





THE
ADVANCED TIVO
EXPERIENCE

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TiVo Experience Quick Guide (August 2018)



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GETTING STARTED

Welcome to the TiVo® experience from Grande Communications. This guide describes features of the TiVo experience on a TiVo DVR or TiVo Mini.

Throughout this guide, the term “TiVo box” refers to these models collectively. Differences between them will be noted. For example, if we say “Your TiVo box is your gateway to entertainment,” we mean your TiVo DVR and your TiVo Mini are both gateways to entertainment. If we say, however, “Your TiVo DVR can record shows,” we mean that recording capability is available only on DVRs.

BASIC TERMS

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

Live TV. If you’re watching a show as it’s being broadcast, you’re watching live TV. You can pause live TV for up to 30 minutes on each tuner. When you resume watching, you’re “behind” live TV. (You can always get to live TV by pressing the LIVE TV  button on your remote.)

Streaming. When you watch shows from apps like Netflix, and from Grande On Demand, you’re ‘streaming’ the shows from that source. You can also stream recordings saved on your TiVo DVR to your mobile device, or stream shows and live TV from a supported TiVo DVR to a TiVo DVR or TiVo Mini in a different room.


Host. When your TiVo DVR streams shows to another TiVo DVR or TiVo Mini, your DVR is a “host.” In the case of the TiVo Mini,

the Mini is always connected to a “host” TiVo DVR to access the DVR’s My Shows list, tuners, and program information.

Client. The TiVo box receiving streaming shows from another TiVo DVR is the “client.” (A TiVo Mini is *always* a client, because it can only receive streaming shows. Your DVR can be a host sometimes and a client at other times.)

Network Connection. Your TiVo DVR can connect to your home network through either a wireless or wired connection (using either Ethernet or MoCA). (The TiVo Mini requires a wired connection.)


TiVo service. If the TiVo box is the body, the TiVo service is the brains! The TiVo box uses the program information provided by the TiVo service to power the program guide, allow you to search for shows, and more.

Multi-tuner. A tuner is a device found inside TiVo DVRs, TVs — anything designed to receive TV signals. A tuner picks one channel to display; it “tunes” to that channel. Your TiVo DVR has multiple tuners inside and can watch and record multiple shows at once. Pressing the LIVE TV  button while watching live TV will cycle through your tuners. A TiVo Mini does not have any tuners inside; it “borrows” a tuner from its host



THE HOME SCREEN

The Home screen is the starting point for just about everything you do with your TiVo box. From the Home screen, you can easily access popular destinations in the TiVo experience; get personalized recommendations from the SmartBar and What to Watch, and watch/control the currently-playing show. You'll learn more about these options later in this guide, but remember — it all starts from the Home screen.

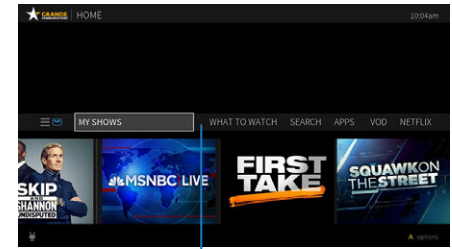
To get to the Home screen from live TV or any TiVo screen, just press the TiVo  button on your remote control.

HOME SCREEN MENU ITEMS

Home screen menu items across the middle of the screen take you to commonly-used screens in the TiVo experience. Use the LEFT and RIGHT arrow buttons on your remote control to move between menu items, and press SELECT to choose one. Use BACK to go back to the previous screen.

- **My Shows** takes you straight to your recorded and streaming videos, all ready to watch instantly, no matter if they're TV recordings, on demand shows, or streaming from apps like Netflix, or Hulu.
- **What to Watch** lets you browse shows available to stream, watch live, bookmark, or record, divided into popular categories.
- **On Demand** takes you to your On Demand rentals.
- **Apps** lets you access your favorite streaming and music apps directly.
- **Search** searches by title, actor name, or keyword — across TV, video on demand, and popular streaming apps all at once.


Easily add your *own* items to the menu as well; for example, to get quick access to a streaming app like Netflix, Hulu, HBO Go, and more. Just press the A button on your remote, and enter



Menu

an available shortcut number for the item you want. The new item will appear in that position on the menu.

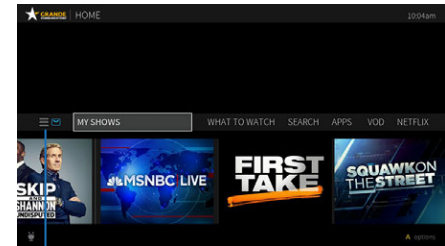
SETTINGS MENU

To manage your recordings and OnePass searches and to control your settings, move to the Menu icon  and press SELECT. Here, you'll be able to customize your options, including recording settings, OnePass priorities, Parental Controls settings and User Preferences. Note that some settings are available only on DVRs.

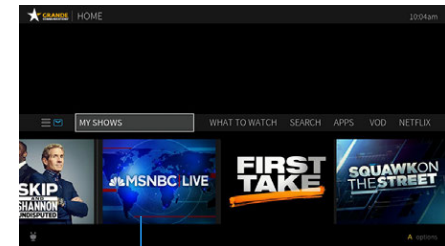
THE SMARTBAR

The SmartBar predicts shows to watch based on what your household *usually* watch at a particular time or day. For example, if you normally watch the previous night's late-night talk show the next morning, you'll see it in the SmartBar when you wake up. If the kids tend to watch shows while dinner's cooking, those shows will be waiting in the SmartBar at that time each day.

Use the DOWN arrow on your remote control to move to the SmartBar, then select a show to go to the Series or Movie screen, where you can choose to watch it. See [Series, Movie, & Episode screens](#) to learn more.




Settings menu






SmartBar

VIDEO WINDOW & BACKGROUND

By default, the video you were watching when you entered the Home screen continues to play in the background. Similarly, on most other TiVo menu screens, a video window located in the upper right corner plays the current video as well.

Press PAUSE  on your remote to pause the video background or window, and press PAUSE again to resume playing.

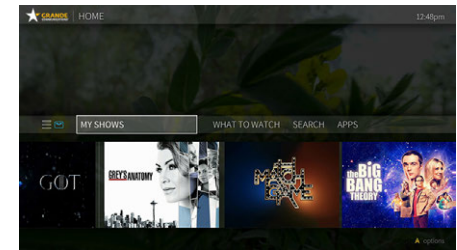
To temporarily hide the background video or video in the window, press the SLOW button . To bring it back, press SLOW button again. To watch the video in full screen, press EXIT .

You can choose how to display video on the Home screen, or choose to turn it off completely. Just select the menu icon , then select 'User Preferences' > 'Video Window.' To turn video off on all screens, set "Display Video Window" to "No."

