



THE TIVO[®] SERVICE
FROM COGECO
TIVO DVR & MINI QUICK GUIDE



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ADDITIONAL INFORMATION

1. Available where technology permits. The purchase or rental of a digital receiver is required to access Digital Television service from Cogeco. An environmental handling fee (EHF) payable to



the OES (Ontario Electronic Stewardship) or EPRA (Electronic Products Recycling Association) will be absorbed by Cogeco when electronic equipment is rented (digital receiver, modem and EMTA). Installation and/or activation fees may apply. Photos are for illustrative purposes only. The TiVo service from Cogeco requires the subscription to the rental of a TiVo box, Cogeco High Speed Internet and the Cogeco wireless modem as well as a minimal subscription to the Basic Channels package. Each additional television set requires the subscription to the rental of a TiVo Mini receiver. The TiVo service from Cogeco can support up to 6 connected television sets. Installation charges may apply for additional outlets. The TiVo service from Cogeco is an Internet-based service. Approximately 1GB of data traffic will be consumed between the TiVo boxes and the Internet to supply programming information and this will be counted against a customer's monthly Internet usage limit. The content accessed via Internet applications such as Netflix and Youtube consumes data and this will be counted against a customer's monthly Internet usage limit. Depending on the type of Internet package chosen by the customer, additional charges will apply for exceeding bit cap usage allowed for each Cogeco specific High Speed Internet package.

2. Netflix is available in certain countries. Streaming membership required. More information at www.netflix.com.
3. Cogeco On Demand service is offered where the technology is available and for customers who meet the Cogeco On Demand access requirements. Access to some contents may require a subscription to the TV package containing the associated digital channel. Channel availability may vary per region.
4. Access to the mobile apps requires a subscription to the TV package containing the associated digital channel. Channel availability may vary per region. The content viewed on mobile apps requires bandwidth, which is included in the customer's

Internet or cellular data package. Additional usage fees may apply if the customer exceeds the monthly data transfer capacity (GB) included in his package.

5. Ability to view transferred recorded shows on iOS 7.0 or greater platform or on Android 4.1 or greater platform where content rights permit does not require an Internet connection while a Cogeco Wi-Fi local network connection is required to download content to mobile devices.
6. Ability to view shows in or out of the home, where content rights permit, on iOS 7.0 or greater platform or Android 4.1 or greater platform.



TIVO[®]

DVR & MINI

WELCOME



TIVO[®]

DVR & MINI

TABLE OF CONTENTS

USING THIS GUIDE	2
QUICK TOUR – THE TIVO CENTRAL [®] SCREEN	4
QUICK TOUR – MY SHOWS	6
QUICK TOUR – ONEPASS [™] SEARCHES	10
QUICK TOUR – STREAMING VIDEOS	13
QUICK TOUR – FINDING SHOWS	14
QUICK TOUR – WATCHING LIVE TV	21
QUICK TOUR – QUICKMODE [™]	24
QUICK TOUR - PARENTAL & PURCHASE CONTROLS	25
QUICK TOUR – USING THE GUIDE AND MINI-GUIDE	27
QUICK TOUR – MANAGING RECORDINGS & ONEPASS	29
QUICK TOUR – COGECO ON DEMAND	31
QUICK TOUR – APPS	33
QUICK TOUR – THE COGECO TIVO APP	34
TROUBLESHOOTING	35



USING THIS GUIDE

Thank you for choosing the TiVo experience from Cogeco. The quick tours in this guide describe features of the TiVo Service from Cogeco running on the following TiVo devices:



The TiVo digital video recorder (DVR) has six tuners and a hard drive allowing you to pause and rewind live TV. You can record six shows in HD simultaneously. You can watch five live TV shows at the same time.



The TiVo Mini set-top box (STB) is a tuner-less, all-purpose companion to your TiVo DVR (the TiVo Mini uses your home network to “borrow” a tuner from a connected TiVo DVR). With the TiVo Mini, you can watch live TV, search and browse for shows, watch shows saved on your TiVo DVR, enjoy Cogeco On Demand, and more. You can even start watching a show in one room and finish it in another!

Note: Most of this guide applies to using the TiVo Service from Cogeco on TiVo DVRs and Minis. Any specific service differences between the TiVo DVR and the TiVo Mini are noted. For information on the TiVo HD Receiver, visit cogeco.ca/tivoservice/support.

BASIC TERMS

When we talk about the TiVo Service from Cogeco, 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. When you resume watching, you’re “behind” live TV. (You can always get to live TV by pressing the **Live TV** button  on your TiVo remote control.)

Multi-tuner. A tuner is a device found inside DVRs, TVs, cable boxes — anything designed to receive TV signals, including the TiVo DVR. A tuner picks one channel to display; it “tunes” to that channel. The TiVo DVR has multiple tuners inside and it can simultaneously record different shows on the different tuners (pressing the **Live TV** button on your TiVo remote will switch among the tuners). See [Watching multiple shows at once](#) for more information about switching tuners.

Streaming. Streaming means watching a video directly from another device or streaming app; there’s no need to transfer or download it first. With the TiVo DVR, you can stream shows to your TiVo Mini, or to a mobile device (like an iPhone, iPad, or iPod Touch). And, you can stream shows to your TiVo DVR and TiVo Mini from online sources like Netflix and Cogeco On Demand.

Host/Client. When your TiVo DVR streams shows to the TiVo Mini, the DVR is a “host.” The TiVo Mini, as the device receiving the shows, is the “client.”

TiVo Service from Cogeco. If the TiVo DVR (or TiVo Mini) is the body, the TiVo Service from Cogeco is the brains! The program



information provided by the TiVo Service from Cogeco powers the program guide, allowing you to search for shows, and more. [Searching for shows \(and more!\)](#) for more information.

CableCARD™ Decoder. A CableCARD decoder allows your TiVo DVR to receive digital cable channels without a cable box. Your TiVo DVR comes with the CableCARD already installed. You should not remove the CableCARD at any time.



QUICK TOUR – THE TIVO CENTRAL® SCREEN

YOUR STARTING POINT FOR JUST ABOUT EVERYTHING!

The TiVo Central screen is the starting point for just about everything you do with your TiVo box. From the TiVo Central screen, you can see a list of all your recorded shows and/or streaming videos, find new shows to watch, explore great video-on-demand choices, and more.

To get to the TiVo Central screen from live TV or any TiVo screen, just press the **TiVo** button  at the top of your TiVo remote control. Use the **Up** , **Down** , **Left** , and **Right**  arrows on the remote to move around, then press the **Select** button  on an option that interests you.

THE VIDEO WINDOW

The Video Window is located in the upper right corner of the TiVo Central screen and most other TiVo menu screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered the TiVo Central screen.

On DVRs and Minis, you can press the **Pause** button  on your TiVo remote to pause what's playing in the Video Window, and press **Pause** again to resume playing.

To temporarily hide the Video Window, press the **Slow** button . Press **Slow** again to restore the Video Window.

