





THE TIVO EXPERIENCE

DVR & Mini | Quick Guide

©2020 Xperi. All rights reserved.

TiVo, the TiVo logo, the TiVo silhouette logo, OnePass, QuickMode, TrickPlay, WishList, the Jump logo, the Instant Replay logo, the Thumbs Up icons , the Thumbs Down icons , Overtime Scheduler, Overlap Protection, the TiVo Circle logo, and the sounds used by the TiVo service are trademarks or registered trademarks of TiVo Brands LLC.



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



HDMI, the HDMI logo, and High-Definition Multimedia Interface are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

Android and YouTube are trademarks of Google Inc.

iOS is a registered trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Netflix is a registered trademark of Netflix, Inc.

Google, Android, YouTube, Android TV and other marks are trademarks of Google LLC.

All other trademarks are the properties of their respective owners.

TiVo Experience Quick Guide 4.8 (July 2020)

eastlink

Welcome

CONTENTS

CONTENTS	IV
GETTING STARTED	1
Basic terms	1
THE HOME SCREEN	2
Home screen menu items	2
Settings menu	3
The SmartBar	3
Video window & background	3
MY SHOWS	5
Filters	5
Shows & movies	5
My Shows options	8
ONEPASS™ SEARCHES	9
OnePass options	9
STREAMING VIDEOS	12
FINDING SHOWS	13
Guide	13
Search	13
What to Watch	15
Suggestions	15
WishList® searches	16
SCORES & RATINGS	19
Thuuz ratings for sports	19
Metacritic ratings for movies	19
LIVE TV	21
TrickPlay™	21
Multi-tuner	22
Record & watch	22

QUICKVIEW	23
THE INFO BANNER	24
QUICKMODE®	25
VOICE	26
MANAGE	28
To Do List	28
OnePass Manager	28
Recording Activity	29
PARENTAL CONTROLS	30
Turn Parental Controls on/off	30
App access	30
Hide adult content	30
Set rating limits	30
Lock channels	31
Change PIN	31
EASTLINK ONDEMAND	32
Choosing a video	32
Controlling a video	33
Watching a saved video	33
APPS	34
THE TIVO APP	35
HELP & TROUBLESHOOTING	36
REMOTE CONTROL REFERENCE	37
Remote Button Map	37
Remote Setup	38
Remote Essentials	39
ON-SCREEN ICONS	40


GETTING STARTED

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

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

BASIC TERMS

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

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


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

Host. When your TiVo DVR streams shows to a TiVo Mini, your DVR is a host. A Mini is always connected to a “host” DVR to access the DVRs My Shows list, tuners, and program information.

Client. The TiVo box receiving streaming shows from a host TiVo DVR is the client. A TiVo Mini is *always* a client, because it can only receive streaming shows.


Network Connection. Your TiVo DVR and TiVo Mini can connect to your home network through either a wireless (Wi-Fi) or wired (Ethernet or MoCA) connection.

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

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

THE HOME SCREEN

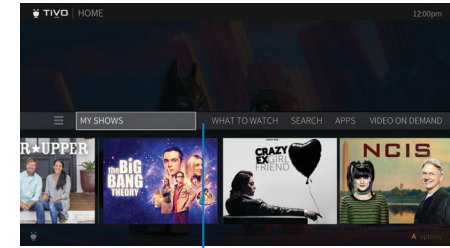
The Home screen is the starting point for just about everything you do with your TiVo box. From the Home screen, you can easily access popular destinations in the TiVo experience; get personalized recommendations from the SmartBar and What to Watch, and watch/control the currently-playing show. You'll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

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

HOME SCREEN MENU ITEMS

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


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



Menu

Easily add your *own* items to the menu as well; for example, to get quick access to a streaming app like Netflix and YouTube. Just press **A** on your remote, and enter an available shortcut number for the item you want. The new item will appear in that position on the menu.

SETTINGS MENU

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


THE SMARTBAR



Located at the bottom of the Home screen, the SmartBar gets to know your viewing habits and makes recommendations based on shows you've recently watched. It's front and center every time you turn on your TV, so you'll always have suggestions waiting for you.

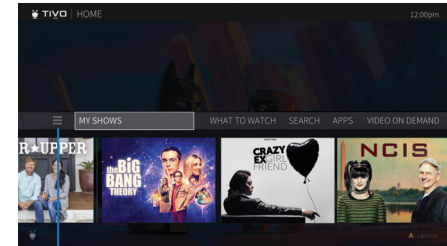
Use the DOWN arrow on your remote control to move to the SmartBar, then select a show to go to the Series or Movie screen, where you can choose to watch it.

