics

You can use the list of general topics below, covered in this chapter to quickly find an answer to your question or problem.

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Troubleshooting Problems

When I change channels, it skips over some of my selected channels.

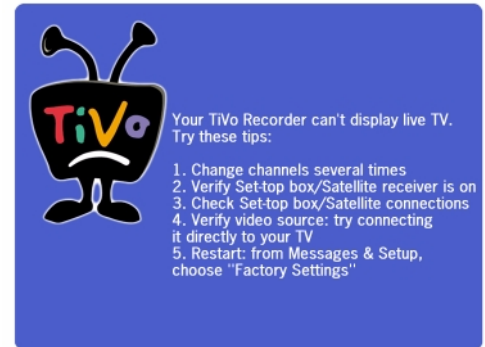
- In the **Messages & Setup** menu go to **Customised Channels, Channels You Watch**, and make sure the channel has a tick against it.

My TiVo Recorder isn't making its daily call.

- Verify that your phone line is working by connecting a telephone to the phone socket and checking for a dial tone. Make sure the phone line is securely connected to the Recorder and the phone socket.
- You may need to change your phone dialling options from the default. After changing the phone dialling options, make a test call (choose **Make Test Call** from the **Phone Connection** screen). If the test call succeeds, choose **Make Daily Call Now**.
- If you have voice mail or another non-standard dial tone, turn off “Dial Tone detection.”
- If you use a dial prefix for outside lines, set **Dial Prefix** (for example, “9,”).
- Your phone line may have low voltage. If so, make sure that **Phone avail. detection** is set to off in your **Phone Dialing Options**.
- If you have a caller ID box, try removing it from the line since some models interfere with the ability of the Recorder's modem to make a call.
- If you use a cordless telephone, fax machine, or computer modem connected to the same line, ensure that **Phone avail. detection** is set to off.

When I turn on my TV, I see a blue screen with a Frowning TiVo in the upper left corner.

- If you have a Set-top box or Satellite receiver make sure it is turned on.
- If you see this screen after channel changes, your Recorder is having trouble tuning to the channel. First try changing to several different channels, and then changing back.
- If you are seeing the frowning TiVo on every channel after a reset, your video cable may have come loose. Check all the cable connections at the rear of the Recorder.
- Perhaps you do not actually receive this channel from your Service Provider? If not, you may want to deselect the channel from the **Channels You Watch** screen. To do this, go to **Messages & Setup** and choose **Customised Channels**, then choose **Channels You Watch**. Make sure the channel is not ticked.
- The broadcaster may be having trouble transmitting a particular channel.
- If multiple channel changes don't work, try resetting the Recorder (see note).



You can reset the TiVo Recorder by going to **Messages & Setup** and then **Factory Setting** and choosing **Restart the Recorder**. Take care not to choose **Full System Reset**

My Channels aren't changing

- Make sure that you are pointing the Remote Control towards the Recorder.
- If the red light at the top of the Remote Control does not flash when any button is pressed, check that the batteries are positioned correctly and are sufficiently charged. If the red light does flash, make sure the green receiving light on the Recorder flashes yellow when you press any button on the Remote Control.
- If you are using a Set-top box or Satellite receiver, make sure the equipment is turned on and that all cables are connected securely and correctly.
- Did you select a working code for your Set-top box during Guided Setup? (Refer to Appendix B for details). To verify, go to **Messages & Setup** and select **Control Cable Setup**. (Details on how to use this screen are provided on page 69.) Once you find a code that changes your channels, press SELECT to choose that code.

On the 'Channels You Watch' screen, some or all of my package information is incorrect.

- Repeat Guided Setup and verify that you chose the correct Service Provider and Subscription Package. You may need to go through all of the selections to find the right one since broadcasters occasionally change their names and packages.

