

ExpressTV

POWERED BY TIVO®



 **BUCKEYE**
BROADBAND

QUICK GUIDE



Welcome



TiVo® Service Quick Guide

© 2016 TiVo Inc. Reproduction of all or any portion of this Quick Guide without TiVo's express prior written permission (in each instance) is prohibited. All rights reserved.

Buckeye Broadband and the Buckeye Broadband logo are the registered trademarks of Buckeye Broadband.

TiVo, the TiVo logo, the TiVo silhouette logo, TiVo Central, WishList, OnePass, QuickMode, the Jump logo, the Instant Replay logo, the Thumbs Up logo, the Thumbs Down logo, and the sounds used by the TiVo service are trademarks or registered trademarks of TiVo Inc. or its subsidiaries, 2160 Gold Street, San Jose, CA 95002.

CableCARD is a trademark of Cable Television Laboratories, Inc.



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.

HBO GO is a registered trademark of Home Box Office, Inc.

Hulu is a registered trademark of Hulu, LLC.

Pandora is a registered trademark of Pandora Media, Inc.

ToonGoggles is a registered trademark of Toon Goggles, Inc.

YouTube and the YouTube logo are registered trademarks of Google Inc.

Windows Media is a registered trademark of Microsoft Corporation.

All other company names, product names, brand names, and trademarks are the properties of their respective owners.

ROVI COPYRIGHT PROTECTION

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Rovi Corporation, and is intended solely for home and other limited consumer uses unless

otherwise authorized by Rovi. Reverse engineering or disassembly is prohibited.

MICROSOFT

This product contains technology subject to certain intellectual property rights of Microsoft. Use or distribution of this technology outside of this product is prohibited without the appropriate license(s) from Microsoft.

Content owners use Windows Media® digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This product uses WMDRM software to access WMDRM-protected content. If the WMDRM software fails to protect the content, content owners may ask Microsoft to revoke the software's ability to use WMDRM to play or copy the proprietary, protected content of these owners. Revocation does not affect unprotected content. When you download license for protected content, you agree that Microsoft may include a revocation list with the license. Content owners may require you to upgrade the WMDRM software to access the proprietary, protected content of these owners. If you decline an upgrade, you will not be able to access any content that requires the upgrade.

Table of contents


Using this guide	2
Quick tour – The TiVo Central® screen	3
Quick tour – My Shows	5
Quick tour – OnePass™ searches	9
Quick tour – Streaming videos	12
Quick tour – Finding shows	13
Quick tour – Watching live TV	20
Quick tour – QuickMode™	23
Quick tour – Using the guide and mini-guide	24
Quick tour – Parental Controls	26
Quick tour – Managing recordings & OnePass searches	28
Quick tour – Buckeye Broadband On Demand	30
Quick tour – Music & Photos	32
Quick tour – Watching in other rooms	33
Quick tour – the TiVo app	34
Getting more info	35
Troubleshooting	36

Using this guide

Thank you for choosing the TiVo experience from Buckeye Broadband. The Quick Tours in this guide describe features of the TiVo service.

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 it's being broadcast, you're watching live TV. You can pause live TV for up to 30 minutes. When you resume watching, you're "behind" live TV. (You can always get to live TV by pressing the Live TV button  on your TiVo remote control.)

Multi-tuner. A tuner is a device found inside DVRs, TVs, cable boxes — anything designed to receive TV signals, including your DVR. A tuner picks one channel to display; it "tunes" to that channel. The DVR has multiple tuners inside and it can simultaneously record different shows on the different tuners (pressing the Live TV button on your TiVo remote will switch among the tuners). See [Watching multiple shows at once](#) for more information about switching tuners.

Streaming. Streaming means watching a video directly from another device; there's no need to transfer it first. With your DVR, you can stream shows to or from another DVR in your network. You can also stream to mobile devices using the TiVo app!

TiVo service. If your DVR (or Media Player) is the body, the TiVo service is the brains! The program information provided by the







TiVo service powers the program guide, allowing you to search for shows, and more. See [Quick tour – Finding shows](#) for more information.

CableCARD™ Decoder. A CableCARD decoder is required in some devices to receive digital cable channels without a cable box. If your device comes with the CableCARD already installed, you should not remove it at any time.

Quick tour – The TiVo Central® screen


Your starting point for just about everything!


The TiVo Central screen is the starting point for just about everything you do with your DVR or Media Player. From the TiVo Central screen, you can see a list of your recordings and streaming videos, find new shows to watch, explore great video-on-demand choices, and more.

To get to the TiVo Central screen from live TV or any TiVo screen, just press the TiVo button  at the top of your TiVo remote control. Use the UP , DOWN , LEFT , and RIGHT  arrows on the remote to move around, then press the SELECT button  on an option that interests you.

The Video Window

The Video Window is located in the upper right corner of the TiVo Central screen and most other TiVo menu screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered the TiVo Central screen.

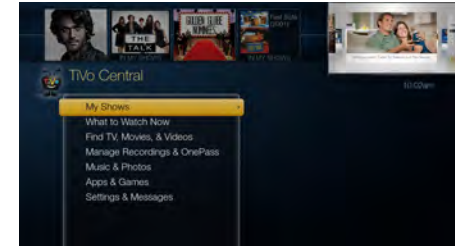
You can press the PAUSE button  on your TiVo remote to pause what's playing in the Video Window, and press PAUSE again to resume playing.


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 Central screen select 'Settings & Messages,' then 'Settings,' then 'Displays,' then 'Video Window.'

Discovery Bar

The Discovery Bar is the bar of thumbnail images across the top of the TiVo Central screen and many other TiVo menu screens. What you'll see in the Discovery Bar depends on you!







To return your show to full screen from TiVo Central or any other TiVo menu screen, just press the ZOOM button  on your TiVo remote.



Often, the Discovery Bar displays ideas for shows you might like based on what shows you record and mark as your favorites. For example, if you record the show “The Voice,” the Discovery Bar might display thumbnails for other shows, like “So You Think You Can Dance.” 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: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new video-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.