If you'd rather permanently turn off the Video Window, from the TiVo Central screen select "Settings & Messages," then "User Preferences," then "Video Window."



To return your show to full screen from TiVo Central or any other TiVo menu screen, just press the **Zoom** button  on your TiVo remote.



DISCOVERY BAR

The Discovery Bar is the bar of images across the top of the TiVo Central screen and many other TiVo menu screens. What you'll see in the Discovery Bar depends on you! Often, the Discovery Bar displays ideas for shows you might like based on what shows you record and mark as your favourites. For example, if you record the show "The Voice," the Discovery Bar might display thumbnails for other shows, like "So You Think You Can Dance." It all depends on what you're interested in and what's available to you.

The Discovery Bar also displays lots of other great viewing options: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new Cogeco On Demand shows, and more!

Press the **Up** arrow  to move up to the Discovery Bar, then the **Left**  and **Right**  arrows to move around. Press the **Select** button  on an image that interests you to open an information screen about that item.

WHAT TO WATCH NOW

"What to Watch Now" sorts through all of your channels and video provider offerings to show you a list what's available right now. Choose from popular live TV shows, live sports events, movies, and more! Just select "What to Watch Now" to get started. (You can also select "What to Watch Now" from your My Shows list.)

... AND MORE!

From the TiVo Central screen, you can find shows, manage upcoming recordings (if applicable), and explore a variety of apps available on your TiVo box. You'll learn more about many of these options later in this Guide, but remember — it all starts from TiVo Central.





QUICK TOUR – MY SHOWS

All of your recordings and/or streaming videos are found in the My Shows list. To get to the My Shows list from any menu screen or from live TV, just press the **TiVo** button  twice. (Just press it once if you're already on the TiVo Central screen.) You can also access your streaming apps from the bottom of the My Shows list (beneath individual shows and group folders).

On DVRs and Minis, highlight any title in the My Shows list (even a show that's currently recording) and press the **Play** button  to watch the show from the beginning, or to resume playing from where you left off.

Highlight a title and press the **Select** button to open an information screen where you'll be able to play, delete, or get more information about the show. See [Program details screen](#) to learn more.

To delete an individual show or a folder, highlight it and press the **Clear** button . If you are deleting a OnePass folder that contains recordings, you will have the option to convert recordings to streaming videos. This option can be useful if you are trying to conserve disk space. See [Quick tour – OnePass™ searches](#) to learn more about OnePass.

Note: Deleting a show on your TiVo Mini will delete it from the host TiVo DVR.

AVAILABLE SPACE

On DVRs, a small bar underneath the words "My Shows" on the My Shows screen lets you know how much space you have available for new recordings on your TiVo DVR. If you don't want to see the amount of space used, press the **A** button and choose the option to turn it off.

MY SHOWS CATEGORIES

The left column on the My Shows list contains categories that help you quickly locate shows in the list. Highlight a category in the left column to view shows only in that category; for



When viewing the My Shows list, use the **Ch Up/Down** button to jump an entire page at a time.





example, highlight “Kids” to view only kids’ shows, or “Movies” to view only movies. Personalize your My Shows list by hiding certain categories or changing the category order.

1. Press the **A** button and select “Show categories.”
2. Highlight a category you want to hide, and press **Select**  to remove the check mark.
3. To change the order of the categories, highlight the one you want to move, press the **Right**  arrow, and then use the **Up**  and **Down**  arrows to place the category where you want it.
4. When you're happy with your list, press **A** twice to return to the My Shows list.

Note: When the “Kids” category is turned on, kids shows and movies will appear only in that category. (For example, you’ll find kids movies under “Kids,” not under “Movies.”)

MY SHOWS FOLDERS

Shows are organised into folders, and a number in parentheses to the right of each folder shows how many items it contains. You’ll see the following folders:

- **OnePass folders (one per series):** Each OnePass search you create will have a folder in My Shows containing all available episodes. To learn how to view available episodes only, see [Sorting and filtering shows](#).
- **Streaming Movies:** Contains links to movies that are available to stream. See [Quick tour – Streaming videos](#) to learn more.
- **TiVo Suggestions:** If you have auto-recording of Suggestions turned on, any recorded Suggestions appear here.
- **WishList@ searches:** If your WishList searches are set to auto-record, any matches will be added to a WishList folder.
- **Currently Unavailable** Contains links to streaming videos that are not currently available from any of your video providers. When items become available, they will be moved to the appropriate My Shows category.



When you highlight the group name and press the **Play** button , all of the shows in the group play in sequence, beginning with the oldest.



- **Recently Deleted Recordings** Contains recently deleted recordings that are available for recovery.

A show's title may appear in more than one group. When you delete a show in one folder, the title also disappears from any other group.

SEASON SELECTOR

If a OnePass group 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.

PROGRESS BAR

When you watch a OnePass recording, a progress bar will appear next to its title in the OnePass folder. This can help you keep track of which episodes you've watched, and which you haven't. Note that the progress bar does not appear for streaming videos.

SORTING AND FILTERING SHOWS

You can view My Shows either alphabetically by title (from A to Z) or by date added. Press the **B** button to change how the list is sorted. Press it again to switch back.

When viewing a OnePass folder on a DVR or Mini, press the **B** button to sort by season, date, or newest to oldest. Press the **C** button to filter your OnePass views:

- **My episodes** Displays only episodes that match your OnePass options. For example, if you set up your OnePass to start at Season 3 and exclude episodes that require purchase to view, only free episodes from Season 3 onward will be displayed. You can watch or delete shows from this view.
- **All episodes** Displays all episodes, regardless of your OnePass options. For example, even if your OnePass starts at Season 3 and excludes episodes that require purchase to view, this view will display all episodes in the series. You can watch episodes from this list, but you can't delete them.
- **Recordings** Displays only recordings included in your OnePass. This view can be helpful if you are trying to manage disk space.



In My Shows, available streaming videos are marked with a blue streaming icon: 

Unavailable streaming videos are marked with a grey icon: 



PROGRAM DETAILS SCREEN

You can highlight any show in My Shows and press the **Select** button  to see the program details screen. Options on this screen will vary depending on the program, but may include:

- **Watch now:** For a streaming video, select the video provider to watch the show.
- **Delete now** (or **Stop recording** if recording is in progress).
- **Related videos:** Watch YouTube™ videos related to the show and more.
- **Bookmark in My Shows:** Add a bookmark to a specific episode or entire season of the show.
- **More options:** Choose how long to keep a recording (DVR/Mini only. By default, recordings are saved until space is needed for new ones), view upcoming episodes or broadcasts of a show or movie, get information about a show or cast, or get/modify a OnePass.





QUICK TOUR – ONEPASS™ SEARCHES

ONEPASS: YOUR TICKET TO LIMITLESS ENTERTAINMENT

OnePass gathers every episode of a series available anywhere, every game or match from a specific team, or every sporting event in a league (e.g. NHL, CFL, USL), and adds them right to your My Shows list to watch instantly.