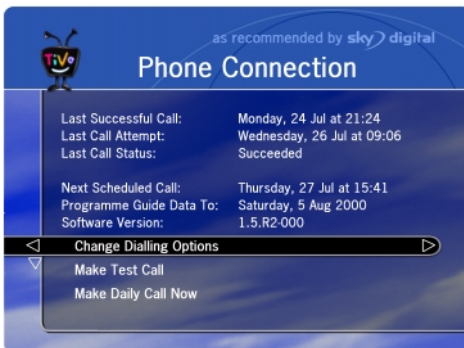
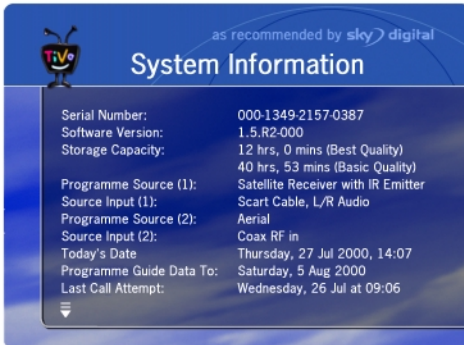


My programme didn't get recorded. I set the Recorder up to record a programme, but it's not in Now Playing.

- The programme may have been cancelled by the broadcaster.
- You may have two Season Passes that were on at the same time. Only one can be recorded.
- The programme may have been deleted from **Now Playing** by someone else in your household.
- You may have experienced a conflict when requesting another programme, and the proposed solution was to delete the missing programme earlier than planned.
- You may have inadvertently unplugged the Recorder during the time the programme was broadcast.
- If you have a Set-top box or Satellite receiver, you may have that particular channel “locked” on the box (using a parental lockout feature), which will prevent the Recorder from tuning to the channel. Your Set-top box may also have been turned off or in standby.

I don't see my Service Provider on the list in Guided Setup

- If you are in Guided Setup, use the LEFT navigation arrow to go to the **Post Code** screen to verify that you entered the correct Post Code.
- Go through the **First Setup Call** again, (see ‘Guided Setup’ on page 91).
- Check all of the service providers listed for your Post Code. Make sure your service provider hasn't merged or changed its name.



When I press live TV/Guide and look for programmes to record, there are very few or none listed. When I change the channel, the Channel Banner always says “To be announced.”

- Is your TiVo Subscription up to date? Check your account status on the **System Information** screen. If your account is ‘Suspended’ or ‘Closed’ and you wish to reactivate your account, call TiVo Customer Service.
- Look in the **Phone Connection** screen under **Messages & Setup**. Check the time of the last successful phone call. If it was more than 36 hours ago, your Recorder may be having trouble making its daily call.
- Check your phone line connections. Is your phone line functional? (This can be checked by plugging another telephone into the same phone line.)

I cannot record programmes on my VCR

- Is the VCR bypass button on your Remote Control pressed on? You can press the TiVo button to turn off VCR bypass. (You can also press the TiVo button to turn off AUX bypass or standby.)

How Do I...?

Will my Recorder still work if I don't subscribe to TiVo?

- If you don't subscribe, your Recorder will have extremely limited functionality. Only by subscribing to TiVo can you obtain the programme data needed to record the programmes you request, provide Season Passes, power the live TV Guide and allow you to search for programmes by name. The Subscription also provides you with new **Channel Highlights**, **Inside TiVo**, and **Inside TiVo** information, and keeps your TiVo Recorder software updated, ensuring you have all the latest functionality.

How long can I pause live TV?

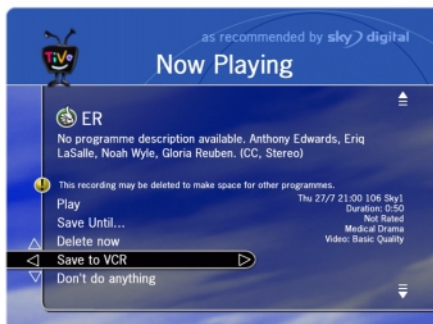
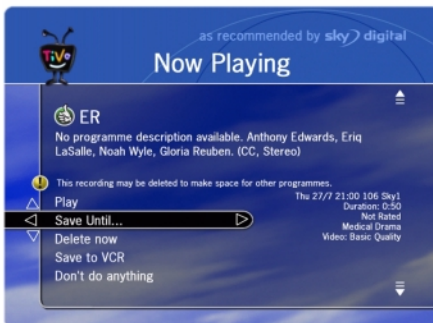
- You can pause for a total of 30 minutes. After that, the video will start playing again, 30 minutes behind "real time."

How far back can I rewind live TV?

