



Go discover

A quick guide to your TiVo® box

You can read the Complete Guide to your TiVo® box online at virginmedia.com/help/tivo

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TV. It's brilliant isn't it? And we think you should have more of the TV you love.

**Your favourite channels. Your favourite shows.
TV On Demand and Catch Up as well. But what
if we were to take it to the next level...**

Go explore

TV from Virgin Media powered by TiVo.

With so many channels and thousands of hours of On Demand programmes, it's hard to be sure that you're seeing all the best shows on TV. This smart little box makes it easy.

Now you can search for specific shows and stars in one place, browse for programmes by your tastes, the type of show you like or even your mood.

It gets to know you and recommends more of the TV that you love and saves it so you don't miss anything. It even brings online stuff like YouTube and eBay to your TV.

Sounds good doesn't it? But to really get to know your TiVo box, get involved and see where it can take you.

1. Play around

It's easy to find your way around. There are simple steps for how to do most things in this guide.

2. Make it your own

Your TiVo box remembers all the TV you've watched and learns what you like the most, it makes Suggestions and searches out your favourite things using WishList.™

3. Use your thumbs

You can also rate any show with the Thumbs Up™ or Thumbs Down™ buttons on your remote.



Need a hand?

If you need help anywhere along the way, just go to the **Help & Settings** menu on the **Home** screen and choose **Help**.

Want to know more?

Curious about the buttons on the front of your TiVo box or the wires at the back? Find all the details on this and everything else in the Complete Guide to your TiVo box online at virginmedia.com/help/tivo


Your TiVo remote



If you've got the remote, you're the boss. So start pushing some buttons and see where your TiVo box can take you.

Navigation buttons

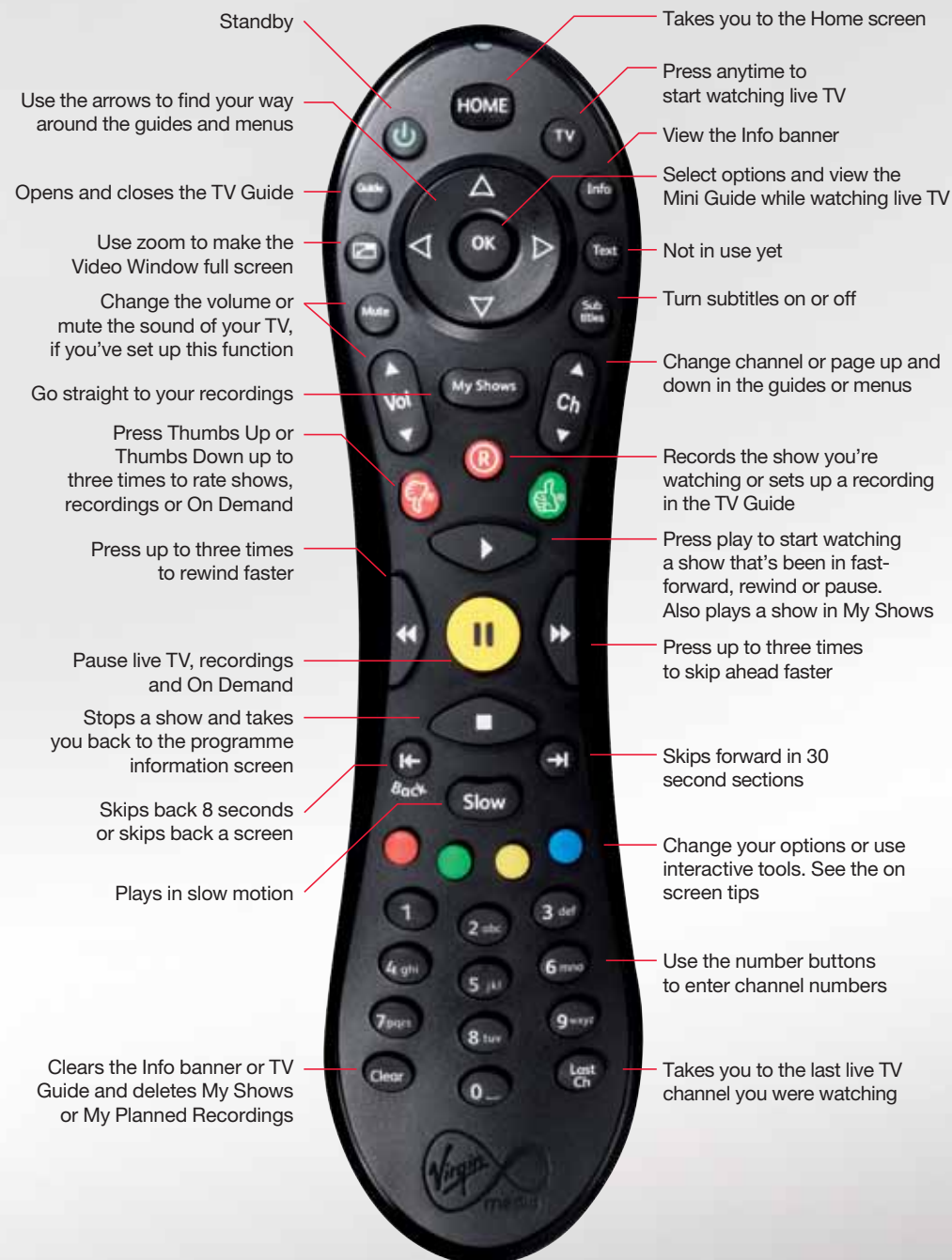
Use ◀▶ ▲▼ to navigate around the menus. You'll find that ▶ takes you to the next menu option and ◀ takes you back where you came from.

