

1906 Park Avenue • Brandon, MB • R7B 0R9
 Telephone: 204.725.4300 or 1.800.665.3337
 Website: westmancom.com

Westman Pace – FAQs

What is TiVo?

TiVo is the world’s most revolutionary and ingenious PVR. TiVo integrates the function of your cable box with a streaming web hub allowing you to connect to web-based apps and access tons of movies right from your TV. TiVo bring your most loved entertainment into one unified place. Imagine live TV, VU-IT! On Demand content and your favourite apps easily accessible for you to search and explore!

With TiVo, you’ll never miss your favourite shows again. TiVo puts you in control with some cool features you may not see anywhere else such as instant replay and slow motions.

What is the size of the hard drives for TiVo Pace PVRs?

- A. The size of the hard drive is 1 Terabyte (TB).

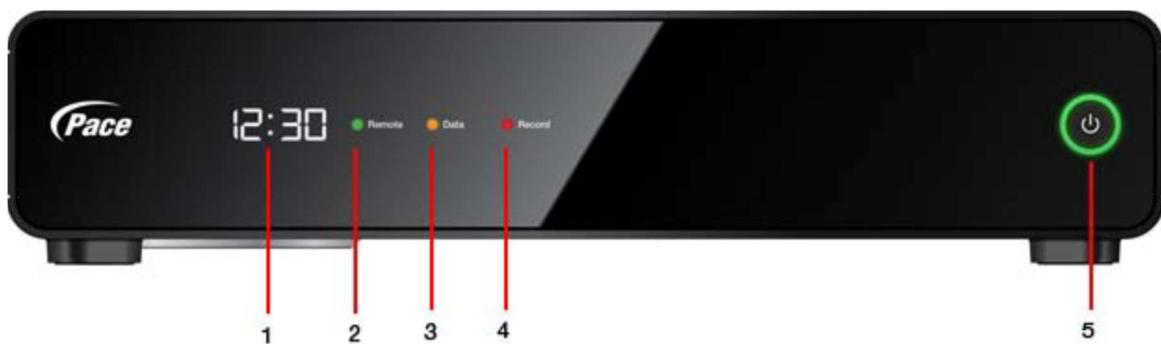
How many shows/hours does that equate to?

- A. Up to 150 HD hours or up to 1000 SD hours depending on the bit rate of the shows being recorded.

How many shows can I record at once?

- A. Up to 6 shows

What do the TiVo Pace MG1 front-panel display lights (circles) represent?



Number	LED	Details
1	Panel display	LED clock
2	Remote LED	Displays green for remote control activity
3	Data LED	Displays amber when downloads or transfers are taking place

4	Record LED	Displays red when a recording is being made
5	Power LED	Green = Power On. Note: The physical Power button currently has no functionality

I recently switched my remote for the new voice remote. How do I pair my new remote to my TV?

First, you must do a global reset.

To perform a global reset of your remote control:

1. Cover the end of the **TiVo remote** control with your hand.
2. Press the **TiVo** button and the TV Power button simultaneously until the light at the end of the **remote** comes on.
3. Press Thumbs Down 3 times, followed by Enter. The **remote** light should go out.

Once this is complete, From the Home screen, choose the menu icon, then choose *Settings* >

Remote, CableCARD & Devices (Remote & Devices on Mini) > Remote Control Setup > Remote Control Pairing and follow the on-screen instructions.

Program the buttons on your remote. The power, volume, mute, and input buttons can be programmed to control your TV and A/V receiver (or sound bar).

• From the Home screen, choose >*Settings > Remote, CableCARD & Devices (Remote & Devices on Mini) > Remote Control Setup* and follow the onscreen instructions.

Why do I need Westman's High Speed Internet to get TiVo from Westman?

We need to ensure your Internet connection is fast, reliable and secure. By providing that connection, we'll be able to offer a better quality and experience to satisfy you. We will also be able to diagnose and provide a timely resolution to any problem that might occur. In addition, your video on demand content through VU-IT is Internet-based, so you need our Internet for it to work.

How do I access the TiVo Home Screen?

TiVo Home is the starting point or home-base from which you can access anything and everything.

Press the TiVo button  on your remote to access TiVo Home.

What are some functions I can access from TiVo Home?

