



eastlink

The
TiVo **EXPERIENCE**

TiVo Stream DVR | Quick Guide

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The TiVo streaming device is powered by Android TV™.

Note: Some screen images may be simulated.

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GETTING STARTED

Welcome to the TiVo® experience from Eastlink. This guide describes the features of the TiVo experience.

BASIC TERMS

Here are some terms you should know as you get started:

TiVo Stream DVR. Traditional TVs and set-top boxes get a TV signal over a coaxial cable connected to a cable wall jack in your home. Your TiVo Stream DVR, powered by Android TV™, gets the TV signal over a wired or wireless connection to your home network. You'll receive all of your channels, as well as access to streaming providers, over that one connection. This means that if your home network connection is down, you will not be able to watch TV or use any streaming apps.

Cloud DVR. You can record shows to watch later.

Whenever 'recording' is mentioned in this guide, it is assumed that the Cloud DVR feature has been enabled.

Streaming. When you watch shows from apps like Netflix, Prime Video, and more, and from Eastlink TV OnDemand, you're streaming the shows directly from that source. If you have enabled the Cloud DVR feature, you can also stream recorded shows to your mobile device.

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

THE HOME SCREEN

The Home screen is the starting point for just about everything you do with your TiVo Stream DVR. From the Home screen, you can easily access popular destinations in the TiVo experience, get personalized recommendations from the SmartBar, and watch live TV. You'll learn more about these options later in this guide, but remember — it all starts from the Home screen.

To get to the Home screen at any time, just press the TiVo button  on your remote control.

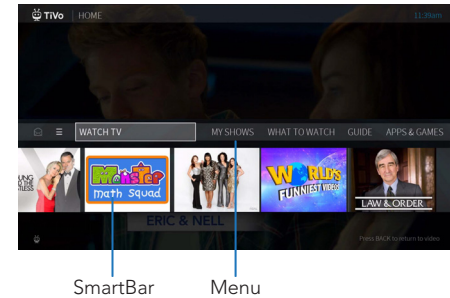
HOME SCREEN MENU ITEMS

Home screen menu items take you to commonly-used screens in the TiVo experience:

- **Watch TV** starts playing the video you were last watching.
- **My Shows** brings you to a list of your streaming videos and recordings, ready to watch instantly, no matter if they're TV recordings, On Demand shows, or streaming titles from apps like Netflix, Prime Video, and more.
- **What to Watch** lets you browse shows available to stream, watch live, record, or bookmark, divided into popular categories.
- **Guide** launches the on-screen program guide.
- **Apps & Games** gives you access to your device's video, music, and game apps.
- **On Demand** takes you to the Eastlink TV OnDemand menu.
- **Search** searches by title, actor name, or keyword — across TV, On Demand, and popular streaming apps all at once.

THE SMARTBAR

The SmartBar suggests shows to watch based on what you *usually* watch at a particular time or day. For example, if you normally watch the previous night's late-night talk show the next




morning, you'll see it in the SmartBar when you wake up. If the kids tend to watch shows while dinner's cooking, those shows will be waiting in the SmartBar at that time each day.

Use the DOWN arrow on your remote control to move to the SmartBar. With a show highlighted, press the **i** (Info) button on your remote for an Info card with options, or press OK to start watching.

VIDEO WINDOW & BACKGROUND

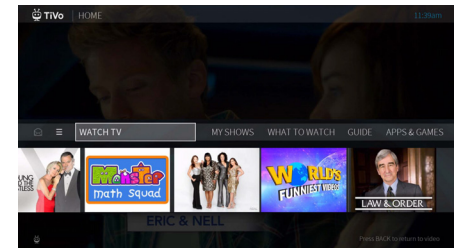
By default, when you press the TiVo button to go to the Home screen, the video you were watching continues to play in the background. As you move to other menu screens, the video continues playing in a video window in the upper right corner of the screen.

To watch the video in full screen, press the BACK  button on your remote control.

You can choose how to display a video on the Home screen and other menu screens, or choose to turn it off completely. Just select **Menu**  > **User Preferences** > **Video Window & Background**.

- To turn video off on all menu screens, set *Display Video* to *No*.
- To continue to display video on all menu screens, set *Display Video* to *Yes*. Video will be displayed on the Home screen as full-screen video or in a video window (see below), and on all other screens in a video window.
- When *Display Video* is set to *Yes*, use the *Video on HOME* setting to choose how video will appear on the Home screen:
 - Full screen (background): The currently playing video is shown in the background of the Home screen.
 - Video window: The currently playing video is shown in the top-right corner of the Home screen.

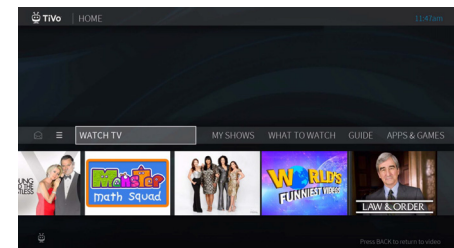
Background video on





Video window on

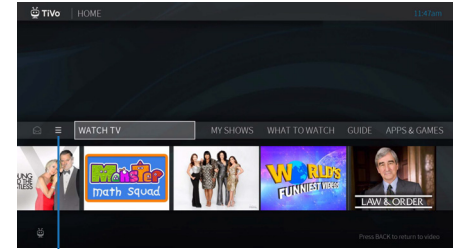


Background video & video window off



MENU & NOTIFICATIONS

To manage your recordings and OnePass searches, control your settings, and get help, select *Menu* . Here, you'll be able to customize your options, including OnePass settings, Parental Controls settings and User Preferences. To view notifications, move left to select the envelope icon .



