



## TiVo FAQs

### **What does TiVo do?**

TiVo from Kuhn Communications lets you record and watch shows in any room like a whole home DVR, but it also lets you watch programming from streaming services like Netflix and Hulu on your main TV.

### **How many shows can I record?**

You can record 6 shows simultaneously. The hard drive can store approximately 1000 hours of programming (or 150 hours of HD programming.) Storage capacity is based on file size, not length of the recording, so the numbers shown here may vary.

### **How can I find what I want to watch?**

You can use the search feature to look for content across all sources at once, whether it is on live TV, in your recordings, or on a streaming service like Netflix. TiVo also has an easy to use guide which allows you to sort programming by category, genre, collections and more. TiVo also recommends programming for you based on other shows you have recorded or rated highly.

### **Are there parental controls?**

Yes, we offer a wide range of parental controls to block specific channels or ratings. You can also set a pin to prevent VOD purchases. Look in the Settings Menu on the TiVo Central page.

### **Do I have to watch recorded programming from the main box?**

No, you must have a separate subscription to these services to watch programming from streaming services.

### **Is Netflix and Hulu included?**

No, you must have a separate subscription to these services to watch programming from streaming services.

### **What if I forget to set a recording for one of my favorite series?**

You can set up One Pass to automatically record all episodes of a show, wherever it comes from. You can also set up a WishList search, to constantly look for and record new shows that match your criteria (actor, keyword, etc).

### **What programming can I stream outside of my house?**

No, programming can currently be streamed outside of your home.

**I have 3 Mbps Internet and cable with Kuhn Communications. Why can I not get TiVo with a 3 Mbps Internet Connection?**

Due to the online streaming services' capabilities with this equipment, you need at least a 15 Mbps Internet connection to fully enjoy your TiVo experience and online services.

\*\*remember the internet speed is shared with others in your household. If multiple users are on the internet there is no guarantee the 15meg speed will work. We recommend 25 meg or higher.

**Does the TiVo equipment have its own built in Wi-Fi?**

No. TiVo equipment will not have built in Wi-Fi. You will need a separate modem to supply Wi-Fi.

**Can I use my own modem with TiVo system? If so what are the requirements for the modem?**

Yes, the modem must be a DOCSIS 3.0 modem and be MOCA capable.

**I have an older modem I purchased. Will it work with the TiVo system?**

It must be a DOCSIS 3.0 modem and be MOCA capable.

**Can I purchase TiVo equipment from Kuhn Communications?**

No, our TiVo boxes will not be available for purchase. Rental Only.

**Multi-room Service – Does TiVo provide multi-room DVR features?**

Yes. TiVo provides the ultimate multi-room DVR experience through the use of a TiVo Mini Receivers. By adding a TiVo Mini to additional TV sets in your home you will get full DVR control (FF, Pause, RW, Record, Playback) on every TV and you will also get all of the amazing Tivo features that you get on your main TV.

**What is a TiVo mini?**

TiVo Minis are the receivers that you put on additional TV's in your home to get full DVR control on that TV as well as access to the TiVo features and all the recordings on the main DVR.

You can play, pause, FF, RW, & record using a Mini.

**Service Features – What is a Season Pass?**

Season Pass is like a DVR series recording features, but way better. With Season Pass you can select the show you want to record and choose to record all the episodes or only the new ones. Plus, you can set up to add extra time to a show for all those popular shows that run a few minutes longer than normal. You can also create a Season Pass for new TV shows and also off season shows months before the shows air on TV. Just create your Season Pass with the "All Channel" option, & the TV shows will record for any channel on which they air.

**What is a TiVo Universal Search?**

Universal Search allows you to easily find a show or movie based on a title, actor, or a keyword. TiVo searches both live TV & OnDemand to find what you want.

**What is a “Wishlist Search”?**

Interested in a specific actor or topic? Create a Wishlist Search that will constantly search in the background & every time a movie or show airs that matches your criteria, it will be recorded. Your criteria can be for a key word, actor, title, director, genera, & type of program. This is the ultimate way to find shows & movies.

**What is “What to Watch Now”?**

What to Watch Now provides you with a choice of the best popular shows, movies, sports, & kids entertainment that is available to watch right now. This will become your first destination when you get home, instead of going to the channel guide.

**TiVo Suggestions?**

TiVo suggestions get to know what you like to watch based on your rating of shows & your DVR recordings. It will then automatically record shows & movies that it thinks you will like so that they are on your DVR ready for you. It will never replace shows you request or prevent them from being recorded & they are always the first programs deleted to make room for recordings you request.

**How does Browse work?**

In the mood for a comedy, drama, or action movie or TV show. Use the TiVo browse feature to see what is on in a specific genre or category then select a program to record in the future or watch right now from live TV or OnDemand.

**Want to set-up TiVo service from Kuhn Communications?**

Give us a call and we will take of it for you! We will schedule you with an installation and have our technician come and set up the service for you.

**Currently a DVR customer?**

No worries! If you would like to switch your DVR to our TiVo service just give us a call at 717-532-8857 to switch to the Ultimate TV experience. \*\*please note there will be upgrade charges for the TiVo equipment.

**Is new wire needed to be run for this?**

If you house has older wiring we may need to replace some portion of the wiring, but most of the time it is not needed. The equipment is connected using existing coaxial cables in your home & use a technology called MoCA to communicate, share shows, movies, live TV & DVR functions.