

# THE TIVO SERVICE

## WHAT IS THE TIVO SERVICE?

- Think of TiVo service as the brains behind your TiVo box. The TiVo box uses the program information provided by the TiVo service to power the program guide, allow you to search for shows and schedule recordings, and more.

## WILL MY TIVO BOX WORK WITHOUT THE TIVO SERVICE?

- The TiVo box is designed to be used exclusively with the TiVo service. The TiVo service is required for proper operation of the TiVo box. No functionality is represented, warranted, or should be expected without a subscription to the TiVo service.

## DOES THE TIVO SERVICE COLLECT INFORMATION ABOUT MY VIEWING HABITS?

- TiVo has designed its system and instituted policies to ensure that TiVo is unable to access any of your personally identifiable viewing information without your prior consent. For details, see [tivo.com/policies](http://tivo.com/policies).

## DO I HAVE TO CONNECT TO THE TIVO SERVICE MANUALLY?

- No! Your TiVo box connects to the TiVo service automatically several times a day through your network connection. However, you can make a manual connection with the TiVo service at any time. (You may need to do this as a routine troubleshooting step.) On a TiVo BOLT, go to TiVo Central screen and select 'Settings & Messages,' then 'Network Settings,' then 'TiVo Service Connection.' On a TiVo Roamio/Mini, go to go to TiVo Central screen and select 'Settings & Messages,' then 'Settings,' then 'Network,' then 'Connect to the TiVo service Now.'

## MY BOX SAYS IT'S UNABLE TO CONNECT TO THE TIVO SERVICE. WHAT SHOULD I DO?

- If your TiVo box is having trouble connecting to the TiVo service, the problem might be in the connection of your TiVo box to your home network, or it might be in the connection of your home network to the Internet.

To figure out where the problem is, start by trying to go online from a computer on the same network as your TiVo box. If you can't browse the web from your computer, there is a problem with your home network. Troubleshoot the connection from your home network to the Internet.

If you can browse the Internet from a computer on the same network as your TiVo box, there may be a problem connecting to your TiVo box. Try the suggestions below:

- **Check physical connections and cables.** 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 network devices.** If you have a router or wireless access point, unplug it, wait a moment, and then plug it back in.
- **Check your Network Settings.** Verify that your Network Settings are correct.
- **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.
- **Check Static IP Address.** If you assigned an IP address to your TiVo box, check that its IP address is unique on your network. Also, confirm that the first three sets of numbers of the TiVobox'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 TiVo box's IP address must also start with **192.168.1**.)
- **Restart the TiVo box.**

## **WHAT HAPPENS IF MY TIVO DVR TEMPORARILY LOSES POWER?**

- In the event of a power outage, any programs scheduled to record during the power outage will not be recorded. If a recording is in progress during a power outage, the recording will resume once power is restored and the DVR restarts. The recording will show up in two parts if the power is restored during the time the recording was made.

Your OnePass requests, WishList® searches, and all the existing recordings in the My Shows list will not be affected. Shows in your To Do List will record as scheduled once the power is restored.