



THE TIVO<sup>®</sup> SERVICE  
FROM COGECO  
HD RECEIVER QUICK GUIDE



© 2017 TiVo Inc. Reproduction of all or any portion of this Quick Guide without TiVo's express prior written permission (in each instance) is prohibited. All rights reserved.

Patented. U.S. pat. nos. at [www.tivo.com/patents](http://www.tivo.com/patents).

Cogeco and the Cogeco logo are the registered trademarks of Cogeco Inc. Available where technology permits. Photos are for illustrative purposes only.

TiVo, the TiVo logo, the TiVo silhouette logo, TiVo Central, OnePass, the Jump logo, the Instant Replay logo, the Thumbs Up logo, the Thumbs Down logo, and the sounds used by the TiVo service are trademarks or registered trademarks of TiVo Inc. or its subsidiaries, 2160 Gold Street, P.O. Box 2160, San Jose, CA 95002-2160.

Amazon, Amazon.com, and the Amazon.com logo are registered trademarks of Amazon.com, Inc. or its affiliates.

CableCARD is a trademark of Cable Television Laboratories, Inc.

Manufactured under licence from Dolby Laboratories. "Dolby" and the Double-D symbol are registered trademarks of Dolby Laboratories.

iPad, iPhone and iPod touch are registered trademarks of Apple, Inc., registered in the U.S. and other countries.

Netflix is a registered trademark of Netflix, Inc.

Plex, the Plex Play logo and Plex Media Server are trademarks of Plex and used under a license.

YouTube and the YouTube logo are registered trademarks of Google Inc.

ToonGoggles and the ToonGoggles logo are trademarks of ToonGoggles.

Vevo and the Vevo logo are the exclusive property of Vevo LLC.

Tubi TV and the Tubi logo are registered trademarks of ADRISE INC.

Windows Media is a registered trademark of Microsoft Corporation.

All other company, product, brand names, and trademarks are the properties of their respective owners.

#### ROVI COPYRIGHT PROTECTION

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Rovi Corporation, and is intended solely for home and other limited consumer uses unless otherwise authorized by Rovi. Reverse engineering or disassembly is prohibited.

#### MICROSOFT

This product contains technology subject to certain intellectual property rights of Microsoft. Use or distribution of this technology outside of this product is prohibited without the appropriate licence(s) from Microsoft.

Content owners use Windows Media<sup>®</sup> digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This product uses WMDRM software to access WMDRM-protected content. If the WMDRM software fails to protect the content, content owners may ask Microsoft to revoke the software's ability to use WMDRM to play or copy the proprietary, protected content of these owners. Revocation does not affect unprotected content. When you download licences for protected content, you agree that Microsoft may include a revocation list with the licences. Content owners may require you to upgrade the WMDRM software to access the proprietary, protected content of these owners. If you decline an upgrade, you will not be able to access any content that requires the upgrade.



## 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. 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](http://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 a TV package and the TiVo Service.



WELCOME



# TABLE OF CONTENTS

USING THIS GUIDE	2
QUICK TOUR – THE TIVO CENTRAL® SCREEN	3
QUICK TOUR – MY SHOWS	5
QUICK TOUR – ONEPASST™ SEARCHES	8
QUICK TOUR – STREAMING VIDEOS	10
QUICK TOUR – FINDING SHOWS	11
QUICK TOUR – WATCHING LIVE TV	14
QUICK TOUR - PARENTAL & PURCHASE CONTROLS	15
QUICK TOUR – USING THE GUIDE AND MINI-GUIDE	17
QUICK TOUR – COGECO ON DEMAND	19
QUICK TOUR – APPS	21
QUICK TOUR – THE COGECO TIVO APP	22
TROUBLESHOOTING	23



# 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 TiVo HD Receiver.

## BASIC TERMS

When we talk about the TiVo Service from Cogeco, here are some terms you should know:

**Streaming.** Streaming means watching a video directly from another device or app; there's no need to transfer or download it first. With the TiVo box, you can stream shows from online sources like Netflix and Cogeco On Demand.







**TiVo Service from Cogeco.** If the TiVo box 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 use your favorite apps. [Searching for shows \(and more!\)](#) for more information.



# QUICK TOUR – THE TIVO CENTRAL<sup>®</sup> 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 on-demand and streaming shows, find new shows to watch, explore great app 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.

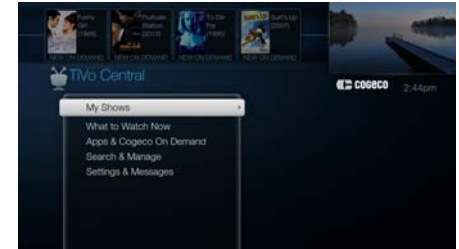
You can press the **Pause** button  on your TiVo remote to pause what's playing in the Video Window, and press **Pause** again to resume playing.


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."

## 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




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 displays ideas for shows you might like based on what shows you mark as your favourites. For example, if you give a Thumbs Up to 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, 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 OnePass searches, 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 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 Cogeco On Demand and your streaming apps from the bottom of the My Shows list (beneath individual shows and group folders).





