



TIVO STREAM 4K

User Manual

This *User Manual* describes features of the TiVo Stream 4K and TiVo Stream app.

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TiVo Stream 4K User Manual (14 May 2020)



TABLE OF CONTENTS

SETUP	1
Installation	2
Remote Control Pairing	3
On-Screen Setup	4
Adding Sling for Live TV	8
TIVO STREAM APP	11
Launching the App	12
The Home Screen	13
TiVo+ Channels	15
Guide	16
My Shows	17
Search & Browse	19
Recording Shows	23
Parental Controls	25
Casting to your TV	26
Accessibility	27
REMOTE CONTROL	28
Remote Control Buttons	29
Remote Control Pairing	30
Remote Troubleshooting	31

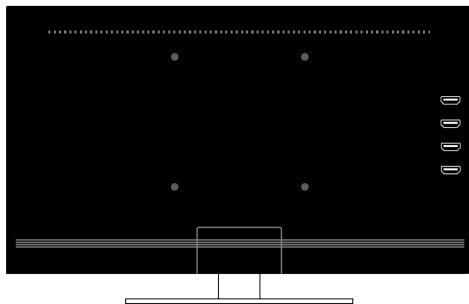


Setup

Installation	2
Remote Control Pairing	3
On-Screen Setup	4
Adding Sling for Live TV	8

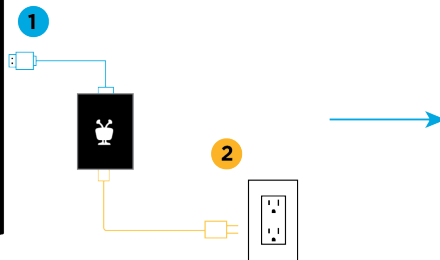
INSTALLATION

TiVo Stream 4K installation is literally 1, 2, 3. Three steps and you're ready to go.



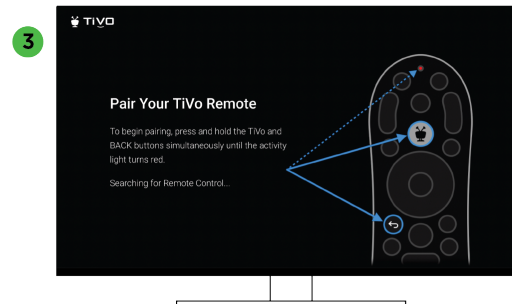
STEP 1

Connect TiVo Stream 4K to your television's HDMI port.



STEP 2



Attach the USB power cord to TiVo Stream 4K and plug it into a wall outlet using the supplied power adapter. **NOTE:** Use only the provided USB adapter. Do not plug directly into a USB port. Failure to plug the provided adapter into a properly powered outlet may result in product malfunction.



STEP 3

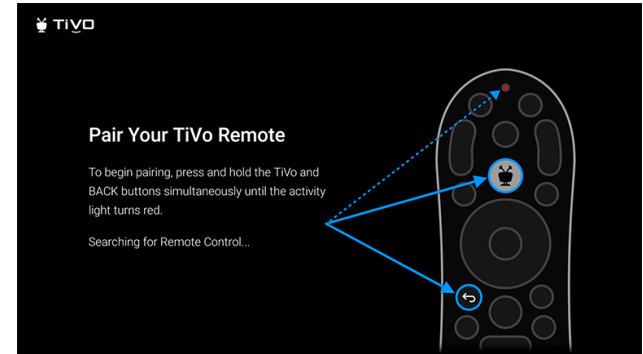
Turn on your TV and follow the on-screen instructions. (If you don't see the TiVo remote pairing screen, you may need to switch HDMI inputs on your TV.)

REMOTE CONTROL PAIRING

To use TiVo Stream 4K, your remote and device must be paired. As noted in [Installation](#), when you plug in your TiVo Stream 4K for the first time, you'll see a remote control pairing screen. As described on screen, press BACK  and the TIVO button  simultaneously until the activity light turns red.

If your remote can control your TiVo Stream 4K, then the remote is paired correctly. If you find that your remote does not control your TiVo Stream 4K, see the manual pairing instructions in [Remote Control Pairing](#).

Once you've paired your remote and TiVo Stream 4K, you're ready to begin setup.



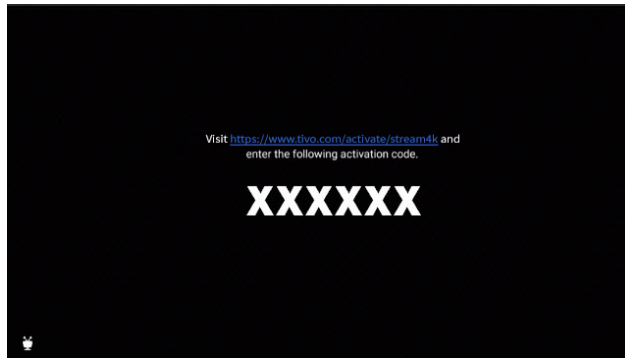
ON-SCREEN SETUP

PART 1: DEVICE SETUP

Once you pair your remote, you'll choose a language, connect your device to your home network, and follow a series of on-screen prompts to set up your device.

During device setup, you will be prompted to sign in to your Google account. With a Google account, you can use your voice to search for shows, open apps on Google Play, and more with Google Assistant. If you don't have a account, you can sign up for one at accounts.google.com/signup. Note that you can choose to create a Google account with your current email address.

PART 2: ACTIVATION



After device setup, you will come to an activation screen (shown at left). Using a computer or mobile device, open a browser and [go to the website provided](https://www.tivo.com/activate/stream4k) to enter the activation code.

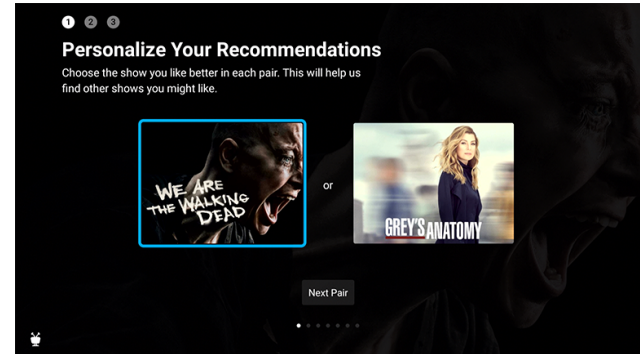
Once the code has been entered correctly in your browser, you're ready to begin [Part 3: Personalize](#).

