



*Welcome to
DIRECTV and TiVo*



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Welcome to the DIRECTV family!

DIRECTV gives you more Hollywood hits, classic movies, family programming, news, and a wide range of exciting sports action. Plus 31 commercial-free audio channels. And that's only the beginning.

More Choices than ever before.

With access to over 225 channels, it's easy to see why DIRECTV has become the entertainment choice for millions of American families. And it's all digitally delivered, so you get digital-quality sound and razor-sharp picture every time you turn on your TV!

DIRECT TICKET[®] Pay Per View.

With DIRECTV, the main event is at your house! You'll have access to great movies, exclusive special live sports, concerts and special events. DIRECT TICKET[®] offers up to 55 different pay per view choices a day. There's no need to order by phone. Just use your remote control to give all your friends and family a front-row seat! (Phone connection required.)

DIRECTV Knows Sports.

DIRECTV offers access to more sports than you ever thought possible. So you can follow your favorite team across the country with our pro & college sports subscriptions. We'll take you to the arena for the best sports has to offer. Tune to Channel 212 for This Week ON SPORTS.

With DIRECTV you're in control.

Convenient features like the Advanced Program Guide[™], with up to 14 days of listings, help you find your favorite channels and programs easily, while Parental Controls keep you in control of your children's viewing. But don't take our word for it; grab your remote, check out the 5 Short Tours and start enjoying your DIRECTV Receiver with TiVo!

Welcome to the TiVolution !

It's a revolution in television. It's about viewer control and the freedom to create your own personal TV regardless of network scheduling. In short, it's about Personal TV™—watching what you want to watch, when you want to watch it.

TiVo takes the TV experience to a whole new level.

With the TiVo Service and your Receiver, it's easy to record your shows, and easy to play them back. You can find your favorite shows by name. Set up a Season Pass™ and record your favorite program every week, automatically.

TiVo changes the way you watch Live TV.

You can pause live TV. Rewind. Slow-motion. Instant replay. Stop for a phone call. Fast forward to catch up. You can do virtually anything with live TV that you could do with a videotape, and more.

TiVo brings you more of what you like to watch.

You can personalize your Receiver and teach it your likes and dislikes, using TiVo's exclusive Thumbs Up™ and Thumbs Down™ buttons on the remote control. The DIRECTV and TiVo services bring you all of your program listings, and the Receiver searches through them to find fresh programs that match your interests.

The TiVo Service also brings you exclusive content and more ways to find the best of TV programming. TiVo Takes™, a 30 minute interactive TV program, lets you schedule recordings directly from previews with just one touch of a button. Network Showcases™ lets you preview and easily record upcoming programs from many of your favorite channels. TiVolution Magazine, produced weekly by TiVo's editorial staff, gives you movie reviews, previews of upcoming specials and more. Stay tuned! TiVo is hard at work creating new offerings to give you more choice and control over your TV experience.

TiVo, TV your way.™



TiVo, TV your way™



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Throughout this guide, you will see important and helpful notes and tips in this format.



Puzzled by a new word? Many of the technical terms you may encounter in this guide and in the *Installation Guide* are explained in the **Useful Terms**, section of the *Installation Guide*.



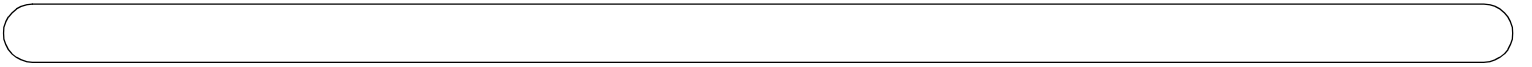
Notes at the bottom of pages in chapters four through six show you how to find the screen under discussion. For example, page 72 talks about the **Ratings Settings** feature of **Parental Controls**. At the bottom of the page is the note **DIRECTV Menu** ▶ **Parental Controls**. This note means you can find **Rating Limits**, the screen being discussed, by going to the **DIRECTV Menu** (press the **MENU** button on the remote control), and then selecting **Parental Controls**.

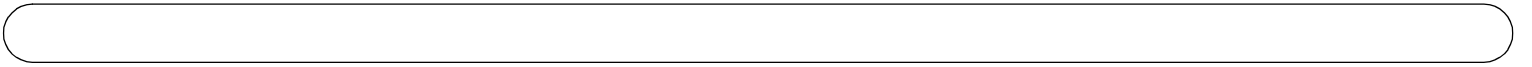
Using This Guide

Follow these steps to get started using your DIRECTV Receiver with TiVo:

1. **Connect the Receiver** following instructions in the *Installation Guide*.
2. **Follow the steps provided in chapter one** of this *Viewer's Guide* to complete Guided Setup and activate the DIRECTV® and TiVo services.
3. **Start using your DIRECTV Receiver with TiVo. It's Easy!**
 - Learn the basics by browsing the back of the *Start Here* poster.
 - Take the five tours in chapter two of this *Viewer's Guide* for a quick introduction and overview of the DIRECTV Receiver with TiVo's most exciting features. After you finish the tours, look through "Cool Things You Can Do" for tips on how to get the most from your new Receiver.
 - Chapters three through six of this guide provide detailed coverage of your Receiver's features. You can read through these chapters to become more familiar with your Receiver's capabilities, or refer to them from time to time if you have specific questions.
 - Many graphic symbols, or *icons*, are used by the Receiver to provide information and options for actions you can take. Each of these icons is explained on the inside back cover in the "Glossary of Icons."

Note: If you have both DIRECTV and a signal from either cable or an antenna, you may be interested in the description of using standby mode to switch between DIRECTV and your cable/antenna signal. For more information, see example 4 in chapter 2 of your *Installation Guide*.





Guided Setup

- 2 Overview
- 3 Satellite Dish Guided Setup
- 8 Activate DIRECTV[®] and TiVo Services
- 10 Phone Setup



Professional installers can use Satellite Dish Guided Setup to test signal strength, position the satellite dish, and configure the Receiver for use with a multi-switch or new multi-satellite dish.



Notice the progress bar at the bottom of the screen. It can help you keep track of how far along you are in Guided Setup.



If you have connected your television or audio/visual equipment only to the Receiver's digital audio output, you will not hear any audio during Setup, or at anytime while you are navigating through on-screen menus.

Overview

After following instructions in the *Installation Guide* to connect your DIRECTV Receiver with TiVo to your other audio/visual equipment, you can start Guided Setup for your DIRECTV[®] and TiVo services. Guided Setup includes three steps:

- Satellite Dish Guided Setup
- Activating DIRECTV[®] and TiVo Services
- Phone Setup

Using the Remote Control

To complete Guided Setup, you use the remote control to move through screens and to select menu items on your television's display. You use the remote control's navigation buttons (RIGHT, LEFT, UP and DOWN arrows) to highlight items, then press SELECT to choose a highlighted item and move to the next screen. The LEFT arrow typically returns you to a previous screen. For an introduction to the remote control, see "Introducing the Remote Control" on the inside front cover of this guide.

Welcome. When you first turn on your DIRECTV Receiver with TiVo, you will see a gray screen that says "Welcome. Powering up," followed by the **Welcome** screen shown to the left. Read the text on the screen then press SELECT to move to the next screen.

If you do not see the **Welcome** screen:

- Make sure your Receiver is plugged in and that the audio and video cables are connected correctly, as described in the *Installation Guide*.
- Make sure your TV is set to the correct video input. There may be a "Video" or "Input" button on your TV's remote. If you used RF cables to connect the Receiver to the TV, check that your TV is tuned to channel three or four.

Satellite Dish Guided Setup

Satellite Dish Guided Setup tells the Receiver what type of satellite dish you are using, so you must go through it at least once, even if you are only replacing a receiver that was already working. Satellite Dish Guided Setup usually takes about five minutes, plus whatever time you may need to position your dish.

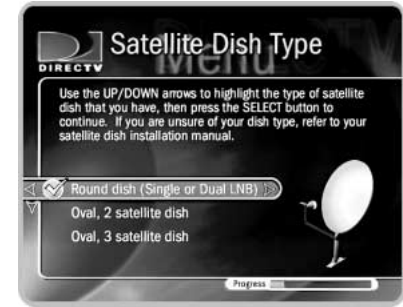
Connect Cables. After you press SELECT on the **Welcome** screen, you'll see a reminder to make sure all cables are properly connected to the Receiver and to your TV. If you need help connecting cables, see chapter two of the *Installation Guide*. Press SELECT when you are ready to continue.

Satellite Dish Type. Choose the type of satellite dish you have installed. If the manual for your satellite dish is available, you can find its type there.

Most people should select “Round dish, (Single or Dual LNB).” The most important feature of this type of dish is that it receives a signal from one satellite in the sky. Some manufacturers produce a dish that receives a signal from one satellite but is slightly oval in shape. People with those satellite dishes should also choose “Round dish (Single or Dual LNB).”

One cable extends from a single-LNB dish to a home; two cables extend from a Dual LNB dish to a home (or to a multi-switch). Most new satellite dishes are Dual LNB.

An oval, 2 satellite dish can receive signals from two satellites. An oval, 3 satellite dish can receive signals from three satellites. 2 and 3 satellite dishes are always Dual LNB.



If you have a Dual LNB dish or an Oval 2 or 3 satellite dish, then you have two coax cables coming from your satellite dish. Future service updates from TiVo will take advantage of this second satellite input. If you want to have the new features enabled automatically when they become available, you should prepare by connecting the second coax cable to the Satellite 2 input now. (For more information see your *Installation Guide*.)

To select a satellite dish type, press the UP and DOWN navigation arrows to highlight the type of satellite dish you have. Note that as you highlight the different satellite dish types, the picture on the right side of the screen changes. To see the next screen, highlight the type of satellite dish you are using, then press SELECT.



Round dish (Single or Dual LNB)



Oval, 2 satellite dish



Oval, 3 satellite dish



ZIP Code. Use the number keys on your remote control to enter your ZIP code. The Receiver uses your ZIP code to determine the direction your satellite dish should point. Press SELECT to see the next screen.

Satellite Dish Direction. Based on your ZIP code and dish type, this screen shows roughly how to position your satellite dish. You will fine tune the position later on during Satellite Dish Guided Setup at the **Test Signal Strength** screen. Before positioning the dish, be sure the mast (the pole on which the dish is mounted) is straight up and down. For 2 satellite or 3 satellite dishes, the screen provides a required tilt in addition to side-to-side (azimuth) and up-down (elevation) information available for round satellite dishes. Professional satellite installers are available in most areas to ensure correct installation. If your satellite system was installed by a professional, the satellite dish direction should be correct. To see the next screen, press SELECT.

Satellite Dish Checklist. The items on this list help ensure you receive a clear satellite signal. To see the next screen, press SELECT when you are satisfied that each item is complete.

Test Satellite Signal Strength. You use this screen to check the strength of the signal received by your satellite dish. It lets you see the signal strength from individual transponders one at a time. To be sure you receive all your channels, you should check signal strength on several transponders. (A transponder is a piece of radio equipment on a satellite. DIRECTV transponders receive information from DIRECTV and rebroadcast it to your satellite dish. Different channels are rebroadcast by different transponders, and different satellites have different numbers of transponders.)

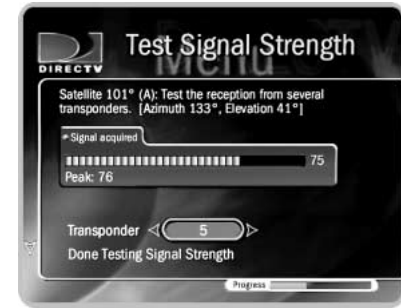
Note: You can check signal strength while you adjust the pointing of your satellite dish. The signal strength meter on this screen provides audio feedback—a tone that becomes higher pitched as the signal gets stronger. You may be able to turn the volume on your TV up so you can hear the tone while you adjust the position of your satellite dish. Alternatively, you might have someone watching the signal strength meter and then reporting through a cell phone or walkie-talkie to the person who is adjusting the satellite dish.

- To change the currently selected transponder, use the UP arrow to highlight the transponder number. Press the RIGHT or LEFT arrow to change the transponder. It is best if *all* of your available transponders have a signal strength above 60, however, you may get a satisfactory reception at a lower number.

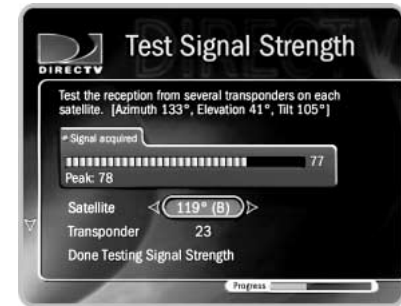
If you have a 2 or 3 satellite dish, you should check the signal strength from transponders on each satellite.

- To change the selected satellite, press the UP arrow until the satellite number is highlighted. Press the RIGHT or LEFT arrow to change the satellite.
- Press the DOWN arrow to highlight the transponder number, then press LEFT or RIGHT arrow to check the signal on different transponders on that satellite.

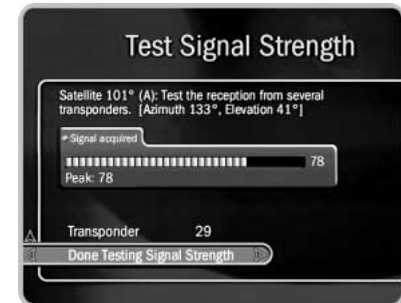
After testing the signal strength, press SELECT to highlight “Done Testing Signal Strength,” then press SELECT again to see the next screen. If you cannot acquire a good satellite signal, see **Satellite Signal Troubleshooting**, on the next page.



Check several different Transponders.



Check all satellites available.





Confirming Setup and Satellite Info. There is a short wait at the next screen while the Receiver confirms your setup. When it is finished, press SELECT to continue. Another short wait follows while the Receiver gathers the list of channels from the satellite. When it has finished, the **Program Guide Data** screen appears automatically.

Satellite Signal Troubleshooting. If you encounter problems during Satellite Dish Guided Setup, an error screen will provide possible options. For example, you may have made a mistake entering your ZIP code or the type of satellite dish you are using.

If you are trying to set up the Receiver, you should choose one of the options that allow you to redo part of Satellite Dish Guided Setup. For example, if you received the “Satellite Info Error,” you can choose “Try Again to Acquire Information.” You can also choose to redo Satellite Dish Guided Setup. This allows you to check that your ZIP code and satellite dish type are correct. If you repeat Satellite Dish Guided Setup and still receive error notifications, it is possible that your satellite dish is not pointed correctly or the dish or multi-switch is miswired. In such a case, you can check the cabling, or consult a professional satellite system installer.

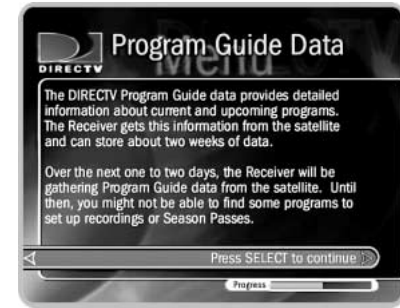
If you are trying to bypass Satellite Dish Guided Setup—for example, if you are setting up the Receiver in a place without a satellite signal—the bottom choice on the error screens allows you to continue without resolving potential problems. While you may receive fewer or no TV channels, you can still watch any programs you may have previously recorded to **Now Playing**.

Program Guide Data. Over the first 1 to 2 days, the Receiver will gather and index up to two weeks of program data from DIRECTV satellites. Program data includes program titles, times, channels, descriptions and much more.

Many of the Receiver's features use program data. Although you may be able to use such features immediately, you may not be able to find all the programs you are looking for until the Receiver has gathered all of its program data. If programs you are looking for do not appear when you search for them, check on them again after the Receiver has been gathering and indexing program data for a while.

Until the Receiver has gathered all of its Program Guide Data, many screens will have notices that tell you that Program Guide Data is being acquired. These notices appear at the bottom of screens.

Steps to Activate. This screen explains the next steps of Guided Setup, activation of the DIRECTV® and TiVo Services. When it appears, press the LIVE TV/GUIDE button on your remote control and go to the next page of this manual.

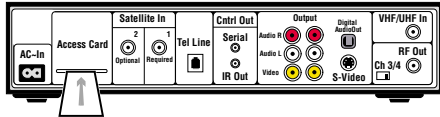


If the Receiver is low on Program Guide Data, this message at the bottom of the screen tells you when full data will be available.

Activate DIRECTV® and TiVo Services

You can activate both your DIRECTV® and TiVo Services with one quick phone call. To complete the phone call:

- The Receiver should be on, tuned to channel 100, and receiving a signal from the satellite dish. (You should see special programming from DIRECTV on channel 100.)
- You will need the number on your DIRECTV access card and the make, model and serial number of your Receiver. This information is on a sticker on the inside back cover of the *Installation Guide*, or on the **System Information** screen. (You'll find **System Information** by pressing the DIRECTV MENU button, and then selecting **Messages & Setup**.)
- *Important!* The access card that came with your DIRECTV Receiver with TiVo must be inserted in the appropriate slot in back of the Receiver.



Remember to place the access card in the appropriate slot in back of the Receiver.

When you are ready, call 1-800-DIRECTV (1-800-347-3288) to activate your DIRECTV® and TiVo Services.

- *Important!* Be sure to tell your customer service agent that you have a “DIRECTV with TiVo” satellite receiver and that you want to activate the TiVo Service. Without the TiVo Service, your Receiver will not be able to record programs

After you have activated the services, you can begin Phone Setup, the last step of Guided Setup, by pressing the TiVo button.

What does the TiVo Service provide?

The TiVo Service provides your DIRECTV System with TiVo's Personal TV functions. Without the TiVo Service, the Receiver functions only as a DIRECTV Receiver, and does not have recording capability.


The TiVo Service includes the ability to record programs, create Season Passes and WishLists. It also gives you access to TiVolution Magazine, Network Showcases, and TiVo's Suggestions, as well as several quick, convenient ways to find programs you want to record. Another wonderful thing about the TiVo Service is that it improves with time, providing you with enhancements that keep you up-to-date with new features we're always creating.

Activate today! Don't miss a single day of TiVo—TV your way™.



After you use the TiVo Service for a while, you'll probably dream up a few features you wish you had. If you would like to tell us about your suggestions for improving TiVo Central or any of the menus or features, please contact TiVo at 1-877-FOR TiVo (1-877-367-8486).



 **Your Receiver should NOT be used with any digital PBX phone system. Doing so may permanently damage your Receiver's modem and will void your warranty. Digital PBX phone systems allow many phones to share a single telephone number and are usually used in hotels and offices. If you are installing the Receiver in your home, it is unlikely you are using a digital PBX phone system.**

Phone Setup

Press the TiVo button on your remote control to start Phone Setup.

Final Steps. The last step of Guided Setup, Phone Setup, begins automatically the first time you press the TiVo button on your Remote Control. The Receiver will make a brief call during Phone Setup and then will automatically make a short call each day to communicate with the DIRECTV and TiVo Services, so a telephone line should be connected to the Receiver, as described in the *Installation Guide*. The Receiver makes a brief daily phone call to get updates to the TiVo Service, TiVolution Magazine, and Network Showcases, and for Pay Per View functionality.

Phone calls made by the Receiver generally happen late at night. By default, the Receiver will not pick up the phone if the line is busy. If you pick up the phone while the Receiver is using the line, the modem will begin to disconnect. You should hang up, then pick up the phone again to get a dial tone.

TiVo Service Terms. This screen appears after the **Final Steps** screen. The full TiVo Service Agreement is printed in chapter 8 of this guide, and on the TiVo web site at www.tivo.com. We encourage you to read through it. If you agree to the terms of the TiVo Service Agreement, press SELECT on this screen to continue to Phone Setup.

Area Code. You can use the number buttons on the remote control to enter your area code on this screen. TiVo uses your area code to determine which local dial-in numbers are available. If you make a mistake, you can use the LEFT arrow to highlight a previous number, then press a number key to replace it.

Phone Dialing Options. Most people will not need to change the settings the Receiver uses to dial out. However, if your phone system uses special dialing options, select “Yes.” See “Change Dialing Options” on page 88 for help with the various settings.

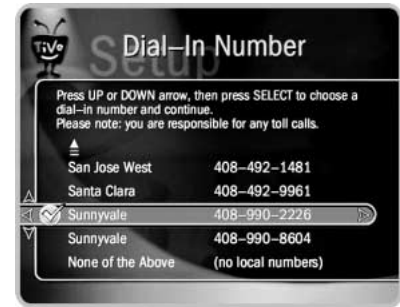
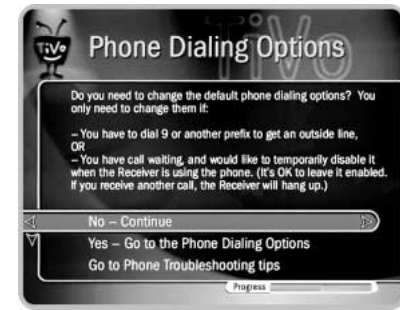
Update Dial-In Numbers. The Receiver makes a toll-free call to get a list of local dial-in numbers. The call usually takes less than five minutes and the status of the call displays on the screen. If the call fails, check the Troubleshooting section of this guide, starting on page 97.

Dial-In Numbers. After the call, you’ll see a list of dial-in numbers for your area code. The list may be too long to fit on screen. When the highlight bar is at the bottom of the screen, pressing the DOWN arrow shows more numbers. Use the UP or DOWN arrow to highlight the number you want to use to call the TiVo Service, then press SELECT.

- If your area code has no access numbers, try a nearby area code. (You can return to the **Area Code** screen by pressing LEFT arrow.)
- If you cannot find a number in your local calling area, select “None of the above.” (You may have to press the CHAN DOWN button to see “None of the above.”)

No Local Numbers. If you chose a local dial-in number, you will not see this screen. If you selected “None of the above” on the **Dial-In Numbers** screen, select “Request 800 number authorization” here. Selecting this option temporarily selects the toll-free number and submits a request to use the toll-free number to TiVo Customer Care. TiVo’s policy is to allow you to use the toll-free number if there are no local numbers available. TiVo will research available dial-in numbers at your location and send a message to your Receiver authorizing you to use the toll-free number, or suggesting a local alternative.

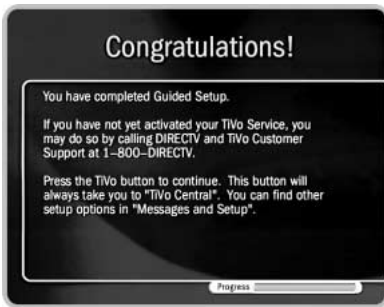
Dialing Format. Choose the dialing format you need. For example, should the dial-in number be preceded by your area code and should a “1” precede the area code? In some areas, even local numbers must be dialed using the area code.





Test Phone Connection Call. This screen appears while the Receiver tests the phone dialing options and local dial-in number you have chosen. You should see a message that says “Test Successful!” Press SELECT or RIGHT arrow to continue. If the phone test does not succeed, you may need to pick a different dial-in number, or change the dialing format. Use the LEFT arrow to go back to previous screens and make changes to dialing options.

Congratulations! You’ve completed Guided Setup. You can now press the TiVo button on your remote control to go to TiVo Central, or the DIRECTV button to go to the DIRECTV Menu. You can change your setup options from either of these menus.



Care and Feeding of Your Receiver. Your Receiver should remain connected to your satellite dish and plugged in to a live power source and a phone line at all times. This lets it record programs, make daily phone calls, and keep its data up-to-date. It doesn’t have an on/off switch; it stays on so it can always be recording great shows.

Moving Your Receiver. If you take your Receiver with you to a location without satellite access—for example, on a weekend get-away to a cabin in the Peaceful Woods—you will still be able to connect it to a television and watch previously recorded programs. After completing Guided Setup one time, whenever you plug the Receiver in it will search for a satellite signal. When you see the message “Acquiring Satellite Information,” you can press the TiVo button on the remote control (don’t forget the remote!) to avoid going through Guided Setup a second time. If you start your Receiver without properly connecting it to a DIRECTV satellite signal, the Receiver will not show live TV or provide any live TV functions, but you can still watch programs you have previously recorded.

