

Spring 2001

Service Update Guide



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Chapter 1

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Introduction

The TiVo Service for Standalone Recorders has become even more powerful. This *Update Guide* provides you with instructions for using what's new in the Service. You should use this *Update Guide* with the guides that came with your Recorder. For help on how to do this, **choose the description below that best fits you** and read on:

- **If you just bought a Standalone Recorder and your guides have a sticker that tells you about this guide:**

Use the guides that came with your Recorder to connect the cables on your Recorder first. Then go directly to Chapter 4, “Guided Setup” in this *Update Guide* and use these new instructions to complete Guided Setup. Next, use the *Viewer's Guide* that came with your Recorder to learn about the basic features of the TiVo Service. We highly recommend starting with “The Basics in Five Short Tours.” Once you're familiar with the basics, come back and take a look at the “Overview of What's New” on pages 3 and 4 in this guide.

- **If you just bought a Standalone Recorder, have gone through Guided Setup and then received a message from TiVo about the update:**

First, use the *Viewer's Guide* that came with your Recorder to learn about the basic features of the TiVo Service. We highly recommend starting with “The Basics in Five Short Tours.” Once you're familiar with the basics, take a look at the “Overview of What's New” on pages 3 and 4 in this guide.

- **If you've been using the TiVo Service for a while, then received a message about the update and are curious about what's new:**

Take a look at the “Overview of What's New” on pages 3 and 4.

What Next: After completing the steps above, use this Update Guide's detailed instructions to explore the exciting additions to your TiVo Service. If you ever need to repeat Guided Setup, use Chapter 4 in this Update Guide. If you have questions about either the basic or the new features in your TiVo Service, use Chapter 5 in this guide. These chapters replace the Guided Setup instructions and Troubleshooting chapter in the guides that came with your Recorder.

Overview of What's New

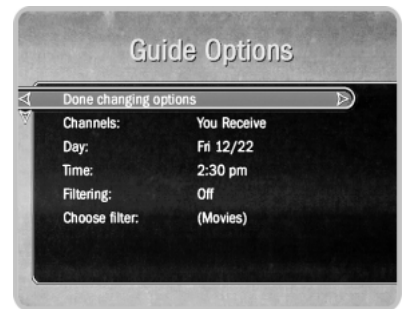
Make your television wishes come true with a WishList™

Have a favorite actor? A favorite hobby or interest? How about a favorite sports team? If they're on TV, a WishList will find them. This powerful feature constantly searches for programs for as long as you keep the WishList. You can browse your WishLists periodically to see if anything's coming up that you want to record. You can also set a WishList to record automatically. For example, if you're a sports fan, you can use a WishList to record all the games featuring your favorite team. (For more on WishLists, see page 14 in "What's New in Pick Programs to Record.")



Advanced Guide Options in the TiVo Live Guide

Want to see if any movies are on tonight? With Guide Options, the TiVo Live Guide (the program guide) can find upcoming movies for you. You can also set a guide option for the program guide to only show the channels that you usually watch. And with Guide Options, you can now quickly and easily see what's on TV next Thursday night—or any night your Recorder has program information for! (For more on Guide Options and the TiVo Live Guide, see page 7 in this chapter.)



Use the Overtime Scheduler™ Recording Option (and catch that play!)

Programs sometimes start before they're supposed to or end later than scheduled—especially sports! You can add time to the beginning or end of your recordings by using the Overtime Scheduler, one of the new Recording Options. In fact, every time you schedule a recording, you'll be able to specify these and other personal Recording Options. (For details on Recording Options, see page 12 in "What's New in Pick Programs to Record.")



View Upcoming Episodes

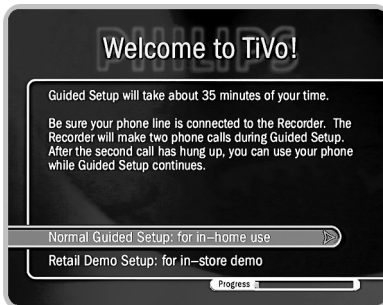
Does one of your favorite shows air every day? With the option to "View upcoming episodes," you have the power to specify which episodes you want to record. (For more information, see page 19 in "What's New in Pick Programs to Record.")





Set Parental Controls

Now you can make sure your kids watch what you want, when you want them to. You can lock certain channels—or even all of live TV—set rating limits and more. (For details on Parental Controls, see page 22 in “What’s New in Messages & Setup.”)



Shorter Guided Setup

The improved Guided Setup now just takes about 35 minutes. Right after completing Guided Setup you can start watching live TV and using Trick Play™ to pause, rewind, slow-mo and instant replay programs. Features under Pick Programs to Record will take about 4 to 8 hours to become available, while your Recorder organizes data. (See Chapter 4 for detailed instructions on Guided Setup.)



New Look for Network Showcases

Take a look at Network Showcases—there’s a new, easy to use design to help you find the showcase you want to see. Just use the arrow keys to highlight a showcase and press SELECT to see what’s coming up. (For more on using Network Showcases, see the guides that came with your Recorder.)



The saved portion of the program appears in the Status Bar as the green strip. It can now be added to a recording when you choose to record from live TV.

More Control When Recording From Live TV

Now when you press RECORD partway into a program, the recording can include the saved portion (the part since you last changed channels). This means that even if you’re half an hour into watching a program, you could still record the whole thing! (The program will be recorded at Best Quality; if you change the quality to some other setting, you will only record the unsaved portion of the show.)

We Moved Some Things

In Pick Programs to Record:

- You’ll find Browse By Channel, Browse By Time and Manually Record By Time/Channel in Record By Time or Channel in Pick Programs to Record.

In Messages & Setup:

- The items that let you set your personal preferences are now organized in Messages & Setup under My Preferences. The selections in My Preferences include: Parental Controls, Customize Channels, Channel Banner, Audio Options, Video Recording Quality and TiVo’s Suggestions.
- We’ve also moved Remote Control Setup, Phone Connection, and Cable/Satellite Box options under Recorder & Phone Setup in Messages & Setup.

Your Remote Control

We've taught your remote some new tricks: Now Playing is easier to get to, and it's easier than ever to delete programs and stop recordings!

TiVo! TiVo!

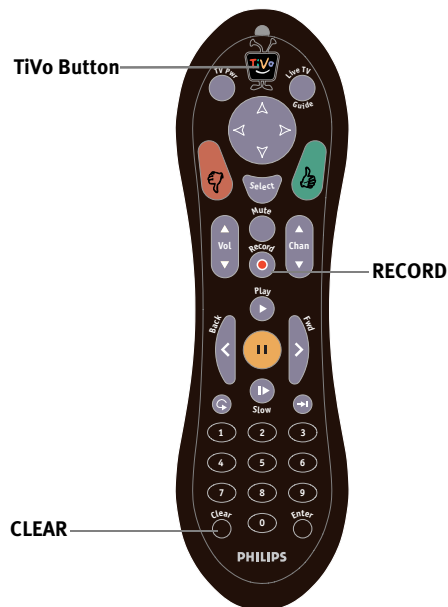
Want to get to Now Playing? Just press the TiVo Button twice!

CLEAR

Want to delete a program in Now Playing? Highlight it and press CLEAR. You can also use CLEAR to delete WishLists, items in the Season Pass Manager and Tivo Messages. You can also cancel scheduled recordings in the To Do List and in "View upcoming episodes" by highlighting a title and pressing CLEAR.

RECORD

Want to stop a recording while it's in progress? Just press the RECORD button—you'll see a confirmation screen. Select "Stop the current recording."





TiVoMatic icon



For more on using TiVoMatic recording, see the guides that came with your Recorder.



onscreen menu

TiVo Takes

An Interactive TV Show—What's That?

Produced weekly by TiVo Studios, TiVo Takes provides an informative and completely interactive look at the upcoming week in TV. Recording couldn't be easier. It's one stop shopping—you can schedule your recording for a whole week in 15 to 20 minutes.

You'll be finding out about special televised events and less well-known shows that you might have missed. TiVo Takes also previews the week's brand new shows, unique specials and guest stars. Plus, TiVo Takes has special segments help you find those old favorites you may have forgotten, great movies you might have missed and exciting sports events.

TiVo's TV veterans and experienced editors put it all together in a half hour show; then, you simply select the shows you want to record as you watch!

In addition to exclusive TiVo editorial content, TiVo Takes airs a new ifilm every show, and features tips on how to get the most from the TiVo Service and exciting contests. It's the only program out there produced exclusively for TiVo viewers like you.

How Does It Work?

As you watch TiVo Takes, you can schedule recordings for shows you want to watch with just a touch of a button on the TiVo remote. Here's how: A TiVoMatic™ icon (see illustration to the right) appears during the TiVo Takes previews. Whenever you see a TiVoMatic icon, simply press the SELECT button—and you get the option to automatically schedule a recording of the previewed program. You like it, you want it, you press Thumbs UP and you get it!

TiVo Takes is also produced using onscreen menus that allow you to quickly fast forward to the stories that interest you, providing you with unprecedented control over your television viewing. The menu appears on the left side of the screen. As you fast forward, watch for the highlight to move to a preview you're interested in, then press PLAY.

How Do You Get TiVo Takes?

TiVo Takes airs once a week on the Discovery Channel. You can find TiVo Takes in TiVoLution Magazine (or with Search By Title) and get a Season Pass.

Guide Options & the TiVo Live Guide

With this update, we've added advanced Guide Options to the TiVo Live Guide (the program guide). Guide Options let you quickly change the day and time displayed, select a channel list, or set the Live Guide to filter out all but a select category of programs.

To see Guide Options. Simply press ENTER while the TiVo Live Guide is visible.

To change a Guide Option. Highlight it, and then press the LEFT or RIGHT arrows to change the option displayed. Save your changes by pressing ENTER again or LIVE TV/GUIDE. To discard your changes, press CLEAR.

