

TIVO BOLT 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.'

Help options include:

- [Account & System Information](#)
- [Troubleshooting](#)
- [Restart Box](#)
- [Reset to Defaults](#)

ACCOUNT & SYSTEM INFORMATION

The Account & System Information screen provides information about your TiVo box and your TiVo account. From the TiVo Central screen, select 'Settings & Messages,' then 'Help,' then 'Account & System Information.'

System Information: You'll need some of the information provided here if you contact TiVo Customer Support. This screen contains your TiVo service number, TiVo box manufacturer, model number, software version, storage capacity, and information about recent connections to the TiVo service. Use the CHANNEL UP/DOWN button - the vertical oval button on the right between the arrow circle and the PAUSE circle on your remote - to move through the entire of the screen.

Media Access Key: Your Media Access Key keeps your TiVo recordings secure and prevents them from being played or transferred outside your home network. Do not share this key with anyone outside your household.

Video Provider Accounts: Here you'll find account information about your video provider accounts (e.g. Netflix or Amazon).

Copyright & Trademarks: This screen contains copyright, trademark, and other information related to the TiVo service.

Tuning Adapter: This screen displays information about your tuning adapter, if one is connected. Please contact your cable provider if you are not sure whether you need a tuning adapter.

Diagnostics: This screen contains information about tuners and other TiVo box functions. You may be asked to provide some of this information if you contact TiVo Customer Support.

CableCARD Decoder: This screen contains information about the installed CableCARD decoder, if used.

TROUBLESHOOTING

This screen is the place to start if you are having trouble with your TiVo box. Find helpful troubleshooting advice for common issues.

RESTART 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. When you select "Restart TiVo Box," you will be prompted to enter three THUMBS UP to restart. THUMBS UP is the right-most below the GUIDE button and above the Pause Circle on your remote.

RESET TO DEFAULTS

When you select an option on this screen, you may be prompted to enter three THUMBS UP to continue. THUMBS UP is the right-most button below the GUIDE button and above the Pause Circle on your remote.

Options on this screen include:

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.