Tours. Now that you are finished with Guided Setup, you’re ready to have fun with your Receiver! We suggest you start with the five short tours in the next chapter.

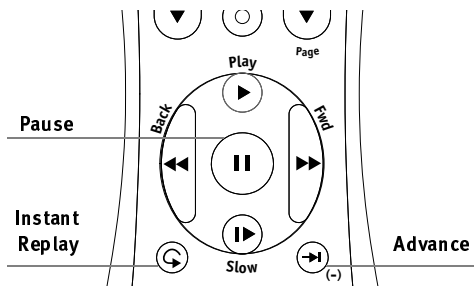


The Basics in 5 Short Tours

- 14 **Tour One: Play With Live TV**
- 16 **Tour Two: The DIRECTV Advanced Program Guide**
- 18 **Tour Three: Find Your Favorite Programs and Set Up Recordings**
- 20 **Tour Four: Finding New Programs**
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- 23 **Cool Things You Can Do**
- 27 **Screen Map**



You can pause or rewind up to 30 minutes of live programming. When you change channels, saved programming from the old channel is cleared and the Receiver starts to save what is showing on the new channel.



When the Receiver is not in standby mode, the green light on the front tells you it is on. This light flashes yellow when it receives any signal from the remote. The red light on the right comes on when a program is being recorded, and turns yellow when your Receiver is using the phone. If the Receiver is using the phone and recording, the light on the right side turns orange. Don't worry if you have a power failure or unplug your Receiver, all your saved programs will be there when you restart it.

Tour One: Play With Live TV

On this tour, you'll take a look at how you can control live TV.

First, turn on your TV. (You can program the DIRECTV Receiver with TiVo's remote control to turn on your TV. For details, see the *Installation Guide*.)

Press the LIVE TV/GUIDE button at the top of the remote. This button always takes you directly to live TV. It also displays a channel banner at the top of the screen, and a status bar at the bottom of the screen, both of which disappear after a few seconds.

Press the PAUSE button (II). Wow! The video stops!

Press the BACK button (◀). The program rewinds. Press the PLAY (▶) button, and the program resumes at normal speed. Just the thing for those irritating little interruptions that cause you to miss the key moment in your favorite show.

Press the FWD (▶) button—the picture speeds forward. Press it a second time—faster! A third time—faster still! Both the FWD and the BACK buttons have three speeds. You can always return to normal speed by pressing PLAY.

Press PAUSE again. Now press FWD. Cool, single frame forward. Press BACK. Cool again, single frame back. While paused, that's what FWD and BACK do.

The Status Bar

Press PAUSE again to bring up the Status Bar. It appears at the bottom of the screen and shows a one-hour period (notice the time markings at the left and right). The green part of the bar is the portion of the current hour that has been saved by your Receiver. The white line shows where you are in the saved programming. If there is green on the right side of the white line then you are behind live TV.

More Buttons

There are three other fun buttons to play with. First, press INSTANT REPLAY (⏮TM). This jumps you back 8 seconds – useful to replay a bit of dialog or a great sports play, or for times when you fast forward a bit too far. You can press it more than once to go back farther. If you press SLOW after INSTANT REPLAY, you get your own slow-motion replay. Next, try the ADVANCE button (⏭TM). Presto! You're caught up to live TV. Notice the white line on the status bar is at the right edge of the green now, showing you are caught up to live TV. (To see the status bar, press PLAY.)



Status Bar

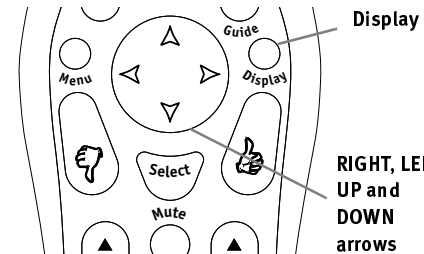
The Channel Banner

Change channels and take a close look at the Channel Banner at the top of the screen. You have to be quick; it's only there for a few seconds. You can bring it back by pressing the DISPLAY button or the RIGHT arrow. Pressing RIGHT arrow while the banner is visible cycles between a small, medium and large version of the banner, each with a different amount of information. The Channel Banner lets you know what you are watching, all the time.

Press the CLEAR button to hide the Channel Banner. The CLEAR button hides graphics that aren't part of the program you're watching. Press DISPLAY to see the Channel Banner in its large size. DISPLAY always shows the Channel Banner at full size.

Notice the row of icons on the right side of the Channel Banner. Pressing the UP and DOWN arrows moves the highlight over these icons. The Channel Banner provides more than information—each icon provides access to useful feature. For more information, see page 35. Press CLEAR again to hide the Channel Banner.

Now go practice with those buttons. Come back when you're ready for the next tour.



Channel Banner

The Channel Banner's selectable icons



List of channels Highlighted program
Times
Description of highlighted program

Tour Two: The DIRECTV Advanced Program Guide

While you're watching live TV, the DIRECTV Advanced Program Guide™ lets you see what's on, change channels, schedule recordings, and more. To see it, press the LIVE TV/GUIDE button to go to LIVE TV, then press it again to see the Program Guide. The Program Guide has two styles, the DIRECTV Grid and the TiVo Live Guide. In this tour, we will focus on the DIRECTV Grid.

To Change Channels or Schedule a Recording

The DIRECTV Grid shows a list of channels on the left and different times across the top. One program is always a different color than the others—that program is *highlighted*. A description of the highlighted program appears at the top of the grid. To change the channel, press the UP or DOWN arrows to highlight a different program, then press SELECT. Pressing SELECT on a program that is currently showing changes the channel to display that program and hides the Program Guide.

Press the LIVE TV/GUIDE button again to bring back the Program Guide. It's easy to record a program using the Program Guide. You simply highlight the program you want and press the RECORD button. A transparent screen appears, from which you can select the option "Record this showing." If the program were currently playing, the Receiver would change channels and begin recording; otherwise, a recording of the program would be scheduled for the time at which it is broadcast.

Making and Using a List of Favorite Channels

You can create a list of your favorite channels and then set the Program Guide to show only channels that are on the list. This is a quick way to see programs coming up on the channels that are most important to you.



If you find that the Program Guide or the CHAN UP/DOWN buttons are not showing channels you want to see, filtering or a custom channel list are probably turned on. Check the Program Guide's Display Options. (From the Program Guide, press DISPLAY.)

First, you'll create a list of favorite channels. Press the MENU button to see the **DIRECTV Menu**. Highlight "Customize Channels," then press SELECT. On the next screen, select "Favorite Channels." A list of all DIRECTV channels appears. (DIRECTV provides many, many more channels than will fit on one screen!) Press CHAN DOWN a few times. Each time you press it, you see the next screen of channels. Press CHAN UP to see a previous screen. You can also jump to a specific channel by entering the channel number on the remote.

Highlight a channel you want to include in your list of favorites and press SELECT. A check mark appears beside the channel. That's all you have to do to include a channel in your channel list. To remove a channel, highlight one that has a check mark and press SELECT—the check mark will disappear. Now find a few more channels for your list and select them to give them check marks.

Okay, it's time to use your new channel list. Press the LIVE TV/GUIDE button once to see live TV. Press it again to see the Program Guide. When you want to change the way the Program Guide appears, and what it displays, you can use its Display Options. While the Program Guide is visible, press the DISPLAY button to see the Program Guide's Display Options.


On the Display Options screen, press the DOWN arrow once so "All" (to the right of "Channels") is highlighted. "All" is the current channel list and includes all available DIRECTV channels. Press RIGHT arrow twice to change the list to "Favorites," then press SELECT. "Done changing options" becomes highlighted. Press SELECT again and the Program Guide appears using your new, custom channel list!

Only channels in the Favorite Channels list now appear in the Program Guide. Use the UP and DOWN arrows to move around a bit on the new, customized Program Guide. When you are done, press the CLEAR button to hide the Program Guide, then press the CHAN UP button—notice it skips some channels now. CHAN UP/DOWN is also affected by the channel list; it only tunes to channels that are on the list. For in-depth information on channel lists, see pages 32 and 68.



The current channel list is shown here



 If you just got your Receiver and you do not see the program you are looking for in the list of programs, it may be because the Receiver is still gathering Program Guide data. A message near the bottom of the Search By Title screen will tell you how much data the Receiver currently has. The Receiver should be done collecting Program Guide data within 48 hours of finishing Guided Setup.

Tour Three: Find Your Favorite Programs and Set Up Recordings

You can always record a program you are watching by pressing the RECORD button on your remote control. What's more, if you have not changed the channel for a while, your Receiver will continuously add to your recording whatever part of the program it has already saved, up to thirty minutes. Your Receiver also provides many ways to quickly search large numbers of programs, find your favorites, and schedule recordings in advance. Even buying and recording Pay Per View events is quick and easy, without any need for you to make a phone call. What's more, if a program is part of a series, you can get a Season Pass to the series. A Season Pass records every episode of a selected program that airs on a given channel.

Search by Title

Press the TiVo button to see **TiVo Central™**. For this example, we'll get a Season Pass for The Simpsons. Press the DOWN arrow to highlight **Pick Programs to Record**. Press SELECT. The **Pick Programs to Record** screen appears. As you can see, there are many ways to search for a program. Since you know the program's title, highlight "Search by Title" and press SELECT. The next screen lets you limit your search to any of several categories, but for now, choose "All Programs" and press SELECT.

The next screen has a picture of an alphanumeric keypad. Notice the white box around the "A". Use the RIGHT, LEFT, UP, and DOWN arrows to move the box among the alphanumeric characters. Move it to "S" and press SELECT. A list of programs appears on the right side of the screen. Move the white box to "I" and press SELECT again. The list changes. TiVo searches through all available programs (usually, data for the next two weeks) to find those that begin with "SI," then lists those programs. This can be a great way to find a show if you are not sure of its full name.

If you make a mistake entering text, select DEL (onscreen) or press BACK on the remote. To clear all text, use CLR on the screen or press the CLEAR button. Enter letters until you see “Simpsons, The” in the list. Notice, the list alphabetizes without “A” or “The.” Press the RIGHT arrow until you move off the onscreen keypad and onto the list of programs. Press the UP or DOWN arrow to highlight “Simpsons, The” (if there is more than one, choose one), then press SELECT. The **Program Information** screen appears with a program description and options to set up a recording.

Highlight “Get a Season Pass,” and press SELECT. A screen appears to confirm your choice. Confirmation screens like this one help you make sure the Receiver is doing what you want. Press SELECT again, and you have a Season Pass to The Simpsons. (If you have already scheduled recordings, you may see a conflict screen. In that case, select “Don’t get this Season Pass.”)

To delete the Season Pass (of course, you can keep it if you like), press the TiVo button. Select **Pick Programs to Record**, then **To Do List**. All scheduled recordings appear on the **To Do List**. To cancel a recording, highlight the title and press SELECT. The **Program Information** screen appears. Select “Cancel/edit this Season Pass.” On the next screen, select “Cancel this Season Pass.” Press SELECT on the confirmation screen. The **To Do List** appears again; notice that The Simpsons is gone. Press LEFT arrow to return to **Pick Programs to Record**. LEFT arrow is often a quick way to return to a previous screen.

Pay Per View

You can order Pay Per View events using your remote control. Some events have dedicated channels that allow ordering more than 24 hours in advance, but for most events, pricing information becomes available within 24 hours before the event begins. Once that information is available, you can select and record the event as you would any other program. When you select an event, a special Pay Per View **Program Information** screen will appear with options to purchase it. For a complete description, see page 77.



If you have already scheduled some recordings, you may see a conflict screen when you try to schedule this Season Pass.




Tour Four: Finding New Programs

The DIRECTV and TiVo services are a great match. DIRECTV provides you with an incredible variety of top quality programs, while TiVo helps you search those programs to find what you want to watch, both old favorites and exciting new shows. In fact, finding new programs is easier than ever with features like TiVo Takes™, Network Showcases, TiVolution Magazine and TiVo's Suggestions™, all of which you'll find at **TiVo Central** by pressing the TiVo button on your remote control.

Network Showcases, TiVolution Magazine and TiVo Takes

Network Showcases list the best programs offered by television's biggest networks. These showcases group programs in theme packages, giving you one stop shopping convenience when browsing for programs to record. Packages include the biggest blockbuster movies, miniseries, hottest specials, hit series and shows from the greatest stars on TV. **Network Showcases** are updated several times each week.

TiVolution Magazine, a product of TiVo's independent editorial team, offers the latest, inside information about the best programs on TV. **TiVolution Magazine** keeps you up to date on the latest trends, hottest stars, and news from Hollywood. It includes theme packages—collections favorite talk shows, top soap operas, animation festivals, theme movie packages, holiday specials, children's programming, and sporting events—that help you find and record great shows, regardless of their time or channel.

TiVo Takes isn't on TiVo Central—it's an innovative, 30 minute, weekly program that brings you exclusive content and previews of the week's best upcoming shows. But **TiVo Takes** also has a groundbreaking new special feature: a TiVomatic™ icon () appears during the **TiVo Takes** previews. Whenever you see a TiVomatic icon (whether during **TiVo Takes** or during other previews on TV), simply press the SELECT button on your remote control. The Receiver automatically schedules a recording of the previewed program! You see it, you like it, you press select and you're

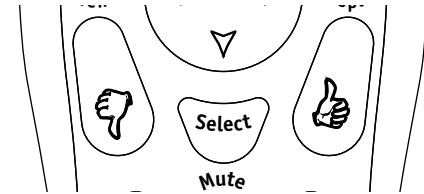
done! TiVo does the rest. You can get a Season Pass to **TiVo Takes** in **TiVolution Magazine** or by using **Search By Title**.

TiVo s Suggestions (Thumbs Up and Thumbs Down)

TiVo s Suggestions, which you can find by pressing the TiVo button on your remote control and then selecting **Pick Programs to Record**, is a personalized list of programs selected to match your preferences. How is this magic possible? Anytime you watch programs, live or pre-recorded, or browse programs with the Program Guide, you can rate them. If you like a program, press the green THUMBS UP button on your remote control. If you dislike it, press the red THUMBS DOWN. You can give a program up to three THUMBS, UP or DOWN. When you record a program that does not already have a Thumb rating, it automatically gets one THUMBS UP.

Your Thumb ratings then go into your personal TV preferences on your Receiver. Your preferences are used to find other shows you might like, but might not have known about. Programs TiVo finds for you are listed under **TiVo s Suggestions** in order of how closely they match your preferences. Over time, as you use the THUMBS buttons, **TiVo s Suggestions** get more accurate. As an added bonus, when the Receiver has extra space, it may automatically record some of **TiVo s Suggestions**. You will find them at the bottom of the **Now Playing** list, below programs you chose to record. **TiVo s Suggestions** only looks at programs on channels in the “Channels You Receive” channel list. (Most features under **Pick Programs to Record** use the Channels You Receive list.) For more information on channel lists, see page 68.

Try this out: go to live TV (press the LIVE TV/GUIDE button) and bring up the Program Guide (press LIVE TV/GUIDE again). Highlight a few programs and press a THUMBS button to rate them. Then press the TiVo button. From **TiVo Central**, navigate to **TiVo s Suggestions** (select **Pick Programs to Record**, then select **TiVo s Suggestions**). Has TiVo made any suggestions yet? If not, check again tomorrow. Most of TiVo’s Suggestions are created while you are not using the Receiver, so the biggest changes usually happen overnight.



2



The Receiver never deletes a show you requested in order to make room for a suggested program, and TiVo s Suggestions are always deleted first to make room for programs you schedule to record. For more information on TiVo s Suggestions, see page 56.



Your personal TV preferences are just that: personal. See TiVo s Privacy Policy, on page 123 for more information.





Tour Five: Now Playing

Your Receiver can record many hours of programming. (Enough to fill a slew of video tapes!) Fortunately, it also labels and organizes all those saved programs. As soon as the Receiver starts a recording, the program's title appears in **Now Playing**. To see **Now Playing**, press the TiVo button to go to **TiVo Central**, then select **Now Playing**.

Now Playing includes every program that is ready for you to watch. Programs you recorded are at the top of the list, in the order they were recorded. If some of **TiVo's Suggestions** have been recorded, they are listed below your programs. If your Receiver is brand new, **Now Playing** may not have programs yet. Your programs will start appearing here after they have been recorded.

You can start watching any program in **Now Playing** simply by highlighting it and pressing the PLAY button. Unlike using a VCR, **Now Playing** gives you instant access to all recorded programs, no need to keep track of timing or rewinding. To see a list of other options, press the SELECT button. (Press the LEFT arrow to return to **Now Playing**.)

An icon to the left of a program's title tells you the recording's current status. (For a summary of what these icons mean, see the inside back cover.)

Saving a program longer. Programs you choose to record are saved at least two days by default. To see options for saving a program longer, highlight the program's title in **Now Playing** then press SELECT or RIGHT arrow.

The **Program Information** screen appears. SELECT "Save until..." On the next screen, use the UP/DOWN arrows to highlight the date, then use the RIGHT/LEFT arrows to change it. When you are done, press SELECT.

Cool Things You Can Do

Never be late for your favorite programs

Working late? Stuck in traffic? No worries. No matter how late you get home—10, 20, or even 40 or more minutes into your favorite program, you can still start watching a recording from the beginning, right away. If you've set your Receiver to record your programs, when you get home they will be waiting for you in **Now Playing**. Even if a program is still recording, highlight its name and press PLAY and it will start playing from the beginning, while it finishes recording. And, you can fast forward through the boring parts, or press ADVANCE to instantly catch up to live TV.

Looking for good movies? Kids shows? Science fiction?

You can browse all the programs in a particular category and find shows you didn't know were on. From **Pick Programs to Record**, select “Search By Title,” then select the category you want to browse. At the next screen, use the remote to enter the number “0” (zero), instead of spelling the name of a show. A list of upcoming programs in the category you selected appears on the right. Because you entered a zero, the top of the list is visible (numbers are sorted before letters). Press the RIGHT arrow until the highlight is in the list. When you are ready, press CHAN DOWN to page down through the list. Press SELECT on shows you want to record.

Fill Now Playing with shows you like

Mark a show with three THUMBS UP, to indicate that you really like that show and others like it. Whenever there is space in **Now Playing** that you haven't specifically set aside for a program, one or more of **TiVo's Suggestions** will be automatically recorded.





See a good preview, record the show.

If you're watching live TV and a promo comes on for an upcoming program, you may see the TiVomatic™ icon () appear onscreen. Anytime you see that icon, pressing SELECT or THUMBS UP instantly sets up a recording for the upcoming program. You don't have to remember when the program is on—it will be automatically recorded and listed in **Now Playing**. The icon goes away in a few seconds, or you can press the CLEAR button to hide it. If you did not schedule a recording the first time you saw the TiVomatic icon, you can rewind until it is visible again.



Filter the Program Guide

Want to try something new for dinner tonight? It's easy to make the Program Guide show only a certain kind of program, for example, cooking shows.

To find cooking shows with the Program Guide, start by pressing the LIVE TV/GUIDE button to see the Program Guide. Press DISPLAY to see Display Options and then select "Choose Filter." When the list of categories appears, select "Lifestyles," then select the sub-category "Cooking." Display Options appears again and "Filtering" should now be "On." Select "Done changing options."



This time, when the Program Guide appears, it only shows channels that have cooking shows on within the next six hours. In addition, programs not about cooking are grayed out. You can try this with other category and sub-category combinations. To return the guide to its previous state, press DISPLAY again, then arrow down to "Filtering." Press RIGHT arrow to turn filtering off. Select "Done changing options." Your Program Guide shows all of your channels once again.

Make your television wishes come true with a WishList

Season Passes are one way to record a series of programs. Another way is with a WishList. What kinds of programs do you wish you could find? If they're on TV, chances are a WishList will find them. WishLists allow you to do things like find all upcoming movies starring a favorite actor, or all documentaries about a personal interest. If you're a sports fan, you can use a keyword WishList to record only games featuring your favorite team. For more information on WishLists, see page 46.

Make Season Passes that only record first run programs

You can make a Season Pass that will record new episodes, but skip reruns. At the **Program Information** screen, before you select "Get a Season Pass," press the RIGHT arrow to highlight "Options," then press SELECT. The **Recording Options** screen appears. **Recording Options** let you set things like whether a Season Pass will record only First Run programs, how long a program will be saved, the maximum number of Season Pass episodes to keep in **Now Playing**, and whether recordings should start early or end late. (For example, you might want the recording to end late if you are recording a sports program that may go into overtime). For details on **Recording Options**, see page 60.

Use the Overtime Scheduler (and don't miss overtime!)

Programs sometimes start before they're supposed to, and often end later than scheduled. You can pad your recordings to account for variations by using the Overtime Scheduler. You schedule recordings on the **Program Information** screen (described on page 57). To use the Overtime Scheduler, select "Options" on the **Program Information** screen. The **Recording Options** screen will appear. Together the "Start Recording" and "Stop Recording" options let you determine precisely when the recording will start and stop. For details on **Recording Options**, see page 60.



Save your place, or start watching from the beginning


Anytime you press a button to stop watching a recorded program (for example, the TiVo, LIVE TV or LEFT arrow buttons) your place is saved. To continue watching, highlight the program in **Now Playing** and press PLAY. The program resumes from right where you left it. While watching a recorded program, you can press ADVANCE once to go to the end of the program, or twice to go to the beginning.

The Clear Button

A good thing in an inconspicuous package, the CLEAR button may quickly become one of your favorites. While watching a program, want to clear everything else from the screen? Press CLEAR. Want to clear all the text you've entered at keypad and start again? Or have you typed in a channel number and then decided not to change the channel after all? Press CLEAR. Want to delete a program in **Now Playing**? Highlight it, and press CLEAR.



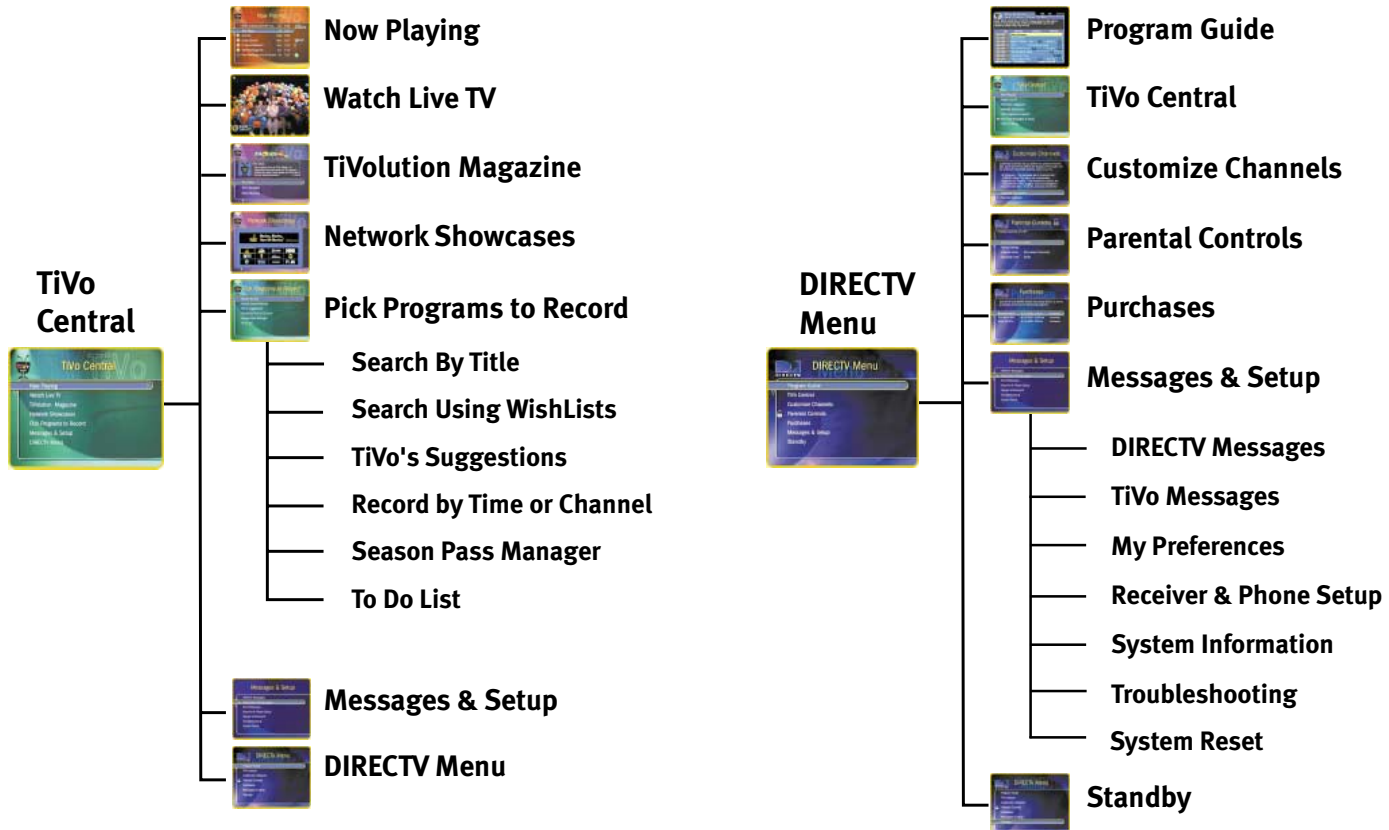
Listen to programs in a different language

Some programs have an alternate audio program in an additional language. For example, many programs available in English have alternate audio in Spanish. To find out if a program uses an alternate audio channel, and to switch to alternate audio, start by pressing the DISPLAY button to see the Channel Banner. If the alternate audio icon () is bright, you can listen to the program with an alternate audio track. Press the DOWN arrow to highlight the icon. Press SELECT to change the audio track. For more information, on the Channel Banner see page 35. For information on the alternate language preference, see page 83.

