

How to Downgrade From the TiVo Experience 4 to the Previous User Interface

Feature

Compatibility

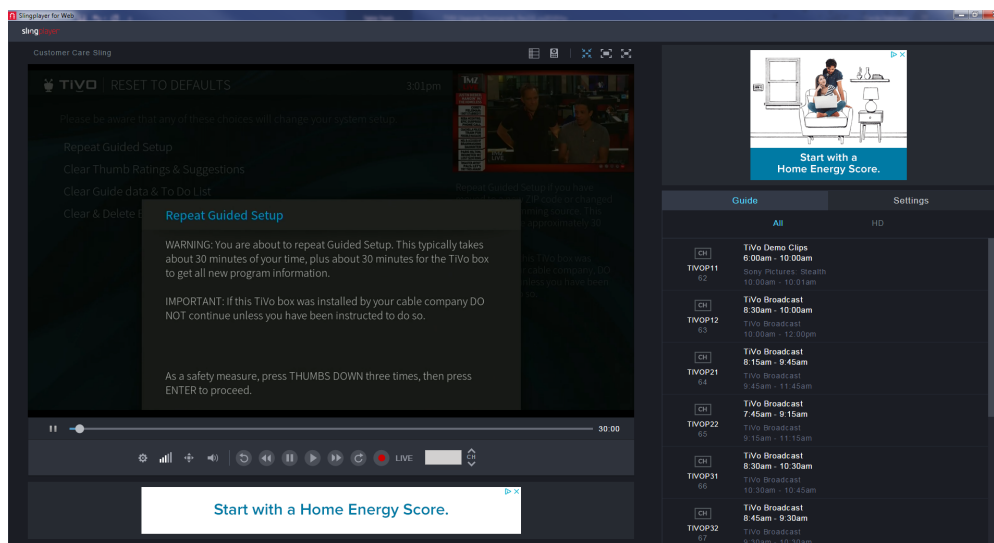
Feature

How to Downgrade a DVR on TiVo Experience 4 to TiVo Experience 3

The ability to downgrade from TiVo Experience 4 to TiVo Experience 3 is a hidden feature. The customer will need to contact Customer Support to obtain the instructions. Do not proactively provide the backdoor code. If the customer insists on downgrading from TiVo Experience 4 to TiVo Experience 3, proceed to assist the customer.

To downgrade a **DVR** from **TiVo Experience 4** to **TiVo Experience 3**:

1. From **HOME**, Choose **MENU > HELP > RESET TO DEFAULTS > REPEAT GUIDED SETUP**



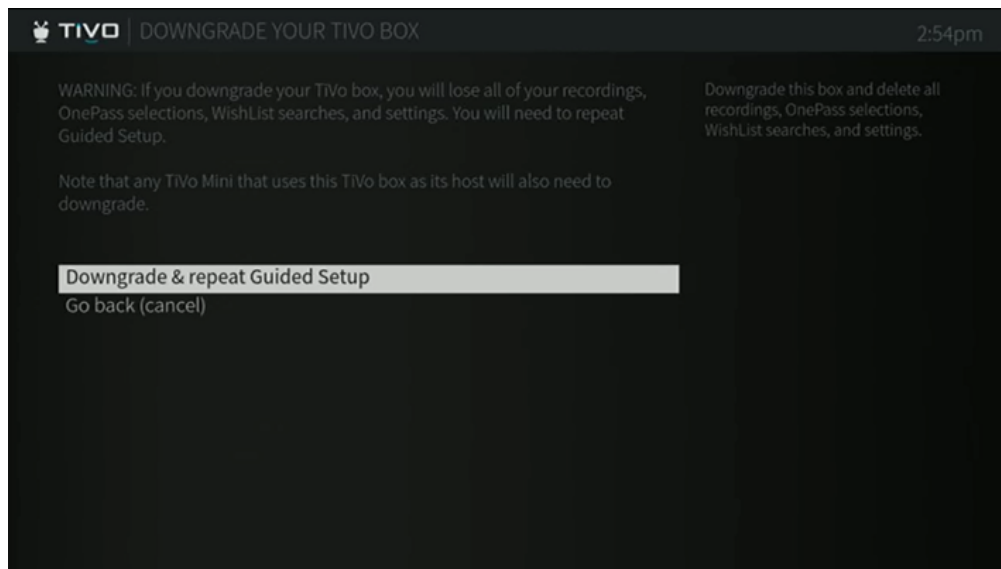
Repeat Guided Setup screen where the customer will need to enter the backdoor code.