- [Discovery Bar](#)
- [Menu](#)
- [My Shows](#)
- [What to Watch](#)
- [Search](#)
- [Apps](#)
- [Vu-It on demand](#)

How do I navigate the **Discovery Bar**?

The **Discovery Bar** is the bar of images across the bottom of the TiVo Home screen and many other TiVo menu screens. What you'll see in the Discovery Bar depends on your viewing habits. Often, the Discovery Bar displays ideas for shows you might like based on what shows you record and mark as your favourites. For example, if you record the show "Game of Thrones," the Discovery Bar might display thumbnails for other shows, like "Vikings." It all depends on what you're interested in and what's available to you. The Discovery Bar also displays lots of other great viewing options such as: popular shows or sports that are playing on live TV, items from your My Shows list, TiVo Suggestions, new VU-IT! On Demand shows, and more!

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

How does the TiVo service choose what is on the **Discovery Bar**?

- A. When searching or browsing, the discovery bar will populate content that is relevant to what the user is searching for. If a user is not searching or browsing, the bar recommends content popular with other TiVo subscribers, or chosen by the TiVo editorial team as a highlight for that week. The TiVo service tries to present the best matches for what you're looking for, allowing you to discover new and interesting things to watch.

What is **My Shows**?

This lists all the shows that are recorded by your TiVo PVR including downloaded shows. You may highlight any title from **My Shows** (even a shows that's being recorded) and press **Play** to view the show from the beginning or to resume playing where you left off.

Shows are organized into folders. A number in parentheses to the right of each folder shows how many recordings each show folder contains. In addition to folders for each OnePass you've created, you'll also see the following folders:

- All Shows- Contains a full list of all your One Passes & Recordings
- Suggestions - if you have auto-recording of Suggestions turned on, any recorded Suggestions appear here.
- Other Categories – Sports, Movies, Kids & TV Series

What is **What to Watch**?

What to Watch sorts through all of your channels and video provider offerings to show you a list of what's available right now. Sorted conveniently into folders, you can choose from *TiVo Collections*, *Popular live TV series*, *live Sports events*, *Movies*, and *Kids programming*.

Select «What to Watch» in TiVo Home to get started.

What is available under **Menu**?

To get to the menu press the **TiVo Menu** button and press the left arrow  once.

- **To Do List**

On your TiVo PVR, 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.

How do I use the **To Do List**?

To view the To Do List, from the TiVo Home screen:

Choose «Menu », then «To Do List».

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

- **OnePass Manager**

A OnePass search gathers every episode of a series available anywhere and adds them right to your My Shows list to watch instantly. If an episode isn't available on TV or VU-IT! OnDemand, OnePass fills in the gaps with episodes from streaming video providers like Netflix, if available there.

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

**To learn more about sorting and filtering a OnePass in My Shows, see [Sorting and Filtering Shows](#).

- How do I set up a recording manually
 - TiVo Home>>Menu >> Manual Recording
- How do I schedule a recording by Time?
 - TiVo Home>> Menu >> Manual Recording >>Find by Time>>Enter Time
- How do I schedule a recording by Channel Number?
 - TiVo Home>> Menu >> Manual Recording>> Find by Channel

Can I change my OnePass recording options?

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

Options include:

Include -Choose to include recordings, streaming and on-demand videos (from sources like VU-IT! On Demand and Netflix), or both in your OnePass results. Including streaming and on-demand videos in your OnePass will give you the best results, and streaming videos don't take up any disk space!

Start from

Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose «New episodes only».

Rent or buy

Decide whether to include episodes that need to be rented or purchased before viewing. (The TiVo Service from Westman will not rent or purchase the items for you; you will have the option to rent or purchase them at the time of viewing.) If your OnePass includes recordings, the following options are also available:

Record

Skip rerun or watch them all? Choose «New» to avoid reruns, or «New & Repeat» to get new episode plus repeats or «Everything».

Channel

Choose the channel on which to record the show, when more than one channel is available.

Get in HD

When you set the «Channel» setting (above) to «All», you can choose how often to get the HD version of a show: always, never, or if possible. Note that if you choose «always» and a show is not available in HD, it won't be recorded. Likewise, if you choose «never» and a show is only available in HD, it won't be recorded.

Keep At Most

Set the maximum number of recordings to be saved.

Keep Until

Choose how long to keep a recording (or each episode of a repeating recording). «Space needed» is the default setting, or choose «Until I delete» and your TiVo box won't delete this episode to record something new.

