



A complete guide to your Virgin Media TV powered by TiVo



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

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Go explore

TV from Virgin Media powered by TiVo.

With so many channels and thousands of hours of On Demand programmes, sometimes 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 sort of show you are looking for or even your mood.

It gets to know you and recommends more of the TV you love and saves it for you 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 everything 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.

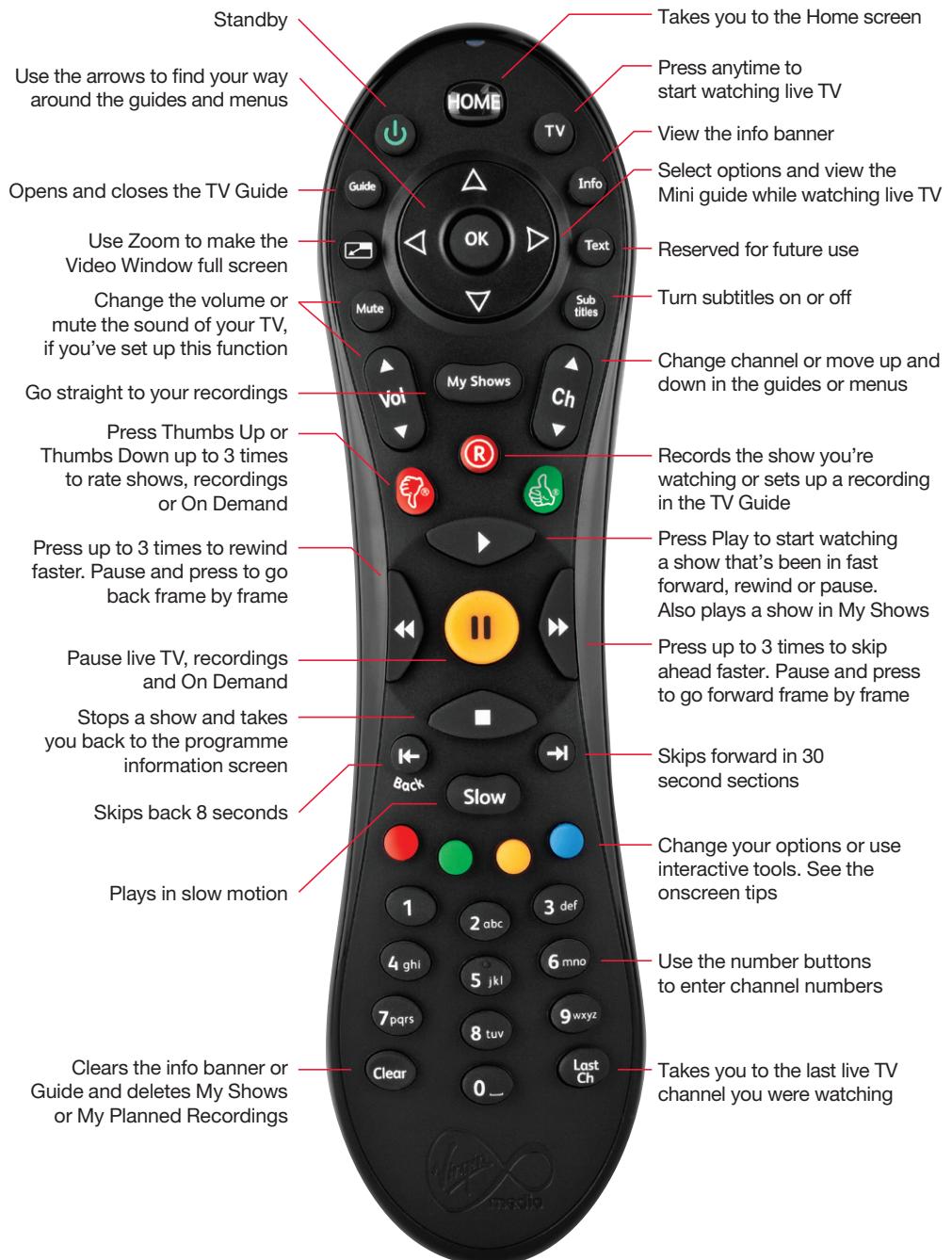


Need a hand?

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

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.**



Remote basics

Navigation keys

Use the arrow keys to navigate around the menus. You'll find that ► takes you to the next menu option and ◀ takes you back where you came from.

