

My notes

AV Source information

Your TiVo box is connected to your TV on...

Your PIN

You may need to enter a PIN before you can view programmes or use certain services. Some content we've locked, others you can choose to lock yourself. Your default PIN is 1234 and you can change this if you fancy.

Forgotten your PIN? You can reset it via the Help section. Just look for TV Care. Find out more by going to our Help section from Home.



Get stuck in

Your guide to the new
TiVo[®] box under your telly.



TiVo: TiVo, WishList, Thumbs Up and Thumbs Down logo are trademarks or registered trademarks of TiVo Inc. or subsidiaries world-wide. Netflix: Netflix subscription required at extra cost. HD: HD equipment required. General: Content available to view depends on TV package. Information correct as at 01/08/2016. Virgin Media Limited is registered in England (no. 2591237). Further legal stuff applies - go to virginmedia.com/legalstuff for details.



Contents

Intro	1-2
Your TiVo® remote	3
Your On-Screen Icons	4
Cheeky little shortcuts	5-6
Home screen	7-8
Discovery Bar	9
Watching live TV	10-12
Watching TV on the go	13
Info banner	14
Box Sets and Movies	15-16
Catch Up, players and apps	17-18
Search	19-20
WishList™	21
TV Guide	22
Recording	23-24
My Shows	25-26
Suggestions	27
Pause in one room, watch in another	28
Parental Controls	29-30
Help and Settings	31-34
Accessibility	35-36
Troubleshooting	37-39
To the rescue	40

The TV you love, brilliantly brought together

Snuggle up. You're in for a treat.

Now that your TiVo box is plugged in and fired up, it'll open up a whole world of awesome telly.

An epic range of channels. Brilliant services like Netflix (if you're already subscribed), YouTube and Curzon Home Cinema on your TV (because we know great telly can come from anywhere). Plus, all your favourite free to air Catch Up players, too - like BBC iPlayer, All4, ITV Hub - and even Sky On Demand if that's part of your TV package.

Not to mention those must-see Box Sets. And movies to rent.

Plus, Virgin TV is the only place to watch handpicked, exclusive, critically acclaimed shows and telly everyone is talking about - straight from the States, with our top TV pack. Wherever the telly you love is hiding, we help you bring the best bits together. So it's easier to find, watch and save what you want to watch. And all of that is powered by your clever TiVo box and our Virgin TV Anywhere app.

**Ready to press play?
It's showtime.**



Discover the telly you love. There are simple steps for how to find it in this guide.



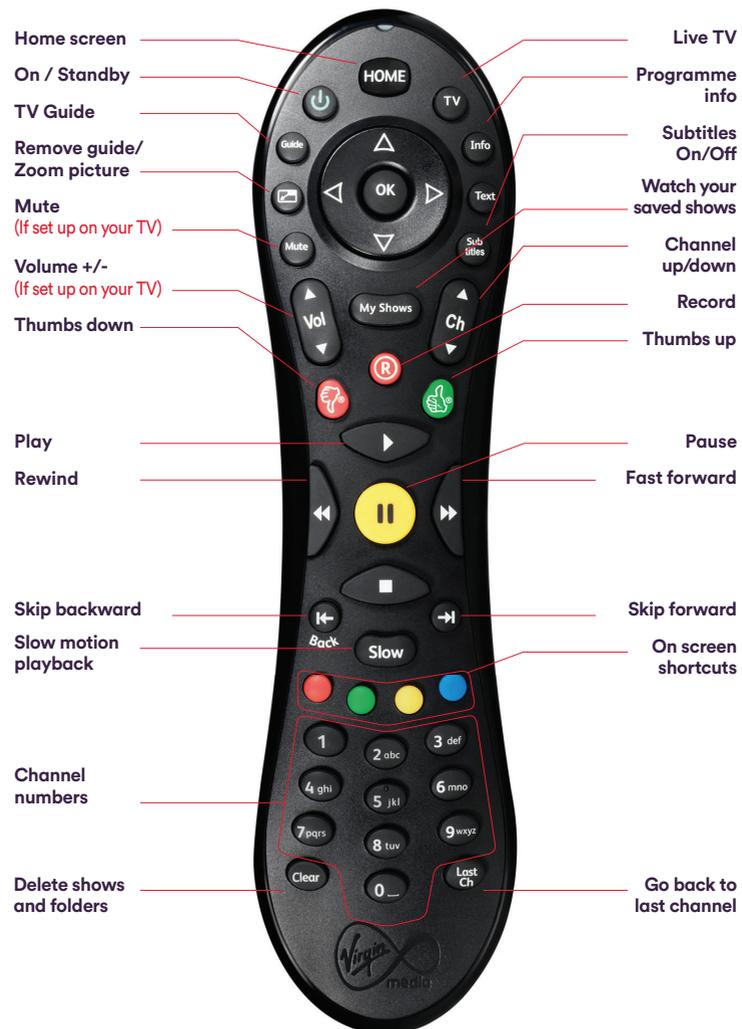
Download our clever Virgin TV Anywhere app and watch the telly you love on the move on any compatible device with WiFi in the UK - or at home across your devices.



You can always find the latest version of this guide online at virginmedia.com/help/tivo



Your TiVo® remote



On-Screen Icons

These icons will help you around your TiVo box.

-  Recording ready to play on your box's hard disk.
-  Recording that's kept until you delete it.
-  Suggestion ready to play. Suggestions are auto-recorded based on what you've watched, recorded or rated. They're only recorded when space is available.
-  Recording that will be deleted soon to make space.
-  Programme recording now.
-  Series folder.
-  Series recording now.
-  One or more shows recorded by a WishList search.
-  Deleted shows. You can recover any deleted show from this folder.
-  Deleted recording.
-  Planned recording.
-  Planned recordings using Series Link+.
-  At least one of the tuners in the background is recording.
-  Programme available in Catch Up TV.
-  Subtitles available.*
-  Audio Description available for people affected by sight loss.*
-  Extra audio tracks available.*

* Icon is dimmed if unavailable.

Cheeky little shortcuts

If you're watching live TV or recordings, try these shortcuts for size.

To go to the Home screen

Hit **HOME** on your remote. It's the quickest way to access Box Sets, Movies, Catch Up and apps on your TV, including Netflix and BBC iPlayer. Plus Search across live TV, Catch Up, Box Sets and Netflix.

Not sure how to exit a screen?

Press **HOME** at any time to get back to the Home screen and start again. You can also press **TV**, **Guide** or **My Shows** to jump to those locations from anywhere.

See what's on

Press **Guide** on your remote, or if you're watching a programme and don't want to miss anything press **OK** to show the Mini Guide.

Paging up and down

This couldn't be easier. Press **Ch** to move up or down a page at a time through the TV Guide and lists.

Jumping to the bottom of a list

Press **→** to jump to the bottom of a list, like My Shows. Press it again to go back to the top.

Jumping back and forwards in the TV Guide

Get where you want to be, faster. To jump to a specific time or date in the TV guide press **●** in the full TV Guide. Pick the time and date you want to see and choose View Guide. To come back to the present, press **■**.