Settings menu

MY SHOWS

My Shows contains all of your streaming videos from On Demand or apps like Netflix, Prime Video, and more, and all of your recordings. To get to My Shows from the Home screen, just select *My Shows*.

By default, My Shows is sorted by date, with newly added or recorded shows and movies first. You can choose to sort My Shows by name (alphabetically) instead using the [My Shows options](#) screen.

And no matter where you are in My Shows when you leave it, your TiVo Stream DVR will remember the location and bring you right back there when you return.

FILTERS

Filters in the left column of My Shows let you narrow your My Shows choices instantly. As you highlight a filter, My Shows will update automatically. Filters include TV Series, Movies, Kids, recordings, and more.

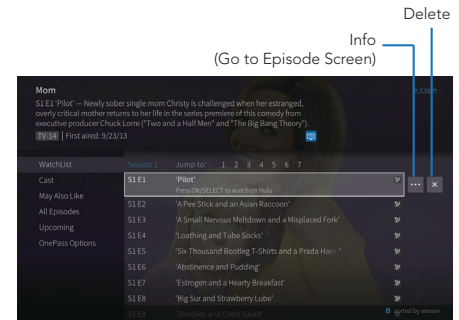
SHOWS & MOVIES

In the main area of My Shows, you'll find all of your OnePass selections, single recordings, and bookmarked shows and movies. Note that in the All Shows filter, bookmarked movies appear in the Streaming Movies group. Highlight any title and press the **i** (Info) button on your remote for an Info card with options.

ONEPASS SHOWS (TV SERIES)



As you scroll through My Shows, icons next to a series title tell you at a glance where you'll find new episodes and recordings. Use your remote's UP and DOWN buttons to scroll through the list.

Press OK/SELECT to go to the main Series screen. In the left column of the Series screen, you'll see options for watching or exploring the show. Watchlist displays episodes included in your OnePass. For example, if your OnePass includes recordings and streaming episodes



starting with Season 5, then those episodes appear in your Watchlist. The Series screen also lets you browse recordings only (if recordings are available), all episodes, or upcoming episodes; learn about the cast; or view/change OnePass options.

Icons next to episode titles tell you which episodes are recordings, partial recordings, recordings that will be deleted/expire soon, and shows available from streaming providers. Sometimes a show can be a recording and available from a streaming provider.






To learn more about an episode, highlight it on the Series screen, then move to the right to select the Info icon . This will take you to the Episode screen, where you can get viewing options and explore the show. To delete the episode instead, choose the Delete icon .

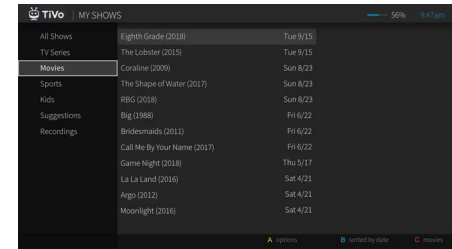
MOVIES

You'll find movies in the *Movies* or *All Shows* filter of My Shows. (Bookmarked movies will be grouped in the *Streaming Movies* folder in the *All Shows* filter.) Select the movie title to go to the Movie screen for viewing options, or just press PLAY.


ON-SCREEN ICONS

The following icons appear in My Shows:

-  Streaming video
-  Recorded show
-  Partial recording (recording was interrupted)
-  Recording may be deleted to make room for other recordings, or because of other restrictions
-  Show is currently being recorded



MY SHOWS OPTIONS

To customize the way My Shows is displayed, go to *Menu*  > *Settings* > *User Preferences* > *My Shows Options*. You can choose to display My Shows by date (with the most recently added shows at the top) or by name (alphabetically).

ONEPASS™ SEARCHES

TV SHOWS AND SPORTS FROM ALL OF YOUR SOURCES

A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game, or every sporting event in a league and adds them right to My Shows to watch instantly.

If an episode isn't available on TV or Eastlink TV OnDemand, OnePass fills in the gaps with episodes from video apps like Netflix, Prime Video, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away.

For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Canada, Toronto), nickname (e.g., Ottawa Senators, Toronto Blue Jays), or abbreviation (e.g., NBA, CFL, NFL, NHL, MLB).

