Troubleshooting
Troubleshooting

Getting more info

TiVo is dedicated to providing you with quality information and customer service. Got a question? Here’s how you’ll always be able to find answers:

1. **Use this chapter.** This chapter contains answers to some of the most common questions customers have while getting started with the TiVo Service.

2. **Use the help screens on your TiVo Premiere.** For general troubleshooting, go to TiVo Central® and select ‘Messages & Settings,’ then ‘Help.’

3. **Get how-to information online.** You’ll always find the latest information about what you can do with your TiVo Premiere online at tivo.com. Check out tivo.com/howto for updated information on the latest features.

4. **Use online support.** Visit TiVo Customer Support online at tivo.com/support. If you have issues with missing channels, incorrect channels, or other channel lineup issues, visit tivo.com/lineup.

5. **Call Customer Support.** If you still have questions, contact an RCN Customer Support agent 24/7 by calling 1-866-TECH-RCN (1-866-832-4726).

Thank you for using the TiVo Service!

Connecting your TiVo Premiere

I don’t see the Welcome screen when I plug in my TiVo Premiere for the first time.

- Make sure cables are connected from the OUT jack of one device to the IN jack of the next. Never connect OUT to OUT or IN to IN.

- Make sure your TV is displaying the appropriate video source. Use the Input, Source, or TV/Video button on your TV’s remote to change video sources. If you are having trouble changing the video source, refer to your TV owner’s manual.

- Try pressing the FORMAT button on the TiVo Premiere’s front panel several times, cycling through the various video formats.

- If your TiVo Premiere is connected to an A/V receiver, and you are having trouble finding the correct input, try connecting the TiVo Premiere directly to the TV instead.

- The cables you are using to connect your TiVo Premiere to your TV or other equipment may be damaged or defective. Try using cables that you know are working properly.
Completing Guided Setup

Do I have to connect the TiVo Premiere to the Internet for Guided Setup?

- Yes. To complete Guided Setup, the TiVo Premiere needs to connect to the TiVo Service. To do this, the TiVo Premiere uses a broadband Internet connection.

How do I enter a Canadian postal code?

- When you select Canada as your country during Guided Setup, the Canadian Postal Code screen will be displayed.

How do I choose the correct cable lineup?

- Make sure you have an accurate list of channels you subscribe to from your cable provider. This list may be in the form of a channel lineup card or a recent bill from your cable provider. If you’re not sure which channels you subscribe to, contact your cable provider.

TiVo® Service

Will my TiVo Premiere work without the TiVo Service?

- The TiVo® Premiere is designed to be used exclusively with the TiVo Service. The TiVo Service is required for proper operation of the TiVo Premiere. No functionality is represented, warranted, or should be expected without a subscription to the TiVo Service. The TiVo Premiere uses the program information provided by the TiVo Service to record the shows you request, to provide Season Pass® functionality, to power the program guide, to allow you to search for shows.

What happens if my TiVo Premiere loses power temporarily?

- Everything is saved — including your Now Playing List recordings — regardless of the length of time the TiVo Premiere is without power. The only thing you will miss is a recording that was scheduled to occur during the time the power was out.

Does the TiVo Service collect information about my viewing habits?

- TiVo has designed its system and instituted policies to ensure that TiVo is unable to access any of your personally identifiable enhanced look and feel. For the latest information on how to use the updated menus and new features, visit tivo.com/howto.
viewing information without your prior consent. For details, refer to the Privacy Policy in the Legal Terms booklet included in the TiVo Premiere carton.

Channels

I can’t go to one of my channels.

• If you have cable, and have not changed your cable provider, review your channel list to make sure all the channels you subscribe to are marked with a yellow check. Compare the channel list to the list of channels in your cable subscription. See page 58 for more information about your channel list.

• The TiVo Premiere requires a CableCARD™ decoder. Contact your cable company and make sure that all of the channels in your cable subscription have been activated on the CableCARD.