Start Recording

Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)

Stop Recording

Set a recording to continue — for a few minutes or up to three hours — after it's scheduled to end. You can change this setting when you set up the recording, or while the recording is in progress.

You can cancel the recording of any episode in a OnePass by highlighting the title in the To Do List and pressing the **Clear** button . You can delete the entire OnePass or change its options using the OnePass Manager (see Using the OnePass Manager for more info).

What do I need to stream or download shows to mobile devices?

- A. You need to download the free VU-IT! App for iOS or android devices through apple store, play store or yu-it.tv
- B. Launch VU-IT! app - yu-it.tv
- C. Login with your wcgwave.ca account
- D. Don't have a wcgwave account; call 204.725.4300 or 1.800.665.3337 ext. 2502.
- E. Once your account is verified, the app will open to the «What to Watch» screen.
- F. To stream Live TV* or download a show to your device you must be on your home network.

Can I watch or download shows on a mobile device from my TiVo Pace?

- A. Yes, you can stream a live* show on to your device, however the show will be couple of seconds behind and it will automatically start a recording to your TiVo

box.

B. To download a show to your device, you must be on your home network.

What devices can I stream recorded TiVo content to with a TiVo Pace?

TiVo Pace users will be able to access content on their home PVR via android devices and compatible iOS devices. You must download the free VU-IT! App for iOS and android devices called vu-it.tv in the app store.

When I'm using my TiVo, what can I do at home or away?

Due to the copy protection assigned by the content provider, not all content can be downloaded to your mobile device for offline viewing.

Can I do this on other devices?	AT HOME	AWAY
Watch live TV	Yes	No
Watch recordings from my TiVo PVR	Yes	No
Download recordings to my iOS or android device	Yes	No
Watch recordings already downloaded to my iOS or android device	Yes	Yes

Can I download my TiVo recordings on my iPad/iPhone to watch outside the home?

Yes, you can download recordings to your iOS or android device in the home using your home network so that you can take them with you.

Can I download any show or content to a mobile device or will some be copyright protected?

You can stream any TiVo recording within the home, including regular and some premium content. Due to Federal Communication Commission (FCC) copyright regulations, some premium content may be marked as "copy once" and therefore cannot be downloaded to the mobile device.

Can I watch live TV on my mobile device while out of my home?

No, not at this time. Due to the copy protection assigned by the content provider, not all content can be downloaded to your mobile device for offline viewing, and not all content can be streamed when you are away from your local network.

Can I watch a show on my mobile device while I am recording it?

Yes, you can watch a show on a mobile device as it is recording. Using the Record and Watch button on the VU-IT! app is the easiest way to start watching immediately; it automatically starts a recording and immediately plays it back on your mobile device in one-step.

Can I watch Live TV on my mobile device in the home while watching another program on the TV?

Yes, you can watch close to Live TV by streaming a show that is currently recording. Use the Record and Watch button on the app; it automatically starts a recording and immediately plays it back on your mobile device in one-step.

Can I download shows to my mobile device while out of my home?

No, you cannot.

Does the TiVo parental control cover streaming content?

No. Currently, streaming web-based apps through TiVo does not recognize the TiVo PVR's parental controls. Therefore, it is possible for a minor to stream a show from a TiVo PVR that was restricted by parental controls. It is up to adults to monitor a child's viewing of TiVo recordings on iOS or android devices just as they would for any Internet video content. We recommend putting a password on the iOS or android device itself.

Can I remove the Video Window?

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

If you'd rather permanently turn off the Video Window, from the TiVo Home screen select «Menu», then «Settings», then «User Preferences», then select «Video Window & Background».

Can I pause the video window while I'm searching?

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

How do I return to full screen from the video Window?

Press zoom button  on your remote

How do I know the available space I have for recording?

A small bar underneath the words «My Shows» on the My Shows screen lets you know how much space you have available for new recordings on your TiVo PVR. If you don't want to see the amount of space used, press  on your remote and choose the option to turn it off.

Can I sort and filter shows?

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

When viewing a OnePass folder, press the **B** button to sort by season, date, or newest to oldest.

Press the **C** button to filter your OnePass views:

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

Parental Controls

Are their parental controls for TiVo?