Play tunes

We won't name names, but people have been known to become addicted to playing little tunes with the sound effects of the TiVo button, the THUMBS and the FAST FORWARD. Just don't let your kids see you do it.

Screen Map



Live TV

- 30 **Watching Live TV**
- 32 **The DIRECTV Advanced Program Guide**
- 35 **The Channel Banner**
- 36 **Trick Play Features**
- 37 **The Status Bar**
- 38 **Music Channels**



Keep in mind that you can use your Receiver's remote to control the power, channel, volume and mute on your TV. For information on setting up your Receiver's remote control to control your TV, see the Installation Guide.



The DIRECTV Receiver with TiVo automatically saves up to 30 minutes of live TV. Each time you change channels, this saved information is cleared and the Receiver starts saving live TV again on the new channel.

Watching Live TV

Here are two ways to watch live TV:

- Press the LIVE TV/GUIDE button on your remote control.
- From TiVo Central, highlight “Watch Live TV,” and press SELECT. From the DIRECTV Menu, highlight “Program Guide,” and press SELECT.

To Change Channels

- Tired of channel surfing? Press the LIVE TV/GUIDE button to bring up the Program Guide. Then highlight a program in progress and press SELECT. (For more information on the Program Guide, see page 32).
- You can also change channels by pressing the numbers on your remote control. The channel automatically changes after a few seconds, or you can press ENTER/JUMP to make the change right away. If you make a mistake, press CLEAR to delete numbers you have entered. Use the ADVANCE/DASH button (⏩) for long channel numbers to separate the first three digits from other digits.
- Use the CHAN UP/DOWN button on your remote control to tune to channels on the current channel list. (For more information on channel lists, see “Customize Channels,” on page 68.)
- To jump back to the last channel you were on without entering any numbers, press ENTER/JUMP.

Recording a Live Program

To start recording a program while you are watching it, press RECORD. From the options that display, choose to begin recording. Select “More recording options” to see the **Program Information** screen and either get a Season Pass or change **Recording Options** (described on page 60). The recording will stop automatically when the program ends. You can stop it before that by pressing the RECORD button. A transparent screen will appear with a selection to “Stop the current recording.” You can also select a program in **Now Playing**, and then choose “Stop recording.”

Even when you are not recording a program, the DIRECTV Receiver with TiVo saves up to thirty minutes of live TV from the current channel. If you change channels, the Receiver loses what it has saved and starts saving again. When you start to record a live program, if the Receiver has saved a portion of that program, it adds what has been saved to the beginning of your recording.



As soon as the Receiver starts recording a program, you can find that recording by going to **TiVo Central** (press the TiVo button) and then selecting **Now Playing**.

The DIRECTV Advanced Program Guide

While watching live TV, the Program Guide shows you current and upcoming programs. You can use it to see what's on, change the channel, schedule a recording, purchase and/or record Pay Per View events when pricing information is available, alter Thumb ratings, or select a channel filter. The Program Guide has program information for up to the next two weeks.

To display the Program Guide, press the LIVE TV/GUIDE button. You can also select "Program Guide" from the DIRECTV menu. To hide the guide, press LIVE TV/GUIDE again or press CLEAR.

There are two styles of Program Guide: the DIRECTV Grid and the TiVo Live Guide. They provide similar information. The DIRECTV Grid is the default style. You can choose the one you prefer when you customize the Program Guide (explained on page 34).

Use the UP, DOWN, RIGHT and LEFT arrows to move through the Program Guide. Use CHAN UP/DOWN to page up or down. On the DIRECTV Grid, the FORWARD and BACK buttons jump through programming information 90 minutes at a time. On the TiVo Live Guide, FORWARD and BACK display the next or previous 30 minutes.

Changing channels. To change channels in the Program Guide, highlight a program in progress and press SELECT.

Recording a program. If the program is in progress, highlight it in the Program Guide and press RECORD. If the program is on later, highlight it and press RECORD or SELECT. If the program you have chosen is not a Pay Per View event, a transparent screen displays; select "Record this showing." ("More recording choices" displays the **Program Information** screen, described on page 57.) If you have chosen a Pay Per View program, the **Pay Per View** screen displays (described on page 77).

Thumbs rating, title, date, time the program airs, and other applicable information (rating, alternate audio, CC, Dolby Digital)

The DIRECTV Grid



Channel number and channel call letters

Display options (Push DISPLAY button to set)

Program description

Time slots

Program listings

Channel list and category filter currently in use



The following icons may appear beside programs in the Program Guide:



This appears beside Pay Per View events that are All Day Tickets.



This appears beside programs that are broadcast with Dolby Digital audio.



This appears beside programs that are broadcast in Letterbox format. (For a description of Letterbox format, see TV Aspect Ratio on page 84.)

3

The TiVo Live Guide



Current time

Selected channel

Programs during this time slot

Upcoming programs on the selected channel



By customizing the Program Guide, you can use it to display only program information you want to see. For example, you can use the movie filter to quickly check what movies are on, or use the Favorite Channels list to see information for only a select number of channels.



Customizing the Program Guide

Display Options. By customizing the Program Guide, you can choose to use either the DIRECTV Grid or TiVo Live Guide. You can also change the day and time displayed, select a channel list, and set it to filter program information by category. To customize the Program Guide, press LIVE TV/GUIDE to make it visible, then press DISPLAY to see **Display Options**. Highlight an option and then change it with the LEFT and RIGHT arrows. Save your changes by pressing DISPLAY again or LIVE TV/GUIDE. To discard your changes, press CLEAR.

- **Channels.** Select a channel list (“All,” “Channels You Receive,” or “Favorite Channels”) to use in the Program Guide. The default, “All,” displays all of the DIRECTV channels. Only channels that are on the list selected here will appear in the Program Guide, or when you use the CHAN UP/DOWN buttons. You can customize the “Channels You Receive” list to only include channels you receive, then select it here. The Program Guide and CHAN UP/DOWN buttons will only show channels you receive. For details on setting up a custom channel list and using it in the Program Guide, see Tour Two on page 16, and “Customize Channels” on page 68.
- **Day and Time.** Use the LEFT and RIGHT arrows to change the day or time displayed in the Program Guide.
- **Style.** Change the style of the guide to DIRECTV Grid or TiVo Live Guide.
- **Filtering.** Turn Program Guide filtering on or off.
- **Choose filter.** Choose a category with which to filter the Program Guide. When filtering is on, programs that do not fit the selected category appear grayed on the DIRECTV Grid until you highlight them. In addition, if a channel has no programs in the selected category within six hours of the time on the Program Guide, the DIRECTV Grid will not show that channel.

The Channel Banner

The channel banner appears at the top of the screen when you change channels or press DISPLAY, THUMBS UP, THUMBS DOWN or RIGHT arrow during a program. It disappears after a few seconds. You can set a preference (described on page 83), to decide how long the banner stays onscreen when you change channels. Press CLEAR or DISPLAY to hide the Channel Banner.

Use RIGHT arrow to cycle through three versions of the channel banner: small (with only the current time and channel), medium (adds the title, running time and ratings), and large (with a program description and icons for useful shortcuts).

Channel Banner Shortcuts. The large channel banner has five selectable icons. Each icon controls a different feature. To select an icon, use the UP and DOWN arrows to highlight it, then press SELECT.



Select to start a recording. This icon is dim when the Receiver is not recording a program, bright when it is.



Select to turn Dolby Digital audio on or off. If a live program includes Dolby Digital audio, this icon will be bright.



Select to choose an alternate audio track. Alternate audio usually changes the language. If alternate audio is available, this icon will be bright.



Select to display **Parental Controls**.

- If **Parental Controls** are off, this icon appears unlocked and dim.
- If they are on, it appears locked and bright.
- If they are on but temporarily disabled, it appears unlocked and bright.

For more information, see page 70.



If this icon is bright, you have new messages. Select to display **Messages & Setup**, where you can see either DIRECTV or TiVo Messages.



Pressing RIGHT arrow cycles through channel

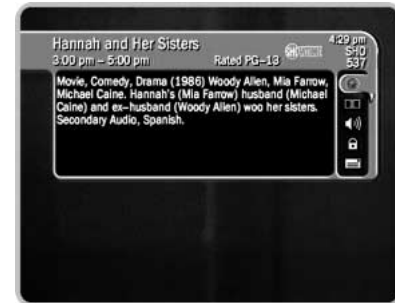
banner styles, from small...



...to medium...

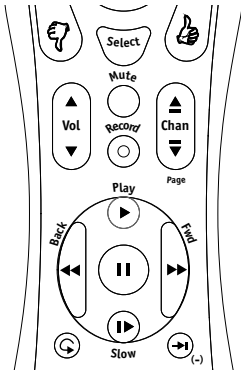


...to large.





The **INSTANT REPLAY** button has many uses but one of the most helpful is to compensate when you fast forward too far. Press **INSTANT REPLAY** to rewind eight seconds. Press it again if you really missed the mark. (You could rewind through a whole program using only **INSTANT REPLAY**!)



WARNING TO PROJECTION TV OWNERS!

Be careful about using the pause feature for long periods of time if you have a projection TV. Most projection TVs are sensitive and burn in still images very quickly. If you pause your program for too long, you may permanently damage your screen.

Trick Play Features

Part of the fun of TiVo are Trick Play features, like pause, fast forward, and rewind, that you can use in live TV. Of course, you can also use them during recorded programs.



Record: Records a program. You can press **RECORD** while watching a program in live TV, or if a program title is highlighted on the Program Guide.



Play: The program displays at normal speed and the Status Bar appears for five seconds.



Pause: Press the orange **PAUSE** button to freeze the current program. To resume play, press **PLAY** or press **PAUSE** again.



Back: Use the **BACK** button on your remote to view the program in reverse. Press **BACK** once, twice, or three times to go backward fast, faster, or fastest.



Forward (FWD): Use the **FORWARD** button on your remote to fast forward. As with reverse, pressing the **FORWARD** button repeatedly cycles through three speeds of fast forward.



Slow: Slows down the speed of the program.

Frame Back and Frame Forward: First press the **PAUSE** button. Then press either the **BACK** or **FWD** button to move a single frame. For continuous **Frame Back**, or **Frame Forward**, hold down the **BACK** or **FWD** button.



Advance: While watching live TV, immediately catches up to the current time. While watching a recorded program, press **ADVANCE** once to jump to the end of the recording, twice to jump to the beginning of the recording.




Instant Replay: Instantly shows the last eight seconds of the program again.

The Status Bar

When you press play, pause, fast forward or rewind, a Status Bar appears on the lower part of your screen. In live TV, the Status Bar represents one hour (notice the white tick marks every 15 minutes). In recorded programs, the bar shows the program's length.

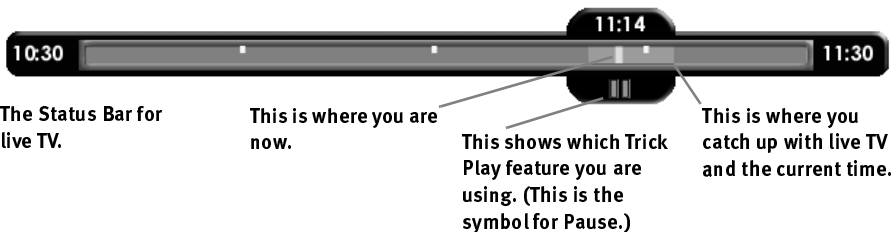
The green portion of the bar represents the part of the program saved by the Receiver. The Receiver automatically saves up to thirty minutes of live TV. Any unsaved part of the program is represented by black. You can use Trick Play features to move back and forward through the saved portion of a program.

A white, vertical line shows where you are in the recording. While watching live TV, the right edge of the green represents the current time. If there is green on the right side of the white line then you are behind live TV. (You are watching saved programming, not what is currently coming in from the satellite.) You can use the ADVANCE button (⏩) to catch up to live TV. An icon representing the Trick Play feature you are using appears beneath the bar.

 The CLEAR button hides the status bar, program guide, channel banner and anything else that is not part of the program.



Bongo the bear thinks the Status Bar is in very good taste.





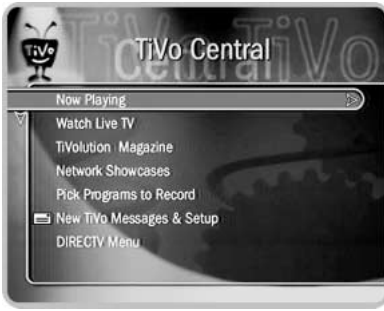
Music Channels

Some DIRECTV channels feature continuous music. You can tune to a music channel just as you would any other channel. You cannot record music channels or use Trick Play features—such as pause or rewind—on a music channel.

Music Channels have a special Music Banner that displays for five minutes when you first tune to them. You can bring the Music Banner back to the screen by pressing RIGHT arrow, or DISPLAY. The Music Banner is updated continuously as information comes in from the satellite. It may not always have complete information.

TiVo Central

- 40 **Now Playing**
- 42 **TiVolution Magazine**
- 43 **Network Showcases**
- 44 **Pick Programs to Record**



Here's a shortcut: To delete a program quickly, highlight it on the **Now Playing** list and press the **CLEAR** button. Press **SELECT** to confirm that you want to delete it.

Now Playing

All of the programs saved on your Receiver are listed by name in **Now Playing**. (No more searching through unlabeled videotapes!) The most recently recorded programs are at the top of the list. Programs appear on **Now Playing** the moment they begin recording; and you can watch any program in **Now Playing**, even one that is still recording. (Try that with a VCR!)

Any recorded **TiVo s Suggestions** appear beneath programs you have chosen to record. (For more information on **TiVo s Suggestions**, see page 56.) See the inside back cover of this guide for a description of the colored icons that appear to the left of each program title.

How long programs are saved. Programs you request are usually saved for at least two days. However, if you ask for a lot of programs to be recorded, there may not be enough room to save them all for two days. (The **Program Information** screen, described on page 55, shows how you can set the length of time that each program is saved.)

To watch a recorded program:

- From **TiVo Central**, select **Now Playing**.
- Highlight the program you want to watch and press **PLAY**. The program starts from either the beginning or from where you last stopped watching.

If, instead of **PLAY**, you press **SELECT** or **RIGHT** arrow while a program is highlighted, the **Program Information** screen appears. This screen provides a list of options you can take with a recorded show. (For more information about the **Program Information** screen, see page 57.)

Now Playing Options

As with any list of programs, highlighting a title in **Now Playing** and pressing SELECT or RIGHT arrow displays **Program Information** (described on page 57).

If the selected program violates a **Parental Control**, a padlock icon appears on this screen. If **Parental Controls** are on, the padlock is bright and locked; if **Parental Controls** are temporarily disabled, the padlock is dim and unlocked. (For more information, see page 70.)

This **Program Information** screen lets you start playing a program, delete a recorded program, stop a recording in progress, or take one of the actions described below. Pressing the LEFT ARROW always selects “Don’t do anything.”

Play or Resume playing. If you were playing the recording before but left it before it finished, you will have an option to “Resume Playing.” Resume Playing starts the program from the point you stopped watching.

Save until.... Takes you to a screen where you can specify how long to save your recording. To change the date when the program may be deleted, press the DOWN arrow until the date is highlighted, then press the RIGHT or LEFT arrows until the date you want appears. Press SELECT to return to **Program Information**.

Save to my VCR. Records a program from **Now Playing** to a videotape. (You cannot record a program from your VCR onto your Receiver.) Be sure you have a cable connected from the output of your Receiver to the input of your VCR before selecting this option. (See the *Installation Guide* for details on connecting your VCR to the Receiver.) Your VCR should be ready to record. When you press SELECT, a new screen will appear. Choose “Start saving from the beginning.” An information screen will display. Press the record button on your VCR. Your Receiver plays the program for your VCR with no banners displayed.



If you SELECT **Save Longer** or **Save Until Delete** (on the **Save Until...** screen), the Receiver will check to see if it has enough space. If another program you have scheduled to record needs that space soon, you will see a conflict screen asking you how you want to resolve the problem.



If you go on vacation, you can use **Save until...** to save the essentials until you get back.



Transfers happen to a VCR in real time. That is, if a program is two hours long, it will take two hours to transfer it to the VCR.



TiVolution Magazine

You'll always find something fun and unusual in TiVolution Magazine, TiVo's interactive guide to the best upcoming shows on television. The TiVo editorial staff scours the airwaves to find premieres, specials and offbeat gems, then makes it easy for you to record them from the TiVo's Spotlight section. Film fans will enjoy Leonard Maltin's reviews in the Movie Marquee area. Parents (and their kids) will find lots of family viewing fare in Totally TV. TiVolution Magazine is delivered fresh to your TiVo three times a week during the Receiver's daily phone call and brings you the latest information about the best programs on TV.

To explore **TiVolution Magazine** and schedule recordings:

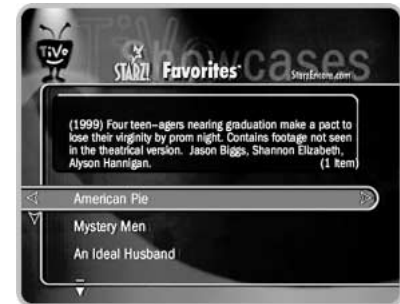
1. Press the TiVo button to see **TiVo Central**.
2. Select **TiVolution Magazine**. A list of theme packages appears.
3. There are probably more theme packages than will fit on one screen. You can use the CHAN DOWN button to see packages that are not visible at first. When you highlight a theme package, a short description of it appears at the top of the screen. Select a theme package. A list of themes appears.
4. Use the CHAN DOWN button to see themes that are not visible at first. When you highlight a theme, a short description of it appears at the top of the screen. Select a theme. A list of programs appears.
5. Use the CHAN DOWN button to see programs that are not visible at first. When you highlight a program, a short description appears at the top of the screen. Select a program to see its **Program Information** screen (described on page 57). If you receive a channel that carries the program, you can schedule a recording from **Program Information**. (The channel must also be in the Channels You Receive channel list. Channel lists are described under "Customize Channels" on page 68.) You can rate programs with Thumbs Up or Thumbs Down on this screen.

Network Showcases


Looking for the biggest shows on TV? TiVo's Network Showcases are your shortcut to the biggest events and most movies. Whether you're looking for a hit comedy or want to get the most from your subscription to the premium channels, Network Showcases offer you a quick, interactive way to get what you want. **Network Showcases** are updated several times weekly during the Receiver's daily phone call.


To explore **Network Showcases** and schedule recordings:

1. Press the TiVo button to see **TiVo Central**.
2. Select **Network Showcases**. A collection of Network Showcases appears.
3. All of the showcases may not fit on the screen. You can use the CHAN DOWN button to see showcases that are not visible at first. Each showcase is represented by a network logo. A white box appears around the highlighted showcase and the network logo displays at the top of the screen. Use the navigation buttons, RIGHT, LEFT, UP and DOWN, to highlight the showcase you want and then press SELECT. A list of themes in that Network Showcase appears.
4. Use the CHAN DOWN button to see themes that are not visible at first. When you highlight a theme, a short description of it appears at the top of the screen. Select a theme. A list of programs appears.
5. You can use the CHAN DOWN button to see programs that are not visible at first. When you highlight a program, a short description of it appears at the top of the screen. Select a program to see its **Program Information** screen (described on page 57). If you receive the channel that carries the program, you can schedule a recording from the **Program Information** screen. (The channel must also be in the Channels You Receive channel list. Channel lists are described under "Customize Channels" on page 68.) You can rate programs with Thumbs Up or Thumbs Down on the **Program Information** screen.





 **About Capacity:** With satellite broadcasts, the amount of recording space the Receiver needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. The space required for each show you record affects the total hours of recording capacity in your Receiver.

 **Most of the features under Pick Programs to Record (for example, Search By Name and TiVo's Suggestions) only look at programs carried by channels in the Channels You Receive channel list. (For more information about channel lists, see Customize Channels on page 68.)**

Pick Programs to Record

Finding programs. No matter how many channels you receive, your DIRECTV with TiVo Receiver helps you find the programs you want to watch. You can:

- Use the Program Guide to see upcoming programs and filter upcoming programs by category and sub-category. See page 32.
- Search By Title. Find a program by looking for its title, or create a list of upcoming programs that is filtered by a category and sub-category. See pages 45 and 18.
- Search Using WishLists. WishLists create lists of upcoming programs based on criteria you choose. See page 46.
- Browse TiVo's Suggestions. Based on your preferences, the TiVo Service suggests programs you might like. See page 56.
- Find programs in Network Showcases or TiVolution Magazine. See pages 42-43.
- Browse By Time or Browse By Channel. Browse through programs that air at a specified time or on a specified channel. See pages 53 and 54.

Recording programs. After finding a program, it's easy to schedule a recording. You can record an individual program or choose one of these options:

- Season Passes record every episode of a program on a specified channel. Season Passes and the **Season Pass Manager** are described starting on page 58.
- An auto-recording WishList saves every program a WishList finds. See page 51.
- A manual recording records a chosen time and channel and can be set to repeat once each week, every day, or just on weekdays or weekends. See page 55.

Programs you have scheduled to be recorded appear in the **To Do List**. (See page 64.) To watch recorded programs, select them in **Now Playing**. (See page 40.)

Search By Title

Use **Search By Title** if you are looking for a specific program and you know its name. You can also use **Search By Title** to see an alphabetized list of upcoming programs in a given category.

1. After selecting **Search By Title**, you have the option of limiting your search to a category of programs (such as movies or sports). This is useful if you just want to browse through a list of upcoming programs in a given category and/or sub-category. If you do not want to choose a category, select “All Programs.”
2. The next screen lets you type the title of the program you are looking for.

Use the arrow buttons on the remote to move around the keypad. Press SELECT on each letter of your program title. As you select letters, a list of programs appears to the right of the keypad. Continue entering letters until you see your program in the list. Programs are alphabetized in this list without “A” or “The.” For example, “The Simpsons,” is listed as “Simpsons, The” under “S” rather than “T.”

The list of program titles is sorted alphabetically. Numbers are listed before letters, so if you just want to browse through the whole list, starting from the top, enter a zero (“0”). (Use the number keys on the remote or select zero on the alphanumeric pad).

3. Use the RIGHT arrow to move the highlight to the program list.
4. When you find a program you want to record, highlight it and press SELECT to bring up the **Program Information** screen. (Described on page 57.)



Because the Search By Title list is alphabetized, you need to know the first word of the title in order to find the program. A Keyword WishList will find a program even if you only know one word of the title. For information on Keyword WishLists, see page 48.



