

Troubleshooting



Customer Support

66

Troubleshooting Index

66

Customer Support

TiVo Inc. is dedicated to providing you with quality support and customer service. If you're new to the TiVo® service, and this is your first DVR, you probably have a few questions. 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. See the Troubleshooting Index to the right to find the information you need.
2. **Use the troubleshooting screens on your DVR.** For general troubleshooting, go to the TiVo Central® screen and select Messages & Settings, then Troubleshooting. Additionally, when the TiVo service detects a problem, the message displayed will often lead you directly to troubleshooting steps for that issue.
3. **Use online support.** Visit TiVo Customer Support online at www.tivo.com.au/support.

Thank you for using the TiVo service!

Troubleshooting Index

This chapter contains troubleshooting for questions about:

Connecting Your DVR	67
The TiVo® Service	68
Channels	69
The TiVo® Remote Control	70
Now Playing	71
Watching Live TV	72
Recording Programs	73
Online Scheduling	77
Audio & Video	78
Networking	81
Parental Controls	84

Questions About Connecting Your DVR

I don't see the Welcome screen when I plug in my DVR 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 DVR's front panel several times, cycling through the various video formats.
- If your DVR is connected to an A/V receiver, and you are having trouble finding the correct input, try connecting the DVR directly to the TV instead.
- The cables you are using to connect your DVR to your TV or other equipment may be damaged or defective. Try using cables that you know are working properly.

Why does the DVR have to be connected to the Internet?

- To complete Guided Setup, the TiVo DVR needs to connect to the TiVo service. To do this, the DVR uses a broadband Internet

connection (through a home network). Make sure you connect the TiVo wireless USB network adaptor (sold separately) or an Ethernet cable (using the DVR's Ethernet jack); see the *Start Here* poster for help.

- The DVR uses the Internet to make periodic connections to the TiVo service. Each time it connects, your DVR receives updated program information (channels and show times), online scheduling requests, available software updates, or other information from the TiVo service.
- **Please note:** Your DVR must remain connected to the Internet at all times in order to access all of your TiVo features.

Do I have to connect the DVR to the Internet for Guided Setup?

- Yes. To complete Guided Setup, the TiVo DVR needs to connect to the TiVo service. To do this, the DVR uses a broadband Internet connection (through a home network). Make sure you connect the TiVo wireless USB network adaptor (sold separately) or an Ethernet cable (using the DVR's Ethernet jack); see the *Start Here* poster for help.

Questions About the TiVo® Service

Will my DVR work without the TiVo® service?

- The TiVo® DVR is designed to be used exclusively with the TiVo service, which is available to you free of charge. The TiVo service is required for proper operation of the DVR. No functionality is represented, warranted, or should be expected without activating your free subscription to the TiVo service. The DVR uses the program information provided by the TiVo service to record the programs you request, to provide Season Pass® functionality, to power the program guide, to allow you to search for programs by title, etc. The TiVo service may also provide you with access to online content and periodic service updates.

What happens if my DVR loses power temporarily?

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

How is information from the TiVo service® delivered to my DVR?

- The DVR automatically makes regular connections to the TiVo service to download program information and other data. Information may also be delivered late at night (when it does not conflict with any of your requested recordings).

Questions About Channels

I am not receiving certain channels.

- Signals received via antenna are subject to weather conditions and other environmental factors, so the availability of certain channels may vary. Do a channel scan to ensure you are receiving all the available channels. See “Channel Scan” in Chapter 5 for details.
- Check the signal quality. From the Messages & Settings screen, select Settings, then Channels, then Signal Quality. Press Select to bring up a signal strength meter over Live TV. The meter indicates how well a particular digital TV channel is being received. The meter can be useful when aiming an over-the-air antenna.

I can't go to one of my channels.

- Your list of received channels may not include the channel you want. Use the numbers on the remote control to enter the channel number, then press ENTER. For more information on received channels, see “Channel List” in Chapter 5.
- 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 channel you want may be showing a program that exceeds a limit set with Parental Controls, or may be blocked by KidZone. In this case, you will see only a black screen with a notice that a limit has been exceeded. (For more information on Parental Controls and KidZone, see Chapter 5.)

I can't get the channel to change.

- Try changing the position of the DVR SWITCH on the remote control.
- If the red light on the remote flashes, but the DVR does not respond, try resetting the DVR SWITCH to a remote address of 0 (zero). This allows the TiVo remote to control any TiVo DVR. See “Controlling Two DVRs with the DVR Switch” in Chapter 5 for information on programming the DVR SWITCH.
- Do other remote functions work? Does the red light flash when you press buttons? If not, try changing the batteries.

