

SERIES 2™



# 2005 Service Update Guide

For TiVo® Series2™ Digital Video Recorders

Google  
Exhibit 1019

# Remote Control Tips

**Note:** Your remote may look different depending on the model of your TiVo DVR

**Customize your TiVo remote.** Some buttons on your TiVo remote are programmable (shaded in gray on the diagram). Press the TiVo button to go to TiVo Central® and select Messages & Settings, then Settings, then Remote Control. Follow the easy on-screen instructions. See Chapter 5 of this guide for more on programming the remote.

Press the **TiVo button** once to go to TiVo Central®, or twice to go to Now Playing—your list of recorded programs.

Press **FORWARD** ►► and **BACK** ◀◀ up to 3 times for 3 speeds. Press a fourth time to resume normal play.

**INSTANT REPLAY** ⏮® replays the last 8 seconds of a program.

Press **CLEAR** to delete a title in a list (like the Now Playing list) or to hide things that aren't part of the program you're watching (like the TiVo channel banner).

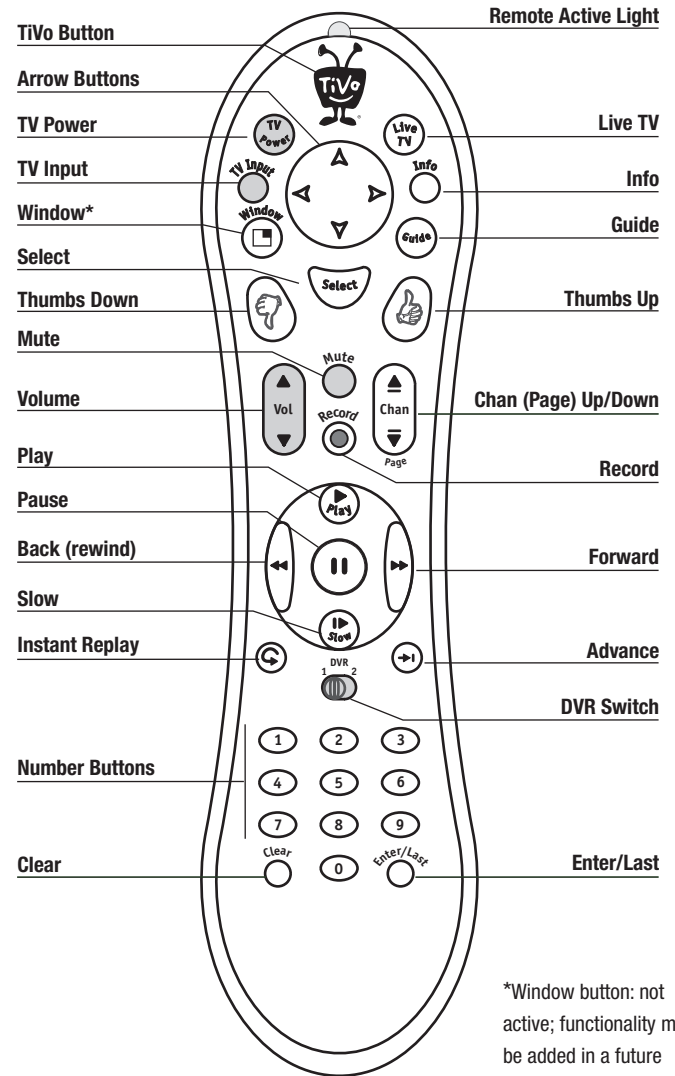
**INFO** brings up the TiVo channel banner. Press the **RIGHT** arrow to switch among three versions of the banner, each with a different amount of information.

Press **GUIDE** to see the TiVo program guide, then press **INFO** (while the guide is visible) to see Guide Options and change the way channels display, or show only a certain types of programs.

**CHAN UP/DOWN** does more than change the channel—it also pages up or down through lists of programs or menu items.

When you're watching "behind" live TV (for example, if you pause live TV and later resume watching from the paused spot), **ADVANCE** ⏭® catches you up to the live broadcast. In a recorded program, press it once to jump to the end of the program, then again to jump to the beginning.

If programmed, the **DVR Switch** lets you control two different TiVo® Digital Video Recorders (DVRs) with the same remote.



\*Window button: not active; functionality may be added in a future TiVo service update.



**Welcome**

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# Using This Service Update Guide

Thank you for using the TiVo® service! This *Service Update Guide* describes features and settings that may not have been available when you first purchased your TiVo® Digital Video Recorder and which are not documented in your original *User's Guide*.

Some TiVo DVRs are capable of receiving different levels of TiVo service (either TiVo Basic or TiVo Plus service). This guide documents features of the TiVo Plus service.

## What's New

- **Music, Photos, & More.** We've enhanced your TiVo DVR's home networking capabilities with the ability to access Home Network Applications from your DVR.
- **TiVoToGo™ Transfers.** Use the TiVo Desktop application to transfer programs from your DVR to any computer connected to your home network.
- **Simplified Menus.** We've made it easier to navigate through your DVR's settings, especially Guided Setup, Channel Lineups, and Programming Your Remote Control.
- **Take a Tour!** The best way to learn what's new in the latest TiVo service update is to take the **Tours** in Chapter 1 of this guide.



## Basic Terms

When we talk about the TiVo service, here are some terms you should know:

**Live TV.** If you're watching a program as it's being broadcast, you're watching live TV. With the TiVo service, you can pause live TV for up to 30 minutes. When you resume watching, you're "behind" live TV.

**Program screen.** When you select a program (from the Now Playing List or a list of upcoming programs), you'll see a screen with information about the program and actions you can take.

**Home Network Applications and Home Media Features.** If your DVR is connected to a home network with broadband Internet access, you'll enjoy a wide variety of additional features. See Tour Five on page 10 for more.


**Notes and Tips.** In the side columns of some pages in this guide you may find helpful Notes  and Tips .

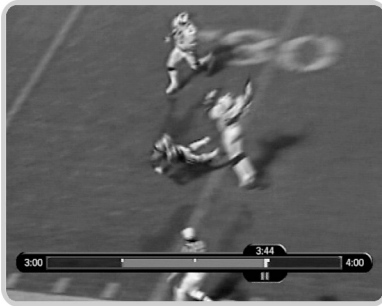
Now, let's start with the first Tour!


# The Basics in 5 Short Tours




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 New DVRs may have tutorial videos on the Now Playing List corresponding to the Tours in this chapter. Select Now Playing List from TiVo Central®.




 Both the FORWARD and BACK buttons have three speeds.

 When you fast forward too far, press INSTANT REPLAY to jump back eight seconds. Press it again if you really missed the mark.

## Tour One: Playing with Live TV

When you're watching a program as it's broadcast, you're watching live TV. In this tour, we'll take a look at how you can control live TV. So turn on your TV and grab your TiVo remote! Press the LIVE TV button to go to live TV from any screen.

### Moving Around in Time








1. First, press the PAUSE  button. You can pause live TV for up to 30 minutes!

When you pause live TV, you see a status bar showing a one-hour period. The green segment shows the portion of the current hour that has been saved by your DVR. The white line marks your current point in time. When the white line is back in the green segment, you're "behind" live TV.




See page 30 for more on the status bar.

Whenever you change channels, the saved portion of the old program is cleared, and the DVR starts saving the program on the new channel.

2. Press PLAY  to continue watching the program. Next, press BACK —the program rewinds. Press BACK a second time to rewind faster, and a third time to go faster still! Press BACK a fourth time (or press PLAY at any time) to return to normal speed.
3. Press PAUSE  once more, then press FORWARD  to move a small step forward. Press BACK to move a small step back. Press PLAY to resume watching at normal speed.
4. Press the INSTANT REPLAY  button. The program jumps back 8 seconds—useful for when you miss a great sports play or a bit of dialog, or for when you fast forward too far.
5. Press INSTANT REPLAY again, then immediately press SLOW . You'll see your own slow-motion replay!
6. Finally, press the ADVANCE  button. Presto! You're caught up to live TV.

## Changing Channels

There are several ways to change channels:

- To go to a specific channel, use the numbers on your remote control, then press ENTER/LAST. (If you don't press ENTER/LAST, the channel changes automatically after a few seconds.) To clear the number before the channel changes, press CLEAR.
- To jump back to the previous channel, press ENTER/LAST.
- To move one channel at a time, press CHAN UP/DOWN  on the TiVo remote.
- Tired of channel surfing? Press GUIDE to display the program guide. Move the highlight to any program and press SELECT. If the program is on now, the channel changes. If the program is on later, you'll see options to record that program.

Learn more about using the program guide on page 31.

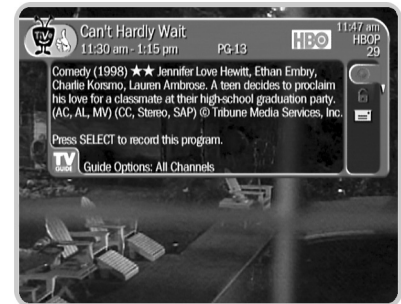
## Getting Program Information

The channel banner appears whenever you change the channel, but you can also view it while you're watching a program. It has information about the program you're watching.

1. Press INFO (or DISPLAY if your remote does not have an INFO button). The channel banner appears for a few seconds. While the banner is visible, press RIGHT arrow to switch from small, to medium, to large banner. Each banner has a different amount of information.
2. Keep pressing RIGHT arrow until you see the largest version of the channel banner. The small icons on the right give you shortcuts to useful features like recording or Parental Controls. Press the UP and DOWN arrows to highlight different icons, then press SELECT to go to that feature. For more on channel banner icons, see page 31.
3. Finally, press the CLEAR button—the channel banner disappears.



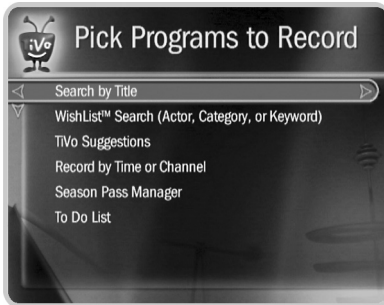
The channel banner includes the program's title, description, ratings, and other information.



You can also press RIGHT arrow to display the channel banner, and LEFT arrow to hide it.




If you just completed Guided Setup, the DVR is still organizing program information, and some programs might not yet appear.



If you make a mistake entering text, select DEL on the screen, or press BACK on the remote. To clear all text, use CLR on the screen or press the CLEAR button. Selecting SP on the screen enters a space.

## Tour Two: Recording Programs

You can always record the program you're watching by pressing RECORD  on your TiVo® remote control. Beyond that, the TiVo® service provides many ways to quickly search through TV programs, find your favorites, and schedule recordings in advance.

What's more, if a program is part of a series, you can get a Season Pass™ recording of the series. A Season Pass recording automatically records every episode of the series that airs on the selected channel—even if the time slot changes!

### Search by Title

Know the title of a program you want to record? Finding it is easy. Grab your TiVo remote!

1. Press the TiVo button to see the TiVo Central® screen. Press DOWN to highlight Pick Programs to Record, and press SELECT. The Pick Programs to Record screen appears.
2. Highlight Search by Title and press SELECT. A list of categories which you could use to limit your search appears, but for now select All Programs.

The next screen has a grid of letters. Use the RIGHT, LEFT, UP, and DOWN arrows to move the white selection box among the letters.

3. Let's find "The Simpsons." Move to the letter S and press SELECT. (The Search By Title list alphabetizes without "A" or "The.") A list of programs that begin with "S" appears on the right side of the screen.
4. Move to the letter I and press SELECT again. The TiVo service searches through all available programs (usually, those airing within the next two weeks) to find those that begin with SI, and lists those programs.
5. Keep entering letters until you see "Simpsons, The" in the list. You may see multiple listings if the program airs on more than one channel.


- Press RIGHT arrow until you move off the grid of letters to the list of programs. Press the UP or DOWN arrow to highlight “Simpsons, The” and press SELECT.

A program information screen appears. You can use this screen to record the episode, view upcoming episodes, or get a Season Pass recording.

## Getting a Season Pass™ Recording

- On the Program Information screen for The Simpsons, highlight Get a Season Pass and press SELECT. A confirmation screen appears. Press SELECT again—and after a short pause you have a Season Pass to The Simpsons! Every episode airing on that channel will be recorded automatically.

When you set up a Season Pass recording, you can choose how many episodes to keep and how long to keep them using Recording Options. Choose “First Run Only” if you want to skip the re-runs. See page 25 for more about using Recording Options.

- After setting the Season Pass recording, you return to the Search by Title screen. Press LEFT to return to Pick Programs to Record, then select the To Do List. You can see all your scheduled recordings here.
- In the To Do List, notice the upcoming episodes of The Simpsons are marked with a double check mark , indicating they are part of a Season Pass.

You can cancel the recording of any episode by highlighting the title in the To Do List and pressing CLEAR. You delete the entire Season Pass or change recording options using the Season Pass Manager. See “Using the Season Pass Manager” on page 24 for more information.





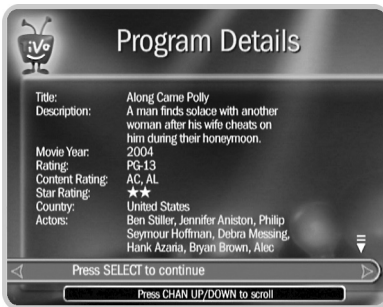
Programs appear on the Now

Playing List the moment recording

begins, so you can start watching a show while it's still being recorded!



Icons to the left of the program's title tell you the recording's current status. See the Glossary of Icons on the inside back cover for details.



## Tour Three: Your List of Recordings

All the programs recorded by your TiVo® DVR appear on the Now Playing List—your complete list of recordings. No more searching through unlabeled videotapes!

1. To go to the Now Playing list, press the TiVo button twice, or select Now Playing List from the TiVo Central® screen. Your new DVR may already contain some short programs.
2. Highlight any title on the Now Playing List (even a program that's still recording) and press PLAY. The program plays from the beginning.

### Program Information

If you prefer, you can highlight any title in Now Playing and press SELECT to see the program information screen, which offers these options:

- **Play** or **Resume playing** (if you're returning to a partially watched program).
- **Keep until...** By default, programs you record are saved until space is needed for new recordings. The oldest ones may be deleted to make room for new recordings. However, you always have the option to keep a program for as long as you want. Just select Keep Until.... and on the next screen you can choose Keep Until I Delete, or specify a date.
- **Delete Now** or **Stop Recording** (if recording is in progress)
- **Save to VCR.** See page 35 for details.

### Now Playing Tips

- From any program information screen, press INFO (or DISPLAY if your remote doesn't have an INFO button) to see program details.
- When a program ends, you have the option to delete it. If you don't delete it, the program is available to watch again from the beginning on the Now Playing List.

## Sorting Programs

You can view the Now Playing List either alphabetically by title (from A to Z) or by date recorded. To change how the list is sorted:

1. From Now Playing, press ENTER on your TiVo remote to see Now Playing Options.
2. Highlight Sort, then press LEFT button to choose By Date Recorded. Then select View Now Playing List With These Options.

When you return to Now Playing, programs are listed by the date they were recorded, with the most recent at the top and the oldest at the bottom. TiVo Suggestions always appear at the bottom of the list.


## Grouping Programs

When Groups are on, programs are organized into folders, and a number in parentheses to the right of each folder shows how many programs it contains. To turn Groups on:

1. From Now Playing, press ENTER on your TiVo remote to see Now Playing Options.
2. Select Groups, then press RIGHT button to choose On. Then select View Now Playing List With These Options. When you return to Now Playing, you'll see a folder for
  - Each television series with more than one recorded episode;
  - Each auto-recording WishList™ search with a recorded program;
  - TiVo Suggestions (if you have auto-recording of TiVo Suggestions turned on).

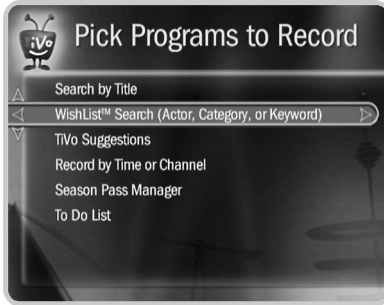
A program's title may appear in more than one folder, even though there is only one recording of the program. For example, you might have an auto-recording WishList search for an actor who also appears in a series, and you have a Season Pass™ for that series. Each episode of the series will appear in two folders—one for the WishList search and one for the Season Pass recording. If you delete the program in one folder, the title also disappears from the other.



From the Now Playing List, press 1  on the remote to change the sort order of programs, or press 2 to turn groups on or off.



A note at the bottom of the Now Playing List tells you which sorting option you are using and whether groups are on.



When you choose to auto-record a WishList search, you can set how many episodes to keep and how long to keep them using Recording Options. See page 25.

## Tour Four: Finding Great Entertainment

The TiVo service makes it easy for you to find what you want to watch by responding to your interests and collecting the best the television networks have to offer.



### WishList™ Searches

A WishList search finds programs that match your search criteria on any channel you receive—and it keeps on searching for as long as you keep the WishList search.

1. From the Pick Programs to Record screen, choose WishList Search, then Create New WishList. The Create WishList screen shows the different kinds of WishList searches you can create. For now, select Actor WishList. You'll see a letter grid.
2. Move to the letter D and press SELECT. Then select the letters E and P. Each time you choose a letter, the list of actors on the right changes. You should see DEPP, JOHNNY on the list now.
3. Press RIGHT to move to the list of names, then highlight DEPP, JOHNNY and press SELECT.
4. On Select Category screen, select Movies. The next screen gives you a chance to select subcategories of movies, but for now select Don't Specify A Sub-Category.

The final WishList screen lets you view all upcoming Johnny Depp movies, or choose to automatically record them. If you choose Auto-Record WishList Programs, any Johnny Depp movie on any channel at any time in the future will be recorded!

