The TiVo DVR ships with a CableCo-branded TiVo remote control that provides additional functionality beyond that provided by standard television remote controls.

This chapter covers the following topics:

- Remote control features on page 85
- Trick Play on page 88
- Remote control shortcuts on page 89
- Using the Remote Finder on page 89
- Pairing the TiVo remote control to a DVR on page 90
- Setting up the TiVo remote control on page 92
- Troubleshooting issues with the TiVo remote control on page 92

Remote control features

- Trick Play features allow you to control what you are watching by using buttons on the TiVo remote control, including pause, rewind, fast forward, instant replay, slow motion, and 30-second advance.
- The On Demand button goes directly to the CableCo VOD system or menus. The image on this button might vary. For further information, see Video on Demand on page 143.
- The standard TiVo remote control supports both radio frequency (RF) and infrared (IR) transmission. An RF remote control can “see” the RF sensor whether it is visible or not. However, IR transmission requires that the remote control be able to “see” the IR sensor on the front of the DVR. If the DVR is in a closed cabinet or behind an obstacle, you can use an optional IR adapter. For additional information, see Accessories on page 67.
- With the TiVo App, you can use a mobile device, such as a phone or a tablet, as a TiVo remote control. For additional information, see TiVo App on page 207.

Figure 11–1 shows the TiVo standard remote control. The callout numbers on the figure are explained in Table 11–1.
Remote control features

Figure 11–1: TiVo standard remote control
The numbers in the left column of Table 11–1 correspond to the callout numbers in Figure 11–1.

Table 11–1: TiVo remote control actions

<table>
<thead>
<tr>
<th>Number</th>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>TiVo</td>
<td>Goes to TiVo Central screen, the starting point of all TiVo features and settings.</td>
</tr>
<tr>
<td>2</td>
<td>TV Power</td>
<td>(If already set up) Turns the TV on or off.</td>
</tr>
<tr>
<td>3</td>
<td>Input</td>
<td>(If already set up) Selects the input that the TV will display, such as DVD player or game system.</td>
</tr>
<tr>
<td>4</td>
<td>Back</td>
<td>Goes back to the previous screen (in certain applications).</td>
</tr>
<tr>
<td>5</td>
<td>Volume</td>
<td>(If already set up) Controls the volume on the TV or A/V receiver.</td>
</tr>
<tr>
<td>6</td>
<td>Guide</td>
<td>Goes to the Guide, where you can find shows to watch or record. Press Guide again to see filtered views.</td>
</tr>
<tr>
<td>7</td>
<td>Thumbs Down (red thumb)</td>
<td>Gives a negative rating to a show, collection, or video provider. These ratings are used for TiVo Suggestions.</td>
</tr>
<tr>
<td>8</td>
<td>Mute</td>
<td>(If already set up) Mutes the volume on the TV or A/V receiver.</td>
</tr>
<tr>
<td>9</td>
<td>Rewind</td>
<td>Rewinds a show. Press up to three times for faster rewind speeds.</td>
</tr>
<tr>
<td>10</td>
<td>Slow Motion</td>
<td>Plays a show in slow motion.</td>
</tr>
<tr>
<td>11</td>
<td>Instant Replay</td>
<td>Repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show.</td>
</tr>
<tr>
<td>12</td>
<td>On Demand</td>
<td>Goes to the VOD Options screen.</td>
</tr>
<tr>
<td>13</td>
<td>Numbers</td>
<td>Uses the number keys to enter channel numbers or numbers in the online keyboard.</td>
</tr>
<tr>
<td>14</td>
<td>Clear</td>
<td>Removes the display of the Info banner or Guide, and deletes titles from the My Shows or To Do List.</td>
</tr>
<tr>
<td>15</td>
<td>Live TV</td>
<td>Goes to Live TV. While watching TV, uses the Live TV button to swap to another tuner.</td>
</tr>
<tr>
<td>16</td>
<td>Info</td>
<td>Shows the Info banner while watching Live TV. Press Info again to make the banner disappear.</td>
</tr>
<tr>
<td>17</td>
<td>Arrows</td>
<td>Navigates the TiVo menus and Guide.</td>
</tr>
<tr>
<td>18</td>
<td>Zoom</td>
<td>Changes the aspect ratio of shows on the TV.</td>
</tr>
<tr>
<td>19</td>
<td>Select</td>
<td>Chooses menu items or, when watching Live TV, brings up the Mini Guide.</td>
</tr>
<tr>
<td>20</td>
<td>Channel Up/Down</td>
<td>Changes the channel and pages up or down while in the Guide or TiVo menus.</td>
</tr>
</tbody>
</table>
Trick Play

Trick Play is a set of features that provide the means to control what you are watching by using buttons on the TiVo remote control. Basic Trick Play features have the following effects on recorded TV content or videos:

- **Play**
- **Pause**
- **Rewind**
- **Fast forward**
- **Instant Replay**
- **Slow Motion**
- **Advance**

There is additional functionality for some of the Trick Play buttons.