VIDEO WINDOW & BACKGROUND

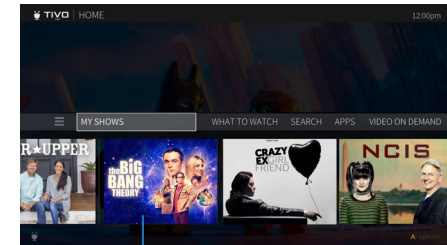
By default, the video you were watching when you entered the Home screen continues to play in the background. Similarly, on most other TiVo menu screens, a video window located in the upper right corner plays the current video as well.

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


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



Settings menu



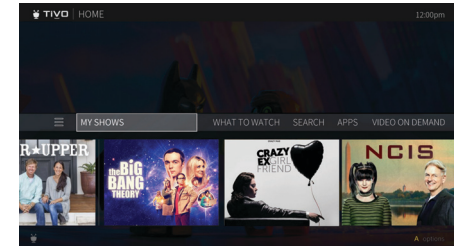
SmartBar

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

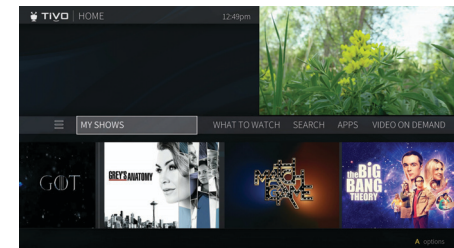
When Display Video is set to Yes, Home screen options include:

- Full screen (background): The currently-playing video is shown as a full-screen video in the background of the Home screen
- Top right: The currently-playing video is shown in the upper-right corner of the Home screen.

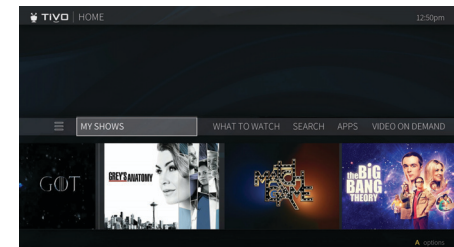
Background video on





Video window on




Background video & video window off



MY SHOWS


The My Shows list contains all of your recordings, plus links to your streaming videos from Eastlink OnDemand or apps like Netflix and Amazon Prime Video. (On a TiVo Mini, recordings are stored on your host DVR.) To get to the My Shows list from the Home screen, just press the TiVo button  or select My Shows. To get to My Shows from any other menu screen or from live TV, just press the TiVo button  twice.

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

And no matter where you are in the My Shows list when you leave it, your TiVo box 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, your My Shows list will update automatically. Filters include Continue Watching (your most recently-watched shows), TV Series, Movies, Kids, and more.

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


SHOWS & MOVIES

In the main area of My Shows, you'll find all of your OnePass selections, single recordings, WishList searches, and bookmarked shows and movies. Note that in the All Shows filter, bookmarked movies appear in the Streaming Movies group.

ONEPASS SHOWS (TV SERIES)

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





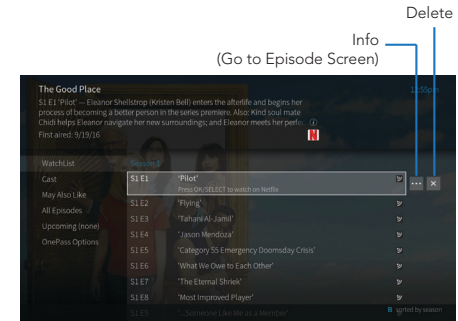
list, or use CHANNEL UP/DOWN to page through the list quickly. Press ADVANCE  to jump to the end of the list. Press it again to jump back to the beginning.

Highlight a series, then do one of the following:

- Press PLAY for the ultimate binge-watching experience. Your TiVo box will play every episode in the group. See also [Auto Play](#).
- Press OK to go to the main Series screen. In the left column, 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 videos starting with Season 5, then those episodes appear in your Watchlist. The Series screen also lets you browse recordings only (if available), all episodes, upcoming episodes; learn about the cast; or view/change OnePass options

Icons next to episodes 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. Highlight an episode and press OK or PLAY to start watching. As the episode ends, the next episode will start automatically if the [Auto Play](#) feature is turned on.