For series, if an episode isn't available on TV or from Cogeco On Demand, OnePass fills in the gaps with episodes from streaming video providers like Netflix. For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., San Francisco, Stanford), nickname (e.g., Giants, Bears), or abbreviation (e.g., NFL, NCAA, UCLA). Forget about knowing when or game will be airing or wondering which streaming video service 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 and on-demand videos don't take up any disk space on your DVR! So when your OnePass includes streaming or on-demand videos, you get more choices without having to worry about saving space for other recordings.

To create a OnePass search, find a series you want to watch, then choose "Create a OnePass." A OnePass folder for the series will be instantly created in My Shows and all available episodes will be added.

To learn more about sorting and filtering a OnePass in My Shows, see [Sorting and filtering shows](#). For common questions about OnePass, see [Troubleshooting](#).

ONEPASS RECORDING OPTIONS

When you create a OnePass, you can choose options that will give you exactly the results you want. Just highlight "Create a OnePass," then press the **Right** arrow and select "Options." You can also change the options of any existing OnePass by going to the OnePass Manager. See [Using the OnePass Manager](#) for more information.

Options include:





Include: Choose to include recordings, streaming and on-demand videos (from sources like Cogeco On Demand and Netflix), or both in your OnePass results. Including streaming and on-demand 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 rented or purchased before viewing. (The TiVo Service from Cogeco will not rent or purchase the items for you; you will have the option to rent or 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 "re-runs" 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 episode in a OnePass by highlighting the title in the To Do List and pressing the **Clear** button . You can delete the entire OnePass or change its options using the OnePass Manager (see [Using the OnePass Manager](#) for more info).



QUICK TOUR – STREAMING VIDEOS

When you look for movies or individual episodes of series using the TiVo menus, your options will include videos available to stream from Cogeco On Demand and other video providers -- no need to switch to a different catalogue or app! When you find a streaming video, choose “Watch now” to watch it instantly.

Don’t have time to watch it now? Rather than search for it again later, add a link to the video directly to My Shows, so it’ll be there waiting when you’re ready. Just choose “Bookmark in My Shows.”

Currently available streaming movies are added to My Shows in the “Movies” category or in the “Streaming Movies” group in the “All” category. 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 group.



Want to add a specific episode from a series? From the series information page, choose “Episode Guide” and then select the episode you want to watch. Choose “Bookmark in My Shows” to add it to your My Shows list.



QUICK TOUR – FINDING SHOWS

Finding something to watch has never been easier.

SEARCHING FOR SHOWS (AND MORE!)

Search by series title, episode title, show description, or person name (actor, director, etc.). The TiVo Service from Cogeco searches upcoming TV shows and movies, Cogeco On Demand, and more, all at the same time. You can even search for a particular channel by its network name or call sign (such as CBC or TSN).

1. From the TiVo Central screen, select “Search, OnePass, & Manage.” Then choose “Search.”
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 press the **Select** button  on each letter you want. As you select letters, a list of possible matches 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 Cogeco 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 the **Clear** button  to erase everything, or the **Rewind** button  to erase one letter at a time. Insert a space by pressing the **Fast Forward** button .
4. Use the **Right** arrow  to highlight the show or person name, and press the **Select** button to view the information screen.
5. Select “Get this show” to record the next showing or to create a OnePass. From the information screen, you can also view upcoming episodes, browse the episode guide, learn more about cast members, and access bonus features!



If you’re in the program guide, you can always press the **Enter** button  to go to Search.



BROWSING TV & MOVIES

Browse specific categories of TV shows and movies, including what to watch right now!

From the TiVo Central screen, select “Search, OnePass, & Manage.” Then choose “Browse TV & Movies.” You’ll be able to browse for shows using any of the following:

New & Notable Browse a rotating selection of shows and movies that are timely, trendy, or just plain fun (English content only).

Box Sets See all of the movies in your favorite franchises together in one place (English content only).

Collections Browse shows that are grouped by related subject matter, like holiday movies or trendy topics (English content only).

Collections - FR Browse shows that are grouped by related subject matter, TV comedies or Kids movies but with French contents only.

Movies Browse movies that are available either on channels you receive or from Cogeco On Demand and other video providers (English and French content).

TV Browse upcoming TV shows that are available either on channels you receive or Cogeco on Demand and other video providers (English and French content).

Sports Browse upcoming sporting events that are available either on channels you receive or from Cogeco On Demand and other video providers (English and French content).



Press the **C** button on your remote to filter the type of shows displayed in your results: choose from 'All,' 'Watch now,' and 'Free.'

RECOMMENDED SHOWS

With all the programming available to your TiVo box, sometimes you might want some recommendations. The TiVo Service from Cogeco is here to help: the Discovery Bar and TiVo Suggestions put a variety of recommendations at your fingertips.



THE DISCOVERY BAR

The Discovery Bar appears at the top of most TiVo screens. What you'll see in the Discovery Bar depends on you! Often, the Discovery Bar displays ideas for shows you might like based on what shows you record and mark as your favourites. For example, if you watch the show "The Voice," the Discovery Bar might display thumbnails for other shows, like "So You Think You Can Dance." It all depends on what you're interested in and what's available to you.

The Discovery Bar also displays lots of other great viewing options: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new Cogeco On Demand shows, and more!

You can customize what appears in the Discovery Bar by going to "Settings & Messages," then "User Preferences," then "Customize Discovery Bar."

TIVO SUGGESTIONS

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. You can give a show up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

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 DVR 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 TiVo Central screen choose "Settings & Messages," then "User Preferences," then "TiVo Suggestions."

On the TiVo Suggestions screen, choose "No, don't record TiVo Suggestions." You can still see the TiVo Suggestions list and choose to record individual shows.

Watching TiVo Suggestions

Recorded suggestions appear in the TiVo Suggestions group inside the My Shows list. You can watch, save, or delete them just like any other shows. Here's how to find them:

- TiVo Suggestions appears as a category in the left column of the My Shows list. Highlight it to see all of your recorded Suggestions.
- When you select a category in My Shows, you'll find a Suggestions folder for that category. For example, in the TV Series category, you'll find a TiVo Suggestions folder that contains only suggestions for TV series.



WISHLIST® SEARCHES

On a TiVo DVR, 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.

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 JETS with category Hockey would find Winnipeg Jets hockey games, but not movies or TV shows about jet airplanes.

If you choose to auto-record matches to your WishList search, you'll find any recorded matches in your My Shows list. WishList recordings are marked with a star: .





CREATING A WISHLIST SEARCH

Creating a WishList search is simple:

1. On a TiVo DVR, from the TiVo Central screen, choose “Search, OnePass, & Manage,” then “WishList Searches.”
2. Select “Create a new WishList Search.”
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:

Keyword Search for shows with specific words in the show or episode title, description, actor, director, year, or category.

Title Keyword Search for shows with specific words in the show or episode title.

Actor Search for shows with your favourite 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 Create WishList Search 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: Pirate
 - Actor: Johnny Depp
 - Category: Movies

Your results would include only pirate movies starring Johnny Depp.



