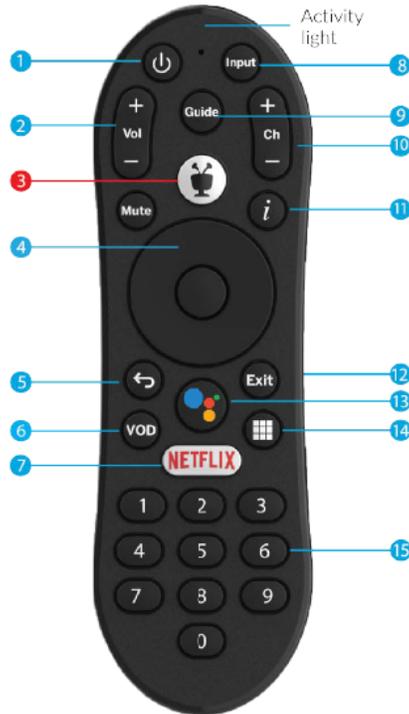


# Remote Controls

## TiVo creek Remote

- 1 POWER turns the television on/off.
- 2 VOL and MUTE control the TV audio.
- 3 The TiVo button takes you to the Home screen.
- 4 While navigating the TiVo menus, press UP, DOWN, LEFT, or RIGHT to move around, and press the center button (OK/SELECT) to choose menu items. While watching video, press UP for the mini guide, or OK/SELECT to bring up TrickPlay controls; press it again to pause or play. With TrickPlay controls visible, press DOWN for favorite channels.
- 5 BACK starts full-screen video on the Home screen, and goes back to the previous screen on other menu screens.
- 6 Press VOD to go directly to the video on demand library.
- 7 Press the NETFLIX button to launch Netflix.



- 8 Use INPUT to change your video source (TiVo device, DVD player, etc).
- 9 GUIDE takes you to the program guide.
- 10 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the guide.
- 11 "i" (Info) brings up the Info banner while watching a show, and opens an Info card when pressed on a tile in What to Watch.
- 12 Use EXIT to return to the last channel viewed while watching live TV or to switch to full-screen video when using the TiVo menus. EXIT also exits Restart/Catch Up shows.
- 13 Press and release the Google Assistant to talk to Google.
- 14 Press the grid button to jump to the Apps & Games screen
- 15 Use the NUMBER BUTTONS to directly enter channel numbers.

## TiVo S6A Remote

- 1 The TIVO BUTTON takes you to the Home screen.
- 2 POWER button turns the TV on or off.
- 3 INPUT selects the input for your TV.
- 4 BACK goes back to the previous screen.
- 5 Use the ARROW BUTTONS to navigate the TiVo menus. When watching video, press DOWN to see Continue Watching and Favorite Channels panels.
- 6 VOLUME and MUTE control the volume on your TV or A/V receiver.
- 7 Press and release the Google Assistant button to talk to Google.
- 8 REPLAY repeats the last eight seconds of the show. Press and hold to jump to the beginning of a show.
- 9 Use the THUMBS UP and THUMBS DOWN confirm certain commands, as instructed on screen.
- 10 Press and hold A, B, and C for accessibility options. Additionally, the letter buttons have various functions depending on what you're doing. Look for on-screen tips.
- 11 CLEAR dismisses items appearing over live TV and deletes titles from My Shows and the To Do List.



- 12 LIVE TV takes you to live TV.
- 13 "i" shows the Info banner while watching a show. Press and hold for accessibility options.
- 14 Use EXIT to go to full-screen video on Home screen and to close certain apps.
- 15 Use CHANNEL UP/DOWN to change the channel or move quickly through lists and the Guide.
- 16 GUIDE takes you to the on-screen Guide.
- 17 Press RECORD to record the show you're watching, or to set up a recording for a show selected in the guide. (Cloud DVR required.)
- 18 Use the TrickPlay buttons (REWIND, FAST-FORWARD, STOP, PAUSE, and PLAY) to control video.
- 19 ADVANCE moves forward in 30-second increments; press and hold to jump to the end of the show. Or, press to jump to the next tick mark when fast-forwarding or rewinding.
- 20 ON DEMAND jumps to the On Demand catalog.
- 21 The NETFLIX button launches the Netflix app.
- 22 ENTER/LAST returns to the last channel viewed.

- **How to Factory Reset your Remote:**

### Global Reset sequence:

- Press and hold TiVo button + POWER keys (~3 secs)
- You will see the activity light at the top of the remote turn solid red.
- Press Volume Down button 3 times, then the TiVo button
- The red activity light blinks 3 times and shuts off

**Note:** After performing Global Reset, the user will have to reprogram the remote control for their TV and AV devices that they may have programmed.

- **How to Pair the TiVo remotes:**

### Re-Pairing the Remote Control

- Press and hold TiVo + BACK keys for ~ 3 seconds
- Activity light at the top of the remote displays solid red
- Release keys to see activity light flashes
- Remote control activity light flashes 5 times (success)

### Troubleshooting

- Check Batteries
- Reset remote control

- **Pairing TiVo remotes to TVs and/or Audio Receivers:**

### ***Pairing the Remote to a TV or Sound System***

1. Press the TiVo button  to bring up the Home Screen menu.
2. Select the Menu  button.
3. Under Settings, scroll down to 'Remote Settings'.
4. Select 'Remote Control Programming'.
5. Select either 'Set up a TV' or 'Set up A/V Receiver' from the options.
6. Follow the on screen prompts to select your device manufacturer and test the programming codes.

- **Google Assistant Button:**

### ***FINDING SHOWS WITH YOUR VOICE***

Fioptics+ also has the benefit of having the Google Assistant button on your remote so you can search live TV, jump to a show, open an app, or get recommendations to match your mood just by using your voice.

1. While viewing any TiVo menu or watching TV, press and release the Google Assistant

button  on the remote. Wait for the Google search bar to come up at the bottom of the screen before speaking.

2. Speak naturally into the remote. Say a title, actor, or keyword.

3. Try saying:

- "The Voice" or "Bob's Burgers" to find a show you want to watch
- "Search cooking shows" to search for shows in a certain genre.
- "Find romantic movies" or "Show me sports movies"
- Search for sporting events by saying team names like "Cincinnati Reds" or "baseball games".
- You can also ask things like, "What is the weather today?"

**Note:** To find shows with your voice, your remote must be paired correctly with your TiVo device. Usually, the remote is paired when you install the batteries, but if your voice is not

**being recognized, you may need to re-pair it. See [Remote Settings](#) for instructions.**



### **My remote control isn't working.**

The remote is set up and paired to your TiVo device during installation. If your remote stops working, try replacing the batteries. If that does not solve the problem, try re-pairing the remote with the TiVo device:

1. Press and holding the TiVo button  and BACK  buttons simultaneously until the activity light illuminates.
2. Release the buttons; the activity light will flash slowly, then flash quickly five times.
3. The set top box will go into pairing mode to discover the remote. Once found your remote control will begin to control the STB.

### **Do I need a Google account to use the TiVo device?**

No, but it is highly recommended. With a Google account, you'll be able to use Google Play, Google Music, Google Games, and Google Assistant right on your TiVo device.