PART 3: PERSONALIZE

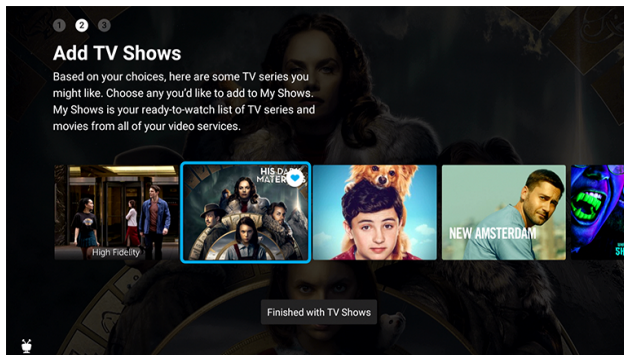
You're now ready to begin personalizing your TiVo Stream 4K experience.

CHOOSE YOUR FAVORITES

First, you'll be asked to choose your favorite from pairs of shows. These choices tell the TiVo Stream app what kinds of programs it should show you first. The more of these pairs you rate, the more your TiVo Stream experience will be geared toward your specific tastes and interests.



ADD TO MY SHOWS

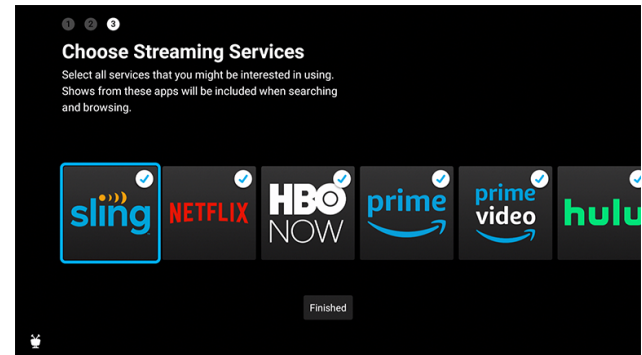


Next, you'll add TV shows and movies to My Shows. My Shows is your all-in-one watch list within the TiVo Stream app, containing all of the shows and movies you add, no matter if they're from Netflix, Prime Video, Sling, or another supported streaming app. Add the shows that you currently watch or would like to watch, so you can find them in a snap later. (Don't worry, you can add TV shows and movies any time, not only during setup.)


CHOOSE STREAMING SERVICES*

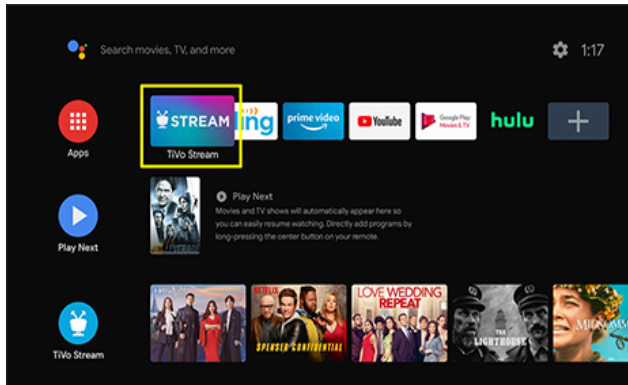
Last, you'll choose streaming services that you use or are interested in using. Shows from these providers will be included when searching or browsing. For the best results, make sure to select as many providers as possible, and be sure to include Sling. See [Adding Sling for Live TV](#).

* Subscriptions to these services are required to watch content.

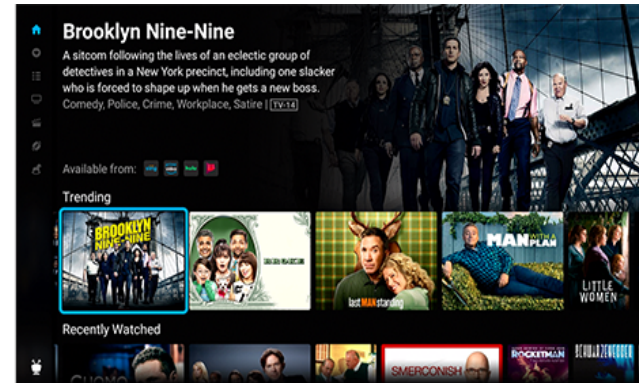


PART 4: LAUNCH THE TIVO STREAM APP

When on-screen setup is complete, you'll see the Android TV home screen. The Android TV home screen contains the TiVo Stream app and any other app you download on Google Play. **Always use the TiVo Stream app** to find and watch shows. **Press the TIVO button  on your remote at any time to launch or get back to the TiVo Stream app.**



Android TV™ Home Screen



TiVo Stream App Home Screen

ADDING SLING FOR LIVE TV

TiVo has partnered with Sling to integrate live TV with your streaming entertainment on the TiVo Stream 4K. Sling is not required to make your TiVo Stream 4K work, but it makes the experience all that much richer. Sling offers over 45 channels, 50,000 on-demand movies and shows, Cloud DVR, and packages to fit into any budget.

Here's how to get Sling on your TiVo Stream 4K:

- [Link Your Accounts](#)
 - [I am already a Sling subscriber.](#)
 - [I signed up for a free trial on TiVo.com.](#)
 - [I'd like a free trial.](#)
 - [I'm ready to sign up \(no free trial needed\).](#)
- [I'm all signed up. What now?](#)

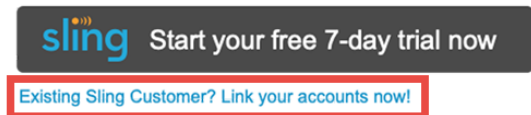
LINK YOUR ACCOUNTS

I AM ALREADY A SLING SUBSCRIBER

When you purchased your TiVo Stream 4K on TiVo.com, you had the option to link your Sling account to your TiVo account. If you linked your accounts at that time, see [I'm all signed up. What now?](#)

If you have not yet linked your accounts, no problem. Just follow these steps:

1. [Sign in to your TiVo account.](#)
2. Locate the *Sling Free Trial* banner below your personal information. Click on the link below the banner that says "Existing Sling Customer? Link your accounts now!"