Yes. With TiVo there are parental controls to help you make sure your family has access to only those shows you want them to watch. You can set limits on movie and television ratings, lock specific channels, and prevent viewing of recorded shows that violate the settings you choose.

Will there be parental controls similar to TiVo's interface for streaming app content?

No. Currently, TiVo stream does not recognize the TiVo PVR's parental controls; it is possible to stream a show from a TiVo PVR that has been restricted by parental controls. It is up to adults to monitor a child's viewing of TiVo recordings on devices just as they would for any internet video content. We recommend putting a password on the device itself.

Does TiVo support both HD and SD programming?

Yes. You can enjoy both HD and SD programming in a crisp viewing experience.

What is a TiVo WishList?

On a TiVo PVR, a WishList search finds shows that match your search criteria on any channel you receive — and it keeps on searching for as long as you keep the WishList search. You can search for something specific by creating a WishList search with multiple criteria: for instance, you might create a WishList search for actor Dwayne Johnson, category Movies, and sub-category Action. This WishList search would find all action movies starring Dwayne Johnson.

You can even use WishList searches to find something very specific. For example, the Keyword JETS with category Hockey would find Winnipeg Jets hockey games, but not movies or TV shows about jet airplanes.

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

How do I create a WishList search?

1. On a TiVo PVR, from the TiVo Home screen, choose «Search»
2. Select «Create a WishList Search».
3. Next, start choosing criteria for your WishList search. You can choose any or all of the following:

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

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

Actor Search for shows with your favourite actor.

Director Search for shows by a specific director.

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

4. After entering your initial search criteria, you'll return to the Create WishList Search screen. Continue adding as many search criteria to your WishList search as you like. For instance, you could create a WishList search like this:
 - Keyword: Pirate
 - Actor: Johnny Depp
 - Category: Movies

Your results would include only pirate movies starring Johnny Depp.

5. The TiVo Service from Westman automatically assigns a name to your WishList search. To assign a different name, select «WishList Name».

6. When you're finished entering search criteria, select «Done entering terms».

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

Watching Live TV

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

Note: *If you press the Live TV button more than once it will switch tuners.*

Moving around in time

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



When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the hour that has been saved by your TiVo PVR. The white line marks your current point in time. When the white line is back in the green segment, you're behind live TV.

2. Press the **Play** button  to continue watching the show. Next, press the **Rewind** button  and the show rewinds. Press **Rewind** a second time to rewind faster, and a third time to go even faster. Press **Play** at any time to return to normal speed.

3. Press **Pause** again, and, with the show paused, press the **Fast Forward** button  to move a small step forward. Press **Rewind** to move a small step back. Press **Play** to resume watching at normal speed.

4. Press the **Replay** button . The show jumps back 8 seconds — useful for when you miss a great sports play or a bit of dialogue, or for when you fast forward too far.

5. Press **Replay** again, then immediately press the **Slow** button  to see your own slow motion replay.

6. Press the **Advance** button . You'll instantly move forward 30 seconds.

7. Press and hold the **Advance** button and presto! You're caught up to live TV.

8. Press Fast Forward button  and Advance button  to Skip to Tick.



How do I rate a show?

Press the green thumbs up button  or red thumbs down button .

TiVo Suggestions uses these ratings to create a list of shows you might like. The more shows you rate over time, the better TiVo Suggestions will get at finding interesting shows for you.

Will TiVo record the shows it suggests?

Yes. When your TiVo PVR has available space, it automatically records TiVo Suggestions. But you don't ever need to worry about recorded Suggestions taking up space — here's why:

- TiVo Suggestions never replace shows you record, or prevent your shows from being recorded.
- TiVo Suggestions are always the first shows deleted to make room for your recordings.

Can I turn off recording the TiVo Suggestions?

Yes. From the TiVo Home screen choose «Menu», then «Settings», then «User Preferences», then scroll down to «TiVo Suggestions».

Choose «OFF» to turn off TiVo suggestions. You can still see the TiVo Suggestion list and choose to record individual shows.

Can I watch a show while it's being recorded?

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

I haven't recorded enough shows to fill my TiVo PVR, but when I try to schedule more shows, the TiVo PVR says there isn't room.

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

What happens if a live event I have scheduled to record goes into overtime?

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

Is there a way to record a show that will not be aired for weeks or months?