Tips for using your remote

Use  to page through the full TV Guide and other menus.

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

Want to use your TiVo box remote to control your TV? See the Complete Guide to your TiVo box online at virginmedia.com/help/tivo



Home screen

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

Watch while you explore

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

Take a look

TV Guide

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

Catch Up TV & On Demand

Choose from loads of On Demand TV, movies and more. See page 14 for details.

Search & Browse

Find what you want by searching for something or someone specific or browsing by a category such as Sports or Movies. See page 16 for more.

My Shows & Recordings

View and manage the shows you've recorded and the ones you're planning to record. See page 20 for more.

Apps & Games

Check out the latest apps and games. See page 28 for more.

Help & Settings

Get help, personalise your box's settings and set Parental and Purchase Controls. See page 30 for more.



How to use it

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

Discovery Bar

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

The Discovery Bar: here to help

It recommends new things for you to try.

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




How to use it


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

Watching live TV


Want to watch live TV? We've got all your favourite channels to choose from, including lots in super sharp HD.


Getting started

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

To skip one channel at a time press  on your remote.


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

To jump back to the previous channel
press 

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


Mini Guide

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

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

The show you're watching now will be highlighted in the guide, and you'll also see what's on the next two channels down too.


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

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



Pausing live TV

You can pause live TV, whenever you want, for up to an hour.



Just hit  on your remote to pause what you're watching.

A green status bar will pop up, so you can keep track of where you are.



The green line shows how long you've been watching the channel.


When the thick white line is back in the green segment, you're behind live TV.


To start watching the show you've paused again, press  or 



Or to catch up to live TV press and hold 

Fast forwarding

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


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


To stop fast forwarding, and start watching, just press 

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



Rewinding


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

Press  and the show rewinds. Press it up to three times to increase the speed and the opposite direction to slow down.

To stop rewinding and start watching,
just press 

Press once to skip back 8 seconds.

To see a slow motion replay press  followed by 

And if you want to go back to the beginning of the recording or saved portion of the show, press and hold 


Recording live TV

Your TiVo box lets you record two shows while watching something you've recorded earlier.

To record the channel you're watching now, simply press 

The show will be recorded from when you started watching, not recording.

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

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

Worried about missing a show?

You can't set a reminder with your TiVo box. But you can record it and then watch it whenever it suits you from My Shows.

Info banner

The Info banner is always on hand to let you know what you're watching and recording.

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

Recording **R**

The top left icon on the Info banner shows what you are currently watching. If you are watching TV, pressing **OK** allows you to change the recording options for the current programme. If you are playing a recording from My Shows, pressing **OK** will do nothing.

If you highlight **R** at the bottom of the Info banner, this will show you what is playing on that tuner and pressing **OK** will change to viewing that programme.

Subtitles **Q**

Choose whether you want subtitles on or off. If subtitles aren't available, the icon will be dimmed.

Audio **Q**

If more than one audio track is available, this icon will be lit. If one of the tracks available is a Dolby Digital track, you'll see the icon below instead.

Dolby Digital **DD**

If there is a Dolby Digital audio track available, the Dolby Digital icon will be shown in place of the Audio icon. If it's dimmed, a track's available, but you're not using it.