From the **Repeat Guided Setup** screen, enter the following **Backdoor Code**:

Press **Thumbs Down, Thumbs Down, Rewind, Rewind** on the remote control to display the **Downgrade Your TiVo Box** screen.

Tip: If the backdoor code does not initiate the Downgrade Your TiVo Box screen, **[Restart or Power cycle the DVR]**.

2. After entering the code, the **Downgrade Your TiVo Box** screen appears.



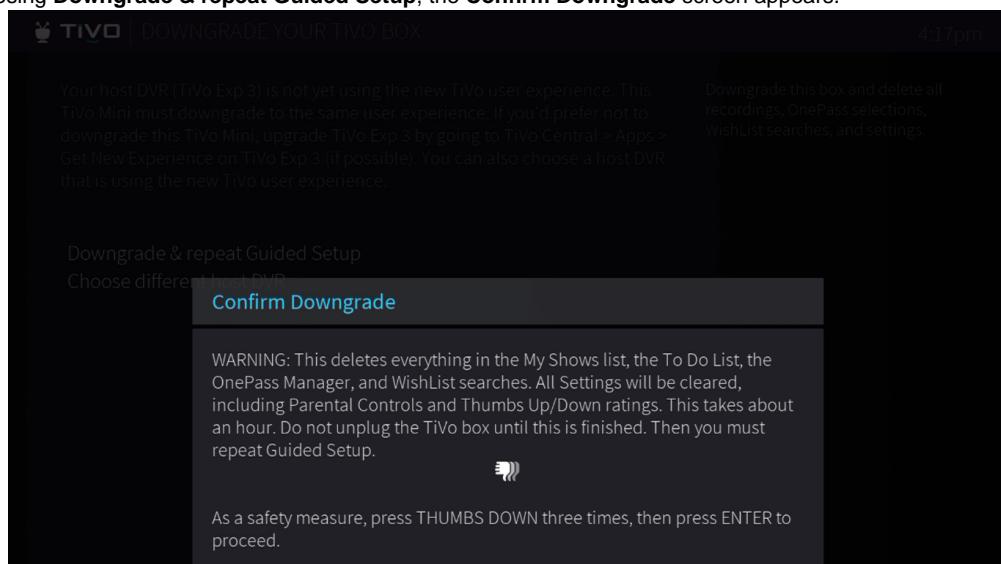
Downgrade Your TiVo Box screen where two choices will be presented to the customer.

On this screen, the customer will have two choices:

- **Downgrade & repeat Guided Setup:** Choose this option to proceed with the downgrade.
- **Go back (cancel):** Choose this option to return to the previous screen.

Choose **Downgrade & repeat Guided Setup** to proceed with the downgrade.