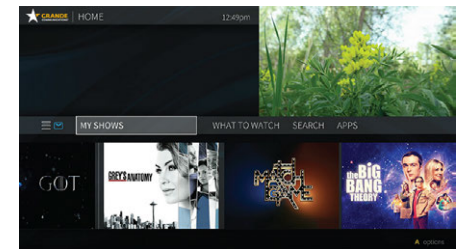
When "Display Video Window" is set to yes, Home screen options include:

- Full screen (background): The currently-playing video is shown as a full-screen video in the background of the Home screen
- Top right: The currently-playing video is shown in the upper-right corner of the Home screen.
- Off: The currently-playing video is not displayed on the Home screen.

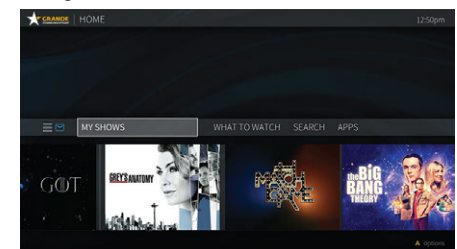
Background video on



Video window on





Background video & video window off

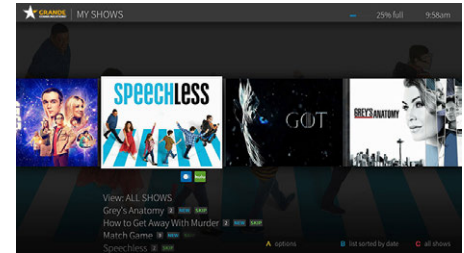




MY SHOWS

The My Shows list contains all of your recordings, plus links to your streaming videos from On Demand or apps like Netflix, Hulu, HBO Go, and more. (On a TiVo Mini, recordings are stored on your host DVR.) To get to the My Shows list from the Home screen, just press the TiVo button , select 'My Shows,' or press **1** on your remote control. To get to My Shows from any other menu screen or from live TV, just press the TiVo button  twice.

By default, My Shows is sorted by date, with newly added or recorded shows and movies first. You can also choose to sort My Shows by name (alphabetically). Press **B** to change the sorting method.



CONTINUE WATCHING

At the top of the My Shows list, you'll see the **Continue Watching** strip: the fastest route to the shows you've been watching most recently. Move left or right to highlight a show, then press SELECT. If you're watching a series, you'll see the Series screen, where you can quickly pick up where you left off. If you're watching a movie, press PLAY to start watching instantly.

To remove a show from this strip without permanently deleting it from My Shows, press **D**.

FILTERS

The Filter strip lets you narrow your My Shows choices instantly. It's located directly below the Continue Watching strip; press DOWN to move to it from Continue Watching. Then, just press C, or move left or right, to cycle through filters like 'Movies,' 'TV,' and 'Kids.' As you highlight a filter, your My Shows list will update automatically.

To change which filters appear, and in what order, press **A**.

SHOWS & MOVIES

Below the filter strip, you'll find all of your OnePass selections, single recordings, WishList searches, and bookmarked shows and movies.



As you scroll through your My Shows list, icons next to a series title tell you at a glance where you'll find new episodes, SkipMode episodes, and recordings. Use the UP and DOWN arrows to scroll through the list, or use CHANNEL UP/DOWN to page through the list quickly.



Use CHANNEL UP/DOWN to page through the list quickly.



Choose a title by pressing SELECT . Then:

- If you've selected a series, you'll see an episode list. By default, this screen displays episodes included in your OnePass. For example, if your OnePass includes recordings and streaming videos starting with Season 3, then those episodes appear in your Watchlist. By pressing , you can also choose to limit your view to recordings only (if any). Highlight an episode and press PLAY to start watching (recordings only); or,

Highlight an episode and press SELECT to go to the [Episode screen](#), where you can get viewing options and more.

- If you've selected a movie, a movie strip will expand, showing you a larger image of the movie as well as recommendations for other movies you might like. Press SELECT again to go to the [Movie screen](#), where you can choose to play the movie or view more about it.

To delete an individual show or a series, highlight it in the main My Shows list and press . If you are deleting a series that contains recordings, you will have the option to replace the recordings with links to streaming videos instead. This option can be useful if you are trying to conserve disk space. See [OnePass™ searches](#) to learn more.

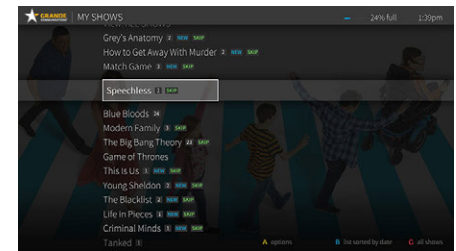
MY SHOWS OPTIONS

Use the available options to customize My Shows to your preferences. From the main My Shows list (not from an Episode, Series, or Movie screen), press to go to the Options screen.

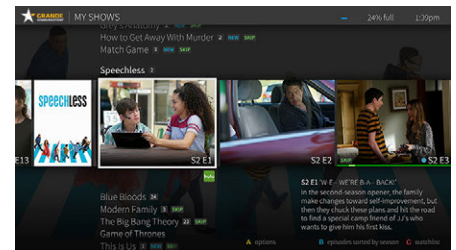
- **Sort list:** Choose to view the My Shows list by date (with the most recently added shows at the top) or by name (alphabetically).

Press ADVANCE to jump to the end of the list. Press it again to jump back to the beginning.

'Show Episode Strip' set to 'No'



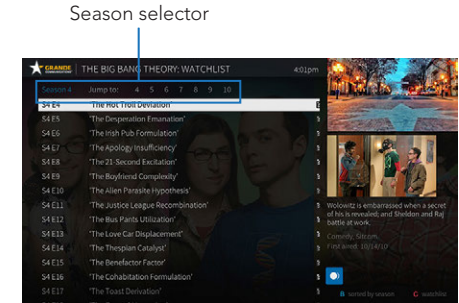
'Show Episode Strip' set to 'Yes'



- **Show episode strip:** When this option is set to 'Yes,' selecting a title will open a strip of episode images or a strip containing a movie poster and related movie recommendations. If it's set to 'No,' selecting a title takes you to a list of episodes or to the Movie screen.
- **Go to episode list:** When this option is set to 'Yes,' selecting a series title takes you to a text-only list of episodes. When it is set to 'No,' selecting a series title takes you to the Series screen.
- **Background images:** Set this option to 'Yes,' to see full-screen background images of the selected series or movie.
- **Filters:** Choose which categories should appear in the Filter strip, and in what order.

SEASON SELECTOR

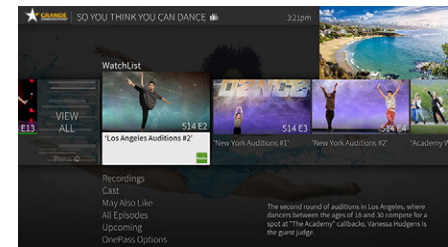
If a series contains more than one season and more than 30 episodes, a season selector will be displayed at the top of the list. Use it to easily jump between seasons.