- The length of time you can rewind depends on how long you have been watching the same channel. The recording starts whenever you tune to a new channel, so if you have just changed channels, you won't be able to rewind very far (you can check this by looking at the size of the green area on the Status Bar). You can store up to 30 minutes of the current channel. So if you have been watching the same channel for more than 30 minutes, you will have the most recent 30 minutes.

Can I watch TV while a programme is recording?

- Yes, you can watch what is recording as it is being recorded. You can also watch any programme stored in **Now Playing** while another programme is being recorded.



What do the different icons on the Now Playing screen mean?

- Recorded programmes have a limited storage time and a coloured circle icon to the left of the programme title indicates the current status of the recording. For a full description of each icon, see *Chapter 3 - In Depth*, page 39.

After changing the channel, how do I rewind to what I was watching before?

- 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 recording fresh on that channel. If you are time-shifted back and watching something you still want to see, you shouldn't change the channel.

Can I recover a recorded programme that was deleted?

- Unfortunately, there is no way to bring back a programme that has been deleted from **Now Playing**. If you wish to keep a programme longer, highlight the programme you wish to save from **Now Playing** and use the RIGHT arrow to display the Programme Information screen. Here you can choose **Save Until...** and then choose **Save longer** or **Save until I delete**.
- Be sure that you pay attention to conflicts, and don't approve any conflict that states that a programme you wish to keep will be deleted sooner than planned. See *Chapter 3 - In Depth*, page 34 for information on conflicts.
- In order to try to accommodate all of your Season Pass requests, programmes may occasionally be saved for as little as one day. If this is the case, try deleting some of your Season Passes.
- If you want, you can archive special recordings from the Recorder to your VCR. To do this choose **Save to VCR** from the Programme Information screen.

Can I record multiple programmes simultaneously?

- You can only record one programme at a time, but you can watch any programme from **Now Playing** while another is recording.

How do I check what I've scheduled to record?

- From the **TiVo Central** screen, select **Pick Programmes to Record**. From there, select the **To Do List**.

How do I cancel a recording?

- There are two ways to cancel a recording. If the programme is currently recording, go to live TV and press CHAN/PAGE/UP/DOWN to change to another channel. A message will appear asking you if you want to stop recording. If so, press SELECT. To cancel future recordings go to **Pick Programmes to Record** screen and select **To Do List**, highlight the programme name in the list and press SELECT. Choose **Cancel this recording** from the menu.

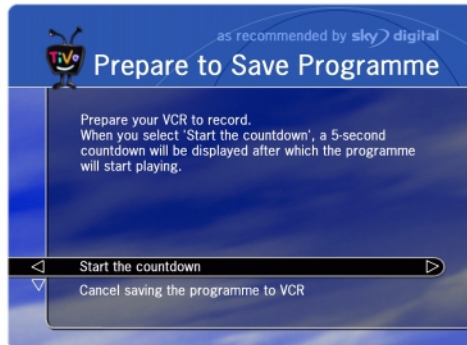
How do I record a Pay-Per-View event?

- Order the programme from your Service Provider as you normally would, either by using your Set-top box Remote Control or by calling your Service Provider.
- To record the programme, search for it in **Browse by Time** to find the specific showing that you purchased.

How do I pause a recording?

- Pressing RECORD while the TiVo Recorder is recording a programme pauses the recording and displays a screen which allows you to either continue or cancel the recording.





What happens when a sports event goes into overtime?

- Use the **Manually Record Time/Channel** option on the **Pick Programmes to Record** screen to record sporting events that are likely to run into overtime. By using this option, you can specify your own end time, just in case the game does overrun.

Can I arrange to record a programme that will not be shown for months?

- You can use the **Manually Record Time/Channel** feature to set up recordings for programmes that are not yet listed in TiVo's programme guide.

Can I archive programmes from the Recorder to my VCR?

- Yes, you can use the **Save to VCR** function from the Programme Information screen.

How do I prevent TiVo's Suggestions from being automatically recorded and listed on Now Playing?

- Choose **TiVo's Suggestions** from the **Pick Programmes to Record** screen. On the **TiVo's Suggestions** screen, select **No**.

How do I see what's on TV on every channel?

- Press the LIVE TV/Guide button on the Remote Control to display the programme guide. Use the CHAN/PAGE UP/DOWN button to scroll the list a page at a time.