### TiVo Suggestions

You can rate any program—whether it's live, recorded, or listed in the program guide—by pressing the THUMBS UP  or THUMBS DOWN  button on your remote. You can give a program up to three Thumbs Up (great!) or three Thumbs Down (terrible!).

TiVo Suggestions uses these ratings to create a list of programs you might like. The more shows you rate over time, the better TiVo Suggestions will get at finding the right programs for you.

**Auto-Recording TiVo Suggestions.** When your DVR has available space, it automatically records TiVo Suggestions. But you don't ever need to worry about recorded Suggestions taking up space—here's why:

- TiVo Suggestions never replace shows you request, or prevent your requested shows from being recorded.
- TiVo Suggestions are always the first programs deleted to make room for recordings you request.

**Suggestions List.** You can also review a list of TiVo Suggestions:

1. Press the TiVo button to go to TiVo Central<sup>®</sup>. Select Pick Programs to Record, then TiVo Suggestions to view a list of programs the TiVo service suggests you might like.

The list of programs is ranked, so shows you're more likely to enjoy are near the top.

2. To record a program, highlight it and press either SELECT or RECORD on your remote. Or use THUMBS UP and THUMBS DOWN to rate programs to improve future Suggestions.

## Showcases

Showcases is an interactive content area which often includes opportunities to schedule recordings of featured programs, or allows you to watch previews of upcoming movies or TV shows. Programs in Showcases are grouped in theme packages, giving you “one-stop shopping” convenience when browsing for shows to record.

Showcases may include exclusive content, the inside scoop on hit movies, exciting miniseries, special events, popular series, and shows featuring the biggest stars of the screen and stage.

From TiVo Central, select Showcases & TV Guide<sup>®</sup>.



Any time you choose to record a program, it automatically gets one

Thumbs Up.



You can turn off auto-recording of TiVo Suggestions if you prefer. See

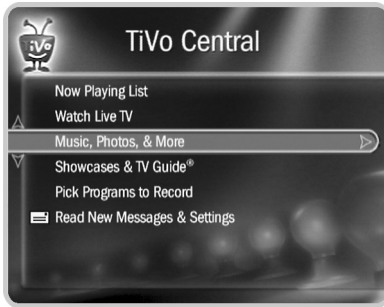
page 53.





If you have a home network, connecting your DVR to it is easy.

See the *Start Here* poster or page 38 of this guide for more information.



Applications available over your home network (identified by a computer



icon) may not conform to TiVo's Privacy Policy. If you are concerned about the privacy of your personal information, we suggest that you avoid entering any sensitive information when using any application unless it is from a source you trust.

## Tour Five: Beyond the TiVo Box

By now you've gotten a sense of how your TiVo® DVR is constantly working to find you all of your favorite entertainment. But the TiVo® service is about more than just recording programs—much more. Connecting your DVR to a home network opens up a whole new world of digital home entertainment.

### Music, Photos, & More

When you connect your DVR to your home network, it becomes a digital home entertainment center, with access to even more features. You can find many of these features by selecting Music, Photos, & More from the TiVo Central® screen.

- **Digital Music & Photos.** Watch slideshows of your digital photos on your big screen TV, and listen to playlists of your MP3s on your stereo system—and control it all with your TiVo DVR remote.
- **Home Network Applications.** Access other applications inside and outside your home network (broadband Internet connection required). Home Network Applications are indicated on the Music, Photos, & More screen by a computer icon:  You must enable the DVR to access Home Network Applications. To do this, select Enable Home Network Applications, then press THUMBS UP  three times, then ENTER.
- **TiVo To Go™ Transfers.** Transfer programs between your DVR and your computer—now you can watch your favorite shows on your laptop while you're on a business trip.
- **Multi-Room Viewing.** If you have more than one TiVo DVR connected to your home network, you can transfer programs between them. That's right, you can record programs in the living room and watch them in the bedroom—or vice versa! You'll find other TiVo DVRs connected to your home network at the bottom of the Now Playing List.

## Get TiVo Desktop

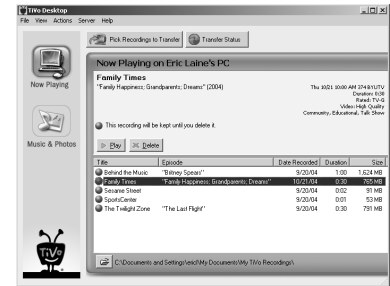
TiVo Desktop is a software application for your home computer. It allows you publish digital music and digital photos (which makes them available to your DVR), transfer programs between your DVR and your computer or laptop, and watch TiVo recordings on your computer.

TiVo Desktop is free, and you can download it from [www.tivo.com/desktop](http://www.tivo.com/desktop). It's a good idea to download a copy of TiVo Desktop for each computer connected to your home network.

Download the *Home Media Features Guide* at [www.tivo.com/guides](http://www.tivo.com/guides) to learn more about using TiVo Desktop.

## Home Media Features Guide

Download the *Home Media Features Guide* at [www.tivo.com/guides](http://www.tivo.com/guides) for complete information about using these features and connecting to your DVR to your home network.







## More Cool Things You Can Do

**Schedule for Overtime.** Programs sometimes start before they're supposed to, and often end later than scheduled. You can adjust your recording times to account for these variations using the Overtime Scheduler® feature. See page 26.

**Schedule Recordings at Home—from the Web.** Your co-worker just told you about a must-see program that's on tonight, but you won't make it home in time to set up a recording. No problem! If your DVR is connected to a home network with a broadband Internet connection, you can use TiVo Central Online ([www.tivo.com/tco](http://www.tivo.com/tco)) to schedule the recording.

Online Scheduling also works if your DVR is connected to a phone line. See page 18 for details.

**Reduce Remote Control Clutter.** Now that you're using your TiVo remote to change channels and control live TV, don't you want to put your TV's remote in storage? You probably can. See the inside front cover of this guide for instructions on programming your TiVo remote to control the power, volume, and input selection on your TV.

**Record From a Preview.** See a good preview, record the show! If you're watching live TV and a promotion comes on for an upcoming program, you may see an Ipreview® icon:  Press THUMBS UP  while the icon is visible to see options for recording for the program.

**Clear the Way.** Use the CLEAR button to hide the status bar, the program guide, channel banner, and anything else on the screen that is not part of the program. It clears text entered when using the letter grid. In the Now Playing List, press CLEAR to delete a program. In the To Do List, CLEAR cancels a recording.

# Pick Programs to Record



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Some programs may not be recorded or may have other recording restrictions due to copy protection rights over the content. See “Copy Protection and the TiVo Service” on page 68 for more information.

## Finding Programs to Record

The TiVo service makes it easy to find programs you know you like, and to find new programs you might not even know about. You can search for programs by title, by channel, by time, or search for keywords, actors or directors.

### Recording the Program You’re Watching

You can always record the program you’re watching—just press the RECORD  button. On the screen that appears, select Record This Showing (Best Quality). Or select Season Pass & Other Options for more choices, or to change the recording quality.

### Recording the Saved Portion

Up to 30 minutes of the current channel’s broadcast is always being saved, even when you’re not recording. When you change channels, the DVR clears the saved portion and starts saving again on the new channel. So, if the saved portion is important to you, either record the program or don’t change the channel.

To record the saved portion in addition to the rest of the program, you must choose Record This Showing (Best Quality). If you change the Recording Quality (by selecting Season Pass & Other Options), the saved portion of the program won’t be recorded.

### Stopping a recording

You can stop any recording in either of two ways: select the title in Now Playing, then select Stop Recording; or, press the RECORD button in live TV, then choose Stop the Current Recording.

### Using the Guide to Find Programs

The program guide displays up to two weeks of TV programming at the touch of a button—just press the GUIDE button on your TiVo remote. Use the guide to find programs and set up recordings quickly.

To record a program from the guide, highlight its title in the guide, then press RECORD. On the screen that appears, select Record This Showing. After the TiVo service schedules the recording, you'll return to the guide.

### Filter the Guide to Find Programs

Press the GUIDE button, then press ENTER to display the Guide Options. Highlight Choose Filter and press SELECT. Choose category and subcategory filters to highlight certain types of programs in the guide.

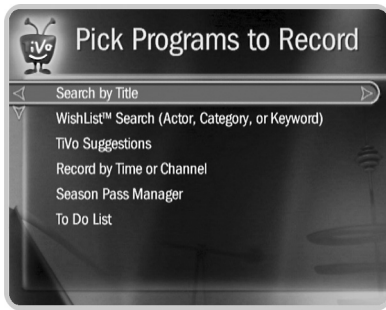
When filtering is on, the guide shows only channels that have a program the category you chose. Programs that fit the category are highlighted; other program titles are dimmed.

### Finding More Showings

For a comprehensive list of all upcoming showings of a program, including repeats (multiple showings of the same program), select the program from the grid, then select Season Pass and Other Options, and View Upcoming Episodes. You can use this list to choose the showing that is most convenient for you to record.



If you only know one word in the title, and it isn't the first word, try a Title Wishlist™ search to find the program. See page 20.



Replace hyphens ( - ), slashes ( / ) and periods ( . ) with spaces. For example, use 20 20 to search for the title “20/20.” Any other marks, such as apostrophes ( ' ), asterisks ( \* ) and ampersands ( & ) are ignored.

For example, use 6 O'CLOCK NEWS to search for the title “6 O'Clock News.”

## Search by Title

If you know the name of the program you're looking for, or even the first part of the name, press the TiVo button to go to TiVo Central®, choose Pick Programs to Record then Search By Title, and follow these steps:

1. Choose whether to narrow the search to a particular category and subcategory, or select All Programs.
2. Use the grid to spell out the title. Use the arrow buttons to move around, then press SELECT on each letter you want. (Skip “a,” “an,” or “the.”) As you select letters, an alphabetical list of programs appears on the right. Keep selecting letters until you see your program. Other buttons on the TiVo remote have special functions on the grid. The CLEAR button erases everything; BACK erases one letter at a time; FORWARD inserts a space.
3. When you see your program, press RIGHT arrow to move to the list. Then use the UP/DOWN arrows or CHAN UP/DOWN to highlight your program, and press SELECT. The Program Information screen shows your available options.

## Record by Time or Channel

If you don't remember the exact name of a program, but you know what time or channel it's on, use Record by Time or Channel. You'll have three options:

**Browse by Time.** Browse programs on a specified day and time. You can filter the list to see only programs in a particular category. For example, you can browse all movies airing on Saturday night. To browse by time:

1. Use the arrow buttons to highlight a category (for example, Movies), then press SELECT.
2. Press the UP/DOWN arrows to select the date you want to see, then press RIGHT arrow to move to the time column, and press the UP/DOWN arrows to select a time.

- 3. Press SELECT to see the list of programs without leaving the time selector, or press RIGHT arrow to see the list of programs and move to the list.
- 4. When you find a program you want to record, highlight it and press SELECT.

**Browse by Channel.** Browse through programs airing on a particular channel. You can start with all channels, or just your favorites. To browse by channel:


- 1. Choose either All Channels, which includes all the channels you receive, or Favorite Channels, which includes just the channels you have selected as your favorites.
- 2. Press the UP/DOWN arrows to select the date you want to see, then press RIGHT arrow to move to the channel column.
- 3. Press the UP/DOWN arrows to select a channel. (You can also use the numbers on the remote to enter a channel, then press ENTER.)
- 4. Press SELECT to see the list of programs without leaving the channel selector, or press RIGHT arrow to see the list of programs and move to the list.

When you find a program you want to record, highlight it and press SELECT.

**Manually Record Time/Channel.** Schedule a recording on a specific channel at a specific time (just as you would with a VCR). To create a manual recording:

- 1. Choose the recording type, using the UP/DOWN arrows to select whether the recording will be One Time or Repeating, then press RIGHT arrow.
- 2. Choose the day(s) for the recording, using the UP/DOWN arrows to change the current selection. If you chose Repeating, you can choose to repeat the recording on a specified day of the week (Every Tuesday) or several times a week (Every M - F or Every Day).
- 3. Press RIGHT arrow and choose a channel using the UP/DOWN arrows (or by entering a number with the remote, then pressing ENTER).



 Use a Manual Repeating Recording to record things like just the opening monologue of a late night talk show.

4. Press RIGHT arrow and set the hour, minute, and am/pm for the start and stop time, using the UP/DOWN arrows to change the current selection. Press RIGHT arrow or SELECT.
5. You'll see a confirmation screen. The DVR shows a "best guess" program title based on guide listings for that time and channel. Select Record This Showing.

## Finding Programs Using TiVo Central Online

Schedule recordings on your DVR at home from any computer with Internet access and a standard web browser. Use TiVo Central Online at [www.tivo.com/tco](http://www.tivo.com/tco) to search for shows by time, title, keyword, or actor/director. Schedule a single episode, or set up a Season Pass recording with all the options you have on your DVR at home. You can even set the program not to record if it conflicts with a recording already scheduled on your DVR.

You can use Online Scheduling whether your DVR uses a phone line or broadband Internet connection to connect to the TiVo service. However, if your DVR is connected via a broadband Internet connection, it will check the TiVo service for your recording requests much more often. With a broadband connection, you can schedule a recording within an hour of its air time from any place that you have access to the Internet!

### To Use Online Scheduling:

1. Go to [www.tivo.com/tco](http://www.tivo.com/tco) and sign in.
2. On the Welcome page of TiVo Central Online, select the name of the DVR for which you want to schedule recordings.
3. Use the simple or advanced search of your TV listings, or browse by channel.
4. From the list of search results, click the name of a program and choose either Record This Episode or Get a Season Pass.
5. Choose whether to receive a confirmation e-mail sent to the e-mail address you provide.



Each time your DVR connects to the TiVo service, it checks TiVo Central Online and schedules any recording requests you've made.

## Finding Programs Using a WishList™ Search

A WishList search finds programs that match your interests, tastes, and whims on any channel you receive. And it keeps on searching for as long as you keep the WishList search.

For example, you could create a Category Only WishList search for the category Movies and subcategory Comedy. You could then occasionally browse a list of all comedy movies airing in the next two weeks. The list is updated each time your DVR connects to the TiVo service.

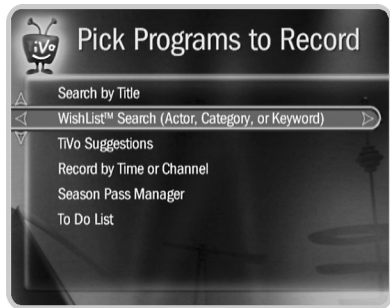
You could search for something more specific by creating an Actor WishList search for Sean Connery, and then include the category Movies, and subcategory Action. This WishList search would find action movies starring Sean Connery.


With a Keyword WishList search, you can search for something very specific. For example, the Keyword GIANTS with category Football would find Giants football games, but not Giants baseball games.

### Can a WishList Do More Than Search?

Yes it can! You can set a WishList search to auto-record, and it will record every show it finds, on any channel you receive. For example, with the Sean Connery Actor WishList search, you would automatically collect Sean Connery action movies in Now Playing.

Some WishList searches are better suited auto-recording than others. For example, a Category Only WishList search for the category Documentary would find every upcoming documentary. You might not want to record them all, but you could occasionally browse the search results list and choose the ones you do want to record.



 The more specific a WishList search is, the better suited it is to auto-recording.



Not all actor or director names may be listed. To search for a name that is not on the list, enter the name in the format: LAST NAME, FIRST NAME. You must match the spelling of the name exactly, and you must use a comma (available in the grid under the letter W).




When using the asterisk (\*), be as specific as possible. For example, do not use keywords like TH\*. There will not be enough room to show all the results of a keyword that is too general.

## Creating a WishList Search

From Pick Programs to Record, select WishList Search, then Create New WishList. Next, select the type of WishList search you want to create:



- **Category Only.** Use the UP/DOWN arrows to highlight a category, then press SELECT or RIGHT arrow to see a subcategories list. Either highlight a subcategory, then press SELECT or RIGHT arrow, or select Don't Specify a Subcategory.
- **Actor or Director.** Spell the last name by moving around the grid and pressing SELECT to enter a letter. As you select letters, a list of names appears to the right of the grid. When you see the person's name, press RIGHT arrow until you move to a name in the list. Use the UP/DOWN arrows to highlight the name you want and press SELECT.
- **Keyword or Title.** For a Keyword WishList search, the TiVo service checks for your keywords in the program or episode title, description, actor, director, year, and category information. A Title WishList search looks only at program and episode titles. Spell your keyword(s) using the arrow buttons to move around the grid; then press SELECT to enter the highlighted letter. You can enter as many characters as will fit on the screen. When you're finished, highlight Done Creating Keywords, then press SELECT.

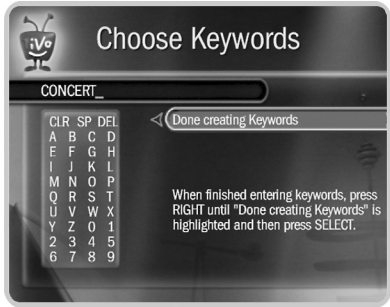
### Using the Asterisk (\*) in WishList searches


To search for similar words in a Keyword or Title WishList, use the asterisk (\*) as a wild card symbol that replaces the endings of words. For example, the keyword AIRP\* would find shows containing "airport," "airplane," "airplanes," as well as the movie "Airplane!" To enter an asterisk, press the SLOW  button on the remote.

You can use the asterisk only at the end of a keyword; not to omit letters at the beginning or in the middle of a word. (For example, keywords like AIR\*NE or \*PLANE will not work.)