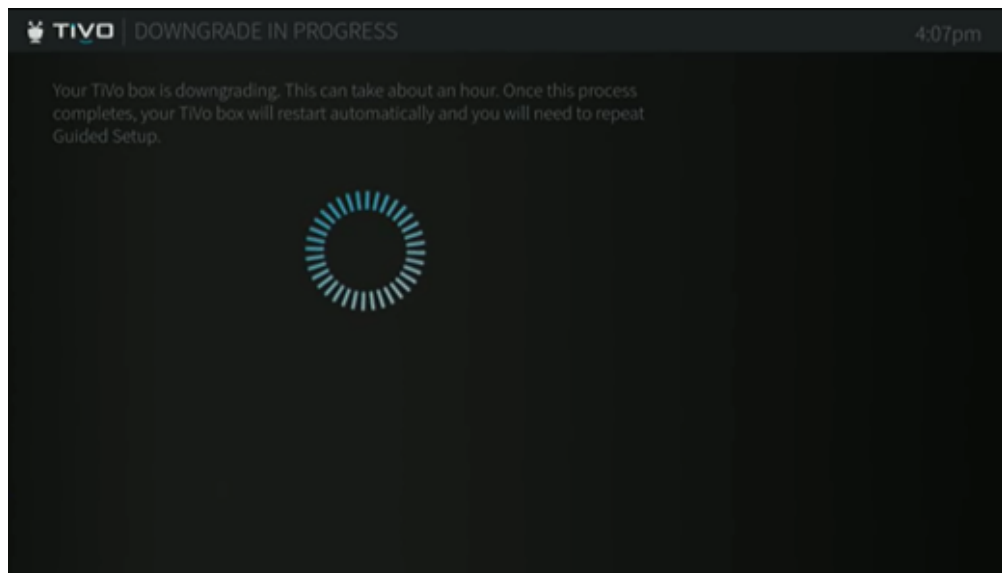
2. After choosing **Downgrade & repeat Guided Setup**, the **Confirm Downgrade** screen appears.



Confirm Downgrade screen where the customer will need to confirm the downgrade.

Press **Thumbs Down** three times then press **Enter** on the remote control to confirm and proceed with the downgrade.

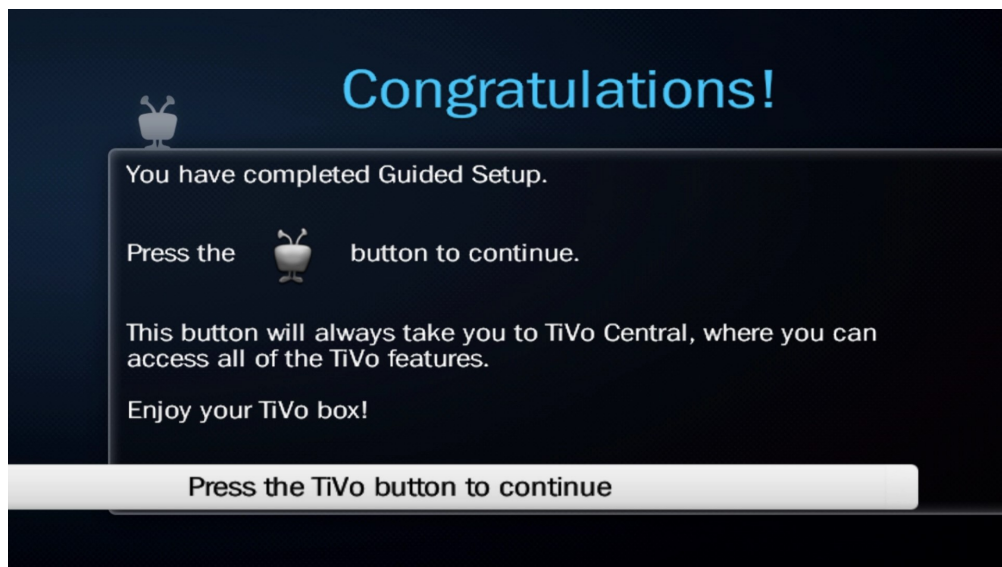
3. After confirming the downgrade, the **Downgrade in Progress** screen will appear. It may take a couple of minutes to successfully downgrade to **TiVo Experience 3**. Once the process completes, the TiVo DVR will restart automatically and the customer will need to repeat Guided Setup.



Downgrade in Progress screen will appear briefly before transitioning to the service connection screen.