3. You'll be redirected to Sling.com to sign in and verify your information, and then you'll click a link to return to TiVo.com. Note that Cloud DVR is required to record shows.
4. See [I'm all signed up. What now?](#)

I SIGNED UP FOR A FREE TRIAL ON TIVO.COM

When you purchased your TiVo Stream 4K on TiVo.com, you had the option to sign up for a 7-day free trial from Sling. (A free trial is available to new Sling customers only.) To get the most out of the trial, start using your TiVo Stream 4K as soon as you receive it, since the free trial begins as soon as you sign up. See [Installation](#) and [On-Screen Setup](#) to get started.

If you signed up at that time, see [I'm all signed up. What now?](#)

I'D LIKE A FREE TRIAL

If you want to sign up for a free trial (new Sling customers only) and add Sling to your TiVo Stream 4K:

1. [Sign in to your TiVo account](#)
2. Click the *Sling Free Trial* banner.
3. You'll be redirected to Sling.com to sign up for the free trial, and then you'll click a link to return TiVo.com. Note that Cloud DVR is required to record shows.



Note: The free 7-day trial begins as soon as you sign up. To get the most out of the trial, start using your TiVo Stream 4K as soon as you receive it. See [Installation](#) and [On-Screen Setup](#) to get started.

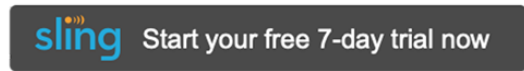
4. See [I'm all signed up. What now?](#)

I'M READY TO SIGN UP (NO FREE TRIAL NEEDED)

If you're ready to skip the free trial and sign up for Sling, here's how:

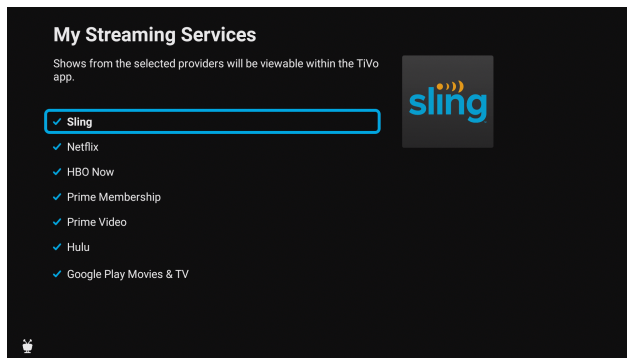
1. Go to Sling.com and sign up for your desired package. Note that Cloud DVR is required to record shows.
2. Once your purchase on Sling.com is complete, sign in to your TiVo account.

3. Locate the *Sling Free Trial* banner below your personal information. Click on the link below the banner that says “Existing Sling Customer? Link your accounts now!”
4. You’ll be redirected to Sling.com to sign in and verify your information, and then you’ll click a link to return to TiVo.com.
5. See [I’m all signed up. What now?](#)



Existing Sling Customer? Link your accounts now!

I’M ALL SIGNED UP. WHAT NOW?




You’re all set! Just go to *Settings > My Streaming Services* in the TiVo Stream app to make sure that Sling is selected as a streaming service. Your Sling channels will be added to the TiVo Stream app automatically.

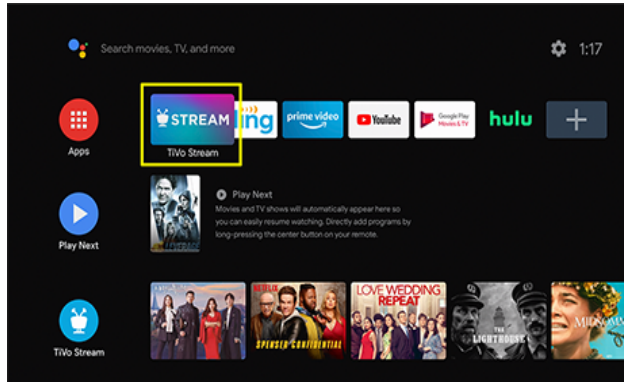


TiVo Stream App

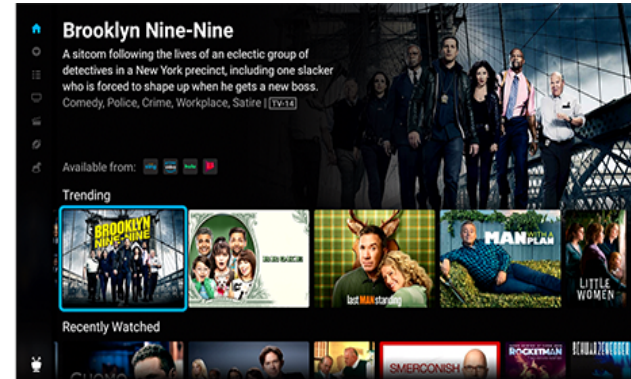
Launching the App	12
The Home Screen	13
TiVo+ Channels	15
Guide	16
My Shows	17
Search & Browse	19
Recording Shows	23
Parental Controls	25
Casting to your TV	26
Accessibility	27

LAUNCHING THE APP

After [On-Screen Setup](#), you'll see the Android TV home screen. The Android TV home screen contains the TiVo Stream app and any other app you download on Google Play. **Always use the TiVo Stream app** to find and watch shows. **Press the TIVO button  on your remote at any time to launch or get back to the TiVo Stream app.**




Android TV™ Home Screen



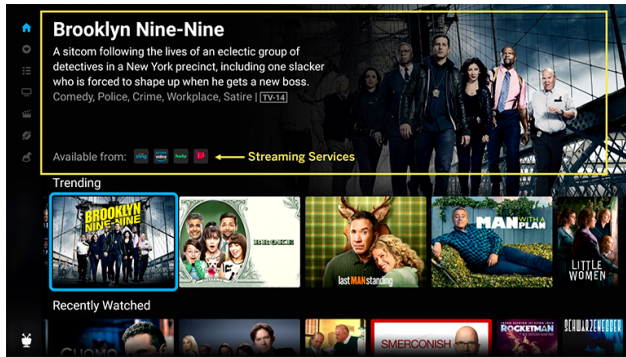
TiVo Stream App Home Screen

THE HOME SCREEN

The Stream 4K Home screen gathers all the shows and movies that matter to you – trending titles on all of your streaming services, your recently watched shows, your live TV channels, and recommended shows based on your ratings and viewing habits. You can reach the Home Screen at any time by pressing the TIVO button  to open the TiVo menu, then navigating to the top and selecting *Home*.

