

# TIVO ROAMIO HELP MENU (INCLUDING RESTART AND RESET OPTIONS)

To reach the Help menu from the TiVo Central Screen, move to 'Settings & Messages' and press SELECT - the round button at the center of the arrows circle on your remote. Then choose 'Help.' This screen includes troubleshooting advice for common problems with your TiVo box. Use the UP/DOWN arrows - the top and bottom of the arrows circle just below the TiVo button on your remote - to find all the topics.

Note that the first option on the Help menu is "Restart or Reset." The Restart or Reset menu allows you to restart your TiVo box, erase information, or restore original factory settings.

To use many options on the Restart or Reset menu, you'll be prompted to enter three THUMBS UP to continue. THUMBS UP is the right-most below the GUIDE button and above the Pause Circle on your remote.

Restart or Reset options include:

- [Restart the TiVo Box](#)
- [Repeat Guided Setup](#)
- [Clear Thumb Ratings and Suggestions](#)
- [Clear program information & To Do List](#)
- [Clear & Delete Everything](#)

## **RESTART THE TIVO BOX**

Use this screen to shut down the TiVo box and start it up again. This will not affect recorded shows, OnePass searches, WishList® searches, or TiVo Suggestions. You may need to restart your TiVo box as a routine troubleshooting step.

## **REPEAT GUIDED SETUP**

You must repeat Guided Setup if you move or if you change your cable provider. Repeating Guided Setup will reset your channel lists. This will not affect recorded shows, OnePass searches, WishList Searches, or TiVo Suggestions.

## **CLEAR THUMB RATINGS AND SUGGESTIONS**

Removes all Thumbs Up and Thumbs Down ratings and deletes the list of upcoming TiVo Suggestions. This does not delete TiVo Suggestions that have already been recorded.

## **CLEAR PROGRAM INFORMATION & TO DO LIST**

Clears all program information, cancels all OnePass recordings and everything in the To Do List, and removes all Thumbs Up and Thumbs Down ratings. This does not delete shows in the My Shows list. The TiVo box acquires new program information during the next connection to the TiVo service. Completing this process may take over an hour.

## **CLEAR & DELETE EVERYTHING**

This option restores the TiVo box's original factory settings. It clears all OnePass searches, WishList Searches, Thumbs Up and Thumbs Down ratings, TiVo Suggestions, My Shows list contents, program information, To Do List, and setup information, including channel lists and Parental Controls settings. Completing this process may take over an hour.