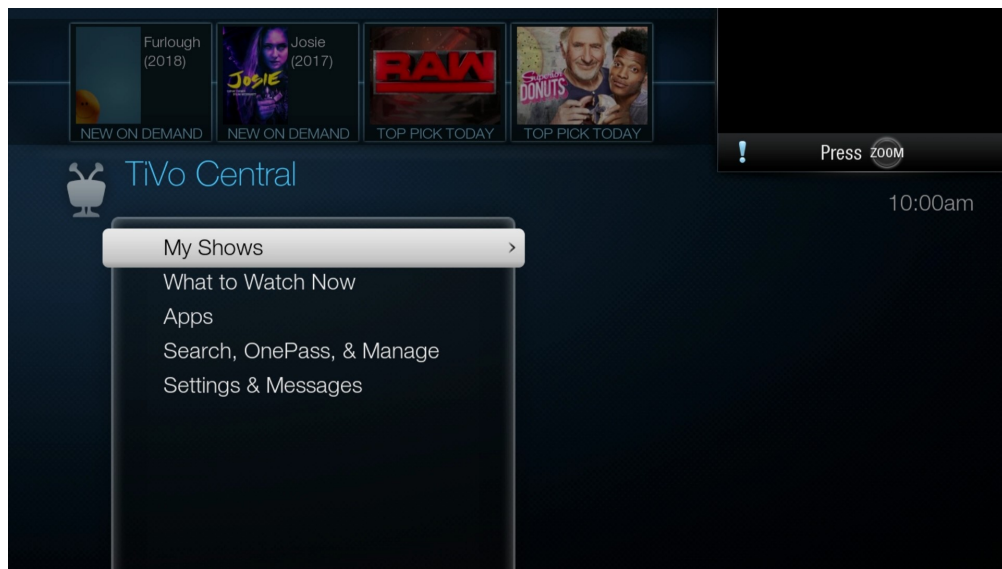
Note: Pressing the BACK button while downgrading will exit the app, however downgrade continues in the background.

4. After the **Downgrade in Progress** screen, the TiVo DVR will restart automatically and the customer will need to [**Repeat Guided Setup**].



Completion of the Guided Setup screen, TiVo Experience 3 appears after this screen.

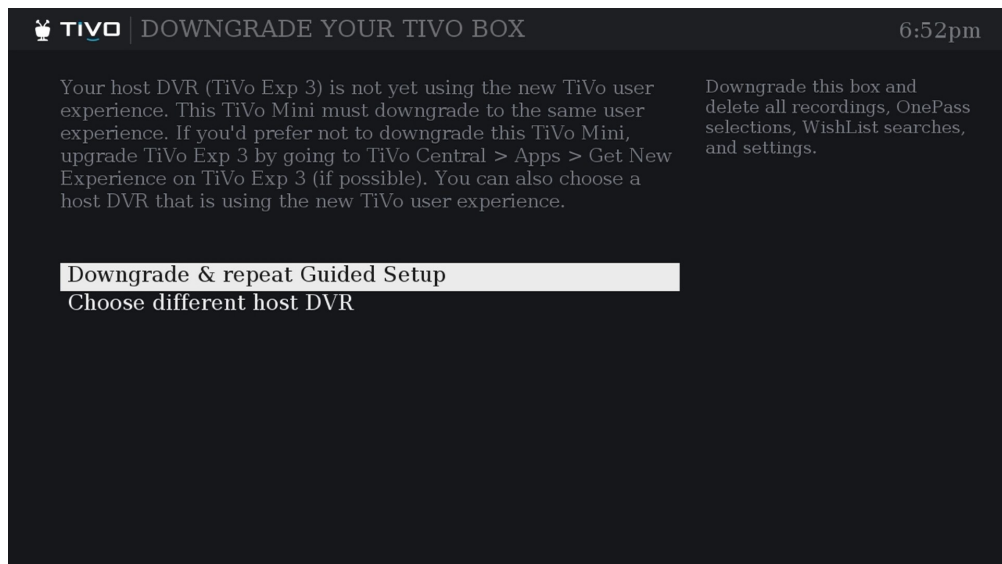
5. After completing Guided Setup, the TiVo Experience 3 user interface appears.



The TiVo Experience 3 User interface with TiVo Central after repeating Guided Setup.