SERIES, MOVIE, & EPISODE SCREENS

On a Series screen, Movie screen, and Episode screen, you can choose to watch the show/movie *and* get lots of information about it — all in one place. The options on these screens vary depending on the series, episode, or movie, but in general, you can:


- Watch the movie/show
- View your Watchlist (episodes included in your OnePass search)
- View other episodes
- Delete the show/movie
- Choose a streaming option (if the show is available to stream)
- Get or modify a OnePass
- Schedule or modify a recording

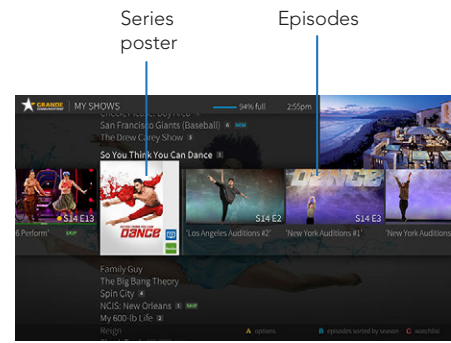


- Learn about the cast
- Get recommendations for similar shows/movies.

SERIES SCREEN

To reach this screen, do one of the following:

- If the series is in your My Shows list and 'Go to episode list' is set to 'No,' select the show title.
- If the series in your My Shows list and 'Show episode strip' is set to 'Yes,' highlight the show title to open the episode strip. (You may need to press SELECT to open the episode strip if you've just entered My Shows or if you're scrolling quickly through the list.) Then press  to go to the beginning of the strip, where you'll find a series poster. Select the poster (rather than an episode image).
- If you have a OnePass to the series, go to the [OnePass Manager](#) and select the title.
- [Search](#) or browse for the show.

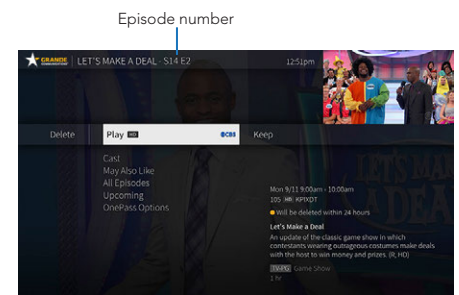


EPISODE SCREEN

To reach this screen, do one of the following:

- If the series in your My Shows list and 'Go to episode list' is set to 'Yes,' select the show title from the My Shows list, then highlight a an episode and press SELECT.
- If the series in your My Shows list and 'Show episode strip' is set to 'Yes,' select any episode in the strip (not the series poster).
- If an episode is scheduled to record, go to the To Do List and select the episode. See [To Do List](#).
- [Search](#) or browse for the series; then, from the Series screen, select an episode category from the available options (e.g. streaming, upcoming, all). Note that not all episodes categories are available for every show.

Episode screen

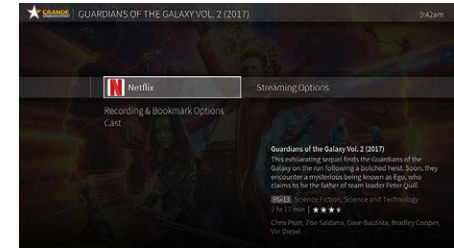


MOVIE SCREEN

To reach this screen, do one of the following:

- If the movie is in your My Shows list, select the title or image (depending on your My Shows options).
- If a movie is scheduled to record, go to the [To Do List](#) and select it.
- [Search](#) or browse for the movie.

Movie screen



ONEPASS™ SEARCHES

A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to your My Shows list to watch instantly. If an episode isn't available on TV or On Demand, OnePass fills in the gaps with episodes from video apps like Netflix, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away!

For series, if an episode isn't available on TV or on demand, OnePass fills in the gaps with episodes from popular streaming video providers like Netflix, Hulu, HBO Go, and more. For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA). Forget about knowing when a game will be airing or wondering which of your selected streaming video services has a series available: the TiVo Service does it for you, so you can start watching right away.

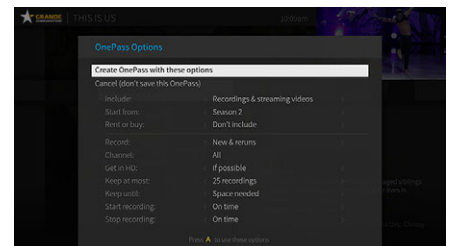
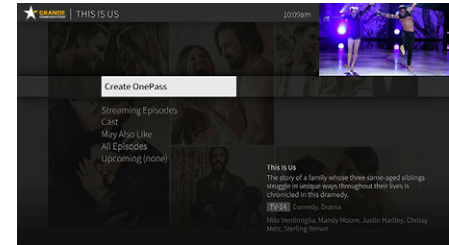
And here's even better news: streaming videos don't take up any disk space! So when your OnePass includes streaming videos, you get more choices without having to worry about saving space for other recordings.

To create a OnePass, find a series you want to watch, then choose 'Create a OnePass.' The show will be instantly added to My Shows and all available episodes will be added.

Note: OnePass works best when your video app list is up to date, with as many apps as possible selected. For more information, see [Add & manage video apps](#).

ONEPASS OPTIONS

When you create a OnePass, you can choose options that will give you exactly the results you want. You can also change the options of any existing OnePass by going to the OnePass Manager. See [OnePass Manager](#) for more information. Options include:






- **Include** Choose to include recordings, streaming videos (from sources like Netflix, Hulu, HBO Go, and more), or both in your OnePass results. Including streaming videos in your OnePass will give you the best results, and streaming videos don't take up any disk space!
- **Start from** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose 'New episodes only.'
- **Rent or buy:** Decide whether to include episodes that need to be purchased before viewing. (The TiVo Service will not purchase the items for you; you will have the option to purchase them at the time of viewing.)

If your OnePass includes recordings, the following options are also available:

- **Record** Skip reruns or watch them all? Choose 'New only' to avoid reruns, or 'New & repeats' to get every episode.
- **Channel** Choose the channel on which to record the show, when more than one channel is available.
- **Get in HD** When you set the 'Channel' setting (above) to 'All,' you can choose how often to get the HD version of a show: always, never, or if possible. Note that if you choose 'always' and a show is not available in HD, it won't be recorded. Likewise, if you choose 'never' and a show is *only* available in HD, it won't be recorded.
- **Keep At Most** Set the maximum number of recordings to be saved.
- **Keep Until** Choose how long to keep a recording (or each episode of a repeating recording). 'Space needed' is the default setting, or choose 'Until I delete' and your TiVo box won't delete this episode to record something new.
- **Start Recording** Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)
- **Stop Recording** Set a recording to continue — for a few minutes or up to three hours — after it's scheduled to end. You can change this setting when you set up the recording, or while the recording is in progress.

You can cancel the recording of any individual episode in a OnePass search by highlighting the title in the To Do List and pressing the CLEAR button . Delete the entire OnePass search or change its options using the OnePass Manager (see [OnePass Manager](#)).