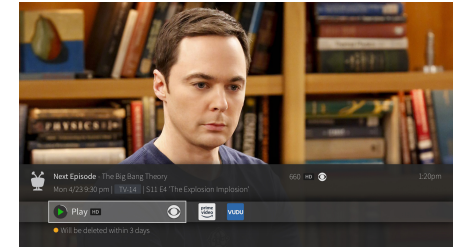
- To learn more about the selected episode, highlight it on the Series screen, then move to the right to select the Info icon . This will take you to the Episode screen, where you can get viewing options and more. To delete the episode instead, select the Delete icon .



AUTO PLAY

When you reach the end of an episode, TiVo's Auto Play feature starts playing the next episode automatically. A panel will be displayed at the bottom of the screen containing a countdown timer and other viewing options. Let the timer run out, and the next episode will begin playing. Press OK to start playing the next episode sooner, or press the RIGHT button to watch from a different video provider.

If you would rather not have the next episode start automatically, go to User Preferences > Auto Play Next Episode to turn the counter off. You will continue to see the panel with options when you near the end of an episode, but the next episode will no longer start unless you manually select an option.



SEASON SELECTOR

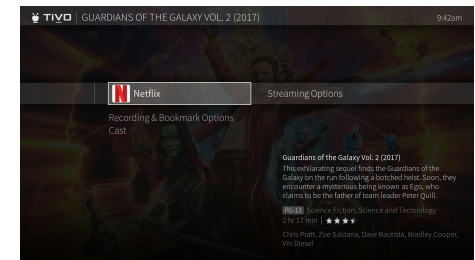
If a series contains more than one season and more than 30 episodes, a season selector will be displayed at the top of the list All Episodes list. Use it to easily jump between seasons.

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). Note that if the Kids filter is present, kids' movies appear in the Kids filter, not in the Movies filter. If the Kids filter is not present (because you have unchecked it in [My Shows options](#)), all movies will appear in Movies.

DELETING SHOWS & MOVIES

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



MY SHOWS OPTIONS

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

- **Sort list:** Choose to view the My Shows list by date (with the most recently added shows at the top) or by name (alphabetically).
- **Filters:** Choose which categories should appear in the Filter strip, and in what order.

ONEPASS™ SEARCHES

TV SHOWS AND SPORTS FROM ALL OF YOUR SOURCES

A OnePass search gathers every available episode of a series (whether available from streaming sources, broadcast TV, or Eastlink OnDemand), every game or match from a specific team, or every sporting event in a league and adds them right to your My Shows list to watch instantly.

If an episode isn't available on TV or Eastlink OnDemand, OnePass fills in the gaps with episodes from video apps like Netflix and Amazon Prime Video. 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., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA).

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

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

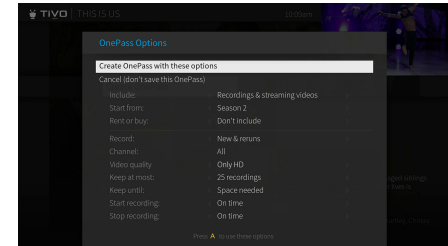
Note: OnePass works best when your video app list is up to date, with as many apps as possible selected.

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



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

- **Record:** Skip reruns or watch them all? Choose New only to avoid reruns, or New & repeats to get every episode.
- **Channel** Choose the channel on which to record the show, when more than one channel is available.
- **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 Until I delete and your TiVo box wont 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:** Some shows consistently run past their scheduled end times. Use the Stop Recording option to choose when the TiVo box 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.

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

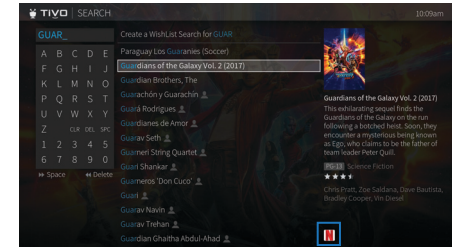
STREAMING VIDEOS

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

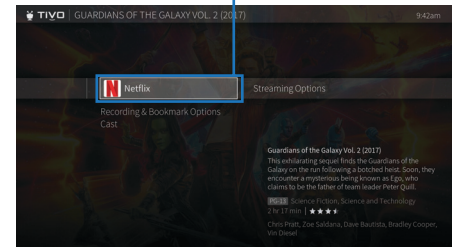
Don't have time to watch it now? Rather than search for it again later, Bookmark it to add a link to the video directly to My Shows.

