

TiVo Experience Quick Guide

- Turning On Your TV.....
- Getting to Know Your Voice Remote
- Getting to Know Your On-Screen Icons.....
- Watching Live TV and Exploring Your On-Screen Guide
- Starting to Watch TV.....
- Getting to Know the Home Screen Menu.....
- Fast Forwarding, Rewinding, Pause, Skip Ahead/Back
- Searching and Finding Shows and Movies.....
- Start Over & Catch UP
- Setting Recordings (Single and Series/OnePass)
- Where to Find My Recordings - My Shows.....
- Managing Your Recordings and OnePass Options.....
- Blue Stream Fiber On Demand.....
- Finding, Downloading & Using Streaming Apps
- Troubleshooting Your Set-Top Box.....
- Turning on Closed Captioning

To learn about additional elements, such as, Accessing Apps and Games, Setting Parental Controls, or Other Settings and System Information, please simply **scan the QR code** with your phone's camera.



Turning on your TV

Let's get started.

The very first step in watching TV is of course, turning it on! To turn on your TV remote, simply press the **ON** button, as shown, here!

Your remote should have been paired to your set-top box and TV during your installation, and you should now be able to use your voice-remote to turn on and off as well as to control the volume! In the coming pages you will learn more about all of the other buttons on your remote and the incredible features they are connected to!

HELPFUL TIP

If the screen is black, says “no signal” or “no input”, no need to panic. It may be because you hit the Input button on the remote.

Pressing the Input button on your remote, right under the power button, will change your input source and can cause you to get a blank screen or a “no signal” message. Simply make sure your input source is set to the correct HDMI input. To change your input source, press the Input button on the top left of your remote (under the Power button) and then pause to see if the TV picture has come back. Repeat as needed until your picture comes back or you have exhausted all input source options.



If your remote is not responding and your TV volume or power buttons don't work, your remote may need to be re-paired. Watch a video below with step-by-step on how to re-pair.

TO RE-PAIR, Press the **TIVO** button at the top of your remote to get to the TiVo menu.

Then you will want to select the settings menu on the screen which will look like three horizontal lines.



Getting to know your voice remote

As you get comfortable with your world-class voice remote, take note of these three buttons which you will use often.



Live TV

Anytime you just want to go back to watching TV, use the **LIVE TV** button.



TiVo Button

Press the **TIVO** button anytime to get the Home Screen. While in the Home Screen, you can find all of your important viewing options.



Back Button

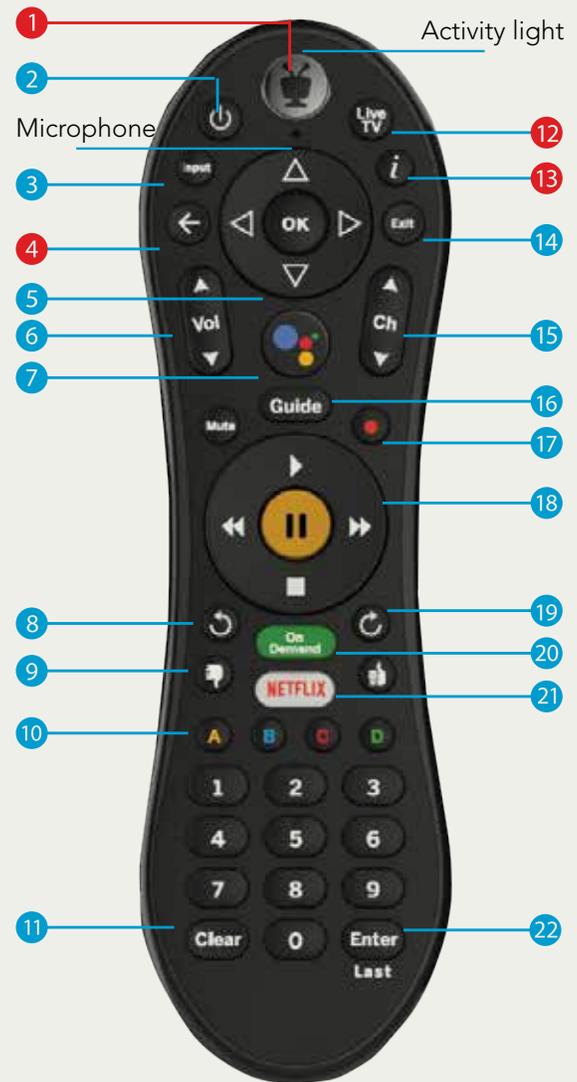
If you find that you have landed on an unfamiliar screen and want to go back to the last screen viewed, press the **BACK** button. This will bring you to the last screen viewed.