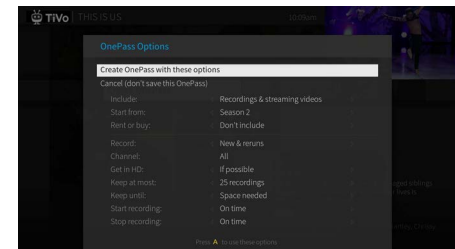
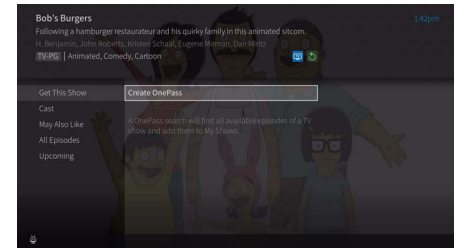
To create a OnePass, find a series you want to watch, then choose *Create a OnePass*. The show will be instantly added to My Shows and all available episodes will be added.

Note: OnePass works best when your video provider list is up to date, with as many streaming apps as possible selected.

ONEPASS OPTIONS

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

- **Include:** Choose to include recordings, streaming videos (from sources like Netflix), or both in your OnePass results.
- **Start from:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season.



- **Rent or buy:** Decide whether to include episodes that need to be purchased before viewing. (The TiVo Service will not purchase the items for you; you will have the option to purchase them at the time of viewing.)

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

- **Record:** Skip reruns or watch them all? Choose *New only* to avoid reruns, or *New & reruns* to get every episode. If you want to record all episodes, including duplicates of the same episode, choose *Everything*.
- **Channel** Choose the channel on which to record the show, when more than one channel is available.
- **Video Quality:** 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 *Only HD* and a show is not available in HD, it won't be recorded. Likewise, if you choose *Only SD* 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 *As Long as Possible* and your device won't delete this episode to record something new. Note that shows will be deleted automatically when they expire, regardless of this setting.
- **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:** Some shows consistently run past their scheduled end times. Use the *Stop Recording* option to choose when the device stops recording: at the shows scheduled end time, a few minutes after its scheduled end time, or even hours after its scheduled end time. You can change this setting when you set up the recording, or while the recording is in progress.

STREAMING VIDEOS

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

Don't have time to watch it now? Rather than search for it again later, bookmark it to watch later. Currently available streaming movies are found in My Shows in the *Movies* filter, or in the *Streaming Movies* group in the *All Shows* filter. Available TV shows are added to the *TV Series* category and to *All Shows*.

If a streaming video is currently unavailable from any of your video providers, its added to the *Not Currently Available* group at the bottom of My Shows. When the video becomes available, it will automatically be added to the correct filter in My Shows.

FINDING SHOWS



GUIDE

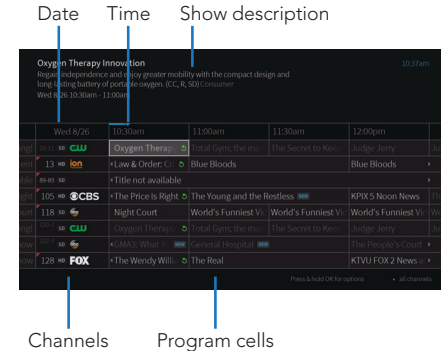
The on-screen guide displays up to two weeks of TV programming. To reach the guide, go to the Home screen and choose *Guide*.

You can choose to view all channels in your lineup or your favorite channels only. To add a channel to your favorites, highlight a channel name/number (not a program cell) and press OK/SELECT. Choose *Add to Favorite Channels*. From the same window, choose a channel list:

- **All:** Displays all channels in your lineup.
- **Favorites:** Displays your favorite channels only. Choose your favorite channels by going to the Guide and selecting a channel name/number (not a show).






Tips for using the Guide:

- With a show highlighted, press the  (Info) button on your remote for options.
- Press RIGHT and LEFT to move to the next or previous show.
- Press OK/SELECT on a show in progress, and the channel changes to that show.
- Press OK/SELECT on an upcoming show, and you'll see recording, OnePass, and bookmarking options. Choose an option or press Back to go back to the Guide. Note that some channels and individual shows may not be available to record.
- Press OK on a past show or a show in progress with a Restart icon you'll see , and additional options.



GUIDE ICONS

The following icons appear in program cells or show descriptions:

-  Available from Restart or Catch Up
-  Show or channel cannot be recorded
-  Show is currently being recorded
-  Show will be recorded as a single recording (not part of a OnePass)
-  Show will be recorded as part of a OnePass

SEARCH

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like Netflix, Prime Video, and more), and On Demand all at the same time. You can even search for a particular channel by its network name or call sign (e.g., TSN or Sportsnet).

FINDING SHOWS WITH YOUR VOICE

Press the Google Assistant button on your remote to search live TV, jump to a show, open an app, or get recommendations to match your mood. You can even use Google Assistant to get answers on-screen and control your smart home devices.

1. While viewing any on-screen menu or watching TV, press and release the Google Assistant button on the remote.
2. Ask Google to find shows, actors, genres, and more. Try the following:
 - "Play Bob's Burgers"
 - "Show me Matt Damon movies"
 - "Find romantic movies"
 - "Show me basketball games"
 - "Open Netflix."