**Tips for Entering Keywords**

- Use quotation marks to specify an exact phrase in a Keyword or Title WishList search (to enter quotation marks, press PAUSE ). For example, the keyword PAUL SIMON might turn up a documentary about Simon Bolivar with a director named Paul. Use “PAUL SIMON” to be certain you find only programs that feature Paul Simon.
- If you include an exact phrase and additional keywords, place a space between the final quotation mark and the beginning of the next word (for example, “GEENA DAVIS” FLY). Enter a space by selecting SP or pressing FORWARD .
- If you enter more than one keyword, the search finds programs that match all of the keywords.
- Replace hyphens ( - ), slashes ( / ) and periods ( . ) with spaces. For example, use the keyword 20 20 to search for the title “20/20.” For an Actor WishList for Catherine Zeta-Jones, use ZETA JONES, CATHERINE.
- Any other marks, such as apostrophes ( ’ ) and ampersands ( & ), are ignored. For example, you would use the keyword phrase 6 OCLOCK NEWS to search for the title “6 O’Clock News.” (Note that commas ( , ) are also ignored, except in an actor or director WishList search, where they are essential.)
- For dollar signs ( \$ ) substitute the letter S. For example, to find “\$100,000 Pyramid,” use S100000. (In Search by Title, skip the dollar signs to find these titles.)



 If you like music performances, try a keyword WishList search for Concert. Choose the category Arts and the Sub-Category Music.




As you browse the upcoming program titles found by WishList searches, remember that the CHAN UP/DOWN button pages quickly through lists.

## Browsing WishList Search Results

Select View All Upcoming WishList Programs to display a list of up to 10 upcoming programs from each of your WishList searches—up to 200 programs total (so it may take a while to display). To record a program, highlight its title and press SELECT.

To browse a single WishList search, select the search, then select View Upcoming Programs to see a list of up to 200 unique programs that match. To record a program, highlight its title and press SELECT.

Each auto-recording WishList search and its upcoming recordings are marked with a star . If you want to be sure that all matching programs are recorded, give the auto-recording WishList search a high priority in the Season Pass Manager. See page 24 for details.

## Editing a WishList Search

You can change a WishList search—for example, to correct a misspelling, or to add a category or subcategory to narrow the results. Just select the WishList search, then select Edit WishList.

# Season Pass™ and Repeating Recordings

With your TiVo DVR, you can set up three types of recordings to repeat automatically:

**Season Pass Recording.** Records every episode of a series that airs on a certain channel—even if the day or time changes! Just select a program from the guide or a list of search results and choose Get a Season Pass.

**Manual Repeating Recording.** Records on a specific channel at a specific time, just like a VCR. See page 17 for details.


**Auto-recording WishList™ search.** Records all programs found by a WishList search. See page 20 for details.

Repeating recordings have the following traits in common:

- **Parental Controls.** If Parental Controls are on when you schedule a repeating recording, the DVR checks its current program information to see if any upcoming program violates a Parental Control. If it does, the DVR requires the password to continue.
- **Set Your Priorities.** The TiVo service resolves scheduling conflicts between scheduled repeating recordings by comparing recording priorities. You can change recording priorities with the Season Pass Manager. See page 27 for details.
- **Conflict Resolution.** If a scheduling conflict occurs while setting up a new repeating recording, you'll see which programs are involved, and have options to resolve the conflict:
  - Record only those episodes that don't conflict with other programs scheduled to record. This makes the new repeating recording the lowest priority in the Season Pass Manager.
  - Record all episodes. This makes the new repeating recording the highest priority in the Season Pass Manager.





Are two of your favorite programs on  at the same time? Create two Season Pass recordings. Use Recording Options (page 25) to set the first one to record only First Run episodes; set the second to record every episode. Use the Season Pass Manager to give the first one higher priority than the second. Voilà! When reruns of the first program air, your DVR will ignore them and record episodes of the second program.

## Using the Season Pass Manager

Use the Season Pass Manager to set priorities and resolve conflicts among your scheduled repeating recordings. Say you have a Season Pass to *ER* and an auto-recording WishList search for movies with Julia Roberts. What if a Julia Roberts movie happens to air at the same time as *ER*? The TiVo service uses the Season Pass Manager to decide which program to record. If the Julia Roberts WishList has a higher priority than the *ER* Season Pass, the Julia Roberts movie will be recorded, and *ER* will not.

To open the Season Pass Manager, use the TiVo button to go to TiVo Central<sup>®</sup> and choose Pick Programs To Record, then Season Pass Manager.

### Changing the Priority Order

If you don't change priorities, repeating recordings are prioritized by the order in which you set them up: the first has highest priority, and so on. To change the priority order, use the UP/DOWN arrows to highlight a repeating recording. Then press RIGHT arrow to highlight the arrows to the right of the title, and use the UP/DOWN arrows to move the selected title up or down in the list.

### Canceling a Repeating Recording

To cancel a Season Pass or other repeating recording, just highlight the program's title in the Season Pass Manager and press CLEAR. Or, from a Program Information screen, select Cancel/Edit the Season Pass, then Cancel This Season Pass.

## Setting Recording Options

Recording options let you customize each recording, so you always get the results you want. You can set recording options when you first schedule a recording, or by selecting a program title from the To Do List or the Season Pass Manager. To view or change recording options:

1. On the Program Information screen, select either Record This Episode or Get a Season Pass. Then use RIGHT arrow to highlight Options, and press SELECT.
2. On the Recording Options screen, use the UP/DOWN arrows to highlight an option, then the RIGHT and LEFT arrows to change the setting.
3. When you're done, press SELECT or highlight Record With These Options. Press SELECT again to schedule the recording with the new options.
4. To cancel your changes, press LEFT arrow, or highlight Don't Change Recording Options and press SELECT.

Recording Options include:

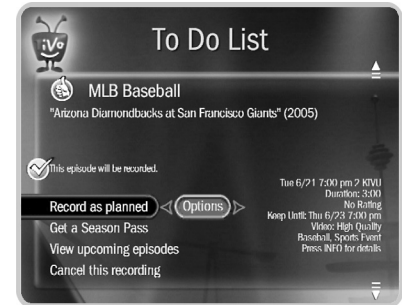
**Record Quality.** Choose from Basic, Medium, High, or Best. The default setting is High. Best looks great, but keep in mind that it takes up more space. See page 52 for more.

**Keep At Most.** Set the maximum number of episodes to be saved. (This option is available only for a repeating recording.)

**Show Type.** Skip reruns or watch them all? Choose from Repeats & First Run, First Run Only, or All (With Duplicates).

**Keep Until.** For a repeating recording, choose how long to keep each episode. Space Needed is the default setting, or choose Until I Delete.

**Keep At Least.** For a one-time recording, set the minimum amount of time to keep the program. The default setting is Until Space Needed, but you can choose to keep it longer.



The Record Quality option is available only before the DVR

begins recording.



## Scheduling for Overtime

Two extra recording options are known as the Overtime Scheduler<sup>®</sup> feature. This is especially helpful for sports fans, but it's also useful for award shows, live events, or if the network tends to broadcast your favorite program a little off its scheduled start time.

**Start Recording.** Start recording up to ten minutes before a program is scheduled to begin. (This option is available only before recording starts.)

**Stop Recording.** Set a recording to continue—for a few minutes or up to three hours—after it's scheduled to end. For example, you can extend a recording of a sports event and be sure to catch the whole game—even if it goes into overtime. You can change this setting when you set up the recording, or while the recording is in progress!

## Managing Recordings with the To Do List

The To Do List shows all your scheduled recordings and lets you change recording options or cancel recordings.

### Viewing the To Do List

View the To Do list by pressing the TiVo button to go to TiVo Central, then select Pick Programs to Record, then To Do List. You'll see a list of all programs scheduled to record in the next two weeks or so. Press SELECT on any program to see available options.

### Canceling a Recording

To cancel a recording, just highlight the program title on the To Do List and press CLEAR.

### View Recording History


Use the View Recording History option on the To Do List if you're curious why a particular program or episode was not recorded, or why it's not scheduled to record, or when it was deleted from Now Playing.


**Deleted.** These programs are listed above the highlight bar, so press UP arrow or CHAN UP to find them. Select a title to see when the program was deleted.


**Were not recorded.** These programs are listed above the highlight bar, so press UP arrow or CHAN UP to find them. Select a title to see why it was not recorded.

**Will not be recorded.** These programs are listed below the highlight bar, so press DOWN arrow or CHAN DOWN to find them. Select a title to see why a program will not be recorded. You can then select More Recording Options to see the Program Information screen, where you can resolve conflicts.



In the To Do List, individual recordings are marked with a single check mark: 

Season Pass recordings and manual repeating recordings have a double check mark: 

Auto-recording WishList searches are marked with a star: 

# 2

## Pick Programs to Record

# Watching Programs



<b>The Status Bar</b>	<b>30</b>
<b>The Channel Banner</b>	<b>31</b>
<b>The Program Guide</b>	<b>32</b>
<b>Saving Programs to Other Devices</b>	<b>35</b>



Press the CLEAR button to hide the status bar, the program guide, the channel banner, and anything else that is not part of the program.




You can only rewind live TV up to 30 minutes, or to the point where you last changed the channel (whichever is less). When you change the channel, you skip ahead to the current time on the new channel and start saving on that channel. If you're behind live TV and watching something you still want to see, you should avoid changing the channel.

## The Status Bar

When you press PLAY, PAUSE, FORWARD, or BACK, the status bar appears at the bottom of the screen. In live TV, the status bar represents one hour and the white tick marks are 15 minutes apart. In recorded programs, the bar shows the program's length. The tick marks are 15, 30, or 60 minutes apart depending on the length of the program.

The green segment represents the part of the program saved by the DVR. The DVR automatically saves up to 30 minutes of live TV. You can move backward and forward through the saved portion of a live program.

In live TV, the right edge of the green segment represents the current time. A white vertical line shows where you are in the recording. If the white line is anywhere back in the green segment, you're behind live TV. If you're behind live TV, press ADVANCE  to catch up.

Status Bar for live TV

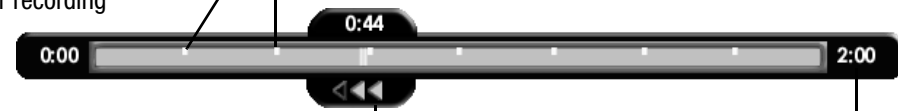


Tick marks (15 min. apart)

This symbol shows you are controlling live TV (here, live TV is paused).

This end is where you catch up with live TV and the current time.

Status Bar for a two-hour recording



This shows that the BACK button has been pressed twice.

This recorded program is two hours long.

## The Channel Banner

The channel banner appears whenever you change the channel, but you can also view it while you're watching a program. It has information about the program you're watching, and shortcuts to other useful features of the TiVo® service.

To view the channel banner while watching a live or recorded program, press INFO (or DISPLAY if your remote does not have an INFO button).

### Channel Banner Icons

Icons in the large version of the channel banner are shortcuts that take you to the corresponding feature. Use the UP/DOWN arrows while the large channel banner is visible to highlight an icon, then press SELECT.



**Record.** Select this icon to record the program. If a recording is in progress, select the icon to stop the recording.

**Parental Controls.** If Parental Controls are off, the lock icon appears unlocked and dim. If they are on, the icon is locked and bright. If they are temporarily off, the icon is unlocked and bright.

**Messages.** If the envelope icon is bright, you have new messages from the TiVo service. Select the icon to go to the Messages list.



You can also press RIGHT arrow to display the channel banner. Keep pressing RIGHT arrow to change the size of the channel banner. Press LEFT arrow or CLEAR to hide it.

## The Program Guide

The TiVo® DVR's program guide lets you see what's on, change channels, schedule recordings, and more—all while you're watching live TV.

### Choosing a Program to Watch or Record

1. Press the GUIDE button to display the program guide.

While viewing the guide, you can press FORWARD ►► to move the displayed time ahead. To go back in time, press BACK ◀◀.

2. Use the UP, DOWN, LEFT, and RIGHT arrows to highlight a program title.

If you select a program in progress, the channel changes and the program guide disappears. (Remember, whenever you change channels, the saved portion of the old program is cleared, and the DVR starts saving the new program.)

If you select an upcoming program, you'll see a screen with recording options. Choose an option or press LEFT arrow to go back to the guide. See page 14 for more on recording from live TV.




### Customizing the Program Guide

Guide options lets you display channels and programs in the guide according to your preferences. Press ENTER while the guide is displayed to set guide options.

To change an option, move to it using the UP/DOWN arrows, then press the LEFT or RIGHT arrow to change the setting. Save your changes by pressing SELECT or GUIDE, or selecting Done Changing Options. To cancel your changes, press CLEAR.

## Guide Options

**Channels.** Choose which channels to display in the guide. The choices are:

- **All.** Display all of your cable or satellite provider's channels, even channels you don't subscribe to.
- **You Receive.** Display only the channels you have checked in the Channel List.
- **Favorites.** Display only your favorite channels when browsing the guide. Give your favorite channels THUMBS UP  in the Channel List. See page 47.

**Day and Time.** See what's on at a particular day and time.

**Style.** Choose between the TiVo Live Guide and Grid Guide styles, shown on the next page.

**Filtering.** A filter excludes some programs from the guide, so you can easily find the shows you want. When you want to see all channels and programs in the guide, turn filtering off.

**Choose filter.** Choose category and subcategory filters to highlight certain types of programs in the guide. When filtering is on, the guide shows only channels that have a program the category you chose. Programs that fit the category are highlighted; other program titles are dimmed.

To see all the channels again, go to Guide Options (press GUIDE, then ENTER). Highlight Filtering, and press LEFT arrow to set it to Off, then press SELECT.



## TiVo Live Guide

Title, date, time the  
program airs, and rating

Day and time

Guide options (Press ENTER to set)



Program description

Selected channel

Channel list and  
category filter  
currently in use

Programs during  
this time period

Upcoming programs on  
the selected channel

## Grid Guide

Title, date, time the  
program airs, and rating

Channel number and  
channel call letters

Guide options (Press ENTER to set)



Program description

Time slots

Program listings

Channel list and category  
filter currently in use

## Saving Programs to Other Devices

If your DVR is connected to your home network, you can transfer programs to other DVRs or computers in your home network. See “Multi-Room Viewing” on page 43 and “TiVoToGo Transfers” on page 39.

If you want to save a recording to a video tape or recordable DVD, connect a VCR or DVD recorder to the TiVo DVR’s second set of audio/video output jacks.

## Transferring Programs

It’s easy to transfer TiVo recordings between DVRs and computers connected to your network. After you download and install the TiVo Desktop application, DVRs and computers connected to your home network are listed at the bottom of Now Playing. Select a connected DVR or computer to view a list of titles available for transfer. Or, from your computer, start TiVo Desktop and select a connected DVR to transfer programs. See Chapter 4 for more.

For details about connecting your DVR to a home network and using these features, download the *Home Media Features Guide* at [www.tivo.com/guides](http://www.tivo.com/guides). For the basics, see “TiVo Desktop & Home Media Features” on page 37.

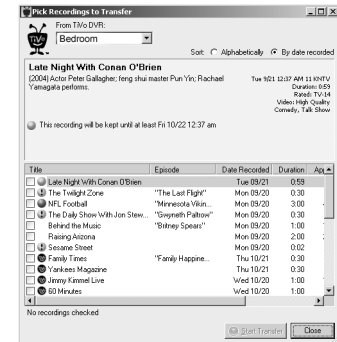
## Save To VCR

If you have a VCR, you can save a program from Now Playing to a videotape. Transfers to a VCR happen in real time. For example, if a program is two hours long, it will take two hours to save it. You will not be able to watch live TV or recordings while saving.

Most of the buttons on your remote that control live TV work as usual during Save to VCR—you can fast forward through the boring parts! The VCR will record the video exactly as it appears, including the status bar, channel banner, and any icons on the screen.



Some programs may not be saved or transferred due to copy protection rights over the content. See “Copy Protection and the TiVo Service” on page 68 for more information.





You can use “Save to VCR” feature with a DVD recorder. Just connect a DVD recorder to your DVR and follow the same steps listed here. See your DVD recorder’s instructions for details on how to record a DVD.

### Using Save to VCR

1. Connect a Composite A/V cable from the DVR’s A/V Output jacks to the A/V Input jacks on your VCR. Your VCR’s A/V Output should already be connected to your TV or A/V receiver (so you can watch video tapes). Make sure your TV or A/V receiver is set to display video from your VCR.
2. Set the VCR to record input from your DVR (see your VCR’s instructions for how to set its input), and insert a videotape.
3. Go to Now Playing, highlight the show you want to save, then press SELECT.
4. Highlight Save to VCR, then press SELECT.
5. Select Start Saving From the Beginning. A title screen appears for ten seconds. When you see it, start recording on your VCR. When the program is over, stop your VCR.



You can cancel saving to VCR by pressing the LIVE TV or TiVo button on your remote. A videotape icon appears as a warning. Press the same button again and a confirmation screen appears giving you the option to resume saving at a later time, or cancel saving to VCR. If you choose to cancel saving, be sure to press stop on your VCR as well.

# TiVo Desktop & Home Media Features



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<b>TiVoToGo Transfers</b>	<b>39</b>
<b>Music &amp; Photos</b>	<b>41</b>
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## Connecting Your TiVo DVR to a Home Network

Connecting your DVR to a home network opens up a whole new world of digital home entertainment. If you don't yet have a home network and you want to learn how to create one, Linksys, a leading manufacturer of networking equipment provides valuable information at its website at [www.linksys.com](http://www.linksys.com).