View Home screen

Press  to go to the Home screen. From there, you can do pretty much everything.

Change channel

Use the  while watching live TV to page up and down long lists in menus or the grid guide.

View My Shows

Press  to go straight there.

Browse menus

Use the  to navigate menus on the grid guide.

Enlarge the Video Window

Press  any time you are in the menus to go back to the programme shown in the Video Window.

Fast forward and rewind

Press  and  to fast forward and rewind. Pressing again makes it slower or faster.

If you miss a line of dialogue press  to go back 8 seconds.

If you'd like to fast forward 30 seconds, press .

While rewinding, to go back to the beginning of a show press and hold .

While fast forwarding, press and hold  to jump to the end of a recorded show.

Go back to live TV

Press and hold  or  to catch up with live TV while in delay TV.

Clear screen

To remove the info banner, Mini Guide or search text press .

Delete recordings

To delete from My Shows or My Planned Recordings, press .

Home screen

The fun starts here. The Home screen is the first place to go for pretty much everything you need to do.

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  on your remote, then press  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 find shows to watch in Catch Up TV. Programmes available as Catch Up TV, are marked . Choose from loads of On Demand TV, movies and more. See page 12 for details.

Search & Browse

Find what you want by searching for something or someone specific, or browse by a category such as Sports or Movies. See page 13 for more.

My Shows & Recordings

View and manage the shows you've recorded and the ones you're planning to record. See page 17 for more.

Apps & Games

Check out the latest apps and games. See page 24 for more.

Help & Settings

Get help, personalise your box's settings and set Parental and Purchase Controls. See page 25 for more.



How to use it

1. Press  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  to access it.

Discovery Bar

Want to go a bit deeper? How about trying something you've never seen before, without trawling through the listings? Hit the Discovery Bar to find out more.

Find your new favourites

The Discovery Bar is here to help you.

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 \triangle arrow to move into the Discovery Bar. When you highlight something in the bar, you'll see more details about it.
2. Press the \triangleleft and \triangleright 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.

Using the Mini Guide

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

Press  to see the Mini Guide.

The show you're watching now will be highlighted in the guide, and you'll see what's on the next two channels for the next 2 hours too. Use  and , and  and  on your remote to move around the Mini Guide. Or the  to move up or down a page.

Press  or  to move forward or back 2 hours.

Press  or  to go forward or back 24 hours.

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

If episodes from this show are available in Catch Up TV On Demand you'll see the options for that here too.

To remove the Mini Guide just press .



My Favourites

Want to browse by your favourite channels only? You do this from the Mini Guide or from the Home screen.

Setting your favourites

Having a list of favourite channels makes it easier to browse the TV Guide. Once you've got this set up, you can quickly browse what's coming up on those channels in the TV Mini Guide and the Guide.

See page 25 for information on setting your favourites.

Viewing your favourites

To view specific channels only (your favourites or sport channels, for example), press  to choose from the list of available channel types. When you select one, only channels of that type will be displayed in the guide.

Pause, rewind, fast forward

Total control, with just a few taps of your remote.

Pausing the status bar

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, showing a one-hour period, so you can keep track of where you are, and how far behind live TV you are.



The thick white line shows your current point in time. The smaller white tick marks show 15 minute intervals.

When the 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 

To view the green status bar, anytime just press , ,  or 

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 again to go faster, then one more time if you want to go even faster. You can fast forward until you catch up with live TV.

Press  once to go forward 30 seconds. Press and hold the  to catch up to live TV.

To stop fast forwarding, and start watching, just press 

Press  and then  to move a small step forward.

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. Press  to return to normal speed at any time.

Press  once to skip back 8 seconds.

To see a slow motion replay press  followed by 

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

Recording live TV

Save it 'til later.

Ways to record

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 

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 now, just press  again and choose **Stop the current recording**.

You can also stop any recordings in progress by pressing , choose the show, then press 

To cancel or amend any planned recording go to **My Shows & Recordings** in the Home screen and then **My Planned Recordings**. Press  on the planned recording and choose to cancel or amend it.

Recording the saved portion

Your TiVo box automatically saves up to 60 minutes of the channel you're watching, even when you're not recording.

So if you've been interrupted during your favourite show, or haven't got time to catch the last few minutes, you can record the saved portion along with the rest of the show by pressing  and then choosing **Record this showing**.



