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## Caller ID on TiVo FAQs

### 1. **What is Caller ID on TiVo?**

RCN customers can now conveniently see who's calling right from the TV! Caller ID on TiVo displays name and the number of incoming calls to their digital phone lines on any TV in their household that is connected with an RCN TiVo.

### 2. **What services are needed to receive Caller ID on TiVo?**

To receive Caller ID on TiVo, an RCN customer must have an active RCN digital phone line, RCN internet and cable TV with an RCN TiVo.

### 3. **How much does Caller ID on TiVo cost?**

Caller ID on TiVo is included at no additional charge.

### 4. **What type of cable equipment is needed to have Caller ID display on the TV?**

To receive Caller ID on TiVo, the TV must be connected with any RCN TiVo. A TiVo purchased at a retail outlet (Best Buy, Amazon, Wal-Mart, etc.) will not display Caller ID information.

### 5. **What type of Caller ID information will be displayed on the TV screen?**

As the incoming call rings, the phone number and the name will display in the upper left hand corner. This is the same information that displays on telephone devices with Caller ID capabilities. Caller ID may display a "Private" or "Out of Area" message if a caller is using a blocked number or calling from an area that does not support the feature.

### 6. **Is it possible to recall the Caller ID information on the TV screen when a call is missed?**

No, Caller ID information cannot be recalled or recorded. Caller ID information displays on top of the television programming, it is not part of the programming. The TiVo does not store Caller ID information as it is information that is passed through to be viewed only at the time of the call.



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7. **If the TiVo records a TV show during the day while away from home and a call comes in during that time, will the Caller ID information display on the recording?**

No, Caller ID information is not recorded or stored within the TiVo or as part of a recorded program.

8. **Will Caller ID display on all types of TVs?**

Any TV connected to RCN Cable with a TiVo will display Caller ID information as long as the Caller ID setting in the TiVo is set to: *Yes, display the caller's name and number.*

9. **Is it possible to set each TiVo's Caller ID setting individually?**

Yes, each TiVo has its own Caller ID setting and can be turned on or off in real-time.

10. **How can the Caller ID be turned on or off?**

Caller ID can be turned on or off in real-time by following this path within the TiVo menu and must be done for each TiVo box:

*TiVo Central → Settings & Messages → Settings → Displays → Caller ID → Yes, display the caller's name and number – or – No, don't display.*

11. **Will Caller ID display on all TiVo equipment if the setting for Caller ID is set to "Yes" on the TiVo Quad or T6?**

No, the setting is specific to each TiVo.

12. **Can Caller ID be turned off while watching a certain TV program and then turn it back on after the program is over?**

Caller ID can be turned on or off in real-time by following this path within the TiVo menu:

*TiVo Central → Settings & Messages → Settings → Displays → Caller ID → Yes, display the caller's name and number – or – No, don't display*

13. **Is it possible to move the Caller ID information to a different location on the TV screen?**

No, Caller ID information will display in the upper left hand corner of the TV screen and cannot move to another location on the screen.



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14. **When using a different input to the TV (when gaming or watching a DVD movie, etc.) will the Caller ID display on the screen?**

No, the Caller ID information will display only when the input on the TV is set to the TiVo.

15. **Will Caller ID display when viewing a recorded show on the TiVo or a Netflix movie or program?**

*When viewing a pre-recorded program recorded on TiVo: Caller ID will display*

*When viewing a movie via Netflix on TiVo: Caller ID **will not** display*

*When viewing a Video On Demand program on TiVo: Caller ID **will not** display*

16. **Will Caller ID display when viewing a program with Video On Demand?**

No, Caller ID will not display while viewing via Video On Demand.

17. **Can I use the TiVo remote control to answer the phone call?**

No, the Caller ID on TiVo is just that, Caller ID information. The Caller ID information is provided in a convenient location, right on the TV screen. It does not replace the need for telephone equipment.

18. **Is it necessary to have a router to receive Caller ID on TiVo?**

No, it is not necessary to have a router to receive Caller ID on TiVo.

19. **What if the Caller ID information does not provide the caller's name?**

Caller ID on the TiVo will display the same information that is available to a telephone that is able to display Caller ID. If the caller name is not available, the caller's name may be replaced with "Unknown", "Cell Phone", "Private" or "Out of Area" message if a caller is using a blocked number or calling from an area that does not support the feature.

20. **How does Caller ID work when there are two or more active digital phone lines?**

Caller ID on TiVo supports multiple digital phone lines. Caller ID will display on all TVs connected with TiVo equipment for all digital phone lines in the same account.

21. **How does Caller ID work when watching TV with my TiVo and talking on the phone while receiving another phone call?**

Caller ID on TiVo will display the second phone call's Caller ID information on the TV screen.

22. **Is there a call log or call history available in my TiVo to view the Caller ID information to view the information for the calls I receive?**

No, Caller ID on TiVo will display while the incoming call is ringing on your RCN digital phone, there is no call log available on your TiVo. Most of the telephones equipped to display Caller ID information provide a way to view Caller ID history.

23. **Is there a way to view my incoming Caller ID on my computer, laptop or tablet that is connected to RCN internet?**

No, Caller ID on TiVo provides Caller ID information on the television connected to the TiVo. Caller ID is not available for other devices even when connected to the internet via RCN internet.

24. **Is there an audible tone from the TV when the Caller ID information is displayed?**

No, there is no audible tone when the Caller ID information is displayed on the television.

**Now Available! Caller ID on TiVo**





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### TiVo Settings screen shots