HELPFUL TIP

Be sure to make note of which buttons you are pressing. The Input Button is very close to the Power Button and Back Button. To avoid inadvertently changing inputs on your TV, be sure to verify you are pressing the correct button.

Remote Control Reference

- 1 The TIVO BUTTON takes you to the Home screen.
- 2 POWER button turns the TV on or off.
- 3 INPUT selects the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press OK to bring up TrickPlay controls, UP to see the mini guide and DOWN to see the full Info banner, Continue Watching panel, and Favorite Channels panel.
- 6 VOLUME controls the volume on your TV.
- 7 Press and release the Google Assistant button to talk to Google.
- 8 REPLAY repeats the last eight seconds of the show. In the Guide, REPLAY jumps 24 hours back.
- 9 Use the THUMBS UP and THUMBS DOWN confirm certain commands, as instructed on screen.
- 10 Future enhancements will include the use of the A, B, C, and D buttons. A opens the categories list in What to Watch. B changes the sort order of My Shows. C jumps to the next filter in My Shows. D removes a tile from the Continue Watching panel.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.
- 12 LIVE TV takes you to live TV.
- 13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.
- 14 Use EXIT to go to full-screen video from any TiVo menu screen. While watching live TV or Start Over/Catch Up shows, EXIT goes back to the previous channel watched.
- 15 Use CHANNEL UP/DOWN to change the channel or move quickly through the Guide.
- 16 GUIDE takes you to the on-screen Guide.
- 17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required.)
- 18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.
- 19 ADVANCE jumps forward 30-seconds. In the Guide, ADVANCE jumps forward 24 hours.
- 20 ON DEMAND jumps to the On Demand catalog.
- 21 The NETFLIX button launches the Netflix app.
- 22 ENTER/LAST displays the Continue Watching panel.



Getting to know your on-screen icons

These icons will appear time and time again, as you explore different functions, including recording shows, deleting recordings, among other functions. Make sure you're comfortable with them so you can identify them on different screens and throughout different features!



Show is available from Restart or Catch Up



Get more information (e.g., go to Episode screen).



Delete this episode.



Show will be recorded as an individual recording (not part of a OnePass™ search).



Show will be recorded as part of a OnePass search.



Streaming video.



Recorded show.



Recording may be deleted to make room for other recordings you have requested, or because it can only be kept a certain number of days.



Partial recording (recording was interrupted).



Show is currently being recorded.



This show or channel cannot be recorded.

Live TV

To watch TV, select Watch TV from the Menu Bar. If live TV is not already playing when you turn on your TV, simply press the Live TV button or select Watch TV from the Home Screen. As a reminder, nearly every time you turn your TV on, you will start at the Home Screen.

On-Screen Guide

There are two easy ways to see your on-screen guide

- You can press the **GUIDE** button on your set-top box remote control
- Use Voice Control with your remote. To use Voice Control, press and hold the **GOOGLE ASSISTANT/VOICE** button and say, "Guide."

HELPFUL TIP

Once a show or movie is highlighted in the Guide, you can press and hold the OK button down to see all the ways to watch it, including streaming services like Hulu or Netflix.



SportsCenter			
ESPN's flagship program provides a thorough presentation of sports and analysis. The Emmy-winning show revolutionized the sportscast, deftly mixing information with (CC, HD) News, Sports Non-Event			
Mon 4/26 12:00pm - 1:00pm			
	Mon 4/26	12:30pm	1:00pm
Center	32 HD ESPN	SportsCenter	SportsCenter
Take	33 HD ESPN 2	First Take NEW	
ent	34 HD WE	Law & Order: Crim	Law & Order
ics	35 HD CNN	Inside Polit NEW	CNN Newsro
ort	36 HD NBC	Fast Monc NEW	The Exchange
red	37 HD News	Outnumber NEW	America Rep
lins	38 HD RALLY SPORTS	Lunch With the Marlins	
golf	39 HD GOLF	PGA Tour Golf NEW	

Starting to watch TV

To help you get comfortable with your new video platform, we are going to walk through your Home Screen, the Menu, On-Screen Icons Guide and Mini Guide.

Home Screen

The Home screen is the starting point for just about everything you may do on your set-top box. In fact, most times when you turn on the TV, you will start on the Home screen. From the Home screen, you can easily do things like watch live TV, go to the Guide, find your favorite streaming apps like Netflix or Hulu, and watch Video OnDemand. You can even get personalized recommendations of shows and movies you might like.



HELPFUL TIP

To get to the Home Screen from anywhere, just press the **TIVO** button on your remote.