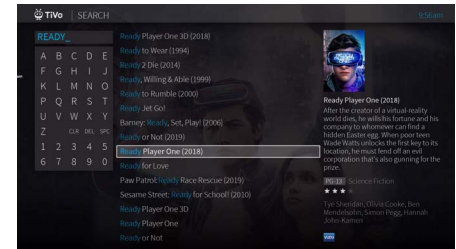
Note: To use Google Assistant, your remote must be paired correctly with your TiVo Stream DVR. Usually, the remote is paired when you install the batteries, but if your voice is not being recognized, you may need to re-pair it. See [Remote Settings](#) for instructions.

KEYBOARD SEARCH

1. From the Home screen, select *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 OK/SELECT on each letter you want. As you select letters, a

list of possible matches sorted by popularity appears on the right. For example, if you enter the letters HOW, you might see matches for the TV show “How I Met Your Mother,” the 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 REWIND to erase one letter at a time. Insert a space by pressing FAST FORWARD.
4. Use the RIGHT arrow to highlight the show or person name.
5. Press OK/SELECT to watch live (if the show is currently airing), [watch a recording](#), view details, set up a recording or OnePass, or bookmark the show.

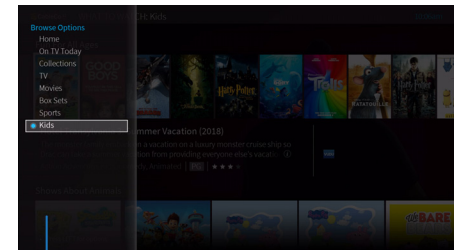
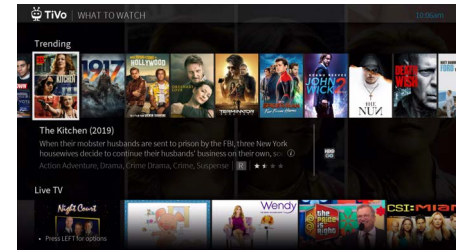


WHAT TO WATCH

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


Shows are categorized for easy browsing. Look for options like On TV Now, Movies on Later, Sports on Now. You'll even find curated collections, like Oscar Winners or Westerns.


Note: To filter your What to Watch options and jump quickly between categories, press LEFT on your remote control when you are at the beginning of a strip. This will reveal the Filter column.



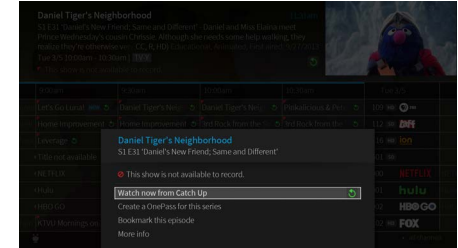
Filters

RESTART

Keep up with your shows using **Restart**. Shows with **Restart** available display a **Restart**  icon in the Guide or mini guide (press UP while watching live TV), or when you highlight an episode on the **Series** screen.

- **Start Over:** If you start watching a live show when it is already in progress, just press and hold OK to start over from the beginning. (Availability depends on the show.)
- **Catch Up:** If you missed an episode when it aired, **Catch Up** lets you watch it after the fact even if you didn't record it. (Availability depends on the show.)
Hint: To find **Catch Up** shows, page LEFT in the Guide and look for the **Restart** icon . Select the show, and then choose the *Watch Now from ...* option.

Note: To stop watching a show from **Restart**, press EXIT on your remote.




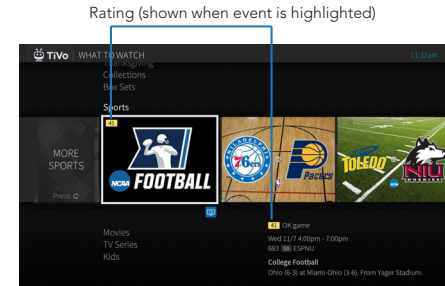
SCORES & RATINGS

THUUZ RATINGS FOR SPORTS

Thuuz “excitement ratings” can tell you if a game is going to be worth watching — before you start watching it. The scores are updated in real-time; that means, in a game that might be mediocre at first, you’ll see lower Thuuz scores. But as the game gets more exciting, the score will go up. Games are rated from 0-100, with 100 being a “great game.”

85	to	100	Great game
65	to	84	Good game
40	to	84	OK game
0	to	39	Dull game

Thuuz ratings become visible when you highlight an event, and they may be considered “spoilers.” If you want to watch your sports without knowing what to expect, you can always turn this feature off. From the Home screen, choose **Menu**  > *Settings* > *User Preferences* > *Thuuz Sports Ratings*.

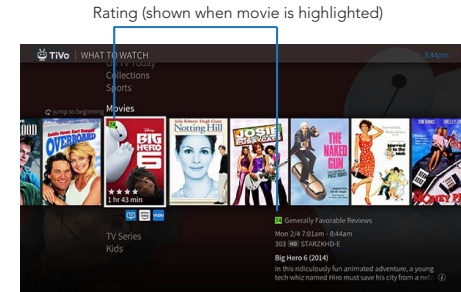


METACRITIC RATINGS FOR MOVIES

Metacritic takes all of the reviews for a movie, averages them, and gives you a combined score, so you can see at a glance what critics are saying about a movie. Movies are rated on a scale of 0-100 and color coded; look for the green scores for the best bets. You'll find Metacritic scores for movies throughout the TiVo experience: What to Watch, Search, My Shows, Guide, and more.