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

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



Video app



FINDING SHOWS







GUIDE

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

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

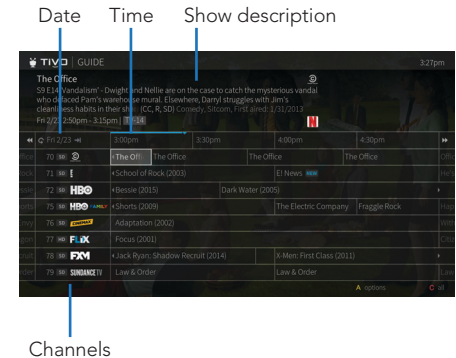
Icons in the guide help you navigate to the shows you want. New shows are marked with a **NEW** icon. Shows that are currently recording have a red circle icon next to the title, while shows that are scheduled to record are marked with a check mark (for individual shows) or double check mark (for OnePass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

To move around in the guide:

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

SEARCH

Search by show title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, streaming videos (from sources like





Netflix and Amazon Prime Video), and Eastlink OnDemand all at the same time. You can even search for a particular channel by its network name or call sign (e.g., NBC).

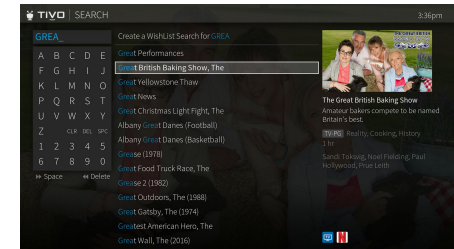
VOICE SEARCH

1. While viewing any TiVo menu or watching TV, press and hold the VOICE button on the TiVo remote.
2. Speak naturally into the microphone. Say a title, actor, or keyword, and release the button when you have finished speaking.

See [Voice](#) for additional voice commands.

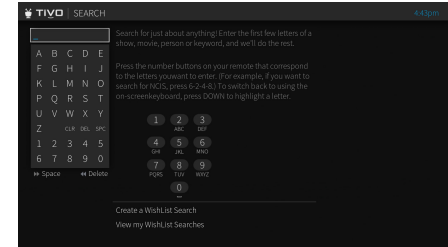
KEYBOARD SEARCH

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 on each letter you want. 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 Eastlink OnDemand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press CLEAR to erase everything, or REWIND  to erase one letter at a time. Insert a space by pressing FAST FORWARD .
4. Use the RIGHT arrow to highlight the show or person name, then press OK to view details, set up a recording or OnePass, or bookmark the show.



NUMBER PAD SEARCH

1. From the Home screen, select Search.
2. Before entering any letters or numbers, press UP on your remote.
3. Note the letters associated with each number key displayed on the screen. Press the number buttons on the remote that correspond to the letters you want to enter. For example, if you want to search for NCIS, enter 6-2-4-7.
4. To switch back to the on-screen keyboard, press DOWN to highlight a letter.



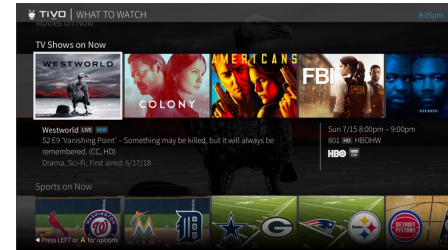
WHAT TO WATCH

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

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

To jump directly to a category, press **A** on your remote control to view filters.

Note: While viewing a strip, press REPLAY  to move to the beginning of a strip.

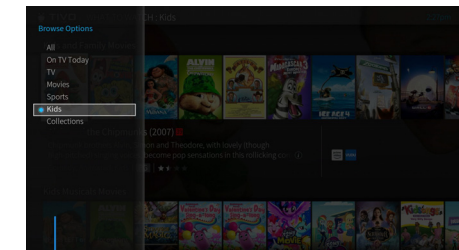


SUGGESTIONS


TiVo Suggestions is an automatically generated list of shows you might like. The more you use your TiVo box, the better your box will get at finding interesting shows for you.

When your TiVo box has available space, it automatically records TiVo Suggestions. To watch them, select the Suggestions filter in My Shows.

You don't ever need to worry about recorded Suggestions taking up space. TiVo Suggestions never replace shows you record, or prevent your shows from being recorded. And TiVo Suggestions are always the first shows deleted to make room for your recordings.