This is what your Home screen looks like.



Watch TV, My Shows and What to Watch

The Home screen menu showcases your most commonly used functions. You can quickly access your recordings and saved shows, go directly to watch live TV, and get recommendations on what is available to watch right now. You can even access streaming apps like Netflix and Prime Video. You will learn more about these features in the coming pages.

WatchTV

WatchTV starts playing live TV from the channel you were last watching.

My Shows

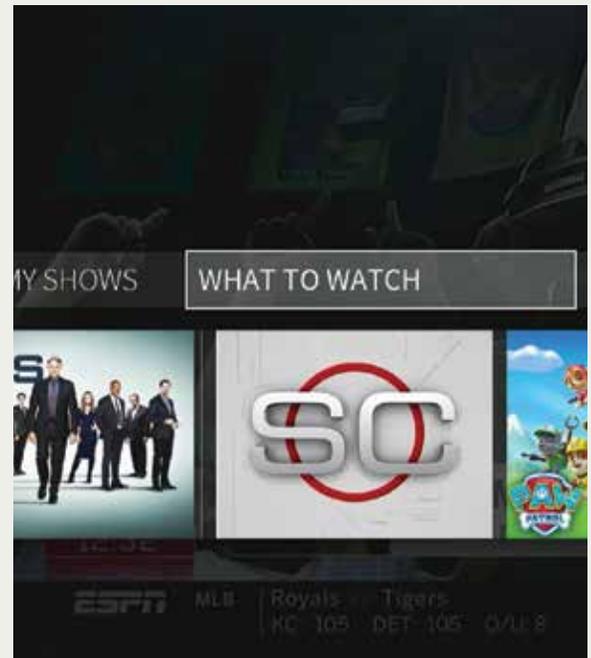
My Shows brings you to all of your recordings. It also takes you to any OnePass you have set up (A OnePass is a handy playlist of all recordings, streaming videos and On Demand shows).

What to Watch

Here you can easily browse shows that are available to watch now. Shows may be available on live TV, streaming apps like Vudu or Netflix, and Video On Demand. To find these options, look at the Menu bar. You can scroll left or right by pushing the left and right arrows in the middle of your remote (see remote on the right).

HELPFUL TIP

You will love the OnePass feature. Have a favorite TV show? If you set a OnePass, it will record all upcoming episodes and will also show you where you can catch up on past episodes on streaming services like Netflix & Hulu as well as On Demand.



USE THE ARROWS TO SCROLL



Home Screen Menu

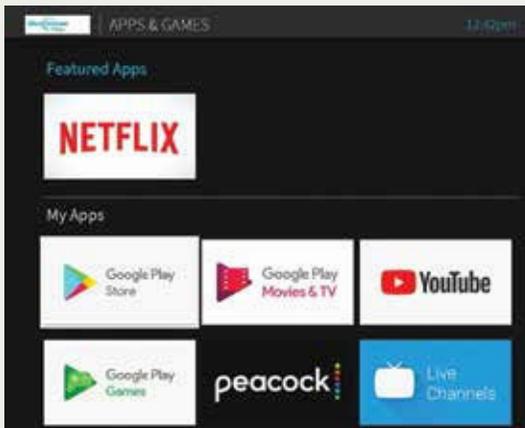
GUIDE



Guide

Select this to bring up your on-screen guide. Your guide shows what is on now as well as 14 days of upcoming programming. In order to access your on-screen guide, simply press the GUIDE button on your remote!

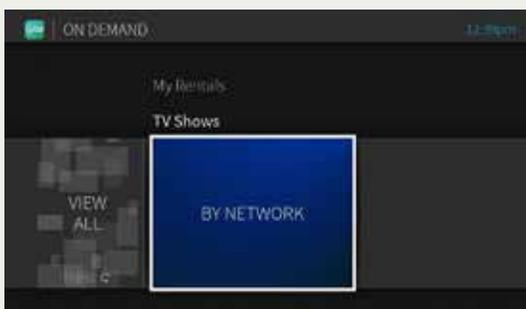
APPS & GAMES



Apps & Games

Your Blue Stream Fiber TV service allows you to download and access a variety of apps. These apps can be popular streaming apps like Netflix, Hulu and HBO Max or even other types of apps like games, music and lifestyle services like Spotify and Martha Stewart TV. This is where you will find those apps once installed. On page 26 you will find out how to install these apps.