Guide Options you have available are:

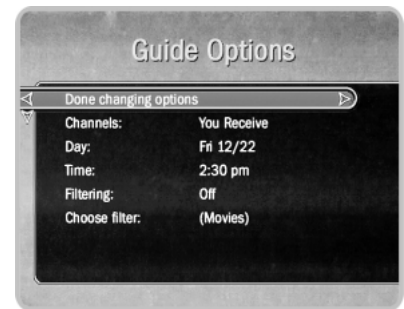
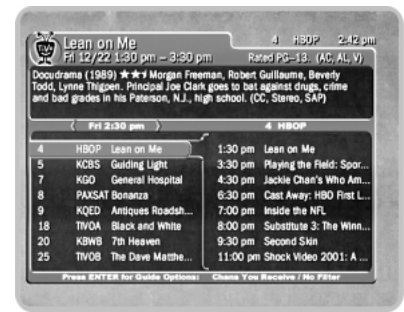
Channels. You can choose which channels the TiVo Live Guide will show by using a channel list. Also, channels that are not in your list will be skipped when you use the CHAN UP/DOWN Button. (You can always go to a specific channel, even if it's not in the list you choose, by pressing the numbers on your remote, then pressing ENTER/JUMP. For details on how to set up a custom channel list, see page 26 in "What's New in Messages & Setup.") The three channel lists available are:

- **You Receive.** This is the default list. It displays only the channels you chose in the Channels You Receive screen. (You may remember this screen from Guided Setup.) You can customize the Channels You Receive list by revisiting it in Messages & Setup. (See page 26 in "What's New in Messages & Setup" for detailed instructions.)
- **Favorites.** This list is a great way to save time when browsing the TiVo Live Guide. You can set up a Favorite Channels list in Messages & Setup. (See page 26 in "What's New in Messages & Setup" for detailed instructions.)
- **All.** This list displays all of your cable or satellite provider's channels even if they do not have a check next to them on the Channels You Receive screen.

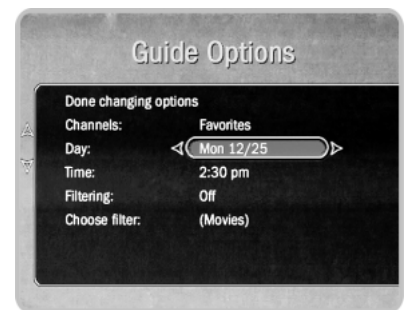
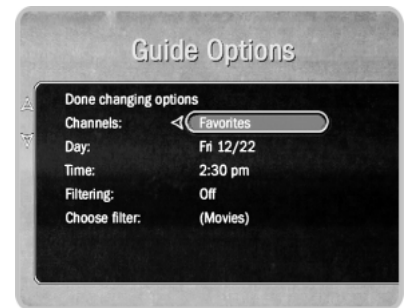
Day and Time. To see future program guide information, highlight Day, then use the LEFT and RIGHT arrows to change the displayed day. You can use the same buttons to change Time. Save your changes by pressing ENTER. (Note that you cannot view past program information in the program guide.)

Filtering. (Choosing a filter is explained below.) To turn the TiVo Live Guide filtering on or off, use the LEFT and RIGHT arrows.

Choose filter. Select this option, then use the UP and DOWN arrows to highlight a category by which to filter the guide. Press SELECT to choose it. You can also choose a sub-category. When filtering is on, programs that do not fit the selected category appear gray in the guide. In addition, the guide will only show channels that have a program in the selected category within six hours of the time the program guide displays. Unlike channel lists, filtering does not affect which channels you go to with the CHAN UP/DOWN button.



Most of the features under Pick Programs to Record (for example, Search By Title and TiVo's Suggestions) only look at programs carried by channels in the Channels You Receive list. (For more on channel lists, see page 26 in "What's New in Messages & Setup.")

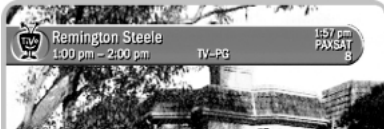




Pressing the **RIGHT** arrow lets you switch among three Channel Banner styles, from small...



...to medium...



...to large.



Channel Banner Shortcuts

The channel banner appears at the top of the screen when you change channels, or press the **THUMBS** buttons or the **RIGHT** arrow while watching live TV. It 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 only the current time and channel), medium (adds the title, running time and ratings) and large (additionally adds a program description and icons for useful shortcuts). You can use **RIGHT** arrow to switch among them.



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



Select this icon to start (or stop) a recording. This icon is dim when the Recorder is not recording a program, bright when it is. Selecting this icon is just like pressing the **RECORD** button on the Remote Control. (See page 5 for what's new when you're using the **RECORD** button!)



Select this icon to go to the Parental Controls setup screen.

- If Parental Controls are off, this icon appears unlocked and dim.
- If they are on, it appears locked and bright.
- If they are on but temporarily disabled, it appears unlocked and bright.

(For more information on Parental Controls see page 22 in "What's New in Messages & Setup.")



Select this icon to display messages from the TiVo Service. If this icon is bright, you have new TiVo Messages. (See the guides that came with your Recorder for more on TiVo Messages.)

Enhanced Save to VCR

We've enhanced the Save to VCR function so that you have more flexibility: You can now save a program in Now Playing from a spot you stopped watching. You can also interrupt "Save to VCR" in mid-program, then resume saving from where you stopped.

Before Choosing Save to VCR:

- Be sure you have connected your Recorder's video and audio to your VCR's video and audio. (See the guides that came with your Recorder for details on how to connect your Recorder to a VCR.)
- Be sure your VCR is set to record input from your Recorder, not some other video source. (See your VCR's instructions for how to do set this.)
- Make sure you have a tape in the VCR.

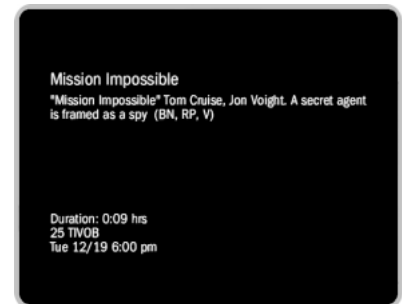
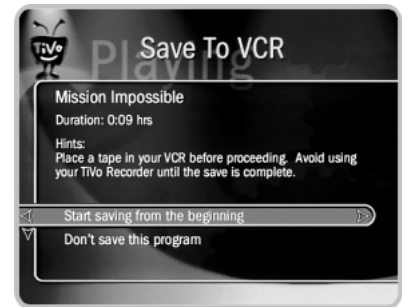
How to Save to VCR:

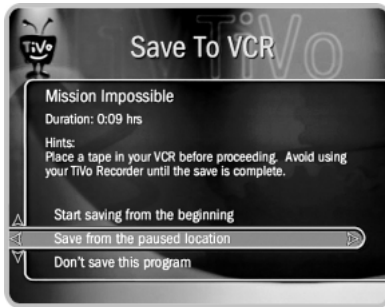
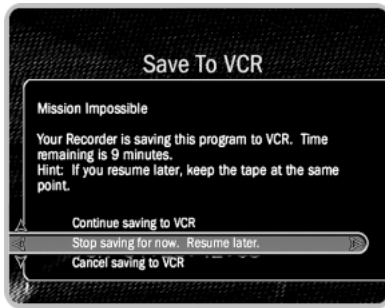
1. Go to Now Playing (to do this, you can press the TiVo Button twice!), highlight the show you want to save and press SELECT. Then, select "Save to VCR."
2. On the next screen, you'll have the choice to "Start saving from the beginning" or "Don't save this program." In addition, if you watched part of the program in Now Playing, you will also have the choice to "Save from the paused location" and only record the unwatched portion of the show.
3. Press record on your VCR. A title screen with a black background will appear for ten seconds. If you chose "Save from the paused location," you will see a countdown screen instead of the title screen. The title screen makes it easy to find the program you want when scanning the videotape.

Your Recorder will then begin to play the program for your VCR with no banners displayed.

Transfers to a VCR happen in real time. That is, if a program is two hours long, it will take two hours to transfer it to the VCR.

1





Stopping or Interrupting Save to VCR



A small icon, like the one pictured here, will appear if you press a button on your remote that would interrupt the transfer to VCR (for example, if you press the LIVE TV/GUIDE button). This icon will be recorded as part of the video.

To interrupt or stop saving to VCR:

1. Press a button that affects the transfer (e.g. the LIVE/TV button) more than once, and a confirmation screen will appear.
2. From the confirmation screen, choose either “Stop saving for now. Resume later” or “Cancel saving to VCR.” (You will also have the choice to “Continue recording to VCR.”) If you choose “Stop saving for now. Resume later,” when you come back you’ll have the option to “Save from the paused location.”

You must press record on your VCR. The Recorder will begin to play the program for your VCR with no banners displayed.

Keep in mind that when you choose to stop or interrupt saving to VCR, you must press stop on your VCR, as well!

Chapter 2

What's New in Pick Programs to Record

12 **Recording Options**

14 **WishLists**

18 **The Season Pass Manager**

19 **View Upcoming Episodes**

20 **View Recording History**



Recording Options



Recording Options: one-time recording



Recording Options: Season Pass

Recording Options

Finding Recording Options

As you press the DOWN arrow on a Program Information screen (see picture to the left) you will see “Options” next to certain actions. Press RIGHT arrow, so that “Options” is highlighted, then press SELECT to see the Recording Options screen. (In a few places, you’ll see “Recording Options” or “Change Recording Options” in the list of actions instead. In that case, select that action to see the Recording Options available.)

Setting Recording Options

When you are on the Recording Options screen, highlight an option and then use the RIGHT and LEFT arrows to change the setting. When you are done, press SELECT or highlight “Record with these options.” Press SELECT again to schedule the recording with the new options. If you press LEFT arrow to leave the screen, your changes to Recording Options will be discarded.

You can change the following options (There are different options available depending on the status and type of recording.):

Record Quality. (Not available once recording starts.) Choices available are Basic, Medium, High and Best. Each requires a different amount of space in the Recorder. You’ll find help choosing a quality setting in the guides that came with your Recorder.