• Check the Guide Options. Press GUIDE to display the guide, then press ENTER to display Guide Options. If filtering is on, try turning filtering off. Make sure the guide is set to display a channel list that contains the channel you want to view. Select ‘Channels’ from Guide Options, then select a channel list.

The TiVo Remote Control

My TiVo remote control doesn’t work with my TiVo Premiere.

• Be sure you are using the TiVo Premiere’s remote control, and that you hold it so that the TiVo button points toward the TiVo Premiere.

• Press any button on the remote. Does the light on the remote flash?

• If the light does not flash, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries. See the inside back cover of this guide for instructions on installing batteries.

• If the light on the remote does flash, watch the lights on the front of the TiVo Premiere. If lights on the front of the TiVo Premiere do not respond to the remote, restart your TiVo Premiere by unplugging it, waiting 15 seconds, then plugging it back in.

• You may not have the correct input selected on your TV. Use the Input, Source, or TV/Video button on your TV’s remote to change the input.
Now Playing List

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

• The TiVo Service includes smart scheduling features that track not only how much space you currently have on your TiVo Premiere, but also how much space will be needed in the near future to record all the shows you have scheduled. If your TiVo Premiere will be full in the near future, the TiVo Service 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, you always have the final say over what gets recorded and how long it’s kept.

• The amount of recording space the TiVo Premiere needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. High-definition shows take up much more space than standard-definition shows.

How can I fit more shows in the Now Playing List?

• To make space, delete some shows. To delete a show, highlight the title and press CLEAR.

• Reduce the number of recordings that are marked ‘Keep Until I Delete.’

• Lower the default recording quality for analog broadcast shows and Season Pass® recordings. See page 39 for details.

• Set up Season Pass recordings with the Recording Option ‘First-run only’ to record only new episodes.

Watching Live TV

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

• Yes, you can watch a show as it is being recorded; you can also watch any show from the Now Playing List while other shows are being recorded.

I can’t find my show in the guide, even though I know it’s on.

• Not all shows or channels will be displayed if you have chosen to use a filter or the ‘Favorites’ channel list. Press GUIDE to display the program guide, then ENTER to see Guide Options. See page 58 for more information.

• Occasionally the program information provided by the networks includes errors. We would like to hear of any inaccuracies you discover so that we can work with our providers to correct them. See the Customer Support contact information at the beginning of this chapter.
**Troubleshooting**

There aren’t any shows listed in the program guide.

- If filtering of the guide is turned on, but no upcoming shows in the next six hours match both the filter and the selected channel list, no shows will appear in the guide. To view shows in the guide again, use Guide Options to turn off filtering. See page 11 for more information.

**Recording shows**

Can I record two shows at the same time, or watch one channel and record another?

Your TiVo Premiere is capable of recording two shows on two different channels at the same time (dual tuner).

- If your TV programming source is **antenna only**, the TiVo Premiere is configured for dual tuner.
- If your TV programming source includes **CableCARD™ decoders**, you must have one Multi-Stream CableCARD Decoder (M-CARD) installed for dual tuner functionality.

Why can’t I adjust the recording quality of some shows?

- There’s no option to change the recording quality of HD or digital broadcast shows. The TiVo Premiere records the pure digital signal it receives.

How can I record a show (or shows) when there is a conflict?

- The TiVo Premiere gives each repeating recording a priority. You can resolve some conflicts using the Season Pass manager to change priorities. See page 23.
- If you encounter a conflict for a single episode, you can see if the episode you want will air at a different time. Select the show from the To Do List, then select ‘View Upcoming Episodes.’
- You can sometimes resolve recording conflicts by changing the ‘Stop Time’ or ‘Start Time’ Recording Options. See page 32 for more about Recording Options.
- If a single episode of a repeating recording conflicts with another show, you can select that episode in the To Do List and change it independently of the rest of the repeating recording.
- Set up Season Pass recordings with the Recording Option ‘First-run only’ to record only new episodes. You’ll be less likely to run out of space in the Now Playing List and less likely to encounter conflicts.
- Turn on the **Overlap Protection™** feature. See page 24.