‘What to Watch Now’


‘What to Watch Now’ sorts through all of your channels and video provider offerings to show you a list what’s available right now. Choose from popular live TV shows, live sports events, movies, TiVo Suggestions, and more! Just select ‘What to Watch Now’ to get started. (You can also select ‘What to Watch Now’ from your My Shows list.)

... And more!


From the TiVo Central screen you can find shows, manage upcoming recordings, access music and photos, and explore a variety of apps, like Golf TV and ToonGoggles. You’ll learn more about many of these options later in this guide, but remember — it all starts from the TiVo Central screen.

Quick tour – My Shows

All of your recordings and streaming videos are found in the My Shows list. To get to the My Shows list from any menu screen or from live TV, just press the TiVo button  twice. (Just press it once if you're already on the TiVo Central screen.) You can also see the My Shows list of any other DVRs on your home network. Just press the DOWN arrow  until you see the DVR you want. Highlight it and press the SELECT button  to see that DVR's My Shows list.


Highlight any title in the My Shows list (even a show that's still recording). Press the PLAY button  to play the show from the beginning, or to resume playing from where you left off.

Or, highlight a title and press the SELECT button to open an information screen where you'll be able to play, delete, or get more information about the show. See [Program details screen](#) to learn more.

To delete an individual show or a folder, highlight it and press the CLEAR button . If you are deleting a OnePass folder that contains recordings, you will have the option to convert recordings to streaming videos. This option can be useful if you are trying to conserve disk space. See [Quick tour – OnePass™ searches](#) to learn more about OnePass.

Note: Deleting a show on your Media Player will delete it from the connected DVR.

Available space

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 DVR. If you don't want to see the amount of space used, press the  button and choose the option to turn it off.

Using My Shows categories

The left column on the My Shows list contains categories that help you quickly locate shows in the list. Highlight a category in the left column to view shows only in that category; for







When viewing the My Shows list, use the CH UP/DOWN button to jump an entire page at a time.





example, highlight “Kids” to view only kids’ shows, or “Movies” to view only movies. Personalize your My Shows list by hiding certain categories or changing the category order.

1. Press the **A** button and select “Left Column: [Show Categories].”
2. Highlight a category you want to hide, and press SELECT  to remove the check mark.
3. To change the order of the categories, highlight the one you want to move, press the RIGHT  arrow, and then use the UP  and DOWN  arrows to place the category where you want it.
4. When you're happy with your list, press A twice to return to the My Shows list.

Note: When the “Kids” category is turned on, kids shows and movies will appear only in that category. (For example, you’ll find kids movies under “Kids,” not under “Movies.”)


My Shows folders

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

- **Streaming Movies** Contains links to movies that are available to stream. See [Quick tour – Streaming videos](#) to learn more.
- **TiVo Suggestions** If you have auto-recording of Suggestions turned on, any recorded Suggestions appear here.
- **WishList® searches** If your WishList searches are set to auto-record, any matches will be added to a WishList folder.
- **Recently Deleted Recordings** Contains recently deleted recordings that are available for recovery.

A show’s title may appear in more than one group. When you delete a show in one folder, the title also disappears from any other group.



When you highlight the group name and press the PLAY button , all of the shows in the group play in sequence, beginning with the oldest.

Season selector

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

Progress bar

When you watch a OnePass recording, a progress bar will appear next to its title in the OnePass folder. This can help you keep track of which episodes you've watched and which you haven't. Note that the progress bar does not appear for streaming videos.


Sorting and filtering shows


You can view My Shows either alphabetically by title (from A to Z) or by date added. Press the **B** 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.




In My Shows, available streaming videos are marked with a blue streaming icon: 

Unavailable streaming videos are marked with a grey icon: 



Program details screen

Highlight any show in My Shows and press the SELECT button  to see the program details screen, which offers these options:

- **Watch now** For a streaming video, select the video provider to watch the show.
- **Play** or **Resume playing** if you're returning to a partially watched show.
- **Delete now** (or **Stop recording** if recording is in progress).
- **Bonus features** Watch YouTube™ videos related to the show and more.
Note: Some bonus features may not be available; contact Buckeye Broadband Customer Support for more information.
- **Explore this show** Find details about the show, including information about upcoming episodes and cast members.
- **More options** Choose how long to keep a recording (by default, recordings are saved until space is needed for new ones), view upcoming episodes or broadcasts of a show or movie, or get/modify a OnePass.

Quick tour – OnePass™ searches

OnePass: Your ticket to limitless entertainment

OnePass 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 from Buckeye Broadband On Demand, OnePass fills in the gaps with episodes from streaming video providers like HBO GO, Hulu, YouTube, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away!

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.

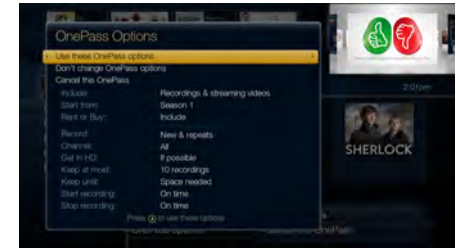
To create a OnePass, find a series you want to watch, then choose 'Create a OnePass.' A OnePass folder for the series will be instantly created in My Shows and all available episodes will be added.

To learn more about sorting and filtering a OnePass search in My Shows, see [My Shows folders](#) and [Sorting and filtering shows](#). For common questions about OnePass searches, see [Troubleshooting](#).

Note: OnePass searches work best when your video provider list is up to date, with as many providers as possible selected. To view your list of video providers, from the TiVo Central screen select 'Settings & Messages,' then 'Settings,' then 'Channels,' then 'My Video Providers.'

OnePass recording options

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 videos, 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 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 will not rent or buy the items for you; you will have the option to rent or buy 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 're-runs' to get every episode.

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 DVR 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).