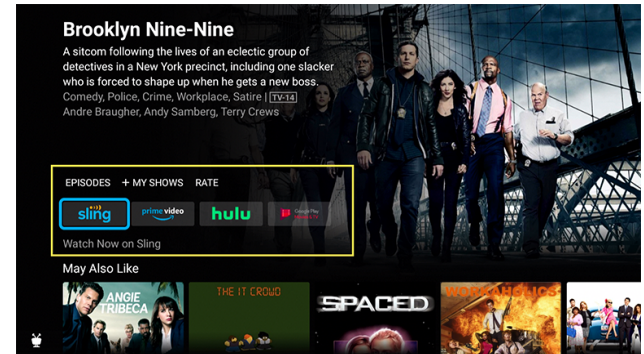
Shows displayed in each Home screen strip will change dynamically based on your usage, and even the categories of the strips will update as your Stream gets to know you better. For example, based on what you've been watching, you might see a "Comedy Movies" or "Health & Fitness" strip one day and an "Oscar Winners" strip a few days later.





As you highlight an item on the Home screen, a description appears at the top of the screen, including information about which of your streaming providers has it available.




Press the center button on your remote to select the highlighted show and view the series or movie details page. (If you select a show airing live, the show will begin playing instead.) From there, you can choose to watch the show from one of your selected streaming providers, explore individual episodes, add the series to My Shows (by selecting +My Shows), change options, and rate the show.

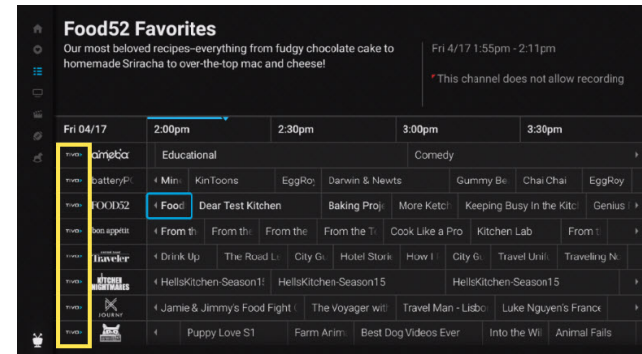


TIVO+ CHANNELS

TiVo+ channels give you access to thousands of the best free shows, movies, and videos previously available to you only online or from separate apps. And they're 100% free. Want to watch cooking shows all day long? Tune to the Food52 or Bon Appetit channel. Feel like a classic film? Check out the American Classics channel. You'll find channels devoted to sports, news, travel, pets, technology, and of course, TV and movie channels galore.

To watch TiVo+ channels on your TiVo Stream 4K:







1. Press the GUIDE button  on your TiVo remote, or press the TIVO button  to open the menu, then select Guide.
2. Look for channels with the TiVo+ logo .

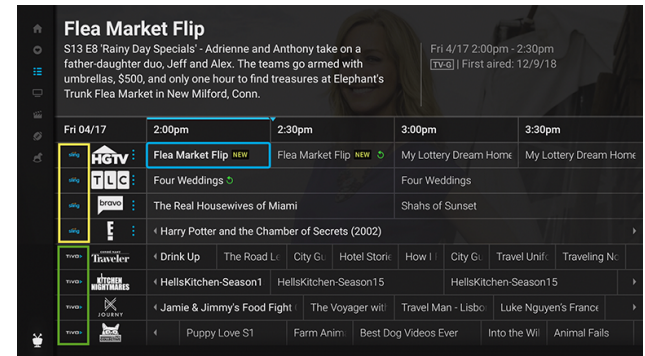


GUIDE

A fully interactive program guide shows you what's playing on TiVo+ and Sling channels. Press the GUIDE button  on your remote control to open the program guide. Look for the Sling logo  to find Sling channels, and the TiVo+ logo  to find TiVo+ channels

Icons in the guide help you navigate to the shows you want:

- New shows: 
- Shows that are being or will be recorded as part of a series (Sling Cloud DVR required): 
- Shows that are being or will be recorded as a single recording, not as part of a series (Sling Cloud DVR required): 
- Shows that can be watched using Start Over: 
- Sling Blue package channels (icon in channel column): 
- Sling Orange package channels (icon in channel column): 



Just select a show to start watching instantly, if the show is currently airing, or to view the details page if the show is on later. On the details page, you can explore other viewing options, rate the show, add an episode/movie to My Shows (by selecting +My Shows on screen), or go to the Series details page to add the entire series to My Shows. Note that TiVo+ shows cannot be recorded or added to My Shows.

MY SHOWS

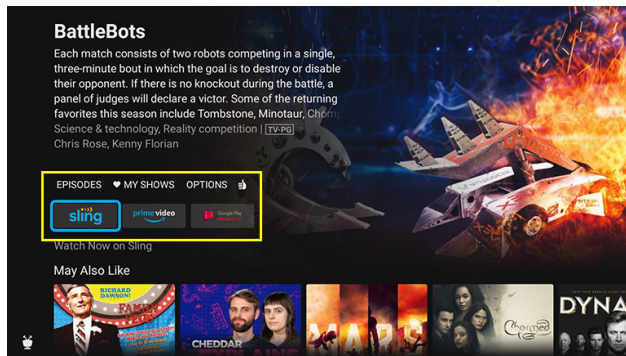
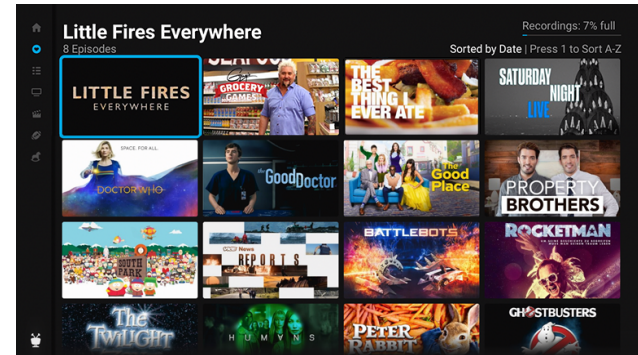
My Shows is your integrated Watch List, containing shows from all of your selected streaming apps. As soon as a show you added to My Shows is available to watch, it will appear there. No more switching apps or inputs – all of your shows are now all in one place.*

To get to My Shows, press the TIVO button  on your remote to open the menu, then choose My Shows.