Filters

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

WISHLIST® SEARCHES

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

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

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

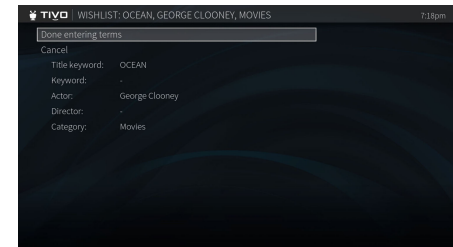
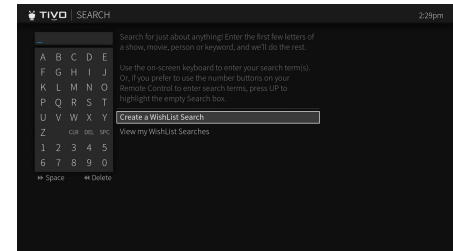
CREATING A WISHLIST SEARCH

1. From the Home screen, choose Search.
2. Without entering any letters, move to the right side of the screen to select Create a WishList Search. Alternatively, you can enter a search term before selecting Create a WishList Search, and this term will be treated as a keyword (see below).
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:

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

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

Actor Search for shows with your favorite actor.



Director Search for shows by a specific director.

Category Search for specific categories and sub-categories of shows (for example, action movies or nature documentaries).

- After entering your initial search criteria, you'll return to the WishList screen. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:

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

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

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

Note: If you do not want your TiVo box to record matches automatically, be sure to set Auto-record to No.

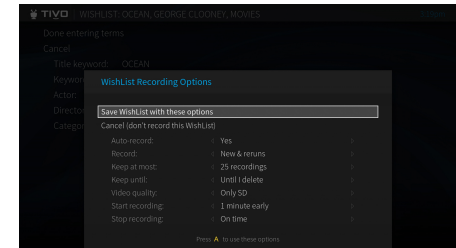
- The final WishList screen allows you to edit your search terms, change recording options, rename the WishList search, or cancel the search. You can always get back to this screen by [Managing your WishList searches](#).


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

MANAGING YOUR WISHLIST SEARCHES

To view or edit a WishList:

- From the Home screen, choose Search.



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


2. Move to the right side of the screen and select View my WishList Searches.
3. Choose the WishList search you want to edit. From there, you can choose:
 - **Edit WishList Search Terms:** Change the search criteria.
 - **Modify Recording Options:** Turn auto-recording on or off. If auto-recording is on, you can choose whether to record only new shows (or reruns as well), how many shows to keep, and more.
 - **Rename this WishList:** Change the name of the WishList search.
 - **Delete this WishList search.**

SCORES & RATINGS

THUUZ RATINGS FOR SPORTS

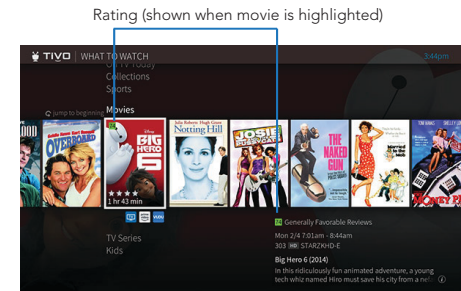
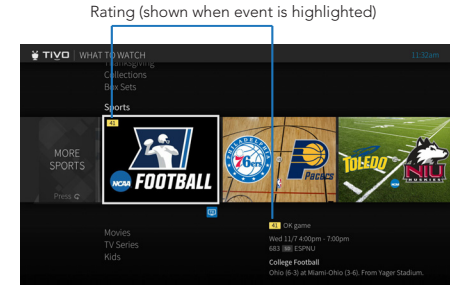
Thuuz “excitement ratings” can tell you if a game is going to be worth watching -- before you start watching it. The scores are updated in real-time; that means, in a game that might be mediocre at first, you’ll see lower Thuuz scores. But as the game gets more exciting, the score will go up. Games are 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 the Menu icon  > Settings > User Preferences > Thuuz Sports Ratings.

METACRITIC RATINGS FOR MOVIES


Metacritic takes all of the reviews for 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.




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

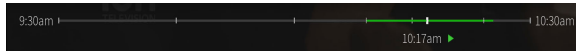
LIVE TV

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

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





TRICKPLAY™

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







When you pause live TV, you see a TrickPlay bar showing a one-hour period. The green segment shows

the portion of the hour that has been saved by your TiVo box. The thick white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.

