

## Frequently Asked Questions

### How do I set a **One Pass™** (Series Recording)

1. Press the red **Rec** button on the remote during a live program you want to record
2. Select **"One Pass and other options"**
3. Select **"Create a OnePass"** to use the default One Pass settings or highlight **"Create a OnePass"** and press the Right Arrow to select **"Options"** to specify the settings to use for this One Pass

### How do I access my **OnePass™** Recordings?

1. Press the **"TV"** button to go to TiVo Central
2. Select **"My Shows"**

### How do I record a single program?

1. Press the red **"Rec"** button on the remote during a live program you want to record
2. Select **"Record this Episode"**

### How do I access **Hulu**?

1. Press the **"TV"** button to go to TiVo Central
2. Select **"My Shows"**
3. Select **"Hulu"** (It may be necessary to scroll down)
4. You may also force tune to channel 1102 to access Hulu

*\*Hulu must be activated prior to use, and each Media Player must be activated separately*

### How do I activate my current **Hulu** service?

1. Select **"Log in"**
2. Select **"Sign In on Device"**
3. Using the remote and onscreen keyboard, enter email address and password for your Hulu account

### How do I become a **Hulu** customer?

1. Select **"Start Free Trial"**
2. Select **"Sign up on Device"**
3. Select the Hulu experience you want
4. Enter email address you would like to use and create a password
5. Enter name and birth year
6. Enter credit card (automatic billing starts once free trial ends)
7. Confirm that you would like to begin your free trial

### How do I access **HBO GO®**?

1. Press the **"TV"** button to go to TiVo Central
2. Select **"Find TV, Movies & Videos"**
3. Select **"HBO GO"**
4. You may also tune to channel 1103 to access HBO GO

*\*HBO Go must be activated prior to use, and each Media Player must be activated separately*

### How do I activate my current **HBO GO** subscription?

1. Select **"Activate Your Device"**
2. Go to <http://hbogo.com/activate> on a PC or mobile device
3. Select **"TiVo"** from the device list
4. Click **"More Providers"** and select **"Buckeye"** from the providers list
5. Sign in with your Buckeye TV Everywhere email address and password
6. Enter the activation code displayed on the TV screen

### How do I access **On Demand**?

1. Press the green **"On Demand"** button on the remote
2. Or you can tune to channel 1

### How do I watch multiple shows at once?

With Express TV Powered By TiVo you can watch and record multiple shows at the same time

1. Press **"Pause"** on the live show you're watching
2. Press the **"Live TV"** button on the remote to switch to the next tuner, Tuner 2  
Whenever you press **"Live TV"** you switch to the next tuner in line
3. Press **"Live TV"** as many times necessary to switch back to Tuner 1  
This should still be paused, now press the **"Play"** button, or pause again to continue watching
4. Press **"Live TV"** to switch to Tuner 2  
You can press the **"Rewind"** button to watch the part of the show you missed, select **"Play"** to start playing
5. Continue pressing **"Live TV"** to cycle through the rest of the tuners, and back to Tuner 1  
Shows that you paused are paused; shows you were watching are still playing, you can rewind to catch what you missed

### How do I delete a folder from **My Shows**?

1. Select **"My Shows"** and scroll to the show folder that you want to delete and select the **"Clear"** button on the remote
2. When the window appears, confirm you want to delete all episodes or delete everything and cancel OnePass.

If there are streaming episodes available it will also give you the option of deleting the recorded episodes and convert them to streaming episodes

## ACCESS HELP VIDEOS

You can watch TiVo help videos on your TV using your TiVo remote and online.

### HELP VIDEOS ON TV USING TIVO REMOTE:

1. Press **"Guide"** on your TiVo remote
2. Using the number pad on your remote, key in channel **"999"**
3. Press **"Select"** to choose **"Help Channel"** highlighted in orange
4. Use the up and down arrows on the remote to navigate through the available help videos.
5. Press **"Select"** to begin playing your highlighted help video selection.

### VIEWING HELP VIDEOS ONLINE:

1. Go to [buckeyebroadband.com/expresstv](http://buckeyebroadband.com/expresstv)
2. Scroll down to **"Express TV Help Videos"** and make a selection from the available options.

## TiVo Remote Control

The **TiVo** button takes you to the TiVo Central<sup>®</sup> screen, the starting point for all your TiVo features and settings.

If programmed, **TV Pwr** turns your TV on or off.

Use **Input** to select the input (such as TiVo box, DVD player, game system) your TV displays.

**Back** goes back to the previous screen (in certain apps).

**Guide** takes you to the program guide, where you can find shows to watch or record. Press it again to see filtered views.

If programmed, **Vol** and **Mute** control the volume on your TV or A/V receiver.

Use the **Thumbs Up** and **Thumbs Down** buttons to rate shows and collections for TiVo Suggestions.