If you already have a home network:

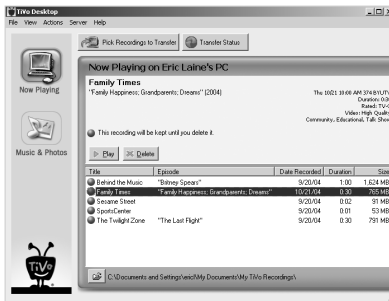
1. Get a USB network adapter for your DVR. See [www.tivo.com/adapters](http://www.tivo.com/adapters) for a list of compatible adapters. You can choose a wired (Ethernet) or wireless adapter, depending on the type of home network you have.
2. Connect the adapter to one of the TiVo DVR's USB ports as shown on the *Start Here* poster.
3. The next time you press the TiVo button, you should see a message informing you that the DVR has detected a network adapter.

If the message includes the option Set Up Network, select it. See "Network Settings" on page 61 if you need help. If the Set Up Network option does not appear in the message, the DVR was able to configure your network settings automatically.

4. Download the *Home Media Features Guide* at [www.tivo.com/guides](http://www.tivo.com/guides) to learn more about connecting to a home network, and using TiVo Desktop and Home Media Features.

### TiVo Desktop

TiVo Desktop is a free software application for your home computer. It allows you publish digital music and digital photos (which makes them available to your DVR), transfer programs from your DVR to your computer or laptop, and watch TiVo recordings. Download TiVo Desktop from [www.tivo.com/desktop](http://www.tivo.com/desktop).



## TiVoToGo™ Transfers

With the TiVoToGo feature, you can transfer recordings between your computer and any compatible TiVo® Series2™ DVR connected to your home network. Watch recordings on your PC or laptop with TiVo Desktop and a compatible media player.

### Your Media Access Key

TiVo DVRs connected to your home network share a Media Access Key. Your Media Access Key keeps your TiVo recordings secure, and prevents them from being played or transferred outside your home network.

Your Media Access Key is tied to your TiVo service account, and you'll be prompted to enter it when you install TiVo Desktop on your computer. To find your Media Access Key:

1. From any DVR connected to your home network, go to TiVo Central®.
2. Select Messages & Settings, then Account & System Information, then Media Access Key. Or visit [www.tivo.com/accesskey](http://www.tivo.com/accesskey).

### Choosing Which DVRs Can Transfer Programs

You can specify which DVRs in your home network are allowed to transfer programs with other DVRs and with your computer using Manage My Account. To allow transfers for a DVR:

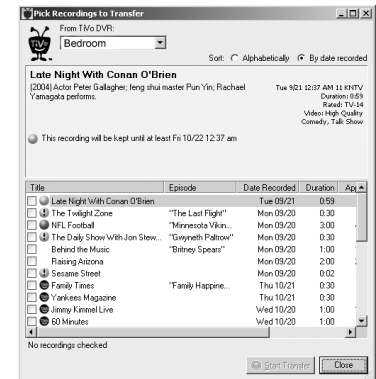
1. Sign in to Manage My Account at [www.tivo.com/manage](http://www.tivo.com/manage).
2. On the left side of the screen, click DVR Preferences.
3. Click the box under Settings to allow (or disallow) transfers for each DVR.
4. Click the Save Preferences button near the top or bottom of the page.



Imagine you're on a business trip, on a long flight, or stuck in a hotel room.

Instead of doing the crossword or watching a bad movie, you could be watching your favorite programs on your laptop.

Even at home, imagine watching a cooking show in the kitchen. Or an auto repair program in the garage. With TiVoToGo, the possibilities are as wide as your imagination.



5. On the DVR, connect to the TiVo service to retrieve the new settings. To do this, go to TiVo Central and select Messages & Settings, then Settings, then Phone & Network, then Connect to the TiVo Service Now. Press SELECT to connect to the TiVo service.

## Saving Recordings to DVD

Once you have TiVo recordings on your computer, you may want to save them on a DVD you can play on your computer, or burn a DVD that you can play on other DVD players.

### **Saving vs. Burning DVDs**

A DVD is a storage device, like a computer hard drive, or a floppy disk. You can save any kind of file to a DVD, including recordings transferred from your TiVo DVR. This is just another form of data storage.

Burning a DVD usually means creating a video DVD that will play in other DVD players, like the one in your living room. Creating this kind of DVD requires additional DVD burning software.

TiVo Desktop does not include DVD burning capability. However, there are many DVD burning applications available for your computer. You can find more information at [www.tivo.com/togo](http://www.tivo.com/togo).

TiVo recordings stored on a data DVD or CD will play back on any computer with TiVo Desktop and your computer's media player.



You can find information about DVD burning software that will work with your TiVo recordings from a company called Sonic. Visit [www.tivo.com/sonic](http://www.tivo.com/sonic).

## Music & Photos

The Digital Music Player and Digital Photo Viewer let you use your DVR to play MP3 music files and playlists, and view photos that are stored on a computer. Now you can enjoy your digital music collection on the best sound system in the house, or watch slideshows of digital photos in the comfort of your living room.

To use the Digital Music Player or Digital Photo Viewer, you need:

- A TiVo DVR with a subscription to the TiVo service.
- A computer connected to the DVR via a home network (see page 38).
- TiVo Desktop software (see page 38).

### File Types

TiVo Desktop plays music in the MP3 format, and supports playlists in the following formats used by common music players: M3U, PLS, ASX, and B4S. On a Mac, TiVo Desktop works with music organized by iTunes 3.0 or later.

TiVo Desktop for Windows works with digital photos in these formats: BMP, DIB, GIF, JPG, PNG. TiVo Desktop for Mac works with digital photos organized by iPhoto 2.0 in these formats: JPG, GIF, BMP, TIFF, and PNG.



You can access more than just Music & Photos from your TiVo DVR.

See “Home Media Features Guide” on page 11.





Published music and photos aren't copied to your DVR, so they don't

consume space used by your recordings.

Publishing simply allows your DVR to access the music and photos stored on your computer.

## Playing Your Music and Viewing Your Photos

Using the Digital Music Player and Digital Photo Viewer is easy. Just select Music, Photos, & More from TiVo Central<sup>®</sup>.

### Listening to music on the DVR

On your computer, use TiVo Desktop to “publish” music that you want to access through your DVR. (Publishing is a process that makes digital music and photos available to your DVR. It is usually as simple as selecting music and clicking a Publish button.)

On your DVR, go to TiVo Central and select Music, Photos, & More. You should see a selection something like “My Music on My Computer.”

When you select this, you'll see a list of music you published with TiVo Desktop. Select the music you want to listen to and press the PLAY button. In a few seconds, the music plays.

### Viewing photos on the DVR

On your computer, use TiVo Desktop to “publish” photos that you want to access through your DVR. (Publishing is a process that makes digital music and photos available to your DVR. It is usually as simple as selecting photos and clicking a Publish button.)

On your DVR, go to TiVo Central and select Music, Photos, & More. You should see a selection something like “My Photos on My Computer.”

When you select this, you'll see a list of the photos you published with TiVo Desktop. Select the photos you want to view and press the PLAY button. In a few seconds, the photos start to appear on your television screen.

## Multi-Room Viewing

Multi-Room Viewing lets you transfer programs from TiVo® DVRs and computers connected to your home network. To use Multi-Room Viewing, each DVR in your home network must:

- Be on the same TiVo service account. (The TiVo service subscription for each DVR must be owned by the same person.)
- Be connected to the same home network.
- Have active TiVo service.
- Be enabled for transfers at Manage My Account ([www.tivo.com/manage](http://www.tivo.com/manage)). Transfers are allowed by default.

Each DVR connected to your home network and enabled for transfers will list the other DVRs (and connected computers) at the bottom of the Now Playing List.

### Transferring a Program

To transfer a program from a DVR or computer within your home to another:

1. In Now Playing on the receiving DVR, select the DVR containing the program you want to transfer. (DVRs connected to your home network appear at the bottom of the Now Playing List.) This will be the sending DVR.
2. Press SELECT on the program you want to transfer. (You can't transfer a program while the same program is recording on the sending DVR.) Select "Watch on this TV."
3. On the Getting Program screen, you can choose to watch the program as it is transferring, or continue browsing the Now Playing List on the sending DVR or computer. If you watch the program as it is transferring, you might experience intermittent delays in the transfer. You may want to complete the transfer before viewing the program.

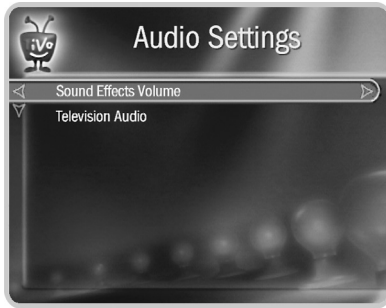




# Settings



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## Audio Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Audio.

- **Sound Effects Volume.** Change the volume or turn off the DVR's sound effects (the tones played when you press buttons on the remote control). The default is Medium.
- **Television Audio.** Select the DVR's default audio output option. You can choose to have the default audio in stereo or mono, or have a secondary audio program (SAP) recorded when one is available.

Secondary audio programs are generally audio broadcasts in a language other than English. If you choose to record SAP and there is a secondary audio program, it will be recorded.

# Channel Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Channels.

## Channel List

This is the list of channels provided by your TV programming source (antenna, cable, or satellite). The DVR uses this list to determine which channels to display in the guide and which channels are available for recording programs. Features such as Search by Title, and WishList<sup>™</sup> searches look for programs only on channels selected on this channel list.

- **Channels You Receive.** The Channel List screen displays the complete list of channels available in the channel lineup you selected during Guided Setup. You may not actually receive or subscribe to some of these channels, or you may not wish to display them in the guide, or search for programs on them.

Create a customized list of channels by pressing SELECT on each channel you want. A square yellow check mark appears next to each channel you select. Press SELECT again to remove the check mark. The list of selected channels is your Channels You Receive list.

- **Favorite Channels.** Use Favorite Channels for channels you watch frequently. Include only a few channels in this list, so that you can quickly look at what's coming up on them using the guide. See "Customizing the Guide" on page 32.

To indicate your Favorite Channels, press THUMBS UP<sup>®</sup> on each channel you want.

## Changing Your Channel Lineup

If your channel list is incorrect, you can change your channel lineup by repeating parts of Guided Setup. From the Channel List, press ENTER to display the Change Channel Lineup screen. Follow the on-screen instructions to change your channel lineup.



If there is a change to your cable or satellite subscription package, a TiVo message will inform you. Use Channel Settings to ensure that your Channel List reflects the change to your lineup.





## Channel Changing

This selection appears only if you have a cable or satellite box.

Select Channel Changing if:

- the DVR is having trouble changing channels on your cable or satellite box, or
- you receive a new cable or satellite box.

Follow the on-screen instructions to repeat the parts of Guided Setup dealing with channel changing. Select your cable or satellite box's manufacturer, then complete the channel changing tests to ensure that channels are changing correctly.

Any recordings scheduled to start while you access Channel Changing settings will be canceled, because the DVR must change channels several times to complete these settings.

# Display Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Displays.

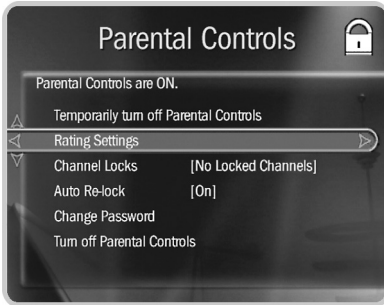
- **Channel Banner.** Control how the channel banner is displayed. Normally, when you change channels, the channel banner is displayed for a few seconds. If you want it to disappear quickly, select Clear Banner Quickly.
- **Displays on the Front of the DVR.** You can change the display of the lights on the DVR's front panel.
  - **LED Lights.** The DVR has LED (light emitting diode) lights on its front panel to indicate when it is receiving power and when it is recording a program. You can choose to turn off these lights.
  - **Night Light.** You can choose the brightness setting of the glow behind the TiVo<sup>®</sup> logo, or turn it off entirely.



Even if you choose to turn off the front panel lights, one of the LEDs on the front panel will flash briefly when a button on the remote is pressed. This indicates that the DVR is receiving a signal from the remote.



The large version of the channel banner has a shortcut to Parental Controls, indicated by the padlock icon. Select this icon to easily access Parental Controls settings from live TV or recorded programs.



When you turn Parental Controls off, your password is deleted. You may prefer to temporarily turn off Parental Controls, so that another person in your household does not choose a new password.

## Parental Controls

Use Parental Controls to set limits on movie and television ratings, to lock specific channels, and to prevent viewing of recorded programs that violate Parental Controls. From TiVo Central®, select Messages & Settings, then Settings, then Parental Controls.

The padlock icon in the channel banner shows the current state of Parental Controls.



**Off.** No password or controls set. The icon is dim and unlocked.



**On.** Password and controls are set. The icon is bright and locked.



**Temporarily Off.** Controls are set but turned off. The icon is bright and unlocked.

## Changing Parental Controls Settings

You must enter your Parental Controls password to change any Parental Controls settings.

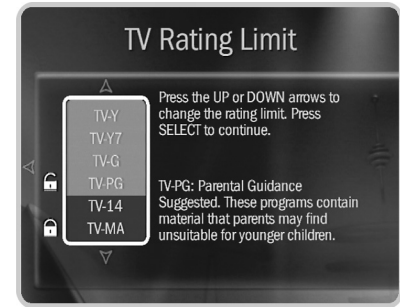
- **Turn on Parental Controls.** Use the number buttons on the remote control to enter a four-digit password, then enter the same password again for confirmation.
- **Turn off Parental Controls.** Enter the password, and press SELECT. When Parental Controls are off, the password is deleted and anyone can view any programs or watch any channels.
- **Temporarily turn off Parental Controls.** Either enter the password to watch a program or channel, or select Temporarily Turn Off Parental Controls from the Parental Controls screen. When Parental Controls are temporarily turned off, any program or channel can be viewed, but the password is still required to change Parental Controls settings.
- **Change the Password.** While Parental Controls are on, select Change Password from the Parental Controls screen. Enter a new password, then re-enter the new password to confirm.

- **Auto Re-lock.** When Parental Controls are temporarily turned off, they re-lock automatically after four hours of no remote control activity. Parental Controls won't re-lock in the middle of a show. Use this setting to disable Auto Re-lock.

## Rating Settings for TV and Movies

Movies originally meant for release to theaters have a different rating system from programs made for TV. Use Parental Controls to set limits for both rating systems, as well as for specific types of TV content. Any changes are saved automatically.

- **Set TV Rating Limits.** When you select this setting, you'll see a box listing all TV ratings. Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.
- **Set Movie Rating Limit.** When you select this setting, you'll see a box listing all movie ratings. Ratings shaded in green are not locked; ratings in red are locked. Use the UP/DOWN arrows to adjust which ratings are locked.
- **Set TV Content Blocks.** When you select this setting, you'll see the types of content that are marked by broadcasters and can be blocked. Select each type of content you want to block, then use the UP/DOWN arrows to adjust which ratings are blocked (shaded in red).  
Ratings in gray do not apply to that type of content. For example, a TV-Y program would not have V-Violence content so there is nothing to block.
- **Block Unrated Programs.** Some movies and TV programs are unrated. Use this setting to block all unrated movies or TV programs.
- **Channel Locks.** Lock individual channels so that a password is required to view any program broadcast on those channels. A channel list appears with a padlock icon to the left of any locked channels. Highlight a channel and press SELECT to add or remove a padlock icon.



Broadcasters are not required to provide ratings for specific types of content. If you want to be sure to block programs that do not include ratings for specific types of content, you will have to use age-based ratings to block content.



One hour of Best Quality equals about 3 hours of Basic Quality, 2 hours of

Medium Quality, and 1.5 hours of High Quality.

## Recording Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Recording.

### Recording Quality

Use this screen to set your DVR's default recording quality. You can override the default when scheduling a new recording. See "Setting Recording Options" on page 25. There are four levels of recording quality: Best, High, Medium, and Basic.

Basic quality takes up about one-third the space of Best quality, so it gives you about three times the amount of space for programs. You may want to experiment with different levels and then change your default. Some quality settings are better suited for certain kinds of programs, as shown in the suggestions below.

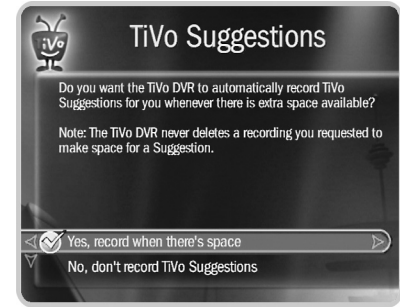
Recording Quality	Suggested Use
Basic	News
Medium	Daytime Talk Shows, Animation
High	Dramas, Films
Best	Sports, Action Movies

The DVR automatically uses Best Quality in live TV. For recordings, it uses the recording quality you specified for that program using Recording Options. If that quality is not Best, you may notice the difference when recording starts. The DVR cannot use two different recording qualities for one recording.

## TiVo Suggestions

Use this screen to turn automatic recording of TiVo Suggestions on or off. When automatic recording is on (the default), TiVo Suggestions may be recorded if there's available space.

Remember, recordings you schedule will never be deleted to make room for suggestions. Also, if space is needed for your recordings, suggestions are the first programs to be deleted. For more information on TiVo Suggestions, see page 8.





Due to the great variety of TVs and A/V receivers available, some makes and models are not compatible with your TiVo remote control.

If none of the listed codes works with your equipment, try searching for “Code Search” at [www.tivo.com/support](http://www.tivo.com/support). The article about performing a code search may help you find a compatible code.

## Remote Control Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Remote Control.

### Programmable Buttons

Some buttons on the TiVo remote are programmable; see the inside front cover of this guide for details. To program the buttons:

1. Follow the instructions on the Remote Control Setup screen. You have options to control power, volume and mute on your TV, volume and mute on your A/V receiver (stereo system), and input selection on your TV.
2. Press and hold the buttons indicated on the screen for about 5 seconds—until the red light at the end of the remote lights up and stays on.
3. Try entering the first code listed on the screen. The red light on the remote flashes to indicate it received the code. Test the button. If it doesn't work, repeat the steps using the next code on the list.