Questions About the TiVo® Remote Control

My TiVo® remote control doesn't work with my DVR.

- Be sure you are using the DVR's remote control, and that you hold it so that the TiVo button points toward the DVR.
- Try changing the position of the DVR SWITCH on the remote control.
- If the red light above the TiVo button does not flash when you press any button, make sure the batteries are positioned correctly in the remote. If they are correctly positioned, try a new set of batteries. See the inside front cover of this guide for instructions on installing batteries.
- If the red light on the remote does flash, watch the lights on the front of the DVR. Do the lights seem to respond (i.e., blink or flash) when you press any button on the remote? If lights on the front of the DVR do not respond to the remote, restart your DVR by unplugging it, waiting 15 seconds, then plugging it back in.
- Ensure that you 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.

My TiVo® DVR remote control doesn't control my TV's power, volume, etc.

- You can program the DVR's remote control to turn your TV on and off, and control its input selection, volume, and mute functions. You can also program it to control volume and mute on an A/V receiver or stereo. See "Remote Control Settings" in Chapter 5 for details.

Questions About Now Playing

I haven't scheduled enough programs to fill my DVR, but when I try to schedule more programs, 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 future to record all of the programs you have scheduled. If your DVR will be full at some point in the future, the TiVo service informs you and suggests options—such as allowing some programs 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 is kept.
- In addition, 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. Weaker video signals may also require more space. The amount of space required for each show you record affects the total hours of recording capacity in your DVR. High-definition programs take up much more space than standard-definition programs.

How can I fit more programs in Now Playing?

- To make space, delete some programs in Now Playing. You can delete a program by highlighting its title, then pressing CLEAR.
- Reduce the number of recordings in Now Playing that are marked “Keep Until I Delete.”
- Set up Season Pass recordings with the Recording Option “First-run only.” You'll collect only new episodes. You'll also be less likely to run out of space in Now Playing and less likely to encounter conflicts.
- High-definition programs take up much more space than standard-definition programs. Try deleting old HD programs.

Questions About Watching Live TV

Can I watch a program while it is being recorded?

- Yes, you can watch a program as it is being recorded; you can even start watching from the beginning while the rest of the program is recorded! You can also watch any program from the Now Playing List while other programs are being recorded.

The Channel Banner says “To be announced.”

- Your DVR probably does not have full program information. For details, see the question “I can’t find my program in the guide, even though I know it’s on.”

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

- Your DVR may not have program information. See the question “I can’t find my program in the guide, even though I know it’s on.”
- If category filtering of the guide is turned on, but no upcoming programs in the next six hours match both the filter and the selected channel list, no programs will appear in the guide. To view programs in the guide again, use the Guide Options to turn off filtering. See “Customising the Program Guide” in Chapter 3.

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

- You can choose a channel list or filter to use with the guide. Not all programs or channels will be displayed if you have chosen to use a filter or the “Favourites” channel list. Press GUIDE to display the live guide, then ENTER to choose “Channels You Receive” or to turn off filters. You can also add and remove channels on the “Channels You Receive” and “Favourites” channel lists. See “Channel List” in Chapter 5.
- 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.
- Try searching by date, time, or channel. From Find Programs, select Record by Time or Channel.

Questions About Recording Programs

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

Yes, the TiVo HD DVR is capable of all of the following:

- Recording two different channels at the same time.
- Recording one channel while watching another.
- Recording two different channels at the same time, while watching a third previously-recorded program.

What is the difference between HD programs and SD programs?

- High-definition programs are broadcast with the highest quality digital sound and picture available. See “Understanding HDTV” in the first section of this guide to learn more about high-definition television.

High-definition recordings take up more space on your DVR than standard programs to preserve the superior quality of the broadcast.

How can I record a program (or programs) when there is a conflict?

- The DVR gives each repeating recording a priority. You can resolve some conflicts in favour of preferred programs using the

Season Pass Manager to change priorities. See “Using the Season Pass[®] Manager” in Chapter 2.

- If you encounter a conflict for a single episode, use View Upcoming Episodes to see if the episode you want will air at a different time. Select the program 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. For example, if you set a program to start recording one minute early, it may conflict with a recording that airs right before it. To resolve such a conflict, change the Start Time back to On Time on the Recording Options screen. See “Setting Recording Options” in Chapter 2 for more.
- If a single episode of a repeating recording conflicts with another program, 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.” You’ll collect only new episodes. You’ll also be less likely to run out of space in Now Playing and less likely to encounter conflicts.
- Turn on the Overlap Protection setting. See “Overlap Protection” in Chapter 5.