STREAMING VIDEOS

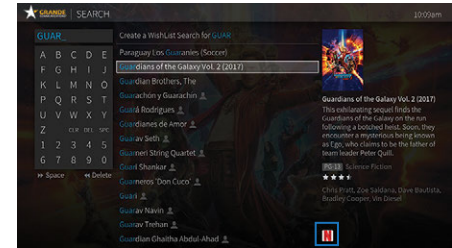
When you search or browse for movies or individual episodes of series, your results include videos available to stream from your selected video apps — no need to switch to a different input. Available video apps are shown in the right column off the search screen or on the Series, Movie, or Episode screen. From there, you can see a list of your streaming options.

Don't have time to watch it now? Rather than search for it again later, 'Bookmark' it to add a link to the video directly to My Shows.

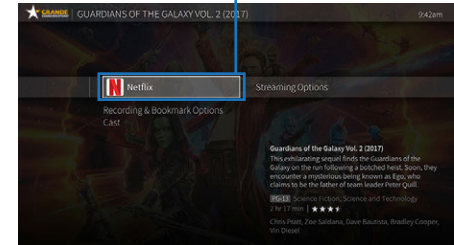
Currently available streaming movies are found in My Shows in the 'Movies' filter, or in the 'Streaming Movies' group when the list is not filtered. Available TV shows are added to the 'TV Series' category.

If a streaming video is currently unavailable from any of your video providers, it's added to the 'Currently Unavailable' group at the bottom of My Shows. When the video becomes available, it will automatically be added to the appropriate My Shows category or folder.

You may need a subscription to the streaming service in order to view programming. You may to enter your account credentials the first time you sign in.



Video app



FINDING SHOWS

GUIDE

The on-screen program guide displays up to two weeks of TV programming at the touch of a button — the **Guide** button on your TiVo remote. When you're viewing the guide, press **A** to display Guide Options (see below).

The one-line guide is a smaller version of the program guide. Press UP while watching TV to view it. The one-line guide shows you what's coming up on the channel you're watching; press UP/DOWN to view other channels. See [Quick tour - QuickView](#) for more.

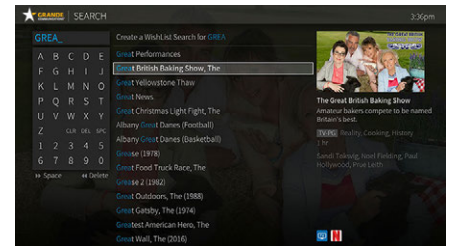
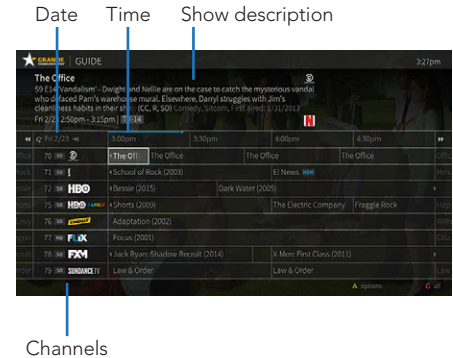
Icons in the guide help you navigate to the shows you want. New shows are marked with a NEW icon. Shows that are currently recording have a red circle icon next to the title, while shows that are scheduled to record are marked with a check mark (for individual shows) or double check mark (for OnePass recordings.)

To move around in the guide:

- Press FAST FORWARD **▶▶** to move the displayed time ahead two hours (one page), or press REWIND **◀◀** to move it backward.
- Press ADVANCE **→|** to jump 24 hours ahead, or REPLAY **↺** to jump 24 hours back.
- Press SELECT **Select** on a show in progress, and the channel changes to that show. Press RECORD **●** to record it.
- Press SELECT on an upcoming show, and you'll see a screen with recording options. Set up your recording or press **Back** to go back to the guide.

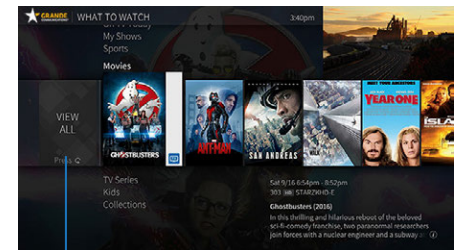
SEARCH

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, Hulu, HBO Go, and more), and video on demand from your cable provider (if available)



all at the same time. You can even search for a particular channel by its network name or call sign (e.g., NBC or ESPN).

1. From the Home screen, select 'Search' or press **3** on your remote.
2. Use the letter grid to spell out the title, person, or word you're looking for. Press the arrow buttons to move around, then SELECT **Select** on each letter you want. As you select letters, a list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show "How I Met Your Mother," the video on demand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press CLEAR to erase everything, or REWIND **⏪** to erase one letter at a time. Insert a space by pressing FAST FORWARD **⏩**.
4. Use the RIGHT arrow to highlight the show or person name.
5. Press SELECT **Select** to view details, set up a recording or OnePass, or bookmark the show. See [Series, Movie, & Episode screens](#) for more info.



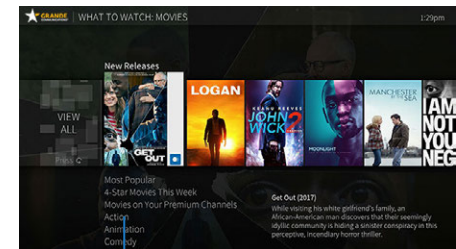
Select for sub-categories

WHAT TO WATCH

What to Watch lets you browse shows available to stream, watch live, bookmark, or record. From the Home screen, select 'What to Watch' or press **2**.



Top-level categories include 'On TV Today,' 'Sports,' 'Movies,' and more. Each category also includes more specific *sub-categories* to help you find exactly what you're looking for. For example, from the 'Movies' strip, select 'View All' to see subcategories like 'New Releases,' 'Movies on your Premium Channels,' 'Action,' and 'Comedy.'

Note: While viewing a strip, press REPLAY **↺** to move to the 'View All' or 'More' tile at the beginning of the strip, then press SELECT **Select** to see sub-categories.



Sub-categories

SUGGESTIONS


You can rate shows — whether live, recorded, or listed in the program guide — by pressing the THUMBS UP  or THUMBS DOWN  button on your remote. You can give a show up to three Thumbs Up or three Thumbs Down.

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

Auto-recording TiVo Suggestions

When your TiVo box has available space, it automatically records TiVo Suggestions. But you don't ever need to worry about recorded Suggestions taking up space — here's why:

- TiVo Suggestions never replace shows you record, or prevent your shows from being recorded.
- TiVo Suggestions are always the first shows deleted to make room for your recordings.

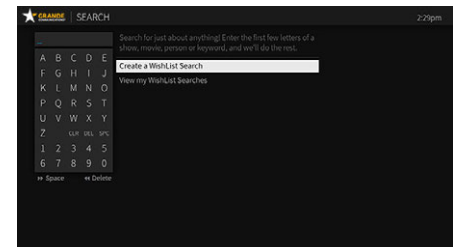
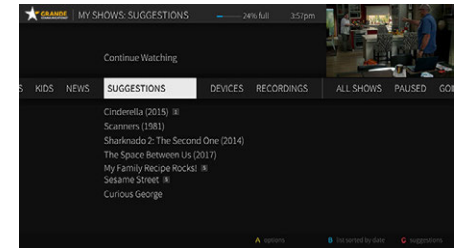
If you'd prefer not to record TiVo Suggestions automatically, you can turn them off. From the Home screen choose the Menu icon , then choose 'Settings' > 'User Preferences' > 'TiVo Suggestions.'