ON DEMAND



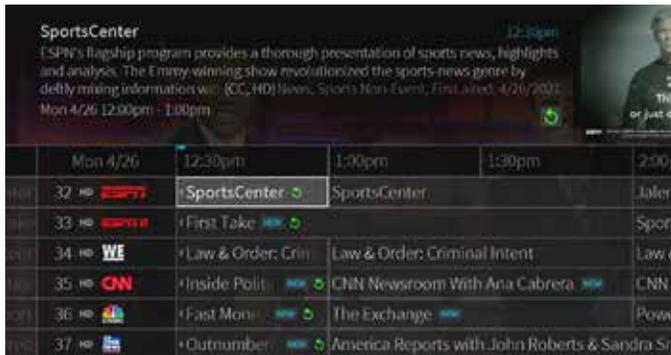
On Demand

In the mood for a movie or want to see what new shows are available on your favorite channel? Go here to be taken to Blue Stream Fiber On Demand.

Search

The best way to search for content is with your Voice Remote. However, if you would like to do a manual text search, it can be done by going here and using the keypad.

On-Screen Guide



Press **RIGHT** and **LEFT** arrows to move to the next or previous show.

Press **ADVANCE**  to jump 24 hours ahead, or **REPLAY**  to jump 24 hours back.

Press **OK** on a show in progress, and the channel changes to that show.

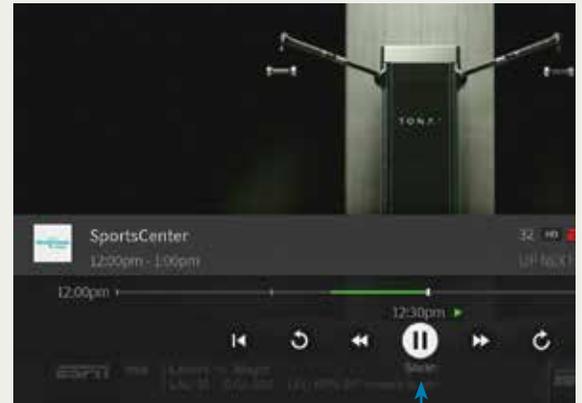
Press **OK** on an upcoming show and you'll see all recording and bookmarking options.

To get out of the guide and go back to watching TV, press the **LIVE TV** button  in the upper right-hand corner of your set-top box remote.

HELPFUL TIP

To browse the Guide quicker, you can use the Channel Up/Down Buttons to advance a page at a time instead of just one channel at a time.

Fast Forwarding, Rewinding and Pause



PAUSE MODE

When watching Live TV, you can **REWIND**, **FAST FORWARD** and **PAUSE**. When you select one of these options, a Status Bar will appear.

- This bar represents a one-hour period of time.
- The green segment shows the portion of the hour that is available for you to Rewind back or Fast Forward to.

The thick white line shows your current point in time. While Rewinding, Fast Forwarding or Pausing, you will see those icons on the bottom of your screen. The one highlighted with the white circle around it shows the function you are currently performing. For example, the picture below shows the TV is in Pause mode.

While in Fast Forward and Rewind mode, you will need to press the **PLAY** button to resume watching TV.

Fast forward, rewind, skip ahead/back

There are different speeds you can Rewind or Fast Forward. You can also easily skip ahead or back with the press of a button.

Press **REWIND** or **FAST FORWARD** up to three times for the speeds. Press **PLAY** to start watching again.

Press the **REPLAY** button  to easily jump back 8 seconds. Press this multiple times to go back in 8-second increments. This is great for when you're watching sports!

Press **ADVANCE** button  to jump forward 30 seconds. You can also press this button multiple times.

Press **STOP** to pause the rewinding, fast forward, replay, or advance features and jump back to live.

HELPFUL TIP

NOTE: To use Voice with Fast Forward or Rewind, you must provide a time like "30 seconds" or "Two minutes." To use Voice Control, press and hold the **GOOGLE ASSISTANT/VOICE BUTTON** and say, "Fast Forward one minute." or "Pause."

REWIND,
FAST FORWARD,
PLAY, REPLAY,
ADVANCE
BUTTONS



Searching and finding shows and movies

Voice Search

Using the Voice Search feature on your set-top box remote is the easiest and quickest way to find what you want to watch. You can search by show title, episode title, actor, director and more.

Your Blue Stream Fiber TV service will search across shows and movies that are coming up on live TV, that are available on popular streaming apps like Netflix®, Hulu® and Prime Video®. It also searches across what's available on Blue Stream Fiber On Demand at the same time.

1. Press and release the **GOOGLE ASSISTANT BUTTON**.
2. When you see the four colored dots at the bottom of your TV screen, begin to speak.
3. Be sure to speak naturally into the remote.
4. Say a title, actor, sports team or keyword.