Quick tour – Streaming videos



When you look for movies or individual episodes of series using the TiVo menus, your options will include videos available to stream from Buckeye Broadband On Demand and other streaming video providers -- no need to switch to a different menu or app! When you find a streaming video, choose 'Watch now' to watch it instantly.

Don't have time to watch it now? Rather than search for it again later, add a link to the video directly to My Shows, so it'll be there waiting when you're ready to watch. Just choose 'Add this streaming video.'

Currently available streaming movies are added to My Shows in the 'Movies' category or in the 'Streaming Movies' group in the 'All' category. Available TV shows are added to the 'TV Series' category.

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









Want to add a specific episode from a series? From the series information page, choose 'Episode Guide' and then select the episode you want to watch. Choose 'Add this streaming video' to add it to your My Shows list.

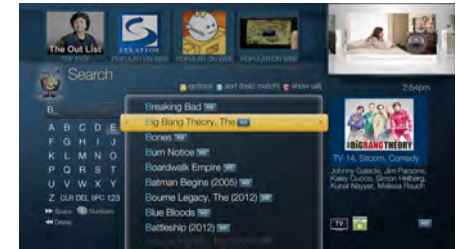
Quick tour – Finding shows


Finding something to watch has never been easier.

Searching for shows (and more!)

Search by series title, episode title, show description, or person name (actor, director, etc.). The TiVo service searches upcoming TV shows and movies, Buckeye Broadband On Demand, and all available streaming video services all at the same time. You can even search for a particular channel by its network name or call sign (such as NBC or ESPN).

1. From the TiVo Central screen, select 'Find TV, Movies, & Videos,' then choose '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 press the SELECT button  on each letter you want. As you select letters, 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 Buckeye Broadband On Demand movie "How To Lose A Guy In Ten Days," and the director Ron Howard. Results are sorted by popularity, with better matches higher in the list.
3. Keep selecting letters until you see what you're searching for. If you make a mistake, you can press the CLEAR button  to erase everything, or the REWIND button  to erase one letter at a time. Insert a space by pressing the FAST FORWARD button .
4. Use the RIGHT arrow  to highlight the show or person name, and press the SELECT button to view the information screen.
5. Select 'Get this show' to record the next showing or to create a OnePass. From the information screen, you can also view upcoming episodes, browse the episode guide, learn more about cast members, and access bonus features!



If you're in the program guide, you can always press the ENTER button  to go to Search.



Browsing TV & movies

Browse specific categories of TV shows and movies, including what to watch right now!

From the TiVo Central screen, select 'Find TV, Movies, & Videos,' then choose 'Browse TV & Movies'. You'll be able to browse for shows using any of the following:



Press the **C** button to filter the type of shows displayed in your results: choose from 'All,' 'Available,' and 'Free.'

New & Notable Browse a rotating selection of shows and movies that are timely, trendy, or just plain fun.

Box Sets See all of the movies in your favorite franchises together in one place.

Collections Browse shows that are grouped by related subject matter, like holiday movies or trendy topics.

Movies Browse movies that are available on channels you receive, on Buckeye Broadband On Demand, and from other video providers.

TV Browse upcoming TV shows that are available either on channels you receive, on Buckeye Broadband On Demand, and from other video providers.

Sports Browse upcoming sporting events that are available either on channels you receive, on Buckeye Broadband On Demand, and from other video providers.

Recommended shows

With all the programming options available to you, sometimes a recommendation comes in handy. The TiVo service is here to help: the Discovery Bar and TiVo Suggestions put a variety of recommendations at your fingertips.

The Discovery Bar



The Discovery Bar appears at the top of most TiVo screens. What you'll see in the Discovery Bar depends on you! Often, the Discovery Bar displays ideas for shows you may like based on what shows you record and mark as your favorites. For example, if you record the show

“The Voice,” the Discovery Bar might display thumbnails for other shows, like “So You Think You Can Dance.” 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: popular shows or sports events that are playing on live TV, items from your My Shows list, TiVo Suggestions, new Buckeye Broadband On Demand shows, and more!

You can customize what appears in the Discovery Bar by going to ‘Settings & Messages,’ then ‘Displays,’ then ‘Customize Discovery Bar.’

TiVo Suggestions

You can rate any show — whether it’s live, recorded, or listed in the program guide — by pressing the THUMBS UP  or THUMBS DOWN  button. You can give a show up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

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 appealing shows for you.

Auto-recording TiVo Suggestions

When your DVR 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.

If you’d prefer not to record TiVo Suggestions automatically, you can turn them off. From the TiVo Central screen choose ‘Settings & Messages,’ then ‘Settings,’ then ‘Recording,’ then ‘TiVo Suggestions.’





On the TiVo Suggestions screen, choose 'No, don't record TiVo Suggestions.' You can still see the TiVo Suggestions list and choose to record individual shows.

Watching TiVo Suggestions

Recorded suggestions appear in the TiVo Suggestions group inside the My Shows list. You can watch, save, or delete them just like any other show. Here's how to find them:


- TiVo Suggestions appears as a category in the left column of the My Shows list. Highlight it to see all of your recorded Suggestions.
- When you select a category in My Shows, you'll find a Suggestions folder for that category. For example, in the TV Series category, you'll find a TiVo Suggestions folder that contains only suggestions for TV series.



Viewing the upcoming Suggestions list

You can easily review a list of upcoming TiVo Suggestions. From the TiVo Central screen choose 'Find TV, Movies, & Videos,' then 'Browse TV & Movies,' then 'TV,' then 'Suggestions.'

To make sure a show records, highlight it and press the SELECT button. You can also use the THUMBS UP  or THUMBS DOWN  buttons to rate shows in this list and improve future recommendations.

To display a list of all shows that you've rated, while viewing the upcoming TiVo Suggestions screen, press ENTER button  to see the Review Thumbs screen. Then, highlight a show and use the THUMBS UP and THUMBS DOWN buttons to change its rating.

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.



Any time you choose to record a show, it automatically gets one Thumbs Up.