To see the Metacritic rating (if available), highlight a movie. Ratings are numerical and color-coded, as follows:

81	to	100	Universal acclaim
61	to	80	Generally favorable reviews
40	to	60	Mixed or average reviews
20	to	39	Generally unfavorable reviews
0	to	19	Overwhelming dislike



LIVE TV





When you're watching a show as it broadcasts, you're watching live TV. Select *Watch Video* from the Home screen to watch live TV.

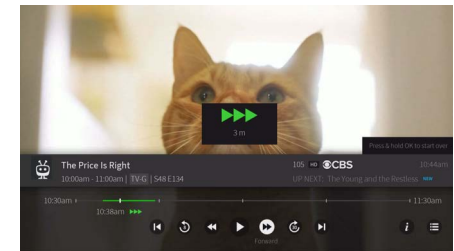
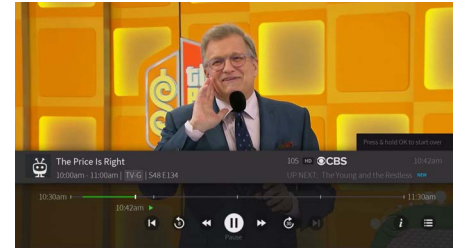
As you change channels, you'll see a status bar at the bottom of the screen. This bar contains useful information, like the show title, time of airing, channel, whether the show is in HD, and what's up next. When Start Over is available, an on-screen tip will remind you to press and hold OK/SELECT to start from the beginning.








TRICK PLAY™

The status bar contains a faint white line showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo Stream DVR. You can rewind or fast-forward anywhere within that green segment. The thick white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.

- Press OK, LEFT, or RIGHT on your remote to bring up the status bar.
 - If you pressed OK, the Pause icon will be highlighted; press OK/SELECT again to pause.
 - If you pressed LEFT or RIGHT, the Rewind or Fast-forward icon will be highlighted, respectively. Press the button again to begin the action.
- Highlight the on-screen icon and press OK/SELECT for the following functions:

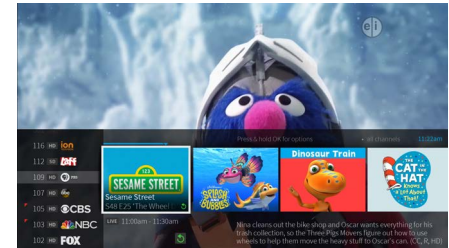
-  Jump back to the beginning of the saved portion
-  Skip back 8 seconds — useful for when you miss a great sports play, or when you fast forward too far.
-  Rewind — press up to three times for three speeds.
-  Play



-  Pause
-  Fast Forward — press up to three times for three speeds
-  Skip forward 30 seconds
-  Jump to the end of the saved portion (catch up to live TV)
-  Bring up the Info banner
-  Open the Guide
-  Go to live TV (available while watching a recording, Catch Up show, or video on demand)

MINI GUIDE

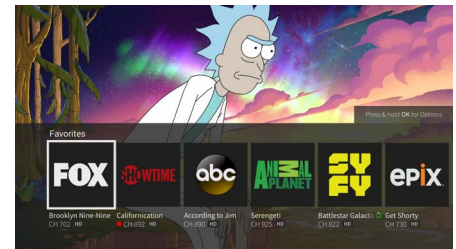
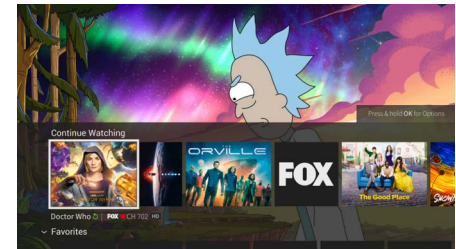
While watching video, press UP on your remote to reveal the mini guide. Use the mini guide to see what's upcoming on the selected channel, and to browse and switch to other channels.



CONTINUE WATCHING & FAVORITE CHANNELS

While watching video, bring up the Trick Play controls, then press DOWN to view the Continue Watching panel, and press DOWN again for the Favorite Channels panel.

- **Continue Watching** lets you keep watching your shows with ease. If no shows are available to continue watching, this panel will not appear.
- **Favorite Channels** lets you jump directly to one of your favorite channels. If you haven't chosen any favorite channels, this panel will not appear. Choose your favorite channels by going to the program guide and selecting a channel name/number (not a show). Press OK, then select *Add to Favorite Channels*.



THE INFO BANNER

The info banner displays the show's title, description, ratings, and other information. To view the info banner, press "i" (for Info) while watching a show. The show will pause while the info banner is visible. Choose an action or press OK/SELECT to dismiss the info banner and resume playing.

From the info banner, you can:


- Turn closed captioning on or off and change the caption language (if available).
- Bookmark or record the show.
- Create a OnePass search for the show. Learn more in [OnePass™ Searches](#).
- Lock the channel. This option requires a [Parental Controls](#) PIN to access.
- Change the audio track. The option is available only when other audio tracks are available.



MANAGE

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. The OnePass Manager shows you all of your OnePasses and lets you change options.