Speak to Search, Browse and Find

Search by title or keyword:

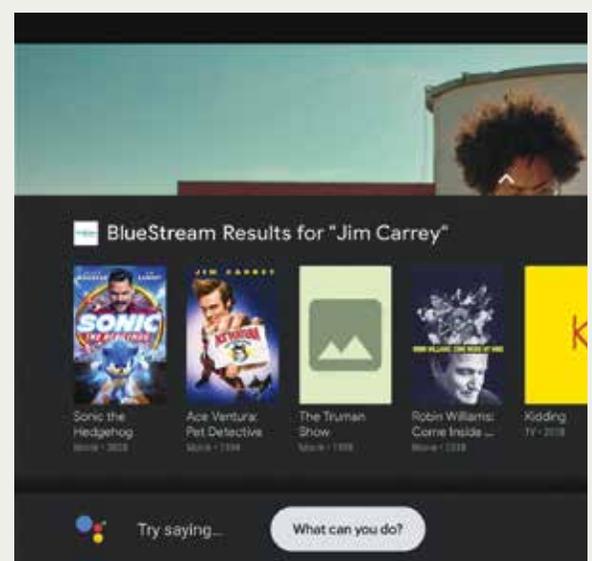
“Cooking shows” or “The Today Show.”

Search by actor:

“Jennifer Aniston” or “George Clooney.”

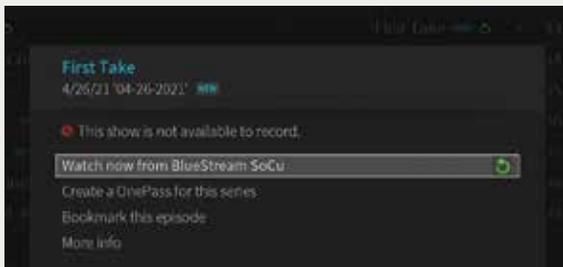
Browse:

“Find romantic movies,” or “Show me sports movies.”



Start Over

If you are watching a live TV show when it is already in progress, it may be available to start over from the beginning. There are two ways to tell if a show is available for Start Over.



1. When you tune to the channel, there will be a rectangle box in the lower right-hand corner of your screen that says “Press & hold OK to Start Over.” To engage Start Over, press and hold **OK** until the show or movie begins playing from the beginning.
2. When in the On-screen guide, the green icon will be next to the name of the TV show or movie. To engage Start Over, press and hold **OK** until a pop-up box appears at the base of your screen. Select **Watch now from Blue Stream SoCu**.



Shows and movies that can be started from the beginning will show this green icon next to them.

HELPFUL TIP

We’ve all stumbled upon a TV show or movie that is already in progress and wish we could see it from the beginning. Start Over gives you the ability to watch what you want when you want.

Catch Up

If you have missed an episode of one of your favorite shows and want to catch up, you can do so easily with the Catch Up option.

There are many shows that are available to watch in the Catch Up section of your Blue Stream Fiber TV service.

To see what's available:

1. Go to the On-Screen guide by pressing the **GUIDE** button on your set-top box remote or press and hold the **GOOGLE ASSISTANT** button and say, "Guide."
2. Once in the Guide, press the **LEFT ARROW** button.
3. You will see what shows are available to watch on each channel. For example, in the picture below, First Take is available to watch on ESPN®.
4. While in this screen, any show with the  icon can be watched.



HELPFUL TIP

Want to see what's available for Catch Up on other channels? Press the Channel Up/Down buttons.

Setting a single and series recording (OnePass)

You can set a recording for single episodes or movie or set a series recording. Regardless of the option you choose, you can do this from the On-Screen Guide, Live TV, or after performing a search.

From the On-Screen Guide:

- While in the Guide, select the show or movie you want and press the red **RECORD** button on your set-top box remote.
- A pop-up box will appear on your screen that will give you several recording and watching options. Record just this episode will be defaulted.