What does it mean when my DVR says programs will be deleted earlier than planned?

- By default, all programs are kept until space is needed. After that, programs you have not set to save longer may be deleted to make room for other recordings you request. The TiVo service includes smart scheduling features that keep track of when programs become available to be deleted, and of how much free space will be available at any given time in the future. If space will not be available to record a program you request, the TiVo service gives you the option of deleting some programs early to make more room. However, you always have the final say on how long the DVR keeps programs. You can delete a program at any time, and you can always change how long it is saved. Just select the program in Now Playing, then select Keep Until....

I can't find my program in Search by Title or WishList™ Search even though I know it's on.

- The DVR uses your received channel list to search for programs. To check that the program's channel is selected as one of your received channels, go to Messages & Settings, then Settings, then Channels, then Channel List. Does the channel have a checkmark next to it? To give it one, highlight the channel and press SELECT. For instructions on personalising this list, see "Channel List" in Chapter 5.
- Look on the Network screen (from TiVo Central, select Messages & Settings, 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 Test Connection to test the current settings. If the test connection does not succeed, see "My DVR is not connecting to the TiVo® service." in this chapter 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 organised, and become available to search in about 1 to 5 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 www.tivo.com.au/support.
- 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 "Customer Support" in this chapter for contact information.

I can't use features in Find Programs. The DVR says it is organising program information.

- Your DVR may not have all its program information yet. The first time you go through Guided Setup, 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 a week) is available.
- If the DVR loses power while it is indexing program information, the indexing 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 indexing program information, you can get it to start indexing again by starting a connection to the TiVo service. To do this, go to TiVo Central and select Messages & Settings, then Settings, then Network, then Connect to the TiVo service now.

What happens if a program I have scheduled to record runs past its scheduled end time?

- Programs often run longer than their scheduled end time. The TiVo service accounts for this with the Extend Recordings setting. When the Extend Recordings setting is turned on, the TiVo service to automatically adds extra time to end of scheduled recordings based on data it receives from the program guide. This helps to ensure that you won't miss the endings when programs run long. The TiVo service also automatically

adjusts the start time of programs following extended programs. For more, see “Setting Recording Options” in Chapter 2.

- Sometimes, live events like sporting events may run into overtime; this unscheduled overtime will not be accounted for by the Extend Recordings setting. To help you avoid missing the end of a live event, we provide a feature that lets you add recording time—from one minute to three hours extra—at the end of a recording. We call this the Overtime Scheduler[®] feature. The Overtime Scheduler has two options: Start Recording and Stop Recording. Both are available on the Recording Options screen. You can even use the Overtime Scheduler to change the scheduled end of a recording while the program is being recorded. You can use the Extend Recordings Overtime Scheduler setting with any kind of program, not just sports. For more, see “Setting Recording Options” in Chapter 2.
- If you are watching a program while it's being recorded, you can add extra recording time:
 - Go to the Now Playing List, select the recording, then select Change Recording Options. On the Recording Options screen that appears, select Stop Recording. Use the RIGHT arrow to increase the length of the recording.
 - Go to Find Programs, select the To Do List, then select the recording. Select Options next to Continue Recording. On the Recording Options screen that appears, select Stop Recording. Use the RIGHT arrow to increase the length of the recording.

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

- Create an auto-recording WishList search for programs that are not yet listed in the guide. See “Finding Programs Using a WishList™ Search” in Chapter 2 for more.
- If you know the date, time, and channel on which the program will air, you can create a manual recording to record it. Go to TiVo Central and select Find Programs, then Record by Time or Channel, then Manually Record Time/Channel. See “Record by Time or Channel” in Chapter 2 for more.

How do I set the clock so that my shows are recorded on time?

- The TiVo service sets your DVR’s clock during every service connection, so you never have to worry! If you move to a new time zone, change your DVR’s settings by repeating Guided Setup. To connect to the TiVo service at any time, go to TiVo Central and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.
- If you are missing the beginning or end of a show, it usually means that the broadcaster is not starting or stopping the show on time. Make sure that you turn on the Extend Recordings setting, described in “Extend Recordings” in Chapter 5, to compensate for this.

Why wasn’t my program recorded?