Not all actor or director names may be listed. To search for a name that is not on the list, enter the name in the format: LAST NAME, FIRST NAME. (You must match the spelling of the name exactly, and you must use a comma).



5. The TiVo Service from Cogeco automatically assigns a name to your WishList search. To assign a different name, select “WishList Name.”
6. When you’re finished entering search criteria, select “Done creating this WishList Search.”

After you’ve created the WishList search, your DVR will automatically record any shows matching your search, unless you decide to turn the auto-recording feature off. Each auto-recording WishList Search and its upcoming recordings are marked with  in the To Do List and the OnePass Manager.

MANAGING YOUR WISHLIST SEARCHES

To view or edit a WishList, including turning off auto-recording, select the WishList. Then choose “WishList Info,” “Upcoming,” or “Conflicts.”

WishList info

- **WishList options** Modify or delete the WishList search.
- **Name this WishList** Change the name of the WishList search.
- **Modify recording options** Change auto-record settings, choose whether to record repeats, how many shows to keep, and more.
- **Don’t auto-record shows/Auto-record shows** Choose whether your DVR will automatically record any shows matching your WishList search criteria until you modify or delete the WishList search.

Upcoming

See a list of upcoming episodes that match your search criteria.



The more specific a WishList Search is, the better suited it is to auto-recording. For example, a Category WishList Search for the category “Documentary” would find every upcoming documentary. Since you probably don’t want to record all of them, use the “WishList info” screen to turn off auto-recording for this WishList search. Then, view “Upcoming” to choose which documentaries to record.



Conflicts

See a list of shows that can't be recorded because they conflict with other shows scheduled to be recorded at the same time. If you want to be sure that all matching shows are recorded, give the auto-recording WishList search a high priority in the OnePass Manager. See [Using the OnePass Manager](#) for details.



QUICK TOUR – WATCHING LIVE TV

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

MOVING AROUND IN TIME

1. First, press the **Pause** button . You can pause live TV for up to 30 minutes. After that, playback resumes.



When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo DVR. The 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 the **Play** button  to continue watching the show. Next, press the **Rewind** button  and the show rewinds. Press **Rewind** a second time to rewind faster, and a third time to go even faster. Press **Play** at any time to return to normal speed.
3. Press **Pause** again, and, with the show paused, press the **Fast Forward** button  to move a small step forward. Press **Rewind** to move a small step back. Press **Play** to resume watching at normal speed.
4. Press the **Replay** button . The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialogue, or for when you fast forward too far.
5. Press **Replay** again, then immediately press the **Slow** button  to see your own slow-motion replay.
6. Press the **Advance** button . You'll instantly move forward 30 seconds.
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.

CHANGING CHANNELS

To move one channel at a time, press the **Ch Up/Down** button .

To go to a specific channel, use the number buttons on your TiVo remote, then press the **Enter** button . (If you don't press **Enter**, the channel changes automatically after a few seconds.) To jump back to the previous channel on the same tuner, press **Enter** again.

Tired of channel surfing? Press the **Guide** button  to display the program guide. Highlight any show and press the **Select** button . If the show is currently on, the channel changes. If the show is on later, you'll see options to record it.

WATCHING MULTIPLE SHOWS AT ONCE

Your TiVo DVR can watch (and record!) multiple shows at the same time. Go ahead, try it:

1. First, press the **Pause** button  to pause the live TV show you're watching. Let's call the tuner you're watching "Tuner 1."
2. Press the **Live TV** button  to switch to the next tuner, "Tuner 2." Whenever you press **Live TV**, you'll switch to the next tuner in line.

Note: You may see the same channel on more than one tuner.

3. Press **Live TV** as many times as necessary to switch back to Tuner 1. Notice that the first show you were watching is still paused. Press the **Play** button  (or **Pause** again) to continue watching the show.
4. Press **Live TV** to switch to Tuner 2. Because you didn't pause this show, it's still playing. Press the **Rewind** button  to watch the part of the show you missed. Press **Play** to start playing.



5. Continue pressing **Live TV** to cycle through the rest of the tuners, and back to Tuner 1. Shows that you paused are still paused; shows you were watching are still playing. You can rewind them to catch what you missed!

RECORDING THE SHOW YOU'RE WATCHING

You can always record the show you're watching — just press the **Rec** button  while watching any tuner. You can choose to record the show, or select "OnePass & other options" or "Explore this show" for more choices.

RECORDING THE SAVED PORTION

On the TiVo DVR, up to 30 minutes of the current channel's broadcast is always being saved, 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 switch tuners instead of changing the channel.

To record the saved portion in addition to the rest of the program, press the **Rec**  button.

STOPPING A RECORDING

You can stop any recording in either of two ways: press the **Rec** button  in live TV, then choose "Stop the current recording." Or, from the My Shows list, chose a title that's currently recording, then choose "Modify recording," then choose "Stop recording."

WATCHING IN HD

To help make sure you're always getting the best viewing experience possible, your DVR will remind you to watch in HD. When you tune to an SD channel, you'll have the option to switch to an HD version of the show if it's available. Just press  to watch in HD.

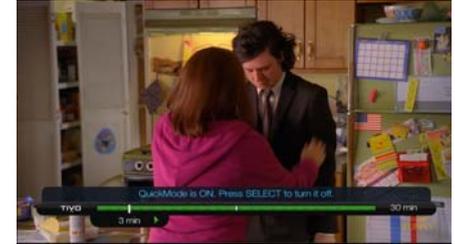
QUICK TOUR – QUICKMODE™

It's not fast-forward, it's QuickMode! QuickMode lets you watch a recorded 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 QuickMode.
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.





QUICK TOUR - PARENTAL & PURCHASE CONTROLS

Parental & Purchase Controls help you make sure your family has access to only those shows you want them to watch. Set limits on movie and television ratings, lock specific channels, and prevent viewing of recorded shows that violate the settings you choose.

From the TiVo Central screen, choose “Settings & Messages,” then “Parental & Purchase Controls.” (Or, select the padlock icon from the large info banner.)

The padlock icon in the info banner shows the current state of Parental Controls.



Off: No password or controls are set. The icon is dim and unlocked.



On: Password and controls are set. The icon is bright and locked.



Temporarily Off: Controls are set but turned off. The icon is bright and unlocked.



CHANGING PARENTAL CONTROLS SETTINGS

Once Parental Controls are on, you must enter your Parental Controls password to change any Parental Controls settings.

Hide Adult Content Use this setting to hide adult channels and shows. When this setting is turned on, adult content will be hidden in WishList searches, or when browsing; all adult content in My Shows and the guide will be hidden, as well as the adult category in Cogeco on Demand. You will need to enter your Parental Controls PIN to watch or record a show on an adult channel.

Rating settings: Set rating limits for shows, and choose how to handle unrated content.

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

Purchase Controls: The Parental Controls password must be entered to purchase content.