Keep At Most. (Only available for a Season Pass, auto-recording WishList or manual Season Pass.) This option sets the maximum number of episodes to save as part of the series. The default is five. This option is useful for keeping only the most recent episode of a news program or for keeping only a few of your children's programs that air every day.

Show Type. (Only available for Season Passes and auto-recording WishLists.) You can select “Repeats & first run,” or “First run only.” When correct program information is available, “First run only” records only new episodes.

Keep Until. (Only available for a Season Pass, auto-recording WishList or manual Season Pass.) If you change this setting from “Space needed” (the default) to “Until I delete,” programs are saved until you delete them. If your Recorder fills up with programs marked “Until I delete” (marked with a green circle in Now Playing), it will stop making new recordings until you delete some old programs.

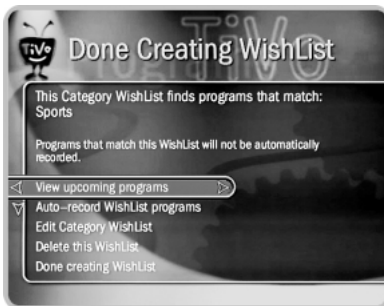
Keep At Least. (Only available for a one time recording.) This option sets the minimum amount of time for the Recorder to keep a recording. The default setting is two days.

Start Recording. (Not available once recording starts.) The default is “On-Time,” but you can choose to start recording 1, 2, 3, 4, 5 or 10 minutes before the program is scheduled to begin.

Stop Recording. The default is also “On-Time,” but you can continue recording 1, 2, 5, 15, or 30 minutes, or 1, 1.5 or 3 hours after a program is scheduled to end. If a recording is in progress, you can still extend the stop time with the Stop Recording option. To do this go to Now Playing, select the recording, then select “Change recording options.” Select the Stop Recording option and set it to the desired continuation.

The Overtime Scheduler

These last two Recording Options, “Start Time” and “Stop Time,” make up the Overtime Scheduler. Use the Overtime Scheduler to, for example, extend recording of a sports event and be sure to catch the whole game if it goes into an overtime. Or, to make sure you catch the first joke in a comedy series, set the Start Time one minute early. (The Overtime Scheduler can also be used to resolve recording conflicts; see the “Questions About Conflicts” troubleshooting item on page 48.)



WishLists

What is a WishList?

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

For example, you could create a Category Only WishList by selecting the category “Movies” and subcategory “Action/Adventure.” You could then use it occasionally to look at a list of all action 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 if Sean Connery were in them.

Keyword WishLists allow you to search by any words or phrases you choose—the only limitation is that the words have to fit on the WishList screen. With Keyword WishLists, you can look for something very specific. For example, the Keyword WishList “GIANTS” with category “Football” would find all Giants football (but not baseball) games for you. Title Wishlists are like Keyword WishLists, but search in upcoming programs’ titles only.

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. 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. Not only does this WishList find a specific program—it finds the specific version!

You can periodically view what any of your WishLists have found by selecting “View all upcoming WishList program,” or selecting an individual WishList then selecting “View upcoming programs.” Then you can schedule recordings for the programs or episodes you want. (See page 17 for more details.)

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 browse the WishList occasionally 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 17.)

To Make a WishList

Making a WishList is easy. From Search Using WishLists, select “Create new WishList.” Next, select a kind of WishList: Actor, Director, Category Only, Keyword or Title. For most Wishlists, you then use the alphanumeric keypad 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 sub-category to narrow your search down. For directions on making specific types of WishLists, read on.

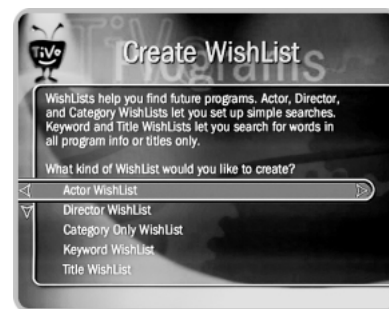
Actor or Director Wishlists

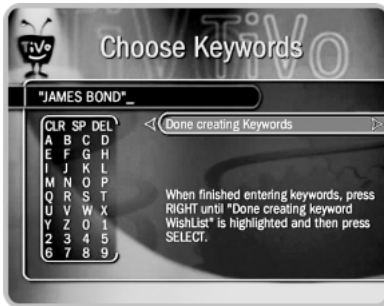
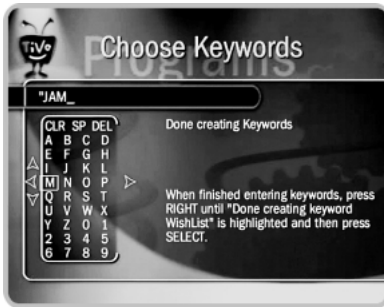
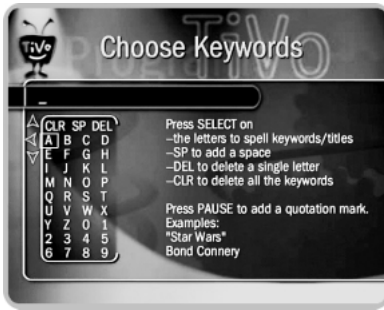
1. Spell the person's last name first by using the arrow keys to move the selection box around the alphanumeric keypad and pressing SELECT to enter a highlighted letter. (See page 16 for tips on using the keypad.)
2. As you select letters, a list of names appears to the right of the keypad. If you see the person's name, press RIGHT arrow until the highlight is in the list. Use the UP or DOWN arrow to highlight the name, then press SELECT or RIGHT arrow. The TiVo Service constantly updates this list with new names.
3. To use 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. As you enter the name and it is not found in the list, it will replace the list. When you are finished with the last name, select the comma on the keypad; a comma and a space following it will be added to the name. When you finish press the RIGHT arrow until you highlight the name and select it.
4. You can add an optional category and sub-category to your WishList by using the UP and DOWN buttons to highlight a category, then pressing SELECT or RIGHT arrow. For example, if you want movies with Harrison Ford, but not documentaries or talk shows, select “Movie.” To search every category, you could also select “Don’t specify a category.”

Category Only WishList

Not only can you add categories to other kinds of WishLists, you can also create a Category Only WishList. These are very useful for browsing upcoming programs in categories that interest you.

1. After you choose “Category WishList” use the UP and DOWN buttons to highlight a category, then press SELECT or RIGHT arrow.
2. A sub-categories list displays. Highlight a sub-category, then press SELECT or RIGHT arrow. To search all sub-categories, you can also select “Don’t specify a sub-category.”





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/episode's title, description, actor, director, year and category information. Title Wishlists are almost identical, but they only search the program and episode's title. If you enter more than one keyword in one of these WishLists, it only finds programs that match all of your keywords (e.g. "GEENA DAVIS" FLY). You can add a category to Keyword or Title Wishlists, as well.

1. Spell the keyword(s) by using the arrow keys to move around the keypad; for tips see below. You can enter as many characters as will fit on the screen.
2. When you have finished, use the RIGHT arrow to highlight "Done creating keywords," then press SELECT or the RIGHT arrow.
3. Add an optional category and sub-category by using the UP and DOWN buttons to highlight a category, then pressing SELECT or RIGHT arrow.

Some quick tips for creating entries in the alphanumeric keypad

- To specify an exact phrase in a Keyword or Title WishList, surround a set of words with quotation marks (use the PAUSE button (⏸) to enter quotation marks). For example, *GEENA DAVIS* without quotation marks would find programs with actress Geena Davis in the program information, but would also additionally find all programs whose description included actresses Bette Davis, Kristin Davis or Geena Lisa. "*GEENA DAVIS*" with quotation marks only finds Geena Davis.
- 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 keypad.
- Replace hyphens (-), slashes (/) and periods (.) with spaces. For example, you would use the keyword phrase *20 20* to search for the title "20/20." Or for an Actor WishList for Catherine Zeta-Jones, use *CATHERINE ZETA JONES*. You can place a space character by selecting SP on the keypad.
- Any other marks, such as apostrophes ('), asterisks (*) and ampersands (&), are ignored. For example, you would use the keyword phrase *6 OCLOCK NEWS* to search for the title "6 O'Clock News."
- Commas (,) are ignored, as well, except in Actor and Director WishLists—where you select the comma character on the alpha-numeric keypad.
- Dollar signs (\$) must be searched for by substituting the letter S. For example, to find "The \$treet" use the keywords *STREET* and to find "\$100,000 Pyramid," use *S100000*. (In Search by Title, omit the S to find these titles.)

Browsing and Recording WishLists

Selecting Search Using WishLists displays WishLists you have already created.

To browse all your WishLists: Select “View all upcoming WishList programs.”

- **View all upcoming WishList programs.** This selection displays a list of up to 20 upcoming programs from each of your WishLists—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 “Record this episode” and other actions.

To browse or delete an individual WishList, or change some of its settings:

Highlight the WishList and press SELECT or RIGHT arrow. The next screen will include the following options:

View upcoming programs. (See also “View upcoming episodes” on page 19.)

Searches through current program information and creates a list of up to 200 upcoming programs that match this WishList. To record a program, select its title; you will see actions available. If you see too many programs in the list, the WishList is probably better suited to browsing than auto-recording.

Auto-record WishList programs. If you select “Auto-record WishList programs,” every program the WishList finds will be automatically recorded. If you have previously set a program to auto-record, this option changes to “Don't auto-record programs.” allowing you to stop auto-recording your WishList. (See page 18 for more on repeating recordings.)

Auto-recording WishLists and their recordings are marked with a star (★) on screens (see pictures to the right for examples). If you set a WishList to auto-record and you want to be sure that all the matches your WishList finds are recorded, give the Wish List a high priority in the Season Pass Manager. (See page 18 for details.)

Changing Recording Options. You can change upcoming Recording Options when you set a WishList to auto-record, see details on page 12.

Edit WishList. 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.

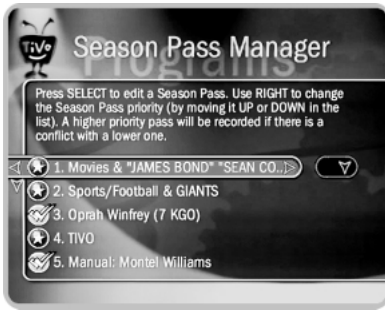
Delete this WishList.