Watching TiVo Suggestions

TiVo Suggestions appears as a filter in the My Shows list. Select it to see all of your recorded Suggestions.

WISHLIST® SEARCHES

A WishList search finds shows that match your search criteria on any channel you receive — and it keeps on searching for as long as you keep the WishList search. If you choose to auto-record matches to your WishList search, you'll find any recorded matches in your My Shows list.



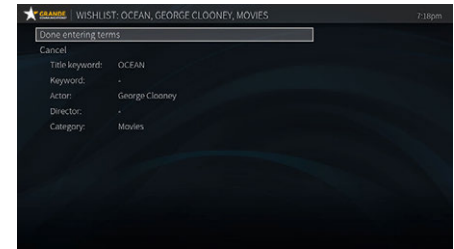
You can search for something specific by creating a WishList search with multiple criteria: for instance, you might create a WishList search for actor George Clooney, category Movies, and sub-category Action. This WishList search would find action movies starring George Clooney.

You can even use WishList searches to find something very specific. For example, the keyword GIANTS with category Football would find Giants football games, but not baseball games.

CREATING A WISHLIST SEARCH

Note: You can create a WishList only on a DVR.

1. From the Home screen, choose 'Search' or press **3** on your remote.
2. Without entering any letters, move to the right side of the screen to select 'Create a WishList Search.' Alternatively, you can enter a search term before selecting 'Create a WishList Search,' and this term will be treated as a keyword (see below).
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:
 - Title Keyword** Search for shows with specific words in the show or episode title.
 - Keyword** Search for shows with specific words in the show title, episode title, or description.
 - Actor** Search for shows with your favorite actor.
 - Director** Search for shows by a specific director.
 - Category** Search for specific categories and sub-categories of shows (for example, action movies or nature documentaries).
4. After entering your initial search criteria, you'll return to the WishList screen. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:



- Keyword: Ocean
- Actor: George Clooney
- Category: Movies

Your results would include only “Ocean” series movies starring George Clooney.

5. When you’re finished entering search criteria, select ‘Done entering terms.’
6. Choose to save the WishList (which will tell your TiVo DVR to start searching), change your search terms, or change recording options. When you’re ready, choose ‘Save this WishList Search.’


Note: If you want your TiVo box to record matches automatically, be sure to choose ‘Modify Recording Options’ and turn ‘Auto-record’ to ‘Yes.’



If you’ve turned on auto-recording of WishList matches, each auto-recording WishList search and its upcoming recordings will appear My Shows, the To Do List, and the OnePass Manager.

MANAGING YOUR WISHLIST SEARCHES

Note: You can manage your WishList searches only on a DVR.

To view or edit a WishList:


1. From the Home screen, choose ‘Search’ or press  on your remote.
2. Move to the right side of the screen and select ‘View my WishList Searches.’
3. Choose the WishList search you want to edit. From there, you can choose:
 - **Edit WishList Search Terms:** Change the search criteria.
 - **Rename this WishList:** Change the name of the WishList search.


 You can also edit your WishList search from the OnePass Manager. Select the Menu icon  from the Home screen, then choose > ‘Manage’ > ‘OnePass Manager.’




- **Modify Recording Options:** Turn auto-recording on or off. If auto-recording is on, you'll can choose whether to record only new shows (or reruns as well), how many shows to keep, and more.

LIVE TV

When you're watching a show as it's broadcast, you're watching live TV. Press  to go to live TV from any TiVo screen.





As you change channels, you'll see a status bar at the bottom of the screen. This bar contains useful information, like the show title, time of airing, channel, whether the show is in HD, what's up next. When available, a tip will let you know that you can press  to start from the beginning. In addition, the TrickPlay bar shows you your current "location" in the broadcast. See below for more on using TrickPlay.

TRICKPLAY™





1. First, press the PAUSE  button. You can pause live TV for up to 30 minutes.




When you pause live TV, you see a TrickPlay bar showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo box. The thick white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.

2. Press PLAY  to continue watching the show. Next, press REWIND  and the show rewinds. Press REWIND a second time to rewind faster, and a third time to go at triple speed. Press PLAY at any time to return to normal speed.
3. Press PAUSE again, and, with the show paused, press FAST FORWARD  to move a small step forward. Press REWIND to move a small step back. Press PLAY to resume watching at normal speed.
4. While playing, press the REPLAY  button. The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.



5. Press REPLAY again, then immediately press SLOW  to see your own slow-motion replay. To resume normal speed, press PLAY.
6. While playing, press the ADVANCE  button. You'll instantly move forward 30 seconds. (If you press ADVANCE while fast-forwarding, you'll skip to the next white 'tick' mark.
7. Press and hold the ADVANCE  button and presto! You're caught up to live TV.
8. Press and hold the REPLAY  button to skip back to the beginning of the saved portion.

WATCHING MULTIPLE SHOWS AT ONCE

Want to see what else is playing on live TV? While you're watching, press the RIGHT arrow to display the QuickView tuners panel. Use the UP and DOWN buttons to scroll through tuners, and press SELECT  to switch to one. For more on QuickView, see [QuickView](#).




RECORDING THE SHOW YOU'RE WATCHING

You can always record the show you're watching by pressing RECORD  for options.

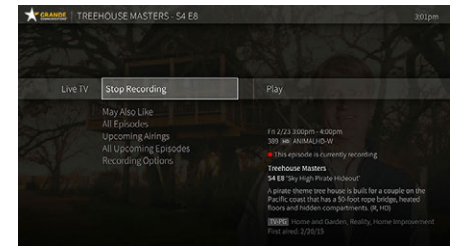
RECORDING THE SAVED PORTION

Up to 30 minutes of the current channel's broadcast is always being saved on your TiVo DVR, even when you're not recording. When you change channels, the TiVo DVR clears the saved portion on the tuner you're watching and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or don't change the channel.

To record the saved portion in addition to the rest of the program, press RECORD  before changing the channel.

STOPPING A RECORDING



You can stop any recording in either of two ways: press the RECORD button while watching live TV, then choose 'Stop recording.' Or, from the My Shows list, choose a title that's currently recording, then move left to choose 'Stop recording.'



QUICKVIEW

Want to take a quick look at what else is on? Simple. While you're watching live TV or recorded show, QuickView lets you see what else is playing now or coming up without missing the action on the show you're watching.

QuickView panels appear over the video you're watching, with just a click of your remote control:

- UP shows you what's coming up on live TV with a condensed guide. To close this panel, press .
- DOWN displays the SmartBar, with quick access to the shows you watch regularly, based on the current time and day of the week.
- LEFT brings up your favorite channels. You can set your favorites by selecting the Menu icon  from the Home screen and then choosing 'Settings' > 'Channel Settings.'
- RIGHT shows you what's playing on other tuners.

