



TiVo[®] Top Tips

To get you up to speed
in no time



For more help with anything in this guide,
head to virginmedia.com/tivoguide

Your TiVo® remote



Getting Started

Get to know your new box in 5 seconds flat.

HOME

Press this button wherever you are, to go back to the Home Screen.

Guide

Opens and closes the TV Guide.

R

Record a show or set up a Series Link+ from Live TV or the TV Guide.

Ch

To go up and down through the channels on Live TV.

TV

Watch Live TV.

OK

Use the arrows to find your way around the guides and menus.

Pause

Pause what you are watching.

My Shows

Go to My Shows to watch your Series Link+ recordings and bookmarks, and any other shows you've saved.

Back

Go back a screen in the menu.

Using your remote

Juggling two remotes?

The good news is that you can set up your TiVo remote to control your telly and your TiVo box. Go to: **Home > Help & Settings > Help > TiVo box > Program your remote.**

You can use these buttons to control your TV once you've set up your Virgin TV remote.



Press for 1 second
to turn your TV
set on/off.



Control your
TV's volume.



Mute your TV.

Here's how to wake your TiVo box from sleep mode:

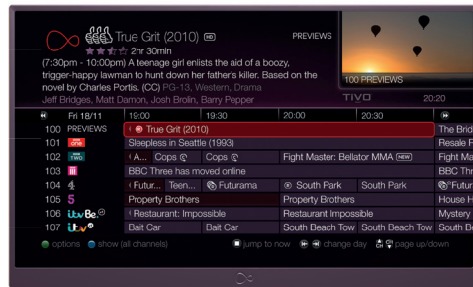
Press any of these buttons



to



Your TV Guide



Here's how to browse the TV Guide:

Press **Guide** to see the TV Guide.



Page up / down.



Skip forward one day
(up to 14 days in advance).



Skip backward one day
(up to 7 days in past for
Catch Up TV).



Show channels by genre.



Skip to a specific date
and time.

The Mini Guide

The Mini Guide gives you a quick peep of what's next on live TV, without interrupting whatever you're watching.

While watching TV:



To show the Mini Guide



Clear

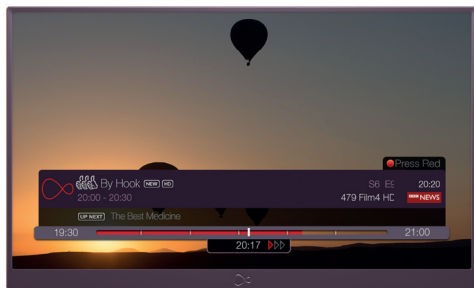
or



Hides the Mini Guide

Fast Forward or Rewind

Watching a show? Here's how to skip forward or rewind back.



Rewind

Press up to 3 times to rewind faster.



Fast forward

Press up to 3 times to go forward faster.



Go back

Press once to go back 8 seconds, twice for 16 seconds and so on.



Skip forward

Press once to skip 30 seconds, twice for 60 seconds and so on.

Want to fast forward or rewind in bigger chunks?



then



Rewind one chunk in the time bar.

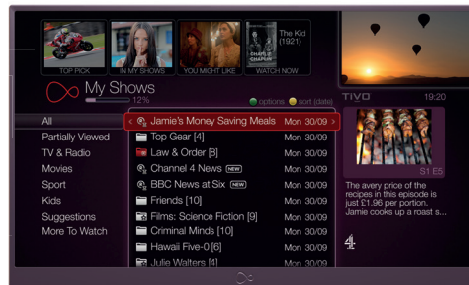


then



Fast forward one chunk in the time bar.

Watching your saved shows



All your favourite stuff in one place.

Press **My Shows** to watch your saved shows, including your recordings, Series Link+ recordings and bookmarks.



Page up / down.



Instantly watch a saved show.



Delete shows and folders.



You can use the Skip forward button to get to the bottom of the lists quickly. For example, your Suggestions folder towards the bottom of the category list.

Recording Shortcuts

From live TV press:

HOME then **1** To manage your Series Link+ settings

HOME then **2 abc** To see your planned recordings

Need to undelete stuff
you deleted by accident?

Press **My Shows**

Select < **Recently Deleted Recordings** >

Select < **[Programme name]** >

Select < **Recover this show** >

Movies, On Demand TV and more

Browse for Movies and Box Sets

Get stuck into thousands of hours of regularly updated Movies and Box Sets.

Press **HOME**

Select < **Search & Discover** >

Select < **Discover TV & Movies** >

Select **Movies** or **Box Sets**

Or

Press **HOME** then **5 jkl** to browse

Select **Movies** or **Box Sets**

Never miss a moment with Catch Up

There are 2 easy ways to watch the best telly from the last 7 days.