Audio Description **AD**

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

Streaming **•)**

Indicates that you're watching an On Demand programme. Pressing **OK** on the streaming icon will do nothing.



How to use it

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

Catch Up TV & On Demand

With TV On Demand, there's no need for that old TV listings mag – you create your own TV schedule. And we give you Catch Up TV too, because we know what it's like to miss your favourite show.



You'll find all our On Demand music, movies and shows in the Catch Up and On Demand area (and it's the only place where On Demand music and adult programmes are available). Other On Demand shows and movies can also be enjoyed via Search & Browse or the Discovery Bar.

Catch Up TV

So you went out and you missed something? Well, you didn't really miss it. Catch Up TV automatically saves many unmissable shows from the last seven days, so they're ready to watch when you're ready.

On Demand

You have thousands of On Demand programmes available to you, most of them as part of your existing monthly subscription. Others, like first run movies, are available to play immediately.

Movies On Demand

Hundreds of movies, from the latest releases to old favourites.

Music On Demand

Music videos, gigs, concerts and karaoke.

TV Choice On Demand

Heaps of TV shows and series, back to back.


More On Demand

Even more choices, including adult only shows.

How to watch Catch Up TV & On Demand

1. Press **HOME** on your remote.
2. Highlight **Catch Up & On Demand**.
3. Use **►** to select Catch Up TV or the different On Demand options (Movies, Music, etc).
4. Follow the steps to start watching.

Watching Catch Up TV from the TV Guide

1. Press **Guide** to go to the TV Guide. Select your channel and press **◀** or **▶** to scroll back through the history of shows.
2. Shows available as Catch Up TV are indicated with the .
3. Highlight the show you want and press **OK** to watch it.

Search & Browse

Let's say you're in the mood for a thriller. Or a bit of comedy. How about being able to browse by theme or genre, or that actor you really like? Well that's where your TiVo box can help.

Browse all TV

You can browse by TV, Movies, Sport or a category such as Action & Adventure. Favourites gives you a shortcut to the shows that you've given the Thumbs Up to. Collections includes shows we think you'll like with similar themes, like food or holidays, updated every week. And Pick of the Week includes topical content that we think you'll enjoy.

From the Home screen just choose **Search & Browse** then **Browse All TV**.

Search by title or name

If you're looking for something specific, you can search by a programme title or a person's name.

1. From the Home screen, choose **Search & Browse**.
2. Select **Search all TV**.
3. You'll see a keypad on the left of the screen, which you can use to enter the word or name you want to search for.
4. Use the ► and ◀ or ▲ and ▼ arrows on your remote to move around the letters. Press **OK** to choose the letter you want.



5. As you select letters your TiVo box searches all live TV for the next two weeks, and any On Demand shows, containing that word.
6. When you see what you're searching for, use ◀ to move into the search results. Then highlight the one you want and press **OK** to select it.
7. Select **Get this show** to watch it if it is available from live TV or On Demand, to record the next showing or set up a Series Link, which will record the whole series. See page 20 for more on Series Links.

Tips for searching

Use ◀ to delete individual letters or press **Clear** to remove all letters and start the search again.

When searching for an actor or a director, enter the name like this: Last Name, First Name. Make sure the name is spelt correctly, with a comma separating it.

Replace hyphens (-), slashes (/) and full stops (.) with spaces.

You don't need to use apostrophes (') and ampersands (&). E.g. Searching for **six oclock news** will still pick up the Six O'Clock News.

On Demand availability

When a show is available with Catch Up TV and On Demand, the **OD** is shown as part of the programme description.

Create a WishList search

If the actor, director or subject you're looking for isn't listed in your search results, try a WishList search instead. That way, your search will be remembered so you can use it again. Alternatively, you can set your TiVo box to automatically record shows that match your search.

How to set up a WishList search

1. From the Home screen choose **Search & Browse**, then **My WishList Searches**.
2. Choose **Create a WishList Search**.
3. You can now choose the things you'd like to search by. Search by one or all of these: keyword, title keyword, actor, director, category.
4. Your TiVo box will automatically give your search a name. If you'd like to change this name, simply select **WishList Name**.
5. Once you're happy with the search you've set up, choose **Done creating this WishList Search**.

6. You can ask your TiVo box to automatically record anything that matches your WishList search. To do this choose **Auto-record WishList programmes**.