Record Single Episode

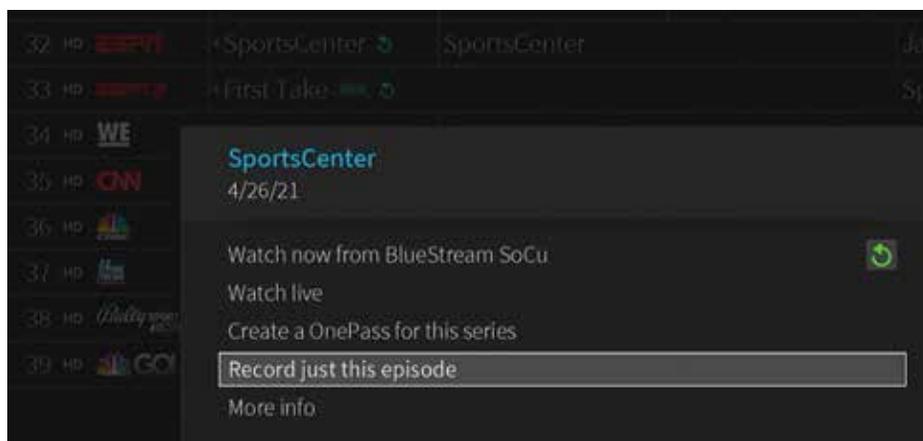
- To record just that episode, press **OK**. Another pop-up box will appear. Here, you can choose your recording options. Most of the time it will not be necessary for you to change the options. Review what is on the screen and simply press OK. Your one-time recording will be scheduled.

Record a Series:

- To set a series recording, select the show you want to record and press the red **RECORD** button. A pop-up box will appear. Select **CREATE A ONEPASS** for this series. (OnePass is the name for series recordings). Review the options and press **RECORD**.

HELPFUL TIP

Creating a OnePass is even more than just a series recording. It will also gather all available episodes of a series from live TV, On Demand, and certain Streaming Apps like Netflix.



Recording options

Whether you are opting to record just one episode or movie or set a series recording (OnePass), you'll have options to select from if you want to tailor your experience.

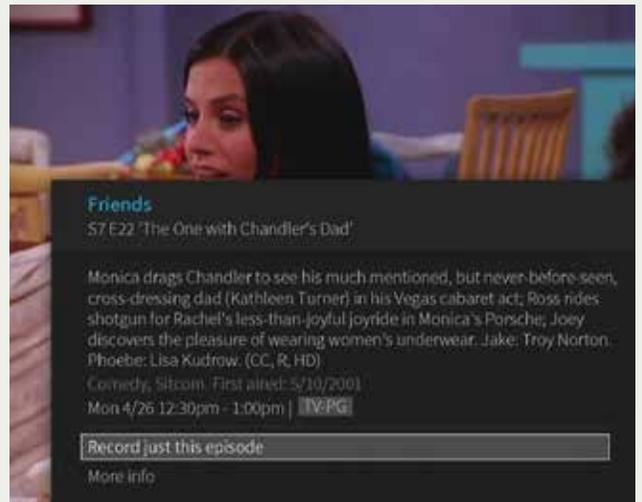
To modify the start and stop time:

- Use the **DOWN ARROW** button to highlight what you want to change (Start recording or Stop recording).
- Once there, use the **RIGHT ARROW** to increase the time and the **LEFT ARROW** button to decrease the time in one-minute increments.

To modify how long to keep the recording:

- Use the **DOWN ARROW** button to highlight **KEEP UNTIL** and then press **OK**.
- Once there, use the **RIGHT ARROW** to see and select from your options.

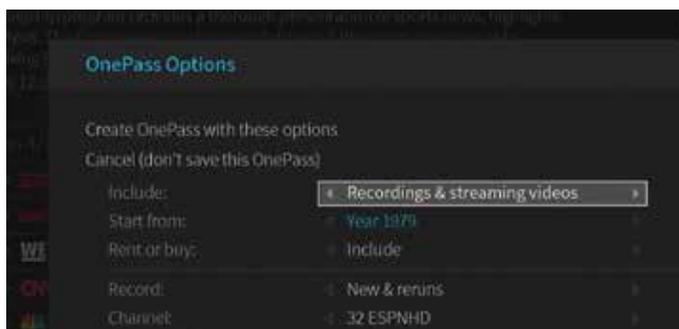
Once you have chosen your settings, press the **OK** button. This will take you to Record this episode with these options. Press **OK** again.



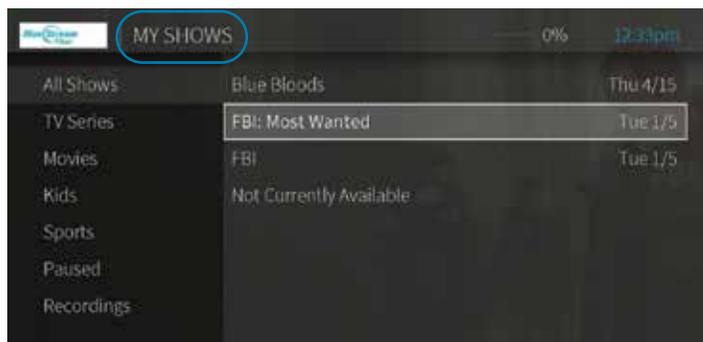
Series recording (OnePass) options

When setting a series recording (OnePass), you will have options to select from so that you can have access to the most content possible. You'll be able to decide if you want to record just one season or all, how many recordings you want to keep, if you want to include episodes available on streaming services like Netflix or Hulu, and set your preferences for HD.