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



Turn on Parental Controls Use the number buttons on your TiVo remote to enter a four-digit password, then enter the same password again for confirmation.

Turn off Parental Controls Enter the password, and press the **Select** button . When Parental Controls are off, the password is deleted and anyone can view any shows or watch any channels.



When you turn Parental Controls off, your password is deleted.



QUICK TOUR – USING THE GUIDE AND MINI-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. You can choose to display the guide as a grid, or use the TiVo Live Guide (shown here). When you're viewing the guide, press the  button to display Guide Options and choose the view you want.

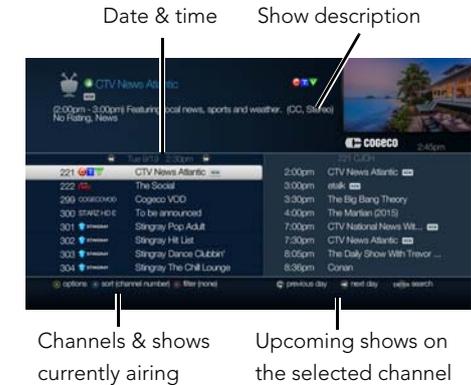
The mini-guide is a smaller version of the program guide. It shows you what's coming up on the channel you're watching and the next two channels. Press the **Select** button  while watching live TV to bring up the mini-guide.

On DVRs and Minis, 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 guides (TiVo Live Guide, grid guide, or mini-guide):

- Press the **Fast Forward** button  to move the displayed time ahead one half-hour at a time, or press the **Rewind** button  to move it backward.
- Press the **Advance** button  to jump 24 hours ahead, or the **Replay** button  to jump 24 hours back.
- Press **Select** on a show in progress, and the channel changes to that show. On DVRs and Minis, press the **Rec** button  to record it.
- Press **Select** on an upcoming show, and you'll see a screen with options. Set up your OnePass or press the **Left** arrow  to go back to the guide.
- Don't see what you're looking for? Press the **Enter** button  while viewing the full program guide to jump directly to the Search screen.

TiVo Live Guide



Mini-guide





CHOOSING CHANNELS FOR THE GUIDE

You can use the Guide Options screen (press the **A** button) to choose which channels to display in the guide.

All Display all channels available, even channels you don't receive.

My Channels Display only the channels that are checked in the Channel List (recommended).

Favourites Display only the channels you rated as your favourites in the Channel List.

GETTING MORE OPTIONS

If you want to learn more about a show, create a OnePass, view upcoming episodes or more, select an upcoming show title in the guide or mini guide. Then select "Explore this show."





QUICK TOUR – MANAGING RECORDINGS & ONEPASS

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.

USING THE TO DO LIST

To view the To Do List, from the TiVo Central screen, choose “Search, OnePass & Manage,” then “To Do List.”

You'll see a list of all shows scheduled to record in the next two weeks or so. Highlight any show and press the **Select** button  to see available options.

CANCELLING A RECORDING

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

VIEWING RECORDING HISTORY

Choose “History” if you're curious why a particular show or episode was not recorded, why it's not scheduled to record, or when it was deleted from your My Shows list. The Recording 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 again if it has been added to your My Shows list or To Do List in the previous 28 days.

USING THE ONEPASS MANAGER

OnePass recordings and auto-recording WishList searches are prioritized by the order in which you set them up, with the first having the highest priority, and so on.



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

OnePasses and manual repeating recordings are marked with a double check mark: 

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





To view the OnePass Manager, on a TiVo DVR, from the TiVo Central screen choose “Search, OnePass & Manage,” then “OnePass Manager.”

Use the **Up/Down** arrows to highlight a repeating recording, and press the **Right** arrow to highlight the arrows to the right of the title, then use the **Up/Down** arrows to move the selected title up or down in the list.

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 are scheduled to record at the same time, only the shows with the highest priorities are recorded.

EDITING A ONEPASS OR REPEATING RECORDING

You can also use the OnePass Manager to view and change OnePass options, modify recording options if available, or cancel a OnePass or WishList search. Highlight the show title and press the **Select** button  to view available options.



QUICK TOUR – COGECO ON DEMAND

Your TiVo box has access to thousands of the latest hit shows and movies!

CHOOSING AN ON-DEMAND VIDEO

Whenever you search for a show, available Cogeco On Demand shows are included in the results. It's just that easy to find the shows you want.

If you'd rather browse the available Cogeco On Demand offerings, just press the On Demand button  or select « Apps & Cogeco On Demand » from the TiVo Central screen. This will take you to the main screen of available content. To select an on-demand video:

1. On the main Cogeco On Demand page, you'll see a list of categories (like "My Rentals" or "Films") to choose from. Highlight the category you wish to browse and press the **Select** button .
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 rental 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** button





CONTROLLING A VIDEO

Stopping the video. Once you've started watching a video, you can stop it at any time by pressing the **Left** arrow . Partially and completely viewed videos are stored in the "My Rentals" folder for the rental period from the Cogeco On Demand library. You can watch them again at any time. 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 . You can press **Rewind** up to three times for three speeds. When you are ready to watch, press **Play**.

Fast Forwarding. Press the **Fast Forward** button . You can press **Fast Forward** up to three times for three speeds. When you are ready to watch, press the **Play** button.

Note: Some videos from the available from the Cogeco On Demand library might 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 the rental period. You can watch them again at any time.

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.
3. Select the video you want to watch.
4. 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."



QUICK TOUR – APPS

Your TiVo box has access to an impressive array of movies, TV shows, short videos, and music from your favorite apps. Shows and movies from providers like Netflix appear in your results when you browse or search the TiVo menu. You can access your applications by selecting “Apps & Cogeco On Demand.”

Note: To customize which video apps appear in your search results, go to “Settings & Messages,” then “User Preferences,” then “Add & Manage Video Apps.”





QUICK TOUR – THE COGECO TIVO APP

With the Cogeco TiVo app, you can stream live TV and recorded shows to your smart phone or tablet, whether you're home or on the go! You can even transfer recorded shows to your mobile device to watch later -- great when you know you'll be without an Internet connection. Just make sure your TiVo box and your mobile device are connected to the same home network, download the free Cogeco TiVo app from the App Store, Google Play, or Amazon, and you're ready to get started! (Bonus: The Cogeco TiVo app also lets you schedule recordings, control live TV, search for shows, and more!)

Note: Streaming or transferring requires compatible TiVo hardware and either an iOS device running 7.0 or greater platform, or an Android device running Android 4.1 or greater platform. Some shows cannot be streamed or transferred due to the copy protection assigned them by the program provider. Ability to view transferred recorded shows does not require an Internet connection while a Cogeco Wi-Fi local network connection is required to download content to mobile devices. Ability to view shows in or out of the home is available where content rights permit.