Search Using WishLists

WishLists are an incredibly powerful feature that allow you to decide how you want to search for upcoming programs. You can search for programs with a favorite actor or director by creating an Actor or Director WishList. You can also create Category Only WishLists to find programs that fit into useful categories and sub-categories. Keyword WishLists allow you to search by any words or phrases you choose—the only limitation is that the words have to fit on the WishList screen.

For example, you could create a Category Only WishList by selecting the category “Movies” and subcategory “Action/Adventure.” You could then use it occasionally to look at a list of all upcoming action movies.

If you like action movies with Sean Connery, you could go a step further and create an Actor WishList for him, and then include the category “Movies,” and subcategory “Action.” This WishList would only find action movies if Sean Connery were in them.

With Keyword WishLists, you can go even further. For example, if you made a Keyword WishList to search for the phrase “James Bond,” the WishList would find any programs that included “James Bond” on the **Program Information** screen. By setting this WishList to auto-record, you would automatically collect James Bond movies in **Now Playing**.

Some WishLists are better suited to browsing than to recording. For example, you could create a Category Only WishList for the category “Themes” and sub-category “Documentary.” This WishList would find every upcoming documentary. Rather than record them all, you could just open the WishList occasionally to see a list of upcoming documentaries.

To make a WishList:

1. From “Search Using WishLists,” select “Create new WishList.”
2. Select a kind of WishList: Actor, Director, Category Only or Keyword/Title.

Actor or Director WishLists

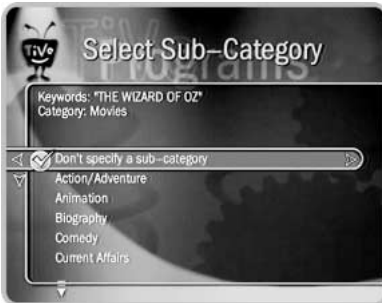
To make an actor or director WishList:

1. Spell the person's *last name* by using the arrow keys to move the selection box around the keypad and pressing SELECT to enter a highlighted letter. The CLEAR button on the remote deletes everything entered so far; the BACK button backspaces; FORWARD inserts a space.
2. As you select letters, a list of names appears to the right of the keypad. If you see the person's name, press RIGHT arrow until the highlight is in the list. Use the UP or DOWN arrow to highlight the name, then press SELECT or RIGHT arrow. The TiVo Service constantly updates the list with new names.

To use a name that is not on the list, enter the name in the format: "LAST NAME, FIRST NAME". When you are finished with the last name, select the comma on the keypad; a comma and a space following it will be added to the name. You must match the spelling of the name exactly. However, if the name includes a hyphen (e.g., "Zeta-Jones, Catherine"), replace the hyphen with a space ("Zeta Jones, Catherine"). When you finish, and the full name is spelled out on the right side of the screen, use the RIGHT arrow to highlight the name then press SELECT or RIGHT arrow.

3. You can add a category and sub-category to your WishList. For example, if you want movies with Harrison Ford, but not documentaries or talk shows, you could select the "Movie" category.





Keyword/Title WishList. You can create a Keyword WishList with one keyword or with several. If you enter more than one keyword, the WishList only finds programs that match *all* of your keywords. The TiVo Service checks for your keywords in the program’s title, description, actor, director, year and category information.

You may be surprised by some of the programs a Keyword WishList finds. For example, if you create a Keyword/Title WishList for the word “Fight,” it will find the movie “Fight Club,” but will not necessarily find every upcoming boxing match. It will find boxing matches that have the word “Fight” in their title or description information. (It will also search the actor, director and category and year information, but the word “Fight” is unlikely to be in any of those.)

One illustration of the power of Keyword WishLists is their ability to find specific individual programs. You can make a keyword WishList to find a single movie and then set it to auto-record if the program ever comes on DIRECTV. (The auto-record feature is described on page 51.) If you want to be sure the movie will record, give its WishList a high priority with the **Season Pass Manager**, described on page 63.


As an example of creating a Keyword WishList to find a specific program, you could make a WishList to find the 1986 remake of the science fiction classic, *The Fly*. The 1986 version starred Geena Davis, so if you only wanted to record that version, you could create a Keyword WishList that searched for the phrase “Geena Davis” and the word “Fly”. The keyword entry would look like this:

“Geena Davis” Fly

Quotes are around “Geena Davis” so only programs with that complete name will be found. This WishList not only finds a specific movie, but finds only one version of the movie. Alternatively, you could find the same program by creating a Keyword WishList that searched for the movie’s title and year. In that case, the keyword entry might look like this:

“The Fly” 1986

Some quick tips for creating keyword entries:

- To specify an exact phrase, surround a set of words with quotation marks (use the PAUSE key——to enter quotation marks). For example, “to be or not to be” would only find programs with that phrase in the program information, but would not find programs whose description included the words, “to,” “be,” “or,” and “not” (which could be a lot of programs!).
- If you want to include an exact phrase and additional keywords, there should be a space between the final quotation mark and the beginning of the next word.
- You can enter commas (,) by selecting the comma character on the alpha-numeric keypad.
- Hyphens (‘-’), slashes (‘/’) and periods (‘.’) should be replaced by spaces. For example, the title “20/20” would be found by a Keyword WishList looking for the keyword phrase “20 20”.
- Any other marks, such as apostrophes (‘ ’), asterisks (*) and ampersands (&), are ignored. For example, the “6 O’Clock News” would be found by a Keyword WishList looking for the keyword phrase “6 OClock News”.

To make a Keyword WishList:

1. Spell the keyword(s) by using the arrow keys to move around the keypad; press SELECT to enter letters. The CLEAR button on the remote deletes everything entered so far; the BACK button backspaces; FORWARD inserts a space. You can enter as many characters as will fit on the screen.
2. When you have finished, use the RIGHT arrow to highlight “Done creating keywords,” then press SELECT or the RIGHT arrow.
3. You can add a category and sub-category to your WishList. You do this in the same way you create a Category Only WishList, described on the next page.



Keyword WishLists are an excellent way to search for the title of a program that is not on in the next couple of weeks, but that you would want to record if it ever came on. For example, if you want to record *The Maltese Falcon* the next time it airs, create a Keyword WishList for the phrase *The Maltese Falcon*. Set the WishList to auto-record. (See page 51.) If you want to make sure the program will record, give the WishList a high priority with the *Season Pass Manager*. (See page 63.) The next time *The Maltese Falcon* comes on, your WishList will record it.



Category Only WishList. Not only can you add categories to other kinds of WishLists, you can also create a Category Only WishList. You can use categories to search for all kinds of things, from certain kinds of sports programs (for example, category “Sports,” sub-category “Tennis” finds all tennis programs); to finding programs with Dolby Digital audio (the “Audio & Video” category); to finding programs broadcast in a specific language (the “Languages” category); to finding lists of mini-series (the “Show Types” category).

To add categories to a WishList or make a Category Only WishList:

1. Highlight a category, then press SELECT or RIGHT arrow.
2. A sub-categories list displays. Highlight a sub-category, then press SELECT or RIGHT arrow. You can also select “Don’t specify a sub-category.”

Using WishLists. Selecting “Search Using WishLists” displays WishLists you have already created. It also presents the option to “View all upcoming WishList programs.”

- **View all upcoming WishList programs.** This selection displays a list of up to 20 upcoming programs from each of your WishLists. The list is divided to display programs found by each WishList. To record a program, select its title; you will see the **Program Information** screen, described on page 57.



As you browse upcoming program titles found by WishLists, remember that the **CHAN UP/DOWN** button pages quickly through lists.

To use, or delete a WishList, or change some of its settings, highlight it and press SELECT or RIGHT arrow. The next screen will include the following options:

- **View upcoming programs.** Searches through current program information and creates a list of up to 200 upcoming programs that match this WishList. To record a program, select its title; you will see the **Program Information** screen, described on page 57.

Auto-record WishList programs. If you select “Auto-record WishList programs,” every program the WishList finds will be automatically recorded. With the exception of sports programs, auto-recording WishLists do not record Pay Per View programs. The Receiver records sports programs if you have purchased them. (This allows you to buy DIRECTV SPORTS™ packages and set up a WishList to record your favorite team’s games.) If a show or episode of a show has already been recorded, it will not be recorded again for at least 28 days. If you have previously set a program to auto-record, this option changes to “Don’t auto-record programs,” and turns auto-recording off.

By default, WishList programs are not deleted for at least two days. However, if too many recordings are scheduled, the Receiver may have to delete the oldest recordings early to make room for new ones. If you find that your recordings are getting deleted before you have a chance to watch them, you may have to stop auto-recording a WishList or delete a manual Season Pass or Season Pass. (Manual Season Passes and Season Passes are described on pages 55 and 58, respectively.)



If you see too many programs when you select **View Upcoming Programs**, the WishList you are using is probably better suited for searching and browsing than for auto-recording.



If you create an auto-recording WishList with the category **Sports**, previews of Pay Per View programs may be recorded and appear on your Now Playing list. These will be marked as partial recordings on the Program Information screen. You will not be charged for such recordings.

If **Parental Controls** are on when you schedule an auto-recording WishList, the Receiver checks its current information for upcoming WishList programs (up to two weeks worth of information). If any program violates a **Parental Control**, the Receiver requires the current password before scheduling the WishList. Whenever **Parental Controls** are on, the correct password is required to view any program that violates a **Parental Control**, including any WishList program. For details on **Parental Controls**, see page 70.

When you set a WishList to auto-record, the TiVo Service checks for scheduling conflicts. The TiVo Service resolves scheduling conflicts by comparing recording priorities. You can easily change recording priorities with the **Season Pass Manager** (described on page 63).

- **Recording Options.** You can change options, such as how many WishList programs to keep at a time and how long to keep recorded programs, by highlighting “Auto-record WishList programs,” and then pressing RIGHT arrow, so that “Options” is highlighted. Press SELECT to see the **Recording Options** screen (described on page 60).

Record by Time or Channel

Three options, **Browse by Time**, **Browse by Channel**, and **Manually Record Time/Channel**, are available under **Record by Time or Channel**. Each option is described separately in the next few pages.

Browse by Time

Browse by Time lets you browse all programs on a particular day and time. For example, you can browse all the movies on Saturday night.

With **Browse by Time**, you can filter the list to see only programs on your Favorite Channels, or only programs in a particular category. To find a program:

1. Use the UP and DOWN arrows to select the day of programming that you want to see. Press RIGHT arrow to move the highlight to the time column.
2. Use the UP and DOWN arrows to select a time. The time will advance in half-hour increments.
3. Press SELECT to bring up the list of programs without leaving the time selector, or press RIGHT arrow to bring up the list of programs and move to the list at the same time.
4. When you find a program you want to record, highlight it and press SELECT to bring up the **Program Information**. (Described on page 57.)





Browse by Channel

Browse by Channel lets you browse through programs on a particular channel. After selecting **Browse by Channel**, you can choose to select a channel from the list of “All Channels” or from the list of “Favorite Channels.” The “All Channels” list includes all the channels DIRECTV provides. The “Favorite Channels” list includes any channels you have selected for it. (For information on customizing the lists of channels, see page 68.) After you have selected a list, the next screen lets you select a channel and day.

To find a program:

1. Use the UP and DOWN arrows to select the day of programming that you’d like to browse. Press RIGHT arrow to move the highlight to the channel column.
2. Use the UP and DOWN arrows to select a channel. You can also use the number keypad on the remote to type in a channel, then press ENTER/JUMP.
3. Press SELECT to bring up the list of programs without leaving the channel selector, or press RIGHT arrow to bring up the list of programs and move to the list at the same time.
4. When you find a program you want to record, highlight it and press SELECT to bring up the **Program Information**. (Described on page 57.)

Manually Record Time/Channel

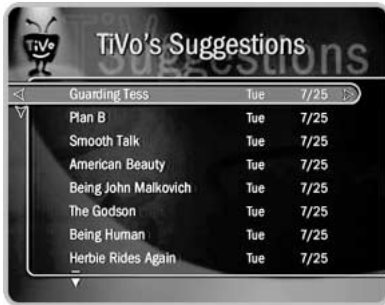
Manually Record Time/Channel lets you schedule a recording on a specific channel at a specific time, just as you would with a VCR. You can also create a manual Season Pass here by setting the recording to repeat every week, every day, or every weekday. To create a manual recording:

1. To choose the Recording Type, use the UP and DOWN arrows to select “One Time,” or “Repeating.” Then press RIGHT arrow.
2. To choose the day(s) for the recording, use the UP and DOWN arrows to change the current selection. If you chose “Repeating,” you can also choose to repeat the recording on a specified day of the week, on every weekday (select “Every M-F”) or every day (select “Every Day”).
3. To choose a channel, use the UP and DOWN arrows or enter a number from the number keypad. Press RIGHT arrow.
4. To set the hour, minute, and am/pm for the start and stop time, use UP/DOWN arrows to change the current selection. Press RIGHT arrow to move to the next step, LEFT arrow to move back.
5. To schedule the recording, press SELECT. A confirmation screen appears. The recording will be named with a “best guess” based on program guide listings for that time and channel. This will help you find your program later on the **To Do List** or **Now Playing**.



This feature is useful for times when you regularly want to record only a portion of a program. For example, if you only want to record the opening monologue of a talk show.





Only programs on channels in the Channels

You Receive channel list can be TiVo's Suggestions.

For more information on channel lists, see page 68.



Your personal TV preferences are just that:

personal. All that information is stored in the

Receiver, in your living room. See TiVo's Privacy

Policy, on page 123 for more information.

TiVo's Suggestions


The TiVo Service tries to make sure there is always something interesting on for you to watch. When you aren't using it, your Receiver is hard at work, sifting through upcoming programs to find things you might like. How does it know what you will like? It tries to predict your preferences based on Thumb ratings you have given other programs, and on the single THUMBS UP given to programs you choose to record. You can check **TiVo's Suggestions** occasionally to see what TiVo has found for you. The list of programs is ranked, so shows you are more likely to enjoy are near the top.

TiVo's Suggestions improve over time as you record and rate programs. The more you use the THUMBS buttons, the better TiVo's Suggestions become. You can use the THUMBS buttons while you are browsing **TiVo's Suggestions** or whenever you are:

- watching live TV or browsing through the Program Guide

- viewing a **Program Information** screen (for example, to schedule a recording)

- looking through a **Network Showcase** or **TiVoLution Magazine**

When there is empty space in **Now Playing**, the TiVo Service may record one of TiVo's suggestions for you. Suggestions are marked in **Now Playing** with a TiVo icon (). The Receiver never deletes a program you requested to make room for a suggestion. Instead, suggestions are deleted to make room for recordings you schedule. (A preference that prevents **TiVo's Suggestions** from recording automatically is described on page 83.) **TiVo's Suggestions** that have been recorded once will not record again for at least 28 days.

Program Information

Highlighting a program title and pressing SELECT displays the **Program Information** screen. The **Program Information** screen includes a brief description of the selected program. It also shows the program's start time, channel, duration, ratings, advisories, and other attributes.

If you have given a program a Thumbs rating, THUMBS UP/DOWN icons appear at the top of the **Program Information** screen. You can change the rating here by pressing THUMBS UP or THUMBS DOWN.

Ratings and Advisories. The Program Information screen shows ratings and advisories for the selected program. For a description of movie and television ratings, and of television advisories, see **Parental Controls**, starting on page 70. A movie may also have advisories, regardless of whether it has a rating. The following movie advisory codes may appear in parentheses after the description:

AC: Adult Content	SC: Sexual Content	N: Nudity
AL: Adult Language	MV: Mild Violence	BN: Brief Nudity
GL: Graphic Language	GV: Graphic Violence	RP: Rape

Other attributes. Other attributes may appear in parentheses after the description of a program. These may include genre information or technical notes such as CC (for closed captioning), Letterbox (which means the program is broadcast in Letterbox, a wide screen format) and Dolby Digital.



A Program Information screen



If the program title was part of a list, you can use CHAN UP/DOWN to see information for the next or previous program in the list. This way you do not have to return to Program Information to select the title of other programs. You can do this whenever you want to look through a number of programs.



If some Season Pass programs are not recording, you may need to change their priority with the Season Pass Manager. The Season Pass Manager is described on page 63.



If an episode has already been recorded and if the program data describes it correctly, a Season Pass will not record it again for at least twenty-eight days. The Receiver does this to avoid filling Now Playing with programs you have seen recently.

Season Passes. You can record individual programs that are part of a series, or use a Season Pass to record the whole series. A Season Pass means, “record every episode of this program that airs on this channel.” If the time and day of the program change, TiVo records at the new time and day.

By default, Season Passes will record a maximum of four episodes of a program. After that, the next episode recorded replaces the oldest one still saved. You can change the “Keep At Most” **Recording Option** to change the maximum number of episodes saved. (For more information on **Recording Options** see page 60.)

If you have scheduled too many Season Passes, the Receiver may have to delete the oldest Season Pass recordings early to make room for new ones. If your Season Pass recordings are getting deleted before you have a chance to watch them, you may have to remove some Season Passes.

If **Parental Controls** are on when you schedule a Season Pass, the Receiver checks its current information for upcoming Season Pass programs (up to two weeks worth of information). If any of these programs violate a **Parental Controls** setting, the Receiver requires the current password before scheduling the Season Pass. Of course, whenever **Parental Controls** are on, the correct password is required to view any program that violates a **Parental Controls** setting, including Season Pass programs. For details on **Parental Controls**, see page 70.

When you create a Season Pass, the TiVo Service checks for scheduling conflicts. Conflicts happen when you schedule more than one recording for the same time. The Receiver resolves conflicts by comparing recording priorities for Season Passes, WishLists and manual Season Passes. You can easily change recording priorities with the **Season Pass Manager**, described on page 63.

Actions you can take. The lower part of the **Program Information** screen shows actions you can take. Available actions vary depending on what kind of program is selected and whether or not the program is already recorded or scheduled to record.

- For actions you can take on programs that are scheduled to record (programs in the **To Do List**), see page 64.
- For actions you can take on Pay Per View programs, see page 77.
- For actions you can take on recorded programs (programs that are in **Now Playing**), see page 40.

If the program is not yet scheduled to record, you can take these actions:

- **Record this program/episode.** Schedules a recording of the current program. You can also use the RIGHT arrow to highlight “Options,” then press SELECT to change **Recording Options**. (For a description of **Recording Options**, see page 60.)
- **Get a Season Pass.** (Only available if the program is part of a series.) Select this to get a Season Pass for the program. You can also use the RIGHT arrow to highlight “Options,” then press SELECT to change Recording Options for the Season Pass.
- **View upcoming episodes/showings.** Displays a list of upcoming episodes/showings of the program on all channels. Programs in the list that are scheduled to record have a check mark (for an individual recording), a double check mark (for a Season Pass or manual Season Pass), or a star (for a WishList).
- **Don't do anything.** Returns to the previous screen without making changes. LEFT arrow selects “Don't do anything.”





Are two of your favorite programs on at the same time? You can create two Season Passes for the same time. Set the first one to record only First Run episodes; set the second to record every episode. Use the Season Pass Manager (described on page 63) to give the first one higher priority than the second. Voila! As long as the Program Information is correct, when reruns of the first program air, your Receiver will ignore them and record episodes of the second program.

Recording Options

This screen appears when you select “Options” on the **Program Information** screen. Some selections are only available for a *series* recording—a recording you schedule to happen more than once—such as a Season Pass, auto-recording WishList, or manual Season Pass. To change an option, highlight it and then use the RIGHT and LEFT arrows to cycle through available settings. When you are done, press SELECT to highlight “Record with these options.” Press SELECT again to schedule the recording. If you press LEFT arrow to leave the screen, your changes to Recording Options will be discarded. You can change the following options:

- **Keep At Most.** (Only available for a series recording.) This option sets the maximum number of programs to save as part of the series. The default is four. For example, if you have a Season Pass to *The Simpsons*, and do not change this option, the Receiver will never keep more than four episodes of *The Simpsons* in **Now Playing**. Instead, it will delete the oldest episode as it adds each new one. This is useful for news programs for which you only want the most recent episode, or children’s programs for which you may want to keep several episodes, but not fill up **Now Playing**.
- **Show Type.** (Only available for a series recording.) You can select “Repeats & first run,” or “First run only.” When correct program information is available, “First run only” records only new episodes of the program. This way your Receiver will not fill with old episodes if, for example, it finds a marathon broadcast of the show.
- **Keep Until.** (Only available for a series recording.) If you change this setting from “Space needed” (the default) to “Until I delete,” programs are saved until you delete them. If your Receiver fills up with programs marked “Until I delete,” it will stop making new recordings until you delete some old programs.
- **Keep At Least.** (Only available for an individual recording.) This option sets the minimum amount of time for the Receiver to keep a recording. The default setting is two days, except for Pay Per View events, which default to “Save until I delete.”

- **Start Recording.** Use this setting to start recording a program before its scheduled beginning. For example, to catch the first joke of a comedy series, you can set the Season Pass to start recording one minute early. The default is “On-Time,” but you can choose to start recording 1, 2, 3, 4, 5 or 10 minutes before the program is scheduled to begin.
- **Stop Recording.** Use this setting to stop recording a program after its scheduled end. For example, to continue recording for a while after the scheduled end of a sports event, in case it goes into overtime. The default setting is “On-Time,” but you can stop recording 1, 2, 5, 15, or 30 minutes, or 1, 1.5 or 3 hours after a program is scheduled to end.

Conflicts

The TiVo Service will help you resolve any scheduling conflicts. When you schedule a recording, the Receiver checks whether you have asked for another program to be recorded at an overlapping time. It also checks whether there is space available to complete the new recording and to save it for the length of time specified in **Recording Options**.

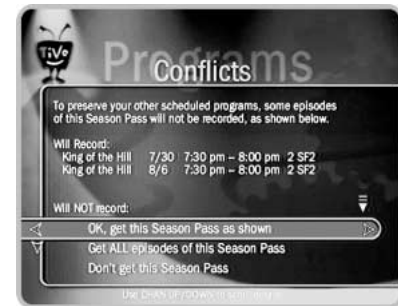
Conflicts Screens. If a conflict occurs while you are scheduling a program, a conflict screen shows you which programs are involved and offers options to resolve the conflict. If there is more information than will fit on one screen, you can use the CHAN DOWN button to see the next page. CHAN UP shows you the previous page.

If you are trying to create a series recording—such as a Season Pass, auto-recording WishList, or manual Season Pass—the conflict screen will include choices to:

- Only record programs in the series recording that do not conflict with other programs you have scheduled to record (i.e., give this series the lowest priority in the **Season Pass Manager**); or,



You can sometimes resolve recording conflicts by changing the Stop Recording or Start Recording options. For example, if you set a program to start recording one minute early, it may conflict with a recording of the program before it. To resolve the conflict, simply change the Start Recording option back to On Time.



- record all programs in the series recording (i.e., give this series the highest priority in the **Season Pass Manager**). If you record all programs in the series recording, other programs (shown on the conflict screen) will not be recorded.

Managing Conflicts. Here are some tips for managing recording conflicts:

- The Receiver gives each series recording—Season Pass, auto-recording WishList, or manual Season Pass—a priority. You may be able to resolve some conflicts by using the **Season Pass Manager** to change priorities. (See page 63.)
- If you have a lot of series recordings, some programs may be deleted sooner than you expect to make room for new recordings. You can solve this problem by deleting some series recordings. If you want to make sure a program won't get deleted, mark it "Save Until I Delete," in Recording Options.
- Some conflicts can be resolved with small changes to recording times. For example, if the first recording ends at 8:05 PM and the second begins at 8 PM, you can eliminate the conflict by removing the five minute overlap from the end of the first recording.
- If a single episode of a series recording conflicts with another program, you can select that episode in the **To Do List** (described on page 64), and change it independently of the rest of the series recording. For example, you may be able to resolve the conflict by using **Recording Options** to change the start or stop time of the single episode involved.

Season Pass Manager

Although you may never need to use the **Season Pass Manager**, if you want to control what happens when there are scheduling conflicts, the **Season Pass Manager** can help you. To see the **Season Pass Manager**, from **TiVo Central**, select **Pick Programs to Record**, then select **Season Pass Manager**.