- Check Recording History for an explanation of why the program did not record. Recording History is the first selection in the To Do List (from the TiVo Central screen, select Find Programs, then To Do List, then View Recording History). Here are some reasons why a program may not be available in Now Playing:
 - When Season Pass recordings and other repeating recordings conflict, programs are recorded according to their priority in the Season Pass Manager. See “Using the Season Pass® Manager” in Chapter 2.
 - If the program was a rerun, your Season Pass recording may be set to record First Run Only programs.
 - The program may have been deleted from Now Playing by someone else in your household.
 - The program may have been cancelled by the network.
 - There may have been a conflict when requesting another program, and the proposed resolution was to delete the missing program earlier than planned. If you accepted that resolution, the program would have been deleted.
 - There may have been a channel changing problem, or a power outage may have affected the recording.
- Make sure the DVR is connecting to the TiVo service. From TiVo Central select Messages & settings, then Settings, then Network, then Connect to the TiVo Service Now.

Questions About Online Scheduling

My DVR did not record a program I requested online.

- **Check Recording History.** Your DVR's Recording History may explain why the program did not record. To view Recording History, go to the TiVo Central screen and select Find Programs, then To Do List, then View Recording History. Select the program that did not record to view a brief explanation.
- **Check the To Do List.** If you chose to record the program only if it did not conflict with other recordings at the same time, the DVR may have found another showing of the program that did not conflict with other programs. Check the To Do List to determine whether the program is still scheduled to record. Go to TiVo Central and select Find Programs, then To Do List.
- **Check connection.** Go to the TiVo Central screen and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.
- **Check your Channel List.** If the program you requested airs on a channel you don't receive, the DVR cannot record it. In addition, if you receive the channel but it is not checked on the Channel List, the DVR cannot record from it. Go to TiVo Central and select Messages & Settings, then Settings, then Channels, then Channel List. Every channel you receive that you wish to schedule recordings from should have a checkmark beside it.

A program recorded at a different time than I requested.

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

Questions About Audio and Video

What is Aspect Correction?

Aspect Correction is required when the aspect ratio of the program you're watching doesn't match the aspect ratio of your TV. Use the ASPECT button on the TiVo DVR remote control to cycle through three modes:

- In **FULL** mode, the picture is stretched to fill the entire TV screen, which may result in some distortion.
- In **PANEL** mode, letterbox bars or side bars are added to the picture as necessary to fill the TV screen, preserving the broadcast aspect ratio. This mode is useful if you're watching a program broadcast in 4:3 on a 16:9 TV, or vice-versa.
- In **ZOOM** mode, the picture is stretched without distortion. The edges of the picture are cropped to fit the TV screen. This mode is useful if you're watching a program broadcast with letterbox bars or side bars. Zoom mode crops the bars out of the picture.

For tips about using Aspect Correction, see "Aspect Correction Mode" in Chapter 5.

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 program by the broadcaster, by the TiVo DVR, 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 DVR's Letterbox Colour to gray. From Messages & Settings, select Settings, then Video, then Letterbox Colour. Since most broadcasters add black bars, making the DVR 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 ASPECT button on the TiVo remote to find an Aspect Correction mode that minimises the bars.
- 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 INSTANT REPLAY button on the remote control.
- Press the TiVo button to go to the TiVo Central screen, then press the LIVE TV 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.
- You can also try restarting your DVR. From the TiVo Central screen, select Messages & Settings, then Restart or Reset System, then Restart the DVR. On the Restart the DVR screen, press the THUMBS DOWN™ button three times, then press ENTER. You will see the Welcome screen and the system will restart within a few minutes.

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

- Try changing channels several times.
- Press PAUSE, then PLAY.
- Try restarting your DVR. From TiVo Central, select Messages & Settings, then Restart or Reset System, then Restart the DVR. On the Restart the DVR screen, press the THUMBS DOWN button three times, then press ENTER. You will see the Welcome screen and the system will restart within a few minutes. You can also restart the DVR by unplugging it, waiting at least 15 seconds, then plugging it back in.

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 DVR to cycle through the various video output formats.
- Check to make sure all of the appropriate cables are firmly connected to your DVR, 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 DVR in Standby mode. To return to normal mode from Standby, press either the TiVo button or the LIVE TV button.

I can't select an alternate audio track.

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

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

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

- Try adjusting your antenna.
- Run a channel scan. See “Channel Scan” in Chapter 5 for details.
- The cables you are using to connect your DVR to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the DVR with other cables that you know are working properly.
- Restart your DVR. From TiVo Central, select Messages & Settings, then Settings, then Restart or Reset System, then Restart the DVR. Press the THUMBS DOWN button three times, then press ENTER. The system will restart within about 45 seconds. You can also restart the DVR by unplugging it, waiting 15 seconds, then plugging it back in.