Going back a step

To move back a step press **◀**. To go back to the previous screen press **⏪**. **Switched from SKY? Use these two buttons to do all the stuff your old 'back up' button used to do.**

Deleting recordings

Press **Clear** to quickly remove a show or folder from My Shows or My Planned Recordings.

Undelete recordings

Go to the Recently Deleted Recordings folder in My Shows. Press **OK** to recover any recently deleted show in the list. Don't forget, you can only undelete a show if you have room on your box.

Deleting groups of shows

To delete a whole series or group of shows press **Clear** on the folder you want to ditch.

Show the Mini Guide

Press **OK** while watching live TV to display the Mini Guide. Press **OK** again to hide it.

More info on the show you're watching

Press **Info** to show the Info Banner.

Hide the Info Banner

Just press **Clear** to hide it straight away.

Skipping forward

If you've paused live TV, just press **→** once to fast-forward 30 seconds. Press it again and you'll jump forward another 30 seconds.

How about an instant replay?

Press **⏮** while watching a show to jump back 8 seconds.

Want to jump quickly through a show?

Press **▶** and then **→** to jump to the next tick mark. To go back, press **◀** and **⏮**.

Quickly play a show

In My Shows press **▶** on any show to start watching. You can even press **▶** on a folder to watch all its recordings as a playlist from oldest to newest.

Using your remote

TiVo Tip

Use **⏻** to power down your TiVo box. Any recordings that are in progress or scheduled will still take place. To power back up, press **⏻** again.

There are loads of different ways to power up your TiVo box. You can use any of these buttons, plus any number key: **⏻** **HOME** **Ch** **OK**.

Want to use your TiVo box remote to control your TV? Simply select **HOME** **> Help & Settings > Help > TiVo box** and then **> Program your remote**

Home screen

The Home screen will take you anywhere you need to go. Ready? It all starts here.

Watch while you explore

The Video Window on the top right of the Home screen lets you keep watching live TV, On Demand programmes or a recording while you browse the menus. To pause what's showing, press **⏸** on your remote, then press **⏪** to pick up where you left off. To watch what's showing in the Video Window on the full screen, press **⏏**.

Take a look

TV Guide

Browse the full TV listings for something to watch or record. You can also look through past TV listings to watch shows available in Catch Up TV. Shows available as Catch Up TV are indicated with the **CU**.

Catch Up and On Demand

Watch your favourite players and free to air Catch Up services - like BBC iPlayer, All4, ITV Hub, Sky On Demand. Plus, watch the latest movies on demand and lose yourself in a ton of Box Sets. Find out more on pages 15 and 17.

Search

Search across live TV, Catch Up, Box Sets and Netflix. See page 19 for more.

My Shows & Recordings

Set a Series Link+ and watch your saved shows. See pages 23 - 26 for more.

Apps & Games

Here's how to watch Netflix (if you're subscribed) or YouTube. If you're not subscribed to Netflix yet, you can do it through your TV.

Help & Settings

Get help, personalise your box's settings and set Parental and Purchase Controls. See page 29 for more.



How to use it

Press **HOME** on your TiVo remote to see the Home screen.

1. To move around the screen, press **▲ ▼ ◀ ▶**.
2. When you highlight the menu on the left of the screen, the right side of the screen tells you what further options are available.
3. When you find a section you want to explore some more, press **▶** or **OK** to access it.

Discovery Bar

How about finding something you've never seen before, without trawling through the listings? Hit the Discovery Bar to find out more.

Here to help

It recommends new things for you to try.

There's a constantly updated list of shows you might like, based on the TV programme that you're browsing, the most popular shows and our favourites too.

How to use it

1. From the top item in the menu, use **▲** to move into the Discovery Bar. When you highlight something in the bar, you'll see more details about it.
2. Press **◀** and **▶** to move around the bar.
3. Press **OK** to find out more about a show.



Watching live TV

Want to watch what's showing on TV now? We call that live TV. It's the telly you love, the channels that matter - all in one place.

Getting started

Live TV is anything that's being broadcast live on any channel, right now – press **TV** on your remote to start watching.

To skip one channel at a time press **▲ Ch ▼** on your remote.

To go to a specific channel just type in the number.

To jump back to the previous channel press **Last Ch**.

To see the full listings in the TV Guide press **Guide** or use the Mini Guide.

Watch live TV on the go

Download our clever Virgin TV Anywhere app and you can watch live TV on any 2 compatible devices, anywhere in the UK with WiFi. Find out more on page 13.

Mini Guide

Want to carry on watching live TV while seeing what's on elsewhere or setting a recording?

While watching live TV, press **OK** to see the Mini Guide.

The show you're watching now will be highlighted in the guide, and you'll also see listings for the next two channels.

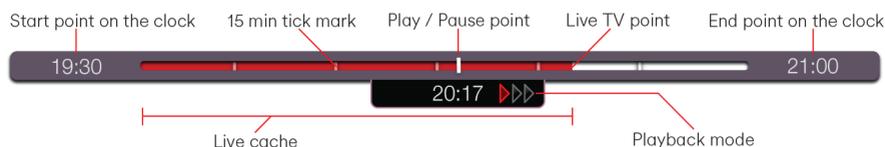
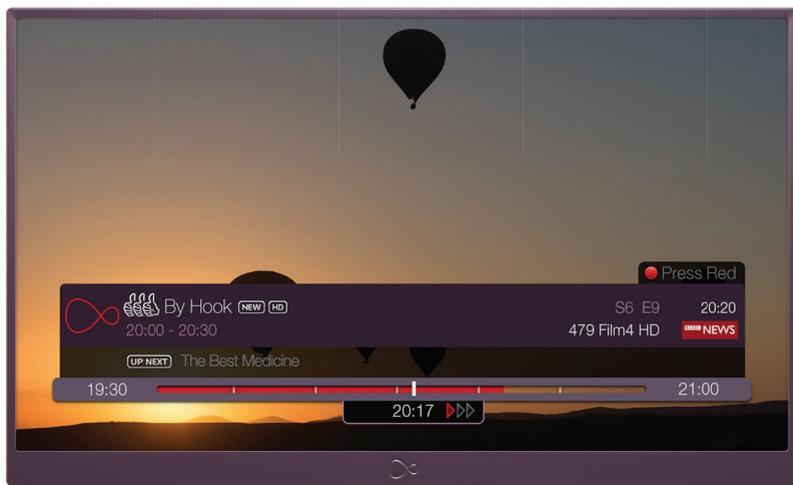
Use **▲** and **▼**, and **◀** and **▶** on your remote to move around the Mini Guide.

Highlight a show and press **OK** to watch it, or set up a recording if the show hasn't started yet.

Browse the full TV Guide

The TV Guide shows the next two weeks of live TV and the past week. So, if you want to take a look around and see what's coming up, head here.

1. Press **Guide** on your remote.
2. Use **▲** and **▼** to go up or down a channel.
3. Use **▲ Ch ▼** to go up or down a page.
4. Use **◀** and **▶** to move forward or back through the different shows.
5. Press **◀◀** or **▶▶** to move forward or back by two hours.
6. Press **◀** or **▶** to change the day.



Pausing live TV

Your Virgin TV box automatically records any live TV channel in the Live Cache so that you can control it like a DVD. You can pause, rewind, fast forward, or playback in slow motion.