TO DO LIST

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings. To view the To Do List, select **Menu**  > **Settings** > **To Do List**.

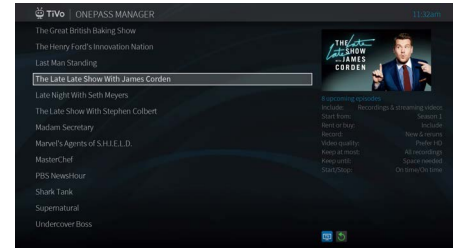
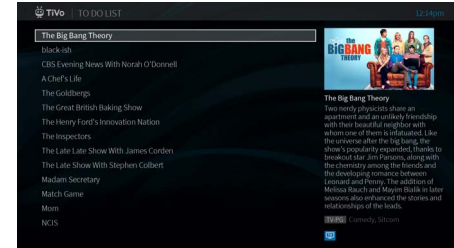
You'll see an alphabetical list of all shows scheduled to record in the next two weeks. Press OK/SELECT on any show to see available options.

ONEPASS MANAGER


OnePass searches are listed in the order you set them up: the first is at the top of the list.

To view the OnePass Manager, choose **Menu**  > **Settings** > **OnePass Manager**.

Use this list to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass. Highlight the show title and press OK/SELECT to view available options.




PARENTAL CONTROLS

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

TURN PARENTAL CONTROLS ON/OFF

To turn Parental Controls on, enter a four-digit PIN, then enter the same PIN again for confirmation. When you turn off Parental Controls, the PIN is deleted and anyone can watch any show or channel.

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

HIDE ADULT CONTENT

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

SET RATING LIMITS

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

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

CHANGE PIN

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



EASTLINK TV OnDemand

Whenever you search for a show, available Eastlink TV OnDemand shows are included in the results. It's just that easy to find the shows you want. But if you'd rather browse the available On Demand offerings, just choose *On Demand* from the Home screen.

WATCHING A VIDEO

To select an on demand video:

1. On the main Eastlink TV OnDemand page, you'll see a list of categories (like New, Drama, or Comedy) to choose from. Highlight the category you wish to browse and press OK/SELECT.
2. If you are offered sub-categories, choose a sub-category and press OK/SELECT.
3. Once you've located a video you want, highlight it and press OK/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.
4. If the video is free, the information screen will have an option to play it. 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.

5. While watching, you can pause, rewind, and fast-forward on-demand videos. You can also stop watching at any time by pressing BACK. See [Watching a saved video](#) for information on watching a partially watched or saved video.

NOTE: Some on-demand videos may not allow you to fast-forward.


WATCHING A SAVED VIDEO

Partially and completely viewed on demand videos can be resumed or restarted any time during the rental period, or for as long as they are available from the EastlinkTV OnDemand library.

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

1. Select *On Demand* from the Home screen.
2. Select *My Rentals*, and then select the video you want to watch.
3. Choose to resume playing where you left off or to start from the beginning.

APPS & GAMES

To get to the Apps & Games screen, simply select *Apps & Games* from the Home screen, or press the grid button  on your remote control.

At first, the apps on this screen include the video providers you selected during device setup (e.g., Netflix). These providers appear in your Video Provider List and are automatically included when searching or browsing using the on-screen menus. (For more information on your Video Provider List, see [User Preferences](#)).

If you don't see the apps you selected during setup, or if you skipped that portion of setup, you can always add the apps manually. You can also add other apps, games, and content you download on Google Play to this screen for direct access.

Simply select one of the Google Play tiles to go to Google Play, and sign in using your Google user name and password.

THE EASTLINK TIVO STREAM APP

The Eastlink TiVo Stream app lets you stream shows, schedule recordings, search for shows, and more on your iOS or Android™ device! Download the free app from the App Store® or Google Play.



FINDING SHOWS

Use What to Watch, the program guide, or the search function to find shows:

- **What to Watch:** What to Watch shows you categories of the best movies and TV shows available. Use the filter strip across the top of the screen to browse for shows that are available to stream, watch live, bookmark, or record. To get back to this screen at any time, tap *What to Watch* in the bottom menu (iOS) or tap *Menu > What to Watch* (Android™).
- **Guide:** Tap *Guide* in the bottom menu (iOS) or tap *Menu > Guide* (Android). To search for a channel, tap the magnifying glass at the top left of the Guide. To jump to a particular time, tap the date at the top of the Guide to bring up the date selector.
- **Search:** Tap the magnifying glass icon at the top of the screen, and enter the first few letters of title of the show or name of the actor you're interested in. A list of matches will appear beneath the search window.

When you find a show you want to watch, tap its title or image to display show information and viewing options. Depending on the show, you can choose to watch the show, set up a recording or OnePass, or change your recording or OnePass options.

MY SHOWS


To get to My Shows, tap *My Shows* at the bottom of the screen (iOS) or *Menu > My Shows* (Android). This list mirrors My Shows on your streaming device. You'll see categories listed on the left side of the list (on a tablet) or in a drop-down menu (on a phone) to help you find what you're looking for.