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  to go to the full info banner and access all this:

Recording

The top icon in the info banner shows what you are currently watching. If you are watching TV, pressing  allows you to change the recording options for the current programme. If you are playing a recording from My Shows or an On Demand show, pressing  will do nothing.

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

Subtitles

Choose whether you want subtitles on or off. If subtitles aren't available, the icon will be dimmed. To turn subtitles on permanently you can do this within Settings.

Audio

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

Dolby Digital

If there is 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

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 the show you're watching is an On Demand programme. Pressing  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  on your remote.
2. To hide the banner press  or 
3. To see it again press 
4. Use  and  to scroll through the icons, then press  to select it.

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 can find most of our On Demand using Search & Browse or the Discovery Bar, but for On Demand lovers, we've also put it all in one place. Which is the only place to find music videos On Demand and adult programmes.

Catch Up TV

Catch Up TV is where you'll find many unmissable shows from the last 7 days, all ready to watch when you are.

This includes programmes from BBC iPlayer, ITV Net Player and 4oD on your TV.

On Demand

If you don't fancy watching what's on live TV, get it On Demand instead. 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 pay for immediately.

Movies On Demand

Over 500 constantly updated films, from the latest releases to old favourites, instantly available at the touch of a button.

Music On Demand

Thousands of music videos, gigs, concerts and karaoke.

TV Choice On Demand

Entire series of cutting edge comedy, great dramas and award winning documentaries, you can watch back to back.

More On Demand

Even more choices, including live events and adults-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.
5. Alternatively, watch Catch Up TV by pressing **Guide** to go to the Programme Guide, selecting your channel and pressing **◁** to scroll back through the history of shows.

Rented an On Demand movie?

Go to the **Catch-up & On Demand** menu then **Current Rentals** to access 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 really 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 a Thumbs Up to. Collections include 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  to choose the letter you want.

5. As you select letters your TiVo box searches all live TV available 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  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 15 for more on Series Links.



Tips for searching

Use  to delete individual letters or press  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 6 o'clock news will still pick up the 6 O'Clock News.

When searching by name or show title, press  to jump from the keypad to the first item in the list.

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 egg timer.

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 simply want to take a look around and see what's coming up head here.

1. Press  on your remote.
2. Use  and  to go up or down a channel.
3. Use  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 2 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 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 **Guide** on your TiVo remote.
2. Highlight the show you'd like to record and press **R** and select **Record this showing**.

Series Links

If a show is part of a series, you can get a Series Link to the series. 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 at most

Choose the maximum number of episodes you'd like to be stored on your box. The default setting is 10 episodes. This option is only available for a repeat recording like a Series Link.

Keep until

Decide how long you'd like to keep each episode. 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

Adjust the recording to start either a little earlier, or a little later, than the official start time.

Stop recording

Does the show sometimes run over its official time? Adjust the recording to stop a little later, or start a bit later if you prefer.

Mobile & online recordings

Not at home? Not a problem. You can still search for and record all the things you want, online and on your mobile.

On your computer

1. Go to virginmedia.com/tvguide and sign in to your account.
2. Check that the region and package displayed is the right one for you. Once you have selected your region, package and premium add ons, they should be automatically pre-selected next time you visit.
3. Use search to find your favourite show, movie, actor or director or browse the TV listings guide by category, channel, favourites or date & time.
4. Click on the programme name of your selected show to view the programme information screen. You will see your recording options. If the programme is part of a series you will have the option to record the whole episode or the whole series with a simple click of the mouse.
5. You can set a recording up to 35 minutes before the show starts.
6. Wait for the message that tells you whether the recording was sent successfully.

On your mobile

1. Using your mobile internet, go to virginmedia.com/tvguide via the **sign in to record** button.
2. Select the TV region you live in to ensure the right regional shows are displayed. You can also select your TV package from here. Once you have selected your region and package they should be automatically pre-selected next time you visit.
3. Search for your favourite show, movies, actor or director. Or browse the full TV listings by channel or date & time.
4. When you've found what you want, click **More Info** to view more details. If you have a smart phone, you just click on the programme name. If the programme ends in more than 35 minutes time you will see an option to record the programme.
5. You can set the recording up to 35 minutes before the show starts.
6. Wait for the message that tells you whether the recording was sent successfully.

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.