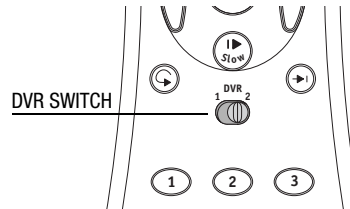
### Resetting the Programmable Buttons

You can reset the all programmable buttons (TV POWER, VOLUME, MUTE, TV INPUT, and the DVR SWITCH) at once. All the remote's buttons will return to the unprogrammed state of a new remote. To reset the buttons:

1. Point the remote away from your DVR and cover the front end with your hand.
2. Press and hold the TV POWER and TiVo buttons simultaneously until the red light at the end of the remote comes on, remains steady, then stays on when you release the buttons.
3. Press THUMBS DOWN<sup>™</sup> three times, then press ENTER.

## Controlling Two DVRs with the DVR Switch

If you have two DVRs, you can set up the remote so that it will only send signals to one of them at a time. This will prevent the remote control from changing channels on both DVRs, and prevent you from accidentally deleting programs you want to keep.

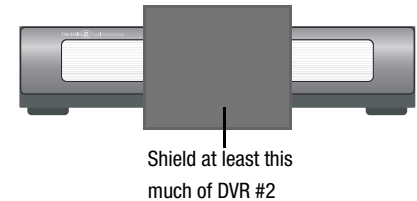


### Programming the DVR SWITCH

1. Cover the area around the shiny, dark plastic window on the front of either DVR (call this DVR #2). Use a dark piece of cloth or a magazine—or anything else thick and opaque. This prevents DVR #2 from receiving signals.
2. Point the remote control at the other DVR (DVR #1) and press the TiVo button. From TiVo Central, select Messages & Settings, then Account & System Information, then System Information. Press the DOWN arrow until you see Remote Address.
3. Move the DVR SWITCH to 1, then point the remote away from DVR #1 and cover the front end of the remote with your hand.
4. Press and hold the PAUSE and TiVo buttons simultaneously until the red light at the end of the remote control comes on, remains steady, then stays on when you release the buttons (about 5 seconds).
5. Point the remote control at DVR #1. Use the number buttons on the remote control to enter the number “1.” Press the RIGHT arrow. On screen, the Remote Address changes to “1.”
6. Side 1 now controls DVR #1 only. You can test this by pressing the TiVo button.
7. Set up side 2 of the DVR SWITCH (or side 2 might still control both DVRs). First, make sure your TV is displaying DVR #2. Then remove the cover from the plastic window of



DVRs from some manufacturers don't respond to other manufacturers' remotes. If you have two DVRs from different manufacturers, their remotes may not conflict—and you may not need to program the DVR SWITCH.





By default, all DVRs and remote controls have a Remote Address of “0” (zero). A remote control with a Remote Address of “0” will control any DVR, even one with an assigned code. A DVR set to “0” will respond to any remote control, even one with an assigned code. This prevents you from becoming accidentally “locked out” of controlling your DVRs.

DVR #2 and cover the plastic window of DVR #1. Finally, go to the System Information screen of DVR #2, and press DOWN arrow until you see Remote Address displayed.

8. Move the DVR SWITCH to 2. Repeat steps 4 and 5, above. Assign the number “2” to DVR #2, then press the TiVo button to go to TiVo Central.

Now when you set the DVR SWITCH to 1, it will only control DVR #1—and when you set it to 2, it will only control DVR #2.

### **Resetting the DVR SWITCH**

1. Move the DVR SWITCH to 1.
2. Press and hold the PAUSE and TiVo buttons simultaneously for about three seconds, until the red light at the end of the remote control comes on and remains steady.
3. Using the number buttons on the remote control, enter 0 (zero). The red light at the end of the remote control will flash to indicate that the DVR SWITCH (either 1 or 2) is reset.
4. To complete the reset, move the DVR SWITCH to 2 and repeat steps 2 and 3.

# Video Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Video.

- **TV Aspect Ratio.** Aspect ratio refers to the proportions of your TV screen. A standard TV screen ratio is 4:3. Wide screen TVs are 16:9. Select the type of screen your TV has.
- **Video Hookup.** Use this setting if you change the cable that connects video from your cable or satellite box to your DVR. Follow the on-screen instructions. If you don't have a cable or satellite box, this setting is not available.
- **Video Smoothing.** If you used a Coaxial RF cable to connect video to your DVR, this option is available. Use this setting to smooth the video, which will decrease the static and improve the picture on these channels. However, it will cause images on all channels carried to your DVR on a Coaxial RF cable to lose some sharpness.



If you change your TV programming source, for example, by changing from cable to satellite service, you need to repeat Guided Setup. See page 65.



The DVR makes regular connections to the TiVo service to get updated program listings and other information. The connection usually lasts less than five minutes. From time to time, your DVR may receive service updates. In such cases, the connection time may be longer.

The Phone & Network screen includes details about the last successful connection to the TiVo service.

## Phone & Network Settings

From TiVo Central<sup>®</sup>, select Messages & Settings, then Settings, then Phone & Network. The information displayed on the Phone & Network screen depends on how your TiVo DVR is set to connect to the TiVo service: using your home phone line, or using a broadband Internet connection through a home network.

The title of the Phone & Network settings screen reflects the type of connection the DVR is set to use. From this screen you have these options:

- **Connect to the TiVo service now.** Normally, you don't need to select this option—the DVR connects to the TiVo service automatically every other day or so (or every few hours if it connects via broadband Internet). After you start the connection, the status of the connection is displayed. You can watch live TV, set up recordings, and search for programs while the connection is in progress.
- **Change phone or network settings.** See page 59 and page 61.
- **Use network instead.** Appears if your DVR is set to connect by phone.
- **Use phone instead.** Appears if your DVR is set to connect by network.
- **Test phone or network connection.** Select this to start a test connection to the TiVo service. You may need to use this option for troubleshooting or if you change your phone or network settings. Test connections are brief.
- **Phone & Network Troubleshooting.** Select this to get troubleshooting tips. For more troubleshooting, visit [www.tivo.com/support](http://www.tivo.com/support).

## Phone Settings

**Dial-In Number.** This is the phone number the DVR dials to connect to the TiVo service.

1. Select Dial-In Number. The Area Code screen appears.
2. Use the number keypad on the remote to set the area code, then press SELECT. If you change area codes, the TiVo DVR will make a brief connection to get a list of dial-in numbers for that area code.
3. Use the UP/DOWN arrow to choose one of the listed phone numbers, then press SELECT.  
If your area code has no access numbers, press LEFT arrow to return to the Area Code screen and try a nearby area code.
4. Choose which dialing format the DVR should use.
5. Confirm whether or not you have moved to a different ZIP Code.
6. The DVR then tests the connection by dialing the new number.

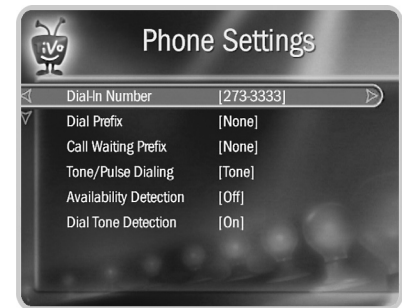
**Dial Prefix.** Select this if you normally dial a prefix before making a phone call (for example, if you need to dial “9” to get an outside line). Use the number keys on the remote control to enter the prefix. Press the PAUSE button after you have entered the prefix. This will insert a comma, which creates a two second pause after the prefix is dialed.

**Call Waiting Prefix.** The DVR can disable call waiting while it is connecting to the TiVo service. Without a call waiting prefix, the DVR may drop its connection and allow incoming calls to ring through, depending on your phone system. The DVR will try connecting again later.

The most common code that phone companies use to disable call waiting is **\*70** (check with your phone company to find out how to disable call waiting in your area). Press CLEAR to enter a star (\*). Press the PAUSE button after you have entered the prefix to insert a comma, which creates a two second pause after the prefix is dialed.



In some areas, local and long distance toll charges may apply. You are responsible for any telephone charges.





If you are experiencing “Failed, Line unavailable” errors, or if the DVR is not making phone connections, you may have a low-voltage phone system that the DVR cannot detect. In this case, it’s best to have Availability Detection off.



With Dial Tone Detection and Availability Detection both turned off, if you happen to be talking on the phone when the DVR tries to connect you will hear the its modem dial.

**Tone/Pulse Dialing.** If your phone system uses pulse dialing rather than tone dialing, change the setting to pulse here. (Most phone systems are tone.)

**Availability Detection.** When Availability Detection is on, the DVR checks whether the phone line is in use which allows it to avoid disrupting a call in progress.

This setting is off by default. With Availability Detection turned off, if you have another modem call in progress (on your computer or other device), that call may be disrupted if the DVR attempts to call the TiVo service. If you have a standard dial tone, and Availability Detection is off, make sure Dial Tone Detection is on.

**Dial Tone Detection.** This setting is on by default. If you leave it on, the DVR will check for a dial tone before it starts dialing. However, if you have a non-standard dial tone, or a stuttering dial tone (as some voice messaging systems have), the DVR will be unable to detect the dial tone and will not make its call.

## Network Settings

Network Settings is different depending on the type of home network your TiVo DVR is connected to: Wired (Ethernet) or Wireless.

For the more information about connecting your DVR to a home network and using Home Media Features, download the *Home Media Features Guide* at [www.tivo.com/guides](http://www.tivo.com/guides).

### Wired (Ethernet) Network Settings

Wired (Ethernet) settings are usually automatic. If you plug in a compatible Wired (Ethernet) adapter, the DVR will inform you if you need to specify any network settings.

### Wireless Network Settings

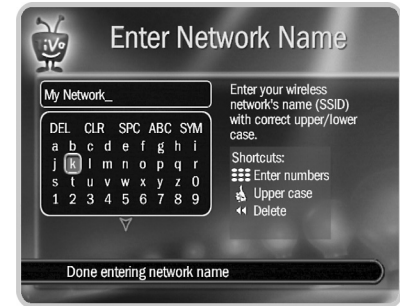
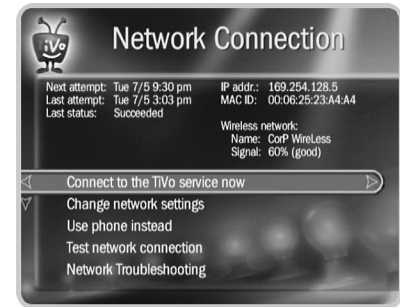
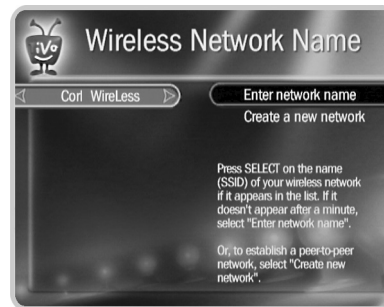
**Firmware Update.** If the wireless adapter you connected requires a firmware update, the DVR informs you. Press SELECT to begin the firmware update.


**Wireless Network Name.** Wireless networks have a network name (sometimes called an SSID for Service Set Identifier).

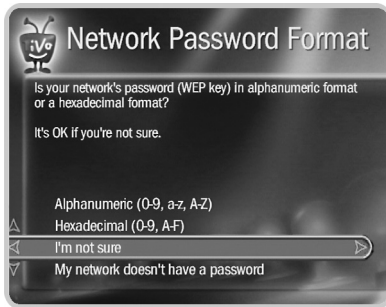
This screen lists the names of nearby wireless networks that your DVR has been able to identify. If you have a wireless router (or wireless access point) and you did not set a network name, your network is probably using a name supplied by the router's manufacturer.

If your network's name is listed, select it. (You may be able to see more network names by pressing CHAN DOWN to scroll down the screen.)

Otherwise, select Enter Network Name, then select Done Entering Text when you are finished.



 You must use capital and lowercase letters appropriately when entering a network name. To find a network named “My Network” you must capitalize the “M” and “N”; entering “my network” won’t work. Use THUMBS UP® and THUMBS DOWN® to change to uppercase or lowercase.



**Network Password Format.** Choose a format or select My Network Doesn't Have a Password.

- **Hexadecimal (preferred).** Enter a hexadecimal password using the onscreen grid and the arrow buttons on the remote. It doesn't matter if a letter is uppercase or lowercase. Some hexadecimal passwords contain only numbers. Select Done Entering Text when you are finished.
- **Alphanumeric.** Enter an alphanumeric password using the onscreen grid and the arrow buttons on your remote. You must use capital and lowercase letters appropriately. For example, if your password is "MyPassword", entering "mypassword" will not work. Use THUMBS UP and THUMBS DOWN to change to uppercase or lowercase. Select Done Entering Text when you are finished.

# Messages

From time to time, you may receive messages from the TiVo service or internal alerts from your DVR. Messages may alert you to new TiVo service features, important TV schedule changes, channel lineup changes, or other information.


When you receive a new message:

- The TiVo Central<sup>®</sup> screen will display the option Read New Messages & Settings.
- The large version of the channel banner will display a bright envelope icon.

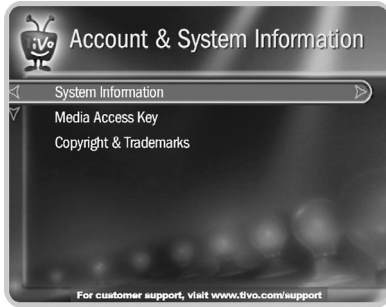
## To read messages:

1. Go to TiVo Central and select Read New Messages & Settings.

You can also access Messages from the large channel banner while watching live TV or recordings. Use the DOWN arrow to select the envelope icon and press SELECT.

2. Select Read New Messages. A list of all of your messages appears. Messages you have not yet read are marked with an envelope icon: 
3. Use the UP/DOWN arrows to highlight a message, then press SELECT to read it. Use CHAN UP/DOWN to page through a message if it doesn't fit on the screen.





## Account & System Information

The Account & System Information screen provides general information about your DVR and your TiVo® service account. From TiVo Central®, select Messages & Settings, then Account & System Information.

- **System Information.** You'll need some of the information provided here if you contact Customer Support. Select System Information to find your TiVo service number, DVR manufacturer, model number, software version, storage capacity, and information about recent connections to the TiVo® service. Use the CHAN UP/DOWN button to see the rest of the screen.
- **Media Access Key.** TiVo DVRs in your home network share a Media Access Key. Your Media Access Key keeps TiVo recordings secure, and prevents them from being played or transferred outside your home network. Your Media Access Key is tied to your TiVo service account, and you'll be prompted to enter it when you install TiVo Desktop on your computer.
- **Copyright & Trademarks.** This screen contains copyright, trademark and licensing information for the TiVo service.

## Restart or Reset System

From TiVo Central®, select Messages & Settings, then Restart or Reset System. You may need to restart your DVR as a routine troubleshooting step. Other options on this screen erase information or restore original factory settings. Selecting any of these options displays a warning. To continue, press THUMBS DOWN® three times, then ENTER.

- **Restart the TiVo DVR.** Shuts down the DVR and starts it up again. This will not affect recorded programs, Season Pass™ recordings, WishList™ searches, or TiVo Suggestions.
- **Repeat Guided Setup.** You must repeat Guided Setup if you move or if you change your cable or satellite provider. Repeating Guided Setup will reset your Channel Lists. This will not affect recorded programs, Season Pass recordings, WishList searches, or TiVo Suggestions.
- **Clear Thumb Ratings and Suggestions.** Removes all Thumbs Up and Thumbs Down ratings and deletes the list of TiVo Suggestions. This does not delete TiVo Suggestions that have already been recorded.
- **Clear program information & To Do List.** Clears all program information, cancels all Season Pass recordings and everything in the To Do List, and removes all Thumbs Up and Thumbs Down ratings. This does not delete programs in the Now Playing List. The DVR acquires new program information during the next connection to the TiVo service. Completing this process may take over an hour.
- **Clear & delete everything.** This option restores the DVR's original factory settings. Clears all Season Pass recordings, WishList searches, Thumbs Up and Thumbs Down ratings, TiVo Suggestions, Now Playing List recordings, program information, To Do List and setup information, including channel lists and Parental Controls. Completing this process may take over an hour.





If you used only RF coaxial cables to connect your TV programming source (antenna or cable) to the DVR, and also to connect the DVR to your TV, Standby mode allows RF signal pass-through.

This means you can watch channels on your RF program source using your TV's tuner instead of the DVR's tuner—and that means you can watch one channel while recording another! Keep in mind, you won't have TiVo service functionality in live TV (pause, rewind, etc.) while the DVR is in Standby.

## Standby

You can put your DVR in Standby mode by selecting Standby from Messages & Settings. To return to normal mode from Standby, press the TiVo button or LIVE TV button.

When the DVR is in Standby:

- Your TV shows a black screen and the lights on the front of the DVR go out.
- Programs that are being recorded or are scheduled to record will still be recorded. If a program is being recorded, the red light will turn on.
- The DVR will still connect to the TiVo® service. If the DVR is connecting, the yellow light will turn on.
- If you temporarily turned off Parental Controls, Standby mode re-enables them. See page 50 for more on Parental Controls.
- The DVR will continue to save a portion of live TV—up to 30 minutes of programming.
- If live TV is paused when Standby is selected, the DVR will remain paused for up to 30 minutes.
- If the program guide was set to display a category filter, filtering will be turned off.

# Copy Protection, Privacy, and the TiVo Service



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## Copy Protection and the TiVo Service

The TiVo service allows you to enjoy many kinds of media content: television programs, movies, digital music and photos, and new forms of entertainment delivered by broadband.