In each panel, use the UP/DOWN or LEFT/RIGHT buttons to move around. Press SELECT to switch to channel, tuner, or show that's airing, or to set up a recording.

UP: One-line guide



DOWN: SmartBar





LEFT: Favorite channels




RIGHT: Tuners



THE INFO BANNER

The info banner displays the show's title, description, ratings, and other information. To view the info banner while watching a show, press INFO . Icons in the info banner are shortcuts to corresponding features. Use the UP/DOWN arrows to highlight an icon, then press SELECT .

From the info banner, you can:




- Turn closed captioning on or off.
- Record the show.
- Create a OnePass search for the show. Learn more in [OnePass™ searches](#).
- Add the channel to your Favorite Channels list (or remove it from the list). (To set favorite channels, select the Menu icon , from the Home screen, then go to 'Settings' > 'Channel Settings'.)
- Lock the channel (require a [Parental Controls](#) PIN to access).
- Choose 'More Info' to go to [Series, Movie, & Episode screens](#).
- Change the audio track (when other audio tracks are available).
- Change the Aspect Correction mode.



QUICKMODE™

It's not fast-forward, it's QuickMode! QuickMode lets you watch a show 30% faster, while also letting you hear what everyone is saying.

QuickMode is available while you're watching a recorded show, or if you're "behind" live TV (for instance, if you have rewound a show that's airing live). Here's how to use it:


1. While watching a recorded show, press the PLAY button  on your remote to bring up the status bar.
2. Press SELECT  to start Quick Mode.
3. When you're finished watching in QuickMode, press SELECT  again to resume watching at normal speed.


With QuickMode, you get the speed of fast-forward, without missing any of the details.



VOICE

Note: Contact Grande for voice remote availability.

To control your TiVo box with your voice, you must use a TiVo voice remote that is paired correctly with your TiVo box. (For TiVo Mini users, your Mini must be connected to a DVR host that is using the new TiVo experience.) If your remote is paired, the activity light will flash yellow with each button press. If it's not paired, the activity light will flash red with each button press. Usually, the remote is paired during installation, but if you need to re-pair your remote or set up a new remote, select the Menu icon  from the Home screen, then go to 'Settings' > 'Remote, CableCARD, & Devices' > 'Remote Control Setup.'

To issue a voice command, press and hold the  button, and speak naturally into the remote (note the microphone location in the image to the right). Release the button when you have finished speaking.

Here are some things you can do with voice:

- Search by title, actor, or keyword: "Find Modern Family" or "Show me some action movies."
HINT: Add on to your initial command to get more specific. For example, after the command, "Show me some action movies," you could add "From the 80s...just the ones with Bruce Willis."
- Watch a show: "Watch Modern Family."
- Launch an app: "Launch Netflix."
- Change channels: "Go to NBC."
- Go to a TiVo menu screen: "Take me home," or "Show me the Guide."






MANAGE

On your TiVo DVR, the To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. The OnePass Manager prioritizes all your repeating recordings and lets you manage conflicts and set options. And Recording Activity lets you know what your DVR has or has not recorded and why.

TO DO LIST

Note: You can manage your To Do List only on a DVR.

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. To view the To Do List, select the Menu icon  from the Home screen, then choose 'Manage' > 'OnePass Manager.' 'To Do List.'

You'll see a list of all shows scheduled to record in the next two weeks, including shows that have conflicts with other recordings. To view the list without conflicts, or with conflicts only, press the  button to cycle through views. Press SELECT  on any show to see available options.


CANCELING A RECORDING

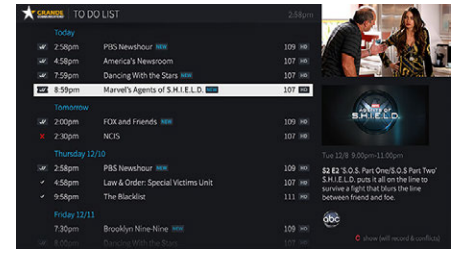
To cancel a recording, just highlight the show title on the To Do List and press CLEAR.



ONEPASS MANAGER


Note: You can manage OnePass searches only on a DVR.

OnePass searches and auto-recording WishList searches are listed and prioritized by the order in which you set them up: the first is at the top of the list and has highest priority, and so on.

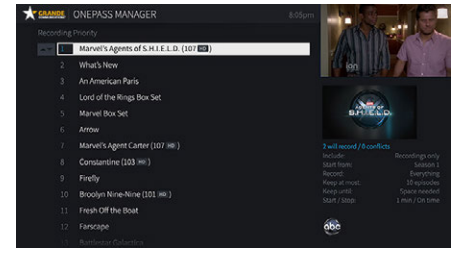
To view the OnePass Manager, choose select the Menu icon  from the Home screen, then choose 'Manage' > 'OnePass Manager.'



 In the To Do List, individual recordings are marked with a single check mark in a circle: 

OnePass® recordings and manual repeating recordings are marked with a ticket with a double check mark: 


Auto-recording WishList® searches are marked are marked with a ticket with a star: 



Prioritizing your OnePasses and WishList searches is important in case of recording conflicts (when too many shows are scheduled to record at the same time). Because your TiVo DVR has multiple tuners, and because OnePass works best when you include streaming videos, recording conflicts should be minimized. However, when too many shows conflict, the highest priorities are recorded.

Use the UP/DOWN arrows to highlight a repeating recording, and press LEFT to highlight the arrows to the left of the title. Then use the UP/DOWN arrows to move the selected title up or down in the list.


EDITING A REPEATING RECORDING

You can also use the OnePass Manager to view and change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass or auto-recording WishList search. Highlight the show title and press SELECT  to view available options.

RECORDING ACTIVITY

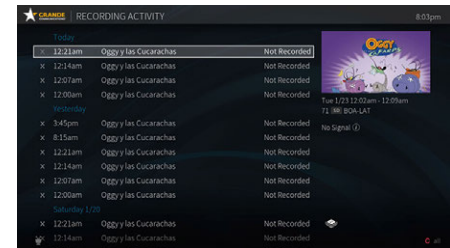
Note: You can view Recording Activity only on a DVR.

Use the Recording Activity screen to see why a particular show was not recorded, why it's not scheduled to record, or when a recording was deleted from your My Shows list.

To view Recording Activity, select the Menu icon  from the Home screen, then chose 'Manage' > 'Recording Activity.'


The History is organized by date; use the UP/DOWN arrows to browse the shows in the list. Select the show's title for more information about it.

Note: A show will not be recorded if it appeared in your My Shows list or To Do List in the previous 28 days.






PARENTAL CONTROLS

Parental Controls help you make sure your family has access to only those shows you want them to watch. From the Home screen, select the Menu icon  from the Home screen, then choose 'Settings' > 'Parental Controls.'