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 BROWNS with category Football would find Browns football games, but not Browns baseball games.

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  in the My Shows list.

Creating a WishList search

Creating a WishList search is simple:

1. From the TiVo Central screen, choose 'Find TV, Movies, & Videos,' then 'WishList Searches.' (Available on a DVR only.)
2. Select 'My WishLists,' then 'Create a new 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 or 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 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).

 Not all actor or director names may be listed. To search for a name that is not on the list, enter the name in the format: LAST NAME, FIRST NAME. (You must match the spelling of the name exactly, and you must use a comma).




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 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 creating this WishList Search.'

After you've created the WishList search, your DVR 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 To Do List and the OnePass Manager.



Managing your WishList searches

To view or edit a WishList, including turning off auto-recording, select the WishList. Then choose 'WishList Info,' 'Upcoming,' or 'Conflicts.'

WishList info

- **WishList options** Modify or delete the WishList search.
- **Name this WishList** Change the name of the WishList search.
- **Modify recording options** Choose whether to record repeats, how many shows to keep, and more.

- **Don't auto-record shows/Auto-record shows** Choose whether your DVR will automatically record any shows matching your WishList search criteria until you modify or delete the WishList search.

Upcoming


See a list of upcoming episodes that match your search criteria.

Conflicts

See a list of shows that can't be recorded because they conflict with other shows scheduled to be recorded at the same time. If you want to be sure that all matching shows are recorded, give the auto-recording WishList search a high priority in the OnePass Manager. See [Using the OnePass Manager](#) for details.




Quick tour – Watching live TV

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







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 DVR. 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 and hold the REPLAY button  to skip back to the beginning of the saved portion.

Watching multiple shows at once


Your DVR can watch (and record!) multiple shows at the same time. Go ahead, try it:

1. First, press the PAUSE button  to pause the live TV show you're watching. Let's call the tuner you're watching "Tuner 1."
2. Press the LIVE TV button  to switch to the next tuner, "Tuner 2." Whenever you press LIVE TV, you'll switch to the next tuner in line.

Note: You may see the same channel on more than one tuner.

3. Press LIVE TV as many times as necessary to switch back to Tuner 1. Notice that the first show you were watching is still paused. Press the PLAY button  (or PAUSE again) to continue watching the show.
4. Press LIVE TV to switch to Tuner 2. Because you didn't pause this show, it's still playing. Press the REWIND button  to watch the part of the show you missed. Press PLAY to start playing.
5. Continue pressing LIVE TV to cycle through the rest of the tuners, and back to Tuner 1. Shows that you paused are still paused; shows you were watching are still playing. You can rewind them to catch what you missed!

Recording the show you're watching

You can always record the show you're watching — just press the RECORD button  while watching any tuner. Then select 'Record this showing.' Select 'OnePass & other options' or 'Explore this show' for more choices.




Recording the saved portion

On your DVR, up to 30 minutes of the current channel's broadcast is always being saved, 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 switch tuners instead of changing the channel.

To record the saved portion in addition to the rest of the program, choose 'Record this showing.'

Stopping a recording

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

Watching in HD

To help make sure you're always getting the best viewing experience possible, your DVR will remind you to watch in HD. When you tune to an SD channel, you'll have the option to switch to an HD version of the show if it's available. Just look for the tip in the info banner.

Quick tour – 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 rewind a show that's airing live). Here's how to use it:

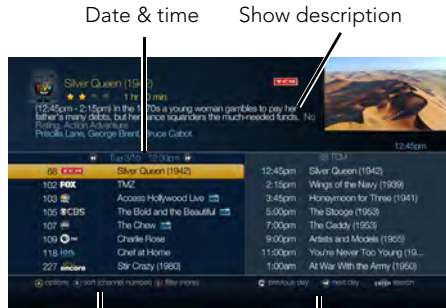
1. While watching a recorded show, press the PLAY button on your remote to bring up the status bar.
2. Press SELECT to start QuickMode.
3. When you're finished watching in QuickMode, press SELECT again to resume watching at normal speed.

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



Quick tour – Using the guide and mini-guide

TiVo Live Guide



Date & time Show description


Channels & shows currently airing Upcoming shows on the selected channel


Mini-guide



Show title Air time








Current channel & next two channels Upcoming shows

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

The mini-guide is a smaller version of the program guide. It shows you what's coming up on the channel you're watching and the next two channels. Press the **SELECT** button  while watching live TV to bring up the mini-guide.

In the grid guide, TiVo Live Guide, and mini guide, 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 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 **RECORD** button  to record it.
- Press **SELECT** on an upcoming show, and you'll see a screen with recording options. Set up your recording 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.

Choosing channels for the guide

You can use the Guide Options screen to choose which channels to display in the guide.

All Display all available channels, even those you don't receive.

My Channels Display only the channels that are checked in the Channel List (recommended).

Favorites Display only the channels you rated as your favorites in the Channel List.



Quick tour – Parental Controls



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 Central screen, choose 'Settings & Messages,' then 'Parental Controls.' (Or, select the padlock icon from the info banner.)

The padlock icon in the info banner shows the current state of Parental Controls.



Off No password or controls are set. The icon is dim and unlocked.



On Password and controls are set. The icon is bright and locked.



Temporarily Off Controls are set but turned off. The icon is bright and unlocked.

Changing Parental Controls settings

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


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.

Channel locks When a channel is locked, the Parental Controls password 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.

Turn on Parental Controls Use the number buttons on your TiVo remote to enter a four-digit password, then enter the same password again for confirmation.

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

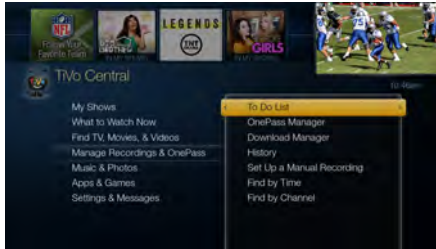
 When you turn Parental Controls off, your password is deleted.