Highlight any title in the My Shows list and press the **Play** button  to watch the show from the beginning, or to resume playing from where you left off.

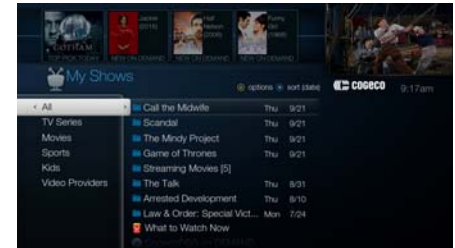
Highlight a title and press the **Select** button to open an information screen where you'll be able to play, delete, or get more information about the show. See [Program details screen](#) to learn more.

To delete an individual show or a folder, highlight it and press the **Clear** button . See [Quick tour – OnePass™ searches](#) to learn more about OnePass.

### 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 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.



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



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

Unavailable streaming videos are marked with a grey icon: .



**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 also 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.
- **Streaming movies:** Contains links to movies that are available to stream. See [Quick tour – Streaming videos](#) to learn more.
- **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.


A show’s title may appear in more than one folder. 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.

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

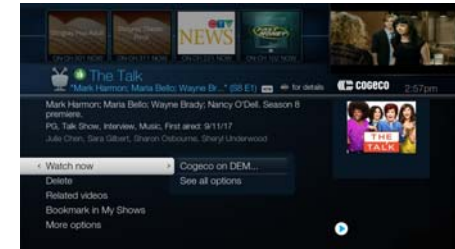




## PROGRAM DETAILS SCREEN

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:** Select the video provider to watch the show.
- **Delete now.**
- **Related videos:** Watch YouTube™ videos related to the show.
- **Bookmark in My Shows:** Add a bookmark to a specific episode or entire season of the show.
- **More options:** Explore the show (including details about the cast episodes, and bonus features), view upcoming episodes, or get/modify a OnePass.





## QUICK TOUR – ONEPASS™ SEARCHES

A OnePass search 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 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 a 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!

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 OnePass in My Shows, see [Sorting shows](#). For common questions about OnePass, see [Troubleshooting](#).

### ONEPASS 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 [OnePass Manager](#) for more information.

Options include:

**Include:** All OnePass searches include streaming videos. You cannot modify this setting.

**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.)

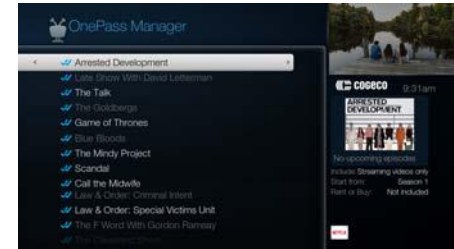
You can delete the entire OnePass or change its options using the OnePass Manager (see [OnePass Manager](#) for more info).

## ONEPASS MANAGER

The OnePass Manager lists all OnePass searches, so you can change options or cancel a OnePass easily.

To view the OnePass Manager, go to the TiVo Central screen and choose “Search & Manage,” then “OnePass Manager.”

Highlight the show title and press the **Select** button  to view available options. To quickly cancel the OnePass search, press the **Clear** button .





## 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 Cogeco On Demand or 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 & 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 explore the show, create a OnePass search, or bookmark particular episodes. 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 & 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).



## RECOMMENDED SHOWS

With all the programming available on your TiVo box, sometimes you might want some recommendations. That’s where the Discovery Bar comes in handy.

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 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, 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.”







## 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.

### 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.

When you change the channel, a banner will appear at the bottom of the screen, telling you the airing time of the show, channel, and what's up next.

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.

### WATCHING IN HD

To help make sure you're always getting the best viewing experience possible, your TiVo box 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 - PARENTAL & PURCHASE CONTROLS

Parental and 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 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 & PURCHASE CONTROLS SETTINGS

Once Parental & Purchase Controls are on, you must enter your Parental Controls PIN to change any Parental & Purchase 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 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 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:** Choose to require the Parental Controls PIN to purchase Cogeco On Demand or Pay-Per-View. You can turn Purchase Controls on/off independently from Parental Controls.

**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 PIN 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.

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.
- 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.

## CHOOSING CHANNELS FOR THE GUIDE

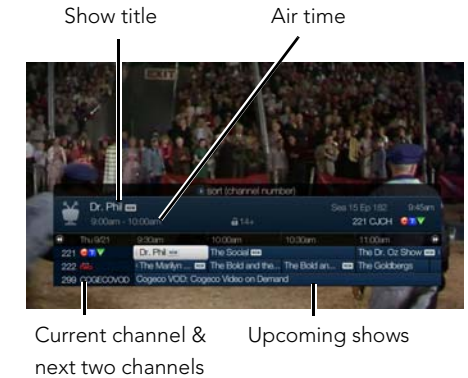
You can use the Guide Options screen (press the  button) to choose which channels to display in the guide.