1. Scroll back in time through the TV Guide.



to see the TV Guide



to scroll back in time



to scroll back 2 hours



to go back a whole day

You can watch any show with a symbol

2. Or go straight to Catch Up from .

Press

Select

< Catch Up >

WishList™ and Search

Here's what makes your TiVo box a cut above the rest...

Create a WishList™

Never miss your favourite series, even if you don't know when it starts again, by creating a WishList™ Search.

Press



Select

< Search & Discover >

Select

< My WishList Searches >

Or

Press



then



to browse

Search faster

Get to the good stuff on live TV, Catch Up TV and On Demand.

Press



Select

< Search & Discover >

Select

< Search >

Or

Press



then



to browse

Suggestions

Discover more with Suggestions

Use your TiVo Thumbs to teach your box what you like (or don't like). When you're watching live TV, browsing the guide, or checking your Suggestions, you can press the Thumbs Up (or Thumbs Down) button to tell your box you like (or don't like) this kind of TV. It'll save more of this type of telly in your Suggestions folder (or not, if pressed Thumbs Down!)



Thumbs Up
(you can give a show up to 3 Thumbs Up)



Thumbs Down
(you can give a show up to 3 Thumbs Down)

Tip: when you record a show, your box automatically gives it a Thumbs Up.

My Shows

then



Find your Suggestions folder the bottom of the category list

Clear

Delete highlighted shows and folders

Tip: shows recorded in Suggestions don't take up any of your storage space.

Improve your Suggestions

When you're looking at your Suggestions in My Shows, you can use your Thumb buttons to rate the suggested shows and teach your box what you like or don't like.

Press

My Shows

Select

< Suggestions >

Select

< Improve My Suggestions >

Turn off Suggestions

You don't have to have any Suggestions if you don't want. To turn off Suggestions go to **Help & Settings** from the **Home Screen**, choose **Settings** and enter your **PIN**. Choose **Recordings**, then **Suggestions** to change your settings.

Introducing Virgin TV Anywhere

Your favourite telly in your hands

Your TiVo box works hand in hand with your Virgin TV Anywhere app. Download our clever app 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 1000s of hours of On Demand shows in **any room**, on a compatible device, like a mobile or tablet – plus **on the go** – all with WiFi.

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 Ethernet cable or Powerline kit.

Set recordings, from anywhere in the world

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

The Virgin TV Anywhere app. A clever little thing that connects your box, your screens and you.

On-Screen Icons

These icons will help you around your TiVo box.



Planned recording.



Planned recordings using Series Link+.



Planned recordings using WishList™ Search.



Programme recording now.



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.



Series folder.



Series recording now.



Folder containing recordings from a WishList™ Search.



Folder containing Suggestions.



Recently Deleted. You can recover any deleted show from this folder.



Deleted recording.



Programme available in Catch Up TV.



Subtitles available.*



Audio Description available for people affected by sight loss.*



Extra audio tracks available.*



At least one of the tuners in the background is recording.

*Icon is dimmed if unavailable.

Legal Stuff:

Content available to view depends on TV package. **Virgin TV Anywhere:** Only available to TiVo customers with compatible device (selected iOS devices and Android™ mobiles and tablets). End User Licence Agreement applies. Visit virginmedia.com for full terms and conditions. **Catch Up TV:** Catch Up TV content available for seven days after broadcast. Catch Up TV is Virgin Media's pick of the week's TV. **On Demand:** Once purchased, all chargeable On Demand content must be viewed within 48 hours. **Movies On Demand:** Virgin Movies On Demand movies are pay by title. **Information about your TiVo use:** By having the and/or using the TiVo service you give

us your consent to use your viewing information to personalise your TiVo experience (in addition to the other purposes set out in our privacy policy). We may share this information with third parties in an aggregated form. This will not personally identify you. This aggregated data may be used by those third parties for marketing purposes. **General:** Further legals apply - visit virginmedia.com for full terms.

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Explore more of TiVo

Of course, this is just a taste of what's in store with your TiVo service. To find out more, grab your TiVo quick guide. Or visit us online at **virginmedia.com/tivoguide**

For help with subtitles, audio description and more, visit the accessibility section of our website at **virginmedia.com/accessibility**

Get help

1 Check the TiVo Guide

Have a flick through the TiVo User Guide (the handy book we gave you with your TiVo box). You can also find the most up to date guide online at **virginmedia.com/help/tivo**

2 Tune in on your TV

For speedy solutions, try the Help App on your telly. Just go to **Home > Help & Settings > Help**. Our How-To videos will also help you get the most from your Virgin Media services. Find them on your TiVo box by going to the **Home Screen** and selecting **Help & Settings > Help > How To Videos**.

3 Go online

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

4 Need more help?

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