To stream or download shows to your mobile device:

1. Sign in to the Cogeco TiVo app on your mobile device.
2. To stream, tap "Guide" or tap "My Shows." Tap a show title, and then tap "Watch Now."
3. To transfer a show, tap "My Shows," and make sure that the "On DVR" tab is selected. Then tap "Download" at the top of the screen.
4. To watch a downloaded show, go to the "On iPad/Tablet" (or "On iPhone/Phone") tab.





TROUBLESHOOTING

GETTING MORE INFO

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

1. Use the TiVo Service from Cogeco help screens. For general troubleshooting, go to the TiVo Central screen, and select "Settings & Messages," then "Help."
2. Use online support. Visit Cogeco Customer Support online at cogeco.ca/tivoservice/support.
3. Call Customer Support. If you still have questions, contact Cogeco Customer Support at 1-855-933-6378.

TIVO SERVICE FROM COGECO

WHAT IS THE TIVO SERVICE FROM COGECO?

- Think of TiVo Service from Cogeco as the brains behind your TiVo box. Your TiVo box uses the program information provided by the TiVo Service from Cogeco to power the program guide, allow you to search for shows and schedule recordings, and more.

WHAT HAPPENS IF MY TIVO BOX TEMPORARILY LOSES POWER?

- In the event of a power outage, any programs scheduled to record during the power outage will not be recorded. If a recording is in progress during a power outage, the recording will resume once power is restored and the TiVo box restarts.

The recording will show up in two parts if the power is restored during the time the recording was made.

Your OnePass requests, WishList Searches, and all the existing recordings in the My Shows list will not be affected. Shows in your To Do List will record as scheduled once the power is restored.

ONEPASS

WHAT IS ONEPASS?

- OnePass gathers every episode of a series available *anywhere* and adds them right to your My Shows list. If it's not available on TV or on demand, OnePass fills in the gaps with episodes from other streaming video providers like Netflix and others.

WON'T THAT TAKE UP ALL THE DISK SPACE ON MY BOX?

- No! By default, a OnePass contains both recordings and streaming videos (including Cogeco On Demand videos), and most OnePasses provide the majority of episodes as streaming videos. Streaming videos are not stored on your TiVo box, so they don't take up any disk space. That means you'll have a lot of shows ready to watch at any time, but you'll still have ample disk space for recordings when you need it.



HOW CAN I CHANGE MY ONEPASS OPTIONS?

- When you first set up a OnePass, highlight “Create a OnePass.” Rather than pressing **Select** to create the OnePass, press the **Right** arrow and select “Options.” To modify an existing OnePass, go to “Search, OnePass, & Manage.” Then select “OnePass Manager” and choose the OnePass you want to modify.

I AM NOT GETTING MANY RESULTS WHEN I SET UP MY ONEPASS.

- To get the most out of OnePass, be sure to include both recordings and streaming videos.

CHANNELS

I CAN'T GO TO ONE OF MY CHANNELS.

- Review your channel list to make sure all the channels you subscribe to are marked with a yellow check. Compare the channel list to the list of channels in your TV package.

THE TIVO REMOTE CONTROL

MY TIVO REMOTE DOESN'T WORK WITH MY TIVO BOX.

- Your TiVo remote can work in RF (radio frequency) mode in order to control a TiVo box that is not within line-of-sight. Make sure the TiVo remote is paired with the TiVo box. You'll know if the TiVo remote is in RF mode if when you press a button you

see an amber/orange light at the top of the TiVo remote. If the light is red, that means the TiVo remote is in IR mode.

- You may not have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV's remote to change the input.

MY SHOWS

MY ONEPASS FOLDER FOR A SHOW IS EMPTY.

- You might be looking in the “Recordings” view for a OnePass that has no recordings. Double check that you are using the correct view by going to the OnePass folder and pressing the **C** button. For more information, see [Sorting and filtering shows](#).

I HAVE A LOT OF STREAMING VIDEOS IN MY SHOWS. DO THEY TAKE UP DISK SPACE?

- No. Streaming videos and Cogeco On Demand videos are not stored on the TiVo box, so they do not take up any disk space.

I KNOW I ADDED A NEW SHOW, BUT I CAN'T FIND IT IN THE MY SHOWS LIST.

- Make sure you're looking in the correct My Shows category. For instance, if you are looking for a kids' show, make sure that Kids or All is selected in the left-hand column, rather than Movies or TV Series category.
- Try switching views by pressing the **B** or **C** button. You might be looking in the “Recordings” view for a OnePass that has no recordings, or you might be in a folder where the



default view is “Season” and new episodes are at the bottom of the list.

I HAVEN'T RECORDED ENOUGH SHOWS TO FILL MY TIVO BOX, BUT WHEN I TRY TO SCHEDULE MORE SHOWS, THE TIVO BOX SAYS THERE ISN'T ROOM.

- The TiVo Service from Cogeco includes smart scheduling features that track not only how much space you currently have on your TiVo box, but also how much space will be needed in the near future to record all the shows you have scheduled. If your TiVo box will be full in the near future, the TiVo Service from Cogeco informs you and suggests options — such as allowing some shows to be deleted early — that will allow you to schedule additional recordings. With the TiVo Service from Cogeco, you always have the final say over what gets recorded and how long it's kept.
- The amount of recording space the TiVo box needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. High-definition shows take up much more space than standard-definition shows.

HOW CAN I FIT MORE SHOWS IN MY BOX'S MY SHOWS LIST?

- To make space, delete some shows. To delete a show, highlight the title and press the **Clear** button .
- Reduce the number of recordings that are marked “Keep Until I Delete.”

- Make sure your OnePasses include streaming videos; streaming videos and Cogeco On Demand videos do not take up any disk space.

WATCHING LIVE TV

CAN I WATCH A SHOW WHILE IT'S BEING RECORDED?

- Yes, you can watch a show as it is being recorded. You can also watch any show from the My Shows list while other shows are being recorded.

RECORDING SHOWS

CAN I RECORD MORE THAN ONE SHOW AT THE SAME TIME, OR WATCH ONE CHANNEL AND RECORD ANOTHER?

- The TiVo box is capable of recording different shows on different channels at the same time.

HOW CAN I RECORD A SHOW (OR SHOWS) WHEN THERE IS A CONFLICT?

- The TiVo box gives each repeating recording a priority. You can resolve some conflicts using the OnePass Manager to change priorities. To open the OnePass Manager, go to TiVo Central, then choose “Search, OnePass, & Manage,” then “OnePass Manager.” Select a show you know you want to record and move it higher in the list to make sure it has a higher priority.



- You can sometimes resolve recording conflicts by changing the “Stop Time” or “Start Time” recording options. (To open Recording Options, select the show from your My Shows List, then choose “Modify recording” then “Recording options.”)
- If a single episode of a repeating recording conflicts with another show, you can select that episode in the To Do List and change it independently of the rest of the repeating recording. (To open the To Do list, go to TiVo Central, then choose “Search, OnePass, & Manage,” then “To Do List.”)
- Set up OnePasses to include streaming videos. Since streaming videos are available any time, no recording is necessary. You’ll be less likely to encounter conflicts and less likely to run out of space in the My Shows list.