Series Recordings. There are three kinds of series recordings: Season Passes, WishLists set to auto-record, and manual Season Passes. When two series recordings have programs scheduled at the same time, the one with the higher priority is recorded and the one with the lower priority is not.

For example, say you have a Season Pass to ER, and an auto-recording WishList for movies with Julia Roberts. The ER Season Pass records every Thursday from 10 PM to 11 PM. If a Julia Roberts movie airs on Thursday from 9 PM to 11 PM, the Receiver must choose which program to record. If the WishList has a higher priority and the Season Pass has a lower priority, the Julia Roberts movie will record, and the episode of ER will not record.

With the **Season Pass Manager**, you can easily change the priority order for series recordings to suit your preferences. To change the priority order of series recordings:

- Use the UP/DOWN arrow buttons to highlight a title of one of your Season Passes.
- Press RIGHT arrow to highlight the arrows to the right of the Season Pass title.
- Use the UP/DOWN arrow buttons on the remote to move the selected Season Pass up or down in the prioritized list.
- Press the LEFT arrow button to highlight the title of the Season Pass.

Edit or cancel a series recording. You can edit or delete a series (Season Pass, auto-recording WishList, or manual Season Pass) recording from the **Season Pass Manager**. Simply highlight the title recording and press SELECT. The **Program Information** screen for a series recording appears with options to edit or cancel/delete.



If you change the priority order of Season Passes, it may take the Receiver a few minutes to complete adjustments to your scheduled recordings.



Season Passes are marked in the To Do List with a double check mark, WishLists are marked with a star. We just love Season Passes and WishLists, don't you?

The To Do List

The **To Do List** shows all scheduled recordings. After setting up a recording, you can confirm that it is scheduled by checking the **To Do List**. Individual recordings have a single check mark to the left of the program title. Season Passes and manual Season Passes have a double check mark, and WishLists have a star. Season Passes with no upcoming episodes to record appear at the bottom of the list.

You can cancel or edit a scheduled recording from the **To Do List**. Canceling the recording of a Pay Per View event does not automatically cancel the purchase. You must cancel the purchase on the **Purchases** screen, described on page 76. To cancel a program, highlight the program title and press SELECT or RIGHT arrow to access the **Program Information** screen, described on page 57. You can take the following actions:

- **Change recording options.** Highlight “Record as planned,” then press RIGHT arrow to highlight “Options.” Press SELECT. The **Recording Options** screen, described on page 60, displays. If the program you selected is part of a Season Pass, changing **Recording Options** from the **To Do List** only makes changes for the selected episode and not for the whole Season Pass. Choose “Cancel/edit the Season Pass” to change options for all episodes.
- **View upcoming episodes/showings.** Displays a list of upcoming episodes/showings of the selected program. Programs scheduled to record have a check mark (for an individual recording), a double check mark (for a Season Pass or manual Season Pass), or a star (for a WishList). Highlighting a program and pressing RIGHT arrow or SELECT displays the **Program Information** screen.
- **Cancel this recording or Cancel only this episode/showing.** Cancels the recording of the currently selected program.

- **Cancel/edit the Season Pass.** Shows an information screen for the Season Pass. This screen shows how many programs the Season Pass has scheduled to record. From this screen you can cancel the Season Pass, view upcoming programs, or change recording options for the whole Season Pass.
- **Cancel/edit Manual Season Pass.** Lets you cancel or change recording options for a manual Season Pass.



View Recording History. This is an advanced feature for those who really want all the details. It is available as a selection on the **To Do List**, and displays a history of programs that have been deleted or have not recorded. Programs you requested that the Receiver will be unable to record are listed here as well.

Selecting a program displays a screen that explains how and when the program

was removed from **Now Playing**. If the program is scheduled for the future, you can select “More recording options” on this screen to reschedule it. The **Program Information** screen will display. (The **Program Information** screen is described on page 57.)



DIRECTV Menu

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Customize Channels

To see **Customize Channels**, press the MENU button on your remote control to go to the **DIRECTV Menu**.

When you first start using your DIRECTV Receiver with TiVo, the Program Guide displays all of the available channels from DIRECTV, including channels you may not receive. You can change the list of channels the Program Guide displays, and the channels shown when you press CHAN UP or CHAN DOWN. You do this by customizing a channel list and then selecting it in the Program Guide.

All Channels. There are three channel lists: All, Channels You Receive, and Favorites. The All channel list includes all of the available channels from DIRECTV and cannot be changed. DIRECTV occasionally offers promotions that let you view premium programming (such as HBO) that is not included in your subscription package. Using the All channel list, you can check upcoming programs on all the DIRECTV channels.

Customizable Lists. You can customize the Channels You Receive and Favorites lists. “Tour Two: The Program Guide” (on page 16) shows you how to customize the Favorites list and use it with the Program Guide. No matter which channel list the Program Guide displays, you can always tune to any available channel by using the number buttons to enter a channel number and then pressing ENTER/JUMP.

Channels You Receive. The Channels You Receive list starts with all of the available channels from DIRECTV, but you can set it to include only channels that are part of your subscription package. If your subscription package changes—for example, if you order a different programming package or if new channels are added to your existing package—you should alter Channels You Receive to reflect the changes. All of the features under **Pick Programs to Record** (for example, **Search By Name** and **TiVo s Suggestions**) only look at programs that are carried by channels in the Channels You Receive list.

Favorites. The Favorites list is for channels you watch frequently. We suggest you only include a few channels in this list. That way, you can use the Program Guide to quickly look at what’s coming up on your favorite channels.

To set up and use a custom channel list:

1. From the **DIRECTV Menu**, choose **Customize Channels**. The **Customize Channels** screen appears with the Channels You Receive and Favorites channel lists.
2. Select a list. A list of all available DIRECTV channels appears. A check mark appears on the left side of channels that are part of the selected list.
3. To remove or add a channel, highlight it and press SELECT. You can also choose “Add all channels,” or “Remove all channels,” at the top of the list. You can speed through the list by using CHAN UP/DOWN. You can also use the number keys on the remote control. Type in the channel number you want to see, then press ENTER to jump to that number.
4. When you’ve finished placing and removing checkmarks beside channel numbers, you’re done customizing the channel list. Your changes are saved automatically. You can press LEFT or RIGHT arrow to return to the **Customize Channels** screen.

To use the channel list:

1. Press LIVE TV/GUIDE to go to LIVE TV. Press the GUIDE button. The Program Guide appears. Press DISPLAY. Display Options appear.
2. Use the DOWN arrow to highlight the selection to the right of “Channels.” (The first time you do this, the selection will be “All.”) Use the RIGHT and LEFT arrows to choose the list you have customized, either Favorites or You Receive.
3. Press SELECT to highlight “Done changing options.” Press SELECT again to see the Program Guide. The Program Guide now shows only channels on the list you selected. In addition, CHAN UP/DOWN only tunes to channels on the list.





When Parental Controls are temporarily disabled, you can easily re-enable them by pressing the **POWER** button on the front of the Receiver. This puts the Receiver in standby mode. Wait a moment, then press the button again to take the Receiver out of standby. Parental Controls will be re-enabled.



If you tune to a locked program, a black screen displays. To watch the program, press **SELECT**, enter the password and press **SELECT** again. Parental Controls become temporarily disabled.

Parental Controls

There are two easy ways to find the **Parental Controls** screen. You can press the **MENU** button to see the **DIRECTV Menu**, and then select **Parental Controls**; or, while watching a program, you can press **DISPLAY** to see the large Channel Banner and then select the Channel Banner's padlock icon.

Parental Controls allow you to lock channels, set limits on ratings, channels, and on the amount of money spent on individual Pay Per View events. **Parental Controls** can be “On,” “Off,” or “Temporarily disabled.” When you first set up your Receiver, they are off. The padlock icon on the large Channel Banner (that appears when you press the **DISPLAY** button) and on the **Parental Controls** screen, changes to show the current state of parental controls.



(Icon is bright.) **Parental Controls are On.** Limits on viewing and spending cannot be exceeded without the correct password. The correct password is also required to change limits.



(Icon is bright.) **Parental Controls are Temporarily Disabled.** Any program or channel can be viewed, but the correct password is still required to change settings on **Parental Controls**. You'll need to enter the correct password to disable **Parental Controls**. To re-enable **Parental Controls**:

1. On the **Parental Controls** screen, select “Re-enable Parental Controls.”
2. Put the Receiver in standby mode, then take it out of standby mode. For information on standby mode, see page 80.

Parental Controls are also re-enabled if the Receiver loses power and then powers up again.



(Icon is dim.) **Parental Controls are Off.** You can view any programs or order any Pay Per View events without entering a password.

Turn on Parental Controls. The first time you select an item under **Parental Controls**, you are prompted to create a password. You must create a new password each time you turn on **Parental Controls**. To turn on **Parental Controls** and define a password:

1. Select “Turn on Parental Controls.” A **New Password** screen appears.
2. Use the numbers on the remote control to enter a four digit password. Press SELECT. The screen clears.
3. Enter the same password again for confirmation. Press SELECT. You will be returned to the Parental Controls screen. Parental Controls will be on and the padlock icon will appear bright and locked.

Channel lock. You can lock individual channels. A password is required to view any program on a locked channel. To lock or unlock channels:

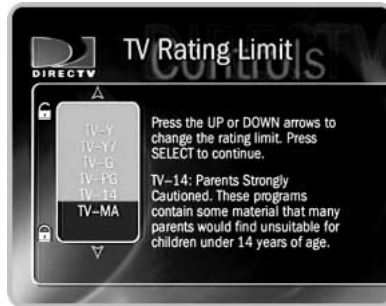
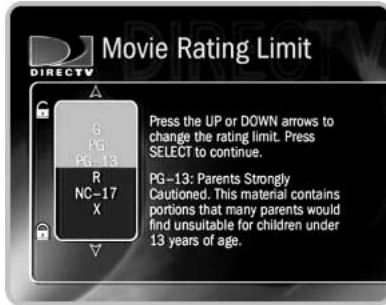
1. SELECT “Channel Lock.” A password screen appears.
2. Enter the password and press SELECT. If **Parental Controls** are off, you first set a new password, and then **Parental Controls** are turned on. A channel list appears with a padlock icon to the left of locked channels.
3. To lock or unlock a channel, highlight it and press SELECT. Use CHAN UP/DOWN to move through the list quickly. You can highlight a particular channel by entering its channel number. The highlight bar will move to that channel.
4. To return to the **Parental Controls** screen, press the LEFT or RIGHT arrow. Your changes are saved when you leave the screen.



Choose a password that is easy to remember but hard to guess. Write your password down in a safe place, in case you forget it. If you have turned Parental Controls off, you do not need to know a password to turn them back on.

5





Rating Settings. Movies that were originally meant for release to theaters and programs that are made for TV have different rating systems. You can use **Parental Controls** to set limits for both systems. A password will be required to view programs that violate the limits. For example, if you set the movie rating limit to PG-13, a password is required to view R, NC-17, X or NR (“Not Rated”) movies.

The Receiver treats movies rated “NR” (“Not Rated”) like the most restrictive movie rating, “X.” It treats TV shows with no rating like the least restrictive television rating, “TV-G.”

Television ratings sometimes include a content rating. For example, the television rating “TV-PG-V” includes the content rating “V” to indicate moderate violence. In addition to setting TV Rating limits, you can limit programs based on their TV content rating.

MPAA (Motion Picture Association of America) ratings, used for movies, are:

G: General Audiences. Most parents would find this material suitable for all ages.

PG: Parental Guidance Suggested. Parents may find portions of this material unsuitable for younger children.

PG-13: Parents Strongly Cautioned. This material contains portions that many parents would find unsuitable for children under 13 years of age.

R: Restricted. This material is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17.

NC-17: Adult Content. This material contains intense, disturbing, or graphically portrayed themes or content that are not suitable for viewing by children under 17.

X: (Not a current MPAA rating.) Explicit Sexual Content. This material contains explicit sexual content and is intended to be viewed by adults only.

NR: (Not Rated) This program has not been rated.

Ratings used for television programs are:

TV-Y. All children. This program is designed to be appropriate for all children. Whether animated or live action, the themes and elements in this program are specifically designed for a very young audience, including children from ages 2-6. This program is not expected to frighten younger children.

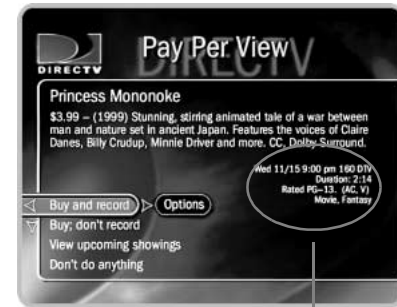
TV-G. General audience. Most parents would find this program appropriate for all ages. Although this rating does not signify a program designed specifically for children, most parents may let younger children watch this program unattended. It contains little or no violence, no strong language and little or no sexual dialogue or situations.

TV-14. Parents strongly cautioned. This program contains some material that parents would find unsuitable for children under 14 years of age. Parents are strongly urged to exercise greater care in monitoring this program and are cautioned against letting children under the age of 14 watch unattended. This program contains one or more of the following: intense violence (V), intense sexual situations (S), strong coarse language (L), or intensely suggestive dialogue (D).

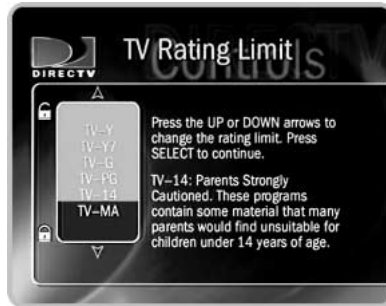
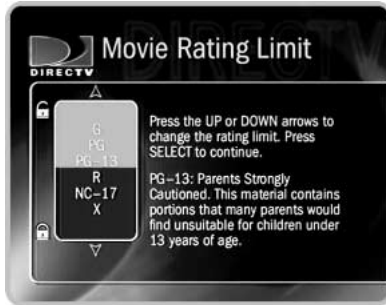
TV-Y7. Directed to older children. This program is designed for children age 7 and above. Themes and elements in this program may include mild fantasy or comedic violence, or may frighten children under the age of 7. Programs where fantasy violence that may be more intense or more combative than other programs in the TV-Y7 category are designated TV-Y7-FV.

TV-PG. Parental guidance suggested. This program contains material that parents may find unsuitable for younger children. Many parents may want to watch it with their younger children. The theme itself may call for parental guidance and/or the program contains one or more of the following: moderate violence (V), some sexual situations (S), infrequent coarse language (L), or some suggestive dialogue (D).

TV-M. Mature audiences only. This program is specifically designed to be viewed by adults and therefore may be unsuitable for children under 17. This program contains one or more of the following: graphic violence (V), explicit sexual activity (S), or crude, indecent language (L).



Ratings, advisories, and other attributes.



To set movie, TV or TV content rating limits:

1. From **Parental Controls**, select “Rating Settings.” A password screen appears.
2. Enter the password and press **SELECT**. If **Parental Controls** are off, you are asked to create a new password. **Parental Controls** will then be on.
3. Select the kind of limit you want to change (Movie, TV or TV Content).
4. If you selected “Movie Rating Limit” or “TV Rating Limit,” the next screen shows a red and green box containing all potential ratings. Ratings in green are not locked; ratings in red are locked. Use the **UP** and **DOWN** arrows to adjust which ratings are locked and unlocked. Your changes are saved automatically. Press **SELECT** or **LEFT** arrow to return to **Parental Controls**.

If you selected “TV Content Ratings,” the next screen provides a list of five content ratings. A padlock icon appears to the left of locked content ratings. If a content rating is locked, any program that includes that rating will be locked. To lock or unlock a content rating, highlight it and press **SELECT**. Your changes are saved automatically. Press **RIGHT** or **LEFT** arrow to return to **Parental Controls**.

Spending limit. You can limit the amount that may be spent on a single Pay Per View event. When **Parental Controls** are on, a password is required to purchase any event that exceeds the limit. To set the spending limit:

1. Select “Spending Limit.” A password screen appears.
2. Enter the password and press SELECT. If **Parental Controls** are off, you are asked to create a new password and they are turned on.
3. The **Spending Limit** screen appears. Use the number buttons on the remote control to enter a spending limit.
4. Press SELECT to save your changes and return to **Parental Controls**, or press LEFT arrow to discard your changes and return to **Parental Controls**.

To change the password for Parental Controls (while Parental Controls are on).

1. Select “Change Password.” A password screen appears.
2. Enter the password and press SELECT. The **New Password** screen appears.
3. Use the number buttons on the remote control to enter a new four digit password. Press SELECT. A confirmation screen appears.
4. Enter the new password again and press SELECT to return to **Parental Controls**.

To temporarily disable Parental Controls.

1. Select “Temporarily disable Parental Controls.” A password screen appears.
2. Enter the password and press SELECT. **Parental Controls** are disabled.

To turn off Parental Controls.

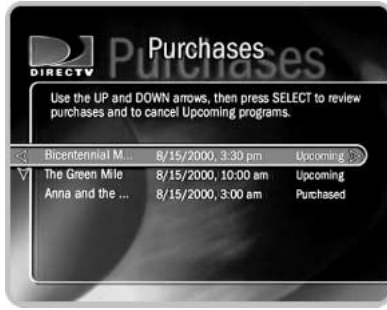
1. Select “Turn off Parental Controls.” A password screen appears.
2. Enter the password and press SELECT. **Parental Controls** are turned off. When **Parental Controls** are turned off, the password is deleted.




If you set the spending limit to zero (0), Pay Per View programs cannot be purchased without entering the correct password.



When Parental Controls are turned off, the password is deleted. You may prefer to **Temporarily Disable Parental Controls** so that another person in your household does not choose a new password.



 If you purchase a Pay Per View event, you are charged for it if the Receiver tunes to the event's channel while the event is on. (This includes tuning to the channel briefly, for example, while channel surfing.) The Receiver must tune to an event's channel to record, so if you record a Pay Per View event you will be charged for it, even if you do not watch the recording.

Purchases

To see the **Purchases** screen, first press the MENU button to see the **DIRECTV Menu**, then select **Purchases**. The **Purchases** screen displays a list of all DIRECTV Pay Per View programs you have purchased, along with their date and time. Each program in the list is also marked either “Upcoming,” “Purchased,” “Canceled,” or “Unviewed.”

- **Upcoming.** These programs are scheduled to be purchased but have not aired yet. You have not yet been charged for them. You can cancel upcoming purchases by selecting them. The **Purchase Info** screen, described below, will appear.
- **Purchased.** These programs have been viewed. You were charged for them.
- **Canceled.** Purchase of these programs was canceled before the programs aired. You were not charged for them.
- **Unviewed.** These programs were scheduled to be purchased but were not viewed and not recorded. You were not charged for them.

Purchase Info. The **Purchase Info** screen shows a selected Pay Per View event's date, time, channel and purchase price. You can cancel upcoming purchases on this screen. Canceling a scheduled Pay Per View recording in another place—for example, the **To Do List**—does not cancel the purchase. You must cancel the purchase from the **Purchases** screen. To see **Purchase Info**, highlight a program title and press SELECT or RIGHT arrow.

To cancel an upcoming purchase:

- On the **Purchases** screen, highlight an upcoming purchase and press SELECT or RIGHT arrow. The **Purchase Info** screen appears.

- Select “Cancel this purchase.” A confirmation screen appears.
- Press SELECT. The purchase is canceled. You return to the **Purchases** screen. If you cancel a purchase that is scheduled to record, the recording is also canceled.

Pay Per View

Your DIRECTV Receiver with TiVo makes buying and recording Pay Per View events a snap. You can order them when they are promoted on live TV, or order them during a search for programs. You can order them to watch, or to be recorded. And the whole transaction can be handled using your remote control.

If you purchase a Pay Per View event but do not request a recording of it, you are not charged for it unless you tune your Receiver to the event’s channel during the event. This means that if you buy an event but are not home while it is on—and your Receiver is not tuned to the channel carrying the event—you will not be charged for the purchase. You are always charged for a purchase that is recorded.

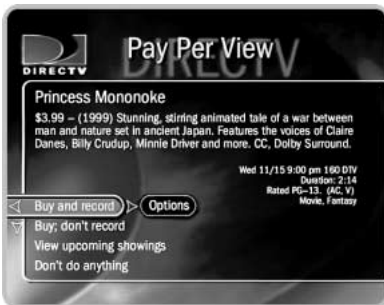
The **Purchases** screen keeps a record of all your Pay Per View purchases. You can also go to the **Purchases** screen to cancel purchases of Pay Per View events that have not yet aired. The **Purchases** screen is described on page 76.

Ordering from live TV. While watching live TV, you may see a promotion for a Pay Per View event, including instructions to press SELECT for ordering information. If you press SELECT, you will see the **Program Information** screen for Pay Per View.

If the promotion happens when you are not caught up to live TV, a small message that says “Press Select” and “Next Showing” will appear. If you press SELECT, you will see the **Program Information** screen for Pay Per View. If you don’t want the program, you can press CLEAR to remove the message.



If a Pay Per View program exceeds spending or rating limits you have set with Parental Controls, a password will be required to purchase it. For more information on Parental Controls, see page 70.



Program Information for Pay Per View. When you order a Pay Per View event from live TV, or select a Pay Per View event in **Pick Programs to Record** or the Program Guide, you see the **Program Information** screen for Pay Per View. Options on the **Program Information** screen vary, depending on whether the event selected is currently showing, is already scheduled to record, or is currently available to be purchased through the Receiver. Though some events have dedicated channels that allow ordering more than 24 hours in advance, you usually cannot use the Receiver to purchase a Pay Per View event more than 24 hours before the event airs.

- **Purchase & record info.** If the Receiver does not have purchase information—such as the price of the Pay Per View event—immediately available, it can do a short check for it. If the Receiver gets purchase information, the event will become available to purchase and record. To check for purchase information the Receiver must briefly tune to a special channel. If you are recording a program, checking for pricing information this way may create a short skip in the recording. The skip is usually less than two seconds but may be up to ten seconds long. The Receiver provides a confirmation screen so you can avoid such a skip by choosing not to check for purchase information.

If the Receiver finds purchase information by tuning away, the **Pay Per View** screen will be refreshed with the new information and you will have the option to purchase the program. If the Receiver cannot find purchase information, you will be informed that purchase information is not available.

- **Buy and record.** When you select this option, the Pay Per View event is purchased and a recording of it is scheduled on the **To Do List**, described on page 64. A verification screen appears describing any scheduling conflicts. If you verify that you want to buy and record the event, a second screen confirms the purchase. You can select “Options,” to the right of “Buy and record,” to change **Recording Options** for the Pay Per View event. **Recording Options** are described on page 60.

- **Buy; don't record.** When you select this option, you purchase the Pay Per View event. A verification screen appears with a description of any scheduling conflicts. If you verify that you want to buy and record the event, a second screen confirms the purchase.
- **View upcoming showings.** Press SELECT to display a list of upcoming showings for the program. Highlighting one of these showings and pressing RIGHT arrow or SELECT displays the **Program Information** screen for that showing. LEFT arrow from the list returns to the previous screen.
- **Watch Now.** Available if the program has been purchased and is currently playing.
- **Review/cancel purchases.** The **Pay Per View** screen includes this option if you have already purchased a program. Selecting “Review/cancel purchases” displays the **Purchases** screen, where you can cancel any purchases you have not yet watched or recorded. The **Purchases** screen is described on page 76.
- **Record as planned.** Available if you already scheduled the program to record. Selecting this leaves the **Pay Per View** screen without making any changes.
- **Cancel this recording.** Available if the program has been purchased and is being recorded. Selecting this option cancels the recording. (Because the Receiver began recording the program, you will still be charged for the purchase.)
- **Continue recording.** Available if the program is already recording. Selecting this option leaves the **Pay Per View** screen without making any changes.





Standby

You can put your Receiver in standby mode by selecting “Standby” from the DIRECTV menu, or by pressing the STANDBY button on the front of your Receiver. Putting your Receiver in standby mode does the following:

- The lights on the front of the Receiver go out and it shows a black screen on your TV.
- If you have temporarily disabled Parental Controls, standby mode enables them again.
- While in Standby mode, the Receiver will not tune to previously ordered Pay Per View programs unless you have them scheduled to be recorded.
- Programs that are recording or scheduled to record (i.e., any programs in the **To Do List**) will record in standby mode.