Tap a show's title to see the Series or Movie screen. The episode selected in the WatchList, or the movie, can be played by tapping the Play icon at the top of the screen. Or, depending on the title, you can add a bookmark (if available), edit your OnePass, or delete the episode/movie. In the bottom part of the screen, you can view other episodes in your WatchList, explore cast and crew, see a list of upcoming episodes, and more.

To watch a show on your TV (sometimes called "casting" a show), tap the drop-down menu under the Play icon and choose *On TV*.



OTHER SETTINGS & SYSTEM INFO

When you select the Menu icon  from the Home screen, you'll find additional settings and system information that will help you customize, monitor, and learn more about your TiVo experience.

ACCESSIBILITY

- **Subtitles & Closed Captioning:** Turn subtitles or closed captioning on or off for all shows. To turn subtitles or closed captioning on or off while watching a show, press “i” on your remote to open the Info banner, and then select *Turn Closed Captions On/Off*.
- **Subtitle & Closed Caption Language:** Set the default language for subtitles or closed captions on all shows, when alternate languages are available. To change the language while watching a show, press “i” on your remote to open the Info banner, and then select *Change Subtitle & CC Language*.
- **Closed Captioning Preferences:** Change the way closed captioning text is displayed.
- **Language & Audio Description:** Some shows are broadcast with an audio description track or more than one language track. Choose *SAP* to turn on audio description when available, or choose the default language for shows with multiple language tracks available. To turn on audio description or change the language track for only the show you're watching, press OK/SELECT to open the Info banner, and then select *Change Audio Track* (shown at right). Note that this setting also appears in the [Audio Settings](#) menu; changes made in either place will be reflected in the other.



ONEPASS MANAGER

- See [OnePass Manager](#).

TO DO LIST

- See [To Do List](#).

USER PREFERENCES

- **My Video Providers:** Choose which video providers (like Netflix) are used when searching or creating OnePasses.
- **Favorite Channels:** View your list of favorite channels.
- **OnePass & Recording Options:** Set default OnePass and recording options. See [OnePass options](#) to learn about each option.
- **My Shows Options:** See [My Shows options](#).
- **Autoplay Next Episode:** Choose whether to allow the next recorded episode in a series to begin playing automatically when the current one ends. If you turn this option off, the countdown will no longer appear, and you will need to select PLAY in the Auto Play panel to start the next episode.
- **Video Window & Background:** See [Video window & background](#).
- **Extend Live Recordings:** When you schedule a recording for a live event (like a baseball game), your TiVo Stream DVR will ask if you want to add extra recording time.
- **Thuuz Sports Ratings:** Choose whether to display Thuuz excitement ratings for sporting events. See [Thuuz ratings for sports](#) for more information.



AUDIO SETTINGS

- **Language & Audio Description:** This is the same setting as the one found in the accessibility menu. Changes made in either place will be reflected in the other. In addition, you can control the volume to sound effects from this page. See [Accessibility](#).
- **Sound Effects Volume:** Adjust the volume of the sound effects or turn them off completely.



REMOTE SETTINGS

- **Pair Your Remote with Your TiVo Box:** The remote can issue voice commands, as well as control your TiVo Stream DVR even if the box is not in direct line of sight with the remote (for instance, if it is behind a cabinet door). To enable these functions, the remote must be paired with your TiVo Stream DVR.

Your remote control should be paired automatically when you begin using it. However, if you have trouble using the remote, or if you purchase additional remotes, you may need to pair the remote to your TiVo Stream DVR before using it. You can do so by selecting this menu option, or by pressing and holding the TiVo  and BACK  buttons simultaneously until the activity light illuminates. Then release the buttons; the activity light will flash slowly, then flash quickly five times.

- **Remote Control Diagnostics:** View detailed diagnostic information about your remote control. You may need this information for routine troubleshooting.

DEVICE SETTINGS



- Device settings opens in a side panel rather than as an on-screen menu. From this panel, you can update your network settings, change the language of the on-screen menus, sign in or out of your account, check the status of apps, and set device preferences (including screen saver timing).

SYSTEM & ACCOUNT

- **Help:** Watch a Quick Tour video (this is the video you probably watched the first time you installed your device) and get troubleshooting advice about common issues with the TiVo experience.
- **System Info:** Get information about the TiVo Stream DVR that may be used during routine troubleshooting. View the User Agreement, Privacy Policy, and Open Source Notices.

HELP & TROUBLESHOOTING

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

- 1. Use the help screens on your TiVo Stream DVR.** For general troubleshooting, go to the Home screen, select *Menu*  > *System & Account* > *Help*.
- 2. Watch tutorial videos.** For quick how-to videos, select *Menu*  > *System & Account* > *Tips & Tricks on YouTube*.
- 3. Use online support.** Visit Eastlink Customer Support online at my.eastlink.ca/customer-support.
- 4. Contact Customer Support.** If you still have questions, contact Eastlink Customer Support at 1-888-345-1111.

FREQUENTLY ASKED QUESTIONS

RECORDING SHOWS

Where can I find my recorded shows?

All of your recorded shows and streaming videos are found in My Shows. From the Home screen, just select *My Shows*.

Can I record an entire series?