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



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

MULTI-TUNER


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

RECORD & WATCH

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

RECORDING THE SAVED PORTION

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

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

STOPPING A RECORDING



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



QUICKVIEW

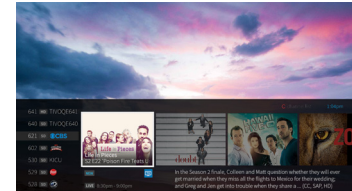
Want to take a quick look at what else is on? Simple. While you're watching live TV or a recorded show, QuickView lets you see what else is playing now or coming up without missing the action on the show you're watching.

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

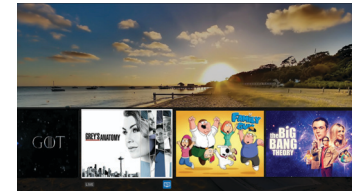
- UP shows you whats coming up on live TV with a mini guide. To close this panel, press .
- DOWN displays the SmartBar, with quick access to the shows you watch regularly, based on the current time and day of the week.
- LEFT brings up your favorite channels. You can set your favorites by selecting the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

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

UP: Mini guide



DOWN: SmartBar




LEFT: Favorite channels




RIGHT: Tuners

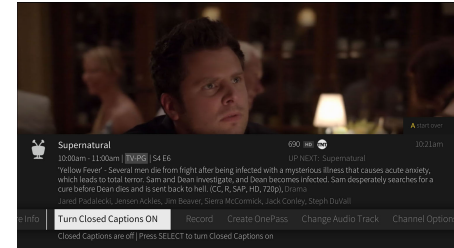


THE INFO BANNER

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

From the info banner, you can:


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



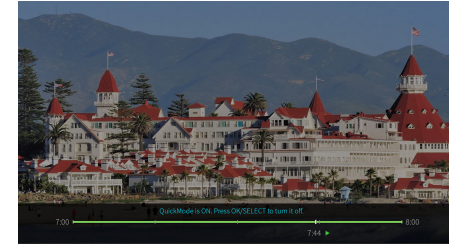
QUICKMODE®

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


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


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

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



VOICE

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

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

Here are some things you can do with voice:

- Search by title, actor, or keyword: “Find Modern Family” or “Show me some action movies.”
- **HINT:** Add on to your initial command to get more specific. For example, after the command, “Show me some action movies,” you could add “From the 80s...just the ones with Bruce Willis.”
- Watch a show that’s airing on live TV: “Watch The Big Bang Theory on now.”
- Watch a show on Eastlink OnDemand: “Watch Doom on demand” or “Watch Doom on Video On Demand.”
- Watch a movie on a specific video provider: “Watch Avengers Infinity War on Netflix.”
- Fast forward or rewind a certain number of minutes: “Fast forward three minutes.”
- Jump to a particular point in a show: “Jump to 10 minutes” will jump to 10 minutes from the beginning of the recording.





- Launch an app: "Launch Netflix." (This voice command is disabled if Parental Controls are on.)
- Change channels: "Go to CBS."
- Turn closed captions on or off: "Turn on/off closed captions."
- Go to a TiVo menu screen: "Take me home," or "Show me the Guide." (This voice command is disabled if Parental Controls are on.)

MANAGE

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

TO DO LIST

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


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

CANCELING A RECORDING

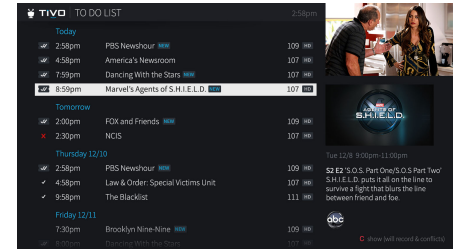
To cancel a recording, just highlight the show title on the To Do List and press CLEAR.


ONEPASS MANAGER


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


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

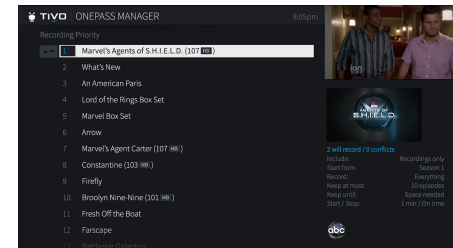
Prioritizing your OnePasses and WishList searches is important in case of recording conflicts (when too many shows are scheduled to record at the same time). Because your TiVo DVR has multiple tuners, and because OnePass works best when you include streaming videos, recording conflicts should be minimized.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



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

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

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




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

EDITING A REPEATING RECORDING

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

RECORDING ACTIVITY

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


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

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

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




PARENTAL CONTROLS

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

TURN PARENTAL CONTROLS ON/OFF

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

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

APP ACCESS

When Parental Controls are on, the Apps item on Home screen requires a PIN. To allow access to specific apps, add them to the Home menu strip individually by pressing A for options. (Note that pressing A will also require a PIN.)