Quick tour – Managing recordings & OnePass searches


Managing recordings

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.




Using the To Do List


To view the To Do List, on a DVR, from the TiVo Central screen, choose ‘Manage Recordings & OnePass,’ 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.

Canceling a recording


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


Viewing Recording History


Choose ‘View Recording History’ on the To Do List if you’re curious why a particular show or episode was not recorded, 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.

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



In the To Do List and OnePass Manager, individual recordings are marked with a single check mark: 

OnePasses and manual repeating recordings are marked with a double check mark: 

Auto-recording WishList® searches are marked with a starred double check mark: 

Using the OnePass Manager


OnePass recordings and auto-recording WishList searches are prioritized in the order in which you set them up, with the first having the highest priority, and so on.

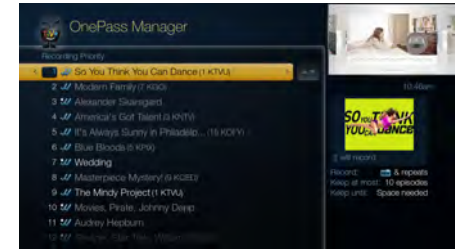
To view the OnePass Manager, on a DVR, from the TiVo Central screen choose 'Manage Recordings & OnePass,' then 'OnePass Manager.'

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

Because your DVR has multiple tuners, and because OnePass works best when you include streaming videos, recording conflicts should be minimized. However, when too many shows are scheduled to record at the same time, only the shows with the highest priorities are recorded.

Editing a repeating recording

You can also use the One Manager to view and change OnePass options, modify recording options if available, or cancel a OnePass or WishList search. Highlight the show title and press the SELECT button  to view available options.






Quick tour – Buckeye Broadband On Demand

Your DVR and your Media Player have access to thousands of the latest hit shows and movies — most of them free!

Whenever you search for a show, available video-on-demand shows are included in the results. It's just that easy to find the shows you want.


Accessing Buckeye Broadband On Demand

If you'd rather browse the available Buckeye Broadband On Demand offerings, just press the ON DEMAND button . This will take you to the main screen of available content.


Note: On Demand button and catalog are only available in select markets.

Choosing a video


To select an on-demand video:


1. On the main video on demand page, you'll see a list of categories (like 'New,' 'Drama,' or 'Comedy') to choose from. Highlight the category you wish to browse and press 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 video's 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.


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 button .

Controlling a video

Stopping the video. Once you've started watching your video, you can stop it at any time by pressing the LEFT arrow . 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 the PLAY button.

Note: Some videos from the available video-on-demand library may not allow you to fast forward.

Watching a saved video

Partially and completely viewed on-demand videos are saved in the 'My Rentals' folder for as long as they are available from the Buckeye Broadband On Demand library. You can watch them again at any time.

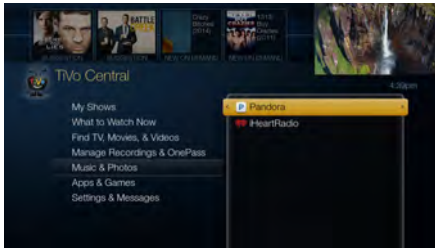
To restart a video in progress, or to re-watch a video you have already viewed:

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.'



Quick tour – Music & Photos

Use your DVR or Media Player as a digital home entertainment center with access to your photos, music, and more!



Photos

Connect to your online photo accounts to view photos stored there. From the TiVo Central screen, select 'Music & Photos' for available options.

Music


Stream your favorite music right from the TiVo menus! To view music options, from the TiVo Central screen, select 'Music & Photos' for available options, including the following:

Pandora® Internet Radio. Pandora is a free service that lets you create custom Internet radio stations personalized just for you, playing only the music you love! Just tell Pandora one of your favorite songs, artists, or composers, and it will create a radio station that explores that kind of music. You can even create stations based on genre (rock, pop, dance, show tunes, classical). Pandora plays all your current and old favorites and introduces you to new songs you'll love.

iHeartRadio. Listen to thousands of free stations, or create personalized custom stations from millions of songs.

Quick tour – Watching in other rooms

You can watch recordings saved on your DVR by streaming them to another DVR or Media Player on your home network.

1. Go to the device you want to stream recordings to.
2. From the TiVo Central screen, select 'My Shows.'
3. At the bottom of the My Shows list, highlight the DVR you want to stream recordings from.
4. Press the SELECT button  to see the other DVR's My Shows list.

Note: Some recordings cannot be streamed due to the copy protection assigned to them by the program provider. These recordings are usually marked with a red circle-slash icon.

5. Find the recordings you want to stream from the other DVR. Highlight it and press SELECT.

You can pause, rewind, fast forward, and play streaming video in slow motion just as you would live TV!



Quick tour – The TiVo app

With the TiVo app, you can stream live TV and recorded shows to your mobile device. Just make sure your TiVo DVR and your mobile device are connected to your home network, download the free TiVo app to your mobile device, and you're ready to get started! (Bonus: The TiVo app also lets you schedule recordings, control live TV, search for shows, and more!)

Note: Streaming requires a compatible DVR and a supported mobile device running current software. Some shows cannot be streamed due to the copy protection assigned them by the program provider.

To stream shows to your mobile device:

1. Sign in to the TiVo app on your mobile device.
2. Tap 'My Shows.' Make sure that the 'On DVR' tab is selected.
3. Tap 'Watch Now' at the top of the screen.

Getting more info

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

1. **Use the TiVo service help screens.** For general troubleshooting, go to the TiVo Central screen, and select 'Settings & Messages,' then 'Help.'
2. **Get how-to information online.** You'll always find the latest information about what you can do with your DVR or Media Player online at buckeyebroadband.com/expresstv.
3. **Use online support.** Visit Buckeye Broadband Customer Support online at buckeyebroadband.com/expresstv.
4. **Call Customer Support.** If you still have questions, contact Buckeye Broadband Customer Support at 419.724.9800 or 419.627.0800 (Erie County).



