

# RECORDING SHOWS

## **CAN I RECORD MORE THAN ONE SHOW AT THE SAME TIME, OR WATCH ONE CHANNEL AND RECORD ANOTHER?**

The TiVo box is capable of recording multiple shows on different channels at the same time.

## **WHY CAN'T I ADJUST THE RECORDING QUALITY OF SOME SHOWS?**

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

## **HOW CAN I RECORD A SHOW (OR SHOWS) WHEN THERE IS A CONFLICT?**

- The TiVo box gives each repeating recording a priority. You can resolve some conflicts using the OnePass Manager to change priorities. (OnePass shows and auto-recording WishList shows are repeating recordings.)
- Set up OnePass searches to include streaming videos. Since streaming videos are available any time, no recording is necessary. You'll be less likely to encounter conflicts and less likely to run out of space in the My Shows list.
- If you encounter a conflict for a single episode, you can see if the episode you want will air at a different time. Select the show from the To Do List, then select 'View Upcoming Episodes.'
- You can sometimes resolve recording conflicts by changing the 'Stop Time' or 'Start Time' Recording Options. You can do this when you set up a recording. Just move to "Get this show, and then use the RIGHT arrow - on the right of the arrows circle just below the TiVo button on your remote - to move to "Options" and press SELECT - the round button at the center of the arrows circle on your remote.
- 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.

## **I CAN'T FIND MY SHOW IN A SEARCH EVEN THOUGH I KNOW IT'S ON.**

- The TiVo box uses your Channel List and Video Provider 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 SELECT. Also make sure that all video providers are selected in your video provider list.
- Look on the Network Settings screen for the time of the last successful connection to the TiVo service. If it was more than 36 hours ago, your TiVo box may be having trouble connecting to the TiVo service. Select 'Connect To The TiVo service Now.' If your connection is successful, new program information will be downloaded and organized, and will become available to search in about one to five hours.
- Is your TiVo service account up to date? Check your account status on the System Information screen. If your account is suspended or closed and you wish to re-activate it, go to [tivo.com/manage](http://tivo.com/manage), or contact TiVo Customer Support at 1-877-367-8486 (1-877-FOR-TIVO).
- 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. Contact TiVo Customer Support at 1-877-367-8486 (1-877-FOR-TIVO).

## **I CAN'T SEARCH FOR SHOWS. THE TIVO BOX SAYS IT IS ORGANIZING PROGRAM INFORMATION.**

- Your TiVo box may not have all its program information yet. The first time you go through Guided Setup, the TiVo box downloads some program information from the TiVo service. More program information becomes available after the next time the TiVo box connects to the TiVo service. After 24 hours, full information (up to 2 weeks) is available.
- If the TiVo box loses power while it is organizing program information, the organizing process will stop until the TiVo box makes a successful connection to the TiVo service, and then will start again. If your TiVo box lost

power while it was organizing program information, you can get it to start organizing again by starting a connection to the TiVo service.

## **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.

## **WHY WASN'T MY SHOW RECORDED?**

- Make sure the TiVobox is connecting to the TiVo service.
- View your History for an explanation of why the show did not record. From the TiVo Central screen, go to 'Manager Recordings & OnePass,' then choose 'History.' (Note that the History for a Mini is on the host DVR.) 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 recording may be set to record First Run Only shows.
  - The show may have been deleted from the My Shows list by someone else in your household.
  - The show may have been canceled by the network.
  - There may have been a conflict when requesting another show, and the proposed resolution was to delete the missing show earlier than planned. If you accepted that resolution, the show would have been deleted.
  - There may have been a power outage that affected the recording.