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



If you watch or delete a program that has been recorded as part of an auto-recording WishList, (or a Season Pass!) it will not be recorded again for 28 days. Your Recorder does this to prevent Now Playing from filling up with shows you've already watched. (You must watch at least 5 minutes of the program or delete it yourself for this to take effect.)



Are two of your favorite programs on at the same time? Here's a useful hint: Create two Season Passes for the same time. Use Recording Options (see page 12) to set the first one to record only First Run episodes; set the second to record every episode. Use the Season Pass Manager 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.



The Season Pass Manager

The Season Pass Manager can help you control what happens when there are scheduling conflict by letting you set priorities for all three types of repeating recordings: Season Passes (✔), auto-recording Wishlists (★) and Manual Season Passes (manual repeating recordings) (✔).

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 record, 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 see the Season Pass Manager: Go to TiVo Central, select Pick Programs to Record, then select Season Pass Manager.

To change the priority order:

1. Use the UP/DOWN arrow buttons 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 arrow buttons on the remote to move the selected title up or down in the prioritized list.

Using the Season Pass Manager to edit recording: Highlight the program title and press SELECT (or RIGHT arrow twice). You have the following actions, depending on the type of recording:

Change recording options. Highlight "Change Recording Options," then press SELECT. Changes made will be to recordings of future episodes.

View upcoming episodes. (See page 19 for details.)

Cancel the Season Pass/manual Season Pass (or Delete WishList).

Don't auto-record programs. Stops auto-recording of a WishList.

Edit WishList

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 (that affect the recording's priority) to resolve the conflict. You will have the choice to:

- Record only those programs that do not conflict with others previously scheduled to record; this gives the repeating recording the lowest priority; or,
- Record all programs requested; this gives the repeating recording the highest priority. If you select this option, other programs shown will not be recorded.

View Upcoming Episodes

“View upcoming episodes” displays a list of upcoming episodes of the program on all channels. This option is available any time you select the title of an unrecorded program (for example, in the To Do List or in Search By Title), or select one of your WishLists or an item in the Season Pass Manager.

In the list, individual programs that you have scheduled to record have a check mark (✓), Season Pass programs or manual repeating recordings have a double check mark (✓✓), and auto-recording WishList programs have a star (★). You can cancel a scheduled recording by highlighting it and pressing CLEAR. The check mark symbol or star symbol will disappear.



2



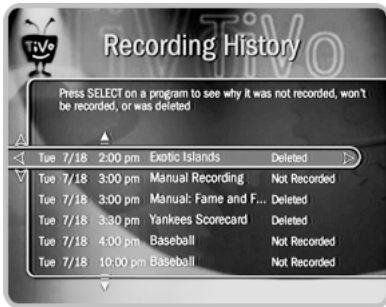
View Recording History

This is an advanced feature you can select in the To Do List. It displays a list of deleted or canceled recordings; selecting a program displays an explanation. There are three types of recordings that will appear in View Recording History:

Deleted: Select to see how and when the program was deleted from Now Playing.

Not Recorded: Select to see why the program was not recorded.

Won't Record: (Scheduled for the future.) Select to see why the program will not be recorded.



If a program scheduled for the future won't be recorded, you can select "More recording options" on the explanation screen. This takes you to a screen with actions you can take. You can choose "Record this episode" or "Get a Season Pass," which displays a conflict resolution screen with options to change what's recorded or keep things the same. You can also choose "View upcoming episodes" (see page 19) here, and you can get to the Recording Options screen (see page 12.). Changing one of the Recording Options may allow the program to record, if it won't record due to a scheduling conflict.



Chapter 3

What's New in Messages & Setup


22 Parental Controls


26 Customize Channels

27 System Reset


28 Standby



 Remember, Parental Controls only work on programs in the Now Playing land on channels that pass through the Recorder. Programs played on a VCR and channels that go directly from their source to your television will not be affected.

 If your cable or satellite set-top box has a feature like Parental Controls, you must use your set-top box's remote to control it.






 Parental Controls will also be re-enabled automatically if the Recorder loses power and then powers up again or if the remote control isn't used for more than four hours.

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. In addition, when Parental Controls are on, you must enter a password to delete a program that violates a Parental Control. You find Parental Controls by going to Messages & Setup, selecting My Preferences, then Parental Controls. You can also reach Parental Controls by selecting the padlock icon in the large version of the Channel Banner. (See page 8 in “Introductions & What’s New While Watching Programs.”)

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 entered to temporarily disable. Padlock appears unlocked and bright.

Turn on Parental Controls and Define a Password (🔒)

1. Select “Turn on Parental Controls.” A New Password screen appears.
2. Use the number buttons on the remote control to enter a four digit password. (Choose a password that is easy to remember but hard to guess.) Press SELECT.
3. Enter the same password again for confirmation. Press SELECT.

Watching Programs (🔒)

If you try to watch a program or channel that violates a parental control, you will see a black screen with a Parental Controls message. To watch the program or channel, press SELECT, enter the Parental Controls password, then press SELECT again. If you try to play a program in the Now Playing List that violates a Parental Control, you will also be asked for the password. (Any time you enter a password to watch a program or channel, Parental Controls become temporarily disabled.)

Temporarily Disable (🔓)

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. Any time you enter a password to watch a program or channel, Parental Controls become temporarily disabled. Also, on the Parental Controls screen you can select “Temporarily disable Parental Controls.”

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, select Messages & Setup, then Standby, and then press the TiVo or LIVE TV buttons.

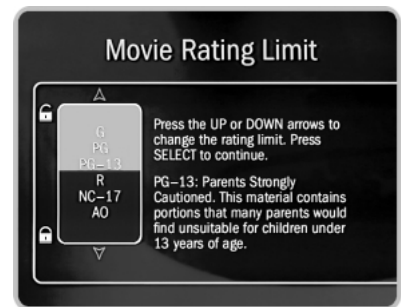
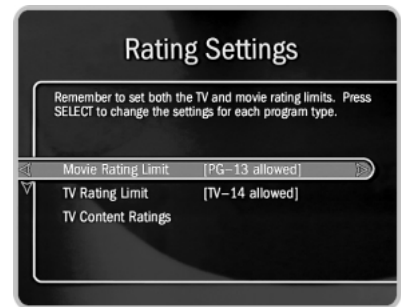
Rating Settings for Movies and TV (🔒)

Movies that were originally meant for release to theaters and programs that are made for TV have different rating systems. You can use Parental Controls to set limits for both systems. Television ratings sometimes include a content rating. For example, the television rating “TV-PG-V” includes the content rating “V” to indicate moderate violence.

Setting Ratings Limits:

1. From Parental Controls, select “Rating Settings,” and then enter the password and press SELECT. (If Parental Controls are off, you will be asked to create a new password and Parental Controls will be turned on.)
2. Select the kind of limit you want to change: Movie, TV or TV Content.
3. If you selected “Movie Rating Limit” or “TV Rating Limit,” the next screen shows a red and green box containing all potential ratings. Ratings in green are not locked; ratings in red are locked. Use the UP and DOWN arrows to adjust which ratings are locked and unlocked. Your changes are saved automatically. Press SELECT or LEFT arrow to return to Parental Controls.

If you selected “TV Content Ratings,” the next screen provides a list of content ratings. If a content rating is locked, any program that includes that rating will be locked. To lock or unlock a content rating, highlight it and press SELECT. A padlock icon appears to the left of locked content ratings. When you are done, press the RIGHT or LEFT arrow to return to Parental Controls.



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MPAA (Motion Picture Association of America) ratings for movies are:

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 that 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 (including content ratings) used for television programs are:

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, no strong language and little or no sexual dialogue or situations.

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).

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 and press SELECT. (If Parental Controls are off, you will be asked to create a new password and Parental Controls will be turned on.)
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 to a channel. Use CHAN/PAGE button to move through the list quickly. You can highlight a specific channel by entering its channel number.
3. When you are done, press the RIGHT or LEFT arrow to return to Parental Controls.

Change Password (🔒)


To change the password for Parental Controls, Parental Controls must be on. Enter a new password, then press SELECT. You will be asked to re-enter the new password.

Turn Off (🔓)

To turn off Parental Controls completely, select “Turn off Parental Controls” then 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.



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 If you have turned Parental Controls off, you do not 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.

Customize Channels

You can customize the Channels You Receive and Favorites channel lists from this area of Messages & Setup; and now you can also specify your cable lineup.

Features such as Search by Title and Search Using WishLists only look at programs available on channels in the Channels You Receive list. Your Recorder also uses lists of channels to decide things like which channels the TiVo Live Guide displays, and which channels you go to when you press the CHAN/PAGE button in live TV. To see Customize Channels, go to TiVo Central, select Messages & Setup, then select My Preferences, then select Customize Channels.

There are three selections available in Customize Channels:

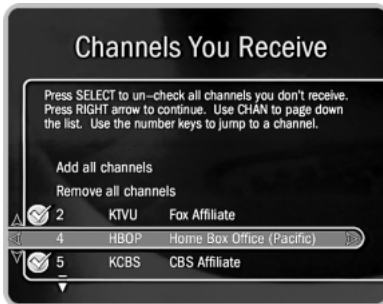
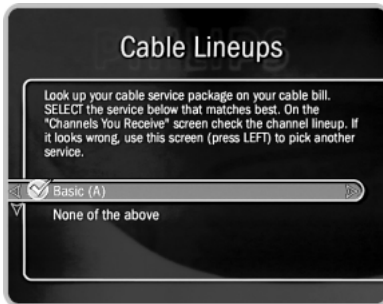
Cable Lineup. (Only applies if you chose “Cable” during Guided Setup.) Select this if you have changed your cable package or your channel lineup looks wrong in “Channels you Receive.” On the next screen you’ll be able to choose among available service packages.