How do I go back to the beginning of a recorded programme I'm watching?

- Press the ADVANCE button on the Remote Control to go to the end of a recording you're watching. Press it again to go to the beginning.

How do I get back to the last channel I was watching?

- When watching live TV, typing a channel number and pressing ENTER/JUMP jumps to that channel. Press ENTER/JUMP again if you want to go back to the previous channel.

How can I clear the letters in Search By Name to enter another programme?

- Use the CLEAR button, or using the navigation arrows, move the white box to CLR in the onscreen alphanumeric grid and press SELECT. To remove one letter at a time, navigate to DEL and press SELECT.

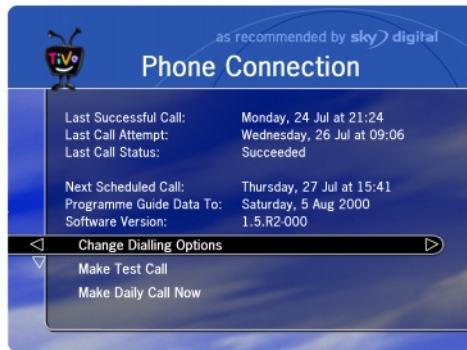
How do I know if I'm watching live or delayed TV?

- Press PLAY to bring up the Status Bar. If the white line is at the end of the right edge of the green area, then you are watching live TV. Alternatively, pressing ADVANCE takes you straight to live TV.

How can I fit more programmes on Now Playing, and why does it tell me I don't have enough space?

- On the screen where you set up a recording, you can press the RIGHT arrow to lower the recording quality of a programme. We recommend using the **Basic** or **Medium** quality settings for programmes such as talk shows and news programmes. These recording qualities will take up less space, and allow you to record more (see *Chapter 3, Understanding Capacity and Conflicts*, page 34, for details). If you find the lower quality setting acceptable for most programmes, you can change the default recording quality in the **Messages & Setup** menu.





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

- Your TiVo Recorder will set the clock during each daily call. You never need to worry about your TiVo's sense of time!

How does my Recorder obtain programme data?

- TiVo downloads programme data via your phone line once a day, at a time when you are not using your phone.

Does the daily phone call cost me money?

- No, TiVo uses a freephone number for its daily call.

What if my phone line is not operating when the Recorder tries to download data?

- You can continue to use the stored programme information, but new programme guide data will not be downloaded until the next call is successful. You can check the status of the calls by going to **Messages & Setup** and looking at the **Phone Connection** screen. The Recorder will continue to attempt to call until it is successful.

How is my TiVo's Suggestions list generated? How does it know what I like?

- Your personal TV preferences are based on the ratings you made with THUMBS UP/THUMBS DOWN. Also, any programme you record is automatically given one THUMB UP.

TiVo's Suggestions isn't making accurate suggestions for me.

- If you haven't had your TiVo Recorder for very long, give it time. It may take a week or two of use before your personal preference profile has enough data. The more you press THUMBS UP and THUMBS DOWN and the more programmes you record, the better your profile will match your preferences. If other members of your household are pressing THUMBS UP on programmes that don't appeal to you, and vice versa, you may find **TiVo's Suggestions** is making some suggestions that you like, and some that are more appropriate for other members of your family.

Will I lose my personal preferences and my programmes if I lose power temporarily?

- No, everything is saved – your personal preferences, your **To Do List**, and your **Now Playing** programmes – regardless of the length of time you have lost power. The only thing you may miss is a recording that was scheduled to occur during the time the power was out.

How long does the daily call take?

- The length of the phone call will depend on the number of channels you receive and the number of days since the last successful call. It is typically a short call, 5-10 minutes or less. When the TiVo Recorder software is being updated, it may take an hour or more, but this happens rarely (typically once every few months).

I can't find my programme in the listings, although I know it's on.

- Occasionally the Programme Guide data provided by the broadcasters can contain errors. We would like to hear of any regular inaccuracies you discover so that we can work with our providers to correct them.

Can I access Teletext with my TiVo Recorder?

- If you want to view Teletext pages on your TV, press the AUX bypass button to view the channel directly from your Set-top box. If you are using an aerial source, (and your STANDBY button is not programmed to control your TV), put the TiVo Recorder into standby mode by pressing the STANDBY button on your remote control.