To turn off standby mode, press the TiVo button on your remote control, or press the STANDBY button on the front of the Receiver.

Standby mode and local channels. If you have an antenna or receive cable service in addition to DIRECTV® programming, you may have it connected to your Receiver’s RF input. In this case, standby mode lets you watch channels received by your antenna or cable. However, you won’t be able to use the TiVo Service with those channels. (For example, you cannot make Season Passes for those programs.)



For details on how to program the remote control to work with your TV and AV equipment, see the **Installation Guide**.

Messages & Setup

82 Messages from DIRECTV & TiVo

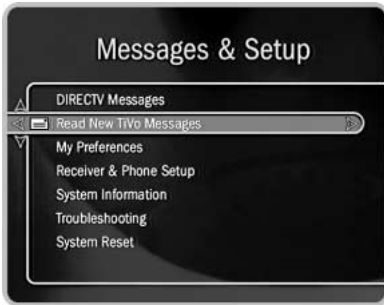
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Messages from DIRECTV & TiVo

From time to time DIRECTV and TiVo may send you messages about upgrades to your service and other important notices. These messages are important, useful and easy to get to—we made them that way because we really want you to read them.

When you receive a new message, a message icon () appears on the Channel Banner, in the **DIRECTV Menu** and in **TiVo Central**.

To read a message:

1. From the DIRECTV Menu or TiVo Central, select “Messages and Setup.”
2. Select either “Read New DIRECTV Messages” or “Read New TiVo Messages.” (If you do not have new messages, these menu choices will just be “DIRECTV Messages,” and “TiVo Messages.”)
3. Select the message you want to read.

Use the CHAN DOWN button to see text that does not fit on the screen. When you are finished reading a message, select “Done,” or “Delete Message.”

Selecting the message icon in the Channel Banner will take you to:

- **Messages & Setup** if there are no messages or if there are new messages from both DIRECTV and TiVo. Select either “Read New DIRECTV Messages” or “Read New TiVo Messages.” (If you do not have new messages, these menu choices will just be “DIRECTV Messages,” and “TiVo Messages.”)
- **DIRECTV Messages** if there are only new messages from DIRECTV. You can then select the message you want to read.
- **TiVo Messages** if there are only new messages from TiVo. You can then select the message you want to read.


My Preferences

To see **My Preferences**, press the TiVo or MENU button, and then select **Messages & Setup** and then **My Preferences**. **My Preferences** are your personal preferences—you change them to make the Receiver work more to your liking.


Channel Banners

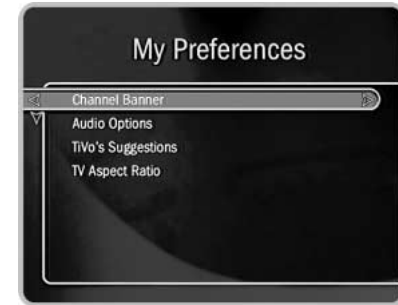
Normally, when you change channels, a Channel Banner displays for a few seconds. If you want the channel banner to disappear sooner, select “Clear banner quickly.”

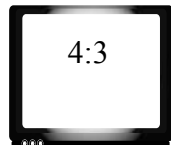
Audio Options

Dolby Digital. This sets your Receiver’s default to automatically record and output Dolby Digital audio whenever a program includes it. You should do this if you have the digital output of your Receiver connected to an audio/visual system equipped with Dolby Digital decoding. If you are watching a program with Dolby Digital audio, you will not hear the Receiver’s sound effects (tones played when you press buttons on the remote). You can change to Dolby Digital audio for individual programs that include it by selecting the Dolby Digital icon () in the Channel Banner. (See page 35.)

Sound Effects Volume. Allows you to change the volume or turn off your Receiver’s sound effects (tones played when you press buttons on the remote). The default setting is Medium. Sounds effects are not currently available from the Receiver’s digital audio output.

Audio Language. This sets your Receiver’s default to automatically play the sound track in the language chosen, if that language is available. If the language you choose here is not available, the program’s default language is used. When programs include alternate audio tracks (alternate audio usually provides the sound track in a different language), you can change the audio track for individual programs by selecting the Alternate Audio icon () in the Channel Banner. (See page 35.)





Standard Screen



Wide Screen

TiVo s Suggestions

Selections on this screen let you turn automatic recording of TiVo's Suggestions on or off. When automatic recording is on, TiVo's Suggestions record onto free disk space. Programs you have recorded or scheduled to record will never be deleted to make room for TiVo's Suggestions. If space is needed to save programs you have scheduled to record, TiVo's Suggestions are the first things to be deleted. When you first set up your Receiver, automatic recording of **TiVo s Suggestions** is turned on. For more information on **TiVo s Suggestions**, see page 56.

TV Aspect Ratio

Selections on this screen let you choose one of two settings, the default "Standard Screen - 4:3" or "Wide Screen - 16:9." If you have a normal television, you should leave this setting at the default. If you have a wide screen set, select "Wide Screen - 16:9." Doing this allows programs transmitted in a wide screen format to fill the wider screen. If you are unsure of the correct setting, leave it at the default "Standard Screen - 4:3." If this is the wrong setting for your television, programs in wide screen format may appear 'squashed' horizontally—people would seem very tall and thin.

Movies are generally made in a wider format than standard television images. Movie images on television deal with the difference in one of the following three ways:

Standard or Pan-and-Scan. The edges of the movie are carefully edited to make it fit the television format. This format is unaffected by the TV Aspect Ratio setting.

Letterbox. The full width of the movie image is displayed. On standard TVs, this leaves a black margin on the top and bottom of the image. Some wide screen TVs can eliminate the margins and make Letterbox fill the screen. (See the owner's manual for your wide screen TV.) This format is unaffected by the TV Aspect Ratio setting.

Anamorphic. This method allows the Receiver to choose how to display the image. If TV Aspect Ratio is set to "Wide Screen," the Receiver displays a wide screen image. If TV Aspect Ratio is set to "Standard," the Receiver displays a Letterbox image.

Receiver & Phone Setup

Options under **Receiver & Phone Setup** affect the basic functioning of the Receiver. Most of these settings were established before or during Guided Setup and you may not ever need to change them.

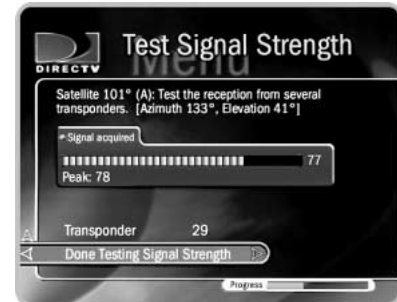
Satellite Dish Setup

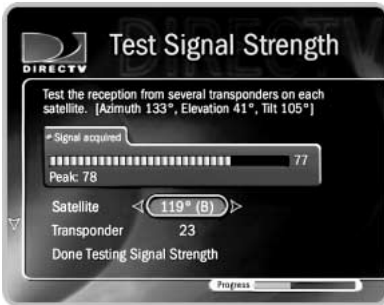
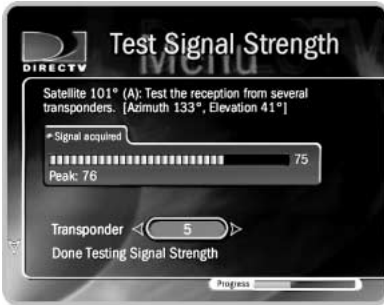
If you have a loss of signal and wish to diagnose the problem, or you need to re-point your satellite dish, or if you add additional equipment, you can select this to reconfigure your satellite dish setup.

Test Signal Strength. This screen shows approximate pointing information for your satellite dish. You can also use this screen to check the strength of the signal received from each transponder on a selected satellite dish. It shows you the signal strength from individual transponders one at a time. To be sure you receive all of your channels, you should check signal strength on all transponders.

A transponder is a piece of radio equipment on a satellite. DIRECTV transponders receive information from DIRECTV and rebroadcast it to your satellite dish. Different channels are rebroadcast by different transponders, and different satellites have different numbers of transponders.

Note: You can check signal strength while you adjust the pointing of your satellite dish. The signal strength meter on this screen provides audio feedback—a tone that becomes higher pitched as the signal gets stronger. You may be able to turn the volume on your TV up so you can hear the tone while you adjust the position of your satellite dish. Alternatively, you might have someone watching the signal strength meter and then reporting through a cell phone or walkie-talkie to the person who is adjusting the satellite dish.





When you first come to this screen, it shows signal strength for the transponder that carries the current channel. If you are having trouble with a specific channel, tune to that channel, then come to this screen to check the signal for that transponder.

- To change the transponder, use the UP arrow to highlight the transponder number. Press the RIGHT or LEFT arrow to change the transponder number. It is best if each transponder has a signal strength above 60.

If you have an Oval, 2 or 3 satellite dish, you can check the signal strength from transponders on each satellite.

- To change the selected satellite, press the UP arrow until the satellite number is highlighted. Press the RIGHT or LEFT arrow to change the satellite.
- Press the DOWN arrow to highlight the transponder number, then press LEFT or RIGHT arrow to check the signal on different transponders.

If your signal strength is low, see “Satellite Signal Troubleshooting,” on page 6.

Satellite Dish Guided Setup. After selecting this, you need to enter a safety code (press THUMBS DOWN three times, then press ENTER). This option lets you repeat Satellite Dish Guided Setup. For more information, see page 3.

Reset Satellite Information. Only use this feature if directed to do so by a professional installer or a DIRECTV customer service representative. In most cases, you can use Satellite Dish Guided Setup, rather than this option.

Phone Connection

The Receiver makes a daily call to communicate with the DIRECTV® and TiVo Services, so a telephone line should be connected to it, as described in the *Installation Guide*. The Receiver makes a brief daily phone call to get updates to the TiVo Service, TiVo Magazine, and Network Showcases, and for Pay Per View functionality. You can see details of the daily call on the **Phone Connection** screen, including the time of the last successful call and last call attempt, and the status of the last call.


Underneath the call details are the menu options **Change Dialing Options**, **Make Test Call** and **Make Daily Call Now**. If your area code has changed and/or you need to choose a different dial-in number, you will need to change your dialing options. You should make a test call after any changes to your dialing options.

Make Test Call. After selecting **Make Test Call**, the **Test Phone Connection** screen will display and the call will start automatically. When the call has finished, press SELECT to continue.

Make Daily Call Now. Under normal use, you do not need to make the daily call manually. However, for troubleshooting or other unusual circumstances, you may wish to use this option.

After you start the call, the status indicator reads “Starting Up.” The status will update as it cycles through various states. You can watch TV and use your Receiver while the call is in progress. The Receiver typically uses the phone for less than ten minutes during a daily call.



 **Your Receiver should NOT be used with any digital PBX phone system. Doing so may permanently damage your Receiver's modem and will void your warranty. Digital PBX phone systems allow many phones to share a single telephone number and are usually used in hotels and office buildings. If you are installing the Receiver in your home, it is very unlikely that you are using a digital PBX phone system.**

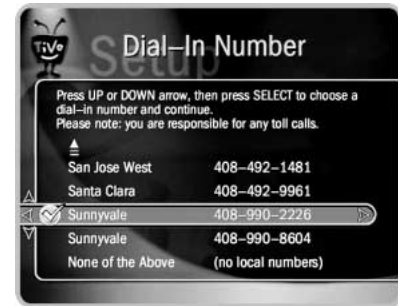


Change Dialing Options. Selecting this displays the **Phone Dialing Options** screen, from which you can change the following settings. After you change any of these settings, the Receiver will automatically check phone settings by making a test phone call. If the test call is not successful, you may have to change some phone dialing options; see “Phone Troubleshooting,” described on page 92.

- **Set Dial-In Number.** Use this option to change the number the Receiver uses to make test calls and daily calls. See page 89.
- **Set Dial Prefix.** Use this option to set a prefix that must be dialed before the Receiver uses the dial-in number, for example, to reach an outside line. See page 90.
- **Set Call Waiting Prefix.** Use this option to set a prefix to turn off call waiting. See page 90.
- **Set Tone/Pulse.** Use this option to tell the Receiver to dial using either tone or pulse mode. See page 90.
- **Set Phone Avail. Detection.** Use this option to turn “Phone Avail.” Detection on or off. See page 91.
- **Set Dial Tone Detection.** Use this option to turn Dial Tone Detection on or off. See page 91.
- **Test Phone Connection Now.** Use this option to make a phone call to test your Phone Dialing Options. See page 91.

Set Dial-In Number. The number your Receiver is currently using to call the TiVo Service is displayed on the **Phone Dialing Options** screen. To change it:

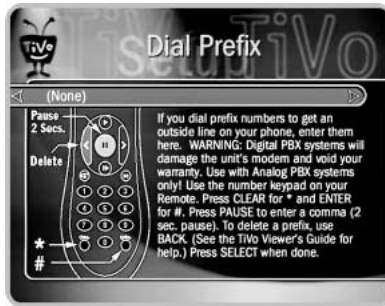
1. Select “Set Dial-In Number” on the **Phone Dialing Options** screen. The **Area Code** screen displays.
2. Use the number keypad on the remote to set the area code, then press SELECT. If you changed the area code, or if the Receiver has not made a daily call in the last twenty-four hours, the **Update Numbers** screen appears and the Receiver calls the TiVo Service. After the phone call, press SELECT. The **Dial-In Number** screen appears.
3. Use the UP/DOWN arrow to choose one of the numbers on the **Dial-In Number** screen. The Receiver will use this number to access the TiVo Service. After you press SELECT, the **Dialing Format** screen will appear.
 - If your area code has no access numbers, you can press the LEFT arrow to return to the **Area Code** screen and try to enter a nearby area code.
 - If none of the numbers listed on the **Dial-In Number** screen are in your local calling area, select “None of the above.” The **No Local Numbers** screen will appear.
4. The **No Local Numbers** screen appears if you selected “None of the above” on the Dial-In Numbers screen. Select “Request 800 number authorization” on the **No Local Numbers** screen. This temporarily authorizes you to use the toll-free number and submits a request to TiVo Customer Care. TiVo’s policy is to allow you to use the toll-free number if there are no local numbers available. TiVo will research available dial-in numbers at your location and send a message to your Receiver authorizing you to use the toll-free number, or suggesting a local alternative.
5. The **Dialing Format** screen appears after you have chosen a dial-in number. You should use this screen to tell the Receiver which dialing format to use. For



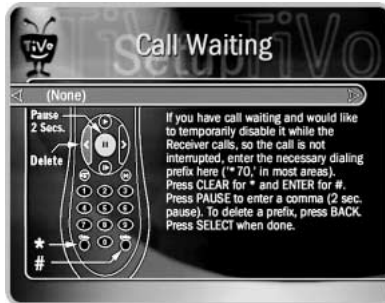
example, should the dial-in number be preceded by your area code and should a “1” precede the area code? In some areas, even local numbers must be dialed using the area code. Press SELECT to return to the **Phone Dialing Options** screen.

- To test your new dial-in number, select “Test Phone Connection Now.” The **Test Phone Connection** screen appears and a test phone call begins. When the call completes, you should see the message “Test Succeeded!” Press SELECT to return to **Phone Dialing Options**. (If the phone call does not succeed, see “Phone Troubleshooting,” described on page 92.)

Set Dial Prefix. If the Receiver needs to dial a prefix to reach an outside line (for example, the Receiver may need to dial “9” before it dials out), you can specify that prefix on this screen. Use the number keys on the remote control to enter the prefix. Press the PAUSE button after you have entered the prefix. This will insert a comma, which will create a two second pause after the prefix is dialed. If you make a mistake, use the BACK (⏪) button to backspace.



Set Call Waiting Prefix. If you have call waiting, you may choose to disable it while the Receiver is making a call, so that the Receiver’s phone call is not interrupted. If you do not disable it, the Receiver may drop the call and allow the second call to ring through, depending on your phone system. The Receiver will then try its call again later. The most common code that phone companies use to disable call waiting is *70 (check with your phone company to find out how to disable call waiting in your area). If you make a mistake, use the BACK button to backspace.



Set Tone/Pulse. If your phone system uses pulse dialing, rather than tone dialing, you can change the setting here.

Set Phone Avail. Detection. This setting is off by default. When **Set Phone Avail. Detection** is on, the Receiver can determine whether the phone line is in use by detecting voltage on the line. This allows it to avoid disrupting a call in progress (such as another modem call).

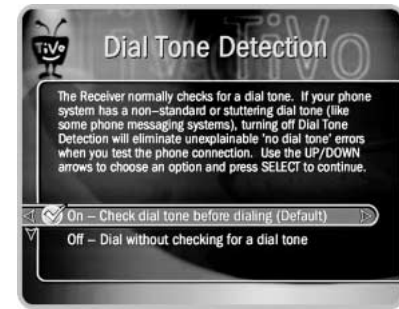
However, if you are experiencing “Failed, Line unavailable” errors, or if the Receiver is not making daily calls, you may have a low-voltage phone system that the Receiver cannot detect. In this case, try selecting “Off” for **Phone Avail. Detection**.

With **Phone Avail. Detection** turned off, the Receiver must pick up the line to check for a dial tone. If you are on the phone when the Receiver tries to call, you may hear a click on the line. If you have another modem call in progress (on your computer or other device), that call may be disrupted if the Receiver attempts to make a service call.

If you turn off **Phone Avail. Detection** and you have a standard dial-tone, turn on **Dial Tone Detection** (described next).

Set Dial Tone Detection. This setting is on by default. If you leave it on, the Receiver will check for a dial tone before it starts dialing. However, if you have a non-standard dial tone (for example, an analog PBX system), or a stuttering dial tone (as some voice messaging systems have), the Receiver will be unable to detect the dial tone and will not make its daily call. If you have a stuttering or non-standard dial-tone, you may want to turn this setting off to ensure that the Receiver can complete its daily calls.

Test Phone Connection Now. When you select this option, the Receiver makes a short phone call. This call is usually made to confirm that the current phone settings will work properly. If the test is successful, press SELECT to continue. If the test is not successful, you may have to change some phone dialing options; see “Phone Troubleshooting,” described on page 92.



With Dial Tone Detection and Phone Avail. Detection both turned off, if you happen to be talking on the phone when the Receiver tries to call you will hear the modem dial and try to communicate with the server.



Phone Troubleshooting

You can reach this screen by pressing the DIRECTV MENU button, then selecting **Messages & Setup** then **Troubleshooting**, then **Phone Troubleshooting**. This screen provides a list of hints for troubleshooting problems with your phone connection. To view all of the hints, use the CHAN DOWN button to scroll down the page; use the CHAN UP button to scroll up the page. **Phone Troubleshooting** is also available under the Troubleshooting submenu in **Message & Setup**.

Remote Control Setup

You can set your remote control to control your TV's power, muting and volume here. You can also set your remote to control the power, volume and muting on your stereo system (if you have a stereo hooked up). See your *Installation Guide* for details.

Time Zone/Daylight Savings

Your time zone and Daylight Savings Time setting is detected automatically through the DIRECTV satellite signal. The satellite information sets the clock to be accurate at your billing address. You might want to change these settings manually if you temporarily move the Receiver to a new location. You can change these settings here.

- Use the UP and DOWN arrows to choose a time zone, then press SELECT. The **Daylight Savings** screen will appear.
- The **Daylight Savings** screen lets you determine whether or not your Receiver should use Daylight Savings Time. After you have made a selection, you are returned to **Receiver & Phone Setup**.

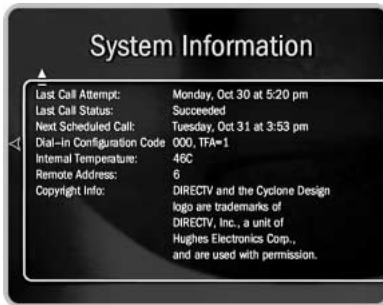
System Test

System Test runs tests on the Receiver's signal, tuning, access card and phone connection. When a test finishes, the screen displays whether that test succeeded or failed. You can also see the ID Number for your DIRECTV access card on this screen. The tests begin as soon as the screen appears.

If the tests succeed, press **SELECT** to return to **Receiver & Phone Setup**. If the tests fail, press **SELECT** to retry them or **LEFT** arrow to return to **Receiver & Phone Setup**.

- If the Signal or Tuning test failed, you need to troubleshoot the signal from your satellite dish. For hints, see “Satellite Signal Troubleshooting” on page 6.
- If the Access Card test failed, check your Access Card. The proper side of the Access Card that came with the Receiver should be inserted firmly into the slot on the back of the Receiver. If you have inserted the correct card firmly, and the Access Card test is still failing, see the Customer Support information on the back of this manual.
- If the phone connection test fails, see “Phone Troubleshooting,” described on page 92.





System Information

This is where you can find the Receiver's serial number, the manufacturer and model number, the TiVo software version, information about recent service calls, and the Receiver's storage capacity. You'll need some of this information if you call Customer Care for support. You can use CHAN UP/DOWN to see all of the screen.



Remember, you can use CHAN UP/DOWN to see text below or above what is displaying on the current screen.

Troubleshooting

Parental Controls Troubleshooting

Select **Parental Controls Troubleshooting** to see a list of hints for troubleshooting problems with your **Parental Controls** settings. To view all of the hints, use the CHAN DOWN button to scroll down the page; use the CHAN UP button to scroll up the page.

Phone Troubleshooting

Select **Phone Troubleshooting** to see a list of hints for troubleshooting problems in your phone connection. To view all of the hints, use the CHAN DOWN button to scroll down the page; use the CHAN UP button to scroll up the page.





You can also press buttons on the front of the Receiver to enter the safety code. Press the **DISPLAY** button three times and then press **DOWN**.

System Reset

Most of these options erase information and restore your Receiver's original, factory settings. These actions cannot be undone. Typically, you will not have reason to use them. When you **SELECT** any of these actions, a warning screen appears. To cancel the action, leave the warning screen (for example, by pressing **LEFT** arrow or the **LIVE TV** button). To complete the action, you must press **THUMBS DOWN** three times, then press **ENTER**. This safety code helps ensure that your system is not reset accidentally. (Even if your cat tap dances on your remote control.)

Restart the Receiver. This selection shuts down the Receiver and then starts it up again. It will not affect recorded programs, your Season Passes, WishLists or **TiVo s Suggestions**. If you call customer support with a technical problem, you may be asked to restart the Receiver.

Reset Thumb Ratings and Suggestions. This selection removes all Thumb ratings and deletes the list of **TiVo s Suggestions** under **Pick Programs to Record**. It does not delete **TiVo s Suggestions** that have been recorded and are in **Now Playing**.

Clear Program Data and Upcoming Recordings. This selection clears all program guide data (details of which shows will play on which channels), cancels all Season Passes and any scheduled recordings, and removes all Thumb ratings. It does not delete programs in **Now Playing**. A screen informs you that the Receiver will begin gathering new program data. In one or two days, the Receiver should have up to two weeks of new program data.

Clear All Settings and Recordings. If Parental Controls are on, you must enter the current password to complete this selection. This selection clears all **Now Playing** recordings, the Program Guide data, the Receiver's **To Do List** and recording history, all Season Passes, WishLists, Thumb ratings, **TiVo s Suggestions**, and setup information. It also clears the current password and resets **Parental Controls** to the factory specified default. Completing this process may take over an hour.

Troubleshooting

- 98 Contacting Customer Support
- 99 Questions About Live TV (Including Satellite Signal)
- 104 Questions About Pick Programs to Record
- 110 Questions About Parental Controls
- 111 Questions About the Receiver's Phone Calls
- 114 Questions About Audio
- 115 Questions About Pay Per View
- 117 Questions About the Remote Control
- 118 Questions About the TiVo Service

Contacting Customer Support

DIRECTV and TiVo are dedicated to providing you with quality support and customer service. If you have questions or difficulties that you cannot resolve using the tips in this troubleshooting section, we would like to hear from you.