My Shows is sorted by date. To sort by name instead, press 1 on your remote. Press 1 again to change back.

Select any title from My Shows to go to the details screen.

- If you've selected a series, you'll go to a series detail screen.
- If you've selected a single episode, you'll go to an episode detail screen.
- If you've selected a movie, you'll go to a movie detail screen.

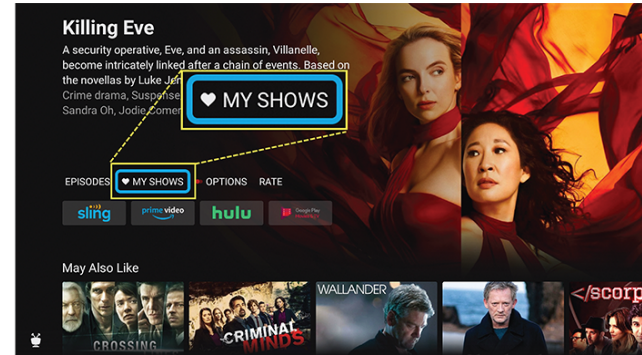
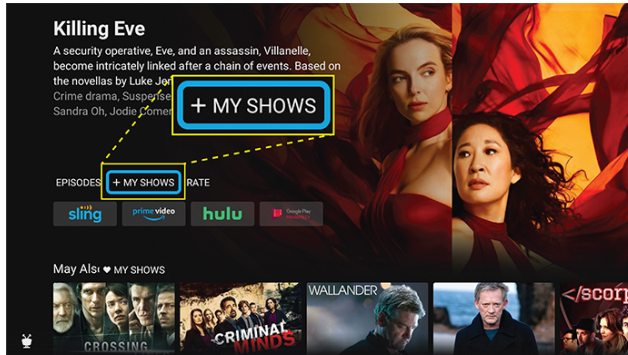


All detail screens allow you to start watching by selecting the streaming app you'd like to use. Depending on the type of show you've chosen, other options on the detail screens may include exploring episodes, adjusting recording options (Sling Cloud DVR required), rating the show, or seeing other shows like it.

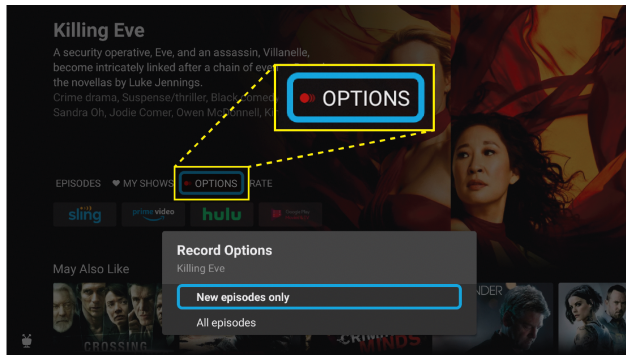
* TiVo+ shows cannot be added to My Shows.

ADDING TO MY SHOWS

On a show or movie's details screen, select +My Shows to add the item to My Shows. All available episodes will be added, no matter which of your streaming providers has it available. Once a show has been added, the + icon is changed to a heart icon, as shown here.



UPDATING RECORDING OPTIONS (CLOUD DVR REQUIRED)



When you add a title to My Shows, if it is available to record with, it will be recorded as it airs. If you see a single red dot ● next to Options on the, a single episode or movie showing is scheduled to be recorded. If you see multiple red dots ●●, then the series is scheduled to be recorded. To adjust which episodes to record (this episode only, new episodes only or all episodes), or to cancel recording all together, select Options. (Sling Cloud DVR required to record.)

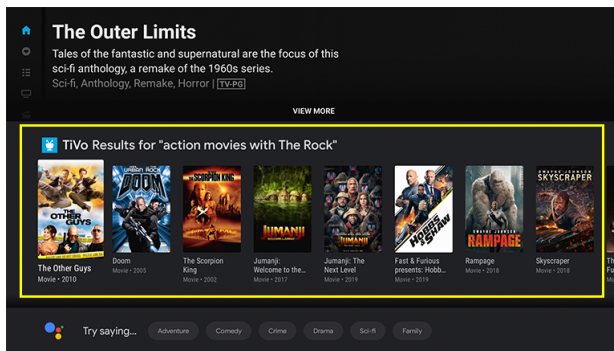
SEARCH & BROWSE

With popular apps like Netflix, Prime Video and Sling baked in, a single search scours all your available apps to find what you want to watch.

GOOGLE ASSISTANT

Do more on your TV with your voice. Press the Google Assistant button on your remote to search what's on now, change channels, record a show, open apps, and more. Here are some things to try


- Search by title: "Play The Bachelor"
- Browse: "Find romantic movies" or "Show me action movies"

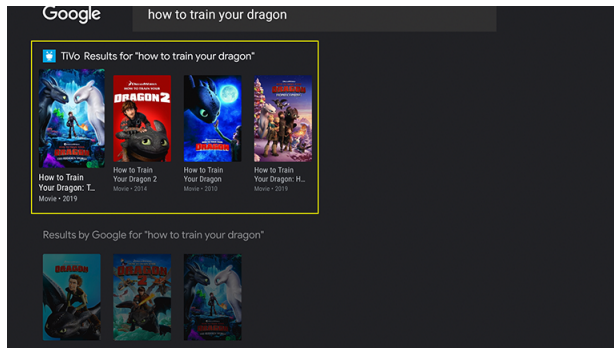
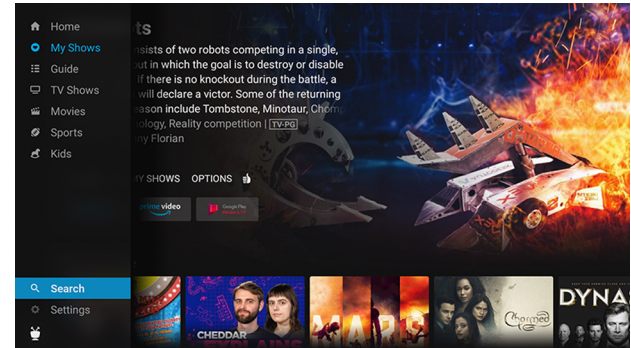


Tivo Stream results will appear above Google Assistant. The first result is selected by default; press the center button to select it, or press RIGHT to choose a different result.