Your Recordings

The shows that you record are listed first, with series grouped in folders 

Grouping

The Groups function organises your recordings into folders, so 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.

When your shows are grouped, you can highlight the group name and press  to play all of the shows in the group in sequence, beginning with the oldest.

Suggestions folder

Recordings made for you are all in **TiVo Suggestions** 

Recently deleted folder

Even if Groups are turned off, you'll see the Recently Deleted folder at the bottom of the My Shows list. To recover a recently deleted show, go into the folder, select the show you want to rescue and then select

Recover this show.

Sorting

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

Available space

Can you see a small bar underneath where it says **My Shows**? That's how much recording space you've still got available.

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.



Managing Planned Recordings

Keep on top of your recordings by managing and prioritising.

Head to My Shows & Recordings and play around with things until they're just how you like them.

Cancelling a recording

Changed your mind? To cancel a recording you've set up go to **My Planned Recordings**, highlight the show's title and press  on your remote.

Managing your priorities

Your **Series Links** and **WishList** searches are prioritised in the order that you set them up. So, the first recording you decide to make on your new box will be automatically set as the most important. This affects what happens if there's a recording clash. If you want to change the priority of a recording, you can.

1. Select **My Shows & Recordings** on the Home screen.

1. Choose **Manage My Series Links**.

2. Use the arrows on your remote to move to the recording you want to change.

3. Press **►** to select it, then move it to a different spot in the list using the **▲** and **▼** arrows.

Recordings Hiccups

If you set a recording but it didn't happen or isn't going to happen in the future, this is where you'll find out why. Select the show to find out what the problem is.

Recording tools

Extra features to make your recordings run smoothly.

There's nothing worse than missing the nail-biting finale of your favourite show, or the kick-off of the big match you've recorded. But the beauty of your new TiVo box is that it's got that covered.

Overlap Protection™

If you're recording a few shows back to back, but on different channels, you'll want to make sure that your TiVo box doesn't miss the start of one, or the end of another.

The Overlap Protection feature gives you additional options for dealing with recording clashes when they occur.

Recording with Overlap Protection™

If Overlap Protection is turned off, when two shows overlap by a few minutes on the same tuner, the lower priority recording is cancelled. With Overlap Protection turned on, your TiVo box cuts the lower priority recording by a few minutes (up to 5) to allow both shows to record.

For repeated recordings, Overlap Protection uses the Manage My Series Links menu to learn which shows have higher or lower priorities. One-off recordings receive the highest priority, while TiVo Suggestions always have the lowest.

When you set a new recording, your TiVo box will let you know of any recording clashes and give you options to resolve it, including cutting short the lower priority show.

To get set up, go to the **Home screen**, select **Help & Settings**, then **Settings**, then **Recordings**, then **Overlap Protection**.

Extending live recordings

Live events like sport and awards ceremonies often run over. But you can use the **Extend Live Recordings** setting so that your box will automatically ask you whether you want to add extra time onto your recording when these types of shows are on.

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

2. Choose **Settings**.

3. Select **Recordings**.

4. Then **Extend Live Recordings**.

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

All your 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.

Improve your Suggestions

1. See what your box has suggested for you, go to the bottom of the **My Shows** list and select  Scroll down to the bottom of the folder and select **Improve my Tivo Suggestions**.
2. Highlight the show and from here you can make improvements by pressing  or 

Turn off auto recording

1. Go to **Help & Settings** from the main menu.
2. Choose **Settings** and enter your PIN (if you've set one up).
3. Choose **Recordings**, then **Suggestions** to change your settings.



Rating shows and movies

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.

If you give something a Thumbs Up your TiVo box will record similar shows and movies, and you'll find them in your Suggestions list. Giving a show a Thumbs Down 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 Thumbs Up or Thumbs Down.



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 love it, press Thumbs Up on your remote, up to 3 times if you think it's brilliant.
3. If you don't like it, press Thumbs Down on your remote, up to 3 times if you really didn't like it.

The status bar

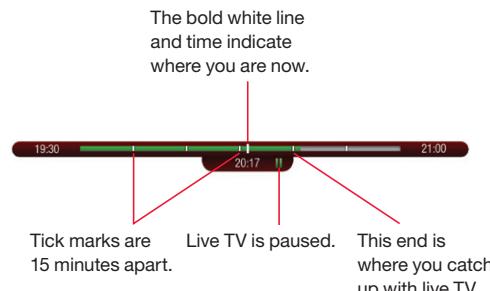
When we talk about status bar we're referring to controls like pause, instant replay and rewind, that let you move around recordings and On Demand. The trick is that you can use them while watching live TV as well.