Channels You Receive. The Channels You Receive list starts with all the channels included in your service package, but you can change your lineup during Guided Setup. If your subscription package changes—for example, if new channels are added to your package—you should alter Channels You Receive to reflect the changes. In the event that there is a change to your lineup, 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.

Favorites. The Favorites list is for channels you watch frequently. We suggest you only include a few channels in this list. That way, you will be able to quickly look at what’s coming up on your favorite channels.

To set up a custom channel list for the TiVo Live Guide and the CHAN button:

1. From TiVo Central, select Messages & Setup, then select My Preferences, and then select Customize Channels.
2. Select the Channels You Receive or Favorite Channels list to see a list of all of the channels in your current subscription package(s).
3. A check mark appears to the left of channels that are part of the selected list. To remove or add a channel, highlight it and press SELECT. You can also choose “Add all channels,” or “Remove all channels,” at the top of the list. You can speed through the list by using CHAN/PAGE. You can also use the number keys on the remote control to type in the channel number you want to see; then press ENTER to jump to that number.
4. When you’ve finished placing and removing check marks beside channel numbers, you’re done customizing the channel list. Your changes are saved automatically. You can press LEFT or RIGHT arrow to return to the Customize Channels screen.



System Reset

There are a number of selections now available in System Reset. Most of these options erase information and restore original, factory settings. They cannot be undone. Typically, you will not have reason to use them. Selecting any of these actions brings you to a warning screen. To cancel your selection, leave the warning screen (for example, by pressing LEFT arrow or the LIVE TV button). To continue, you must enter the safety code: press THUMBS DOWN three times, then press ENTER.

Restart the Recorder. This selection shuts down the Recorder and starts it up again. It will not affect recorded programs, Season Passes, WishLists or TiVo's Suggestions. If you call customer support with a technical problem, you may be asked to restart the Recorder.

Repeat Guided Setup. This selection lets you redo Guided Setup (complete instructions are in Chapter 4 of this guide.) You will have to repeat Guided Setup if you move or change your cable or satellite provider. You should use the chapter on Guided Setup in this *Update Guide* for instructions on the improved Guided Setup. 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. This selection removes all Thumb 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 Now Playing.

Clear Program Data and To Do List. This selection clears all program guide information (program time and channel information), cancels all Season Passes and everything in the To Do List (i.e. any scheduled recordings) and removes all THUMB ratings. It does not delete programs in Now Playing. The Recorder acquires new program guide information the next time it calls the TiVo Service.

Clear and delete everything. This selection clears all Season Passes, WishLists, THUMB ratings, TiVo's Suggestions and Now Playing recordings, program guide information, 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. Use this selection with extreme caution! (For example, only if you are planning to give away or sell your Recorder.)





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 or LIVE TV/GUIDE button.

In Standby mode:

- Your TV shows a black screen and the lights on the front of the Recorder go out.
- The Recorder will only respond to a few buttons on the remote control.
- Programs that are recording or are scheduled to record will still be recorded. (If a program is being recorded, the red light will still turn on.)
- The Recorder will still make a daily phone call. (If the Recorder is making a phone call, the yellow light will still turn on.)
- If you temporarily disabled Parental Controls, Standby mode re-enables them. (See page 22 for more on Parental Controls.)
- The Recorder will continue to save a portion of live TV—up to half an hour of programming.
- If live TV was paused when Standby was selected, the Recorder will remain paused for up to half an hour.
- If the TiVo Live Guide is set to display a category filter, filtering is turned off (see page 7 in “Introduction and What’s New While Watching Programs” for details on using the Filter Guide Options).

Chapter 4

Guided Setup

30 **Guided Setup**

37 **Activating the TiVo Service**



After Guided Setup, the Recorder will be organizing up to two weeks of program information (TiVo Live Guide information) which will take about 4 to 8 hours. Program information includes program titles, times, channels, descriptions and much more. Many of the Recorder's features use program information so you may not be able to use such features immediately. During this time, a message at the bottom of the Pick Programs to Record Screen will let you know if you can search for programs yet. If not, check on them again after the Recorder has been set up for a while.

Guided Setup

If you need to repeat Guided Setup, after the TiVo Service has been upgraded, you must refer to this revised chapter on Guided Setup. The improved Guided Setup takes much less time than before. Some screens have also been added, moved or have different instructions.

Guided Setup will take about 35 minutes of your time, and presents you with a sequence of screens that you'll respond to, step by step. In this chapter, you will find instructions to help you understand each screen. Guided Setup varies depending on your program source (antenna, cable, or satellite). Generally speaking, the more sophisticated your system, the more steps you'll need to complete.

During Guided Setup, the Recorder will make two phone calls to the TiVo Service. If you need to use the phone during either of these calls, simply pick up the telephone and the Recorder will hang up. The Recorder will have to repeat that phone call, so try to run Guided Setup at a time when you won't need to use the phone for a while and when you don't need to watch TV.

Step-by-Step Instructions

Guided Setup walks you through the necessary steps for your particular program source (antenna, cable, satellite, etc.) and equipment configuration. **Depending upon your program source, you may not encounter some of the Guided Setup screens.**

Welcome to TiVo. On this screen, press SELECT on “Normal Guided Setup: for in-home use.”

TiVo Service Terms. If you agree to the terms of the TiVo Service Agreement, press SELECT on this screen. The current TiVo Service Agreement and Privacy Policy can be found on the TiVo website at www.tivo.com.

Program Source. On this screen you must specify what kind of television programming source you have. If you have more than one source of programming (for example, both satellite and cable), you can choose that here. Press the UP/DOWN arrows on the remote to highlight your program source(s), then press SELECT to choose that option and move to the next screen.

ZIP Code. Use the number keys on the Remote Control to type your ZIP code. The TiVo Service uses your ZIP code to determine which cable and/or satellite companies serve your area, and to get a list of broadcast channels for antenna users.


Time Zone. Choose your time zone. The TiVo Service uses this information to be sure your TV program information (TiVo Live Guide information) is correct.

Daylight Savings. Choose whether your area observes daylight savings time or not. The TiVo Service uses this information to be sure your TV listings are correct, as some areas don't observe daylight savings time.

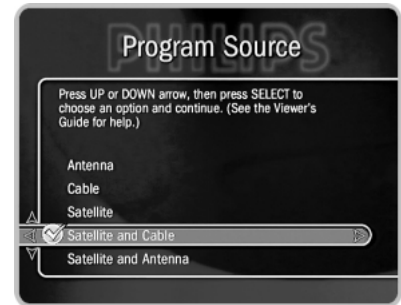
Area Code. Use the number keys on the Remote Control to type your area code. The TiVo Service uses your Area code to determine the local dial-in numbers available to you.

Phone Dialing Options. If your phone system requires special dialing options and you need to change the default settings the Recorder uses to dial out, you may choose “Yes” to do that here. Most people won't need to change the settings. See the *TiVo Viewer's Guide* if you're not sure you need to change the options or for help on the various settings.



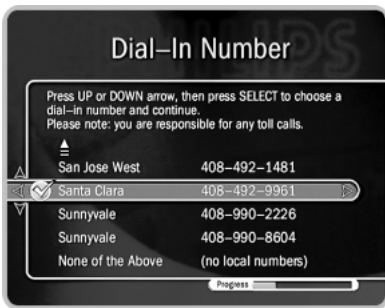
 **Antenna users:** The TiVo Service uses the channel lineup of a nearby cable system to determine which channels you receive. If there is no cable company that serves your ZIP code, enter the ZIP code of a nearby community.

4

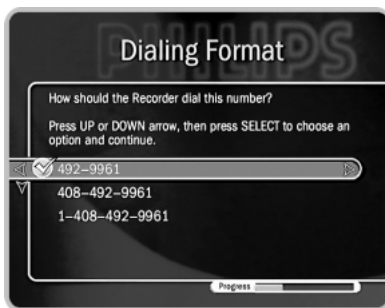




Setup Call. Next, the Recorder will make a toll-free setup call to get the dial-in numbers for your area code and the cable or satellite providers for your ZIP code. This call takes a few minutes. After hanging up, the Recorder will take 5-15 minutes to import (index) data. You can see the status of the call on the screen. Press SELECT to start the call. When the indexing is finished, press SELECT to continue.



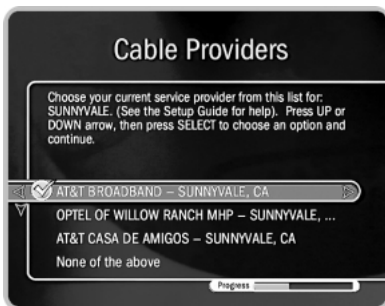
Dial-In Number. The TiVo Service displays a list of the dial-in numbers available for your area code. The list may be too long to fit on one screen. When the highlight bar is at the bottom of the screen, pressing the down arrow will show more numbers. Highlight the dial-in number you want to use to access the TiVo Service, then press SELECT.



Dialing Format. Choose how you want the Recorder to dial the access 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, even local numbers must be dialed using the area code.



Satellite Providers. If you chose satellite as a program source, choose the type of service you buy from your satellite company. If you subscribe to additional local channels for your city or a nearby city from DIRECTV, then choose the DIRECTV option followed by the city name from which you get your local channels, for example DIRECTV-Boston. If you do not subscribe to additional local channels, choose DIRECTV-USA.



Cable Box. If you chose cable as a program source, do you have a set-top cable box, or does your cable come straight out of your wall and into your TV?

Cable Providers. If you chose cable as a program source, choose your cable provider from this list. For cable users, the list is determined by your ZIP code and what is known about cable companies in your area. If the choice is obvious to you, select it and move on to the next screen. Sometimes, however, the same cable company will broadcast from multiple locations, (called "head ends") within a given ZIP code. When this occurs, the list of providers will have entries with very similar names, and it may be difficult to know for sure which one is yours. You can try looking at your cable bill to match it to one of the choices, but if you still aren't sure, make your best guess and proceed to the next screen. You will test your guess in a minute when you view your channel lineups and start to customize your channels. (For more on changing your Cable Provider after Guided Setup, see page 26 in "What's New in Messages & Setup.")