KEYBOARD SEARCH

To use the on-screen keyboard to search:

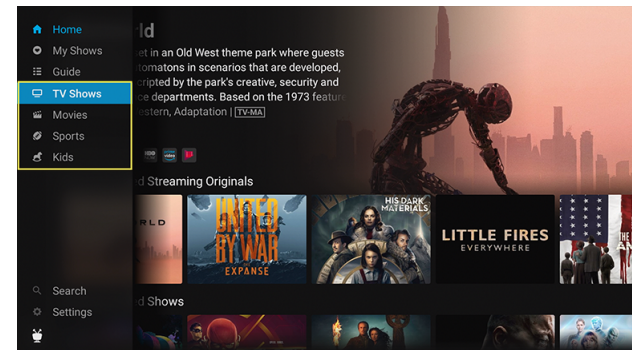
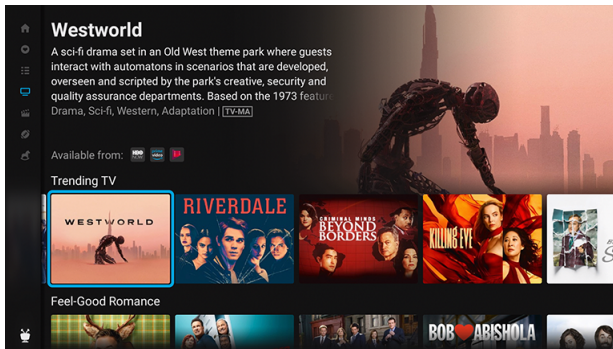
1. Press the TIVO button  to open the menu, then select *Search*.
2. Use the on-screen keyboard to enter your search term. Suggested terms appear above the keyboard as you type.
3. Continue typing or choose one of the suggested terms, then select the magnifying glass to search.
4. TiVo Stream results will appear beneath the search box. The first result is selected by default; press the center button on your remote to select it, or press RIGHT to choose a different result.



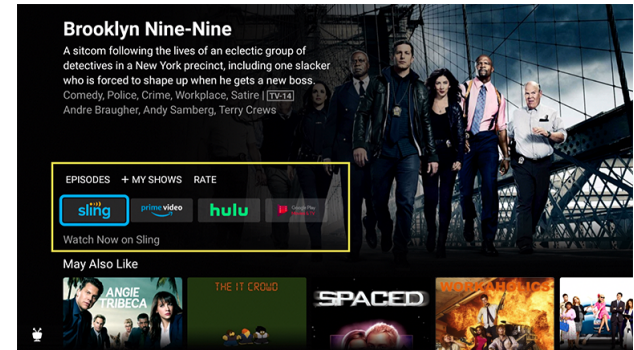
BROWSE

The **Home Screen** is your starting point for browsing. It contains trending titles from all of your streaming services, your recently watched shows, your live TV channels, and recommended shows based on your ratings and viewing habits. But browsing doesn't need to stop there. Press the TIVO button  to open the menu, and then select one of the categories listed: TV Shows, Movies, Sports, or Kids.

Like the Home screen, each of these screens contains trending titles and shows recommended for you, based on your tastes and viewing habits.



Press the center button on your remote to select the highlighted show and view the show details page, where you can choose to watch the show from any of your streaming services that has the show available, explore individual episodes, add the show to My Shows by selecting +My Shows, change recording options (Sling Cloud DVR required to record), and rate the show.

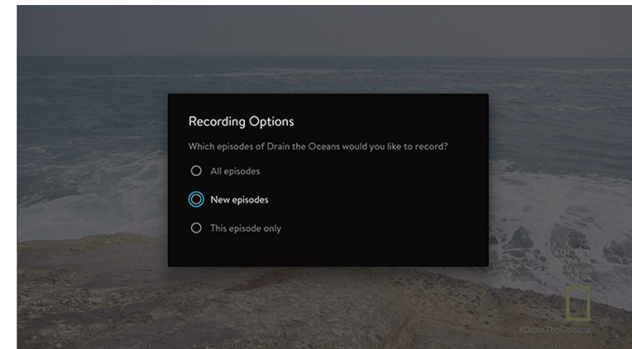
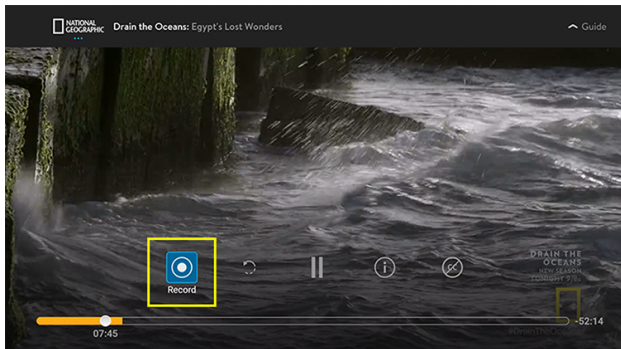


RECORDING SHOWS

To record shows, you'll need a Sling subscription that includes Cloud DVR service.

RECORD THE SHOW YOU'RE WATCHING

Tune to a Sling channel, press the center button on your remote to bring up the on-screen controls, and then select the Record icon (Sling Cloud DVR required). If you see a window asking you to set recording options, choose which episodes you'd like to record.

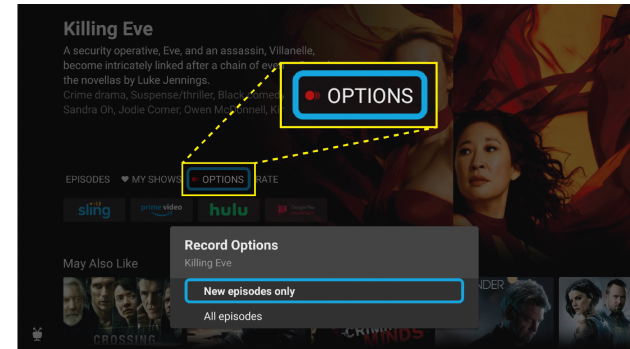


RECORD FROM THE GUIDE

Select an upcoming show from a Sling channel in the program guide to go to the episode details page, then select +My Shows to add it to [My Shows](#). When you add a single episode or movie from the guide, the + icon changes to a heart icon and the selected episode or movie showing will be recorded. A red dot next to *Options* indicates that a single recording is scheduled. To adjust recording options (for instance, to record the whole series instead of just one episode), or to cancel recording all together, select *Options*. (Sling Cloud DVR required to record.)