7. You can also see a list of the programmes that match your search and are showing within the next two weeks by going to **View coming soon programmes**.

To watch any of the shows recorded by the WishList, just go to **My Shows**. WishList recordings are marked with a star, like this ☆. Once the programme is within the timescale for being deleted, the star icon will be replaced with an ⌚.

Edit or delete a WishList search

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



Browse the full TV Guide

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

1. Press **Guide** on your remote.
2. Use **▲** and **▼** to go up or down a channel.
3. Use **Ch** to go up or down a page.
4. Use **▶** and **◀** to move forward or back through the different shows, half an hour at a time.
5. Press **▶▶** or **◀◀** to move forward or back by two hours.
6. Press **⏭** or **⏮** to skip 24 hours ahead, or 24 hours back.

TV Guide Tip

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

Recording

So you've found all this great telly. How about having it recorded for you? And not just a movie or an episode, but a whole series. Luckily your TiVo box has enough space to store all your favourites.

Your TiVo box comes with a whole terabyte of hard disk space. That's about 400 hours of standard TV recording or 100 hours of HD TV.

Recording live TV

1. To record the show you're watching now, simply press **R**.
2. To stop recording what you're watching now, just press **R** again and choose **Stop the current recording**.

Recording from the TV Guide

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

Series Links

If a show is part of a series, you can create a Series Link. A Series Link automatically records every episode of the series that airs on the selected channel, even if the time slot changes.

1. Press **Guide** on your TiVo remote.
2. Highlight the show you'd like to record and press **OK**.
3. Select **Series Link & Other Options**.
4. Press **OK**.
5. Select **Get a Series Link**.



Changing a Series Link

Whenever you choose to record a series, you've got the chance to tailor the options for that recording by going to **Manage My Series Links**, selecting the programme, pressing **OK** and going to **Change recording options**.

Series Link Options

Record

Don't want to record repeats? Choose from record **New & Repeats**, **New Only** or **Everything**.

Keep until

Decide how long you'd like to keep each episode. The default setting is **Space Needed**. To keep it until you choose to delete it, choose **Until I Delete**.

Recordings that you have chosen to keep will be shown in **My Shows** with **R**.

Start recording

Set the recording to start a few minutes earlier than the official start time.

Stop recording

Does the show sometimes run over its official time? Set the recording to stop a few minutes later than the time scheduled.


Mobile and Online recording

Not at home? Not a problem. Find out more about how to search for and record all the things you want, online and on your mobile, in the Help section on your TiVo box. You can also find out how to do this in the Complete Guide to your TiVo box, available online at virginmedia.com/help/tivo

My Shows

You've recorded that show, with that actor you like.
This is how to watch it back whenever you want.

My Shows lists all the TV shows that you've recorded and also those that your TiVo box has recorded for you. In no time at all you'll find that My Shows is full and it will continue recording new ones.


The shows that you record are listed first with series conveniently grouped in folders . Recordings made for you are all in TiVo Suggestions.

Your Recordings

Sorting

You can sort your recordings in alphabetical order or date recorded (with the newest at the top).


Grouping

The Groups function organises your recordings into folders. E.g. different episodes of the same show will be grouped together. Groups are on automatically, but you can turn them off by pressing  on your remote.

Available space




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

Programme details

You can find out more about any of your recordings in **My Shows** by highlighting the show and pressing . From here you can also choose to play, delete or stop recording it.



How to delete shows quickly

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

Find planned recordings quickly

When you've scheduled recordings, you can find them in **My Planned Recordings**. Choose **My Shows & Recordings** on the Home screen to bring up the **My Planned Recordings** folder.

Recording Hiccups




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

TiVo Suggestions


What if your TiVo box remembered all the things you enjoy? And then made suggestions to help you discover more, so there's no need to flick... flick... flick.

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

Upcoming Suggestions

Check out your TiVo box's suggested shows and review them. Choose **Search and Browse** from the main menu, then **Browse All TV**, then **TV**. Now select , which you'll see displayed on the right of the screen. You can then use  and  to tell your TiVo box what you think of its suggested shows. The more you use this feature, the smarter your TiVo box gets.

Recorded Suggestions

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

Auto-recording Suggestions



If there's space on your box, it'll automatically record your Suggestions



for you. But don't worry, Suggestions won't replace the shows you've chosen to record. And they're always the first to be deleted to make room for specific recordings you've set up.