Cable Lineups. For cable program sources, choose the type of service you buy from your cable company. Lineups usually have names like "Basic," "Extended Basic," "Primary Plus," or something similar. If you're not sure which lineup you buy from your cable company, your cable bill may tell you. "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, and your cable bill would indicate this as well. If you're not sure, choose your best guess. You'll be able to verify your guess in the next step. If you have a cable A/B system, you can only pick A or B to watch with your Recorder. Check your Setup Guide for information about splitting your signal in order to watch the other channels.

Channels You Receive. Next you will see a list of channels based on the program source, cable or satellite provider and lineup you selected. Check to see that the channel numbers match the networks on this list the way they do when you watch TV. If you had to make a guess about your provider or lineup, this is where you should check to be sure you were right. Perhaps you are familiar enough with your channels to make the verification easy. If you aren't sure, locate a channel guide or quick-reference card from your cable or satellite company that lists the channel numbers and stations. If you determine that the channel numbers and networks don't match, use the LEFT ARROW to go back and choose a different provider or lineup, and try again. On the Channels You Receive screen, channels that have a checkmark next to them are selected and considered part of the list. You add or remove a checkmark by highlighting a channel and pressing SELECT.

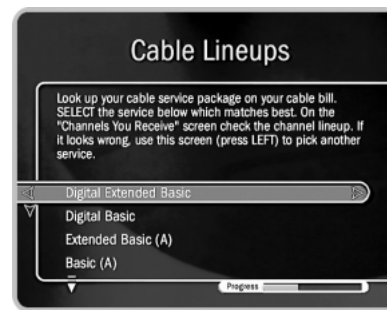
If you have cable as your program source, none of the premium channels will be selected. If you subscribe to any premium channels from your cable company, go through the list and add a check next to each channel you subscribe to. **If you have satellite as your program source, all of the basic and premium channels will be selected by default.** Press the DOWN ARROW or CHAN/PAGE button to go through the list and remove the check from each channel you don't subscribe to.

Once you are sure that your channel list is correct, you may wish to customize it. 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 checkmark next to that channel.


Once your Recorder is set up and you are watching TV, when you use the remote's CHAN UP/DOWN button, you will only see the channels you check on this screen. In addition, when you are looking for programs to record, you will only be able to find programs on these channels. If you change your mind later, you can easily check and uncheck channels in your channel lineup.

When you are satisfied with your lineup, press the RIGHT arrow to continue.

Connection to Satellite Box. If you chose satellite as your program source, your Recorder needs to send channel change information to the satellite box. Did you connect the control cable to a serial jack on the back of your satellite box, or did you use the IR Control cable? If your satellite box has a serial jack on it we recommend you hook up a serial connection because it is more reliable and faster than an IR connection.



4

 If you know that channel 5 should be ABC, check to see that the TiVo Service has this information correct. Use the CHAN UP/DOWN button as a shortcut to go up or down a whole screen at a time. If you're not sure whether you receive a channel, leave it selected. You can check later when Guided Setup is complete. You can always return to the Channels You Receive screen and change your lineup. You'll find Channels You Receive from TiVo Central by going to Messages and Setup, then My Preferences, then Customize Channels, then Channels You Receive



Connection to Recorder screens. If you chose satellite or cable with a box as your program source, you'll see some of the following Connection to Recorder screens. These screens ask what type of video cable you used to connect your set-top box to your Recorder.

If you have 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 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.

If you have satellite and antenna or satellite and cable without a box:



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



Use the UP/DOWN arrows until the picture of the Recorder matches the cable connection you used to connect your satellite receiver. When the Video Status says "Video OK," press SELECT to continue. If not, double check that the video cable is firmly connected to the Recorder and that you have selected the correct type of video cable.



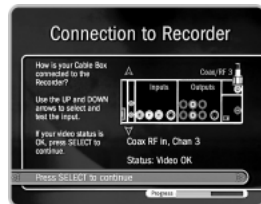
Use the UP/DOWN arrows to highlight "Accept these input settings" and press SELECT to continue with Guided Setup.

If you have satellite and cable with a cable box:

Use the UP/DOWN arrows to highlight “Cable Box” and press SELECT.



Use the UP/DOWN arrows to highlight “Satellite Box” and press SELECT.



Use the UP/DOWN arrows to highlight “Accept these input settings” and press SELECT.

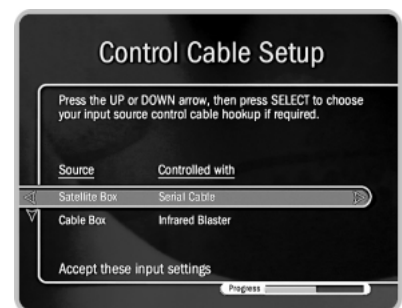
Use the UP/DOWN arrows until the picture of the Recorder matches the cable connection you used to connect your satellite receiver. When the Video Status says “Video OK,” press SELECT to continue. If the video status says “NoVideo,” double check that the video cable is firmly connected to the Recorder and that you have selected the correct type of video cable.

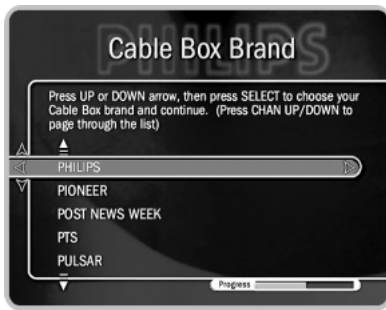
Use the UP/DOWN arrows until the picture of the Recorder matches the cable connection you used to connect your cable box. When the Video Status says “Video OK,” press SELECT to continue. If the video status says “No Video,” double check that the video cable is firmly connected to the Recorder and that you have selected the correct type of video cable.

4

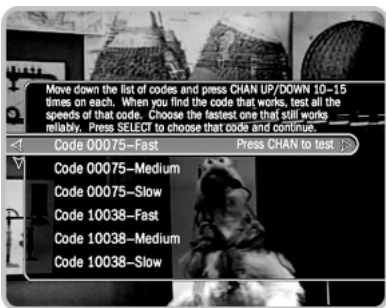
Set-top Box IR Setup screens. If you have a cable or satellite box that you have connected with the IR Control cable (used to control channel changing on your cable or satellite box), this screen guides you through choosing the correct IR codes for your brand of set-top box.

Control Cable Setup. If you have both a cable and satellite box and you have connected one or both of them with the IR Control cable you will see this screen. Highlight the source that is connected with the IR control cable and press RIGHT arrow to set up the correct IR code. The TiVo Recorder uses this IR code to change the channel on your cable or satellite box. If you connected both using IR, you’ll repeat this process for the other set-top box.





Cable/Satellite Box Brand. Choose the brand name of your cable or satellite set-top box. This narrows down the possible control codes the Recorder might use to change channels on the set-top box.



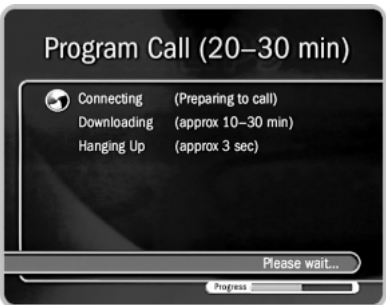
Cable/Satellite Box Channels. Choose the maximum number of digits (either two or three) in the channel numbers that you see on your TV.

Enter Key. When you manually type in a channel on your set-top box, using your set-top box remote, does the remote require you to press an ENTER key?

IR Checklist. This screen is a checklist for getting ready to test the Recorder's ability to change your set-top box channels. It reminds you to double-check your connections and a few other things.

IR Test Instructions. This screen has instructions for the IR Code List screen.

IR Code List. This screen presents a list of IR codes superimposed over live TV. Each code has a fast, medium, and slow choice. First, find a code that works. Then try the different speeds for that code. Use the fastest speed that changes the channel every time. Use UP/DOWN to move the highlight bar down the list of codes. For each code, press the CHAN UP/DOWN button slowly 10-15 times. Pay close attention to how well the code you're testing changes channels. When you find the code that works best, press SELECT to choose that code.



Program Call. The last step of Guided Setup is to make a second call to get the program guide listings. Press SELECT to start the call, which will use the telephone for about 10-30 minutes. During this call, the TiVo Service downloads all your program guide information for the next two weeks.

If you need to use the phone during the program call, simply pick up the telephone and the Recorder will hang up. You will then need to repeat the program call when you are done using the phone line.



Before you can record... After Guided Setup, the Recorder will be working behind the scenes to organize up to two weeks of program information (TiVo Live Guide information), which will take about 4-8 hours. Program information includes program titles, times, channels, descriptions and much more. Many of the Recorder's features use program information, so you



may not be able to use such features immediately. During this time, a message at the bottom of the Pick Programs to Record screen will let you know if you can search for programs yet. If not, try again after the Recorder has been set up for a while. As soon as you have finished Guided Setup, you can watch live TV and use your Recorder's TrickPlay™ features such as pause live TV.



Congratulations! When the Recorder has finished downloading your program guide information, press SELECT to continue, and you'll see the Congratulations! screen shown at left.

Activating the TiVo Service

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 call 1-877-367-8486 to activate.

The TiVo Service includes program guide listings, Search by Title functionality, Season Passes, WishLists, TiVo Takes, TiVolution Magazine, Network Showcases, software updates, and more. Initially, you will receive the TiVo Service for a short grace period of up to a week. If you haven't activated the service by the end of the grace period, your Recorder will have limited functionality. Activate today! Don't miss a single day of personal TV.

From this Congratulations! screen, press the TiVo button on your Remote Control to go to TiVo Central and begin to enjoy TiVo Personal TV.

For instructions on programming your Remote Control to control your TV power, volume, and mute, see the guides that came with your Recorder.

For help in getting started with TiVo Personal TV, refer to the Tours in the *TiVo Viewer's Guide*.