Copyright is a form of legal protection provided to the authors of media content. Copyright holders may set limits on how their content may be used. And content providers may restrict or limit the ability to record, display, view or transfer any particular program using a variety of copy protection mechanisms.

Different types of content may require different types of copyright protection. For example, broadcast programs may be encoded with rules that specify how long a program can be saved, whether it can be copied to another device, or whether it can be recorded at all.

TiVo, along with all other licensees of copyright protection technology, respects the rules defined by the copyright holder. As such, the TiVo service incorporates technology that ensures that you are allowed to enjoy the content, and that the copyright holder is protected.

The rest of this chapter provides the full text of the TiVo Privacy Policy and Service Agreement. These documents include more detailed information about copyrighted content accessed through the TiVo service (see section 5 of the TiVo Service Agreement on page 81). To accommodate changes to the TiVo service, the Privacy Policy and Service Agreement are updated from time to time. You can always find the latest versions of these documents online at [www.tivo.com/privacy](http://www.tivo.com/privacy).

# TiVo Privacy Policy

## PREAMBLE

TiVo Inc. (“TiVo”) is committed to protecting the privacy of your personal information. The TiVo Privacy Policy is published on the World Wide Web at [www.tivo.com/privacy](http://www.tivo.com/privacy). We have printed it here for your convenience, but we encourage you to check the web site or call us for a copy of the current Privacy Policy.

This Privacy Policy applies to your use of the TiVo service (also known as the TiVo Plus service) and/or the TiVo Basic service, as the case may be. For purposes of convenience only, the TiVo service (also known as the TiVo Plus service) and the TiVo Basic service are each referred to individually as the “TiVo service” in this Privacy Policy. Where the Privacy Policy differs depending on the type of service you have, that difference will be noted. Use of your TiVo® Digital Video Recorder (referred to in this Privacy Policy as your “TiVo DVR”) with the TiVo service will signify your acceptance of this Privacy Policy. Thank you for using the TiVo service!

## SUMMARY OF THE TIVO PRIVACY POLICY

TiVo knows how important personal privacy is to you, so we have designed our system and established strict policies to help protect the privacy of your Personally Identifiable Viewing Information. In summary, we want you to know that:

- The TiVo DVR collects certain types of information from its users, including Anonymous Viewing Information, Diagnostic Information, Commerce Information, and Service Information (each as defined below).
- TiVo does not collect or access any Personally Identifiable Viewing Information (as defined below) from your TiVo DVR without your prior consent. Absent your consent, TiVo does not keep track of what

shows you-as an individual or household- have watched, recorded, or rated with “Thumbs Up” or “Thumbs Down.” NOTE: If your TiVo DVR is receiving the TiVo Basic service, you may not be able to consent to TiVo’s collection of your Personally Identifiable Viewing Information from that TiVo DVR.

- TiVo does collect Anonymous Viewing Information; that is, information about viewing choices made while using your TiVo DVR, but that does not identify you as an individual or household. In other words, there is no personally identifiable information associated with your Anonymous Viewing Information that could identify the Anonymous Viewing Information as coming from you or your household.
- TiVo also collects Diagnostic Information from a small number of randomly sampled TiVo DVRs for quality control purposes. If you subscribe to the TiVo Plus service and don't want your Anonymous Viewing Information and Diagnostic Information used in any way, simply tell us by writing to us or calling us at 1-877-367-8486.
- If you affirmatively elect to engage in a commercial transaction such as by responding to an advertisement or promotion, TiVo will collect and disclose your Commerce Information (as defined below) to the commerce partner fulfilling the transaction.
- If you affirmatively elect to use the Online Scheduling feature of the TiVo Plus service or download content to your TiVo DVR using a TiVo content delivery service (“CDS”), TiVo will collect the Personally Identifiable Viewing Information associated with fulfillment of your individual request(s). Use of the Online Scheduling feature or content delivery service, however, does not change your privacy preferences with respect to viewing choices made in the privacy of your household.

- TiVo intends to make available new services in the future. These services will be governed by the privacy policies of the respective service providers.
- NOTE TO TIVO BASIC SERVICE CUSTOMERS: If your TiVo DVR is receiving the TiVo Basic service, you may not (i) be able to opt out of our collection of Anonymous Viewing Information and Diagnostic Information from that TiVo DVR, (ii) opt out of your receipt of communications we send you in the event you provide us with Contact Information (though you are not required to provide us with any Contact Information as to that TiVo DVR), (iii) engage in commerce transactions from that TiVo DVR, (iv) use content delivery services with that TiVo DVR; (v) use the Online Scheduling feature with that TiVo DVR, or (vi) be able to change your privacy preferences to allow TiVo to collect Personally Identifiable Viewing Information from that TiVo DVR.
- NOTE TO CUSTOMERS WITH MORE THAN ONE TIVO DVR: Generally, TiVo will cause all of all the TiVo DVRs on your account receiving the TiVo Plus service to have the same “opt” status. See Sec. 2.9 of the Privacy Policy for further details.

## TIVO PRIVACY POLICY

Please read this Privacy Policy carefully. It provides important information on how your privacy is protected when using the TiVo service.

In order to provide you with a better, more satisfying television experience, TiVo Inc. (“TiVo”) collects and uses certain types of information, as described in this Privacy Policy. The User Information (defined below) you provide to the TiVo Digital Video Recorder (referred to in this Privacy Policy as your “TiVo DVR”) in your house and to us at TiVo enables your TiVo DVR to select programs you want it to record and, if you are TiVo Plus service user, to suggest programs you might enjoy.

By using your TiVo DVR and the TiVo service, you consent to the provisions of this Privacy Policy including the privacy preferences set forth in Section 4.1. This Privacy Policy explains our commitments to your privacy in the following areas:

### 1 Our User Information Definitions

In discussing the kind of information TiVo collects, it is important to distinguish between anonymous information and other information that specifically identifies you or your household. Too often people refer to “personal information” or “personally identifiable information” without really making clear what they mean. TiVo has developed the following definitions to help clarify this important issue. We use “User Information” as a general term that refers to any information relating to you or your use of the TiVo service. The following are more specific types of User Information.

**1.1 “Account Information”** means information about you and your TiVo DVR, including your Contact Information (defined below) and other information linked to your Contact Information such as the model and Service Number of your TiVo DVR, your ZIP code, software version used, your TV programming source (cable, satellite or an antenna), the type of cable hook-up (digital or analog) and level of TiVo service (TiVo Basic, TiVo Plus, premium services, etc.), privacy preferences, and the cable or satellite box model that you use. You provide us with this information when (a) you set up your TiVo DVR with TiVo Basic service or (b) when you register as a user of the TiVo Plus service. This Service Information (defined below) is sent to TiVo on an ongoing basis to enable TiVo to provide the TiVo service to your TiVo DVR. Account Information also includes information we may receive about you in a communication from you or a Third Party. Account Information does not include any Personally Identifiable Viewing Information, or Anonymous Viewing Information, as defined below.

- a “Contact Information”** means information that allows someone to identify or contact you, including, for example: your name, address, telephone number, and e-mail address. Contact Information is a subset of Account Information and is thus linked to your TiVo DVR's Service Number. Your ZIP code by itself, while part of your address, is not Contact Information because your ZIP code alone does not allow someone to identify or contact you. NOTE: If your TiVo DVR is receiving the TiVo Basic service, you are not required to provide TiVo with any Contact Information from that TiVo DVR.
- b “Service Information”** means information necessary for TiVo to provide service to your TiVo DVR. Examples of Service Information include your software version number, your TV programming source, level of service, and the success status of the last attempted service connection (e.g., periodic call). This information is always transmitted to TiVo when connected to the TiVo servers.
- 1.2 “Personally Identifiable Viewing Information”** means information about the viewing choices that you and those in your household make while using your TiVo DVR, if that information is linked to or associated with your Account Information. Your TiVo DVR stores your viewing information so that it may recommend viewing choices and personalize your viewing experience. We have worked very hard to design our system to ensure that no Personally Identifiable Viewing Information may be sent to TiVo without your express consent. If you use the TiVo Plus service, you may choose to consent to TiVo's collection of Personally Identifiable Viewing Information by changing your privacy preferences as provided in Section 4.1. NOTE: If your TiVo DVR is receiving the TiVo Basic service, you may not be able to consent to TiVo's collection of Personally Identifiable Viewing Information from that TiVo DVR.
- 1.3 “Anonymous Viewing Information”** means information about viewing choices that you and those in your household make while using your TiVo DVR, but is not associated with or linked to any Contact Information. Your TiVo DVR sends Anonymous Viewing Information to TiVo on an ongoing basis. This information allows TiVo to know that a TiVo service user from a particular ZIP code watched certain programming but we are unable to associate those viewing choices with you. If you use the TiVo Plus service, you may request that TiVo block the collection of Anonymous Viewing Information from your TiVo DVR as described in Section 4.1. NOTE: If your TiVo DVR is receiving the TiVo Basic service, you may not opt out of TiVo's collection of Anonymous Viewing Information from that TiVo DVR.
- 1.4 “Diagnostic Information”** means a log file containing detailed information about the operation of your TiVo DVR, such as memory consumption, user interface response time, disk space, enclosure temperature, and enclosure fan speed. Diagnostic Information logs contain your TiVo DVR's Service Number and are thus associated with your Account Information. If you use the TiVo Plus service, you may request that TiVo block the collection of Diagnostic Information logs from your TiVo DVR as described in Section 4.1. NOTE: If your TiVo DVR is receiving the TiVo Basic service, you may not opt out of TiVo's collection of Diagnostic Information from that TiVo DVR.
- 1.5 “Commerce Information”** means personally identifiable information that enables a commerce partner to fulfill your request to participate in a promotion or transaction. From time to time, TiVo may present special offers and/or enable you to purchase goods and services from TiVo, or Third Party advertisers or promoters. You would be informed of such offers on screen while using the TiVo Plus service. Should you decide to take advantage of such an offer or engage in a transaction, TiVo will collect and communicate your relevant Contact Information and your interest in a specific offer or transaction to the commerce partner

sponsoring the promotion or transaction. In addition to fulfilling your request, that commerce partner may also use your Commerce Information to send you other information in which you might be interested consistent with its own privacy policies. This information is collected and disclosed by TiVo only upon your affirmative response to an offer. NOTE: Depending on your level of TiVo service and the model of your TiVo DVR, such features may not be available to you.

**1.6 “Feature-Generated Request Information”** means personally identifiable information about television programming or other content that you request your TiVo DVR to record or identify using a content delivery service, a feature offered by a Third Party, or using a TiVo feature, such as TiVo Online Scheduling. Should you decide to use such a feature or service, TiVo will collect the Personally Identifiable Viewing Information associated with the fulfillment of your recording (or scheduling conflict) request. TiVo may use this Personally Identifiable Viewing Information as described in Section 2.2. If the feature or service is offered by a Third Party, TiVo will communicate to the Third Party the necessary Personally Identifiable Viewing Information to complete the transaction. In the case of Third Party service providers, the use of this information will be governed by the privacy policy of the respective Third Party service provider. TiVo collects this information only upon your affirmative choice to use a particular feature. NOTE: Depending on your level of TiVo service and the model of your TiVo DVR, such features may not be available to you.

## **2 Use of User Information**

**2.1 Account Information.** We use your Account Information to establish and provide you with your TiVo service, provide the necessary resources to your TiVo DVR, offer you new services when they are available, and other legitimate business purposes. For example, we use

your e-mail address to communicate with you regarding new services, and to exclude you from offers for services you may already have. If you use the TiVo Plus service, we also use such information to create your account with TiVo and to bill you for the TiVo Plus service. Knowing your ZIP code, programming source, and information about your cable or satellite box model allows us to determine which programming information (e.g., times and channels of programs) to send to your TiVo DVR.

We use your Account Information to communicate with you about upcoming features in the TiVo service or promotions that might interest you. If you use the TiVo Plus service, you may opt not to receive communications in the future as explained in Section 4.1. We also use your Account Information in aggregate form (i.e., excluding any Contact Information) to generate demographic profiles of our users as a whole to assist us to, for example, identify future users of the TiVo service or other services. NOTE: If your TiVo DVR is receiving the TiVo Basic service, and you choose to provide us with Contact Information, you may not opt out from receiving communications in the future. However, you are not required to provide us with any Contact Information so long as that TiVo DVR is receiving the TiVo Basic service.

**2.2 Personally Identifiable Viewing Information.** Your TiVo DVR uses your viewing information to tune, schedule, and record programs. If you have the TiVo Plus service, your TiVo DVR also uses your viewing information to recommend programs for you. Your TiVo DVR may also use this viewing information to select advertisements or other promotions for you that you may be interested in. TiVo does not receive the Personally Identifiable Viewing Information stored on your TiVo DVR without your consent. Absent your consent, no “tag” is added to the Anonymous Viewing Information transmitted from your TiVo DVR

to TiVo that would enable TiVo to identify the TiVo DVR from which it came.

If you expressly choose to allow TiVo to collect your Personally Identifiable Viewing Information, TiVo may use this information for surveys, audience measurement, and other legitimate business purposes.

- 2.3 Anonymous Viewing Information.** We use Anonymous Viewing Information to develop reports and analyses about what programs, advertisements, and types of programming our users (as a whole or in subgroups) watch or skip, for other programming or advertising research, and for any other legitimate business purpose. For example, we use Anonymous Viewing Information to develop inferences that people who watch show X also watch show Y. We also use Anonymous Viewing Information to help with the investigation of technical issues with our systems.
- 2.4 Diagnostic Information.** TiVo collects Diagnostic Information logs from a small number of randomly sampled TiVo DVRs for quality control and technical troubleshooting purposes.
- 2.5 Commerce Information.** TiVo uses Commerce Information as described in Section 1.5.
- 2.6 Feature Generated Requests Information.** TiVo uses Feature Generated Request Information for the purposes described in Section 1.6.
- 2.7 Activating the TiVo Plus Service.** When you activate a TiVo DVR that was receiving TiVo Basic service to receive the TiVo Plus service, and it is the only TiVo DVR on your account receiving the TiVo Plus service, your TiVo DVR will provide Anonymous Viewing Information and Diagnostic Information to TiVo. You may opt in to the collection of Personally Identifiable Viewing Information or opt out of TiVo's

collection of Anonymous Viewing Information and Diagnostic Information pursuant to the terms and conditions of this Privacy Policy.

- 2.8 Reverting to the TiVo Basic Service.** If you decide to terminate your TiVo Plus service, and your TiVo DVR is eligible to receive the TiVo Basic service, that TiVo DVR will retain the opt status that it had when the TiVo Plus service is terminated. NOTE: Your TiVo DVR may not be eligible to receive the TiVo Basic service. Consult your User's Guide to determine if your TiVo DVR is eligible to receive the TiVo Basic service.
- 2.9 TiVo Customers with Multiple TiVo DVRs.** TiVo will cause all of the TiVo DVRs on your account to have the same "opt" status. This means that if you opt out of our collection of Anonymous Viewing Information and Diagnostic Information from one TiVo DVR, we will not collect Anonymous Viewing Information and Diagnostic Information from any of the TiVo DVRs. If you request that TiVo collect your Personally Identifiable Viewing Information from one TiVo DVR, TiVo will collect Personally Identifiable Viewing Information from all of the TiVo DVRs on your account.
- 3 Disclosure of User Information**
- 3.1 Generally.** We disclose aggregated Account Information and aggregated Anonymous Viewing Information and any reports or analyses derived therefrom, to unaffiliated third parties including advertisers, broadcasters, consumer and market research companies and other organizations ("Third Parties").
- 3.2 Manufacturing and Service Provider Partners.** In certain instances we will disclose to our hardware manufacturing partners and service provider partners (for example DIRECTV) the Account Information of users who have a DVR made by that manufacturing partner or receive a service from that service provider partner. However, TiVo contractually

binds our manufacturing and service provider partners to comply with the provisions of this Privacy Policy. Our manufacturing and service provider partners are legally liable for misuse of User Information.

**3.3 Contractors and Vendors.** We use contractors to help with some of our operations. Some of these contractors will have access to our databases of User Information on a temporary basis for specific tasks. TiVo also uses vendors to help with certain aspects of its operations, which may require disclosure of your User Information to them. For example, TiVo may use a vendor to communicate with you (via telephone, e-mail, or letter) about your TiVo service or upcoming features or services, to mail rebate checks, to generate demographic profiles based on User Information of current TiVo service users, and to perform other work that we may need to outsource. If you are a TiVo Plus service user, TiVo may additionally use a vendor to process and collect payment for your TiVo Plus service via your credit card. TiVo contractually binds these contractors and vendors to use your User Information only as necessary to perform the services they are asked to perform. Such contractors and vendors are legally liable for misuse of User Information.

**3.4 The “Corporate Family.”** TiVo may share some or all of your User Information with any parent company, subsidiaries, joint ventures, or other companies under a common control (collectively “Affiliates”). In such event, TiVo will require its Affiliates to honor this Privacy Policy. If another company acquires TiVo, or acquires assets of TiVo that comprise or include your User Information, that company will possess the User Information collected by TiVo and it will assume the rights and obligations regarding your User Information as described in this Privacy Policy.

**3.5 Commerce Partners.** When you elect to participate in a special offer or engage in a transaction with TiVo or a Third Party advertiser or

promoter, TiVo will collect and disclose your Commerce Information to the commerce partner sponsoring and/or fulfilling the promotion. In addition to fulfilling your request, that commerce partner may also use your Commerce Information to send you other information in which you might be interested consistent with its own privacy policies. This information is disclosed only upon your affirmative response to an offer. NOTE: Depending on your level of TiVo service and the model of your TiVo DVR, such features may not be available to you.

