

Welcome to Cogeco's TiVo® PVR experience



 **COGECO**
Switch on amazing

 | **TIVO™**

TiVo® PVR User Guide.

Welcome to TV like you've never seen it.

Get the most out of your TiVo® experience.

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Get ready to live the TiVo® experience.

Awesome features

Record up to 6 shows in HD at once.



Only TiVo® from Cogeco lets you record up to 6 shows at the same time. You can set it to record single episodes or the entire series. TiVo also lets you watch 5 live TV shows simultaneously. Never miss a show again – now your whole family can watch what they want, where they want. No more arguments, just great entertainment.



Awesome features

Personalized TiVo® recommendations – only from Cogeco.

The Discovery Bar appears at the top of most TiVo® screens and it suggests shows you might like based on what shows you record and mark as your favourites.

You can rate any show – whether it's live, recorded, or listed in the program guide – by pressing the THUMBS UP® or THUMBS DOWN® button on your remote. You can give a show up to three Thumbs Up (love it) or three Thumbs Down (dislike it). TiVo then uses these ratings to learn what you like and improve recommendations.



Awesome features

One search. All the content.

Only the TiVo® experience offers fully integrated search. No other device instantly scans across all TV programming, including your recordings, Cogeco On Demand and available Netflix titles to find exactly what you want. It's like an entertainment search engine presenting you with a list of nothing but great options.

Search by show title, episode title, show description, or cast or crew member (e.g., actor, director, etc.). You can even search for a particular channel by its network name or call sign (e.g., CTV or Global).



Watch these titles now on Netflix.



Netflix at the touch of a button.

TiVo from Cogeco offers an integrated Netflix experience. Plus, you can bring all your favourite apps, like YouTube™ and Facebook, together with your favourite programs, so you have access to all that content at the touch of a button. No more jumping back and forth to decide what to watch – now, everything you want is all in one place.

Awesome features

Take it all with you with the TiVo® App.

Watch, browse and manage your TV anywhere with mobile control. With the Cogeco TiVo App, easily move your programs onto your smartphone or tablet so that you can watch recordings of your favourite shows on the train or bus, in the air or at the cottage – even when you're not connected to the Internet. The app also lets you program the recordings, control your TV, browse for shows and more, all using your mobile device.

Download the free Cogeco TiVo App from the App Store and:

- Watch live shows
- Watch recorded shows on your mobile device
- Download shows to take with you on the go to watch even when you're not online
- Schedule recordings from anywhere
- Browse current listings and What to Watch
- Manage your recordings



Read on to learn how to get the most out of your TiVo experience. ▶

TiVo® tips and tricks

Make the most of your personalized TV experience.

In the next few pages, you'll learn the basics of how to use your TiVo and its remote. If you come across an issue that requires further assistance, we're always here to help.

Here's how you can always find answers:

- Find detailed instructions on how to use the many features of your TiVo® PVR at cogeco.ca/TiVosupport
- Use the Help screens on your TiVo PVR – go to Settings & Messages > Help
- Contact Cogeco Customer Service at **1-855-701-4881**

Dive into a new way of experiencing TV.

Press the TiVo button on your remote control to get to the TiVo Central® screen, the starting point for all of TiVo's amazing features.

For more help using your TiVo PVR, visit cogeco.ca/TiVosupport



How to: Control your TiVo experience.

Guide takes you to the program guide, where you can find shows to watch or record. Press it again to clear the guide.

Press **Record** to start recording the show you're watching, or to set up a recording for a show selected in the program guide.

Play starts playing a show from the My Shows list.

Fast Forward fast forwards through a show. Press it up to three times for three speeds.

How to program a remote to control a TV/stereo

You can program your TiVo remote to only have to use one remote to control your TV or sound system.

From TiVo Central, select Settings & Messages > Remote, Devices & Conditional Access > Remote Control Setup.



Live TV takes you to live TV. If you're watching live TV, use it to swap tuners.

Info shows the info banner while watching live TV. Press it again to make it disappear.

Use **Zoom** to change the way programs are displayed on your TV.

Use the **Channel Up/Down** buttons to change the channel and to page up/down while in the program guide or TiVo menus.

Advance moves forward in 30-second increments. Press and hold to jump to the end of the show. Or, press Advance to jump to the next tick mark when fast forwarding or rewinding.

The **A, B, C, D** buttons sort and filter views. Look for the on-screen tips.

Enter/Last returns you to the last channel tuned in to live TV. It also works like the Select button when in Guide view.

Clear removes the display of the channel banner or program guide, and deletes titles from the My Shows or To Do list.

How to: Change the channels displayed in the Guide.

By default, all available channels are displayed in the Guide. You have 3 options to change the list.

From the Guide, press button **A** on the remote control to display the Guide's options. Go to "Channels" and select one of the 3 options:

- **All:** display all channels available
- **My Channels:** only display the channels selected in the list of channels

(From the TiVo Central screen, select Settings & Messages, then Settings, Channels, Channels List. Then select or deselect the channel you want to add or remove from "My Channels" in the guide.)