To pause live TV just hit **⏸** on your remote. The Trickplay Bar (above) will appear. The channel can stay paused for up to an hour.

When paused you'll see the Live Cache grow as the live TV Point keeps moving with the clock on the wall and the current broadcast. Anytime the Play/Pause Point is to the left of the live TV Point you are watching the Live Cache and have access to the DVD-like controls.

To resume playback press **▶** or **⏸**. To return to the live broadcast press **⏪** or press and hold **⏪** and the Play/Pause Point will jump ahead to the live TV Point.

Rewinding

Want to see something again? It's easy to go back a bit too.

Press **⏮** and the show rewinds. Press it up to three times to increase the speed and **⏮** to slow down.

To stop rewinding and start watching, just press **▶**.

Press **⏮** once to skip back 8 seconds.

And if you want to go back to the beginning of the recording or cached portion of the show, press and hold **⏮**.

Fast forwarding

So you're watching a live show you paused, but now you want to fast forward?

Press **⏭** once to fast forward. Press it up to three times to increase the speed and **⏭** to slow down.

To stop fast forwarding, and start watching, just press **▶**.

If you've fast forwarded a bit too far press **⏮** to go back a bit, then press **▶** to start watching again.

Create your own slow motion replay

Want to do a double take? To see a slow motion replay press **⏮** followed by **⏪**.

Worried about missing a show?

You needn't. Your TiVo box has reminders, and naturally, ours are a bit special. So, if you do miss your reminder, it'll record the programme for you.

1. To set a Reminder, go to the TV Guide or Mini Guide and find a programme that's not on yet.
2. Press **Ⓡ** or **ⓘ** or **Ⓞ**. Select **Record and Remind this episode**. Your reminder appears while you're watching live TV, a recording, or an On Demand show. Don't worry if you miss it, as you'll find it in **My Shows**.

For more on Recording, go to page 23.

Clever ways to rewind and fast forward

TiVo Tip

Rewind or fast forward in chunks

Did you know, you can rewind or fast forward in 15 second chunks? On the Trick Play Bar, you'll notice the bar is marked by 15 second tick marks. The red bit shows your Live Cache (that's how much of the show your box has stored). You can press **⏮** or **⏭** to skip to each tick mark.

Gone too far?

Used the **⏮** or **⏭** and skipped too far? Quickly press the **▶** and you'll skip back or forward 8 seconds depending on which button you were pressing. If you're fast forwarding or rewinding and you want to play the show from the exact point you're on, just press **⏸** twice.

Watching TV on the go

Your favourite telly in your hands.

Your TiVo box works hand in hand with your Virgin TV Anywhere app. Download our clever app free from the Apple App Store, Google Play or Amazon App Store and you can start watching different things side by side, on a compatible device. Or in another room. Or even take the telly you love on the go.

Watch telly the way you want

- Watch over 110 live TV channels or Box Sets in any room, on a compatible device, like a mobile or tablet – plus on the go – all with WiFi in the UK.
- See TV listings for up to 14 days ahead.

Turn your device into a clever remote

- Use the QWERTY keyboard to search quickly, see what's on, then flick it to your main TV screen. Magic! Simply make sure your TiVo box is connected to your Hub by WiFi, Ethernet cable or Powerline kit.
- If you are using the Virgin TV Anywhere app on your tablet you can use the progress bar to get to the bits you want to watch quickly.

Set recordings, from anywhere in the world

Set up a Series Link+ from anywhere in the world with WiFi, 3G or 4G.

- Manage your TiVo box on the move - delete shows, create WishLists (on IOS devices) or rate shows with the Thumbs Up and Thumbs down buttons, so your box learns what you like.

Need a helping hand with Virgin TV Anywhere?

- Just tap the help button at the bottom of the screen, when you're using the app. Or hop online at virginmedia.com/help/tvanywhere.
- The Virgin TV Anywhere app. A clever little thing that connects your box, your screens and you.



Info Banner

The Info banner appears whenever you change channel, showing you what's on now and next. Press **Info** to go to the full Info Banner and access all this:

Recording

Here's what you can do from the Info Banner:

- Watching a show you want to record? Open the Info Banner and press **OK** to see your recording options.
- Watching a recording already? Pressing **OK** will let you change your recording options.
- Want to see what else you're recording? Scroll down to the  symbol at the bottom of the Info Banner.

Audio

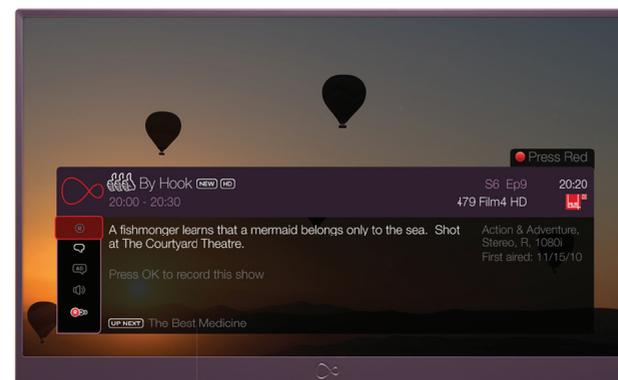
If more than one audio track is available, this icon will be lit.

Audio Description

For the blind and partially sighted, some channels provide audio or audio descriptions of what's happening on the show. If the icon is dimmed, there's no audio track available.

Streaming

Indicates that you're watching an On Demand programme.



How to use it

1. The Info Banner appears whenever you change channel. To see the full banner press **Info** on your remote.
2. To hide (or reveal if hidden) the banner press **Info**.
3. Use **▲** and **▼** to scroll through the icons.

Box Sets and Movies

Totally addictive telly. Must-see movies. All at your fingertips.

Box Sets

With Virgin TV Box Sets, there are stacks of series to discover... and rediscover. They're available on our top TV pack, and if you're not on this already, it's easy to upgrade by visiting My Virgin Media online at virginmedia.com

How to find them:

- Go to **On Demand** on **Home** and select **Box Sets**. You'll see them in Genre and Series folders.
- You can access Virgin TV Exclusives here too - they're available to anyone on our top telly package.

Virgin Movies

Our movies are available to all. Simply pay for them as you watch them (and watch them as many times as you like in 48 hours). There's no additional monthly subscription. And no faff. Select the movie you want to watch, and remember you'll need to use your TV PIN to confirm purchase. For more details on this, see page 29.

Kids

We have tons of top telly to keep our most demanding customers entertained. You'll find it all here.

Music

Want to get the party started? Here's how you can play your favourite music videos, with the Vevo app through this menu or through Apps & Games.

Live Events

Want to watch the big fight live? For knockout entertainment, whether it's boxing, wrestling or more, head here to watch the event live. Pay per event and we'll add it to your bill.

You can watch Box Sets on the go with Virgin TV Anywhere, as long as you are connected to WiFi in the UK.



Watch Netflix & Curzon Home Cinema on your TiVo box

TiVo Tip

Love movies? If you're already subscribed to **NETFLIX** or have an account with **CURZON HOME CINEMA**, you can enjoy them in all their glory on your TV. From the Home screen, just select **Apps & Games**, then choose the **Netflix** or **Curzon Home Cinema** icon.