Making Suggestions work for you

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



Rating shows and movies

If you give something a  your TiVo box will record similar shows and movies, and you'll find them in your Suggestions list. Giving a show a  will help prevent similar shows being suggested to you in the future.

The more you rate stuff, the better your Suggestions will be. So don't forget to hit  or  to give your verdict.



How to rate

1. You can rate any show – whether it's live and showing now, recorded, or listed in the TV Guide.
2. If you like it, press  on your remote, up to three times if you think it's brilliant.
3. If you don't like it, press  on your remote, up to three times if you really didn't like it!

Love it? Hate it? When you're watching a live or recorded show you can give it a Thumbs Up or Thumbs Down at the touch of a button.

Parental Controls

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

Parental Controls

If you've got children in the house, there might be certain channels and shows that you don't want them to watch. That's where your PIN comes in.

Remember to change your PIN as soon as your box is set up. A PIN is always needed to watch:

Programmes rated 12, before 8pm.

Programmes rated 15, before 9pm.

Programmes rated 18, before 10pm.

A channel you've chosen to lock.

Any adult channels.

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

Protecting your PIN

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

Changing your PIN

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

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



If you lose or forget your PIN, call 150 from your Virgin Media home phone or 0845 454 1111* from any other phone and select option two.

Changing Purchase Controls

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

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

Locking channels

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

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

3. Select **Lock channels**.

4. Highlight the channel you want to lock or unlock.

5. Press **OK**.

6. Press **◀** to exit and save your settings.

Hiding adult channels

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

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

Apps & Games

How about online content on your TV?
Like that video that everyone's talking
about? All your bids, tweets and updates?
Now you can get it all on your TV screen.

Watch clips on YouTube, check your
bargains on eBay, keep up to date
with the latest tweets on Twitter and lots
more. Your box has its own broadband
connection so it won't slow down your
regular broadband service. And because
your TiVo box is hooked up to the internet,
you'll always have the most up to date
version of the app.



Explore the apps

1. From the Home screen, select **Apps & Games**.
2. Select the app you want to launch via the arrow keys and then press **OK**.
3. When you're done, press **REDACTED** to go back to the Apps & Games menu.

Help & Settings

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




Help direct to your sofa



For the latest info on using your TiVo box, more on troubleshooting, or topics not covered in this Guide, go to the Help app. In the Help app you will find all sorts of information about your TiVo service as well as other Virgin Media products and services.

1. Select **Help & Settings** on the Home screen.
2. Select **Help**.

Setting and using My Favourites

When you have the TV Guide or Mini Guide open, you can jump straight to your favourite channels by pressing  and then selecting **My Favourites**.

To create or edit your list of favourite channels:

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

Network settings

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

To see your network settings:

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

Connect to the Virgin Media TV service now

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

Test connection

Test your connection and run tests related to your network.

View network status

View details about your network connection.

Messages

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

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

Access your messages:

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

System Info

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

To see System Info:

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

System Info

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

Copyright & Trademarks

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

Diagnostics

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

Clear or Reset your set top box

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

To see Clear or Reset set top box:

1. Select **Help & Settings** on the Home screen.
2. Choose **Clear or Reset set top box**.
3. Select **Restart** or **Reset System**.
4. Choose one of the available options:

Restart the set top box

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

Clear Thumb ratings and Suggestions

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

Clear programme information & My Planned Recordings

Clears all programme information, cancels Series Links and everything in My Planned Recordings, and removes all Thumbs Up and Thumbs Down ratings. It won't delete anything in My Shows. So you can't do this by mistake, this option is PIN protected as well.

Next time the box connects to the Virgin Media network it will gather new programme information. It takes about an hour to complete this process.

Clear & delete everything

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

Accessibility

Help for the visually impaired and hard of hearing.

Subtitles (S)

Subtitles are a text version of the dialogue in shows.

1. Select **Help & Settings** on the Home screen.
2. Choose **Settings**.
3. Choose **Display & Subtitles**.
4. Select **Subtitling**.
5. Set subtitles as **On** or **Off**.
6. Select **Finish setting subtitling options**.

To turn subtitles on or off while you're watching a show press .

Audio Description (AD)



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

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



To turn Audio Description (AD) on or off:

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

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

Troubleshooting

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

1. Use this guide

You'll find simple steps for how to do most things, plus help for the most common problems, right here in this Quick Guide.

2. Tune in on your TV

Get help from the comfort of your sofa, with our on screen guide. To take a look, go to the Home screen on your TV, select **Help & Settings** then **Help**.