- **INCLUDE:** Choose to include recordings, streaming videos (from sources like Netflix), or both.
- **START FROM:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose New episodes only.
- **RENT OR BUY:** Decide whether to include episodes that need to be purchased before viewing.
- **RECORD:** Skip reruns or watch them all? Choose New only to avoid reruns, or New & Repeats to get every episode.
- **CHANNEL:** Choose the channel on which to record if it is available on more than one channel.
- **VIDEO QUALITY:** We recommend always selecting Prefer HD.
- **KEEP AT MOST:** Choose the maximum number of recordings to be saved.
- **KEEP UNTIL:** Space Needed is the default setting. You can choose **As Long as Possible**, and your set-top box won't delete episodes until there is space needed.
- **START RECORDING:** Start recording up to 10 minutes before it begins.
- **STOP RECORDING:** For shows or events that consistently or may run over, use this option to schedule an extended stop time.



Where to find your recordings



My Shows

Now that you have recorded a variety of shows, you may ask yourself – where do I find them?

My Shows contains all your recordings! If you scheduled a series recording (OnePass), **My Shows** will also contain episodes from Blue Stream Fiber On Demand or from certain streaming services like Netflix and Prime Video.



To get to **My Shows**, press the **TIVO** button and select **My Shows**.

In the main area of **My Shows**, you'll find all your recordings and series recordings (OnePass selections). Use the **UP** and **DOWN** buttons to scroll through the list.

- When you have chosen what you want to watch use the **OK** button.
- To go back to your list of recordings and OnePass selections, use the **BACK** button.

HELPFUL TIP

You can narrow down your search while in the My Shows screen by using the filters on the left-hand side. Filter your selections by TV Series, Movies, Sports and more. While in the main area of My Shows, just use the Left Arrow Button to get to the filters.

Managing your recordings and OnePass options

Want to make changes to a scheduled recording or series recording? You can easily do this with your To Do List Feature.

Press the **TIVO BUTTON** on your set-top remote. Use the **LEFT ARROW** button to move over to the Menu icon and then press **OK**. Under **SETTINGS**, use the **DOWN** Arrow button to select **TO DO LIST** and press **OK**.

Once in the To Do List:

- Select the series recording (OnePass) you want to modify.
- Use the **LEFT ARROW** button to move the menu of options on the left side of your screen.
- Use the **DOWN ARROW** button to select OnePass Options and press **OK**.

To change how you want to record the series:

- Use the **RIGHT ARROW** button to select Modify OnePass and press **OK**.
- Use the **DOWN AND UP ARROW** keys to select what you want to change and press **OK**. You will now be moved to “Use these OnePass options.” Press **OK** again.

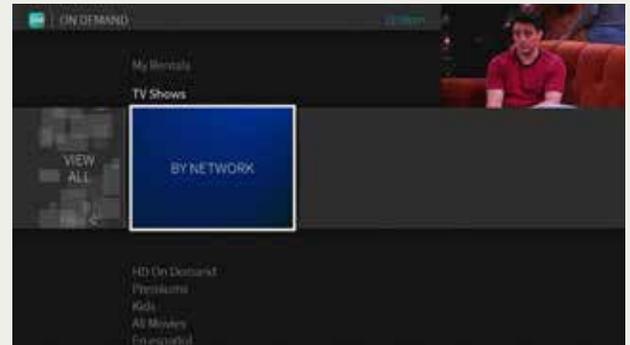
Browsing the Blue Stream Fiber On Demand menu

Your set-top box has access to thousands of the latest hit shows and movies – most of them free!

