

Troubleshooting

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51 Troubleshooting Tips

Contacting Customer Support

Philips and TiVo are dedicated to providing you with quality support and customer service. If you have questions or difficulties that you cannot resolve using the tips in this troubleshooting section, we would like to hear from you.

Call the **Philips Service Solutions Group** at 1.800.260.7032 if you need help:

- Connecting your PTV Recorder to your TV and other A/V equipment.
- With channel changing problems.
- With Guided Setup or daily phone calls that are failing.
- With a system that does not function properly even after restarting it.
- With other questions regarding the PTV Recorder or Remote Control.

Please check the Troubleshooting section in this *Setup Guide* for details before requesting service from Philips.

Call **TiVo Customer Care** at 1.877.FOR.TIVO (1.877.367.8486) if you need help:

- Activating or using a feature of the TiVo Service.
- Getting the correct channel lineup in Guided Setup.
- Receiving regular program guide data or getting correct channel lineup data.
- Understanding an onscreen message from TiVo regarding your TiVo Service account.

Please check the Troubleshooting section of the *TiVo Viewer's Guide* for details before requesting service from TiVo Customer Care.

When you call either Philips or TiVo, you'll need to provide your model and serial number, located on the inside of the back cover of this *Setup Guide*.



Symptom	Solution
My PTV Recorder isn't making the setup phone calls.	<ul style="list-style-type: none">• Do not use a wireless phone connection.• Verify that your phone line is working by connecting a phone to the phone cord and checking for dial tone. Make sure the phone cord is connected to the PTV Recorder and the wall jack.• If you are getting a busy signal when connecting, try another local dial-in number from the Dial-In Number screen or try the call during off peak hours, before 3 pm or after 11 pm.• You may need to change your phone dialing options from the default. After making changes, make a test call (choose "Make Test Call" from the Phone Connection screen).<ul style="list-style-type: none">• If you have voice mail or other non-standard dial tone, turn off "dial tone detection."• If you have call waiting, disable it by entering the correct prefix in "Call Waiting Prefix" (usually "*70").• If you use a dial prefix for outside lines, set "Dial Prefix" (for example, "9").• If you have a low-voltage phone line, turn off "phone availability detection."• If you have a caller ID box, try removing it from the line since some models interfere with the PTV Recorder modem's ability to make a call.• If you use a fax machine or computer modem connected to the same phone line, make sure they are not using the line.• It could be that you have too much line noise to make a connection. The PTV Recorder ships with a 50' phone cord. Try a shorter cord, or you can buy a line noise filter at your local electronics store.

Symptom	Solution
<p>On the Channels You Watch screen, some or all of my lineup information is incorrect.</p>	<p>From within Guided Setup, go left to the Cable Providers on the Lineups screen and verify that you chose the correct cable/satellite provider and lineup. You may need to go through all of the selections to find the right one since cable providers are often changing their names and lineups.</p>
<p>My channels aren't changing.</p> <p>This topic is continued on the next page.</p>	<p>If you use cable with no set-top box:</p> <ul style="list-style-type: none"> • Be sure that you are using the PTV Recorder's remote and that you hold it so that the TiVo button points toward the PTV Recorder. • When you press any button on the PTV Remote Control, does the red light above the TiVo button flash? If not, check to make sure that the batteries are positioned correctly in the remote and that the batteries are good. If the red light does flash, make sure the green receiving light on the PTV Recorder flashes yellow when you press any button on the remote. If it does not, power cycle your PTV Recorder (unplug the AC power cord, wait 15 seconds, then reinsert the AC power cord). <p>If you use cable with a set-top box:</p> <ul style="list-style-type: none"> • Make sure the set-top box is turned on. • Make sure you are using the PTV Remote Control and that you hold it so that the TiVo button points toward the PTV Recorder, not the cable box. • Is the IR Control cable plugged into the lower IR jack on the PTV Recorder? • Is the IR Emitter positioned so that it covers the IR window on the cable box? • Did you select a working code from the list of codes for your cable box during Guided Setup? To verify, use the TiVo button to go to TiVo Central -> Messages & Setup -> Cable/Satellite Box -> Control Cable Setup. Once you find a code that changes your channels, press SELECT to choose that code.



Symptom	Solution
My channels aren't changing (continued)	<p>If you use satellite with a Serial Control cable:</p> <ul style="list-style-type: none">• Make sure the set-top box is turned on.• Is the Serial Control cable plugged into the upper serial jack on the back of the PTV Recorder?• Make sure that the Serial Control cable is connected to the "low speed data" jack on the back of the satellite receiver.• Unplug the satellite set-top box from the wall, then plug it back in.• If you are using an RCA satellite receiver, use your RCA receiver's remote control to specify low speed data. To do this, press the MENU button on the RCA receiver's remote -> Options -> System Options -> Data Port -> Low Speed Data. <p>If you use satellite with an IR Control cable:</p> <ul style="list-style-type: none">• Make sure the set-top box is turned on.• Is the IR Control cable plugged into the lower IR jack on the back of the PTV Recorder, not the cable box.• Is the IR Emitter positioned so that it covers the IR window on your satellite box?• Did you select a working code from the list of codes for your satellite box during Guided Setup? To verify this, use the TiVo button to go to TiVo Central -> Messages & Setup -> Cable/Satellite Box -> Control Cable Setup. Once you find a code that changes your channels, press the SELECT button on the PTV Remote Control to choose that code.

Symptom	Solution
<p>When I power on my TV, I see a blue screen with a frowning TiVo in the upper left corner of my screen.</p>	<p>Your PTV Recorder is having trouble tuning to the channel you are on. Follow these steps to restore the video:</p> <ul style="list-style-type: none"> • If you have a cable/satellite set-top box, make sure it is turned on. • Try changing channels. If you see the frowning TiVo on every channel, your video cable may have come loose. Check to make sure all the cable connections on the back of your PTV Recorder are secure. • Verify that you are receiving a video signal by temporarily connecting the video source directly to the TV. • Power cycle your PTV Recorder (unplug the AC power cord, wait 15 seconds, then reinsert the AC power cord). • If you have a satellite or cable box, go to Messages and Setup, Cable/Satellite Box, Connection to Recorder. Verify that you chose the same cable on this screen that you used to connect your set-top box to the PTV Recorder. • Try swapping out your video cables to determine if one of your cables is bad.
<p>I don't see my cable provider on the list in Guided Setup.</p>	<ul style="list-style-type: none"> • If you are in Guided Setup, use the LEFT navigation arrow to go to the Zip Code screen to verify that you entered the correct zip code. • Go through the first setup call again. See “First Setup Call” in Guided Setup. • Check all of the cable providers listed for your zip code. Make sure your cable company hasn't merged or changed its name.



Symptom	Solution
Audio/Video is out of sync.	<ul style="list-style-type: none">• Try changing channels.• Press the PAUSE button on the PTV Remote Control, move back a frame or two, then press PAUSE again to resume play.• Press the TiVo button to go to TiVo Central, then press the LIVE TV button to return to live television.• Power cycle your PTV Recorder (unplug the power cord, wait 15 seconds, then reinsert the power cord).• If you are using your stereo, it must be hooked up between the PTV Recorder and your TV to avoid an audio/video delay.