After checking the Troubleshooting section of your *Installation Guide*, you can call the customer support phone number on the back of the *Installation Guide* if you need help:

- Connecting your Receiver to your TV and other A/V equipment.
- With Guided Setup or daily phone calls that are failing.
- With a Receiver that does not function properly even after restarting it.
- With other questions regarding the Receiver or Remote Control.

Call **DIRECTV and TiVo Customer Support** at 1-800-DIRECTV (1-800-347-3288) if you need help:

- Activating or using a feature of the DIRECTV or TiVo Services.
- Understanding an onscreen message from DIRECTV or TiVo regarding your service.

When you call either the manufacturer of your Receiver or DIRECTV and TiVo, you'll need to provide your model number, access card number and TiVo Service Number, all of which are located on the inside of the back cover of the *Installation Guide* or on the **System Information** screen under **Messages & Setup**.

Questions About Live TV (Including Satellite Signal)

How do I see what's on TV on every channel?

- From live TV, press the LIVE TV/GUIDE button on the remote to display the program guide. You can use the CHAN UP/DOWN button to scroll the list a page at a time and use the FORWARD and BACK buttons to go forward and back in time.

How long can I pause live TV?

- You can pause for a total of 30 minutes. After 30 minutes, the video will start playing again, 30 minutes behind “real time.”

How far back can I rewind live TV?

- The length of time you can rewind depends on how long you have been watching the same channel. The recording starts over each time you change the channel, so if you have just changed the channel, you won't be able to rewind very far (the green area on the Status Bar will be very small). You can store up to 30 minutes of the current channel. If you have been watching the same channel for more than 30 minutes, you can rewind for 30 minutes.

Can I watch TV while a program is recording?

- Yes, you can watch what is recording as it is being recorded. You can also watch any program stored in **Now Playing** while another program is being recorded.
- If you have an antenna or cable signal in addition to DIRECTV, you can watch programs carried by that signal—without the TiVo service—while your Receiver is in standby mode. For more information, see page 80.

After changing the channel, how do I rewind to what I was watching before?

- You can only rewind Live TV to the point where you last changed the channel. When you change the channel, you skip ahead to the current time on the new channel, and start recording fresh, on that channel. If you are behind live TV and watching something you still want to see, you should not change the channel.

How do I know if I'm watching live or delayed TV?

- Press PLAY to bring up the Status Bar. If the white line is at the right edge of the green area, you are caught up to live TV. If the white line has green to the right of it, you are watching delayed TV. To catch up to live TV, press the ADVANCE (⏩) button. For more information on the Status Bar, see page 37.

When does the Receiver get program data?

- Your Receiver downloads program information throughout the day from your satellite connection. It takes a day or two for the Receiver to get all of its program data (up to 14 days) after you have completed Guided Setup.

How do I get back to the last channel I was watching?

- When watching live TV, typing a channel number and pressing ENTER/JUMP jumps to that channel. Press ENTER/JUMP again if you want to go back to the prior channel.

I can't tune to one of my channels.

- You may be using a channel list that does not include the channel you want. Use the number buttons on the remote control to enter the channel number, then press the ENTER button. For more information on using a channel list see “Tour Two: The DIRECTV Advanced Program Guide™” on page 16, and “Customize Channels” on page 68.
- The channel you want may be showing a program that exceeds a limit set with **Parental Controls**. In this case, you will be able to tune to the channel, but will see only a black screen with a notice that a limit has been exceeded. For more information, see page 70.
- Check to make sure you are subscribing to the channel you are trying to tune to. Tune to the channel and read the message at the bottom of the screen.

I can't use the Favorite Channels channel list.

- The Favorite Channels list is empty until you put channels in it. For more information, see “Tour Two: The DIRECTV Advanced Program Guide™” on page 16, and “Customize Channels” on page 68.
- If category filtering of the Program Guide is turned on, channels on your list of favorites may be being filtered out. You can use the Program Guide’s Display Options to turn off filtering. For more information, see “Customize Channels” on page 68.

When I power on my TV, I see the message Searching for satellite signal...

Your Receiver is having trouble tuning to the channel you are on. Follow these steps to restore the video:

- Try changing channels. If you see the same message on every channel, your video cable may have come loose. Check to make sure all the cable connections on the back of your Receiver are secure.
- If multiple channel changes do not work, try restarting your Receiver. From **DIRECTV Menu** or **TiVo Central**, choose **Messages & Setup**, then **System Reset**, then **Restart the Receiver**. Follow the instructions on the screen to restart the Receiver.
- In unusual circumstances, stormy weather may interfere with your satellite signal. If this is the case, the signal should return when the weather changes.
- Try replacing your video cables to determine if one of your cables is bad.
- The position of your satellite dish may have changed and you may have to reposition it. Professional installers are available in most areas to position satellite dishes. You can also find positioning information by repeating Satellite Dish Guided Setup, available by pressing the MENU or TiVo button, then selecting **Messages & Setup** and then **Receiver & Phone Setup**. (See page 3.)
- There may be an obstruction (for example, trees) between the satellite dish and the sky. If this is the case, you may have to change the position of your satellite dish.

The channel I want to watch has the message This program is not available in your area, and the image is blacked out.

- Some sports events may be blacked out in areas that are considered local areas for the events.

The audio and video are out of sync.

- Try changing channels.
- Press the PAUSE button on the Receiver Remote Control, then press BACK to move back a frame or two, then press PAUSE again to resume play.
- Press the MENU button to go to the **DIRECTV Menu**, then press the LIVE TV button to return to live television.
- Restart your Receiver. From **Messages & Setup** select **System Reset**, then **Restart the Receiver**. You will see the **Welcome** screen and the system will restart within about 45 seconds.

My Receiver was working, but now the picture does not move.

- First, try to restart your Receiver. From **Messages & Setup** select **System Reset**, then **Restart the Receiver**. You will see the **Welcome** screen and the system will restart within about 45 seconds.
- If the Receiver is not responding to the remote control, try unplugging your Receiver, then plug it back in. You will see the **Welcome** screen and the system will restart within about 45 seconds.

I don't get a picture now, even though I have been able to get one in the past.

- Any time you have a problem with your system, you can run a system test. To run the test, from **Messages & Setup**, select **System Test**. The system test checks the Receiver's signal, tuning, access card and phone connection.
- You may be able to fix the problem yourself. Try restarting the Receiver: From **Messages & Setup** select **System Reset**, then **Restart the Receiver**. If you cannot fix the problem, call DIRECTV and TiVo Customer Support at 1-800-DIRECTV (1-800-347-3288).



Questions About Pick Programs to Record

There are very few or no shows listed when I press Live TV/GUIDE or look for programs to record. I can't find my program in the listings, although I know it's on.

- Your Receiver may not have all its program guide data yet. When you first begin to use your Receiver, it begins to download Program data from DIRECTV satellites. It takes a day or two before full information (up to 14 days) is available for you to use. If you cannot find a specific show that you know is on, information for that show may not have been downloaded and indexed yet. Wait a few hours and then try to find your program again.
- The Program Guide may be using a channel list that does not include the channel you are looking for. Programs on channels that are not in the current channel list do not appear on the Program Guide but do appear under **Pick Programs to Record**. You can change channels in a channel list, and select the channel list the Program Guide will use. For more information, see “Customize Channels” on page 68.

What do the different icons on the Now Playing screen mean?

- For a description of each icon's meaning, see the Glossary of Icons on the inside back cover of this guide.

Can I recover a recorded program that was deleted? also,

How can I save a program longer?

- Unfortunately, there is no way to bring back a program that has been deleted from **Now Playing**. You can choose to save programs longer though. From **Now Playing**, highlight the program you wish to save longer and use the RIGHT arrow to display the **Program Information** screen. Here you can choose “Save until I delete,” or choose “Save Until...” and set a date when the program may be deleted.

- Be sure also that you pay attention to conflicts. You may choose not to approve any conflict that says it will delete a program sooner than you want.
- If the program was part of a Season Pass, you may have too many Season Passes. In order to accommodate all of your Season Pass requests, programs may occasionally be saved for as little as one day. Try deleting some Season Passes.
- You can archive special recordings to a videotape to preserve them longer. From the program's **Program Information** screen, choose “Save to VCR.” (For more information on saving to VCR, see page 41.)

Can I record multiple programs simultaneously?

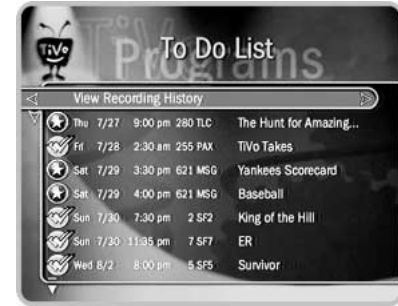
- You can only record one program at a time, but you can watch any program from **Now Playing** while another is recording.

How do I check the upcoming programs that I've scheduled to record?

- From the **TiVo Central** screen, select **Pick Programs to Record**. From there, select the **To Do List**.

How do I cancel a recording?

- If you change the channel while a program is recording, you will be given the option to cancel the recording.
- To cancel a scheduled recording, first go to the **To Do List** by pressing the TiVo button and then selecting **Pick Programs to Record**, then **To Do List**. In the **To Do List**, select the program you want to cancel. A **Program Information** screen will appear. Select “Cancel this recording.”



What happens if a sports event I have scheduled to record goes into overtime?

- The TiVo Service cannot predict whether a sporting event might go into overtime, but we provide a feature that lets you add anywhere from one extra minute to three hours at the end of a recording. We even call the feature the “Overtime Scheduler.” The Overtime Scheduler has two options: Start Recording and Stop Recording. Both are available on the **Recording Options** screen. You can even use the Overtime Scheduler to change the scheduled end of a recording while the program being recorded. You can use the Overtime Scheduler with any kind of program, not just sports. For more information, see **Recording Options** on page 60.

Can I schedule to record a program that will not be aired for months?

- You can create a WishList to set up recordings for programs that are not yet listed in the Program Guide. For example, create a keyword WishList that uses the program’s title as the keyword. For more on creating WishLists, see page 46.


Can I save a program from Now Playing to my VCR?

- Yes. You can use the “Save to VCR” function. See page 41 for more information.

Can I copy or archive programs to a Zip drive or any other computer storage media?

- No, the Receiver does not copy or archive recordings to any device other than a VCR.

How do I go back to the beginning of a recording I’m watching?

- Press the ADVANCE button () on the remote to go to the end of a recording you’re watching. Press it again to go to the beginning.

How do I clear all the letters I've entered on the alphanumeric keypad and start over?

- Use the CLEAR button on the remote, or select CLR in the on-screen letter keypad. To remove one letter, select DEL in the letter keypad or press the BACK button on the TiVo remote.

How can I fit more programs on Now Playing, and why does it tell me I don't have enough space?

- Your Receiver can save a limited number of programs, and then it runs out of space. Usually, it then begins to delete old programs to make room for new recordings. However, if you have marked too many programs in **Now Playing** “Save until I delete,” (programs marked “Save until I delete” have a green circle beside them) your Receiver may tell you that you do not have enough space. To make space, delete some of the programs listed in **Now Playing**. You can delete a program by highlighting its title in **Now Playing**, then pressing CLEAR. On the confirmation screen that appears, press SELECT.

How do I set the clock so that my shows are recorded on time?

- DIRECTV satellites update your Receiver's internal clock. If you find that the Receiver's time is consistently wrong, you can change the hour (Time Zone) and Daylight Savings Time settings manually, as described on page 83. If the clock still shows the wrong time, you can call DIRECTV and TiVo Customer Support at 1-800-DIRECTV (1-800-347-3288).

My program didn't get recorded. I set the Receiver up to record something, and it's not in Now Playing.

- If this happens, one of the first things you can do is check **Recording History** to look for an explanation of why the program did not record. **Recording History** is the first selection available in the **To Do List**. Here are some reasons why a program may not be available in **Now Playing**:
 - The program may have been canceled by the network.
 - You may have two season passes that were on at the same time this week. Only one can be recorded. The Receiver records the Season Pass with the higher priority. To change priority settings on Season Passes, go to **Pick Programs to Record** and select "Season Pass Manager," described on page 63.
 - The program may have been deleted from **Now Playing** by someone else.
 - You may have gotten a conflict when requesting another program, and the proposed solution was to delete the missing program earlier than planned. If you accepted that solution, the program would have been deleted.
 - The Receiver may have lost power somehow during the time the program was broadcast.

I haven't scheduled enough programs to fill my Receiver, but when I try to schedule more programs, the Receiver says there isn't room.

- With satellite broadcasts, the amount of recording space the Receiver needs varies from channel to channel and from show to show. In general, the more action you see on your screen, such as in fast-moving sports or action movies, the more recording space is required. The space required for each show you record affects the total hours of recording capacity in your Receiver.

What does it mean when my Receiver says programs will be deleted earlier than planned?

- You can tell the Receiver how long you want to keep recordings. By default, all programs except Pay Per View events are kept for at least two days. After that, programs may be deleted to make room for other recordings you request. Recordings of Pay Per View events are kept until you delete them. TiVo uses this information to figure out not only what space will be available, but also when it will become available. If enough space will not be available, TiVo tells you which programs it would delete to make more room. However, you always have the final say on how long the Receiver keeps recorded programs. You can delete programs at any time and can always change how long a program is saved by changing the “Save Until...” option described on page 41.

Questions About Parental Controls

My Parental Controls are not working.

- For **Parental Controls** to work, they must be on and must not be temporarily disabled. Whenever you enter a password to bypass **Parental Controls**, **Parental Controls** become temporarily disabled. If they are disabled, you can re-enable them on the **Parental Controls** screen (found under the **DIRECTV Menu**), or by putting your Receiver in standby mode and then taking it out of standby. For more information, see “Parental Controls” on page 70.

Do I have to change Parental Controls settings before I can watch a program that exceeds the current limits?

- No, you don't. You can enter the current password to temporarily disable **Parental Controls**. If they are disabled, you can re-enable them on the **Parental Controls** screen (found under the **DIRECTV Menu**), or by putting your Receiver in standby mode and then taking it out of standby. For more information, see “Parental Controls” on page 70.

I've lost my password for Parental Controls, what should I do?

- If you have lost your password, you can call DIRECTV and TiVo Customer Support at 1-800-DIRECTV (1-800-347-3288).

Questions About the Receiver's Phone Calls

How long does the daily call to the TiVo Service take?

- It is typically a short call, less than ten minutes. When the TiVo software is being updated, it may take longer, but this happens rarely (a few times a year).

My Receiver is not making the daily call to the TiVo Service.

- If you use a wireless phone connection, retry the call with the Receiver connected to an outgoing line by a phone cord connected to a standard wall jack.
- Verify that your phone line is working by connecting a phone to the line and checking for a dial tone. Make sure the phone cord is connected to the Receiver and the wall jack.
- Try another local dial-in number from the **Phone Dialing Options** screen. To get to **Phone Dialing Options**, from **TiVo Central**, select **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**, then **Change Phone Dialing Options**. Select **Set Dial-In Number**. After confirming your area code, select a new number from the list of available dial-in numbers for your area.

NOTE: Whenever you change **Phone Dialing Options**, you should make a test call to test your phone connection. Choose “Test Phone Connection Now” from the **Phone Dialing Options** screen. If the test succeeds, return **Phone Connection** (from **DIRECTV MENU** or **TiVo Central** select **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**) and choose “Make Daily Call Now.”

- If you have voice mail or use another non-standard dial tone, go to **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**, then **Change Dialing Options**. Turn off “Dial Tone Detection.”

- If you have call waiting, go to **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**, then **Change Dialing Options**. Disable call waiting by entering the correct prefix in “Call Waiting Prefix” (usually “*70,”).
- If you dial a prefix for outside lines, go to **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**, then **Change Dialing Options**. Set a “Dial Prefix”—for example, “9,”(nine, followed by a comma for a pause).
- Your phone line may have low voltage. Try setting “Phone avail. detection” to “Off” under Dialing Options, described on page 88.
- If you have a caller ID box, try removing it from the line since some models interfere with the Receiver modem's ability to make a call.
- If you have a cordless telephone, fax machine, or computer modem connected to the same line, go to **Messages & Setup**, then **Receiver & Phone Setup**, then **Phone Connection**, then **Change Dialing Options**. Ensure that “Phone avail. detection” is set to off.
- It could be that you have too much line noise to make a connection. The Receiver ships with a 50 foot phone cord. Try a shorter cord, or you can buy a line noise filter at your local electronics store.

Why does the Receiver have to be connected to a phone line? Do I need to keep the phone connected all the time?

- The Receiver should be plugged in to a land-based phone line at all times to receive the TiVo Service and DIRECTV SPORTS™ packages, and to communicate the purchase of Pay Per View events.

Does the TiVo Service phone call each day cost me any money?

- Calling the TiVo Service via your local dial-in number is the same as making a local telephone call.

Does the occasional phone call to DIRECTV cost me any money?

- No, because your receiver only calls DIRECTV periodically and a toll free number is used to make the call.

What if I need to make a call while the Receiver is using the phone?

- When you pick up the phone, the Receiver will interrupt the download process and free the phone line for your call. The Receiver will attempt its call again later.

What if my phone line is not operating when the Receiver tries to make a service call?

- The Receiver will continue to attempt to call several times a day until it is successful. You can check the status of the phone calls by going to **Messages & Setup**, then **Receiver & Phone Setup** and then **Phone Connection**. The status of the most recent call displays on the the **Phone Connection** screen.

Questions About Audio

I can't select an alternate audio track.

- Alternate audio tracks are not available for all programs. If an alternate audio track is available for the program, you can change the audio track by selecting an icon on the Channel Banner. For more information, see “The Channel Banner” on page 35.
- Programs are recorded with only one audio track, either the primary or an alternate audio track, so you cannot change the audio track on a recorded program.
- If you are watching a live program, but are not caught up to live TV (for example, if you could use the FORWARD button to move forward through the program), alternate audio will not be available until you catch up with live TV.

Programs are playing in the wrong language.

- There may be an alternate language selected in **My Preferences**. To check, press the MENU button to see the **DIRECTV Menu**, then select **Messages & Setup**, and then **My Preferences**. Select “Audio Options,” then “Audio Language.” Make sure the language selected is the one you want to hear.
- An alternate audio track may be selected. If an alternate audio track is available for the program, you can change the audio track by selecting an icon on the Channel Banner. For more information, see “The Channel Banner” on page 35.



Questions About Pay Per View

How do I record a Pay Per View event?

- If it is on now, tune to the channel carrying the program and press SELECT.
- If it is on later, go to live TV, press the LIVE TV/GUIDE button to see the Program Guide. Highlight the program's name and press SELECT. For more information, see page 77.

How do I cancel a Pay Per View Purchase?

- You can cancel Pay Per View purchases before the program airs on the **Purchases** screen. For more information, see page 76.
- If you made a Pay Per View purchase by calling DIRECTV, rather than using the Receiver, that purchase can only be cancelled by calling DIRECTV. (A \$5.00 order assistance fee is charged for Pay Per View orders made by phone.)

I can't order a Pay Per View program.

- It may be too late to purchase the program you want. To quickly see other times the program will be on, press the LIVE TV/GUIDE button, then tune to the station carrying the Pay Per View program you want. There should be a notice saying "This showing is no longer available." Press LIVE TV/GUIDE to see the Program Guide. Press the RECORD button to see **Program Information** for the program. Select "View upcoming showings." To see live TV again, press LIVE TV/GUIDE.
- In general, Pay Per View events can be ordered through the Receiver within 24 hours of their air time. If you see a message that says cost information is not available, you can wait until less than twenty-four hours before the program airs and try again.
- If the program exceeds a limit set with **Parental Controls**, you may need a password to view it. See "Parental Controls" on page 70.

- If you are attempting to order a Pay Per View selection with your remote control and cannot, call DIRECTV and TiVo Customer Support at 1-800-DIRECTV (1-800-347-3288).

I can't find the station of a Pay Per View program I ordered.

- Information about Pay Per View programs you have purchased using your remote control is available in the **DIRECTV Menu** under **Purchases**. For more information, see page 76.

I can't cancel a Pay Per View purchase on the Purchases screen.

- You cannot cancel Pay Per View orders that you have watched, recorded, or tuned to.

Questions About the Remote Control

My remote control doesn't work with my television.

- You can program the Receiver's remote control to control some functions of your television or audio/visual equipment. For more information, see your *Installation Guide*.

My remote control doesn't work with my Receiver.

- Your remote control's batteries may be weak. If its batteries are weak, the red light on the end of the remote control will not flash when you press buttons. See the *Installation Guide* for directions on installing batteries in your remote control.

Questions About the TiVo Service

How do I prevent TiVo's Suggestions from being automatically recorded and listed on Now Playing?

- Press the TiVo button, then select **Messages & Setup**, then **My Preferences**, then “TiVo’s Suggestions,” then “No.”

Will my Receiver still work without the TiVo Service?

- Without the TiVo Service, your Receiver will have no TiVo functionality. The Receiver uses the TiVo Service to record shows you request, provide Season Passes, allow you to search for programs by name, and so on. The TiVo Service also provides you with new **Network Showcases**, and new editions of **TiVoolution Magazine**. Lastly, the Service keeps your Receiver updated to make sure you have all the latest functionality you will want in the future.

Will the TiVo Service collect information about my viewing habits?

- At TiVo, we absolutely respect and guard your right to privacy. We have a privacy policy that maintains complete viewer confidentiality. TiVo has created a very sophisticated system with both protection and customization for our viewers in mind. It is TiVo's promise to you that you will always maintain control over your personal information. For more information, see the TiVo Privacy Promise in Chapter 8.

TiVo s Suggestions isn t making accurate suggestions for me.

- If you haven't had your Receiver for very long, give it time. It may take a week or two of use before your personal preference profile has enough data to make accurate suggestions. The more you press THUMBS UP and THUMBS DOWN and the more programs you record, the better **TiVo s Suggestions** will be.

If other members of your household are pressing THUMBS UP on shows you don't care for, and vice versa, you may find **TiVo s Suggestions** is making some suggestions that you like, and some that are more appropriate for other members of your household.

Will I lose my personal preferences and programs I have recorded if I lose power temporarily?

- No, everything is saved – your personal preferences, your **To Do List**, and your **Now Playing** programs – regardless of the length of time the Receiver is without power. The only thing you might miss is a recording that was scheduled to occur during the time the power was out. (We can't work miracles.)

How does my TiVo s Suggestions list get generated? How does it know what I like?

- Your personal TV preferences are based on programs you have rated with THUMBS UP and THUMBS DOWN. Also, any program you record that does not already have a Thumb rating is automatically given one THUMB UP. (For more details, see page 56).



Your new Receiver records, replays delightful TV viewing bliss

Privacy and Service

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130 TiVo Service Agreement

Privacy

TiVo and DIRECTV are both committed to protecting the privacy of your personal information. TiVo's privacy policy, which applies to your use of the TiVo Service, is published on the web at <http://www.tivo.com>. We have reprinted it here for your convenience. A copy of DIRECTV's privacy policy, which applies to your use of the DIRECTV services, is sent to you with your first invoice.

Please Note: TiVo's privacy policy may change over time. In addition to posting any changes on our web site, we will notify you via a TiVo Service Message when changes are implemented. You have our commitment that, regardless of any changes that might be made in the future, you will remain in complete control of your personal viewing information.

Use of your DIRECTV with TiVo Receiver or the TiVo Service will signify your acceptance of these privacy policies. Thank you for being a DIRECTV and TiVo customer and letting us serve you!

Summary of TiVo's Privacy Promise to You

TiVo knows how important personal privacy is to you, so we have established strict policies to help protect the privacy of your personal information. In summary, we promise that:

- No one outside your home, not even the TiVo staff or any of TiVo's computer systems, will ever have access to any of your personal viewing information without your prior consent. Your preferences are personal. The TiVo Service has no way of knowing what shows you have rated with "Thumbs Up" or "Thumbs Down."
- If you don't want even your anonymous viewing information (information that does not identify you or your household) used in any way, simply tell us by calling our toll-free telephone number (1-877-FOR-TIVO).

Our complete Privacy Policy appears on the following page and is also on TiVo's web site at <http://www.tivo.com>. We encourage you to read it carefully because we want you to understand fully the steps we have taken to protect your privacy.