WHAT HAPPENS IF A LIVE EVENT I HAVE SCHEDULED TO RECORD GOES INTO OVERTIME?

- If the TiVo Service from Cogeco detects that a recording you’re setting up is of a live show (like a sporting event or an awards show) you’ll see a message asking whether you’d like to add more time at the end of the recording, just in case it goes into overtime.
- If you are watching a show while it’s being recorded, you can add extra recording time from the Recording Options screen. (To open Recording Options, select the show from your My Shows List, then choose “Modify recording” then “Recording options.”)

IS THERE A WAY TO RECORD A SHOW THAT WILL NOT BE AIRED FOR WEEKS OR MONTHS?

- Create an auto-recording WishList search for shows that are not yet listed in the guide. To Create a WishList search, go to TiVo Central, then “Search, OnePass, & Manage” then “WishList Searches.”
- If you know the date, time, and channel on which the show will air, you can create a manual recording to record it. To create a manual recording, from TiVo Central choose “Search, OnePass, & Manage,” then “Set Up a Manual Recording.”

WHY WASN’T MY SHOW RECORDED?

- Make sure the TiVo box is connecting to the TiVo Service from Cogeco. Check the status from TiVo Central by choosing “Settings & Messages,” then “Network Settings”
- View your History for an explanation of why the show did not record. History is the first selection in the To Do List. (To open the To Do list, go to TiVo Central, then choose “Search, OnePass, & Manage», then “To Do List.”) Here are some reasons why a show may not have recorded:
 - When OnePass recordings and other repeating recordings conflict, shows are recorded according to their priority in the OnePass Manager.
 - If the show was a rerun, your OnePass may be set to record New shows only.
 - The show may have been deleted from the My Shows list by someone else in your household.



- The show may have been cancelled by the network.
- There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
- There may have been a power outage that affected the recording.

I CAN'T FIND MY SHOW IN A SEARCH EVEN THOUGH I KNOW IT'S ON.

- Your TiVo box uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a check mark next to it? To give it one, highlight the channel and press the **Select** button.
- Look on the Network screen (from the TiVo Central screen, select "Settings & Messages," then "Network Settings" for the time of the last successful connection to the TiVo Service from Cogeco. If it was more than 36 hours ago, your TiVo box may be having trouble connecting to the TiVo Service from Cogeco. Select "Network Troubleshooting," then "Internet connection" to test the current settings. Once you have made a successful test connection, start a regular connection by selecting "TiVo Service Connection." If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.

I CAN'T SEARCH FOR SHOWS. THE TIVO BOX SAYS IT IS ORGANIZING PROGRAM INFORMATION.

- Your TiVo box may not have all its program information yet. After initial installation, the TiVo box downloads some program information from the TiVo Service from Cogeco. More program information becomes available after the next time the TiVo box connects to the TiVo Service from Cogeco. After 24 hours, full information (up to two weeks) is available.
- If the TiVo box loses power while it is organizing program information, the organizing process will stop until the box makes a successful connection to the TiVo Service from Cogeco, and then will start again. If your TiVo box lost power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo Service from Cogeco. (From TiVo Central, select "Settings & Messages," then "Network Settings," then "TiVo Service Connection.")

AUDIO AND VIDEO

HOW DO I GET RID OF THE BARS AT THE TOP AND BOTTOM OR SIDES OF THE PICTURE?

Letterbox bars (at the top and bottom) and side bars may be added to a show by the broadcaster, by your TiVo box, or by your TV. In some cases, it may be difficult to determine the source of the bars in order to determine how to eliminate them.



- Set the box's Letterbox Colour to grey. From "Settings & Messages," select "Audio & Video," then "Letterbox & Sidebox Colour." Since most broadcasters add black bars, making the box bars grey will help you determine the source of the bars.
- Make sure your TV Aspect Ratio is set correctly. From "Settings & Messages," select "Audio & Video," then "TV Aspect Ratio."
- Check your TV's owner's manual for information about how it may be adding letterbox or side bars to the picture.

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 **Replay** button .
- Press the **TiVo** button  to go to the TiVo Central screen, then press the **Live TV** button  to return to live TV.
- Restart your TiVo box. See "Restarting your TiVo box" on page 41 for instructions.

MY TIVO BOX WAS WORKING, BUT NOW THE PICTURE IS FROZEN.

- Try changing channels several times.
- Press the **Pause** button , then the **Play** button .
- Restart your TiVo box. [Restarting your TiVo box](#) for instructions.

I DON'T GET A PICTURE NOW, EVEN THOUGH I HAVE BEEN ABLE TO GET ONE IN THE PAST.

- Your TV may not be set to the correct input. Most TVs have an input button that says either "TV/Video," "Input," or "Source." It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.
- Use the RESOLUTION button on the back of your TiVo box to cycle through the various video output formats.
- Someone in your household may have placed the TiVo box in Standby mode. To return to normal mode from Standby, press either the **TiVo** button  or the **Live TV** button .

I CAN'T SELECT AN ALTERNATE AUDIO TRACK.

- Recorded shows, such as those in the My Shows list, always have only one audio track, the one they were recorded with.
- You cannot change the audio track if you are watching a live show, but are not caught up to live TV. Catch up to live TV by pressing the **Advance** button . Changing the audio program will clear the saved part of the show you are watching, so you will only be able to rewind live TV to the point where you changed the audio program.

MY SHOWS ARE PLAYING IN THE WRONG LANGUAGE.

- You may have selected the wrong language in the Language & Audio Description setting. To modify this setting, select "Settings & Messages," then "Audio & Video Settings," then "Language & Audio Description."



I SEE A LIVE TV SCREEN WITH A MESSAGE THAT SAYS “SEARCHING FOR SIGNAL.”

Your TiVo box is having trouble tuning to the channel you are on. Follow these steps to restore the video:

- Try changing channels. If the message appears on just a few channels, you may be tuned to a channel to which you do not subscribe, or you may be experiencing a weak signal on a channel to which you do subscribe.
- You may be experiencing a temporary cable outage; check with Cogeco Customer Support.
- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo box are secure.
- The cables you are using to connect your TiVo box to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo box with other cables that you know are working properly.

PARENTAL CONTROLS

MY PARENTAL CONTROLS ARE NOT WORKING.

- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a show that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from the TiVo Central screen, select “Settings & Messages,” then “Parental & Purchase Controls”), or by putting your TiVo box in Standby mode and then taking it out of Standby. (Put your TiVo box in Standby mode by selecting “Settings & Messages,”

then “Standby.” To return to normal mode from Standby, press either the **TiVo** button  or the **Live TV** button .

RESTARTING YOUR TIVO BOX

You may need to restart your TiVo box as a troubleshooting step.

Note: The restarting process can take 10 – 15 minutes.

To restart the TiVo box, go to TiVo Central screen and select “Settings & Messages,” then “Help.” Choose “Restart Box.” As a safety measure, press the **Thumbs Down** button  three times, then press the **Enter** button .