- **Fast forward** (>>) and **Rewind** (<<) have three levels: 3x, 20x, and 60x the speed of normal TV. All **Fast forward** and **Rewind** speeds have built-in auto correction.
  
  **Note:** Overshoot correction predicts the place in a show where you expect to be when you stop fast forwarding or rewinding.

- **Instant Replay** replays the last eight seconds.
- **Slow Motion** plays at one-fifth real time.
- **Advance** skips ahead 30 seconds.

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### Table 11–1: TiVo remote control actions (continued)

<table>
<thead>
<tr>
<th>Number</th>
<th>Button</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>21</td>
<td>Record</td>
<td>Starts recording the show you’re watching, or sets up a recording for a show selected in the Guide.</td>
</tr>
<tr>
<td>22</td>
<td>Thumbs Up (green thumb)</td>
<td>Gives a positive rating to a show, collection, or video provider. These ratings are used for TiVo Suggestions.</td>
</tr>
<tr>
<td>23</td>
<td>Play</td>
<td>Plays a show from My Shows.</td>
</tr>
<tr>
<td>24</td>
<td>Fast Forward</td>
<td>Moves forward rapidly through a show. Press up three times for faster forwarding speeds.</td>
</tr>
<tr>
<td>25</td>
<td>Pause</td>
<td>Freezes a show. Press again to resume playing the show.</td>
</tr>
<tr>
<td>26</td>
<td>Advance</td>
<td>Moves forward through a show in 30-second increments. Press and hold to jump to the end of the show. When fast forwarding or rewinding, press Advance to jump to the next tick mark.</td>
</tr>
<tr>
<td>27</td>
<td>A, B, C, D</td>
<td>Sorts and filters views. Look for the on-screen tips.</td>
</tr>
<tr>
<td>28</td>
<td>Enter/Last</td>
<td>Returns to the last channel tuned to in Live TV.</td>
</tr>
</tbody>
</table>
Remote control shortcuts

You can queue as many as ten minutes worth of 30-second advances for quick browsing through portions of a program without needing to fast forward and press Play.

- **Advance** goes to the end or beginning if you hold the button for two seconds.
- **Skip-to-tick**—When you press Fast forward or Rewind, skip-to-tick allows you to jump to each of the tick marks that TiVo marks every 15 minutes (for the video buffer). Overshoot correction is applied.
  - When fast forwarding a recorded program, press Advance to skip to the next tick mark.
  - When rewinding a recorded program, press Advance to skip to the previous tick mark.

When you press Play, the program stops immediately. There is no overshoot correction.

### Remote control shortcuts

Table 11–2 shows the shortcuts you can use with the TiVo remote control.

<table>
<thead>
<tr>
<th>Button/key</th>
<th>Go to</th>
</tr>
</thead>
<tbody>
<tr>
<td>TiVo</td>
<td>• Press the TiVo button once to go to TiVo Central.</td>
</tr>
<tr>
<td></td>
<td>• Press the TiVo button twice to go to My Shows.</td>
</tr>
<tr>
<td>1</td>
<td>Series Pass Manager</td>
</tr>
<tr>
<td>2</td>
<td>To Do List</td>
</tr>
<tr>
<td>3</td>
<td>WishList searches</td>
</tr>
<tr>
<td>4</td>
<td>Search</td>
</tr>
<tr>
<td>5</td>
<td>Browse TV and movies</td>
</tr>
<tr>
<td>6</td>
<td>Recording history</td>
</tr>
</tbody>
</table>

### Using the Remote Finder

The TiVo T6 DVR has a handy feature that allows you to find a misplaced TiVo remote control (as long as it is within earshot).
Pairing the TiVo remote control to a DVR

If you misplace your TiVo remote control, press the button within the amber LED on the left side of the TiVo T6 DVR front panel (Figure 11–2). The remote control will emit a chiming sound, making it easier to locate it.

To stop the chiming, press any button on the remote control.

Pairing the TiVo remote control to a DVR

The TiVo remote control must be paired to a DVR to enable radio frequency (RF) transmission. This pairing prevents the remote control from controlling all of the DVRs in the area simultaneously. Unlike an infrared (IR) remote control, an RF remote control doesn’t require line-of-sight positioning. An RF remote control works through walls and furniture, providing more flexibility in controlling your TV experience.

Note: A TiVo remote control can be paired to only one DVR at a time.

Pairing methods

The TiVo remote control supports two methods of pairing:

- New Pairing mode—Allows a new DVR and a new remote control to automatically pair with each other during setup. This pairing mode is for initial use, and doesn’t require subscriber intervention.

  In New Pairing mode, the remote control is initially unpaired, and it sends IR codes whenever a button is pressed; then the remote control sends pairing requests looking for an unpaired DVR. The remote control activity indicator (the TiVo character’s antenna on the TiVo button of the remote control) flashes red when it sends the IR command, then the activity indicator flashes amber while it attempts to find and pair with a DVR.

  The TiVo remote control in New Pairing Mode usually pairs in less than a second after the first key press.