TURN PARENTAL CONTROLS ON/OFF

To turn Parental Controls on, use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation. When you turn off Parental Controls, the password is deleted and anyone can view any shows or watch any channels.

When Parental Controls are on, a lock icon will appear on the Home screen next to the Menu icon .

HIDE ADULT CONTENT

When this setting is on, adult shows do not appear in search results, and titles/descriptions of adult shows are hidden in the program guide and My Shows. You will need to enter the Parental Controls PIN to watch any adult content.

SET RATING LIMITS

Movies originally meant for release to theaters have a different rating system from shows made for TV. Use rating limits to set rules for both rating systems.

Highlight the rating option, and then use the left/right arrows to change the rating limit.

LOCK CHANNELS

When a channel is locked, the Parental Controls PIN must be entered to view the channel. You can lock specific channels, or all channels.




CHANGE PIN

Enter a new PIN, then re-enter the new PIN to confirm.


VIDEO ON DEMAND



Your TiVo box has access to thousands of the latest hit shows and movies — most of them free!

Whenever you search for a show, available On Demand shows are included in the results. It's just that easy to find the shows you want. But if you'd rather browse the available On Demand offerings, just press the ON DEMAND button to . This will take you the main screen of available content.

CHOOSING A VIDEO



To select an on demand video:

1. On the main video on demand page, you'll see a list of categories (like 'New,' 'Drama,' or 'Comedy') to choose from. Highlight the category you wish to browse and press SELECT .
2. If you are offered sub-categories, choose a sub-category and press SELECT.
3. A list of available videos is displayed. You'll see the video's price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press SELECT. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to 'Play.' Select 'Play' to start the video.


If the video must be rented to view it, the information screen will have an option to 'Rent & watch now' (the price will be listed). Select 'Rent & watch now' to order the video. You will be asked to confirm your purchase by pressing the THUMBS UP  or THUMBS DOWN  button.

CONTROLLING A VIDEO

Stopping the video. Once you've started watching your video, you can stop it at any time by pressing BACK. Partially watched videos are stored in the 'My Rentals' folder. See [Watching a saved video](#) for information on watching a video saved in the 'My Rentals' folder.

Pausing: Press the PAUSE button . To resume playing, press the PLAY button .

Rewinding: Press the REWIND button . When you are ready to watch, press PLAY.



Fast Forwarding: Press the FAST FORWARD button . When you are ready to watch, press the PLAY.

Note: Some videos from the available video on demand library may not allow you to fast forward.

WATCHING A SAVED VIDEO

Partially and completely viewed on demand videos are saved in the 'My Rentals' folder for as long as they are available from the On Demand library. You can watch them again at any time during the rental period.

To restart a video in progress, or to re-watch a video you have already viewed:

1. Press the ON DEMAND button .
2. Select the 'My Rentals' folder, and then select the video you want to watch.
3. Select 'Resume playing' to start playing from where you left off, or, to play the video from the beginning, press the RIGHT arrow  to select 'from beginning.'

APPS

VIDEO APPS


To find video apps, from the Home screen choose 'Apps.'

App categories include favorites, video, music, sports, and kids. Move LEFT or RIGHT on the filter strip to cycle through categories.

To choose a favorite app, highlight it and press THUMBS UP .

MUSIC APPS

Your TiVo box is really an entire digital home entertainment center, with access to your photos, music, and more!

From the Home screen, select 'Apps.' To choose a favorite app, highlight it and press THUMBS UP .

Music apps include:

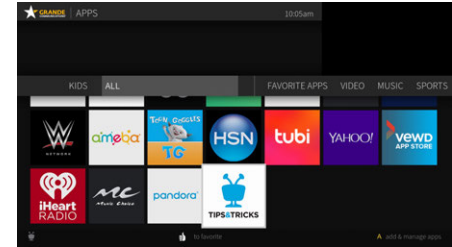
Plex: Plex organizes your video, music, and photo collections and streams them right to your TiVo box.

Music Choice: Access to one hundred free audio and video channels. Plus thousands of music videos on demand.

Baeble Music: Carefully curated music videos, concerts, and articles about prominent and up-and-coming artists.

iHeartRadio: Listen to thousands of free stations, or create personalized custom stations from millions of songs.


Pandora® Internet Radio: Pandora is a free service that lets you create custom Internet radio stations personalized just for you. Tell Pandora one of your favorite songs, artists, or composers, and it will create a radio station that explores that kind of music.



WATCHING IN OTHER ROOMS

You can access recordings saved on one TiVo DVR from another TiVo DVR on your home network.

Note: Because a TiVo Mini is already connected to a host DVR, these instructions do not apply. The host DVR's shows are already visible in Mini's My Shows list; you do not need to select a DVR from the bottom of the list.

1. Go to the device you want to stream or transfer recordings to.
2. From the TiVo Central screen, select 'My Shows.'
3. At the bottom of the My Shows list, highlight the TiVo DVR you want to stream or transfer recordings *from*.
4. Press the SELECT button  to see the other TiVo DVR's My Shows list.

Note: Some recordings cannot be streamed or transferred due to the copy protection assigned to them by the program provider. These recordings are usually marked with a red circle-slash icon.

5. Find the recordings you want to stream or transfer from the other TiVo DVR. Highlight it and press SELECT.

If you are streaming the recordings, you can start to watch it immediately. If you are transferring the recordings, you can choose to watch it as it transfers, or continue browsing and choosing shows to transfer.

You can pause, rewind, fast forward, and play streaming video or transferred shows in slow motion just as you would live TV!



Recordings that cannot be transferred due to copy protection are marked with the red circle-slash icon.*

*Not all programming may be transferred using the Multi-Room Viewing or TiVoToGo™ features due to the use of copy protection mechanisms permitted under the FCC's encoding rules. Some shows cannot be transferred due to the copy protection assigned to them by the program provider. These shows usually are marked with a red circle-slash icon (47 C.F.R. 76.1904).


THE TIVO APP

Easily stream or download recordings to your mobile device using the TiVo app! (Bonus: The TiVo app also lets you schedule recordings, control live TV, search for shows, and more!) Download the free TiVo app from the App Store or Google Play.