HIDE ADULT CONTENT

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

SET RATING LIMITS

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

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



LOCK CHANNELS


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

CHANGE PIN

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

EASTLINK ONDEMAND



Your TiVo box has access to thousands of the latest hit shows and movies from Eastlink OnDemand.

Whenever you search for a show, available Eastlink OnDemand shows are included in the results. Its just that easy to find the shows you want. But if you'd rather browse the available Eastlink OnDemand offerings, just press the ON DEMAND button .

CHOOSING A VIDEO

To select a video:

1. On the main Eastlink OnDemand page, you'll see a list of categories (like Movie Rentals, TV, Crave, Kids, etc.) to choose from. Highlight the category you wish to browse and press OK.
2. If you are offered sub-categories, choose a sub-category and press OK.
3. A list of available videos is displayed. You'll see the videos 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 OK. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to Play. Select Play to start the video.


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

CONTROLLING A VIDEO

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

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

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


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

Note: Some videos from the Eastlink OnDemand library may not allow you to fast forward.

WATCHING A SAVED VIDEO

Partially and completely viewed Eastlink OnDemand videos are saved in the My Rentals folder for up to two days. You can watch them again at any time during the rental period.

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

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

APPS

From the Home screen choose Apps.


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

Eastlink TiVo currently supports Eastlink OnDemand, Netflix, Prime Video, YouTube, and Stingray Music.

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

HELP & TROUBLESHOOTING

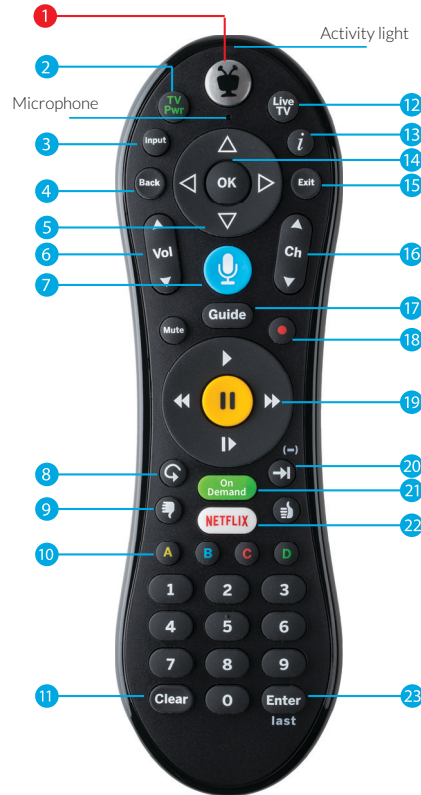
Got a question? Here's how to find answers:

- 1. Use the help screens on your TiVo box.** For general troubleshooting, go to the Home screen, select the Menu icon , then choose Help > Tips & Troubleshooting.
- 2. Use online support.** Visit Eastlink Customer Support online at eastlink.ca/TVsupport.
- 3. Call Customer Support.** If you still have questions, contact Eastlink Customer Support by calling 1-888-345-1111.

REMOTE CONTROL REFERENCE

REMOTE BUTTON MAP

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




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

REMOTE SETUP

PROGRAMMABLE BUTTONS

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

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

Programmable buttons


Activity light




PAIRING

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





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

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


REMOTE ESSENTIALS


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


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


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


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

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

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

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

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

To issue voice commands, press and hold the  button. Speak naturally into the microphone (see location in the Remote Control Setup diagram). Release it when you finish speaking.

ON-SCREEN ICONS



This item is a streaming video.



Recording will be kept until space is needed.



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



Partial recording (recording was interrupted).



Show is currently being recorded.



New episode(s) available.



Get more options and info (e.g., choose to play from a different app, learn about the cast, and more.).



Delete this episode.



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



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



Show will be recorded as part of a OnePass search. Displayed in the To Do list, episodes lists, and the guide.



Show will be recorded as part of a WishList search. Displayed in the To Do list, episodes lists, and the guide.