4

Troubleshooting

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Contacting Customer Support

Philips and TiVo are dedicated to providing you with quality support and customer service. In Messages & Setup on your Recorder, you will find additional troubleshooting for Parental Controls, your phone connection and your channels.

This chapter should replace the “Troubleshooting” chapter that came with your Recorder. Items that have information on the Spring 2001 Service Update specifically have *NEW!* next to the question.

After checking the troubleshooting suggestions collected here, in Messages & Setup, and those in the guides that came with your Recorder, call the Philips Service Solutions Group at 1-800-260-7032 if you need help with:

- Connecting your TiVo Recorder to your TV and other A/V equipment.
- Channels not changing.
- Guided Setup or daily phone calls that are failing.
- A system that does not function properly even after restarting it.
- Other questions regarding the Personal Video Recorder or Remote Control.

Call TiVo Customer Care at 1-877-FOR-TIVO (1-877-367-8486) if you need help:

- Activating or using a feature of the TiVo Service.
- Getting the correct channel lineup in Guided Setup.
- Receiving regular program guide information or getting correct channel lineup information.
- Understanding an onscreen message from TiVo regarding your TiVo Service account.

When you call either Philips or TiVo, you'll need to provide your model and serial number, located on the inside of the back cover of the Setup Guide or Owner's Guide that came with your Recorder. You can also find this information on your Recorder's System Information screen. To reach System Information, from TiVo Central, select Messages & Setup, then System Information.

Questions About Live TV

-
- How long can I pause live TV?**
- You can pause for a total of 30 minutes. After 30 minutes, the video will start playing again from the place you paused it. The video will then remain “behind real time” until you change channels or catch up by pressing ADVANCE.
-
- 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 over each time you change the channel, so if you have just changed the channel, you won't be able to rewind very far (the green stripe on the Status Bar will be very short). You can store up to 30 minutes of the current channel. If you have been watching the same channel for more than 30 minutes, you can rewind for 30 minutes.
-
- 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 right edge of the green area, you are caught up to live TV. If the white line has green to the right of it, you are watching delayed TV. To catch up to live TV, press the ADVANCE button.
-
- 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 behind live TV and watching something you still want to see, you should not change the channel.
-
- NEW! What's the TiVo Live Guide?**
- The TiVo Live Guide is the new improved version of the program guide that you had before the update. It's been enhanced with powerful Guide Options; see page 7 in “Introduction and What's New While Watching Programs” for details.
-
- NEW! How do I see what's on TV on every channel?**
- From live TV, press the LIVE TV/GUIDE button on the remote to display the TiVo Live Guide. You can set the TiVo Live Guide to display all the channels you receive or just your favorite channels. See page 7 in “Introduction and What's New While Watching Programs” of the Update Guide for details.
-
- Can I watch TV while a program is recording?**
- Yes, you can watch what is recording as it is being recorded. You can also watch any program stored in Now Playing while another program is being recorded.
-
- Can I watch one channel while recording from another?**
- Yes. You can always watch any program stored in Now Playing while the Recorder is recording a program. Also, if you have antenna or cable (i.e., use RF cables) you can split the signal with an RF splitter. See your *Installation Guide* or *Setup Guide* for an illustration. (You will not have TiVo functionality on the channels you watch using an RF cable that goes directly to your TV.)

NEW! While I was watching TV, the Recorder started recording and the video quality was not as good. Why did that happen?

- The Recorder automatically uses Best Quality when displaying live TV. However, when it begins a scheduled recording, the Recorder uses the video recording quality you specified for that program, and you may notice the difference. (For more information on setting video recording quality with the Recording Options screen, see page 12 in “What’s New in Pick Programs to Record.” See the guides that came with your Recorder for more on the optimal video recording quality for you.)

NEW! If I decide to record a program that’s on live TV, can I change the video quality of the recording?

- Different video qualities cannot be saved in a single program. The Recorder is always saving up to the most current 30 minutes of live TV. If the Recorder has already saved part of the program you want to record, that part of the will be in Best video quality. When you record from live TV, you can choose “Record this showing (Best Quality).” The recording will begin with whatever portion of the program the Recorder has saved up to that point and will be at Best Quality.

If you decide to record the rest of the program at a different quality, your recording will start from current time; any part of the program that was already saved will be lost.

To select a recording quality other than Best when you record from live TV, first press the RECORD button or select the recording icon in the Channel Banner. You will see a transparent screen with three selections. Choose “More recording choices” on the transparent screen, you will see the Program Information screen. Selecting “Options” on the Program Information screen brings you to Recording Options (described in detail on page 12 in “What’s New in Pick Programs to Record”). From Recording Options, you can change a recording’s video quality.

After you change the video quality and choose “Record program with these options,” a confirmation screen asks whether you want to record the saved and the new portion of the program (at Best video quality), or whether you want to record only the new portion (at the quality setting you selected).

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

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

NEW! I can’t tune to one of my channels.

- You may be using a channel list that does not include the channel you want. Use the number buttons on the remote control to enter the channel number, then press the ENTER button. For more information on using a channel list see page 7 in “Introduction and What’s New While Watching Programs.”
- 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 blue 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 22 in “What’s New in Messages and Setup.”) 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.

NEW! I can’t use the Favorite Channels channel list.

- The Favorite Channels list is empty until you put channels in it. For more information, see page 26.
- 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 7 in “Introduction and What’s New While Watching Programs.”

NEW! 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.

- 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 then plugging it back in.

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

- 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 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* poster and *Setup Guide* or *Owner’s Guide* that came with your Recorder.

- If you are still having problems, call the TiVo Customer Care, at the phone number on page 40.
- 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 28 in “What’s New in Messages & Setup” for details on Standby mode.)

NEW! There are very few or no shows listed in the TiVo Live Guide, or when I look for programs to record. When I change the channel, the Channel Banner always says “To be announced.”

- Your Recorder probably does not have full program guide 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 45.

I can’t add some or all of the channels I receive to a channel list because they are not listed on the Channels You Receive screen.

- 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 names and lineups. For a complete instructions on Guided Setup, see Chapter 4 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 in the Channels You Receive list. If they look wrong, try another Cable Lineup. If that does not work, call TiVo Customer Care at 1-877-367-8486.

NEW! 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. (For details see page 7 in “Introduction and What’s New While Watching Programs.”) You can also add and remove channels to the “Channels You Receive” and “Favorites” channels lists. (For directions, see page 26 in “What’s New in Messages & Setup.”)

Questions About Pick Programs to Record

NEW! 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 right channel, go to Messages & Setup, then My Preferences, then Customize Channels, then Channels You Receive. Does it have a check mark? To give it one, highlight the channel and press SELECT. (For instructions on personalizing this list, see page 26 in "What's New in Messages & Setup.")
- 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. 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 page 21 for phone troubleshooting ideas. Next, start a daily call by selecting "Make Daily Call Now." If your daily call is successful, new program guide information will be downloaded, indexed 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 guide information provided by the networks include errors. We would like to hear of any inaccuracies you discover so that we can work with our providers to correct them.

NEW! There are no programs in features under Pick Programs to Record. The Recorder says it is organizing program guide information.

- Your Recorder may not have all its program guide information yet. The first time you go through Guided Setup, the Recorder downloads program guide information from the TiVo Service. The Recorder then indexes this information in the background over the next 4-8 hours. As the program guide information gets indexed, more of it becomes available. After 8 hours, full information (up to 14 days from the time of the last successful daily call) is available for you to use. Wait a few hours and then try to find your program again.
- If the Recorder loses power while it is indexing program guide information, the indexing process will stop until the Recorder makes a phone call to the TiVo Service, and then will start again. If your Recorder lost power while it was indexing program guide 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.

Can I record multiple programs simultaneously?

- You can only record one program at a time on your Recorder, but you can watch any program in Now Playing while another is recording.

How do I check the upcoming programs that I've scheduled to record?

- The To Do List shows all of the programs scheduled to record. To see the To Do List, press the TiVo button to go to TiVo Central, then select Pick Programs to Record, then To Do List.

NEW! How do I cancel a scheduled recording?

- To cancel a scheduled recording, first go to the To Do List by pressing the TiVo button and then selecting Pick Programs to Record, then To Do List. In the To Do List, highlight the program you want to cancel. Press the CLEAR button.

NEW! How do I cancel a recording that's already in progress?

- Select the program in Now Playing, then choose "Stop recording."
- In live TV, if you press the RECORD button while a program is recording, a screen will appear with an option to stop the recording.

NEW! 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 even 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 setting Recording Options, see page 12 in "What's New in Pick Programs to Record."
- If you are watching a program while it's recording, 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 later. Alternatively, you could choose to press the RECORD button after the regularly scheduled part of the program has finished

NEW! How do I record a program that will not be aired for months?

- You can create an auto-recording WishList for programs that are not yet listed in the TiVo Live Guide. See page 14 "What's New in Pick Programs to Record."
- If you know the date, time and channel that the program will air, you can create a manual recording to record it at any time in the future. You can create manual recordings on the Record Time/Channel screen. You get to this screen from TiVo Central by selecting Pick Programs to Record, then Record by Time or Channel, then Manually Record Time/Channel.

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.
- The video quality you use to record programs affects how many programs will fit on your Recorder. For details, see the guides that came with your Recorder.

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

- By default, all programs are kept for at least two days. 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.

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

- If you are missing the beginning or end of your shows, it usually means that the broadcaster is not starting or stopping the show on time. You can use the Overtime Scheduler, described on page 13 of “What’s New in Pick Programs to Record,” 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-saving 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 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. Select the specific showing that you purchased. 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.

Questions About Conflicts

NEW! 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 18 in “What’s New in Pick Programs to Record for details on setting priorities.)
- 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 12 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 the conflict, simply 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?

- Unfortunately, there is no way to bring back a program that has been deleted from Now Playing. You can choose to save programs longer though, as shown in the next “Troubleshooting” topic.

How can I save a program in Now Playing longer?

- In Now Playing, highlight the program you wish to save longer and use the RIGHT arrow to display the Program Information screen. Select “Save until...” The Save Until screen appears, where you can choose “Save until I delete,” or select a date when the program may be deleted.