HELP & TROUBLESHOOTING

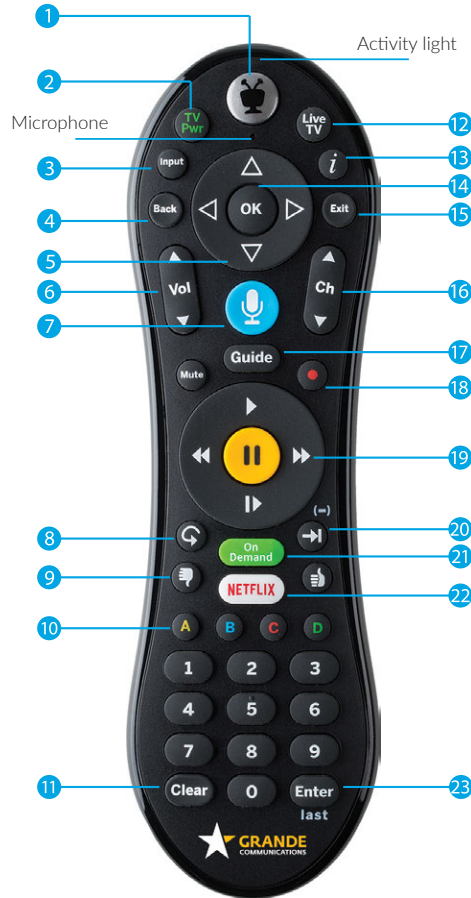
Got a question? Here's how to find answers:

- 1. Get how to information.** Find detailed instructions on how to use the many features of the new TiVo experience. Press the TiVo button on your remote > Go to 'Apps' and click on 'Tips & Tricks' where you will find tutorials to help you enjoy TV your way.
- 2. Use the help screens on your TiVo DVR.** For general troubleshooting, go to the Home screen, select the Menu icon  from the Home screen, then choose 'Help' > 'Tips & Troubleshooting.'
- 3. Use online support.** Visit Customer Support online [at mygrande.com/tivo-experience](https://mygrande.com/tivo-experience).
- 4. Call Customer Support.** If you still have questions, contact a Customer Support agent by calling 1-866-247-2633.

VOICE REMOTE

Note: Contact Grande for voice remote availability.


- 1 The TIVO BUTTON takes you to the Home screen.
- 2 If programmed, TV PWR turns your TV on or off. Go to 'Menu' > 'Settings' > 'Remote, CableCARD, & Devices' > 'Remote Control Setup' to program.
- 3 If programmed, use INPUT to select the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. In live TV, press UP for the one-line guide, DOWN to see personalized predictions, LEFT for your favorite channels, and RIGHT to see what's on other tuners.
- 6 If programmed, VOLUME and MUTE control the volume on your TV or AV receiver.
- 7 Press and hold the VOICE button to issue voice commands.
- 8 REPLAY repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show. When browsing, press to jump to the first item in a strip.
- 9 Use the THUMBS UP and THUMBS DOWN buttons to rate shows to influence which shows get recorded as TiVo Suggestions.
- 10 The A, B, C buttons set options and sort and filter views, and to turn accessibility features on or off. Press and hold A for the screen reader, B for closed captioning, or C for video description.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.







- 12 LIVE TV takes you to live TV and lets you cycle through tuners.
- 13 INFO shows the info card while watching a show; press this button again to make it disappear.
- 14 Press OK to choose menu items.
- 15 Use EXIT to close certain apps.
- 16 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the guide.
- 17 GUIDE takes you to the on-screen program guide.
- 18 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide.
- 19 While watching shows, use these buttons to control playback. Press up to three times for three speeds. In the TiVo menus, use REWIND and FAST-FORWARD to move quickly through strips. Press PLAY and then OK to start/stop QuickMode™.
- 20 ADVANCE moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press to jump to the next tick mark when fast-forwarding or rewinding. Use to enter a dash when tuning to OTA sub-channels.
- 21 Press ON DEMAND to go directly to the video on demand library.
- 22 Press the NETFLIX button to launch the Netflix app.
- 23 ENTER/LAST returns to the last channel viewed.




REMOTE CONTROL ESSENTIALS


Press the TiVo button  once to go to the Home screen, or twice to **go to the My Shows list**—your list of recorded shows.

To go back to the previous screen or exit apps, press BACK .


While watching live TV or a recorded show, use your remote to bring up QuickView panels. UP  shows you a condensed guide; DOWN  displays the SmartBar; LEFT  brings up your favorite channels; and RIGHT  shows you what's playing on other tuners.


While watching a recording, press PLAY  to bring up the status bar, and then press OK  to start QuickMode™ -- that's speeding up a show without missing any dialogue! Press SELECT again to play at normal speed.

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

Press ADVANCE  to **move forward 30 seconds** or to **jump to the end of list**. Press and hold to catch up to live TV.

Press REPLAY  to **jump back 8 seconds** or to **jump to the beginning of a strip**. Press and hold to jump to the beginning of a show.

Add menu items to the Home screen by pressing  for options.

To issue voice commands, press and hold the  button. Speak naturally into the microphone (see location in the Remote Control Setup diagram). Release it when you are finished speaking. *(Contact Grande for voice remote availability.)*

REMOTE CONTROL TROUBLESHOOTING

Press any button on the remote. Does the activity light above the TiVo button on the remote flash?

If the activity light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries.

If the activity light on the remote does flash, but the lights on the front of the device do not respond to the remote, restart your device by unplugging it, waiting 15 seconds, then plugging it back in.

See the Troubleshooting chapter for more help with your remote control.

Activity light






REMOTE CONTROL SETUP

PROGRAMMABLE BUTTONS


When programmed, the POWER, INPUT, VOLUME, and MUTE buttons on the TiVo remote can control your TV or AV receiver.

From the Home screen, Choose the Menu  icon, and then select 'Settings' > 'Remote, CableCARD, & Devices' > 'Remote Control Setup.' Follow the on-screen instructions.

PAIRING

To use voice commands and to control your TiVo box even if the box is not in direct line of sight with the remote (for instance, if it is behind a cabinet door), your remote must be paired with your TiVo box.


The remote should be paired and ready to use after installation. If the activity light on the remote flashes yellow with each button press, it has been paired successfully.

If the activity light flashes red with each button press, your remote is not completely paired and cannot use voice commands. Choose the Menu  icon, then select 'Settings' > 'Remote, CableCARD, & Devices' > 'Remote Control Setup' > 'Remote Control Pairing' and follow the on-screen instructions.



VOICE COMMANDS

Note: Contact Grande for voice remote availability.

To issue a voice command, press and hold the  button, and speak naturally into the remote (note the microphone location above). Release the button when you have finished speaking.

Here are some things you can do with voice:

- Search or browse: "Find Modern Family" or "Show me some action movies."
- HINT:** Add on to your initial command to get more specific. For example, after the command, "Show me some action movies," you could add "From the 80s...just the ones with Bruce Willis."
- Watch a show: "Play the latest episode of Game of Thrones."
- Launch an app: "Launch Netflix."
- Change channels: "Go to NBC."
- Go to a TiVo menu screen: "Take me home" or "Show me the Guide."

GLOSSARY OF ON-SCREEN ICONS

MY SHOWS & SMARTBAR



This item is a streaming video.



Recording will be kept until space is needed.



Recording will be kept until you delete it.



Recording may be deleted to make room for other recordings you have requested, but only if space is needed.



Show is currently being recorded.



Multiple recordings available.



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



Folder – contains more than one episode of the same series.



New episode(s) available.



Show is airing live.

TO DO LIST & UPCOMING EPISODES



Show will be recorded as an individual recording (not part of a OnePass™ or WishList search).



Show will be recorded as part of a OnePass search.



Show will be recorded as part of a WishList search.