**3.6 Factors Beyond Our Control.** Your privacy is very important to us. Due to factors beyond our control, however, we cannot fully ensure that your User Information will not be disclosed to Third Parties. For example, we may be legally obligated to disclose User Information to local, state or federal governmental agencies or Third Parties under certain circumstances (including in response to a subpoena), or Third Parties may circumvent our security measures to unlawfully intercept or access your User Information.

## **4 Your Choices Regarding User Information**

**4.1 Limits on TiVo’s Collection, Use, and Disclosure of User Information.** The default privacy preferences, to which you hereby consent, do not allow TiVo to collect Personally Identifiable Viewing Information, but do allow TiVo to collect, use, and disclose Anonymous Viewing Information and Diagnostic Information logs, in addition to Account Information, in manners consistent with this Privacy Policy. Commerce Information is collected, used, and disclosed only upon your affirmative response to an offer. Feature-Generated Request Information is collected, used, and disclosed only upon your affirmative choice to use a particular feature. NOTE: Depending on your level of TiVo service and the model of your TiVo DVR, such features may not be available to you.

Even though Anonymous Viewing Information and Diagnostic Information do not include any Contact Information, if your TiVo DVR is receiving the TiVo Plus service, you may request that TiVo block the collection of Anonymous Viewing Information and Diagnostic Information from your TiVo DVR. If your TiVo DVR is receiving the TiVo Plus service, you may further opt not to receive communications that we send to you based on your Account Information; provided, however, that we will still send you communications TiVo deems important regarding your TiVo Plus service. If you make this choice, you understand that we will not be able to inform you about any upcoming features, improvements, or promotions regarding your TiVo Plus service. In all cases, however, we will collect and use your Account Information (including Service Information) to enable us to provide your TiVo DVR with the TiVo Basic service and the TiVo Plus service. If your TiVo DVR is receiving the TiVo Plus service, you may choose to change your privacy preferences to allow TiVo to collect Personally Identifiable Viewing Information from your TiVo DVR.

If you are a TiVo Plus customer and you would like to change your privacy preferences, you must either (a) send TiVo a signed written request at the address set forth in Section 8.3, or (b) call us at 1-877-367-8486 to request a change. NOTE: Please see Sections 2.7, 2.8, and 2.9 above for important provisions if you have a TiVo DVR eligible to receive the TiVo Basic service and if you have multiple TiVo DVRs.

**4.2 Review and Update of Account Information.** We believe you have a right to know your Contact Information, billing information, and privacy preferences collected and stored by TiVo and to update or change such information you believe is incorrect. You may make a request by telephone, mail, or via the web (if and when available) to review such information and we will mail you a printout of such information. If you request that certain parts of such information be changed, we will make the changes to the extent commercially

practicable. In addition, we will take commercially reasonable steps to propagate those changes to Third Parties with whom we may have shared such information pursuant to this Privacy Policy.

**4.3 How to Delete Information.** Should you decide to discontinue your TiVo Plus service, you may make that request by telephone or mail and we will suspend billing for the TiVo Plus service. After you discontinue the TiVo service, TiVo will maintain your Account Information only as long as necessary for business purposes. In addition, although we delete your Account Information from our “live” database, your Account Information may remain in our archives and records until they are destroyed. NOTE: If your TiVo DVR is eligible to receive the TiVo Basic service then upon termination of the TiVo Plus service you may elect to continue receiving the TiVo Basic service. In such a case, TiVo may maintain your TiVo Plus service Account Information until such time as your TiVo Basic service is terminated. Consult your User's Guide to determine if your TiVo DVR is eligible to receive the TiVo Basic service.

## 5 Comment Regarding Children.

TiVo feels strongly about protecting the privacy of children and encourages parents to be involved in the television viewing of their minor children by, for example, limiting the types of content minor children can watch.

## 6 Separate Rules for the TiVo Web Site.

We have a separate privacy policy that covers activities on our web site. However, if you register for TiVo service on the Web, or log in to your account preferences page (when available) to make changes to your account or request services, this Privacy Policy will apply to the User Information you provide to us in those instances. If you use the TiVo web site to access certain features or services such as Online Scheduling, we may institute amendments and modifications to this Privacy Policy addressing the

handling of your information in providing you such features or services to which you must agree if you wish to use such features or services.

## **7 Home Network Applications.**

TiVo DVRs connected to a home network may be able to discover Third Party applications on your personal computer or other network servers that can be accessed on your DVR. These applications are identified on the TiVo menu with a computer icon and may not conform to TiVo's privacy policy. You understand and acknowledge that TiVo is not responsible for any such Third Party applications you choose to access. We caution you not to enter any personal or sensitive information (such as social security or credit card numbers) while using an application unless you have verified it is from a source that you trust.

## **8 Security of User Information.**

When you contact us by e-mail or phone regarding your TiVo service, we ask you for certain Account Information—in order to verify your identity—before accepting requests to make changes to your TiVo service. We take these steps to ensure that only you or a household member who knows your Account Information will be able to access or change your User Information.

TiVo uses industry-standard methods such as encryption to secure the communication of viewing information from your TiVo DVR to TiVo. In addition, TiVo uses industry-standard methods of securing its databases of User Information, including the use of firewalls. Except as provided elsewhere in this Privacy Policy, TiVo limits access to User Information databases to those persons in the TiVo organization who have a business need for such access, including servicing your account, informing you of service news and special TiVo offers, or aggregating Account Information or Anonymous Viewing Information for the purpose of conducting research, and targeting new users. However, you should know that no

company, including TiVo, can fully eliminate security risks associated with User Information.

## **9 General**

**9.1 Future Features, Services, and Amendments to this Privacy Policy.** We may add to or upgrade the TiVo service to provide you with new features on an ongoing basis. We may also make available new services in the future. New services will be governed by the privacy policies of the respective service provider. To the extent that any new features or services may require amendments to this Privacy Policy to describe the treatment of User Information, these amendments are effective upon notice to you. In the event that we make a substantial and material change to our treatment of User Information, such as a change in the way that we collect, use, or disclose Personally Identifiable Viewing Information, we will notify you of such planned change and offer you the opportunity to alter your privacy preferences.

**9.2 Technical Problems.** Even though TiVo has taken significant steps to ensure that your User Information is never collected, used, or disclosed by TiVo except as set forth by this Privacy Policy, technical mistakes are possible. If such a mistake takes place, we will take commercially reasonable steps to correct it.

**9.3 Contact TiVo.** Our intention is to be diligent in protecting your privacy by strictly following our Privacy Policy. If you would like to make suggestions or find out more about our privacy practices, please call us at 1-877-367-8486 or send us a letter.

Our mailing address is TiVo Inc., ATTN: Privacy Policy, 2160 Gold Street, P.O. Box 2160, Alviso CA 95002-2160.

**9.4 Entire Agreement.** The term “including” in this Privacy Policy shall mean “including without limitation.” This Privacy Policy supplements

and is incorporated into the TiVo Basic Service Agreement, the TiVo Plus Service Agreement, and any other TiVo service Agreements. This Privacy Policy constitutes the entire agreement, and replaces and supersedes all prior agreements, between you and TiVo concerning the subject matter discussed in this Privacy Policy. Use of your TiVo DVR with TiVo service will signify your acceptance of this Privacy Policy.

## TiVo Service Agreement

### INTRODUCTION

Welcome to TiVo and the TiVo service! This agreement explains the terms and conditions that will apply to your use of the TiVo service, and constitutes a legally binding agreement between you and TiVo Inc. (“TiVo”). By using the TiVo service, you agree to all the terms and conditions in this agreement (“Agreement”).

### THE TIVO SERVICE AND THE PRIVACY POLICY

**1 Terms of Service.** The TiVo logo on your TiVo® Digital Video Recorder (your “TiVo DVR”) means that it can receive the TiVo service offered and provided by TiVo for personal, non-commercial use on a subscription basis. Your activation and continued use of the TiVo service is subject to the terms and conditions of this Agreement. TiVo may at its discretion change the terms of this Agreement. Such changes shall be effective upon notification by TiVo. We encourage you to check [www.tivo.com/privacy](http://www.tivo.com/privacy) or call us for a copy of the current TiVo service agreement. If you are dissatisfied with any changes to this Agreement, you may cancel your use of the TiVo service as provided in Section 14 (“Termination of Service”).

BY USING THE TIVO SERVICE, I REPRESENT THAT I HAVE READ AND UNDERSTOOD THIS ENTIRE PRIVACY POLICY AND I AGREE TO ALL THE TERMS OF THIS PRIVACY POLICY AS STATED ABOVE.

TiVo Service Privacy Policy v20050620

- 2 TiVo's Privacy Policy.** You must provide us with accurate and complete information when you activate your TiVo service. TiVo reserves the right to terminate your account if you give TiVo inaccurate or incomplete information. TiVo respects the privacy of your User Information (as defined in TiVo's Privacy Policy) and will not disclose any of your User Information except as permitted in TiVo's Privacy Policy. A copy of TiVo's Privacy Policy is included in the product manual and the latest version can always be found via our web site at [www.tivo.com/privacy](http://www.tivo.com/privacy). Please read it carefully before using the TiVo service. By using the TiVo service, you agree to the terms and conditions of our Privacy Policy and affirm that you understand the options TiVo provides to you with regard to your User Information. TiVo will notify you of any substantial and material changes to the Privacy Policy and the latest Privacy Policy can always be accessed through our web site at [www.tivo.com/privacy](http://www.tivo.com/privacy).
- 3 The TiVo Service.** The TiVo service consists of program guide information and the following features: (a) Season Pass™ - automatically finds and records every episode of a series all season long; (b) WishList™ - finds and records programs that feature your favorite actor, director, team or even topic; (c) Smart Recording -

automatically detects program line-up changes for your cable/satellite provider and adjusts recording times so you don't have to worry about the details; (d) TiVo Suggestions - TiVo can be programmed to suggest and auto-record programs that may match your interests; and (e) Parental Controls - lock channels or set ratings limits based on content. Each of these features is part of the "TiVo service." The "TiVo service" means these features and any additional features and functionality of the TiVo DVR that TiVo may, at its discretion and from time to time, offer.

**3.1 Online Scheduling Feature.** The TiVo service enables you to schedule recordings on any TiVo DVR with the Series2™ logo ("TiVo Series2 DVR") using the Internet. The terms and conditions governing the use of the Online Scheduling feature are contained in the TiVo Website Terms and Conditions, available at [www.tivo.com/webpolicy](http://www.tivo.com/webpolicy). Please note that when you activate a TiVo service subscription, the Online Scheduling feature is always turned on. The Online Scheduling feature cannot be turned off unless this Agreement is terminated. This means that if you purchase your network-enabled TiVo DVR with Product Lifetime Service from another individual, the seller will be able to schedule recordings to the TiVo DVR until you contact TiVo and have the TiVo service subscription for the TiVo DVR transferred to your own account.

**3.2 Graphical Elements.** From time to time, your TiVo DVR may cause graphics and/or text to be superimposed over commercial advertisements or present you with other advertising viewing options. For example, graphic "tags" may permit you to press the Thumbs Up button to (i) schedule a recording of an advertised program; (ii) view special video clips or other information about the advertised product or service; and/or (iii) perform some other action. Any such tags are placed on top of the commercial advertisements by TiVo or its licensees on behalf of the advertiser and not at the direction of any other party.

**3.3 Network-Enabled TiVo Service Features (includes Home Media and TiVoToGo™ features).** You must have a network-enabled TiVo DVR to use any network-enabled TiVo service features. A network-enabled TiVo DVR has an established network connection through the TiVo DVR's built-in USB port (including a wired (Ethernet) or wireless USB network adapter); is running a TiVo software version that supports home networking; and is subscribed to the TiVo service. Some network-enabled TiVo service features require installation of the then-current TiVo Desktop application ([www.tivo.com/desktop](http://www.tivo.com/desktop)) on a home computer that is connected to the same home network as your TiVo DVR. Some TiVo service features require a broadband connection to the Internet through the home network. The Multi-Room Viewing feature requires two network-enabled TiVo DVRs that are enabled for Multi-Room Viewing. The TiVoToGo feature requires a TiVo DVR that is running a TiVo software version which supports that feature.

Not all TiVo DVRs are able to use network-enabled features. Moreover, even among TiVo's Series2 DVRs, the Multi-Room Viewing feature may not permit particular TiVo DVRs to transfer content among one another due to compatibility issues among manufacturers or copy protection mechanisms used by copyright owners, studios or broadcasters. In addition, the TiVoToGo feature may not permit particular TiVo DVRs to transfer content to home computers for the same reasons. Please visit our TiVo Home Media Features FAQs at [www.tivo.com/mediafaq](http://www.tivo.com/mediafaq) for details.

The Multi-Room Viewing and TiVoToGo features are also turned on by default when you subscribe to the TiVo service. You may turn these features off using Manage My Account at [www.tivo.com/manage](http://www.tivo.com/manage).

**3.3.1 Multi-Room Viewing Feature.** You must have at least two (2) TiVo Series2 DVRs each with a TiVo service subscription to take advantage of the Multi-Room Viewing feature. The Multi-Room Viewing feature is intended solely to enable the transfer of content among TiVo DVRs

within a single household. Using the Multi-Room Viewing feature, you may transfer content only among TiVo DVRs on the same TiVo account and only among TiVo DVRs on the same network subnet. For example, if one TiVo DVR in your home resides on your network at 192.168.1.5, any TiVo DVR used for Multi-Room Viewing must reside on that same network, having an IP address of 192.168.1.x. Any TiVo DVR that resides on a different network, such as a TiVo DVR with an IP address of 192.168.2.5, is not permitted to participate in Multi-Room Viewing.

In addition, you may only transfer content among ten (10) TiVo DVRs on a single TiVo account within your household. Unauthorized transfers or distribution of copyrighted works outside of your home may constitute an infringement of the rights of copyright holders. TiVo reserves the right to terminate the TiVo service accounts of users who transfer or distribute content in violation of this Agreement—either to an unauthorized device or otherwise.

**3.3.2 Access to PC-Based Media.** Access to media that is stored on your home computer (“PC-based media”) via your TiVo DVR is provided through the TiVo Desktop application, which is available at [www.tivo.com/desktop](http://www.tivo.com/desktop). The TiVo Desktop application permits you to access PC-based media from your TiVo DVR by streaming such media from your home computer to your TiVo DVR via your home network.

The TiVo Desktop application itself does not contain any security mechanisms that would prevent third parties from accessing your home network. If your home network has Internet access but does not include a firewall, information on your home network can be easily seen by anyone on the Internet. Most firewall products stop all traffic originating from the Internet, protecting your systems from malicious network attacks or curious browsers interested in the files you have on your computer. A firewall can be installed to protect an individual computer or to protect a whole home network. Because the TiVo

Desktop application makes media (e.g., music, photos) you publish to your TiVo DVR available on your home network, TiVo recommends that you install a firewall that protects your home network. If your network does not include a firewall, Internet users may be able to access PC-based media on your network or other information on your computer, such as personal financial data. TiVo strongly suggests you take steps to protect your home network from unwanted intruders. Routers and home gateways, available at most electronics stores, may include a firewall meant to protect your home network.

Some third-party PC-based applications may also enable access to PC-based media through your TiVo. Such applications may or may not include built-in security mechanisms. TiVo is not responsible for and does not warrant the use, behavior, or performance of such applications.

TiVo service features that enable access to PC-based media are intended solely to enable you to access media that resides on your home computer for personal, noncommercial use. The feature is not intended to be used for listening to or viewing music, photographs, video, or other media from third party sources including, but not limited to, Internet streaming, webcasting, peer-to-peer or any other form of transmission of content. Viewing or listening to media from third party sources could subject your TiVo DVR and/or home computer to harm and may infringe the copyrights of third parties.

**3.3.3 TiVoToGo Feature.** The TiVoToGo feature is intended to enable you to transfer a copy of a program that you have recorded on a TiVo DVR to one or more home computers (i.e., desktop or laptop computers) within the same household using the TiVo Desktop application. Once a copy of a program is stored on a home computer, the TiVo Desktop application enables you to select the program for viewing using third party PC-based media player applications. TiVo is not responsible for and does not warrant the use, behavior, or performance of such third party applications.

Using the TiVoToGo feature, you may transfer content only between TiVo DVRs to home computers on the same network subnet. For a discussion of network subnets, please see Section 3.2 above. The TiVoToGo feature is provided solely for personal, non-commercial use. Unauthorized transfers or distribution of copyrighted works outside of your home may constitute an infringement of the rights of copyright holders. TiVo reserves the right to terminate the TiVo service accounts of users who transfer or distribute content in violation of this Agreement—either to an unauthorized device or otherwise.

The TiVoToGo feature includes security measures designed to prevent infringement of copyrighted works. You agree not to take any steps to defeat any TiVo security measures or to use any third party applications that may bypass any TiVo security measures.

Not all programs may be transferred using the TiVoToGo feature. For example, programs that include copy protection mechanisms may not be transferred to a home computer using the TiVoToGo feature. Similarly, programs that may be blocked using Parental Controls may not be transferred to a home computer using the TiVoToGo feature. Before such programs may be transferred using the TiVoToGo feature, you must temporarily turn Parental Controls off. The TiVo Desktop application does not include Parental Controls for programs stored on your home computer. If you do not want minors to view particular programs on a home computer, do not transfer them using the TiVoToGo feature.