Questions About Networking

My DVR is not connecting to the TiVo® service.

You can make the DVR connect to the TiVo service at any time. Go to the TiVo Central screen and select Messages & Settings, then Settings, then Network, then Connect to the TiVo Service Now.

If you are still unable to connect to the TiVo service, check that the Internet connection is available. If you disable your home network's connection to the Internet, your DVR may be trying to connect while the link is down. Try to go online and view a website from a computer on the same network as your DVR. If you cannot, you must fix the connection from your home network to the Internet before troubleshooting your DVR's connection to the TiVo service.

If you can browse the web from a computer, then see the questions “My DVR is not connecting to my wired home network.” or “My DVR is not connecting to my wireless home network.” below.

My DVR is not connecting to my wired home network.

Any of the steps below may fix a network connection; you probably will not have to complete each one. Additional steps for wireless networks are in the section “My DVR is not connecting to my wireless home network.” below.

- **Check your network cable.** The network cabling could be defective. If you have another Ethernet cable available, try that.
- **Check physical connections.** 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.
- **Restart the DVR.** Press the TiVo button on the remote to go to the TiVo Central screen. Select Messages & Settings, then Settings, then Restart or Reset System, then Restart the TiVo DVR. Press the THUMBS DOWN button three times, then press ENTER.
- **Powercycle network devices.** If you have a router or wireless access point, unplug it, wait a moment, and then plug it back in. This will temporarily halt your network's Internet connection. It may take up to a minute for your equipment to “restart” after you plug it back in.
- **Check your Network Settings.** Verify that your Network Settings are correct. See “Network Settings” in Chapter 5.
- **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. Older firmware may cause unpredictable results. It may be necessary to powercycle your device before and after you reinstall the firmware.

- **Check Static IP Address.** If you assigned an IP address to your DVR, check that its IP address is unique on your network. Also, confirm that the first three sets of numbers of the DVR'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 DVR's IP address must also start with **192.168.1**.)

My DVR is not connecting to my wireless home network.

- **Check wireless adaptor.** The wireless USB network adaptor that you attached may not be supported. Only the TiVo wireless USB network adaptor is compatible with the TiVo HD DVR. This adaptor is available for purchase from www.tivo.com.au/shop. When the adaptor is functioning properly, a MAC address—an identifier unique to the network adaptor you purchased—is visible on the Network screen. To check, go to TiVo Central and select Messages & Settings, then Settings, then Network. The MAC address should be on the top right side of the Network screen. If you do not see a MAC address listed, the DVR is not recognising the network adaptor you installed. The adaptor is either not compatible, not functioning properly, or not properly connected.
- **Check connection to the network adaptor.** Unplug the USB cable from the back of your DVR, wait 10 seconds, then plug it back in. Make sure the cable is pushed all the way in; sometimes lights on the adaptor turn on before the USB cable is pushed all the way in. Unplug the end of the USB cable connected to the adaptor, wait 10 seconds, then plug it back 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.
- **Verify your password.** If your network uses a password, make sure you have entered it correctly on the Network settings page. For more on entering your network password, see “Wireless Network Settings” in Chapter 5.
- **Check signal strength.** On the Network screen (press the TiVo button to go to TiVo Central, then select Messages & Settings, then Settings, then Network), check the wireless signal strength. The following may improve wireless signal strength:
 - Make sure the wireless adaptor is placed well away from the DVR'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 neighbour's

cordless phone), may also reduce signal strength when they are in use.

- Move the wireless network adaptor 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 adaptor and the wireless access point. Wireless networks typically have a range of 30 to 90 meters, but distances can vary based on walls, floors, and other obstructions. It may be necessary to adjust the location adaptor of your wireless access point or router to be closer to the network adaptor attached to your TiVo DVR.
- 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, then Change Network Settings), check that the network name (SSID) for your wireless access point is listed correctly. To change the network name, see “Network Settings” in Chapter 5.

Questions About 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 program 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 Messages & Settings, then Settings, then Parental Controls), or by putting your DVR in Standby mode and then taking it out of Standby. You can put your DVR in Standby mode by going to TiVo Central and selecting Messages & Settings, then Standby. To return to normal mode from Standby, press either the TiVo button the or LIVE TV 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, see “Channel List” in Chapter 5.