You are here

You can see where you are at any time by pressing , or – this will display the status bar and let you move around in the show.

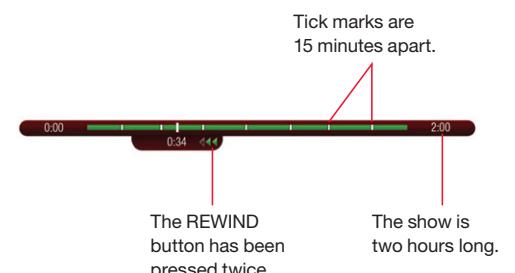
Live TV

In live TV, the status bar represents 1.5 hours and the green bar shows up to 1 hour of saved live TV. The white tick marks show 15 minute intervals. The bold white line shows where you are at any point, and if you're in the green, you're behind live TV.



Recordings and TV On Demand

In recorded shows and On Demand the trick play bar shows the length of the show. If a show is less than 3 hours long, the tick marks show 15 minute intervals; if it's more than 3 hours but less than 6 hours long, the tick marks show 30 minute intervals. And if it's more than 6 hours long, tick marks show 60 minute intervals.



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' flag 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. As this is quite easy to guess, we'd 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.

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**.

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**.



Locking channels

If you lock a channel, whatever time of day it is, a PIN will always be needed to access it or record from 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 .
6. Press  to exit and save your settings.

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.

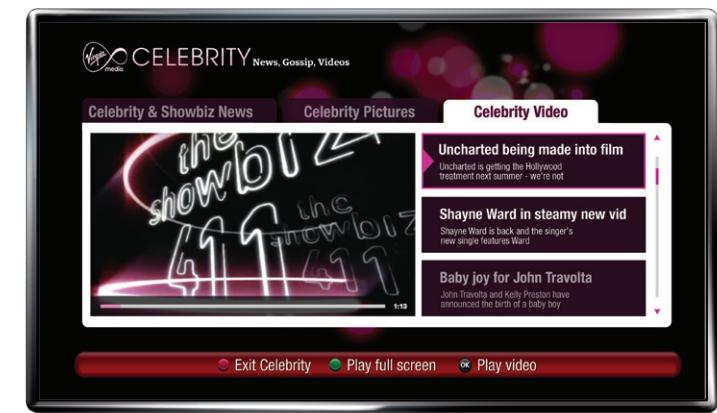
Watch clips on YouTube, check your bargains on eBay, keep up to date with the latest tweets on Twitter and lots more. Your TiVo box has its own broadband connection so it won't slow down your regular broadband service. And because your TiVo box is hooked up to the internet, you'll always be able to download new apps and install the latest software, ensuring that it's always up to date.

Explore the apps

From the Home screen, select **Apps & Games**.

Select the app you want to launch via the arrow keys and then press OK

When you're done, press 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 **Home** screen then select **Help & Settings** followed by **Help**. This is a good place to start if you encounter any issues.

Setting My Favourites

You can also filter the TV Guide so you only see your 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 

Display and Subtitles settings

From the Home screen, choose **Help & Settings**, then **Settings**, then **Displays & Subtitles** to personalise the display of subtitles, improve Discovery Bar recommendations, and turn the Video Window permanently on or off.

Subtitles

Subtitles are a textual version of the dialogue in shows.

To turn subtitles on or off permanently:

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

2. Choose **Settings** then enter your PIN.

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 

Video Window Setting

The Video Window is located in the upper right corner of the Home screen and most other menu screens, unless you choose to turn it off or temporarily hide it. The Video Window continues playing the show you were watching when you entered the Home screen. You can press  on your TiVo remote to pause the Video Window, and press  again to resume playing. To hide the Video Window temporarily, press  on your remote control. Press  again to show the Video Window. You cannot hide the Video Window on On Demand menu screens.

If the show playing in the Video Window looks interesting, enlarge the window to full screen by pressing  on your remote control. Once you are watching in full screen, press  to record the show. If you'd rather permanently turn off the Video Window, from the Home screen, select **Help & Settings**, then **Settings**, then **Display & Subtitles**, then **Video Window**. You cannot turn off the Video Window on the Demand menu screens.