FIND & RECORD




Find a series or movie, and select +*My Shows* on the show details page. The + icon changes to a heart, and the series or movie will be added to [My Shows](#) and recorded. A single red dot ● next to *Options* indicates that a single recording is scheduled. Multiple red dots ●● indicate that the series will be recorded. To adjust recording options (for instance, to record all episodes instead of only this one), or to cancel recording all together, select *Options*. (Sling Cloud DVR required to record.)



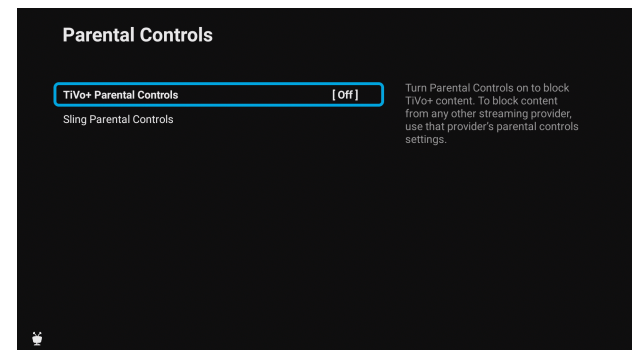
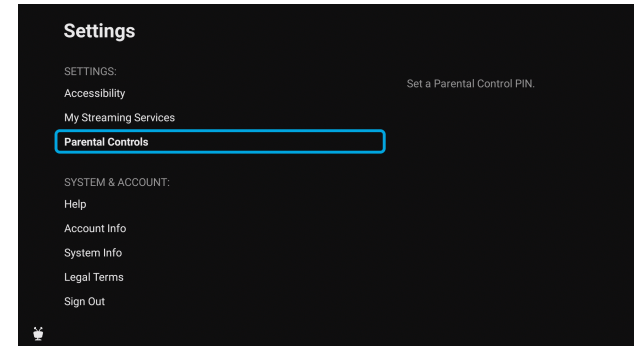
PARENTAL CONTROLS

Parental Controls help you make sure your family has access to only those shows you want them to watch. You can set Parental Controls for TiVo+ and Sling content with the TiVo Stream app. For content from all other streaming providers, use the provider's app to set Parental Controls.

When you turn on Parental Controls, your PIN will be required to watch TiVo+ or Sling content. To turn on Parental Controls:

1. Press the TIVO button  to open the menu, then select *Settings* > *Parental Controls*.
2. Select *TiVo+ Parental Controls* or *Sling Parental Controls*.
3. Follow the on-screen prompts:
 - For TiVo+, you'll be prompted to enter a 4-digit PIN, then re-enter the PIN to confirm.
 - For Sling, the Sling Parental Controls screen will open in the Sling app. Once you are finished setting up or adjusting Sling Parental Controls, press the TIVO button  or BACK button  on your TiVo remote to exit the Sling app and return to the TiVo Stream app.
4. Your PIN will be now be required to watch TiVo+ or blocked Sling content.


Note: To reset your TiVo+ PIN, select *Settings* > *Parental Controls* > *Change PIN for TiVo+*. To reset your Sling PIN, use the Sling app.

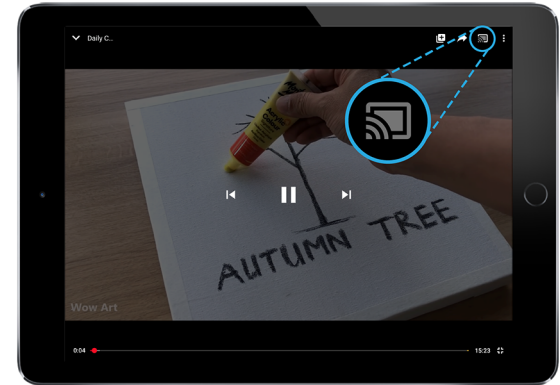
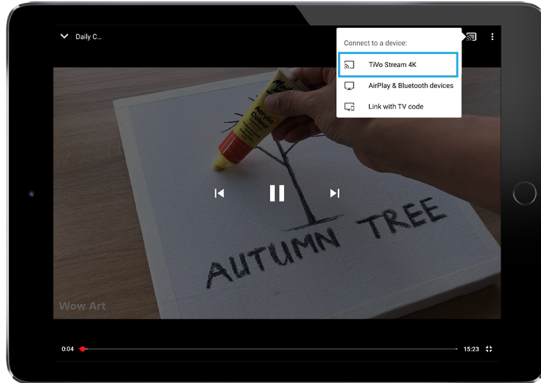


CASTING TO YOUR TV

TiVo Stream 4K has Chromecast built-in™, so you can find shows on your mobile device and watch them on your TV. As you watch, you can even control playback and audio settings from your mobile device.

To cast a show to your TV:



1. Launch an app that supports casting (for example, YouTube) on your mobile device and sign in.
2. Locate and tap the Cast button . This is usually found in the upper or lower right corner of the screen.
3. Choose *TiVo Stream 4K* as the device you would like to use to watch your show. Your content will start playing on your TV.

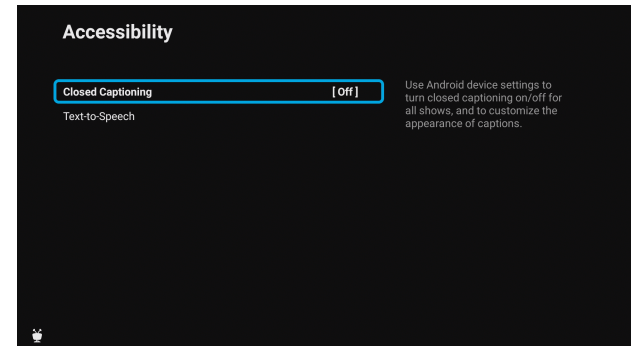
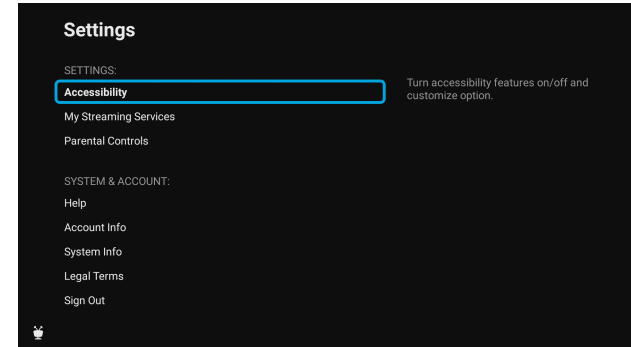


ACCESSIBILITY

Turn accessibility features on or off for TiVo+ shows and adjust options from the Settings menu.