I can’t find my show in a search even though I know it’s on.

- The TiVo Premiere uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a checkmark next to it? To give it one, highlight the channel and press SELECT. For more, see page 58.
• Look on the Network & Phone screen (from TiVo Central, select ‘Messages & Settings,’ then ‘Settings,’ then ‘Network & Phone’) for the time of the last successful connection to the TiVo Service. If it was more than 36 hours ago, your TiVo Premiere may be having trouble connecting to the TiVo Service. Select ‘Test Connection’ to test the current settings. If the test connection does not succeed, see page 79 for connection troubleshooting. Once you have made a successful test connection, start a regular connection by selecting ‘Connect To The TiVo Service Now.’ If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.

• Is your TiVo Service account up to date? Check your account status on the System Information screen (from TiVo Central, select ‘Messages & Settings,’ then ‘System Information’). If your account is suspended or closed and you wish to re-activate it, go to tivo.com/manage, or refer to page 72 for Customer Support contact information and give us a call.

I can't search for shows. The TiVo Premiere says it is organizing program information.

• Your TiVo Premiere may not have all its program information yet. The first time you go through Guided Setup, the TiVo Premiere downloads some program information from the TiVo Service. More program information becomes available after the next time the TiVo Premiere connects to the TiVo Service. After 24 hours, full information (up to 2 weeks) is available.

• If the TiVo Premiere loses power while it is organizing program information, the organizing process will stop until the TiVo Premiere makes a successful connection to the TiVo Service, and then will start again. If your TiVo Premiere lost power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo Service. See page 60.

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

• If the TiVo Service 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. See page 25.

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. See page 19 for more.
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• If you know the date, time, and channel on which the show will air, you can create a manual recording to record it.

Why wasn’t my show recorded?

• Make sure the TiVo Premiere is connecting to the TiVo Service. See page 60.

• View your Recording History for an explanation of why the show did not record. Recording History is the first selection in the To Do List (see page 23). Here are some reasons why a show may not have recorded:
  • When Season Pass® recordings and other repeating recordings conflict, shows are recorded according to their priority in the Season Pass manager. See page 23.
  • If the show was a rerun, your Season Pass recording may be set to record First Run Only shows.
  • The show may have been deleted from the Now Playing List by someone else in your household.
  • The show may have been canceled by the network.
  • There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
  • There may have been a power outage that affected the recording.

Online Scheduling

My TiVo Premiere did not record a show I requested on TiVo.com.

• A show’s air time shown in red on TiVo.com indicates that this show is upcoming quickly and might not record on your TiVo Premiere if you schedule it online. This is due to the fact that there might not be enough time for your TiVo Premiere to connect to the TiVo Service and retrieve your recording request.

• Your TiVo Premiere’s Recording History may explain why the show did not record. See page 23.

• If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo Premiere may have found another airing of the show that did not conflict with other recordings. Check the To Do List to determine whether the show is still scheduled to record. See page 23.

• Make sure the TiVo Premiere is connecting to the TiVo Service. See page 60.

• If the show you requested airs on a channel you don’t receive, the TiVo Premiere cannot record it. If you receive the channel but it is not checked on the Channel List, the TiVo Premiere cannot record from it. Every channel you receive that you wish to schedule recordings from should have a checkmark beside it. See page 58.
A show recorded at a different time than I requested.

- If you chose to record the show only if it did not conflict with other recordings at the same time, the TiVo Premiere may have found another showing of the show that did not conflict with other shows.

**Connecting to the TiVo Service**

You can make a connection with the TiVo Service at any time. Go to TiVo Central® and select ‘Messages & Settings,’ then ‘Settings,’ then ‘Network & Phone,’ then ‘Connect to the TiVo Service Now.’

Your TiVo Premiere connects to the TiVo Service using your RCN Internet/Data Plan.

**Connecting via network**

If you’re having trouble connecting to the TiVo Service via network, the problem might be in the connection of your TiVo Premiere to your home network, or it might be in the connection of your home network to the Internet.

