

Discover the differences

Quick tips on what's different about our Virgin Media: TiVo® Service for those upgrading from V HD, V+ HD, Sky+ and Sky+ HD.



A more exciting place to live

Quick ways to...

Go straight to the Home screen

Press **HOME** to go to the Home screen. From there you can do pretty much anything.

Get back to live TV

Press **TV** to get to the last live TV show you were watching. If you want to return to a TV On Demand show or a recording playing in the video window, press **TV**.

Get straight to your recordings

Press **My Shows** to go straight to the list of TV shows you have recorded.

Navigate through the menus

To move up and down through the menu options, use **▲** and **▼**. To select an option, simply press **▶** or **OK**.

Move quickly through lists and the TV Guide

Press **Ch** to move a page at a time through lists and the TV Guide.

Jump straight to the bottom of a list

Press **→** to jump to the end of a list, like My Shows. Press it again to go back to the top.

Quickly find out what's on

Press **Guide** to jump to the TV Guide or, when watching a programme, press **OK** to show the mini-guide.

Skip back a screen

Want to skip back a screen when you're browsing through the TiVo menus? Simply press **⏪**.

Using the Mini Guide

You can see what's on TV now and next, thanks to the handy **Mini Guide**.

What's different?

To bring up the **Mini Guide**, press **OK**. Then use **▲** and **▼** to browse through the channels.

Removing the Info banner, TV Guide and Mini Guide

To remove these, simply press **Clear**.

Creating favourites

Your TiVo service lets you create a list of your favourite channels, just like your previous box.

What's different?

Press **Guide**, then move to the channel you want by pressing **▲** or **▼** or **Ch**. Press **◀** to highlight the channel name.

Now just press **Ⓜ** to make the channel a favourite. Or, to remove it from your favourites list, press **Ⓜ**.

Press **●** in the TV Guide or Mini Guide to see a list of your favourite channels.

Used to have Sky?

Pressing **●** on your remote doesn't enable you to cycle through your favourites.

Watching TV On Demand and Catch Up TV

With TV On Demand you can choose what you want to watch from thousands of hours of constantly updated movies, music videos and TV shows, all at the touch of a button. Go to **HOME** > **Catch Up & On Demand**.

What's new with Catch Up TV?

Catch Up TV lets you watch a selection of the last seven days of TV, at a time that suits you. With TiVo you can watch Catch Up TV by scrolling back in time using the TV Guide. Shows are only available as catch up when you see this symbol **Ⓜ**. Press **Guide** then **⏮** to go back two hours or press **⏮** to go back a whole day and look out for **Ⓜ**.

How to record a whole series

Your TiVo service lets you record a whole series with the touch of a button.

What's different?

This is called creating a Series Link. You can create a Series Link from the Discovery Bar, your Search & Browse results or when you're watching live TV. Plus, your clever TiVo service will still record it, even if the time slot changes.

To create a Series Link from the TV Guide, press **Guide** then highlight the show you'd like to record and press **Ⓜ**. Select **Express Series Link**.

Finding recordings

To make things easier, you'll find all your recordings in one place.

What's different?

Your recordings are all stored in a folder called **'My Shows'**. To access them, press **My Shows**.

If you've recorded a series, your new TiVo service will file all the episodes into one handy folder **Ⓜ**.

To play all the shows in a series select the folder and then press **▶**. Watch them back to back, or one by one, whichever suits you best.

Deleting recordings and folders

It's easy to manage your recordings with your new service.

What's different?

Pressing **Clear** on a show deletes it from **My Shows**.

If you're in **My Planned Recordings**, pressing **Clear** cancels a future recording.

To delete a series in My Shows press **Clear** on the **Ⓜ** for the show.

Deleted something by mistake? No problem, you can retrieve it from the **'Recently Deleted'** folder in **My Shows**.

Recording Hiccups

Anything that hasn't recorded as planned is listed in the Recording Hiccups folder.

What's different?