How to Downgrade a TiVo Mini on TiVo Experience 4 to TiVo Experience 3

There is no backdoor code on the TiVo Mini. After the host DVR the TiVo Mini is connected to downgrades, the **Downgrade Your TiVo Box** screen appears on the TiVo Mini.



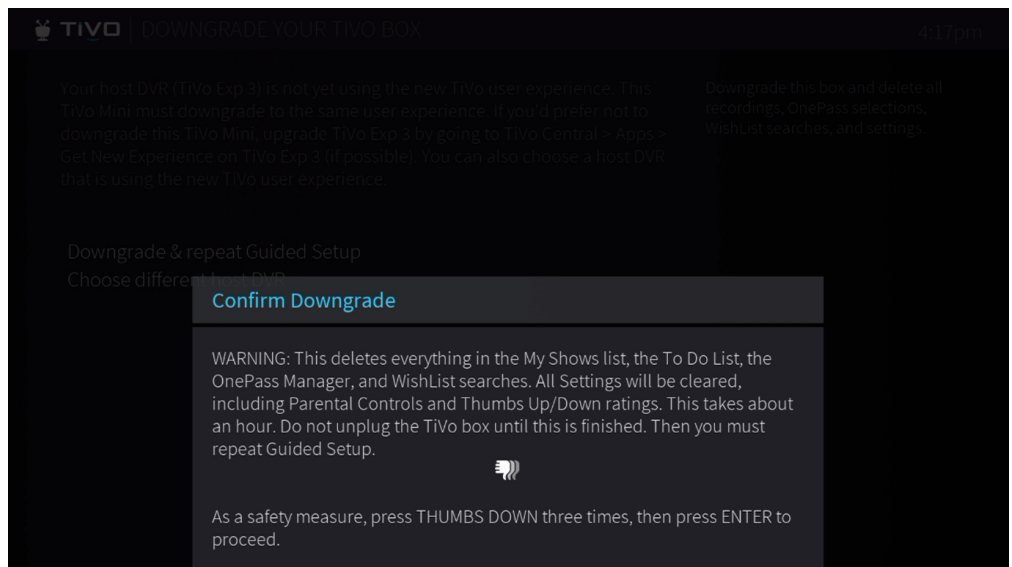
Downgrade Your TiVo Box on a TiVo Mini where the customer is presented with two choices.

The **Downgrade Your TiVo Box** continues to appear until the customer chooses one of two options:

- **Downgrade & repeat Guided Setup:** Choose this option to proceed with the downgrade.
- **Choose different host DVR:** Choose this option to choose a different host DVR with TiVo Experience 4.

To downgrade a **TiVo Mini** on **TiVo Experience 4** to **TiVo Experience 3**:

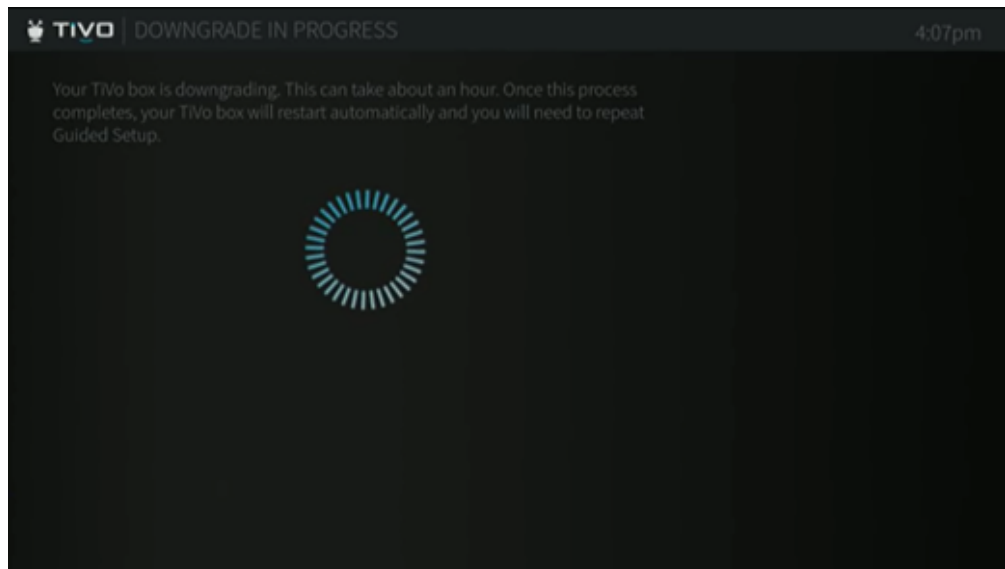
1. From the **Downgrade Your TiVo Box** screen, choose **Downgrade & repeat Guided Setup**.
2. After choosing **Downgrade & repeat Guided Setup**, the **Confirm Downgrade** screen appears.