Add Sky Cinema

TiVo Tip

Did you know that you can add **Sky CINEMA HD** to your Virgin TV pack for a little extra each month? For even more movies each month, press **Home** on your remote, then select **Apps and Games > All Apps and Games**, and select **TV Channel Upgrade**.

Catch Up, players and apps



All the good stuff, in one simple place

At Virgin Media, we think you should enjoy all the telly you love, no matter who made it. So on top of all your channels, you get the Catch Up services and players you want, plus YouTube on your TV and access to Netflix if you're subscribed.

The wonderful world of Catch Up

Catch Up lets you unmiss the must-see TV of the last 7 days. There's tons of top telly to enjoy. Head straight to Catch Up to watch BBC iPlayer, ITV Hub, All4, Sky On Demand and loads more. You can select shows by channel, genre or day.

How to watch BBC iPlayer

1. From the **Home** screen choose **Catch Up**.
2. Then select **Channels** and choose **BBC iPlayer**.

You can also find BBC iPlayer in **Apps & Games** too. Or open it by pressing  on some BBC channels.

How to watch All4

1. From the **Home** screen choose **Catch Up**.
2. Then select **By Channel** and choose **All4**.

Dial up the fun with Apps & Games

For apps like CBeebies Picks, CBBC Picks and YouTube, plus access to amazing services like Vevo, and hayu, select Apps & Games. If you're subscribed to Netflix or Curzon Home Cinema – you'll find those there too.

How to watch Netflix

Already subscribed to Netflix? Then you can watch it on your TV.

1. From the **Home** screen, choose **Apps & Games**.
2. Then select the **Netflix** icon.
3. If you don't have a subscription, you can upgrade via your TiVo.
4. Follow the instructions in the app to view all Netflix content on your TV.

Keep it real with hayu

Want to keep up with the Kardashians? For a shot of reality telly on demand, there's hayu (if this is included in your package).

1. From the **Home** screen, choose **Apps & Games**.
2. Then select the **hayu** icon.
3. If you don't have a subscription to hayu, follow the instructions in the app to view this content.

Appy days for kids

Top telly for our most demanding little customers.

1. From the Home screen, choose **Apps & Games**.
2. Then take your pick from **CBBC Picks** and **CBeebies Picks**.

How to watch YouTube

Want to watch clips from the wonderful webiverse of YouTube? Here's how:

1. From the Home screen, select **Apps & Games**.
2. Choose the **YouTube** icon.

Did you know, you can watch YouTube videos from your phone or tablet on your telly, too? Simply pair your device with your TiVo box and off you go. Here's how:

1. Open **YouTube** on your TV by following the steps above.
2. Under the settings, highlight the **Pair** option and press **OK**.
3. On your device, go to **youtube.com/pair** and enter the code displayed on your TV.
4. Hey presto! You can watch the YouTube clips on your phone on your TV.

Search

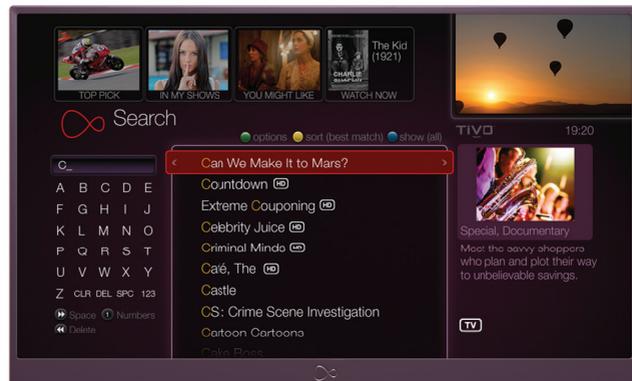
Now that the TV you love is hiding all over the place (on live TV, in Box Sets, on Catch Up or even in Netflix), you need a clever way to search the lot. Luckily your TiVo box does just that!

Search by title or name

Your TiVo box searches live TV, Catch Up, Box Sets and Netflix.

1. From the **Home** screen, choose **Search & Discover**.
2. Select **Search**.
3. There are a couple of different ways you can type in what you're looking for.
4. Either use the on-screen keypad. Or use the number buttons on your remote.
5. When you see what you're searching for, use **→** to move into the search results. Then highlight the one you want and press **OK** to select it.
6. Select **Get this show** to watch it if it is available from live TV or On Demand, to record the next showing or set up a Series Link+, which will record the whole series.

See page 23 for more on Series Link+.



Faster Catch Up and On Demand search

TiVo Tip

Know what you're looking for? If you know the show you want to watch is available in Catch Up or On Demand, here's how to find it faster:

1. To search On Demand, go to **Home > On Demand > Search**. Or to search Catch Up, go to **Home > Catch Up > Search**. Then type in what you're looking for, using the on-screen keypad or your remote control's number buttons.
2. When you see it, use **→** to move to the search results, highlight the one you want, and press **OK** to select it.
3. If it doesn't find what you're looking for you will be given the option to **Search All for...**

How to use Virgin TV Anywhere to search

TiVo Tip

Want to search smarter?

- Download our clever Virgin TV Anywhere app onto any compatible device - mobile or tablet and you can turn it into a smart remote.
- Use your device's QWERTY keyboard to make searching a cinch. Plus you can be searching on your device while everyone else is watching TV. And when you've found something you want to watch, select to play it on your TV from your device. Magic!
- Flick to page 13 to see how to connect your TiVo box and app.

WishList™

Create a WishList

If the actor, director or subject you're looking for isn't listed in your search results, create a WishList. A WishList will automatically record any shows that match your search.

How to set up a WishList search

1. From the Home screen choose **Search & Discover**, then **My WishList Searches**.
2. Choose **Create a new WishList Search**.
3. You can now choose the things you'd like to search by. Search by one or all of these: keyword, title keyword, actor, director, category.
4. Once you're happy with the search you've set up, choose **Finished creating this WishList Search**.
5. Your TiVo box will automatically record anything that matches your WishList search.
6. You can also see a list of the programmes that match your search and are showing within the next two weeks by going to **Upcoming**.

To watch any of the shows recorded by the WishList, just go to **My Shows**.

Edit or delete a WishList

You can change an existing WishList, to correct a spelling for example, or delete a WishList completely anytime. From the Home screen go to **Search & Discover**, select **My WishList Searches** and choose an existing search to edit or delete.



TV Guide

Setting my Favourites

Having a list of favourite channels makes it easier to browse the TV Guide. Once you've got it set up, you can press the **Guide** button on your remote to see what's coming up on those channels.

To set up favourite channels

1. Press **Guide**.
2. Now, move to the channel you want by pressing **Up**, **Down** or **Ch**. Press **Left** to highlight the channel name.
3. Next, just press **Right** to make the channel a favourite. Or, to remove it from your favourites list, press **Right**.

Live Guide Option

TiVo Tip

The TV Guide layout can be changed to text only by pressing **Right** > Style > Live Guide.

Catch Up

TiVo Tip

If you missed a show and want to find it on one of our Catch Up TV channels, you can go 'back in time' in the TV Guide or Mini Guide. Just press **Left** to go back two hours or press **Right** to go back a whole day and look out for **Go**.

You can view the TV Guide on the go with Virgin TV Anywhere.

Jump back and forth in time

TiVo Tip

To jump to a specific time or date in the TV guide, press **Right** button in the full TV Guide.