- Create an auto-recording WishList search for shows that are not yet listed in the guide. To Create a WishList search,
Go to «TiVo Home», then «Search» then «Create a Wishlist Search».

- If you know the date, time, and channel on which the show will air, you can create a manual recording to record it. To create a manual recording, from TiVo Home choose «Menu», «Manage Recordings & OnePass», then «Manual Recording».

How do I get rid of the bars at the top and bottom or sides of the picture?

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

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

What is Quick Mode?

QuickMode lets you watch a show 30% faster, while 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 Quick mode:

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

How to access VU-IT! OnDemand on TiVo?

Your TiVo PVR and your TiVo Mini have access to thousands of the latest hit shows and movies!

Choosing an On Demand video

For easy access, simply click the green On Demand button on your remote to launch VU-IT! On Demand.

You can also find the VU-IT!! On Demand app under «TiVo Home» «Apps» **or** «TiVo Home» «VU-IT! On Demand»

1. On the main VU-IT! On Demand page, you'll see a list of categories to choose from such as: «My Rentals» or «Films». Highlight the category you wish to

browse and press the **Select** button .

2. If you are offered sub-categories, choose a sub-category and press **Select**.
3. A list of available videos is displayed. You'll see the rental price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press **Select**. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to «Play». Select «Play» to start the video.
6. If the video must be rented to view it, the information screen will have an option to «Rent & watch now» and the price will be listed.

Select «Rent & watch now» to order the video. You will be asked to confirm your purchase by pressing the **Thumbs Up** button. .

What types of Parental Controls are available?



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

From the TiVo Home screen, choose «Menu», then «Settings», then «Parental & Purchase Controls»

Changing Parental Controls settings

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

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

- **Rating limit-** Ratings shaded in green are not locked; ratings in red are locked. Use the **Up/Down** arrows to adjust which ratings are locked.
- **Block unrated-** Some shows are unrated. Use this setting to block all unrated shows.

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

Channel lock

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

How do I change my PIN number? – Please ensure this is correct.

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

How do I turn on Parental Control?

Press select while hovering over the control you wish to set, then use the number buttons on your TiVo remote to enter a four- digit password, then enter the same password again for confirmation.

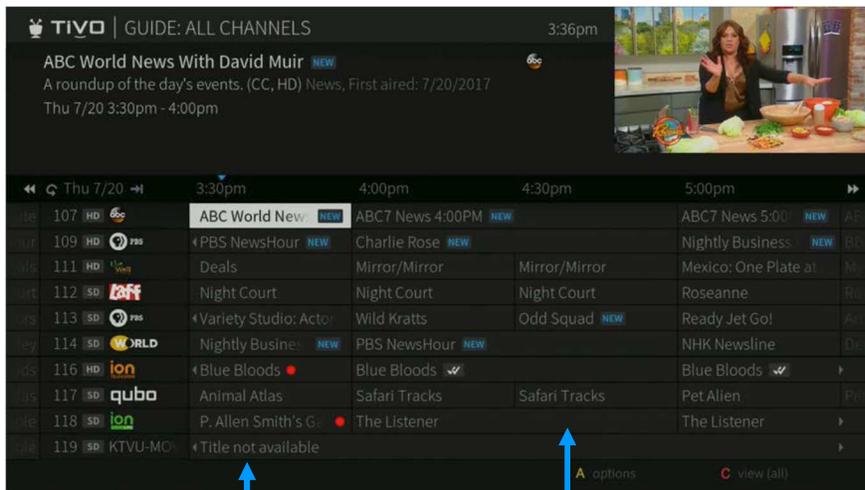
How do I turn off Parental Controls?

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

Quick tour – Using the guide and mini-guide

The on-screen program guide displays up to two weeks of TV programming at the touch of a button — the Guide button  on your TiVo remote. You can choose to display the guide as a grid, or use the TiVo Live Guide (pictured below). When you're viewing the guide, press the  button to display Guide Options and choose the view you want.





Channels & Showing Currently airing

Upcoming shows on the selected channel

The mini-guide is a smaller version of the program guide with visually rich poster art displaying what's coming up on the channel. Press the **Up** ▲ arrow button on your remote while watching live TV to bring up the mini-guide.