- Allow Pairing mode—Used for adding a new TiVo remote control or transferring a remote control from one DVR to another.

  To enter Allow Pairing mode, press and hold the TiVo+Back buttons until the activity indicator lights red. The remote control enters Allow Pairing mode and sends pairing requests for 30 seconds (as indicated by the flashing of the amber activity indicator after you release the buttons). The remote control will pair with any DVR that is accepting pairing requests during that time. If unsuccessful, the remote control reverts to its original paired or unpaired state.


Remote control LED behavior

When the TiVo remote control is available for pairing, it slowly flashes the activity indicator (the TiVo character’s antenna on the TiVo button of the remote control). When the remote control pairs, the activity indicator flashes quickly five times and then it stops.

The activity indicator flashes different colors when keys are pressed to indicate what mode it is operating in:

- If the activity indicator flashes red, it is sending IR commands to the DVR.
- If the activity indicator flashes amber when you push buttons on the remote control, it is paired and is sending RF commands to the DVR.

The DVR can be paired with up to ten TiVo remote controls.

To perform a Global Reset

The Global Reset feature attempts to unpair a TiVo remote control from the paired DVR, and then clears all of its settings, including programmed IR codes and pairing. The Global Reset puts the TiVo remote control into New Pairing mode.

If the TiVo remote control successfully unpairs the DVR, the DVR might enter New Pairing mode. This depends on if the remote control is the only device paired to it. If the remote control is the only device paired to a DVR, when unpaired the DVR will have no paired remote control. This causes the DVR to also enter New Pairing mode, in which case the DVR responds to the first TiVo remote control that requests pairing.

1. Press and hold the TiVo+TV Pwr buttons (number 2 in Figure 11–1 on page 86) until the activity indicator lights red.
2. Press Thumbs Down (red) three times, and then press Enter (number 28 in Figure 11–1 on page 86).

The activity indicator flashes red three times to indicate that the command was accepted.

To enter IR mode

You can switch the TiVo remote control to IR mode by pressing and holding the TiVo+Red C buttons until the activity indicator lights.

The remote control will remain in IR mode until you enter the key combination that puts the remote control into RF mode (see the next section).

To enter RF mode

Entering RF mode causes a paired TiVo remote control that is currently operating in IR mode to switch to RF mode. This has no effect in New Pairing mode or unpaired mode.

To change the remote control from IR mode to RF mode, press and hold the TiVo+Green D buttons until the activity indicator lights.
Setting up the TiVo remote control

You can set up TV power, volume, mute, and input by using the TiVo menus.

1. From TiVo Central, choose Settings & Messages > Settings > Remote, CableCARD & Devices > Remote Control Setup.
2. In the order specified on the menu, set up the TV functions to work through the TiVo remote control.

Note: Program the TV functions before attempting to program audio-visual options.

You can set up the TiVo remote control to control a particular brand of TV, and optionally, a particular A/V receiver.

1. Press and hold the TiVo+TV Pwr buttons and enter 0999.
2. To test one code at a time, press Channel Up.
3. To lock the code, press Enter.

Troubleshooting issues with the TiVo remote control

This section discusses issues that might arise when using the TiVo remote control.

The TiVo remote control does not work

If the TiVo remote control does not work, press any button on the remote control and check whether the amber light above the TiVo button flashes.

- If the amber light does not flash, make sure the batteries are positioned correctly in the remote control. If they are correctly positioned, try a new set of batteries.
- If the amber light on the remote control does flash, but the lights on the front of the TiVo device do not respond to the remote control, restart the device by unplugging it, waiting 15 seconds, and then plugging it back in.

The On Demand button on the TiVo remote control does not work

If you change the URL of the VOD server, you might be taken to the old VOD server when you first press On Demand. If you try again, the button takes you to the new server.

If a large number of cases arise where the VOD server is not responding, there is probably a VOD service outage.

- If the headend is using the CableCo VOD, escalate to CableCo.
- If the headend is using any other type of VOD, escalate to TiVo through your NOC or SOC.
**Other TiVo remote control issues**

You might think the TiVo remote control is having issues when the real problem is that the TiVo device is frozen. For information on resolving problems if the TiVo device is frozen, see *Freeze or restart issues on page 287*.

If you are having other TiVo remote control issues, check the following:

- If you have more than one TiVo remote control, try them all to confirm they are using the remote control set up for that TiVo device.
- Check the batteries and try replacing them with new batteries (especially if the responses become slow).
- Check for obstructions that might block the signal (such as the door of an entertainment unit).
- Make sure that another device does not have a remote control that is interfering with the TiVo remote control. Other devices whose remote controls might interfere include DVD players, stereos, or wireless game controllers.
- Try resetting the remote control address so that it can control any TiVo device. To reset the remote control address:
  a. Hold down the **Pause** and **TiVo** buttons for five seconds, until the amber light on the TiVo remote control comes on.
  b. Use the number key to enter 0. A TiVo remote control that is set to remote control address 0 controls any TiVo device.
  c. Perform a global reset of the remote control.
     For instructions, see *To perform a Global Reset on page 91*.