Troubleshooting

TiVo service

What is the TiVo service?

- Think of the TiVo service as the brains behind your DVR or Media Player. Your device uses the program information provided by the TiVo service to power the program guide, allow you to search for shows, schedule recordings, and more.

What happens if my DVR temporarily loses power?

- In the event of a power outage, any programs scheduled to record during the power outage will not be recorded. If a recording is in progress during a power outage, the recording will resume once power is restored and the DVR restarts. The recording will show up in two parts if the power is restored during the time the recording was made.

Your OnePasses, WishList Searches, and all the existing recordings in the My Shows list will not be affected. Shows in your To Do List will record as scheduled once the power is restored.


Channels

I can't go to one of my channels.

- Review your channel list to make sure all the channels you subscribe to are marked with a yellow check.
- If your DVR uses a CableCARD™ decoder to receive cable programming, contact Buckeye Broadband Customer Support to make sure that all of the channels in your cable subscription have been activated on the CableCARD decoder.

The TiVo remote control

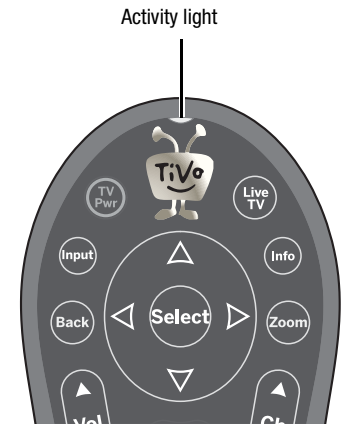
My TiVo remote doesn't work with my device.

- Be sure you are using the remote that came with your DVR or Media Player, and that you hold it so that the TiVo button  points toward the device you are trying to control.
- If your TiVo remote can work in RF (radio frequency) mode in order to control a TiVo DVR that is not within line-of-sight, make sure the TiVo remote is paired with the DVR. To pair your remote, go to TiVo Central > Settings & Messages > Settings > Remote, CableCARD & Devices > Remote Control Setup.
- Press any button on the TiVo remote. Does the activity light on the TiVo remote flash?
 - If the activity light does not flash, make sure the batteries are positioned correctly in the TiVo 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 activity light on the TiVo remote does flash, watch the lights on the front of the DVR or Media Player. If lights on the front of the DVR or Media Player do not respond to the TiVo remote, restart your DVR or Media Player. See [Restarting your device](#) for instructions.
- 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.

OnePass

What is OnePass?

- OnePass, which replaces Season Pass® recordings, gathers every episode of a series available *anywhere* and adds them right to your My Shows list. If an episode isn't available on TV or from Buckeye Broadband On Demand, OnePass fills in the gaps with episodes from streaming video providers like HBO GO, Hulu, YouTube, and more.





Won't that take up all my disk space?

- No! By default, a OnePass contains both recordings and streaming videos, and most OnePasses provide the majority of episodes as streaming videos. Streaming videos are not stored on your TiVo box, so they don't take up any disk space. That means you'll have a lot of shows ready to watch at any time, but you'll still have ample disk space for recordings when you need it.

What happened to my Season Pass requests?

- If you've had a TiVo box for a while, you've probably set up Season Pass requests for your favorite series. With the introduction of OnePass, each existing Season Pass has been turned into a OnePass, with the OnePass options set to include recordings only. In essence, that means these OnePasses will work just as your Season Passes always have.

How can I change my OnePass options?

- When you first set up a OnePass, highlight "Create a OnePass." Rather than pressing SELECT to create the OnePass, press the RIGHT arrow and select "Options." To modify an existing OnePass, go to 'Manage Recordings & OnePass,' then 'OnePass Manager.' Choose the OnePass you want to modify.

I am not getting many results when I set up my OnePass.


- To get the most out of OnePass, be sure to include both recordings and streaming videos. Also make sure that your video provider list is up to date, with all of your provider options selected. To check the video provider list, go to Settings > Channels > My Video Providers.

My Shows

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

- The TiVo service includes smart scheduling features that track not only how much space you currently have on your DVR, but also how much space will be needed in the near future to record all the shows you have scheduled. If your DVR 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 DVR 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 My Shows?

- To make space, delete some shows. To delete a show, highlight the title and press the CLEAR button .
- Reduce the number of recordings that are marked 'Keep Until I Delete.'
- Set up OnePasses to include streaming videos only.

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 My Shows list while other shows are being recorded.



Recording shows


Can I record more than one show at the same time, or watch one channel and record another?

The DVR is capable of recording different shows on different channels at the same time.

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

- The DVR gives each repeating recording a priority. You can resolve some conflicts using the OnePass Manager to change priorities (repeating recordings are OnePasses and auto-recording WishList searches). To open the OnePass Manager, go to TiVo Central, then choose 'Manage Recordings & OnePass,' then 'OnePass Manager.' Select the show you know you want to record and move it higher in the list to make sure it has a higher priority.
- You can sometimes resolve recording conflicts by changing the 'Stop Time' or 'Start Time' Recording Options. (To open Recording Options, select the show from your My Shows List, then choose 'Modify recording' then '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. (To open the To Do list, go to TiVo Central, then choose 'Manage Recordings & OnePass,' then 'To Do List.')
- Set up OnePasses to include streaming videos only.

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

- Your device uses your Channel List to search for shows. Verify that the channel is selected in your Channel List. Does the channel have a check mark next to it? To give it one, highlight the channel and press the SELECT button . For more information on this and many other features, go to buckeyebroadband.com/expresstv.

- Look on the Network screen (from the TiVo Central screen, select 'Settings & Messages,' then 'Settings,' then 'Network' for the time of the last successful connection to the TiVo service. If it was more than 36 hours ago, your DVR may be having trouble connecting to the TiVo service. Select 'View network diagnostics,' then 'Test Connection' to test the current settings. If the test connection does not succeed, see "General network troubleshooting tips" at buckeyebroadband.com/expresstv 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.