To go to the Accessibility settings screen:

1. Press and hold the **i** (Info) button  while viewing the TiVo Stream guide or menu screens
OR
Press the TIVO button  to open the menu, then select *Settings > Accessibility*.
2. Select *Closed Captioning* or *Text-to-Speech*.
3. The Android settings screen will appear. Turn settings on or off and adjust options, then return to the TiVo Stream app.
4. Your settings will be applied to TiVo+ content.





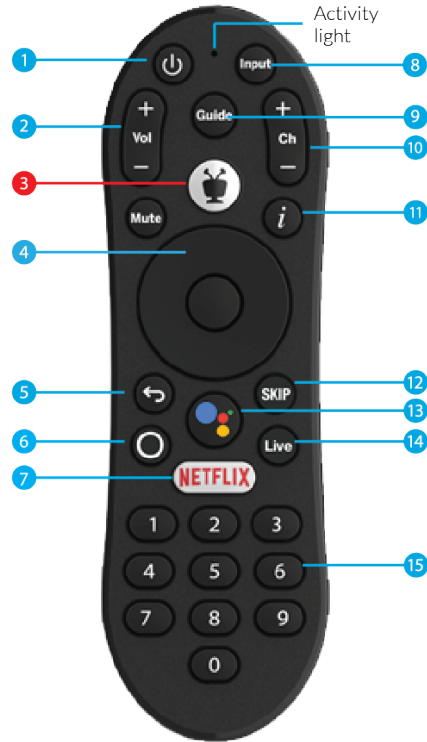
Remote Control

Remote Control Buttons	29
Remote Control Pairing	30
Remote Troubleshooting	31

REMOTE CONTROL BUTTONS

TiVo Stream 4K comes equipped with a full-featured remote that helps get you to your favorites fast and easy. It even has access to Google Assistant!

- 1 POWER turns television on or off.
- 2 VOL and MUTE control the TV audio.
- 3 When using the TiVo Stream app, the TiVo button opens the menu (Guide, My Shows, and more). From the Android TV home screen or any other app, the TiVo button opens the TiVo Stream app.
- 4 While navigating the TiVo menus, UP, DOWN, LEFT, or RIGHT move around, and the center button (OK) selects menu items. While watching video, the center button, LEFT, and RIGHT are used for playback control (pause, fast-forward, rewind). Availability of playback control depends on the show and streaming app.
- 5 BACK goes back to the previous screen. If no previous screen is available, BACK opens/closes the TiVo menu. In some streaming apps, BACK returns to the TiVo Home screen.
- 6 The circle button opens the Android TV home screen.
- 7 NETFLIX launches the Netflix app.



- 8 INPUT changes your video source (TiVo Stream 4K, gaming system, etc).
- 9 GUIDE takes you to the program guide.
- 10 CHANNEL UP/DOWN change the channel while watching live TV, and lets you scroll through the program guide quickly.
- 11 "i" (Info) displays show information when watching TiVo+. Long press while opens the Accessibility settings screen (does not apply when watching video).
- 12 While watching certain shows, SKIP jumps forward 30 seconds. Availability depends on the show and streaming app.
- 13 Press and release the Google Assistant button to control your TV with your voice.
- 14 LIVE jumps to the last watched channel (Sling or TiVo+) from any TiVo Stream app screen, the Android TV home screen, and other apps on your device.
- 15 NUMBER BUTTONS can be used to quickly enter numbers (for instance, when entering a password).

REMOTE CONTROL PAIRING

To use TiVo Stream 4K, your remote and device must be paired. You'll be prompted to do this during device setup, and if your remote can control your TiVo Stream 4K, then the remote is paired correctly. However, if your remote ever becomes unpaired, or if you get a new remote, you may need to pair it manually.

There are two options for doing so.

Manual Pairing Option 1

Press and hold the TiVo and BACK buttons simultaneously until the activity light turns red. The light will flash yellow quickly when the remote is paired.




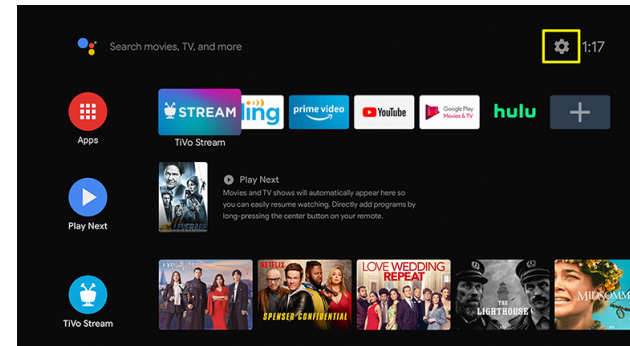
Manual Pairing Option 2

If you are unable to use the remote to reach the Settings screen, press the button on the side of your TiVo Stream 4K for 3 seconds to display the pairing screen. Then follow the on-screen instructions.

Press button for 3 seconds.




Alternatively, you can pair a new remote from the Android TV settings menu. Press the circle button  on the remote to go to the Android TV home screen, then choose the gear icon to go to the Android TV settings menu. Select *Remotes & Accessories* to pair your remote.



REMOTE TROUBLESHOOTING

If your remote cannot be paired with your TiVo Stream 4K, you may need to perform a factory reset of the remote. This reset will unpair your remote from your TiVo Stream 4K and all other devices it is paired with.

1. Press and hold the TiVo and TV POWER buttons on the remote simultaneously for approximately 3 seconds.
2. The activity indicator will be lit red and will stay on.
3. Press VOLUME DOWN 3 times, and then press the TIVO button .
4. The activity indicator will flash red 3 times.
5. Pair your remote by following the instructions in [Remote Control Pairing](#).