Pick the time and date you want to see, then choose **View guide with these options**.

If you're ahead or behind the current time and date in the guide, press **Right** to return to now.

Recording

Found the telly you love? Here's how to save it, so you never miss a thing.

Recording live TV

Your TiVo box lets you record 3 live TV shows while you watch a show you've recorded earlier, or shows from apps such as BBC iPlayer or Netflix.

Here's how to set a recording

Press **R** on a live channel. The show will be recorded from when you started watching, not recording.

You can choose to either just record this episode, or record the whole series using a Series Link+.

To stop recording what you're watching, just press **R** again and choose **Stop the current recording**.

Recording from the TV Guide

1. Press **Guide** on your TiVo remote.
2. Highlight the show you'd like to record, press **R** and select **Record this show** then follow the on screen instructions.

Changing your recordings

1. To change a planned recording into a reminder go to **Home**, then **My Planned Recordings** and select the show.
2. Choose **Modify Recording**, then **Recording Options** and change the Reminder option from **Off** to **On**. This is also how to remove a reminder.

Handy reminders

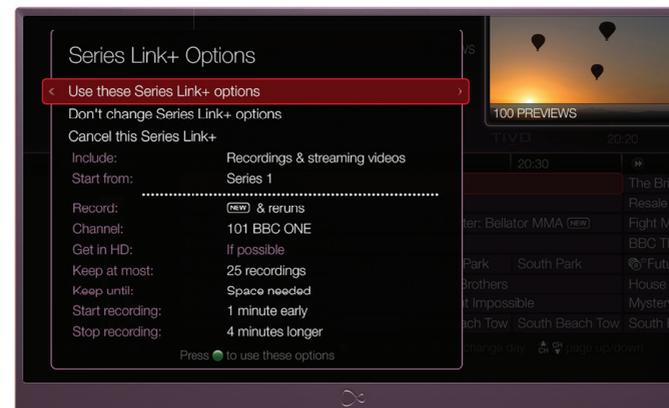
Don't want to miss a show? Set a reminder and your telly will tell you when the show is starting. It also records it too - just in case you miss the start. Reminders work both ways too. When you set up a recording, you can set a reminder too.

1. To set a Reminder, go to the TV Guide or Mini Guide and programme that's not on yet.
2. Press **R** or **Info**, or **OK** Select **Record and Remind this episode**.

Series Link+

Set a Series Link+ and let TiVo do the legwork to record the series, and also find and show you any other series or episodes hiding in Box Sets, Catch Up and in places like Netflix. We'll stick them in one handy folder in My Shows - ready for you to watch when you want to.

1. Press **Guide** on your TiVo remote.
2. Highlight the show you'd like to record and press **OK**.
3. Select **Get a Series Link+**, and your Series Link will be created and added to **Manage My Series Link+** for you.



Changing a Series Link+

Series Link+ saves shows from live TV, Box Sets, Catch Up and Netflix. But if you'd rather just save shows from live TV, you can adjust your settings. You can change the number of episodes it saves, too. Here's how:

1. Go to **Manage My Series Link+**, select the programme, press **OK** and go to **Modify options**.
2. If several of your Series Link+ are set to record at the same time, you can tell your TiVo box which is most important to you. On the **Manage Series Link +** screen use the toggle button next to a series to move it up and down the list.

Just highlight what you want to record and follow the instructions on the screen.

Series Link+

TiVo Tip

After a specific series?

You can ask your TiVo box to just record series 5 by adjusting your Series Link+ settings. Handy, if you're pressed for storage space.

Want HD only?

You can adjust your settings, so it just records the show you love in HD, too.

You'll find them all in My Shows.

You can set and manage your Series Link+ recordings anywhere in the world with Virgin TV Anywhere.

My Shows

One simple place to find all the telly you've saved.

My Shows is where you'll find all your Series Link+ shows, bookmarks and any other shows you've recorded or saved.

Your recordings

My Shows is divided into categories and folders to make it easier to find your recordings. If you've set a Series Link+, it'll also store episodes from places like Catch Up, Box Sets or even Netflix. But these won't take up your storage space. They're available to stream as long as the shows are available on our service (Catch Up usually lasts for 7 days). It's easy to pick up shows you're half way through, too. Just look in the Partially Viewed folder. You'll find your other recordings sorted by TV, radio, films and sport. Suggestions is where the telly TiVo thinks you'll love is stored.

Sorting

You can sort your recordings by alphabetical order or date recorded by pressing the  button on your remote (with the newest at the top).

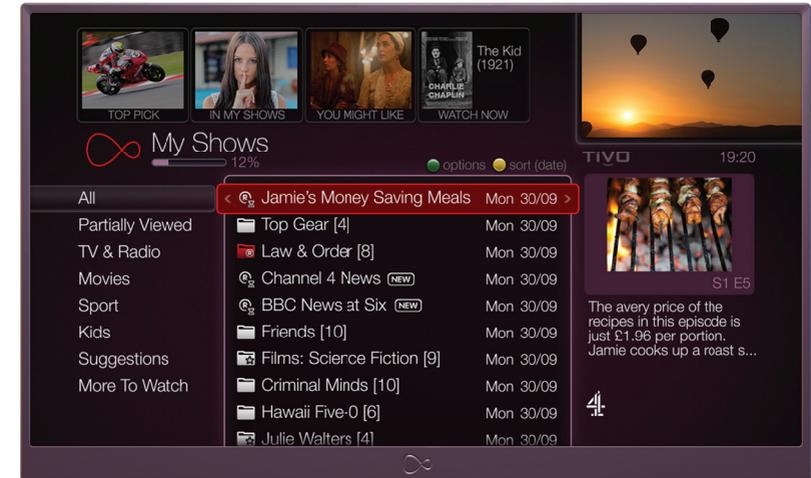
Available space

Can you see a small bar and a percentage amount underneath where it says **My Shows**? That indicates how much recording space you have used.

It's good to know that the On Demand shows that Series Link + pops into your My Shows folder don't take up any space - that's because they're not saved to your box - you stream them instead. Suggestions work just the same way too.

Programme details

You can find out more about any of your recordings in **My Shows** by highlighting the show and pressing **OK**. From here you can also choose to play, delete or stop recording it. If it's a show from Box Sets, Catch Up or Netflix (if you're subscribed), the icon in the right hand pane will tell you where it is from.



How to delete shows quickly

Highlight a show and press **Clear** to remove it from **My Shows**. You can always find it again in the **Recently Deleted Recordings** , if you decide to watch it after all. If you want to scrap a whole series, press **Clear** on the series folder.

Find planned recordings quickly

When you've scheduled recordings, you can find them in **My Planned Recordings**. Choose **My Shows & Recordings** on the Home screen to bring up the **My Planned Recordings** folder. If it's a show you've saved, but not recorded, remember to watch it before it disappears (for example, Catch Up shows are only available for 7 days).

Recording Hiccups

If you have any issues with failed recordings then try looking in **Recording Hiccups** to see what happened. You can find this option when you highlight **My Shows & Recordings** on the Home screen.

Manage My Shows on the go

If you've downloaded the Virgin TV Anywhere app you can manage your Series Link+ on the move. It'll even let you know if you have any recording clashes, when setting up new Series Link+, too.