Yes! Just set up a OnePass search. A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to My Shows to watch instantly. See [OnePass™ Searches](#) to learn how to set up a OnePass search.

How many shows can I record at once?

As many as you'd like!

How much storage space do I have for recordings?

This depends on your service plan.

What happens when I run out of storage space?


If you set up a recording when your storage space is almost full, you'll receive a message on screen. At that point, you can upgrade to a plan with more storage, or you can delete some of your recordings to free some space. When you reach your storage limit, your device will begin deleting your oldest recordings to make space for new ones.

WATCHING LIVE TV & RECORDED SHOWS

Can I rewind live TV?


Yes.

How can I make sure my kids don't watch something they shouldn't?


Parental Controls help you make sure your family has access to only those shows you want them to watch. When you turn Parental Controls on, you'll set a PIN that will be required to watch shows exceeding the limits you set. From the Home screen, *Menu*  > *Settings* > *Parental Controls*. See [Parental Controls](#).

RESTART

I missed the beginning of my favorite live show. What should I do?


Try using the Start Over feature. On many shows, when you turn to a show that is currently airing, you'll see the **Restart icon**  and an on-screen tip telling you to press and hold OK/SELECT to start the show from the beginning.


I forgot to record something. Can I watch it anyway?

Some shows that have aired within the last three days are available to watch using Catch Up. Simply open the Guide and move to the left, past the channel column, for up to 30 hours to find your show. If you see a **Restart icon** , select the show to watch it.

REMOTE CONTROL

My remote control isn't working.

The remote is set up and paired to your TiVo Stream DVR during installation. If your remote stops working, try replacing the batteries. If that doesn't solve the problem, try re-pairing the remote with the TiVo Stream DVR by pressing and holding the TiVo button  and BACK

 buttons simultaneously until the activity light illuminates. Release the buttons; the activity light will flash slowly, then flash quickly five times.

If your remote control still isn't working, you can pick up a replacement remote at one of our Retail locations.

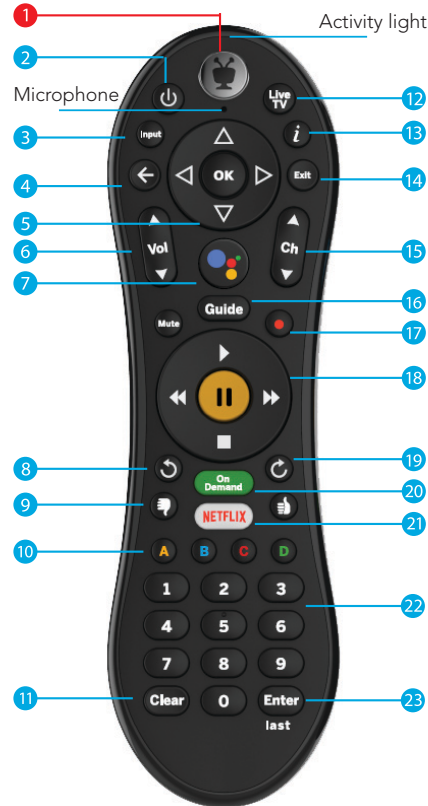
SETUP

Do I need a Google account to use the TiVo Stream DVR?

No, but it is highly recommended. With a Google account, you'll be able to use Google Play, Google Music, Google Games, and Google Assistant right on your TiVo Stream DVR.

REMOTE CONTROL REFERENCE

- 1 The TIVO BUTTON takes you to the Home screen.
- 2 POWER button turns the TV on or off.
- 3 INPUT selects the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press OK to bring up TrickPlay controls, UP to see the mini guide and DOWN to see the full Info banner, Continue Watching panel, and Favorite Channels panel.
- 6 VOLUME and MUTE control the volume on your TV.
- 7 Press and release the Google Assistant button to talk to Google.
- 8 REPLAY repeats the last eight seconds of the show. In the Guide, REPLAY jumps 24 hours back.
- 9 Use the THUMBS UP and THUMBS DOWN confirm certain commands, as instructed on screen.
- 10 A opens the categories list in What to Watch. B changes the sort order of My Shows. C jumps to the next filter in My Shows. D removes a tile from the Continue Watching panel.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.



- 12 LIVE TV takes you to live TV.
- 13 "i" shows the Info banner while watching brings up an Info card when a title is high TiVo menus. Press and hold for accessibility.
- 14 Use EXIT to switch to full-screen video while watching live TV. Exit also exits a Stop Over/Catch Up show.
- 15 Use CHANNEL UP/DOWN to change the move quickly through the Guide.
- 16 GUIDE takes you to the on-screen Guide
- 17 Press RECORD to record the show you're to set up a recording for a show selected
- 18 Use the TrickPlay buttons (REWIND, FAST STOP, PAUSE, and PLAY) to control video
- 19 ADVANCE jumps forward 30-seconds. In ADVANCE jumps forward 24 hours.
- 20 ON DEMAND jumps to the On Demand
- 21 The NETFLIX button launches the Netflix
- 22 Use the NUMBER BUTTONS to directly enter (e.g., channel numbers or Parental Control)
- 23 ENTER/LAST displays the Continue Watching