To figure out where the problem is, try to go online and view a website from a computer on the same network as your TiVo Premiere. If you can’t browse the web from your computer, troubleshoot the connection from your home network to the Internet. Try the suggestions below:

- **Check physical connections and cables.** Ensure that all network equipment is receiving power and that all cable connections for routers, hubs, access points, and computers in the network are working. Verify that the “link” light is lit on all devices connected to the network.

- **Powercycle network devices.** If you have a router or wireless access point, unplug it, wait a moment, and then plug it back in.

- **Check your Network Settings.** Verify that your Network Settings are correct. See page 60.

- **Update router or home gateway firmware.** If your home network uses a router, home gateway, or wireless access point, it may need a firmware update. Firmware is a software program that is loaded onto a hardware device. You can usually find any updated firmware at the Customer Support website for the manufacturer of your hardware.

- **Check Static IP Address.** If you assigned an IP address to your TiVo Premiere, check that its IP address is unique on your network. Also, confirm that the first three sets of numbers of the TiVo Premiere’s IP address are the same as those of other devices on the network. (For example, if your computer’s IP address starts with 192.168.1, then your TiVo Premiere’s IP address must also start with 192.168.1.)

- **Restart the TiVo Premiere.**
Troubleshooting

My wireless network adapter doesn’t seem to be working.

If you can browse the web from a computer on your home network, but your TiVo Premiere can’t connect to the TiVo Service, try the suggestions below.

• **Check wireless adapter.** The wireless network adapter that you attached may not be supported. Only the TiVo Wireless G USB Network Adapter and the TiVo Wireless N Network Adapter are compatible with your TiVo Premiere. These adapters are available for purchase from tivo.com/store.

  When the adapter is functioning properly, a MAC address — an identifier unique to the network adapter you purchased — is visible on the Network & Phone screen. To check, go to TiVo Central and select ‘Messages & Settings,’ then ‘Settings,’ then ‘Network & Phone.’ The MAC address should be on the top right side of the Network & Phone screen. If you do not see a MAC address listed, the TiVo Premiere does not recognize the network adapter you installed. The adapter is either not compatible, not functioning properly, or not properly connected.

• **Check connection to the network adapter.** Unplug the network adapter from the back of your TiVo Premiere, wait 10 seconds, then plug it back in. Make sure the cable is pushed all the way in; sometimes lights on the adapter turn on before the cable is pushed all the way in.

• **Check power at wireless access point.** Ensure the wireless access point or wireless router is receiving power and that the “link” light is on.

• **Check signal strength.** On the Network & Phone screen, check the wireless signal strength. The following may improve wireless signal strength:

  • Make sure the wireless network adapter is placed well away from the TiVo Premiere’s power supply, or power strips, or surge protectors. Any of these may cause interference and reduce signal strength. Some household appliances, such as microwave ovens and 2.4 GHz cordless phones (even a neighbor’s cordless phone), may also reduce signal strength when they are in use.

  • Move the wireless network adapter to a higher position, or give it a better line of sight to your wireless access point (router).

  • Reduce the distance between the wireless network adapter and the wireless access point. Wireless networks typically have a range of 100 to 300 feet, but distances can vary based on walls, floors, and other obstructions. It may be necessary to adjust the location adapter of your wireless access point or router to be closer to the network adapter attached to your TiVo Premiere.
• Consider adding a signal booster to your network (available from some wireless equipment manufacturers).

• **Check network name.** In Wireless Settings (from TiVo Central select ‘Messages & Settings,’ then ‘Settings,’ then ‘Network & Phone,’ then ‘Change Network Settings’), check that the network name (SSID) for your wireless access point is listed correctly.

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**Audio and Video**

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

Letterbox bars (at the top & bottom) and side bars may be added to a show by the broadcaster, by the TiVo Premiere, 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 Premiere’s Letterbox Color to gray. From ‘Messages & Settings,’ select ‘Settings,’ then ‘Video,’ then ‘Letterbox Color.’ Since most broadcasters add black bars, making the TiVo Premiere bars gray will help you determine the source of the bars.