Confirm Downgrade screen where the customer will need to confirm the downgrade.

Press **Thumbs Down** three times then press **Enter** on the remote control to confirm and proceed with the downgrade.

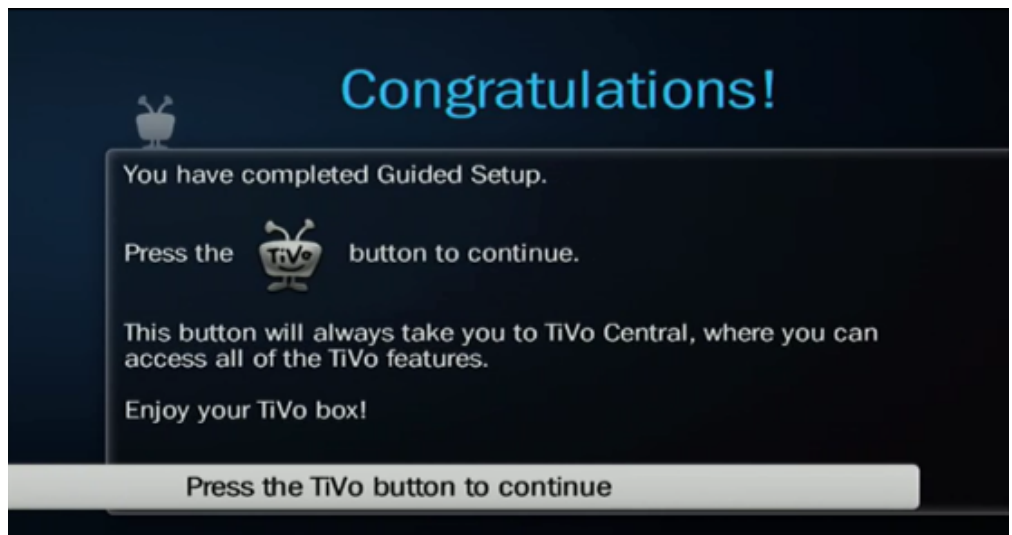
3. After confirming the downgrade, the **Downgrade in Progress** screen will appear. It may take a couple of minutes to successfully downgrade to **TiVo Experience 3**. Once the process completes, the TiVo Mini will restart automatically and the customer will need to repeat Guided Setup.



The Downgrade in Progress screen will appear after confirming the downgrade.