Suggestions

Like that? You might like this... your box makes helpful Suggestions.

Your box learns what you like the most and makes Suggestions for you. But not just any old stuff – it suggests programmes based on your recordings and thumb ratings, and the thumb ratings of other users.

How to rate

1. You can rate any show – whether it's live and showing now, recorded, or listed in the TV Guide.
2. If you like it, press  on your remote, up to three times if you think it's brilliant.

If you don't like it, press  on your remote, up to three times if you really didn't like it!

Upcoming Suggestions

Check out your TiVo box's suggested shows and review them.

1. Choose Search and Discover from the main menu, then Discover TV & Movies, then TV.
2. Now select Suggestions which you'll see displayed on the screen.
3. You can then use  and  to tell your TiVo box what you think of its suggested shows, or cancel the recording.

Recorded Suggestions

All your recorded Suggestions are listed in **My Shows** in a Suggestions folder. You can watch, rate, and delete them just like any other shows.

Auto-recording Suggestions

If there's space on your box, it'll automatically record your Suggestions for you. But don't worry, Suggestions won't replace the shows you've chosen to record. And they're always the first to be deleted to make room for specific recordings you've set up. If you see a red record light on the right hand side of the front of your set top box and you haven't set any recordings, that's TiVo recording these Suggestions for you.

Improve your Suggestions

1. See what your box has suggested for you, go to the bottom of the **My Shows** list and select **Suggestions** on the left hand side. Scroll down to the bottom of the folder and select **Improve my TiVo Suggestions**.
2. Highlight the show and from here you can make improvements by pressing  or .

Turn off Suggestions

1. Go to **Help & Settings** from the main menu.
2. Choose **Settings** and enter your PIN.
3. Choose **Recordings**, then **Suggestions** to change your settings.

Pause in one room, watch in another.

Plus, watch recordings on your other Virgin TV boxes.

Want to start watching a show in your living room, pause it, and pick up where you left off in bed? Or watch the recordings stored on the box in your living room, on the box in your bedroom?

Here's how. First you need to connect your TiVo boxes. You can do this in two easy ways: either use an Ethernet cable (if the boxes are close by) or connect them wirelessly by using a Powerline kit (if they're far apart)

Pause a show or recording in one room, watch in another

1. Watching a show you've recorded? Press . This will 'mark' the point you want to watch from. Watching a show on live TV? Press the  button. This will let you pick up the action, when you stream the recording in another room. Watching something on demand (a Box Set, movie or show on Catch Up)? Press .
2. Get yourself comfy in the new room (in our example, that's the bedroom.) Then grab your remote and select My Shows. Scroll down to the end of the My Shows. There you'll see the name(s) of TiVo boxes you have connected together.
3. Select the TiVo box you want to watch from (in our example, select the living room box, where you had been watching the show). Press .

4. Then choose the show you want to watch and press .
5. If you were watching a recording, just press  to pick up where you left off. If you were watching a show on live TV, press  to get back to the action. If you were watching something on demand or from Catch Up, just select Continue Watching.

How to watch recordings on another box

1. Select My Shows. Scroll down to the end of the My Shows list. There you'll see the name(s) of TiVo boxes you have connected together.
2. Select the TiVo box you want to watch from (in our example, select the living room box, where the recording is stored). Press .
3. Then choose the show you want to watch and press .
4. Choose Play now to watch from the start. Or Resume playing to pick up where you left off. Or, you can also choose to delete the show.
5. Once you start watching a show you can pause, rewind and fast-forward just as you normally would. Genius!

To find out more including how to set up go to virginmedia.com/box2box

Parental Controls

You've got all this incredible TV, but not all of it's suitable for everyone. Take control of who can see what with your Parental Controls.

Setting your PIN

It's a good idea to change your PIN as soon as your box is set up. A PIN is always needed to watch:

- Programmes rated 12, before 8pm.
- Programmes rated 15, before 9pm.
- Programmes rated 18, before 10pm.
- A channel you've chosen to lock.
- Any adult channels.

On Demand content carries either an age rating (such as PG, 15 or 18) or a 'G' for 'Guidance' as used by some broadcasters. All our On Demand programmes and movies carry a synopsis containing the Guidance information.

Protecting your PIN

It's important that you keep your PIN number safe and don't give it to any younger children.

Changing your PIN

Your box comes with a default PIN of 1234. We recommend changing this straight away. You can change it again any time if you think your child may have discovered it.

1. Select **Help & Settings** on the Home screen.
2. Choose **Parental Controls** then enter your current PIN.
3. Select **Change PIN**.

Changing purchase controls

You can also extend the PIN to control some purchases such as movies.

1. Select **Help & Settings** on the Home screen.
2. Choose **Purchase Controls** then enter your PIN.
3. Choose **Require a PIN to purchase** or **Allow purchases without a PIN**.

Locking channels

If you lock a channel, a PIN will always be needed to access it. You can lock or unlock as many channels as you like.

1. Select **Help & Settings** on the Home screen.
2. Choose **Parental Controls** then enter your PIN.
3. Select **OK Lock channels**.
4. Highlight the channel you want to lock or unlock.
5. Press **OK**.
6. Press **◀** to exit and save your settings.

PIN checking for recordings

If you don't want to be asked for your PIN when you're playing a recording from My Shows, you can just switch it off, except for some movies that have 12+ ratings on them.

1. Select **Help & Settings** on the Home screen.
2. Choose **Parental Controls**, then tap in your current PIN.
3. Now pick **Request a PIN to Watch Recordings**.
4. Then choose **Do not request a PIN**.

Hiding adult channels

You can hide any adult channels so they won't appear in the TV Guide or Mini Guide. To hide the channels:

1. Select **Help & Settings** on the Home screen.
2. Choose **Parental Controls** then enter your PIN.
3. Select **Hide adult channels**.

Lost your PIN?

Lost or forgotten your PIN? You can reset your PIN using your TV by going to **HOME > Help & Settings > Help > TiVo box** and selecting **> Reset my PIN**.

New box. New PIN.

If you're replacing your Virgin Media box with a new TiVo box, your PIN will switch back to the default of 1234. So you'll need to change it to a number of your choice.

Help & Settings

We all need a little help every now and then. This is where you'll find it.

Help direct to your sofa

There's tons of help hiding in your TV. To find what you're looking for, just follow the simple steps below:

1. From the Home screen, select **Help & Settings**.
2. Then choose **Help** or hop online and check out our list of FAQs at virginmedia.com/help/tivo or jump onto the forums by visiting virginmedia.com/forums

Reset your PIN

Lost or forgotten your PIN? You can reset your PIN using your TV by going to **Home > Help & Settings > Help > TiVo box > Reset my PIN**.

One remote to rule them all

Want to program your remote to control the volume and mute on your TV? Select **Home > Help & Settings > Help > TiVo box > Program your remote**.

Watch our **How to Videos** to get the most from your Virgin Media services by going to **Home > Help > How To Videos**.

Setting My Favourites

1. Select **Help & Settings** on the Home screen.
2. Choose **Settings**.
3. Choose **Favourite Channels**.
4. Highlight a channel and press  on your remote to make it a favourite.
5. To remove a channel from your favourites, press .