Improve your Discovery Bar

Personalise the contents of the Discovery Bar based on your own preferences. For example, request more Tips & Tricks and less Movies.

Network settings

Your box regularly connects to our cable network to get updated programme listings, updates and other info, such as when your box last connected. You would normally only need to access this screen if you phone us for help.

To see your network settings

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

1. Choose **Settings**.

2. Select **Network**.

3. 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

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

1. Choose Messages.

2. A list of your messages will appear. Any unread messages are marked with an 
3. Highlight the message you want to read and press 
4. If the whole message doesn't fit on your screen, use  to scroll through it.

System Info

Here's where you'll find all the technical stuff. If you get in touch with us about your service, you'll find all the info you need here.

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

Copyright & Trademarks

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

Diagnostics

Tuner and set top box function details are here. You might be asked for some of this info if you contact our Customer Care Team.

Clear or reset your set top box

Want to restart your box, or delete what's stored? Find troubleshooting tips and tricks here.

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 you are currently recording, this will be interrupted for the period of the reboot, about 5 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, programmes information, everything from My Shows and resets Parental Controls. This option is PIN protected and it takes about an hour to complete this process.

Accessibility

Help for the visually impaired and hard of hearing.

Subtitles (S)

Subtitles are a textual version of the dialogue in shows.

To turn subtitles on or off permanently:

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

2. Choose **Settings** then enter your PIN.

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 which describes body language, expressions and movements which make the story clear through sound.

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 On or Off:

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

2. Choose **Settings** enter your PIN.

3. Choose **Audio**.

4. Select **Alternate Audio**.

5. Select **Default Audio Language**.

6. Then select **Audio Description**.

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



Advanced settings

Customise your box's video, audio and display settings to get the best from your TiVo box.

Video Output

Select **Help & Settings** on the Home menu, then **Settings** and **Video Output** to personalise your box's video settings.

TV Aspect Ratio

The Aspect Ratio relates to the proportions of your TV screen. A standard TV screen has a ratio of 4:3. Widescreen TV's have a ratio of 16:9. You need to choose the correct one for your TV. There are two options on this screen:

16:9 Widescreen

4:3 Classic screen

Aspect Correction Mode

This lets you adjust the way the TV picture fits into your TV screen. It depends whether your TV is 4:3 (Classic screen) or 16:9 (Widescreen), and whether the picture is in 4:3 or 16:9 format.

Full

Your picture will fill the entire screen. E.g. on a 4:3 TV, 4:3 content will display normally. Content that's 16:9 will look as if it's squashed into the screen. On a 16:9 TV,

16:9 content will display normally. Content that's 4:3 may look stretched, to fill the full screen.

Panel

Bars at the top and bottom, or left and right, of the screen are used to display a picture that's not distorted. E.g. on a 4:3 TV, 4:3 content will display normally but 16:9 content might appear with bars at the top and bottom of the screen. On a 16:9 TV, 16:9 content will display normally but 4:3 content might appear in bars to the left and right of the screen.

Zoom

Displays video that's not distorted. On a 4:3 TV, 4:3 content will display normally but 16:9 content might have the edge of the picture cut off. On a 16:9 TV, 16:9 content will display normally but 4:3 content might appear with bars on the left and right of the screen.

Letterbox colour

This setting allows you to choose which colour should be used when your box adds bars to the top and bottom or left and right of the picture. There are two options – gray or black. Changing the colour will only apply where the box has added the bars and not where they were added by the broadcaster – changing the colour can help to determine this.

Video Output Format

Your box receives signals in any of five possible formats – 1080i, 1080p, 720p, 576i and 576p.

If you're using a HDMI cable to connect your box to your TV, the box will automatically set the best video output format for your TV. You can also set the output format for your TV by going to the **Video Output Formats** screen and selecting **Auto Detect**.

You might want to experiment with all the different video formats that your TV and the box support. You may find that some formats are better suited to certain shows than others.

The **Video Output Formats** screen allows you to test and set the video output format manually. Select **Test Formats** and then follow the on-screen prompts to test which formats your television can display. The supported formats will be automatically selected in the list of available video formats.

Audio

Select **Help & Settings** on the Home menu, then **Settings** and **Audio** to personalise your box's audio settings.

Alternate audio

Some shows are broadcast with more than one audio track or language tracks.