3. Go online

You can find FAQs and also read our Complete Guide to your TiVo box online at virginmedia.com/help/tivo

4. Talk to us

Still got some questions? Want to chat things through with an expert? Call 150 from your Virgin Media home phone or 0845 454 1111* from any other phone to speak to our team.

Power failures

What happens if my box temporarily loses power?

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

Starting up

My box is taking a long time to start up?

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

Remote control

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

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


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

Watching live TV

Can I watch a show while I'm recording it?

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

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

Double check you're looking at All Channels in the TV Guide by pressing  on your remote.

Recording shows

Can I record more than one show at a time?

Yep, your box can record two shows while watching something you've recorded earlier.

What if there's a recording clash?

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

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

You can sometimes solve clashing issues by changing the stop or start time of the recording in **Recording Options**. See page 20 for more details.

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

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

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

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

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

Why hasn't my show recorded?

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

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

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

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

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

The show may not have been broadcast as expected.

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

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

If you're watching the show while it's being recorded, you can add extra recording time from the Recording Options screen for the programme in My Shows. See page 22.


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


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

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

Audio and Video**The picture and sound are out of sync?**

Try changing channels, then switch back again.

Press  on your remote to try and re-sync.



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

Check that all your cable connections are plugged in properly.

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


My TV picture has frozen?

Try changing channels a few times.

Press  on your remote, then press 

If this doesn't work, restart your TiVo box.

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

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

It could be that your TV isn't set to the right input. Most TV's have an input button that says **TV/Video, Input** or **Source** on the set itself or on the remote control. Try changing the input setting using these buttons.

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

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



















PIN's are used to protect younger viewers from adult content, and also to only give access to premium or paid-for channels to certain people using your Virgin Media TiVo service. See page 26 for when a PIN is needed.

I've forgotten my Parental Control PIN?

If you lose or forget your PIN call 150 from your Virgin Media home phone or 0845 454 1111* from any other phone and select option two.

Can't find the answer here? You can find more information on all this and other troubleshooting topics from the comfort of your sofa. Go to **Help & Settings** on your TV and choose **Help**. You can find FAQ's and also read the Complete Guide to your TiVo box at virginmedia.com/help/tivo

Your on screen icons

-  Saved on your box's hard disc.
-  Saved until you choose to delete it.
-  This is a Suggestion. Suggestions are only recorded when space is available, and are the first to be deleted if space is needed for your own recordings.
-  This show will be deleted in the next 3 days either because space is needed or you have set the series to only keep a few episodes.
-  This show will be deleted within the next 24hrs either because space is needed or you have set the series to only keep a few episodes.
-  Recording now.
-  WishList search recording.
-  More than one episode of the same series.
-  A show that's recording now.
-  One or more shows recorded by a WishList search.
-  All shows recorded as TiVo Suggestions.
-  Deleted shows. You can recover any deleted show from this folder
-  This means a show has been deleted. Any show in the Deleted Shows folder will be marked with this icon.
-  A one-off recording for this show (not a Series Link recording).
-  Shows what programmes will be available on Catch Up TV.
-  Choose whether you want subtitles on or off. If subtitles aren't available, the icon will be dimmed.
-  For the blind and partially sighted some channels provide an Audio Description of what's happening on the show. If the icon is dimmed there's no audio track available.
-  Indicates that you're watching an On Demand programme.

Now it's over to you.

Legal stuff

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U.S. Patent Nos. 5,241,428; 6,215,526; 6,233,389; 6,310,886; 6,327,418; 6,385,739; 6,487,646; 6,490,722; 6,535,253; 6,642,939; 6,643,798; 6,728,713; 6,757,837; 6,757,906; 6,792,195; 6,847,778; 6,850,691; 6,868,225; 6,965,730; 7,055,031; 7,158,531; 7,200,321; 7,216,235; 7,228,556; 7,321,716; 7,409,546; 7,484,234; 7,493,015; 7,529,465; 7,543,325; 7,558,472; 7,590,240; D434,043; D435,561; D445,801; D517,059. 5,315,448; 6,381,747; 6,516,132.

TiVo remote control: U.S. Pat. Nos. D424,061; D424,577; D431,552; D433,403; D463,788.
Other patents pending.

Information correct as at 01/2011. Virgin Media Limited is registered in England (no. 2591237).

*For details of how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts.
Call costs from other networks and mobiles vary.