Recording settings

If you'd like all your recordings to start a bit earlier or perhaps limit the number episodes of a series your TiVo box keeps, you can change your Default Recording Options.

1. From **Home** select **Help & Settings > Settings > Recordings > Series Link+ and Recording Options**
2. Choose **Series Link+ and Recording Options** where you can set values for:
 - Whether you just want new shows, or repeats too.
 - How many episodes you want to keep from a series.

- Whether you want to record in HD or not.
- Number of minutes before a programme's due to start that you'd like to start recording.
- Number of minutes after it's due to end that you'd like to stop recording.

These new settings will only apply to all the recordings you plan from now on and not the recordings you've already made.

Give your TiVo box a name

If you use your TiVo box with our TV Anywhere App, or, have more than one TiVo box and want to use it to watch box to box, you might want to give it a friendly name. **Go to  > Help & Settings > Settings > Devices > Name this TiVo Box**. You can select one of the suggested names or enter one from scratch.

The simplest way to fix most issues

Restart the set top box

Shuts down your box, then starts it back up again. If there are recordings in progress, they will be interrupted for the period of the reboot (around five minutes). It won't affect scheduled recordings, Series Links, WishList searches or Suggestions.

Clear or Reset your set top box

Want to restart your box, or delete what's stored? You'll find the instructions here.

1. Select **Help & Settings** on the Home screen.
2. Choose **Clear** or **Reset set top box**.
3. Select **Restart** or **Reset System**.
4. Follow the instructions on screen.

TiVo Tip

Network settings

Your box regularly connects to our fibre optic network to get updated programme listings and other info. You may be asked to access this screen if you phone us for help.

To see your network settings:

1. Select **Help & Settings** on the Home screen.
2. Choose **Settings**.
3. Select **Network**.
4. Choose one of the available options.

- **Connect to the Virgin Media TV service now**

Normally, you won't need to choose this option as your box connects to the network automatically every few hours. But if you choose to connect manually you'll be able to see the status of the connection. While your box is connecting, you can still watch live TV, set up recordings and search for shows.

- **Test connection**

Test your connection and run tests related to your network.

- **View network status**

View details about your network connection.

Messages

We'll keep in touch with news on what's new, important TV schedule changes and any other details you need to know about your service.

When you get a message, an envelope will appear next to the Help & Settings menu on the Home screen.

Access your messages:

1. Select **Help & Settings** on the Home screen.
2. Choose **Messages**.
3. A list of your messages will appear. Any unread messages are marked with .
4. Highlight the message you want to read and press .
5. If the whole message doesn't fit on your screen, use  to scroll through it.

System Info

Here's where you'll find technical info about your TV service.

To see System Info:

1. Select **Help & Settings** on the Home screen.
2. Choose **System Info**.
3. Select any of the options available to view:

- **System Info**

If you get in touch with us about your service, you'll find all the info we need to help you here.

- **Copyright & Trademarks**

All the details on copyright, trademarks and other details for your TiVo box are here.

- **Diagnostics**

You might be asked for Diagnostics information if you contact our Customer Care team. Don't worry, we'll remind you where to find it when you call us.

Reset your TiVo box

The best way to solve most issues is to reset your box. Here's how to do that:

1. Select **Help & Settings** on the Home screen
2. Choose **Clear or Reset set top box**
3. Choose from 4 options:

- **Reset the TiVo box**

Follow the on screen instructions to restart your box.

- **Clear Thumb ratings and Suggestions**

Removes all Thumbs Up and Thumbs Down ratings and deletes the list of upcoming Suggestions. It won't delete anything in My Shows. So you can't do this by mistake, this option is PIN protected as well.

- **Clear & delete everything**

Wipes your box clean. This clears everything from the box including Series Links, WishList searches, Thumbs Up and Thumbs Down ratings, Suggestions, information, everything from My Shows and resets Parental Controls. This option is PIN protected and takes about an hour to complete.

- **Clear programme information & My Planned Recordings**

Clears all programme information, cancels Series Links and everything in My Planned Recordings, and removes all Thumbs Up and Thumbs Down ratings. It won't delete anything in My Shows. So you can't do this by mistake, this option is PIN protected as well. Next time the box connects to the Virgin Media network it will gather new programme information. It takes about an hour to complete this process.

Lean, mean, energy-saving machine

Want to make sure your box is as energy efficient as possible? You can change your power saving setting by going to **Home > Help & Settings > Settings > Devices > Power Saving Settings**.

Accessibility

Help for the visually impaired and hard of hearing.

Subtitles

The quickest, easiest way to switch subtitles on and off is to press the  on your remote control.

To have them on permanently, follow these steps:

1. Select **Help & Settings** on the Home screen.
2. Choose **Settings**.
3. Choose **Display & Subtitles**.
4. Select **Subtitles**. You can then select your preferred language.
5. Set subtitles as **On** or **Off**.
6. Select **Finish setting subtitles options**.

Just to let you know, if you're watching a show on Netflix or BBC iPlayer, you'll need to go into the app's settings to switch on subtitles.

Sound Effects

If you have difficulty seeing your screen, your TiVo box's 'audio cues' might help you find your way around your menus. These are sounds that show actions and reactions to button presses on the remote control. These are turned on by default, but if you'd rather switch them off, just go to:

Help & Settings > Settings > Audio > Sound Effects Volume

Audio Description

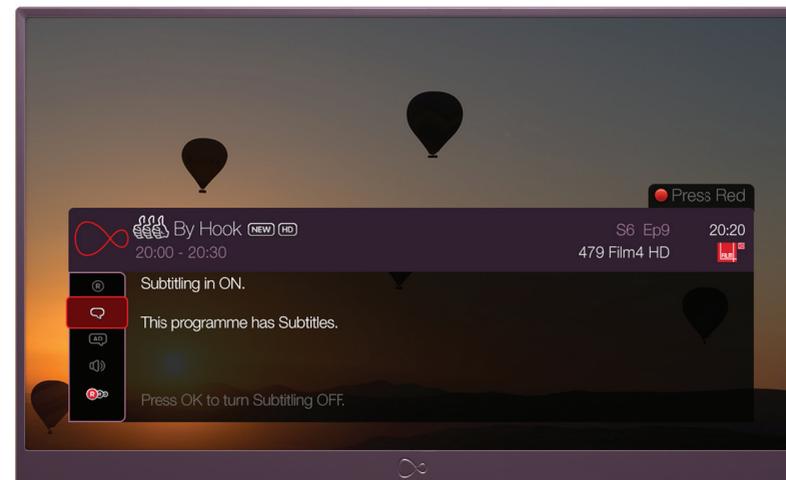
Audio Description can transform TV viewing for blind or partially sighted people who have difficulty seeing what's happening on screen. Like a narrator telling a story, Audio Description is an additional soundtrack that describes body language, expressions and movements.

Audio Description is only provided by broadcasters on certain programmes but, whenever it's available, Virgin Media customers can hear it.

High Contrast TV Guide

If you would prefer to view the TV Guide, Info Banner and Mini Guide in a higher contrast black and white format then go to  **Help & Settings > Settings > Display and Subtitles > High Contrast Display > Use high contrast display**.