When alternate tracks are available, you'll see  lit white in the info banner. If a Dolby Digital track is available, you'll see  in the banner instead.

The Default Audio Language setting lets you choose which audio language track is played out by default. The default setting is English.

You can change the default to be Audio Description. Audio Description is covered in the Accessibility section on page 27 of this guide

Dolby Digital for HDMI Output

Got a surround sound system? Use this setting to choose how your box will output sound.

When your box is connected to your surround sound system, choose **Dolby Digital**.

If your box is connected directly to your TV, choose **Dolby Digital to PCM**.

Sound effects volume

If you'd like to change the volume of your box's sound effects (the sounds on your TV when you use the remote), or turn them off completely, you can do that here. The default setting is Medium.

Troubleshooting

Got a problem? We've got the solution. This is where to get some help for some common problems.

1. Use this guide

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

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. 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 number 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 still isn't working:

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.

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 and hold the standby button until the lights on the front of the box flash green.

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.

My Shows list

My set top box says there's no more room for recordings, but it's not full?

Your box tracks how much space will be needed in the future, as well as how much space you're using now. If your box is going to be full soon, your box will make suggestions of what you can do (e.g. deleting shows earlier) that will free up some space. But it's always completely up to you what gets recorded, and how long it's stored for.

The amount of space needed for a recording varies from channel to channel, and show to show. E.g. A show in High Definition will take up more space than one in Standard Definition.

How can I fit more shows in the My Shows list?

Delete any shows that you don't want anymore.

Reduce the number of recordings marked **Keep until I delete** to other options, e.g. choose to keep them stored for just a week instead.

Set up any Series Link recordings to record only new episodes of the show, rather than all episodes (which could include repeats).

Watching live TV

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

Yes you can. You can also watch any show from your My Shows list 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 in 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 you watch a third you've recorded previously.

What if there's a recording clash?

Go to **Manage My Series Links** to reprioritise your recording.

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 an hour later). To do this go to **My Planned Recordings** select the programme you want 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 15 for more details.

Turn on your TiVo box's handy Overlap Protection feature. Find out more on page 19.

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 then be downloaded and organised, it will take between one and five hours for it to be available again for you to search.

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.

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 TiVo 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 TiVo 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 on 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 15.

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.

Online scheduling

The recording I set up at virginmedia.com didn't work.

If your box was off when you set up the recording, the request isn't picked up until the box is switched on. If the box isn't turned on until after the show starts, the recording won't work.

Did you see a message saying that the request was successful? If not, there might have been an error.

See your box's **Recording Hiccups** folder. Any problems with recordings should be listed here.

If the show's on a channel you're not subscribed to, the show won't be recorded.

If the show was on a regional channel, but your box isn't in that region, it can't be recorded.

A show recorded at a different time to my request.

If the show you chose to record clashed with another of your recordings, your box

will try and find another showing of the same episode, and record that instead.

Connecting to the Virgin Media Service

Do I need to connect to the Virgin Media Service manually?

Not usually connections are made automatically. However if you ever need to connect manually go to the **Home** screen, select **Help & Settings** then **Settings** then **Network** then **Connect to the Virgin Media Service now**.

Audio and video

How do I get rid of the bars at the top and bottom of the screen?

These bars could have been added by the TV channel broadcaster, your set top box or TV. If you'd like to get rid of them:

Make sure your TV Aspect Ratio is set correctly. Select **Help & Settings** on the Home screen, select **Settings**, then **Video** then **Aspect Ratio**.

Check your TV's manual for more info on why or how these bars might be added to your picture. For more, see the Advanced Settings section of this guide.

The picture and sound are out of sync?

Try changing channels, then switch back again.

Press the  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 work, restart your TiVo box.

My TV's picture has frozen?

Try changing channels a few times.

Press  on your remote, then press 

If this doesn't work, restart your Virgin Media 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 TVs have an input button that says **TV/Video**, **Input** or **Source** on the TV itself or on the remote control. Try changing the input setting using these buttons.

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

I can't select an alternate audio track?

To change audio tracks in live TV, press , select **audio track** and  to change options. See the info banner section of this guide to find out more.

It might be that an alternative audio track isn't available for the show you're watching.

My shows are playing in the wrong language?

You might have chosen the wrong language in your settings. Select **Help & Settings** on the Home screen, select **Settings**, then **Audio**, then **Alternate Audio**.