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

- Your DVR may not have all its program information yet. After initial installation, the DVR downloads some program information from the TiVo service. More program information becomes available after the next time the DVR connects to the TiVo service. After 24 hours, full information (up to two weeks) is available.
- If the DVR loses power while it is organizing program information, the organizing process will stop until the DVR makes a successful connection to the TiVo service, and then will start again. If your DVR lost power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo service. (From TiVo Central, select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service Now.')



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. (To open Recording Options, select the show from your My Shows List, then choose 'Modify recording' then 'Recording options'.)

Why wasn't my show recorded?




- Make sure the DVR is connecting to the TiVo service. Check the status from TiVo Central by choosing 'Settings' then 'Network.'
- View your History for an explanation of why the show did not record. To view your History, choose 'Manage Recordings & OnePass,' then 'History.' Here are some reasons why a show may not have recorded:
 - When OnePass recordings and other repeating recordings conflict, shows are recorded according to their priority in the OnePass Manager.
 - If the show was a rerun, your OnePass may be set to record new episodes only.
 - The show may have been deleted from the My Shows list by someone else in your household.
 - 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.

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 DVR or Media Player, 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.

- Make sure your TV Aspect Ratio is set correctly. From '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.

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 REPLAY button .
- Press the TiVo button  to go to the TiVo Central screen, then press the LIVE TV button  to return to live TV.
- Restart your device. See [Restarting your device](#) for instructions.

My device was working, but now the picture is frozen.

- Try changing channels several times.
- Press the PAUSE button , then the PLAY button .
- Restart your device. [Restarting your device](#) for instructions.



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 RESOLUTION button on your DVR or Media Player to cycle through the various video output formats. (Select models only.)
- Someone in your household may have placed the DVR or Media Player in Standby mode. To return to normal mode from Standby, press either the TiVo button  or the LIVE TV button .

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 'Settings & Messages,' then 'Settings,' then 'Audio,' then 'Alternate Audio.'



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

Your device 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 receive, or you may be experiencing a weak signal on a channel to which you do subscribe or receive.
- Your video cable may have come loose. Make sure all the cable connections on the back of your device are secure.
- The cables you are using to connect your device to your TV or other equipment may be damaged or defective. Try exchanging the cables with other cables that you know are working properly.

Parental Controls



My Parental Controls are not working.

- 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 the TiVo Central screen, select 'Settings & Messages,' then 'Parental Controls'), or by putting your device in Standby mode and then taking it out of Standby. (Put your device in Standby mode by selecting 'Settings & Messages,' then 'Standby.' To return to normal mode from Standby, press either the TiVo button  or the LIVE TV button .)


Restarting your device

You may need to restart your device as a troubleshooting step.

Note: The restarting process can take 10 – 15 minutes.

Go to TiVo Central screen and select 'Settings & Messages,' then 'Help.' Choose 'Restart or reset system,' then 'Restart the TiVo Box.' As a safety measure, press the THUMBS DOWN button  three times, then press the ENTER button .

Note: If you cannot access the TiVo menus, unplug the power cord, waiting 15 seconds, and plug the power back in.

When the process is complete, a TiVo welcome video may begin playing automatically. Press the TiVo button  to bypass this video and go directly to the TiVo Central screen.



TiVo® Service Quick Guide

© 2016 TiVo Inc. Reproduction of all or any portion of this Quick Guide without TiVo's express prior written permission (in each instance) is prohibited. All rights reserved.

Buckeye Broadband and the Buckeye Broadband logo are the registered trademarks of Buckeye Broadband.

TiVo, the TiVo logo, the TiVo silhouette logo, TiVo Central, WishList, OnePass, QuickMode, the Jump logo, the Instant Replay logo, the Thumbs Up logo, the Thumbs Down logo, and the sounds used by the TiVo service are trademarks or registered trademarks of TiVo Inc. or its subsidiaries, 2160 Gold Street, San Jose, CA 95002.

CableCARD is a trademark of Cable Television Laboratories, Inc.



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.

HBO GO is a registered trademark of Home Box Office, Inc.

Hulu is a registered trademark of Hulu, LLC.

Pandora is a registered trademark of Pandora Media, Inc.

ToonGoggles is a registered trademark of Toon Goggles, Inc.

YouTube and the YouTube logo are registered trademarks of Google Inc.

Windows Media is a registered trademark of Microsoft Corporation.

All other company names, product names, brand names, and trademarks are the properties of their respective owners.

ROVI COPYRIGHT PROTECTION

This product incorporates copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of this copyright protection technology must be authorized by Rovi Corporation, and is intended solely for home and other limited consumer uses unless

otherwise authorized by Rovi. Reverse engineering or disassembly is prohibited.

MICROSOFT

This product contains technology subject to certain intellectual property rights of Microsoft. Use or distribution of this technology outside of this product is prohibited without the appropriate license(s) from Microsoft.

Content owners use Windows Media® digital rights management technology (WMDRM) to protect their intellectual property, including copyrights. This product uses WMDRM software to access WMDRM-protected content. If the WMDRM software fails to protect the content, content owners may ask Microsoft to revoke the software's ability to use WMDRM to play or copy the proprietary, protected content of these owners. Revocation does not affect unprotected content. When you download license for protected content, you agree that Microsoft may include a revocation list with the license. Content owners may require you to upgrade the WMDRM software to access the proprietary, protected content of these owners. If you decline an upgrade, you will not be able to access any content that requires the upgrade.



The TiVo® remote

The **TiVo button** takes you to the TiVo Central® screen, the starting point for all your TiVo features and settings.

If programmed, **TV PWR** turns your TV on or off.

Use **Input** to select the input (such as a DVR, DVD player, game system) your TV displays.

Back goes back to the previous screen (in certain apps).

Guide takes you to the program guide, where you can find shows to watch or record. Press it again to see filtered views.