TiVo's Privacy Promise to You

Please read this policy document carefully. It provides important information on how your privacy is protected when using your personal television service.

In order to provide you with a better, more satisfying television experience – Personal TV – TiVo Inc. (“TiVo”) collects and uses certain types of information, as described in this Privacy Promise. The Subscriber Information (defined below) you provide to the TiVo Personal TV Receiver (“Receiver”) in your house and to us at TiVo enables your Receiver to select programs you want it to record and to suggest programs you might enjoy.

By using your Receiver and TiVo Service, you consent to: (a) the provisions of this Privacy Promise and (b) the privacy preferences explained in Section 5.1. This Privacy Promise explains our commitments to your privacy in the following areas:

1 Our Subscriber Information Definitions. In discussing the kind of information TiVo collects, it is important to distinguish between anonymous information and other information that specifically identifies you or your household. Too often, people refer to “personal information” or “personally identifiable information” without really making clear what they mean. TiVo has developed the following definitions to help clarify this important issue. We use “Subscriber Information” as a general term that refers to any information relating to you or your use of the TiVo Service. The following are more specific types of Subscriber Information.

1.1 Account Information means information about your TiVo Service account, including your Contact Information (defined below) and other information linked to your Contact Information such as the model and serial number of your Receiver, your ZIP code, your TV programming source (cable, satellite or an antenna), the type of cable hook-up (digital or analog) and level of service (basic or premium), privacy preferences, and the cable-satellite box model that you use. Account Information also includes information we may receive about you in a communication from you or a third party with us. Account Information does not include any Personal Viewing Information, as defined below.

- a Contact Information** means information that allows someone to identify or contact you, including, for example, your name, address, telephone number, credit card information, email address, or a unique identifier associated with or linked to any of the information described in this sentence.
- b Diagnostic Information** means information about the operation of your Receiver (including the version of TiVo software running on your Receiver or functional problems with the Receiver) which your Receiver sends to TiVo on a regular basis. Diagnostic Information is linked to your Account Information but it does not include any Personal Viewing Information.

1.2 Personal Viewing Information means information about the viewing choices that you and those in your household make while using your Receiver, if that information is linked to or associated with your Contact Information. Personal Viewing Information includes information about your household's TV viewing preferences, such as the programs you like to watch, the degree to which you like the programs your Receiver has selected for you (such as "Thumbs Up" or "Thumbs Down"), and the commercials you watch or skip when you view programs your Receiver has recorded for you. Your Receiver stores and keeps track of your Personal Viewing Information.

1.3 Anonymous Viewing Information means information about viewing choices that you and those in your household make while using your Receiver, but is not associated with or linked to any Contact Information whatsoever. Anonymous Viewing Information is not linked to or associated with you or your household in any way; it does not permit the identification of individual persons or households. We receive Anonymous Viewing Information from your Receiver. All Contact Information is removed from the Personal Viewing Information in your Receiver, and then it is transmitted to TiVo as Anonymous Viewing Information. In addition, we employ further technical measures to ensure the anonymity of Anonymous Viewing Information.

2 Collection of Subscriber Information. Anonymous viewing information is viewing information that does not

identify you as an individual or household. This means it is not linked to you or your household in any way. We may use anonymous viewing information to benefit TiVo and strengthen our efforts to encourage the television industry to better serve the interests of TiVo subscribers. If you don't want anonymous viewing information used in any way, simply tell us by calling our toll-free telephone number.

2.1 Account Information. When you register as a subscriber to the TiVo Service, you agree to provide us with requested Account Information, and signify your consent to the collection, use and disclosure of such Account Information as specified in this Privacy Promise. After registering, you set up your Receiver to receive the TiVo Service in your home and you "tell" the Receiver your ZIP code, your programming source (cable, satellite, or antenna) and the cable-satellite box model that you use. When your Receiver initializes itself, it sends this information to TiVo. TiVo collects Diagnostic Information from your Receiver on an ongoing basis, but Diagnostic Information DOES NOT include any Personal Viewing Information.

2.2 Personal Viewing Information. In order for your Receiver to provide you with Personal TV, it will gather Personal Viewing Information when you use it. Personal Viewing Information is stored on your Receiver. We have worked very hard to ensure that no Personal Viewing Information is sent to TiVo without your consent. All Personal Viewing Information stays on the Receiver and does not get transmitted to TiVo without your consent. Not

even our TiVo staff has access to your Personal Viewing Information unless you choose to disclose it to us or other parties. You may consent to TiVo's collection of Personal Viewing Information by changing your privacy preferences as provided in Section 5.1.

2.3 Anonymous Viewing Information. Your Receiver sends Anonymous Viewing Information to TiVo on an ongoing basis. You may choose to limit our collection of Anonymous Viewing Information as described in Section 5.1.

3 Use of Subscriber Information.

3.1 Account Information. We use your Account Information to establish and service your TiVo account, bill you for TiVo services, offer you new services when they are available, and other legitimate business purposes. For example, we use your name, address, email address, and phone number to create your account with TiVo, to communicate with you regarding new services, and to exclude you from offers for services you may already have. We use your credit card information to bill you for TiVo services. Knowing your ZIP code, programming source, and information about your cable or satellite box model allows us to determine which programming information (i.e., times and channels of programs) to send to your Receiver.

We use your Account Information to communicate with you about upcoming features in the TiVo Service or promotions that might interest you. You may opt not to

receive communications in the future as explained in Section 5.1. We also use your Account Information in aggregate form (i.e., excluding any Contact Information) to generate demographic profiles of our subscribers as a whole to assist us to, for example, identify future subscribers to the TiVo Service or other services.

TiVo uses Diagnostic Information to help with the investigation of technical problems you may have with your Receiver.

3.2 Personal Viewing Information. Your Receiver uses your Personal Viewing Information to tune, schedule, record, and recommend programs for you. The Receiver may also use this Personal Viewing Information to select advertisements or other promotions for you that you may be interested in. TiVo does not collect your Personal Viewing Information without your consent; your Receiver accomplishes this personalization without sending any Personal Viewing Information to TiVo. All the "smarts" are in the Receiver in your home.

If you expressly choose to allow TiVo to collect your Personal Viewing Information (by changing your privacy preferences as explained in Section 5.1), TiVo will use your Personal Viewing Information in the same way it uses Anonymous Viewing Information. If, in the future, we plan to change our use of your Personal Viewing Information, we will notify you of such planned changes and offer you the opportunity to opt in to our out of our

collection and use of your Personal Viewing Information, as provided in Section 9.1.

3.3 Anonymous Viewing Information. We use Anonymous Viewing Information to develop reports and analyses about what programs, advertisements, and types of programming our subscribers (as a whole or in subgroups) watch or skip, or for other programming or advertising research. For example, we use Anonymous Viewing Information to develop inferences that people who watch show X also watch show Y. We also use Anonymous Viewing Information to help with the investigation of technical issues with our systems.

4 Disclosure of Subscriber Information.

4.1 Generally. We disclose aggregated Account Information and aggregated Anonymous Viewing Information and any reports or analyses derived therefrom, to third parties including advertisers, broadcasters, consumer and market research organizations, movie producers, and other entertainment producers.

4.2 Manufacturing Partners. We reserve the right to disclose to our hardware manufacturing partners (for example, Sony and Philips) the Account Information and Anonymous Viewing Information of subscribers who use a Receiver made by that manufacturing partner, as well as Personal Viewing Information (but only if you have expressly consented to our collection and disclosure of Personal Viewing Information) we collect from the Receivers manufactured by that manufacturing partner. However, TiVo contractually binds our manufacturing

partners to comply with the provisions of this Privacy Promise; our manufacturing partners are legally liable for misuse of Subscriber Information.

4.3 Contractors and Third Party Service Providers. We use contractors to help with some of our operations. Some of these contractors will have access to our databases of Subscriber Information on a temporary basis for specific tasks. TiVo also uses third parties to help with certain aspects of its operations, which may require disclosure of your Subscriber Information to them. For example, TiVo may use a third party to communicate with you (via telephone, email, or letter) about your account or upcoming features or services, to mail rebate checks, to process and collect payment for your TiVo Service via your credit card, to generate demographic profiles based on Subscriber Information of current TiVo subscribers, and to perform other work that we may need to outsource. TiVo contractually binds these contractors and third parties to use your Subscriber Information only as necessary to perform the services they are asked to perform; such contractors and third parties are legally liable for misuse of Subscriber Information.

4.4 The Corporate Family. Although TiVo currently does not have a parent company, any subsidiaries, joint ventures, or other companies under a common control (collectively, “affiliates”), it may in the future. TiVo may share some or all of your Subscriber Information with these affiliates, in which case TiVo will require its affiliates to honor this Privacy Promise. If TiVo is acquired by another company, that company will possess the

Subscriber Information collected by TiVo and it will assume the rights and obligations regarding your Subscriber Information as described in this Privacy Promise.

4.5 Factors Beyond our Control. Your privacy is very important to us. Due to factors beyond our control, however, we cannot fully ensure that your Subscriber Information will not be disclosed to third parties. For example, we may be legally obligated to disclose Subscriber Information to the government or third parties under certain circumstances, or third parties may circumvent our security measures to unlawfully intercept or access your Subscriber Information.

5 Your Choices Regarding Subscriber Information.

5.1 Limits on TiVo's Collection, Use, and Disclosure of Subscriber Information. You may choose to limit TiVo's collection, use, and disclosure of your Diagnostic Information, Personal Viewing Information, and Anonymous Viewing Information, but such choices may also limit the services we can deliver to you. The default privacy preferences, to which you hereby consent if you do not request a change to your settings, do not allow TiVo to collect Personal Viewing Information, but do allow TiVo to collect, use, and disclose Anonymous Viewing Information, and Diagnostic Information in manners consistent with this Privacy Policy.

You may choose to change your privacy preferences to allow TiVo to collect Personal Viewing Information from

your Receiver. If you do so, currently TiVo will use your Personal Viewing Information in the same way we use Anonymous Viewing Information (see Section 3.2) and it will not disclose your Personal Viewing Information to third parties without your consent. However, if we plan to change this policy in the future, we will contact you to inform you of our proposed policy and offer you the opportunity to change your privacy preferences before such change is effective.

Even though all Diagnostic and Anonymous Viewing Information includes no Contact Information whatsoever, if you do not want us to collect Diagnostic or Anonymous Viewing Information, you may request that TiVo block the collection of Diagnostic and Anonymous Viewing Information from your Receiver.

You may opt not to receive certain communications, which we send to you based on your Account Information. If you make this choice, you understand that we will not be able to inform you about any upcoming features, improvements, or promotions regarding your TiVo Service.

If you would like to change your privacy preferences as discussed in this Section 5.1, you must either (a) send TiVo a signed written request, (b) call us at (877) FOR-TIVO to request a change.

5.2 Review and Update of Account Information. We believe you have a right to know the Account Information collected and stored by TiVo and to update or change any Account Information you believe is incorrect. You may make a request by telephone, mail, or via the web (when available) to review your Account Information and we will mail you a printout of your Account Information. If you request that certain Account Information be changed, we will make the changes to the extent commercially practicable. In addition, we will take commercially reasonable steps to propagate those changes to third parties with whom we may have shared your Account Information pursuant to this Privacy Promise.

5.3 How to Delete Information. Should you decide to discontinue your TiVo Service, you may make that request by telephone or mail and we will suspend billing for the TiVo Service. After you discontinue the TiVo Service, TiVo will maintain your Account Information only as long as necessary for business purposes. In addition, although we delete your Account Information from our “live” database, your Account Information may remain in our archives and records until it is routinely destroyed.

6 Comment Regarding Children. TiVo feels strongly about protecting the privacy of children and encourages parents to be involved in the television viewing of their minor children by, for example, limiting the types of content minor children can watch.

7 Separate Rules for the TiVo Website. We have a separate privacy policy that covers general browsing activities on our website. However, if you register for TiVo Service on the Web, or log in to your account preferences page (when available) to make changes to your account or request services, this Privacy Promise will apply to the Subscriber Information you provide to us in those instances.

8 Security of Subscriber Information. When you contact us by email or phone regarding your account, we ask you for certain Account Information – in order to verify your identity – before accepting requests to make changes to the account. We take these steps to ensure that only you or a household member who knows your Account Information will be able to access or change your Subscriber Information.

TiVo uses industry-standard methods such as encryption to secure the communication of Subscriber Information from your Receiver to TiVo. In addition, TiVo uses industry-standard methods of securing its databases of Subscriber Information, including the use of firewalls. Except as provided elsewhere in this Privacy Promise, TiVo limits access to Subscriber Information databases to those persons in TiVo’s organization who have a business need for such access, including servicing your account, informing you of service news and special TiVo offers, or aggregating Account Information or Anonymous Viewing Information for the purpose of conducting research, and targeting new subscribers. However, you should know that

no company, including TiVo, can fully eliminate security risks associated with Subscriber Information.

9 General.

9.1 Future Services and Amendments to this Privacy

Promise. We upgrade our services to provide you with new features on an ongoing basis, and plan to continue to do so. However, new services and features (such as cable TV integration, interactive TV, or electronic commerce) may require amendments to this Privacy Promise. Before we provide you a service that requires a substantial and material amendment to this Privacy Promise, we will provide you with notice of, and request your consent to, any such change in our Subscriber Information collection, use, and disclosure practices. When you consent to such an amendment, its terms will supersede any inconsistent terms of this Privacy Promise.

For example, in the future, we may develop a new program or feature in which we propose to collect, use, or disclose Personal Viewing Information. In that situation, TiVo will inform you about how we plan to use and disclose the Personal Viewing Information and will request your express permission to do so. Such choices will be considered “opt-in” choices.

9.2 Technical Problems. Even though TiVo has taken significant steps to ensure that your Subscriber Information is never collected, used, or disclosed by TiVo except as set forth by this Privacy Promise, technical

mistakes are possible. If such a mistake takes place, we will take commercially reasonable steps to correct it.

9.3 Contact TiVo. Our intention is to be diligent in protecting your privacy by strictly following our Privacy Promise to you. If you would like to make suggestions or find out more about our privacy practices, please call us at 1-877-FOR-TIVO (1-877-367-8486) or send us mail.

Our mailing address is TiVo Inc., 2160 Gold Street, P.O. Box 2160, Alviso, CA 95002-2160.

9.4 Entire Agreement. The term “including” in this Privacy Promise shall mean “including without limitation.” This Privacy Promise supplements and is incorporated into the TiVo Service Agreement. This Privacy Promise constitutes the entire agreement, and replaces and supersedes all prior agreements, between you and TiVo concerning the subject matter discussed in this Privacy Promise. Use of your DIRECTV Receiver with TiVo will signify your acceptance of this Privacy Promise.

TiVo Service Agreement

"DIRECTV Receivers with TiVo"

Welcome to TiVo! Congratulations on your subscription to the TiVo Service. This agreement explains the terms and conditions that will apply to your use of the TiVo Service and constitutes a legally binding agreement between you and TiVo Inc. ("TiVo"). By using the TiVo Service, you agree to all the terms and conditions in this agreement.

General Information

Terms of Service. The TiVo logo on your DIRECTV Receiver with TiVo means that it can receive the TiVo Service offered and provided by TiVo for personal, non-commercial use on a subscription basis. Your activation and continued use of the TiVo Service is subject to the terms and conditions of this Customer Service Agreement.

TiVo's Privacy Policy. You must provide us with accurate and complete information when you activate your TiVo Service. TiVo reserves the right to terminate your account if you give TiVo inaccurate or incomplete information. TiVo respects the privacy of your information and will not disclose any of your information except as permitted in TiVo's Privacy Policy. A copy of TiVo's Privacy Policy is included in this *Viewer's Guide*. Please read it carefully before using your subscription for the TiVo Service. By using the TiVo Service, you agree to the terms and conditions of our Privacy Policy and you understand the options TiVo provides you with regard to your private information. The latest Privacy

Policy can always be accessed through our web site at www.tivo.com.

We Don't Control the Nature of Television! The TiVo Service gives you the ability to see and record televised programs over which TiVo exercises no editorial or programming control ("Third Party Content"). You understand that (a) TiVo does not guarantee the access to or recording of any particular program, (b) programming is not under TiVo's control, (c) TiVo is not responsible for and has no editorial control over any Third Party Content, and (d) TiVo has no control over the distribution of programs. You also understand that the Third Party Content is the copyrighted material of the third party that supplies it, is protected by copyright and other applicable laws, and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it, except to the extent allowed under the "fair use" provisions of the U.S. copyright laws or comparable provisions of foreign laws. You agree that TiVo will have no liability to you, or anyone else who uses your account, with regard to any Third Party Content.

Changes to TiVo Service. TiVo may, at its discretion, from time to time change, add or remove features of the TiVo Service or change the terms and conditions of this agreement. Such changes shall be effective upon notification by TiVo. You are responsible for viewing any new terms and if you are dissatisfied with any such changes to the TiVo Service or this agreement, you may

immediately cancel your subscription as provided in the “Termination of Service” paragraph below. TiVo also reserves the right to discontinue the TiVo Service altogether at any time in its discretion.

Subscribing to and Using the TiVo Service

Eligible Subscribers. You must be at least 18 years of age to assume the responsibilities of this agreement. Minors may use the TiVo Service only if one of their parents or legal guardians assumes the responsibilities of this agreement and thereby assumes full responsibility for the minor's use of the TiVo Service.

Subscription Fees. You agree to pay for your subscription in advance. Your subscription fee will cover the basic service for a residential customer using an authorized product receiving the TiVo Service. You may have a choice of subscription options which may change over time. You may switch options at the end of each period. If for any reason you need to reactivate your subscription, you will be charged a reactivation fee. If you are signing up for TiVo Service under a promotional subscription fee, some additional restrictions may apply. TiVo uses toll free or local telephone calls to provide the TiVo Service. In the unlikely event that you incur telephone charges as a result of the TiVo Service calls, notify us immediately. You are responsible for such telephone charges and acknowledge and agree that you shall be solely responsible for all disputes with any telephone company related to the same.

Payment Authorization. If you choose a subscription option with recurring payments, you agree to allow DIRECTV to bill you at the beginning of each period. TiVo may, at its discretion, change

the TiVo Service fees from time to time. TiVo will notify you 30 days in advance of any fee changes or new fees; you may obtain the fees currently in effect at any time by contacting DIRECTV and TiVo Customer Service toll-free at 1-800-DIRECTV (1-800-347-3288). TiVo reserves the right to suspend or terminate your TiVo Service without notice upon nonpayment of TiVo Service fees. You agree to pay a late charge on all amounts due which remain unpaid for 30 days. Such rights are in addition to and not in lieu of any other legal right or remedies available to TiVo. TiVo reserves the right to refer your account to a third party for collection in the event of an ongoing default.

Definition of Lifetime Service. If you paid a Lifetime Service fee for your Receiver, the TiVo Service is guaranteed for the lifetime of that Receiver, even if you give it to a friend or family member. The TiVo Service will be provided only to that particular Receiver and therefore, cannot be transferred to any others you may purchase. If you opt to pay as you go, you will be billed monthly for your TiVo Service.

Using the TiVo Service. You may access and use the TiVo Service only with a product authorized to receive the TiVo Service and you agree not to tamper with or otherwise modify the authorized product. The TiVo Service is provided for your personal use and may not be resold, in whole or in part, or otherwise commercially exploited. Except as expressly provided in this agreement, you may not transfer the TiVo Service (See above “Definition of Lifetime Service.”)

Termination of Service. You may terminate your account, this agreement, and your right to use the TiVo Service, at any time and

for any reason or no reason, by contacting DIRECTV and TiVo Customer Service toll-free at 1-800-DIRECTV (1-800-347-3288). TiVo may immediately suspend or terminate your account, and terminate this agreement, if you breach any provision in this agreement, if you misuse the TiVo Service, or if you fail to pay TiVo Service fees as described in the “Subscription Fees and Payment Authorization” paragraph above. In addition, TiVo reserves the right to terminate your account and this agreement for any other reason if TiVo gives you at least 30 days advance notice. Upon any such termination of your account, you will remain obligated to pay all outstanding fees and charges relating to your use of the TiVo Service before termination. Unused subscription fees are nonrefundable.

Ownership, Disclaimers and Liability Limitations

Title to Software and Intellectual Property. You may need to use certain software programs to use or have full access to certain features of the TiVo Service. You received certain software with the purchase of the TiVo authorized product and other software programs may be provided to you by TiVo from time to time. Your use of such software is subject to the terms of this agreement. TiVo retains title to and ownership of all the TiVo software and certain intellectual property rights in the TiVo authorized product. TiVo also retains ownership of all TiVo copyrights and trademarks. Any attempt to disassemble, decompile, create derivative works of, reverse engineer, modify, sublicense, distribute or use for other purposes either the authorized product or software of this system is strictly prohibited.

Indemnity. You agree to defend, indemnify and hold harmless TiVo from and against any and all claims, proceedings, injuries, liabilities, losses, costs and expenses (including reasonable attorneys' fees) relating to your breach of any term of this agreement or your misuse of the TiVo Service leading wholly or partially to claims against TiVo or the TiVo Service by third parties.

Warranty Disclaimer. YOU UNDERSTAND AND AGREE THAT THE TIVO SERVICE IS PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. TIVO MAKES NO WARRANTY THAT THE TIVO SERVICE WILL MEET YOUR REQUIREMENTS OR THAT USE OF THE TIVO SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE; NOR DOES TIVO MAKE ANY WARRANTY AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE TIVO SERVICE (INCLUDING THIRD PARTY CONTENT), OR THAT ANY DEFECTS IN THE TIVO SERVICE WILL BE CORRECTED. TIVO AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING THE TIVO SERVICE, INCLUDING ANY IMPLIED WARRANTY OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. Because some jurisdictions do not permit the exclusion of implied warranties, this disclaimer may not apply to you.

Limitations of TiVo's Liability. IN NO EVENT WILL TIVO OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD

PARTY FOR ANY LOST PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, OR OTHER INDIRECT, CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO YOUR USE OF THE TIVO SERVICE OR USE OF THE TIVO SERVICE THROUGH YOUR ACCOUNT BY ANYONE ELSE, EVEN IF TIVO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO CASE WILL TIVO'S TOTAL CUMULATIVE LIABILITY TO YOU AND ANYONE WHO USES THE TIVO SERVICE THROUGH YOUR ACCOUNT, FOR ANY AND ALL CLAIMS UNDER ANY THEORY OF LAW, EXCEED THE AGGREGATE AMOUNT YOU PAID TO TIVO IN THE PRECEDING TWELVE MONTHS. YOU UNDERSTAND THAT THESE LIMITATIONS OF TIVO'S AND TIVO'S SUPPLIERS' LIABILITY ARE A FUNDAMENTAL PART OF THIS LIMITED WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Moreover, this paragraph does not limit TiVo's obligation, if TiVo mistakenly or wrongfully overcharges your account, to refund the amount of the overcharge.

Miscellaneous. This agreement will be governed by the laws of the State of California as such laws apply to agreements between California residents performed entirely within California. If any provision of this agreement is invalid or unenforceable under applicable law, such provision will be deemed modified to the extent necessary to render such provision valid and enforceable and the other provisions of this agreement will remain in full force and effect. The official text of this agreement or notice submitted

hereunder shall be in English. In the event any dispute concerning the construction or meaning of this agreement, reference shall be made only to this agreement as written in English and not to any translation into another language. This document represents the entire agreement governing your use of the TiVo Service and supersedes any prior or contemporaneous written or oral statements by TiVo or its representatives or resellers. TiVo's failure to enforce any of the terms of this agreement shall not constitute a waiver or relinquishment of TiVo's right to do so at any time.

BY USING THE TIVO SERVICE, I REPRESENT THAT I HAVE READ AND UNDERSTOOD THIS ENTIRE AGREEMENT AND I AGREE TO ALL THE TERMS OF THIS AGREEMENT AS STATED ABOVE.

DIRECTV Service/Privacy Agreements

DIRECTV has a Service Agreement which applies to your receipt of DIRECTV services. A copy of the DIRECTV Service Agreement, which includes the DIRECTV privacy policy, will be sent to you with your first DIRECTV billing statement.



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