- **Favourites:** only display the channels you have identified as favourites

(To identify a channel as favourite, press the button **Guide** of your remote control, highlight the number and the name of the channel and press the button **Thumbs Up**)

Recordings.

1. How do I record a show?

While you are watching a show:

- Press the button **Rec** on your remote control, then select “Record this episode/movie.”
- From the Guide – highlight the title of the show you want to record and press the button **Rec** on your remote control. Then select “Record this episode/movie.”

2. How do I record a series of multiple episodes?

Press the button **Rec** on your remote control, select “OnePass & other options,” then select “Create a OnePass.”

3. Where are my recordings?

All your recorded shows are in the section “My Shows.” Press the button **TiVo Central** twice to see all your recordings. You can modify the way they are displayed, remove a recording or recover a deleted recording.

4. How do I watch my recordings?

Two ways to watch your recordings:

- Categories: use the section on the left to filter your recordings by categories (TV shows, Movies, Sports).
- Filter: use buttons **A**, **B** and **C** to apply some filters.

If you don't find a recording, be sure you are in the right category and that there is no active filter in the list.

5. How do I delete a recording?

Delete a movie or a TV show:

- Highlight the movie or the TV show you want to delete, then press the button **Clear** on your remote control.

Delete a series of episodes:

- Highlight the folder of the series (blue icon) you want to delete, then press the button **Clear** on your remote control and select “Delete everything in this folder.”

6. How do I recover a recording?

With the arrows from the remote control, scroll the list of recordings to access the folder “Recently Deleted Recordings.” Press the button **Select** on the remote control. Highlight the title you want to recover, press the button **Select** from the remote control and select “Recover this show.”

Then the show will be available in “My Shows.”

You can see the list of all deleted shows in the recordings management section:
[TiVo Central > Search, OnePass, & Manage > History.](#)

TiVo Suggestions are recommendations.

TiVo Suggestions are recommendations based on your preferences following your recordings and show ratings. They automatically record the shows and movies that the system thinks you will like and make them available on your recorder.

TiVo Suggestions will never prevent your shows from being recorded, and they will always be the first recordings deleted when you need more space for your recordings.

Where can I find my TiVo recorded recommendations?

Go to TiVo Central > My Shows.

All of your suggestions will appear in the TiVo Suggestions folder, which can be found at the bottom of the My Shows list. TiVo suggestions have a round TiVo icon next to them.

How do I enable or disable the “TiVo Suggestions”?

Go to TiVo Central > Settings & Messages > User Preferences > TiVo Suggestions.

Highlight “Yes” to record TiVo Suggestions, or “No” to turn them off, and then press “Select.”

Discovery Bar.

What is the Discovery Bar?

Similar to TiVo Suggestions, the Discovery Bar offers you shows that you might like based on your recordings and your show ratings, and will even offer live content and new releases from Cogeco On Demand.

Use the buttons **Thumbs Up** or **Thumbs Down** from your TiVo remote control to indicate what kind of show you like or not.

How to change the categories in the Discovery Bar?

You can also select the categories of content you want to see in the **Discovery Bar** by selecting options from TiVo Central and Settings & Messages > User Preferences > Customize Discovery Bar.

TiVo® tips and tricks

Mobile application.

1. What is the TiVo Mobile app?

Stream live or recorded shows to your mobile devices, so you can keep up with your favourite shows from anywhere in your home and out of home.

2. Where can I find the app?

On the Apple App Store, Google Play Store and Amazon Appstore.

3. How can I connect to the app?

To open a session, use your “My Account” username and password. If you’re not registered to “My Account,” you can visit My Account on cogeco.ca and select “New user? Create a My Account profile.”



Netflix.

How do I access Netflix?

From TiVo Central, select Apps & Cogeco On Demand.

What is the bandwidth usage?

Netflix and other online streaming video services, like YouTube, and applications in the Vewd app store will be calculated in your monthly Internet usage.

Integrated search.

What is it?

The TiVo integrated search makes it easy to find a show or movie by title, actor or keyword. TiVo searches live TV shows, On Demand, recorded content and all Netflix titles to offer what you are looking for.

How does it work?

From the TiVo Central screen, select Search, OnePass, & Manage > Search, and select the letters of the show you are looking for.

Account Details

Your Internet information.

IMPORTANT Write down your Cogeco Wi-Fi network information.

Write your Cogeco Wi-Fi network information here so that you can have it handy in the future. The default network information can be found on the back panel of the Wi-Fi modem provided by Cogeco.

Wi-Fi Network Name:	
Wi-Fi Network Password:	
Cogeco My Account Name:	
Cogeco My Account Password:	
Email:	



We're here to help.

For additional tips and troubleshooting,
visit our FAQ page: cogeco.ca/TiVosupport

If you ever require assistance, one of our Technical Support or Sales
Support specialists is available to help you 24 hours a day, 7 days a week.
Call us at **1-800-267-9000**.