To find the Recording Hiccups folder, press  > **My Shows & Recordings > Recording Hiccups.**

Want to set a reminder?

Never miss a show you want to watch.

What's different?





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**. Once you've got a whole collection of shows, you can sit back and relax. From now on, there's never nothing on.

Pausing, rewinding and fast-forwarding


Your TiVo service lets you pause, rewind and fast forward shows just like you're used to.

What's different?

In live TV, you'll notice a status bar pops up to show you where you are in the programme. It represents 1.5 hours and the green bar shows up to one hour of saved live TV. The white tick marks show 15 minute intervals that you can jump to. The bold white line shows where you are at any point, and if you're in the green, you're behind live TV.

To jump forward in live TV that you've paused, recorded TV or TV On Demand press  and then  to jump to the next tick mark. To go back, press  and then  to jump to the previous tick mark.

Missed something? Press  to go back 8 seconds.


Want to jump ahead a little? Press  to fast forward 30 seconds.


Managing Parental Controls


If you'd like to limit who watches what, it's easy to manage Parental Controls.

What's different?

You can switch off the PIN checking feature when you play recordings.

If you'd like to switch this feature off, go to  > **Help & Settings > Purchase Controls.**



You can protect apps with a PIN. Go to  > **Help & Settings > Lock Apps & Games.**

You can also control access to **Apps & Games**. Go to  > **Help & Settings > Parental Controls > Lock Apps & Games.**

Watching BBC iPlayer

BBC iPlayer is available to everyone on the TiVo service.

What's different?

Press  to access BBC iPlayer when watching BBC channels. Or press  > **Apps & Games > BBC iPlayer.**


Now you can find BBC iPlayer programmes in the **Guide, Catch Up & On Demand, Search and Browse.**

Red Button

We've currently got a Red Button link to our full BBC iPlayer app on our TiVo service and we're working with our channel partners to get it extended to other channels. Check our progress in the **Customer News area in Help**, on your TiVo box.

Switching off the sound effects

If you'd rather enjoy your TiVo service without the menu sound effects, it's easy to turn them off.

Press  > **Help & Settings > Settings > Audio > Sound Effects Volume.**

Now you're ready to turn it on and see where your TiVo service takes you.

Switching from Sky?



How many shows can you record at the same time?

Unlike your Sky+ or Sky+ HD box, with the TiVo service, you can now record three programmes at the same time.

What does do?

This is the equivalent of the Sky button on your Sky remote. So your TV Guide, recordings, TV On Demand, Catch Up TV, games and help sections are all available at the touch of a button.

Where do I find the 'back up' button?


To move back within a screen press , to go back to the previous screen press  instead.

Upgrading from a V HD or V+ HD Box?

Recording the programme you're watching

With your TiVo service you can record live TV at the touch of a button. And it'll record the show from when you started watching it, not when you pressed record.

Upgraded your Virgin Media box?

If your TiVo box is a replacement for your Virgin Media set top box, the PIN will have reverted back to the default of 1234. To change this go to  > **Help & Settings > Parental Controls > Change PIN to.**

Need some help?

1. Use the guides

Check out your quick guide to your Virgin Media: TiVo® Service or more in-depth information can be found in A complete guide to your Virgin Media: Tivo® Service, available online at virginmedia.com/tivo/completeguide

2. Tune in on your TV

Try our on screen Help App for the latest info on using your TiVo box, more on troubleshooting and general help not covered in the guides. Simply go to the Home Screen on your TV, select **Help & Settings** then **Help**.

Our How-To videos will help you get the most from your TiVo box. They are available in the Help App or you can view them online at virginmedia.com/help/tivo or on our YouTube channel youtube.com/virginmediativo

3. Go online

For the latest info on using your TiVo box, troubleshooting and help not covered in the guides just go to virginmedia.com/help/tivo. Join our TiVo community forum by going to virginmedia.com/help and clicking on the **Help & Support** Forum button. Also check out the TiVo Discovery Zone at tivo.virginmedia.com
