

AUDIO AND VIDEO

HOW CAN I GET THE BEST PICTURE QUALITY?

- Make sure you are using the best video resolution for your TV.
- Do not connect the unit through a VCR. Video signals fed through VCRs may be affected by copyright protection systems and the picture will be distorted on the television.

HOW DO I GET RID OF THE BARS AT THE TOP & BOTTOM OR SIDES OF THE PICTURE?

Letterbox bars (at the top & bottom) and sidebox bars may be added to a show by the broadcaster, by the TiVo box, 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. On a TiVo BOLT, select 'Settings & Messages,' select 'Audio & Video Settings,' then 'Aspect Correction Mode.' On a TiVo Roamio/Mini, select '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 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.
- Restart your TiVo box.

MY TIVO BOX WAS WORKING, BUT NOW THE PICTURE IS FROZEN.

- Try changing channels several times.
- Press PAUSE - the round button in the center of your remote. Then press PLAY - at the top of the circle surrounding the PAUSE button in the center of your remote.
- Restart your TiVo box.

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.
- Check to make sure all of the appropriate cables are firmly connected to your TiVobox, television, and other audio/video equipment. For help with your audio/video connections, see the installation guide that came with your TiVo box or the back panel descriptions included in this Viewer's Guide.
- Someone in your household may have placed the TiVo box in Standby mode. To return to normal mode from Standby, press either the TiVo button at the top of your remote, or the LIVE TV button on the right of the TiVo 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 on a TiVo BOLT, select 'Settings & Messages,' then 'Audio & Video,' then 'Language & Audio Description.' On a TiVo Roamio/Mini, select 'Settings & Messages,' then 'Settings,' then 'Audio,' then 'Alternate Audio.'

I SEE A GRAY SCREEN WITH A MESSAGE THAT SAYS "SEARCHING FOR SIGNAL."

Your TiVo box 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 you may be experiencing a weak signal on a channel to which you do subscribe.
- Your CableCARD (M-CARD) decoder may not be installed properly (does not apply if you are using an over-the-air antenna to receive programming).
- You may be experiencing a temporary cable outage; check with your cable provider.
- Your video cable may have come loose. Make sure all the cable connections on the back of your TiVo box are secure.
- The cables you are using to connect your TiVo box to your TV or other equipment may be damaged or defective. Try exchanging the cables connected to the TiVo box with other cables that you know are working properly.