Mini-guide



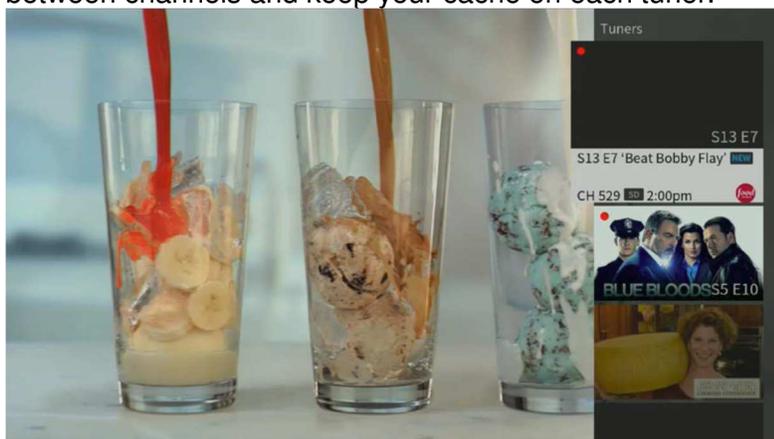
Favourite Channels Panel & More

Press the **left** ◀ arrow button on your remote while watching live TV to bring up your Favourite Shows. These are the shows that are currently airing on all of the channels you've marked as your favourites.

To choose your favourite channels, go to «TiVo Home» «Menu» «Settings» «Channel Settings» «Favourite Channels» and select your favourites from the list.



Press the **RIGHT** button to bring up the **Tuners Panel**. This allows you to jump back and forth between channels and keep your cache on each tuner.



Press the **DOWN** ▼ button to bring up the **SmartBar**. This is the same as the **SmartBar** on **HOME** but it is over the video. This is a useful way to get to what you may want to watch next.



How do I move around in the guides (TiVo Live Guide, grid guide, or mini – guide)?

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

Can I choose what channels are displayed on the guide?

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

Press «TiVo Home» «Menu» «Settings» «Channel Settings» uncheck the channels you don't want to see in your guide from the channel list.

How Do I cancel a recording?

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

How do I view Recording History?

Choose «History» if you're curious why a particular show or episode was not recorded or why it's not scheduled to record, or when it was deleted from your My Shows list. The



Recording History is organized by date; use the Up/Down arrows ▲ to browse the shows in the list. Select the show's title for more information about it.

Can I recover deleted content?

Yes. Select «TiVo Home» «My Shows», scroll down ▼ and select «Recently Deleted Recordings», Select your show and «Recover».

Can I order PPV from TiVo?

1. Go to channel 290 or 291 and select the PPV title.
2. Press  then follow the on-screen prompts.

If you encounter any issues, contact customer service or technical support at 204-725-4300 or 1.800.665.3337

How do I set my recordings to automatically start 1 minute before or end 1 minute after?

Select «TiVo Home», «Menu», «Settings», «OnePass & Recording Options », scroll down to the «Start Recording» and «Stop Recording» options within the list of settings and use the **left** and **right** arrows on the remote to adjust according to your preference.

Can you cast to the TiVo YouTube App?

- Yes, Find a video on either "YouTube" or "YouTube Kids" App and click on the «Cast button». You'll see the name of your TiVo on the list. Pick it, and the video starts playing on your TiVo. Please remember to cast you need to be on the same network as your TiVo.

My on-demand button on my TiVo remote doesn't work

contact technical support at 204-725-4300 or 1.800.665.3337

My Netflix button on my TiVo remote doesn't work

contact technical support at 204-725-4300 or 1.800.665.3337

Is there a caller ID display like Prism?

- No there is no caller ID display on your TiVo box like Prism/Arris

Glossary of on-screen icons

My Shows

 Streaming video available to watch now.

 Streaming video that is currently unavailable.

 Recording will be kept until space is needed.

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

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

 Recording will be deleted in less than three days, due to copyright restrictions.

 Recording will be deleted in less than one day, due to copyright restrictions.

 Currently being recorded.

 Currently downloading or streaming from another TiVo box.

 Plain folder – contains more than one episode of the same series.

 Folder with red or blue circle – contains a show that is currently recording (red) or downloading/transferring (blue).

 Folder with white star – contains one or more shows recorded by a WishList search.

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

 Other TiVo boxes on your home network.

To Do List & upcoming episodes

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

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

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

- 1 My Shows
- 2 What to Watch
- 3 Search
- 4 Apps
- 5 VU-IT! On Demand