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

### TiVo Live Guide



### Mini-guide





**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.

## EXPLORE THIS SHOW

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







# 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 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 Netflix appear in your results when you browse or search the TiVo menus. 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 search, browse, and manage your OnePass searches with your smart phone or tablet, whether you're home or on the go! 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!

To use the application on your mobile device:

1. Sign in to the Cogeco TiVo app on your mobile device.
2. Tap "Guide" to browse the program guide.
3. Tap the remote control icon at the top of the screen to control your TiVo box.





# 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](http://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 more.

### WHAT HAPPENS IF MY TIVO BOX TEMPORARILY LOSES POWER?

- In the event of a power outage, your OnePass searches, WishList searches, and all existing settings will not be affected.

## ONEPASS

### WHAT IS ONEPASS?

A OnePass search 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 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 a 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!

### 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 & Manage," then "OnePass Manager." Choose the OnePass you want to modify.



## 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

### 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.

### I WANT TO SORT MY SHOWS ALPHABETICALLY.

- No problem! Just press  while viewing the My Shows list. The My Shows Options screen lets you sort by date or by name (alphabetically).



## 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 TiVo box's Letterbox Colour to grey. From "Settings & Messages," select "Audio & Video," then "Letterbox & Sidebox Colour." Since most broadcasters add black bars, making the TiVo box's 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.
- 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](#) for instructions.

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

- Try changing channels several times.
- Restart your TiVo box. See “Restarting your TiVo Box” on page 26 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 DVR to cycle through the various video output formats.
- Someone in your household may have placed the TiVo DVR or your TiVo box in Standby mode. To return to normal mode from Standby, press either the **TiVo** button  or the **Live TV** button .

### 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 BLANK 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 in 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, use **Input** to select the input (such as a 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.

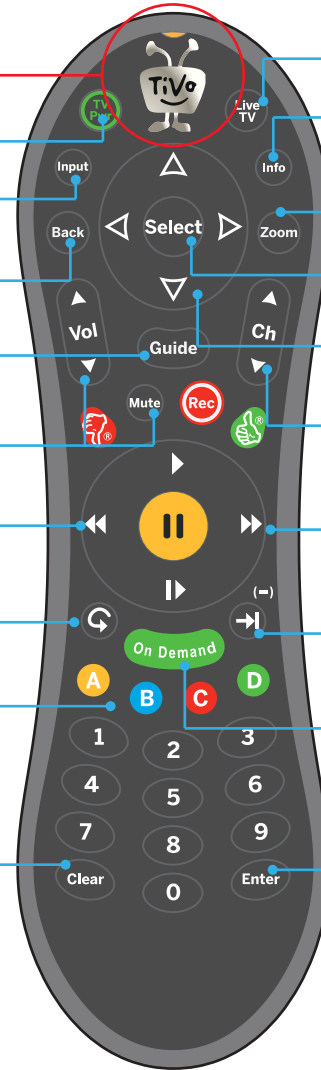
If programmed, **Volume** and **Mute** control the volume on your TV or A/V receiver.

**Rewind** moves backward or forward in half-hour increments in the program guide.

**Replay** jumps 24 hours back in the program guide.

The **A, B, and C buttons** set options and sort and filter views.

**Clear** removes the display of the info banner or program guide, and deletes titles from the My Shows list and OnePass Manager.



**Live TV** takes you to live TV.

**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.

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

**Fast-Forward** moves forward in half-hour increments in the program guide.

**Advance** moves forward 24 hours in the program guide.

**On Demand** takes you to the main screen for the Cogeco On Demand catalog.

**Enter** is used to confirm some commands.



## 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 box 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 TiVo box before using it.

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

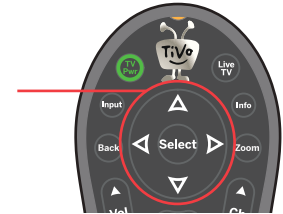
For more information on this and many other features, go to [cogeco.ca/tivoservice/support](http://cogeco.ca/tivoservice/support).



## USING THE ON-SCREEN MENUS

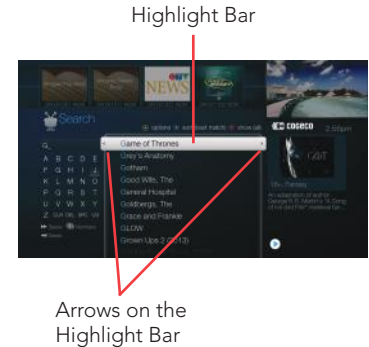
To navigate the on-screen menus, use the remote control’s arrow buttons to move to the option you want, then press **Select**.

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.



## 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 & TRICKS

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

While watching live TV, press SELECT  to see the **Mini Guide**: a snapshot of what's coming up on the next three channels.

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 24 hours in the program guide**.

Press REPLAY  to **jumps back 24 hours in the program guide**. Press and hold to jump to the beginning of a show.

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

- 1** OnePass Manager
- 3** Search
- 4** TV & Movies

**Note:** Not all shortcuts are available on all devices.

## 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