Parental Controls

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

PINs are used to protect younger viewers from adult content, and to only access to premium or paid-for channels to certain people. See page 23 for when a PIN is needed.

I've forgotten my Parental Control PIN?

If you've forgotten your PIN, call 150 from your Virgin Media home phone or 0845 454 1111 from any other number.

Customising your TiVo® remote

**Set up your TiVo remote so it can control the Standby,
Volume and Mute on your TV.**

Programming your TV remote

1. Go to virginmedia.com/help/tivo/remotecodes, select the list called **TiVo TV Remote Controls**, then look for your make of TV and the 4 digit code(s) that matches it. If there is more than one code for your TV make and model choose one code to try first.
2. Make sure your TV and your TiVo box are switched on.
3. Press and hold down  and  at the same time, until the light on the top of the remote flashes green twice.
4. Enter the four digit code for your TV's make and model number from the list. The LED should then flash green twice. This shows you have entered a valid code.

5. Press  and  to check that the remote is working. If not, repeat the steps above using a different code for your TV from the list.
6. Once you've programmed your remote you'll notice that the light on the top will flash green instead of red when using it for Standby, Volume and Mute control.
7. The remote can only store one code at a time, so you can't have more than one TV set, unless the TV make and model uses the same code. This also means that you can't have a TV and an AV device programmed at the same time.

Searching for a TV remote control code

If your TV brand isn't listed, or the code for your TV doesn't work, you can search for a code to use. This searches all the codes in the remote.

1. Press and hold down  and  at the same time until the light on the top of the remote flashes green twice.
2. Enter the code 0999 to access the TV code database – the LED will flash green twice.
3. Press channel up until a code turns off the TV – the LED will flash green each time a code is sent.
4. When the TV turns off, release channel up and press  on the remote to turn the TV back on.

Programming an AV device

1. Go to virginmedia.com/help/tivo/remotecodes, select the list called **TiVo AV Controls**, then look for your device make and model number, and the 4 digit code(s) that matches it. If there is more than one code for your device choose one code to try first.
2. Make sure your AV device and your TiVo box are switched on.
3. Press and hold down  and press volume up at the same time, until the light on the top of the remote flashes green twice.
4. Enter the four digit code for your device's make and model number from the list. The LED should then flash green twice. This shows you have entered a valid code.
5. Press  and  to check that the remote is working with your TV. If not, repeat the steps above using a different code for your TV from the list.

Searching for an AV device code

If your device brand isn't listed or doesn't work, you can search for a code that does.

1. Turn the device volume up to an audible level.
2. Press and hold down  and volume up at the same time until the light on top of the remote flashes green twice.
3. Enter the code 1999 to access the AV device code database – the LED will flash green twice.
4. Point the remote at the AV device and press channel up until a code mutes the volume for the device – the LED will flash green each time a code is sent.
5. When the volume turns off, release channel up and press  on the remote to turn the volume back on.
6. Press  and  to check that the remote is working with your device. If they don't, continue to search using channel down until the next code turns off the volume, and repeat steps 5 and 6.
7. When the Volume and Mute keys work, press  to store the code. The LED will then flash green twice.
8. If you reach the end of the code database, the light on top of the remote will give an extended red flash and exit programming mode.

Searching the device list

If at any time you think you've missed the code, you can work backwards through the code database by pressing the channel down button at any time.

Reset remote

You can clear your changes and reset your remote to its original settings by:

1. Press and hold down  and  on the remote at the same time until the light on the top of the remote flashes green twice.
2. Press  three times, then press .
3. The LED will flash green four times and exit programming mode.

My Shows recordings

- 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 searches.
- 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).
- 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 audio or audio descriptions 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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TiVo, the TiVo logo, TiVo Central, WishList, Season Pass, TiVoToGo, the Advance logo, the Instant Replay logo, the TiVo Premiere XL logo, the Thumbs Up logo, the Thumbs Down logo, Overtime Scheduler, Overlap Protection, Ipreview, and the sounds used by the TiVo Service are trademarks or registered trademarks of TiVo Inc. or its subsidiaries, 2160 Gold Street, P.O. Box 2160, Alviso, CA 95002-2160.

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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 December 2010. Virgin Media Limited is registered in England (no. 2591237).
Registered office: 160 Great Portland Street London W1W 5QA