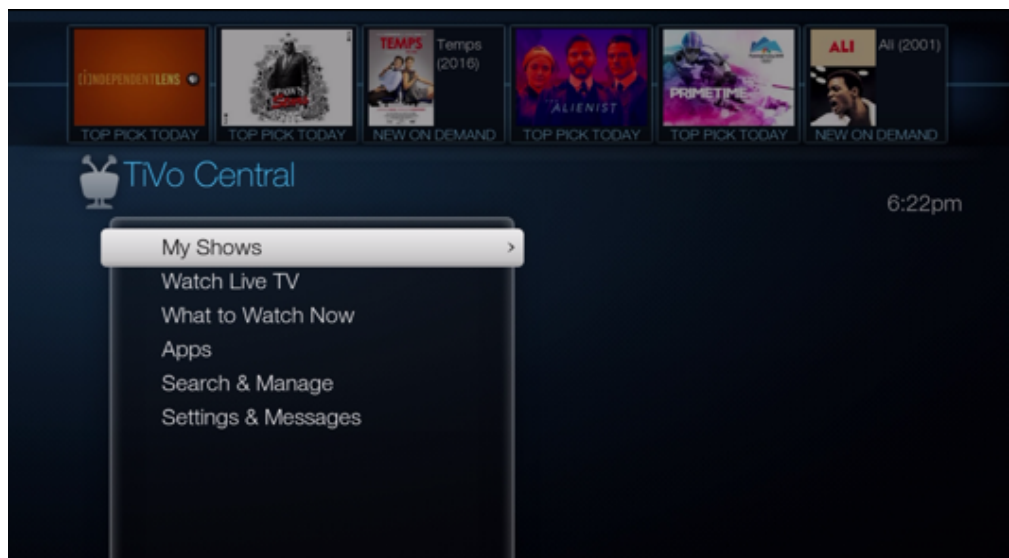
Note: Pressing the BACK button while downgrading will exit the app, however downgrade continues in the background.

4. After the **Downgrade in Progress** screen, the TiVo Mini will restart and the customer will need to **[Repeat Guided Setup]**.



Completion of the Guided Setup screen, TiVo Experience 3 appears after this screen.

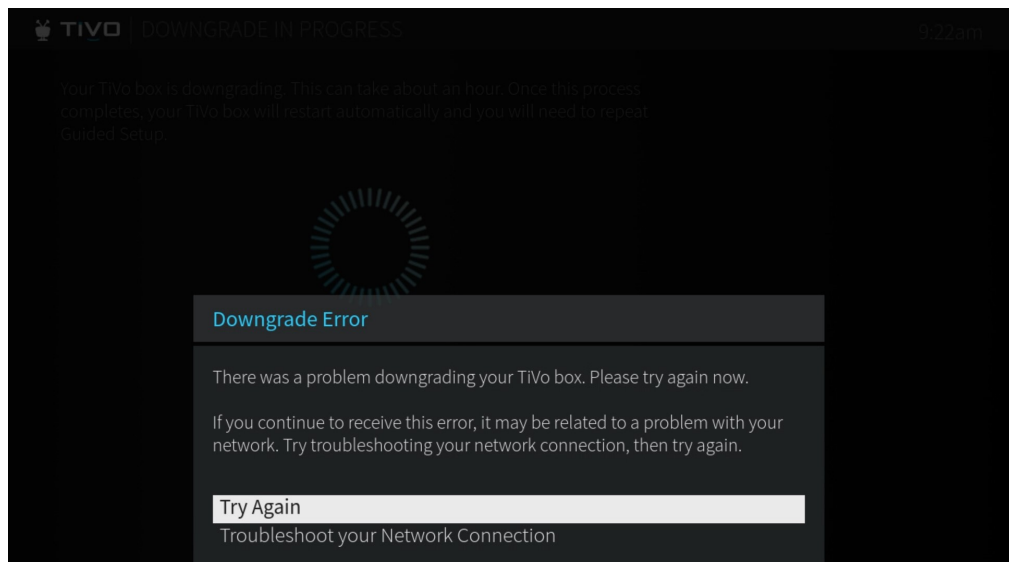
5. After completing **Guided Setup**, the TiVo Experience 3 user interface appears.



TiVo Experience 3 User Interface with TiVo Central after repeating Guided Setup.

Troubleshooting

If an error is detected prior to the restart, the **Downgrade Error** screen is displayed.



Downgrade Error appearing on the Downgrade In Progress screen

- **Try again:** Starts the downgrade process and displays the **Downgrade in Progress** screen
- **Troubleshoot your network connection:** Exits the app and displays the **Network Connection** help screen.

If the backdoor code does not function [Restart or Power cycle the DVR] and attempt to initiate the downgrade using the backdoor code.

If the backdoor code does not work after restarting the DVR, [Clear & Delete Everything] and attempt initiate the downgrade using the backdoor code.

Information

Visible In Internal App ☒

Visible In Public Knowledge Base ☐