***NEW!* Can I save a program from Now Playing to my VCR?**

- Just use the “Save to VCR” function. Note that we’ve enhanced this feature; for more information, see page 9 in “Introduction and What’s New While Watching Programs.”

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.

How do I go to the beginning or end of a recording I’m watching?

- Press the ADVANCE button on the remote to go to the end of a recording you’re watching. Press it again to go to the beginning.

***NEW!* How can I fit more programs in Now Playing, and why does it tell me I don’t have enough space?**

- Your Recorder can save a limited number of programs, and then it runs out of space. Usually, it then begins to delete old programs to make room for new recordings. However, if you have too many programs in Now Playing marked “Save until I delete,” (they would have a green circle beside them) your Recorder may tell you that you do not have enough space. To make space, delete some programs in Now Playing. You delete a program by highlighting its title, then pressing CLEAR. On the confirmation screen that appears, press SELECT.
- If you’re running out of space in Now Playing, lowering the recording quality will allow you to record more programs. To change the default recording quality, go to Messages & Setup, select My Preferences, then Video Recording Quality.
- 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.

NEW! My program didn't get recorded. I set the Recorder up to record something, and it's not in Now Playing.

- One of the first things you can do is 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. Use the Season Pass Manager (from TiVo Central, select Pick Programs to Record, then Season Pass Manager) to change Season Pass priorities. The Season Pass Manager is described on page 18 in “What’s New in Pick Programs to Record.”
 - The program may have been deleted from Now Playing by someone else.
 - You may have received a conflict when requesting another program, and the proposed resolution was to delete the missing program earlier than planned. If you accepted that resolution, the program would have been deleted.
 - The Recorder may have lost power somehow during the time the program was broadcasted.

Questions About Parental Controls

NEW! My Parental Controls are not working.

- For Parental Controls to work, they must be on and must not be temporarily disabled. Whenever you enter a password to bypass Parental Controls, Parental Controls 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 (or from TiVo Central, select Messages & Setup, then Standby). Parental Controls are also automatically re-enabled if no one in your household uses the remote control for four hours.

NEW! Do I have to change Parental Controls settings before I can watch a program that exceeds the current limits?

- No, you don't. You can enter the current password to temporarily disable Parental Controls. 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 (from TiVo Central, select Messages & Setup, then Standby). Parental Controls are also automatically re-enabled if the Recorder does not receive a signal from its remote control within four hours.

NEW! 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 button. For more information on using a channel list see page 7 in "Introduction and What's New While Watching Programs."

Questions About the Recorder's Phone Calls

How long does the daily call to the TiVo Service take?

- The length of the daily call depends on how many channels you receive and the number of days since the last successful call. It is typically a short call—less than ten minutes. When the TiVo software is being updated, it may take longer, but this happens rarely (only a few times a year).

My Recorder is not making the daily call to the TiVo Service.

- If you use a wireless phone connection, retry the call with the Recorder connected to an outgoing line by a phone cord connected to a standard wall jack.
- Verify that your phone line is working by connecting a phone to the line and checking for a dial tone. Make sure the phone cord is connected to the Recorder and the wall jack.
- The following options all use selections from the Phone Dialing Options screen. From TiVo Central, select Messages & Setup, then Recorder & Phone Setup, then Phone Connection, then Change Dialing Options. After you change Phone Dialing Options, you should make a test call to test your phone connection. To make a test call, choose “Make Test Call” from the Phone Connection screen.
- First, try another local dial-in number. Select “Set Dial-In Number.” After confirming your area code, select a new number from the list of available dial-in 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 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.”)
- 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.)
- Your phone line may have low voltage. Make sure “Phone avail. detection” is set to “Off.” (Select “Set Phone Avail. Detection,” then select “Off.”)
- If you turn off “Phone avail. detection,” you may hear a “click” on the line if you are on the phone 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 have a cordless telephone, fax machine, or computer modem connected to the same line, make sure “Phone avail. detection” is set to “Off.” (Select “Set Phone Avail. Detection,” then select “Off.”)
- If you have a caller ID box, try removing it from the line since some models interfere with the Recorder modem's ability to make a call.
- It could be that you have too much line noise to make a connection. The Recorder ships with a 50 foot phone cord. Try a shorter cord, or you can buy a line noise filter at your local electronics store.

Why does the Recorder have to be connected to a phone line? Do I need to keep the phone connected all the time?

- The Recorder needs to be connected to a phone line to complete a daily call it makes automatically to the TiVo Service. This call downloads program guide information, which tells the Recorder when programs are scheduled to air and on what channel. The call also downloads additional information from the TiVo Service, such as Network Showcases and TiVoolution Magazine. Unless it is an inconvenience, we recommend that you leave the phone line connected. It 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. But 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.”

What if I need to make a regular phone call while the Recorder is using the phone?

- When you pick up the phone, the Recorder will interrupt the download process and free the phone line for your call. The Recorder will attempt its call again later. If you don't hear a dial tone when you pick up the phone, hang up your phone. Then next time you pick it up, you should hear a dial tone.

What if my phone line is busy or not operating 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 displays near the top of the screen.

Questions About Audio/Video

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.
- If you are watching a live program, but are not caught up to live TV (for example, if you could use the FORWARD button to move forward through the program), you cannot change the audio track until you are caught up with live TV.

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).

***NEW!* I use the RF input for video on channels 4 through 6. The pictures on some of those channels is blurry. How can I fix it?**

- If you used RF as the input to the 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 RF channels. You can reach the RF Video screen by going to TiVo Central and selecting Messages & Setup, then My Preferences, then RF Video.

Questions About the Remote Control

My remote control doesn't work with my television.

- You must first program the Recorder's remote control to turn you television on and off and controls its volume and mute functions. You can also program it to control volume and mute on audio/visual equipment. For more information, see the guides that came with your Recorder.

My remote control doesn't work with my Recorder.

- Your remote control's batteries may be weak. If its batteries are weak, the red light on the end of the remote control will not flash when you press buttons. See the guides that came with your Recorder for directions on installing batteries in your remote control.

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 TiVo Service is required for proper operation of the Recorder. The Recorder uses the program information provided by the Service to record the shows 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 Network Showcases, and TiVolution Magazine. Lastly, the TiVo Service keeps your TiVo software updated to make sure you have all the latest functionality you will want in the future.

What happens if my Recorder loses power temporarily?

- Everything is saved—your personal preferences, your To Do List, and 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?

- At TiVo, we absolutely respect and guard your right to privacy. We have a privacy policy that maintains complete viewer confidentiality. TiVo has created a very sophisticated system with both protection and customization for our viewers in mind. It is TiVo's promise to you that you will always maintain control over your personal information. For more information on TiVo's Privacy Promise, see the Customer Care section of TiVo's web site at www.tivo.com.

How do I prevent TiVo's Suggestions from being automatically recorded?

- From TiVo Central, select Messages & Setup, then My Preferences, then TiVo's Suggestions, then "No."

TiVo's Suggestions isn't making accurate suggestions for me; how do I get better Suggestions?

- If you have been using your Recorder for some time and just received the Spring 2001 Update see the question "I just got the Spring 2001 Update and my Suggestions don't match my tastes as well as before." on page 57.
- If you haven't had your Recorder for very long, give it time. It may take a week or two of use before your personal preference profile has enough information to make accurate suggestions. The more you give THUMBS ratings to programs and the more programs you record, the better TiVo's Suggestions will be.
- If other members of your household are pressing THUMBS UP on shows you don't care for, 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 household.

NEW! I just got the Spring 2001 Update and my Suggestions don't match my tastes as well as before.

- If you recently purchased your Recorder, see the troubleshooting question, "TiVo's Suggestions isn't making accurate suggestions for me; how do I get better Suggestions?" on page 56.
- If you've been using the TiVo Service for a while, the types of Suggestions may change after the update and in some cases are initially less useful than the old ones. This is temporary; if you keep using the Service as you always have, the Suggestions will get better and better.

It will help to be very active using the THUMBS UP and DOWN buttons on new TiVo's Suggestions for a few days. You can also improve the accuracy of your Suggestions more quickly by reapplying THUMBS ratings to all your Season Passes (you'll find them in the Season Pass Manager). To reapply THUMBS ratings, set the THUMBS to neutral (no THUMBS UP or THUMBS DOWN) with the opposite THUMB button, and then press the number of THUMBS you actually want again.

If your Suggestions don't improve as quickly as you want, you can always choose to reset your THUMBS ratings. (You can also do this if your kids have been THUMBS UP-ing too many cartoons!) To reset them, go to Messages & Setup, then System Reset, then Reset Thumbs Ratings and Suggestions. (See page 27 in "What's New in Messages & Setup" for details.) This selection removes all THUMBS ratings and deletes the list of TiVo's Suggestions under Pick Programs to Record. You can then actively apply THUMBS to programs and watch your Suggestions get better than ever before!



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

FOR QUESTIONS ABOUT YOUR PHILIPS RECORDER

Check the Troubleshooting section of this document and in the Guides that came with your Recorder, after checking Troubleshooting, call **THE PHILIPS SERVICE SOLUTIONS GROUP** at 1-800-260-7032 if you need help with:

- Connecting your Recorder to your TV and other A/V equipment.
- Guided Setup calls or daily phone calls that are failing.
- A Recorder that does not function properly even after restarting it.
- Other questions regarding the Recorder or Remote Control.

FOR QUESTIONS ABOUT YOUR TiVo SERVICE

Check the Troubleshooting section of this document and in the Guide(s) that came with your Recorder. After checking Troubleshooting, call **TiVo CUSTOMER SUPPORT** at 1-877-367-8486 (1-877-FOR-TIVO) if you need help with:

- Activating or using a feature of the TiVo Service.
- Understanding an onscreen message from TiVo regarding your service.

When you call Philips and TiVo you will need to provide your model and serial numbers of your Recorder

WEBSITES

The TiVo website at www.tivo.com contains the latest information on TiVo, including service updates, Viewer's Guides, and tips on usage.