**Play** starts playing a show from the My Shows list.

**Rewind** rewinds a show. Press it up to three times for three speeds.

**Replay** repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show.

The **A B C D** buttons sort and filter views. Look for the onscreen tips.

**Slow** plays a show in slow motion.

**Clear** removes the display of the info banner or program guide, and deletes titles from the My Shows or To Do list.

**Live TV** takes you to live TV. If you're watching live TV, use it to cycle through the tuners.

**Info** shows the info banner while watching live TV; press it again to make it disappear.

Press **Select** to choose menu items or, when watching live TV, to bring up the Mini Guide.

Use **Zoom** to change aspect ratio of shows on your TV.

Use the **arrow buttons** to navigate the TiVo menus and the program guide. When watching a recording, press the left arrow to stop and return to the program information screen.

Use the **Ch Up/Down** buttons to change the channel and to page up or down while in the program guide or TiVo menus.

Press **Rec** to start recording the show you're watching, or to set up a recording for a show selected in the program guide.

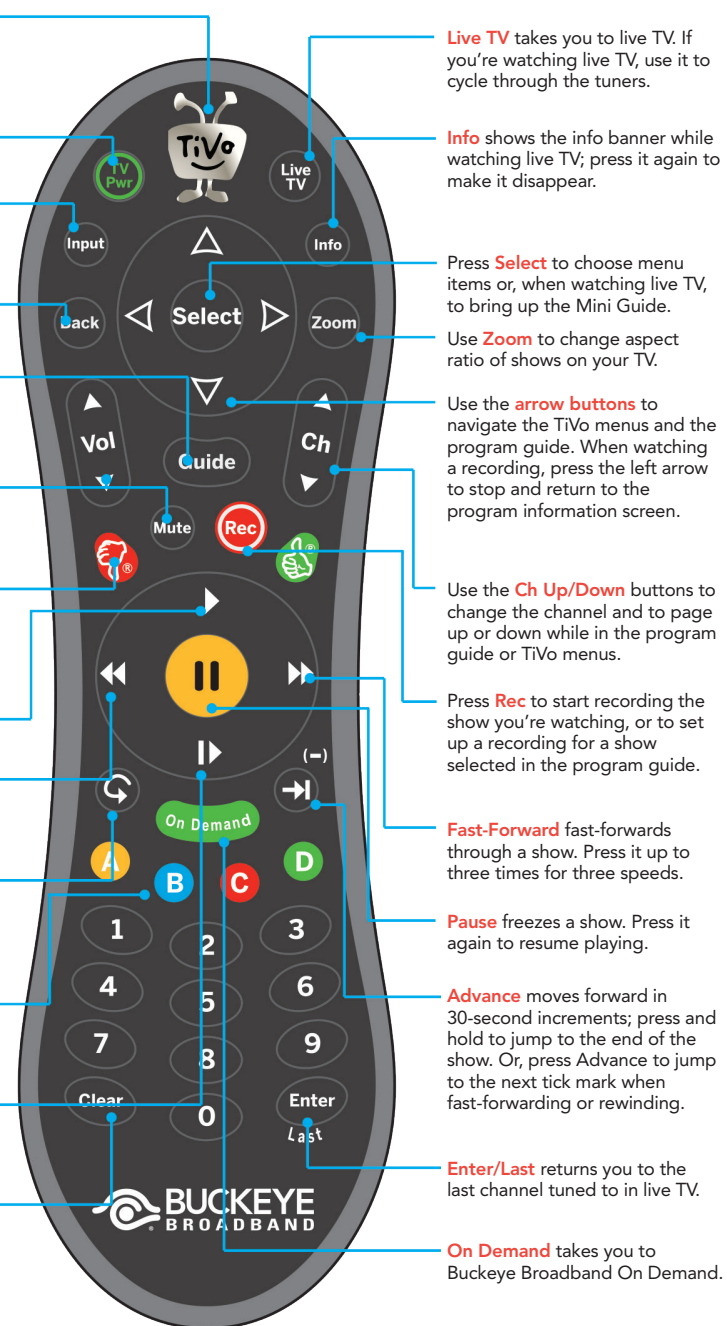
**Fast-Forward** fast-forwards through a show. Press it up to three times for three speeds.

**Pause** freezes a show. Press it again to resume playing.

**Advance** moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press Advance to jump to the next tick mark when fast-forwarding or rewinding.

**Enter/Last** returns you to the last channel tuned to in live TV.

**On Demand** takes you to Buckeye Broadband On Demand.



To program your TiVo remote, press the TiVo button to go to the TiVo Central screen. Then select Settings & Messages, then Settings, then Remote, CableCARD, & Devices, then Remote Control. Follow the easy on-screen instructions.

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BROADBAND**

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