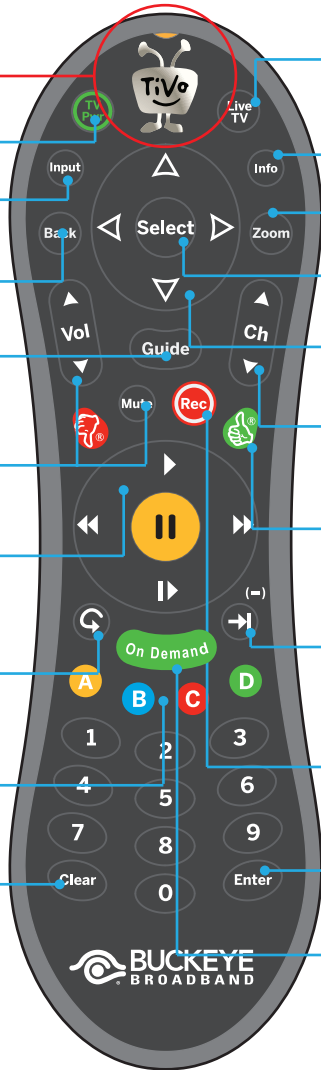
If programmed, **Volume** and **Mute** control the volume on your TV or A/V receiver.

Play, Pause, Rewind, Fast-Forward or play shows in **Slow Motion**. Press Rewind and Fast-Forward up to three times for three speeds.

Replay repeats the last 8 seconds of the show. Press and hold to jump to the beginning of a show.

The **letter buttons** sort and filter views. Look for the on-screen tips.

Clear removes the display of the info banner or program guide, and deletes titles from the My Shows or To Do list.



Live TV takes you to live TV. If you're watching live TV, use it to cycle through the tuners.

Info shows the info banner while watching live TV; press it again to make it disappear.

Use **Zoom** to change aspect ratio of shows on your TV or to return to full-screen from the Video Window.

Press **Select** to choose menu items or, when watching live TV, to bring up the Mini Guide.

Use the **arrow buttons** to navigate the TiVo menus and the program guide.

Use the **Channel Up/Down** buttons to change the channel and to page up or down while in the program guide or TiVo menus.

Use the **Thumbs Up** and **Thumbs Down** buttons to rate shows, collections, or video providers for TiVo Suggestions.


Advance moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press Advance to jump to the next tick mark when fast-forwarding or rewinding.

Press **Record** to record the show you're watching, or to set up a recording for a show selected in the guide.



Enter/Last returns you to the last channel tuned to in live TV.


On Demand takes you to the Buckeye Broadband On Demand catalog.


Remote control tips & shortcuts

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


While watching live TV, press SELECT  to see the **Mini Guide**: a snapshot of what's coming up on the next three channels.

While watching a recording, press PLAY  to bring up the status bar, and then press SELECT  to enter **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**. Press and hold to catch up to live TV or jump to the end of a recorded show.

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

While watching a recording, press the LEFT arrow  to **stop the recording** and return to the program information screen.

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

- 1 OnePass Manager
- 2 To Do List
- 3 WishList Search screen
- 4 Search
- 5 Browse TV, Movies, and Videos
- 6 History

Note: Not all shortcuts are available on all devices.

Remote Control Troubleshooting

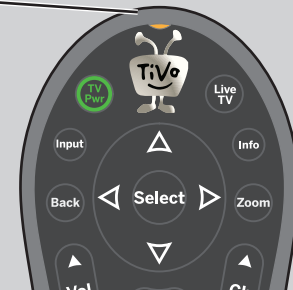
Press any button on the remote. Does the activity light above the TiVo button on the remote flash?

If the activity light does not flash, make sure the batteries are positioned correctly in the remote, or try a new set of batteries.

If the activity light on the remote does flash, but the lights on the front of the device do not respond, restart your TiVo box.

See the Troubleshooting section for more help with your remote control.

Activity light



Customizing your TiVo® remote

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

Some remote controls are “RF remotes.” This means that the remote can control your device even if the device is not in direct line of sight with the remote (for instance, if it is behind a cabinet door).

If you have trouble using the remote in RF mode, or if you purchase additional remotes, you may need to “pair” the remote to your DVR before using it.

To program or pair your TiVo remote, press the TiVo button to go to the TiVo Central® screen and select ‘Settings & Messages,’ then ‘Settings,’ then ‘Remote, CableCARD, & Devices,’ then ‘Remote Control Setup.’ Follow the easy on-screen instructions.

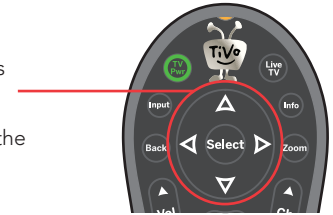
For more information on this and many other features, go to buckeyebroadband.com/expressiv.



Using the on-screen menus

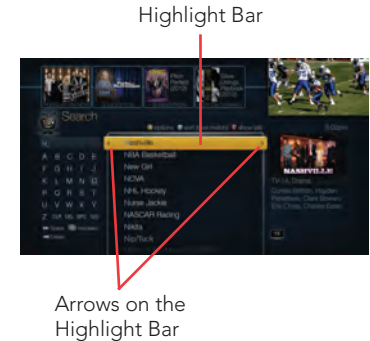
To navigate the on-screen menus, use the remote control’s arrow buttons to move to the option you want, then press SELECT.

The LEFT arrow button often takes you to the previous screen.



On-Screen Arrows

The arrows that appear on the highlight bar show the directions you can move. For example, on this screen, you could press the RIGHT arrow to view details about the highlighted title, or the LEFT arrow to go back to the previous screen.



Discovery Bar

















The Discovery Bar is the bar of images across the top of the TiVo Central screen and other menu screens. Press the UP arrow to move up to the Discovery Bar, then the LEFT and RIGHT arrows to move around. Select an image that interests you to learn more about that item.



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 3 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 3 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 search.
-  Show will be recorded as part of a WishList search.