• Make sure your TV Aspect Ratio is set correctly. From ‘Messages & Settings,’ select ‘Settings,’ then ‘Video,’ then ‘TV Aspect Ratio.’

• Use the ZOOM button on the TiVo remote to find an Aspect Correction mode that minimizes the bars.

• Check your TV’s owner’s manual for information about how it may be adding letterbox or side bars to the picture.

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**The audio and video are out of sync.**

• The audio and video may re-sync if you change channels.

• You may be able to re-sync audio and video by pressing the INSTANT REPLAY button on the remote control.

• Press the TiVo button to go to the TiVo Central® screen, then press the LIVE TV/SWAP button to return to live TV.

• Verify that all your audio and video cable connections are secure. Make sure cables are connected from the OUT jack of one device to the IN jack of the next. Never connect OUT to OUT or IN to IN.

• Restart your TiVo Premiere.

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**My TiVo Premiere was working, but now the picture is frozen.**

• Try changing channels several times.

• Press PAUSE, then PLAY.

• Restart your TiVo Premiere.
6 Troubleshooting

I don’t get a picture now, even though I have been able to get one in the past.

- Your TV may not be set to the correct input. Most TVs have an input button that says either “TV/Video,” “Input,” or “Source.” It may be on the TV or on the TV remote control. Look at your TV and TV remote and try changing the input setting.
- Use the FORMAT button on the front of the TiVo Premiere to cycle through the various video output formats.
- Check to make sure all of the appropriate cables are firmly connected to your TiVo Premiere, television, and other audio/video equipment. For help with your audio/video connections, see the Start Here poster or Appendix A of this guide.
- Someone in your household may have placed the TiVo Premiere in Standby mode. To return to normal mode from Standby, press either the TiVo button or the LIVE TV/SWAP button on your TiVo remote control.

My audio system is set up to play in stereo, but it is only playing mono.

- Make sure that Default Audio Program (stereo) is selected on the Audio settings screen (see page 37), and be sure you connected audio using the TiVo Premiere’s L/R Audio Out jacks.

I can’t select an alternate audio track.

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

My shows are playing in the wrong language.

- You may have selected the wrong language in the Default Audio Language setting. To modify this setting, select ‘Messages & Settings,’ then ‘Settings,’ then ‘Audio,’ then ‘Alternate Audio.’

I see a gray screen with a message that says “Searching for signal.”

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

- Try changing channels. If the message appears on just a few channels, you may be tuned to a channel to which you do not subscribe, or you may be experiencing a weak signal on a channel to which you do subscribe.
- You may be experiencing a temporary cable outage; check with your cable provider.
Troubleshooting

- Try adjusting your antenna.
- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo Premiere are secure.
- The cables you are using to connect your TiVo Premiere to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo Premiere with other cables that you know are working properly.

Parental Controls

My Parental Controls are not working.

- For Parental Controls to work, they must be on (not temporarily turned off). When you enter your password to watch a show that violates Parental Controls, they are temporarily turned off. You can re-enable them on the Parental Controls screen (from TiVo Central®, select ‘Messages & Settings,’ then ‘Settings,’ then ‘Parental Controls’), or by putting your TiVo Premiere in Standby mode and then taking it out of Standby. (Put your TiVo Premiere in Standby mode by selecting ‘Messages & Settings,’ then ‘Standby.’ To return to normal mode from Standby, press either the TiVo button or the LIVE TV/SWAP button.)
- KidZone and Parental Controls cannot be used together. Setting up KidZone clears all Parental Controls settings and turns off Parental Controls.

I disabled Parental Controls, but I still can’t tune to the channel I want.

- You may be using a channel list that does not include the channel you want. Use the number buttons on the remote control to enter the channel number, then press the ENTER button. For more information on using a channel list, see page 58.
6 Troubleshooting