To find out more, just visit accessibility. virginmedia.com/accessibility



To turn Audio Description off permanently, or on, so it'll always start if it's available on a show:

1. Select **Help & Settings** on the Home screen.
2. Choose **Settings**.
3. Choose **Audio**.
4. Select **Alternate Audio**.
5. Select **Default Audio Language**.
6. Then select the **Audio description**.

To turn Audio Description on or off while you're watching a show press  then select .

You can also do this while you're watching a show (see image above). Press  on your remote to open the info banner and follow the steps listed above.

Troubleshooting

Got a problem? We've got the solution. This is how to get a little help if you need it.

Clear or Reset your set top box

Resetting your set top box will solve most of your TiVo problems. Want to restart your box, or delete what's stored? You'll find the instructions here.

1. Select **Help & Settings** on the Home screen.
2. Choose **Clear** or **Reset set top box**.
3. Select **Restart** or **Reset System**.
4. Follow the instructions on screen.

Power failures: What happens if my box temporarily loses power?

Don't worry, everything will be saved, apart from any recordings that were scheduled to start while the box was without power.

Starting up: My box is taking a long time to start up

If you've switched the power off completely (not just putting it into standby) it may take about 5 minutes for your box to start up. Don't worry, it's just warming up.

Watching live TV: Can I watch a show while I'm recording it?

Yes you can. You can also watch any show from My Shows while something else is recording.

I'm not getting a picture on my TV anymore?

Double check that your box hasn't been put into Standby mode by pressing .

It could be that your TV isn't set to the right input. Most TVs have an input button that says **TV/Video, Input** or **Source** on the set itself or on the remote control, or a symbol such as . Try changing the input setting using these buttons. The input for your TiVo box can be noted by your installer or yourself on the back cover.

Check to make sure that any cables are properly plugged in to your Virgin Media TiVo box, TV and any other equipment you're using with your TV.

I know a show's on, but I can't find it in the guide?

To find when the show's on, you can do a quick WishList search. Just go to Search & Discover > My WishList Searches.

If it's not appearing, you might want to check that your box is connected to the internet. Here's how to do that:

How can I record shows that aren't in the TV Guide yet?

Set up a WishList for certain words or programme names. That way, when it does appear in the TV listings, it'll be automatically recorded.

If you know the date, time and channel that the show will be on, you can create a manual recording.

Recording shows: Can I record more than one show at a time?

Yes, your box can record three shows while you watch a recording.

What if there's a recording clash?

Go to **Manage My Series Links** to change your recording options.

Alternatively, you could see if the episode you want is on at a different time (e.g. a lot of channels now have a +1 which show the same programmes one hour later). To do this go to **My Planned Recordings**, select the programme you want, and then view **View other Showings** to find an alternative showing.

You can sometimes solve clashing issues by changing the stop or start time of the recording in **Recording Options**. See page 31 for more details.

I know my show's on, but it's not coming up in my search?

Go to the **Network** screen in the **Settings** menu to see when your box last connected to the network. If it was more than 36 hours ago, it could be that your box is having problems connecting. Select **Test Connection** to test the current settings.

Once you've tested the connection, start a full connection by selecting **Connect to the Virgin Media TV Service now**. All new programme information will be downloaded and organised, and should be available to search soon.

My TV picture has frozen?

Try changing channels a few times. Press  on your remote, then press . If this doesn't work, restart your TiVo box.

Why hasn't my show recorded?

If your recording isn't in My Shows, check out **Recording Hiccups** for more info, it may have been deleted or it could be for one of these reasons:

If you've had a recordings clash for a Series Link+ (e.g. you've tried to record too many things at once) your box records the highest priority shows. You can view and change these priorities in **Manage My Series Link+**.

If the show was a repeat, your Series Link might be set up to only record new shows.

There might have been a clash with another show. To get around the clash, you might have been asked to stop recording one show so that you could record another. If you okayed this, one of the shows would have been cancelled.

A loss of power to your box might have affected the recording.

The show may not have been broadcast as expected.

Why can't I play back a recording?

If the show's recorded from a channel you're not subscribed to anymore, for example a Sky channel, you won't be able to watch the recording unless you subscribe to that channel again.

If the channel is no longer available on Virgin TV, you'll only be able to watch recordings for up to 3 months after the channel has been removed. If it's a Sky channel that's been removed, you won't be able to watch the recording at all.

What if I think a live event I'm recording may run over?

If your Virgin Media TiVo box sees that the recording you're setting up is for a live show (like a sporting event or awards ceremony) a message will ask you whether you'd like to add more time at the end, just in case it runs over.

If you're watching the show while it's being recorded, you can add extra recording time from the **Recording Options** screen for the programme in **My Shows**. See page 31.

Remote control: My TiVo remote isn't working with my set top box?

It could be that there's interference from another remote. Check any other remotes you have to make sure that the buttons aren't pressed in. If your remote is still not working:

1. Check if the light on the remote flashes when you press it. If it doesn't, check the batteries are in the right way or try a different set of batteries as the old ones may be flat.
2. If the light on the remote flashes, but the light on the set top box doesn't flash, restart your set top box. To do this, press  on your set top box until the lights on the front of your box flash.
3. The input setting on your TV might not be right. Use the Input, Source or TV/Video button on your TV's remote control (not your TiVo remote) to change the input.

Audio and Visual: The picture and sound are out of sync?

Try changing channels, then switch back again.

Press  on your remote to try and re-sync.

Go to the  screen, then press  to go back to live TV.

Check that all your cable connections are plugged in properly.

If none of these suggestions work, restart your TiVo box.

My TV picture has frozen?

Try changing channels a few times. Press  on your remote, then press . If this doesn't work, restart your TiVo box.

Missing channels?

Think you might be missing some TV channels from your pack? Refresh your channel list using your TV by going to  **> Help & Settings > Help > TiVo box & Remote > TV Care on TiVo and select > TiVo Missing Channels.**

Parental Controls: I need to enter a PIN to watch certain shows and channels?

PINs are used to protect younger viewers from adult content, and also to only give access to premium or paid-for channels to certain people using your Virgin Media TiVo service. See page 29 for when a PIN is needed.

I've forgotten my Parental Control PIN

You can reset your PIN using your TV by going to  **> Help & Settings > Help > TiVo box > Reset my PIN.**

The box says it's 'organising programme information'?

If you see this message, it means that your box might have lost power while it was gathering all the programme info it needs to work properly. It's nothing to worry about.

To the rescue!

Need more help? Here are 4 easy ways to get it.

Tune in on your TV

Try our Help App for the latest info on using your TiVo box, general help not in the Guide and more on troubleshooting. Go to the Home Screen on your TV, select **Help & Settings** then **Help**.

Our How-To videos will help you get the most from your TiVo box. Find them on your TiVo box by going to the Home Screen and selecting **Help & Settings > Help > How To Videos**.

Use the guides

You'll find simple steps for how to do most things, plus help for common problems, right here. Find the most up to date guide online at virginmedia.com/help/tivo

Go online

You can find FAQs about your TiVo box online at virginmedia.com/help/tivo and talk it over with other TiVo users on our TiVo Community Forum. Join up by going to virginmedia.com/forums

Talk to us

Need more help? If you need any more help and support or to talk to the team, go online to virginmedia.com/contact