Note: If you cannot access the TiVo menus, you can restart the TiVo box by unplugging the power cord, waiting 15 seconds, and plugging the power back in.



THE TIVO® REMOTE

The **TiVo button** takes you to the TiVo Central® screen, the starting point for all your TiVo features and settings.

If programmed, **TV Pwr** turns your TV on or off.

If programmed, **Input** selects the input (such as TiVo box, DVD player, game system) your TV displays.

Back goes back to the previous screen (in certain apps).

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

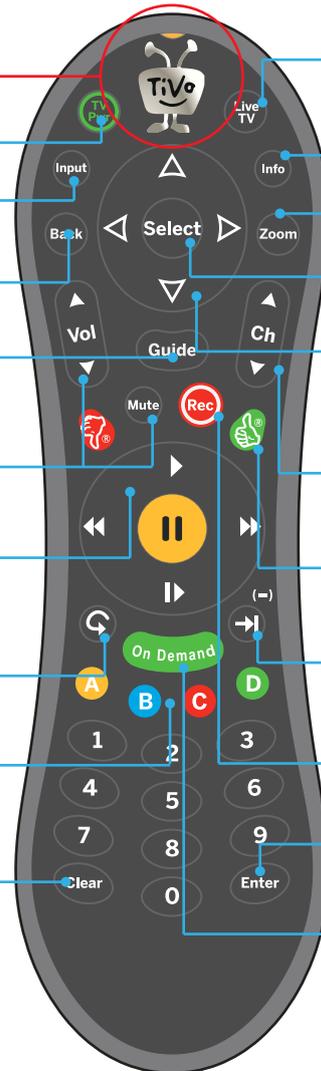
If programmed, **Vol** and **Mute** control the volume on your TV or A/V receiver.

Play, Pause, Rewind, Fast-Forward or play shows in **Slow Motion**. Press Rewind and Fast-Forward up to three times for three speeds.

Replay repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

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

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



Live TV takes you to live TV. If you're watching live TV, use it to cycle through the tuners.

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

Use **Zoom** to change aspect ratio of shows on your TV or to return to full-screen from the video window.

Press **Select** to choose menu items or, when watching live TV, to bring up the Mini Guide.

Use the **Arrow buttons** to navigate the TiVo menus and the program guide. When watching a recording, press the left arrow to stop the recording and return to the program information screen.

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

Use the **Thumbs Up** and **Thumbs Down** buttons to rate shows or collections for TiVo Suggestions.

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.

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

Enter/Last returns you to the last channel tuned to in live TV.

On Demand takes you to the Cogeco On Demand catalogue.



CUSTOMIZING YOUR TIVO® REMOTE

When programmed, the **TV Pwr**, **Input**, **Vol**, and **Mute** buttons on the TiVo remote can control your TV or A/V receiver.

Your TiVo DVR comes with an RF remote. This means that the remote can 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).

If you have trouble using the remote in RF mode, you may need to “pair” the remote to your DVR before using it.

To program or pair your TiVo remote, press the **TiVo** Central screen and select “Settings & Messages,” then “Remote, CableCARD, & Devices,” then “Remote Control Setup.” Follow the easy on-screen instructions.

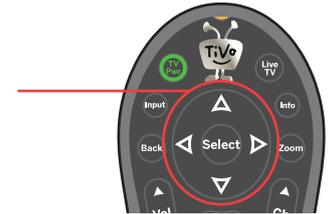
For more information on this and many other features, go to cogeco.ca/tivoservice/support.



USING THE ON-SCREEN MENUS

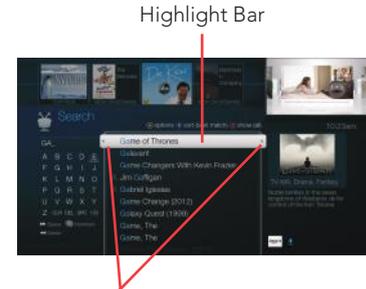
To navigate the on-screen menus, use the remote control's arrow buttons to move to the option you want, then press **Select**.

The **Left** arrow button often takes you to the previous screen.



ON-SCREEN ARROWS

The arrows that appear on the highlight bar show the directions you can move. For example, on this screen, you could press the **Right** arrow to view details about the highlighted title, or the **Left** arrow to go back to the previous screen.



Arrows on the Highlight Bar

DISCOVERY BAR



The Discovery Bar is the bar of images across the top of the TiVo Central screen and other menu screens. Press the **Up** arrow to move up to the Discovery Bar, then the **Left** and **Right** arrows to move around. Select an image that interests you to learn more about that item.



REMOTE CONTROL TIPS & SHORTCUTS

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

While watching live TV, press **Select**  to see the **mini-guide**: a snapshot of what's coming up on the next three channels.

While watching a recording, press **Play**  to bring up the status bar, and then press **Select**  to enter **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 in a recording**. Press and hold to catch up to live TV or jump to the end of a recorded show.

Press **Replay**  to **jump back 8 seconds in a recording**. Press and hold to jump to the beginning of a show.

While watching a recording, press the **Left arrow**  to **stop the recording** and return to the program information screen.

Get where you want to go quickly! From the TiVo Central® screen, press the following number buttons for these **shortcuts**:

- 1** OnePass Manager
- 2** To Do List
- 3** WishList Search screen
- 4** Search
- 5** Browse TV & Movies
- 6** History

REMOTE CONTROL TROUBLESHOOTING

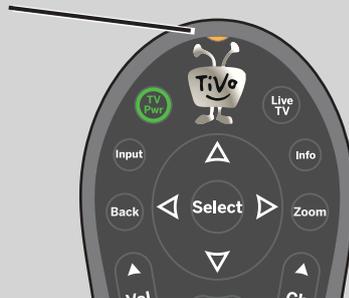
Press any button on the remote. Does the activity light above the TiVo button on the remote flash?

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 TiVo box do not respond to the remote, restart your TiVo box by unplugging it, waiting 15 seconds, then plugging it back in.

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

Activity light





GLOSSARY OF ON-SCREEN ICONS

MY SHOWS

-  Streaming video available to watch now.
-  Streaming video that is currently unavailable.
-  Recording will be kept until space is needed.
-  Recording is part of a WishList® search.
-  Recording may be deleted in less than 3 days to make room for other recordings you have requested, but only if space is needed.
-  Recording may be deleted in less than one day to make room for other recordings you have requested, but only if space is needed.
-  TiVo® Suggestion. TiVo Suggestions are recorded only if space is available, and are the first to be deleted when space is needed.

-  Currently being recorded.
-  Currently downloading or streaming from another TiVo box.
-  Plain folder – contains more than one episode of the same series.
-  Folder with red or blue circle – contains a show that is currently recording (red) or downloading/transferring (blue).
-  Folder with star – contains one or more shows recorded by a WishList search.
-  Other TiVo boxes on your home network.

TO DO LIST & UPCOMING RECORDINGS

(These icons appear beside shows scheduled to be recorded or downloaded.)

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