Your home computer must meet certain minimum technical requirements and you must have adequate storage space available on your home computer to use the TiVoToGo feature. Because your home computer may need available space on your home computer's storage device to run properly and accommodate routine tasks, TiVo recommends that you carefully monitor the amount of available storage on your home computer. The programs transmitted from your TiVo

DVR may require large amounts of space relative to other files on your home computer, and the TiVo Desktop application does not monitor the amount of available storage on your home computer. You agree that TiVo is not responsible for your inability to use the TiVoToGo feature or your home computer based on lack of available storage on your home computer or your home computer's failure to meet the minimum technical requirements.

**3.3.4 Note About Privacy and TiVo Desktop Application.** Please review TiVo's Privacy Policy located at [www.tivo.com/privacy](http://www.tivo.com/privacy), which is incorporated herein by reference. Unless you have changed your privacy preferences, when you use the features enabled by the TiVo Desktop application, TiVo collects anonymous information about the use of these features, but that does not identify you as an individual or household. This anonymous information is treated the same as Anonymous Viewing Information under TiVo's Privacy Policy. In other words, there is no personally identifiable information associated with this data that could identify the data as coming from you or your household.

**4 We Don't Control Third-Party Content!** The TiVo service gives you the ability to access audio, video, and other media over which TiVo exercises no editorial or programming control ("Third Party Content"). You understand that: (a) TiVo does not guarantee the access to or the ability to record, display, or transfer any particular program; (b) programming is not under TiVo's control; (c) programming providers may restrict or limit the ability to record, display, view or transfer particular programs by using a variety of copy protection mechanisms; (d) content providers may restrict or revoke access to their content at any time; (e) TiVo is not responsible for and has no editorial control over any Third Party Content; and (f) TiVo has no control over the distribution of such content. You agree that TiVo will have no liability

to you, or anyone else who uses your account and TiVo DVR, with regard to any Third Party Content.

- 5 Third Party Content Is Copyrighted.** You also understand that the Third Party Content is the copyrighted material of the third party that supplies it, is protected by U.S. copyright law and other applicable laws, and may not be reproduced, used to prepare derivative works, distributed, performed publicly or displayed publicly without the written permission of the third party that supplied it, except to the extent allowed under the “fair use” provisions of the U.S. copyright laws, other limitations on exclusive copyrights in the U.S. copyright laws, or comparable provisions of foreign laws. You hereby agree and declare that any and all Third Party Content accessed or transferred using the TiVo service or the TiVo Desktop application are for personal, non-commercial use and that the TiVo service or the TiVo Desktop application will not be used for Third Party Content to be copied or displayed before a public audience without authorization from the appropriate rights holder. Unauthorized copying or distribution of copyrighted works may constitute an infringement of the copyright holders’ rights. TiVo reserves the right to terminate the accounts of users of any TiVo service or software who infringe the copyrights of others. In addition, steps intended to defeat or bypass security measures which are designed to prevent infringement of copyrighted works may be illegal under U.S. law or comparable foreign laws. TiVo reserves the right to terminate the TiVo service accounts of users who develop or use any method to defeat or bypass such security measures and to take any other necessary or appropriate action to prevent infringement of copyright holders’ rights.

- 6 Changes to Your TiVo Service.** TiVo may at its discretion and from time to time change, add, or remove features and functionality of the TiVo service or the TiVo DVR without notice. If you are dissatisfied with any such changes to the TiVo service, you may immediately cancel

your use of the TiVo service as provided in Section 14 (“Termination of Service”). TiVo reserves the right to discontinue one, some, or all of the features of the TiVo service you receive at any time at its discretion.

TiVo may at its discretion discontinue the provision of software updates to certain TiVo DVRs. This means that while other TiVo DVRs may receive continued software updates and functionality; TiVo is not required to provide such updates to your TiVo DVR. Additionally, the level of service TiVo provides may not be the same on each TiVo DVR; a given TiVo DVR may support different features and functionality, and TiVo is under no obligation to provide all features and functionality to your TiVo DVR.

## ACTIVATING AND USING THE TIVO SERVICE

- 7 Eligible Subscribers.** You must be at least 18 years of age to assume the responsibilities of this Agreement. Minors may use the TiVo service only if one of their parents or legal guardians assumes the responsibilities of this Agreement and thereby assumes full responsibility for the minor’s use of the TiVo service.
- 8 Subscription Fees.** You agree to pay your subscription fee in advance. Your subscription fee will cover the TiVo service received via a TiVo DVR authorized by TiVo to enable the TiVo service. You have a choice of subscription payment options that may change over time. You may switch payment options at the end of each period. If for any reason you need to reactivate your subscription, you may be charged a reactivation fee. If you are signing up for the TiVo service under a promotional subscription fee, some additional restrictions may apply. If you have multiple TiVo service subscriptions under the same account information, additional terms and conditions may apply. Whatever your subscription payment option, your subscription fee does not include any services, features or functionality other than the TiVo service.

**9 Telephone Access and Possible Charges.** The TiVo service is accessed through a standard telephone line and is available as a local call in most areas. In some areas, local and long-distance toll charges may apply. The TiVo service may also be available through the Internet with a broadband connection. However, TiVo does not make any assurances about the availability or functionality of the TiVo service over a broadband connection. Firewall protection is strongly advised for any broadband Internet connections to protect your TiVo DVR from viruses and other harmful things. You are responsible for any telephone or broadband service charges incurred as a result of using or accessing the TiVo service and acknowledge and agree that you shall be solely responsible for all disputes with any telephone company or Internet service provider related to the same.

**10 Payment Authorization.** If you choose a subscription option with recurring payments, you agree that TiVo may automatically charge the subscription fee to your credit or charge card at the beginning of each period. Your TiVo service access will not be established until TiVo has verified that the credit card information you provide us for payment is accurate and that your credit card account is in good standing. TiVo may, as necessary, extend the expiration date of your credit card in order to ensure continued service. TiVo may, at its discretion, change the TiVo service fees from time to time, and charge fees (which TiVo may also change) for features and functionalities that are not a part of the TiVo service. TiVo will notify you 30 days in advance of any fee changes or new fees; you may obtain the fees currently in effect at any time by contacting TiVo Customer Support at 1-877-367-8486. TiVo reserves the right to suspend or terminate your TiVo service without notice upon rejection of any credit card charges or if your card issuer (or its agent or affiliate) seeks return of payments previously made to TiVo when TiVo believes you are liable for the charges. You agree to pay a late charge on all amounts due which remain unpaid for 30 days. The late charge will

equal 1.5% of the past due amount, or the highest rate allowed by law, whichever is less, per month until paid. Such rights are in addition to and not in lieu of any other legal right or remedies available to TiVo. TiVo reserves the right to refer your account to a third party for collection in the event of an ongoing default.

**11 Using the TiVo Service.** You may access and use the TiVo service only with a TiVo DVR that is authorized to receive the TiVo service and you agree not to tamper with or otherwise modify your TiVo DVR. Among other things, this means that you may access and use the program guide information only on a TiVo DVR that is authorized to receive it. The TiVo service is provided for your personal, non-commercial use, and may not be resold, in whole or in part. Except as expressly provided in this Agreement, you may not transfer the TiVo service. By using the TiVo service, you agree to receive all software updates and upgrades that TiVo sends to your TiVo DVR. If your TiVo DVR accesses the TiVo service (regardless of your payment or subscription status), you acknowledge and agree that you are a user of the TiVo service and are bound by the terms of this Agreement.

**12 Advertising and Promotions.** The TiVo service is advertiser supported. The hard disk drive of your TiVo DVR contains reserved space in addition to the advertised recording capacity. TiVo reserves the right to send content (including advertising and promotional material) to such reserved portions of your TiVo DVR's hard disk drive as part of the TiVo service. In order to send such content, you agree that TiVo may tune your TiVo DVR to a particular channel at a particular time.

**13 Definition of Product Lifetime Subscription.** A "Product Lifetime Subscription" to the TiVo service covers the life of the TiVo DVR you buy—not the life of the subscriber. The Product Lifetime Subscription accompanies the TiVo DVR in case of ownership transfer. The subscription remains in effect if the TiVo DVR needs to be repaired or

replaced due to a malfunction (see manufacturer or retailer warranty details) or even if you upgrade your TiVo DVR to increase storage capacity (though such upgrades, if not performed by TiVo or a TiVo-authorized third party, will void the warranty on your TiVo DVR and constitute a breach of this Agreement). Because a Product Lifetime Subscription is linked to a particular TiVo DVR, you may not transfer it to any other TiVo DVR unless all the following conditions apply: (a) the TiVo DVR is being replaced pursuant to the manufacturer's or retailer's warranty; and (b) the TiVo DVR being replaced is of the same make and model as the replacement TiVo DVR; and (c) you provide us with a proof of replacement by the manufacturer or retailer. TiVo reserves the right to charge you a fee to transfer Product Lifetime Service from a TiVo DVR being replaced to a replacement TiVo DVR. Each TiVo DVR purchased requires its own TiVo service subscription and activation. Of course, hardware products don't last forever and their lifespan will vary. TiVo makes no warranties or representations as to the expected lifetime of the TiVo DVR (aside from the manufacturer's or retailer's warranty).

**14 Termination of Service.** You may terminate your account, this Agreement, and your right to use the TiVo service, at any time and for any reason or no reason, by contacting TiVo Customer Support at 1-877-367-8486. The TiVo service will be terminated within 24 hours after your call and unused subscription fees are nonrefundable. Notwithstanding anything to the contrary in this Agreement, TiVo retains the absolute right to immediately suspend or terminate your account, and terminate this Agreement, if the charges to your credit card for the fees described in Section 8 (“Subscription Fees”) and Section 10 (“Payment Authorization”) are refused for any reason, if you breach any provision in this Agreement, if you misuse the TiVo service, and/or if you alter your TiVo DVR or use the TiVo service or software in such a manner as to infringe upon the intellectual property rights of TiVo or any third party. In addition, TiVo reserves the right to terminate your

account and this Agreement for any other reason or no reason if TiVo gives you at least 30 days advance notice of such termination. Upon any such termination of your account, you will remain obligated to pay all outstanding fees and charges relating to your use of the TiVo service before termination.

## **OWNERSHIP, OPEN SOURCE SOFTWARE, DISCLAIMERS AND LIABILITY LIMITATIONS**

**15 Title to Software and Intellectual Property.** You may need to use certain software programs in your TiVo DVR to use or have full access to certain features of the TiVo service. You received certain software in your TiVo DVR at the time of purchase and other software programs may be delivered to your TiVo DVR by TiVo from time to time, which you are obligated to accept. Your use of such software is subject to the terms of this Agreement. TiVo retains title to and ownership of all the software for the TiVo DVR and certain intellectual property rights in the TiVo DVR. TiVo also retains ownership of all TiVo copyrights and trademarks. In the case of third party software delivered by TiVo to the TiVo DVR, the applicable third party retains title to and ownership of its software, copyrights and trademarks. Any attempt to disassemble, decompile, create derivative works of, reverse engineer, modify, sublicense, distribute or use for other purposes either the TiVo DVR or the software of the TiVo DVR is strictly prohibited, except as expressly set forth in Section 16 (“Open Source Software”). If you install the TiVo Desktop application on your home computer, ownership and the other terms of such use are governed by the applicable end user license agreement to which you must agree prior to installation.

**16 Open Source Software.** Certain components of the software for the TiVo DVR are subject to the GNU General Public License or other so-called open source licenses (“Open-Source Software”). Open Source Software is not subject to the restrictions in the last sentence of Section

15 (“Title to Software and Intellectual Property”), and is subject to the GNU General Public License (“GPL”) or other license terms, as applicable. In compliance with the terms of the GPL, TiVo makes its modifications to Open Source Software that TiVo uses, modifies and distributes pursuant to the GPL available to the public in source code form at [www.tivo.com/source](http://www.tivo.com/source). You are free to use, modify and distribute Open Source Software that is subject to the GPL so long as you comply with the terms of the GPL (available in the product manual or at [www.gnu.org/copyleft/gpl.html](http://www.gnu.org/copyleft/gpl.html)).

**17 Indemnity.** YOU AGREE TO DEFEND, INDEMNIFY AND HOLD HARMLESS TIVO FROM AND AGAINST ANY AND ALL CLAIMS, PROCEEDINGS, INJURIES, LIABILITIES, LOSSES, COSTS AND EXPENSES (INCLUDING REASONABLE ATTORNEYS’ FEES), INCLUDING, BUT NOT LIMITED TO, CLAIMS ALLEGING NEGLIGENCE, COPYRIGHT INFRINGEMENT AND/OR TRADEMARK INFRINGEMENT AGAINST TIVO OR THE TIVO SERVICE, RELATING TO OR ARISING OUT OF YOUR BREACH OF ANY TERM OF THIS AGREEMENT, YOUR MISUSE OF THE TIVO SERVICE, OR YOUR UNAUTHORIZED MODIFICATION OR ALTERATION OF THE TIVO DVR OR SOFTWARE FOR THE TIVO DVR (OTHER THAN AS EXPRESSLY SET FORTH IN SECTION 16 (“OPEN SOURCE SOFTWARE”)).

**18 Warranty Disclaimer.** YOU UNDERSTAND AND AGREE THAT THE TIVO SERVICE IS PROVIDED ON AN “AS IS” AND “AS AVAILABLE” BASIS. TIVO MAKES NO WARRANTY THAT THE TIVO SERVICE WILL MEET YOUR REQUIREMENTS, ALLOW YOU TO RECORD, VIEW OR TRANSFER ANY PARTICULAR PROGRAMMING, OR THAT USE OF THE TIVO SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE; NOR DOES TIVO MAKE ANY WARRANTY AS TO THE

ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED THROUGH THE TIVO SERVICE (INCLUDING THIRD PARTY CONTENT), THAT ANY DEFECTS IN THE TIVO SERVICE WILL BE CORRECTED OR THAT THE TIVO DVR OR TIVO SERVICE WILL BE COMPATIBLE WITH ANY OTHER SPECIFIC HARDWARE OR SERVICE. FURTHER, TIVO DOES NOT WARRANT THAT THE TIVO SERVICE OR THE TIVO SERVERS THAT PROVIDE YOU WITH DATA AND CONTENT ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. YOU (AND NOT TIVO) ASSUME THE ENTIRE COST OF ALL NECESSARY MAINTENANCE, REPAIR OR CORRECTION. TIVO ALSO ASSUMES NO RESPONSIBILITY, AND SHALL NOT BE LIABLE FOR ANY DAMAGES TO, OR VIRUSES THAT MAY INFECT YOUR TIVO DVR, TIVO DVR SOFTWARE, OR OTHER HARDWARE. TIVO AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING THE TIVO SERVICE OR TIVO SOFTWARE, INCLUDING ANY IMPLIED WARRANTY OF TITLE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON- INFRINGEMENT OF THIRD PARTY RIGHTS. Because some jurisdictions do not permit the exclusion of implied warranties, the last sentence of this section may not apply to you.

**19 Limitations of TiVo’s Liability.** IN NO EVENT WILL TIVO OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY LOST PROFITS, USE OF USER INFORMATION, LOSS OF DATA, BUSINESS INTERRUPTION, OR OTHER INDIRECT, CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO YOUR USE OF THE TIVO SERVICE OR USE OF THE TIVO SERVICE THROUGH YOUR ACCOUNT BY ANYONE ELSE, EVEN IF TIVO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO

CASE WILL TIVO'S TOTAL CUMULATIVE LIABILITY TO YOU AND ANYONE WHO USES THE TIVO SERVICE THROUGH YOUR ACCOUNT, FOR ANY AND ALL CLAIMS UNDER ANY THEORY OF LAW, EXCEED THE AGGREGATE AMOUNT YOU PAID TO TIVO IN THE PRECEDING TWELVE MONTHS. YOU UNDERSTAND THAT THESE LIMITATIONS OF TIVO'S AND TIVO'S SUPPLIERS' LIABILITY ARE A FUNDAMENTAL PART OF THIS AGREEMENT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Additionally, this provision is not intended to limit TiVo's liability in the event of TiVo's willful or intentional misconduct. Moreover, if TiVo mistakenly or wrongfully overcharges your account, this section does not limit TiVo's obligation to refund such mistakenly or wrongfully overcharged amounts.

## GENERAL

**20 Miscellaneous.** This Agreement will be governed by the laws of the State of California as such laws apply to agreements between California residents performed entirely within California. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement. You and TiVo agree to submit to the exclusive personal jurisdiction of the courts located within the county of Santa Clara, California. If any provision of this Agreement is invalid or unenforceable under applicable law, such provision will be deemed modified to the extent necessary to render such provision valid and enforceable and the other provisions of this Agreement will remain in full force and effect. The official text of this Agreement or notice submitted hereunder shall be in English. In the event of any dispute concerning the construction or meaning of this Agreement, reference shall be made only to this Agreement as written in English and not to any translation into another language. This document represents the

entire agreement governing your use of the TiVo service and supersedes any prior or contemporaneous written or oral statements by TiVo or its representatives or resellers. TiVo's failure to enforce any of the terms of this Agreement shall not constitute a waiver or relinquishment of TiVo's right to do so at any time. Sections 8 ("Subscription Fees"), 9 ("Telephone Access and Possible Charges"), 10 ("Payment Authorization"), 11 ("Using the TiVo Service"), 15 ("Title to Software and Intellectual Property"), 16 ("Open Source Software"), 17 ("Indemnity"), 18 ("Warranty Disclaimer"), 19 ("Limitations of TiVo's Liability"), and 20 ("Miscellaneous") shall survive any termination or expiration of this Agreement.

BY USING THE TIVO SERVICE, I REPRESENT THAT I HAVE READ AND UNDERSTOOD THIS ENTIRE AGREEMENT AND I AGREE TO ALL THE TERMS OF THIS AGREEMENT AS STATED ABOVE.

TiVo Service Agreement v20050708

# GNU General Public License

Version 2, June 1991

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## PREAMBLE

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