Watching a Video

To select an On Demand video:

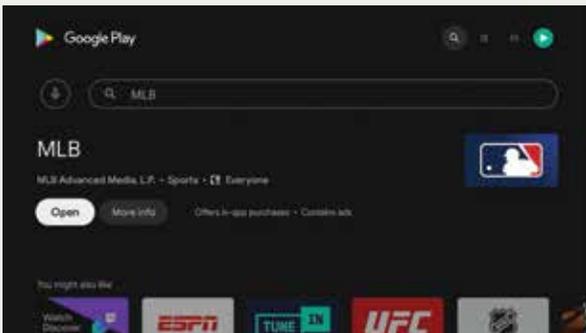
1. On the main Blue Stream Fiber On Demand page, you'll see a list of categories (like Kids, Movies, and New Releases) to choose from. Highlight the category you wish to browse and press **OK**.
2. If you are offered sub-categories, choose a sub-category and press **OK**.
3. A list of available videos is displayed. You'll see the videos price, and when you highlight the video, you'll see a brief description in the right column.
4. Once you've located a video you want, highlight it and press **OK**. This will bring you to a screen that gives you more details on the video and, in many cases, allows you to watch a free preview.
5. If the video is free, the information screen will have an option to play it. Select **PLAY** to start the video.
6. If the video must be rented to view it, the information screen will have an option to rent and watch now (the price will be listed). Select **RENT** and watch now to order the video.



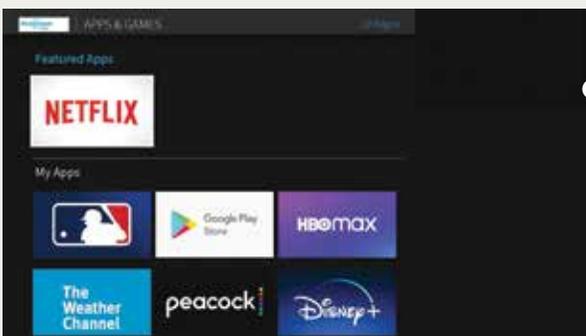
PRE-INSTALL



POST-INSTALL



USING YOUR DOWNLOADED APPS



INSTALLING AND ACCESSING APPS



Finding streaming apps to use with your Blue Stream Fiber TV service

If you have subscriptions to streaming services like Netflix, Hulu, Max and Prime Video, you can download those apps onto your Blue Stream Fiber set-top box. This means you can directly access those apps right on your TV without having to change inputs.

Get Started

The easiest way to find an app is to use your voice. Press and release the **GOOGLE ASSISTANT** button. When the four colored circles come up on the bottom of your screen, say the name of the app you want. Say, “Netflix app” or “Pandora App” or “MLB app.” Once you find what you want, you can install the app by pressing **OK**. Note, in order to access the app store, you will need a Gmail account.

Using Your Downloaded Apps

Once you have installed apps on your set-top box, you can use them at any time. If you want to see all the apps that you have installed:

- Press the **TIVO BUTTON** to get to the Home Screen.
- Use the **RIGHT ARROW** to select APPS & GAMES and press **OK**.
- A full list of your installed apps will be listed under My Apps.
- Use the **ARROW** button to highlight which one you want to use and then press **OK**.

HELPFUL TIP

After you have downloaded the app, you can also use your voice to go directly to the app when you want to use it. Simply say, “Open MLB App.”

Resetting your Blue Stream Fiber Set-Top Box

Resetting your set-top box can help you resolve issues like freezing, slow performance, or connectivity problems. We encourage you to reboot your set-top box as a first step in troubleshooting any issues.

Before proceeding with the reset, determine the problem you are facing with your set-top box, such as picture quality, audio, or other features not working properly.

1. Get ready to reboot your Blue Stream Fiber Set-Top Box.
2. Locate the circular power cord at the back of your set-top box and unplug it.
3. Allow the set-top box to remain unplugged for 10 seconds to ensure a complete power cycle.
4. After the 10-second wait, plug the power cord back into the set-top box securely.
5. Once the power is restored, you will see a series of loading screens in this order: Blue Stream Fiber, Android, and TiVo.
6. When the loading process is finished, you'll receive a prompt on your screen to press the "OK" button to return to live TV. This indicates that the reboot process is complete.
7. In many cases, the reset will resolve common issues like freezing, slow performance, or connectivity problems. Verify if the problem has been resolved by checking the functioning of your set-top box.
8. If the issues persist despite the reset, you may need to contact Blue Stream Fiber technical support for further assistance.



OK
BUTTON





How to Turn on Closed Captioning

Closed captioning can make your tv viewing experience more accessible and enjoyable, especially if you're hard of hearing or just prefer to read along with the audio.. For a step-by-step on how to set up, please see below!



1. Ensure your TV and TiVo device are turned on and connected.

2. Grab your TiVo remote control.

3. Press the "info" button (italicized "i" symbol) on the remote.

4. The info menu will pop up on the bottom of your screen.

5. Use the directional buttons on your remote to scroll right until you see "Turn Subtitles and CC on."

6. Press the OK button (located in the middle of the directional arrow buttons) on your remote.

7. Wait a few seconds for the subtitles and closed captions to appear on the screen!

