

Guide to the TiVo 1TB Expander Drive by Western Digital

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What is the TiVo® 1TB Expander Drive by WD?

The TiVo 1TB Expander Drive is a TiVo certified external device for adding additional recording capacity to the TiVo media device. It adds up to 200 hours of high definition recording time or up to 400 hours of additional standard definition recording time, depending on the system and signal quality. The TiVo 1TB Expander Drive by Western Digital is the only TiVo certified external expander device supported for use with the TiVo media devices.

How it works:

The TiVo media device uses the Expander Drive as if it were part of the internal hard drive. Once the Expander Drive is connected, the TiVo media device stores each recorded program partly on the internal drive and partly on the Expander Drive. Therefore, once it is connected, the total recording capacity of the TiVo media device becomes 1.16TB and the content of the TiVo 1TB Expander Drive cannot be separated from the content of the media device.

For this reason, it is not possible to move the TiVo 1TB Expander Drive from one TiVo media device to another. All or most of the recorded content from the TiVo media device and all of the content of the TiVo 1TB Expander Drive will be lost once the Expander Drive has been formatted by another media device.

The Do's and Don'ts:

Do:

- Ensure that you do not obstruct the front panels of the Expander Drive as this will reduce its cooling airflow.
- Restart your TiVo to enable it to recognise that the Expander Drive is connected. Go to Tivo Central > Messages & Settings > Restart or Reset System > Restart TiVo Media Device.
Connecting the TiVo 1TB Expander Drive for the first time will not cause your existing recordings and settings to be deleted.
- Take every opportunity to delete the programs you have already watched.

Don't:

- Stack the Expander Drive on top of, or block the vent holes of, other components in your entertainment centre.
- Unplug or disconnect the drive while the TiVo media device unit is plugged in or operating – this will cause the media device to restart and it will not recover until the Expander Drive is reconnected and the media device is subsequently restarted, or the device is permanently removed.
- Try to transfer recordings from one media device to another. The TiVo 1TB Expander Drive is not designed to be used as a portable device or as an attachment to a computer. If you attempt to attach it to a computer, you will not be able to view the recorded content as this will require reformatting, which causes the current contents to be erased.

- Use your TiVo 1TB Expander Drive as a permanent storage device, archive or library.

For technical support regarding the TiVo 1TB Expander Drive by Western Digital, visit the Western Digital product support website at <http://support.wdc.com>.

How to Install Your TiVo 1TB Expander Drive by WD

- 1) Prep your TiVo 1TB Expander Drive by plugging in the accompanying power plug and letting the expander warm-up for 15 seconds.
- 2) Unplug your TiVo media device from the power source.
- 3) Plug the included ESATA cable into the media device expander and connect it to the ESATA port on the TiVo, located at the back of the set top box above the Antenna-In port.
- 4) Power up your TiVo again by re-connecting it to the power source.
- 5) Your TiVo media device will run through the Powering Up screens and if the expander is recognised, will initiate the Expander Drive set-up immediately. If the External Storage Installation screen does not appear, simply press the LIVE TV button on your remote, wait 5 seconds, and then return to TiVo Central by pressing the TiVo button.
- 6) The External Storage screen will display asking if you would like to connect the media device expander to your TiVo media device. To continue with the process, press the THUMBS DOWN button three times and then ENTER on your remote.
- 7) Your TiVo media device will now restart and run through the marriage process, configuring the expander for use with your TiVo media device. This will take between 5 and 10 minutes, please be patient.
- 8) Once your TiVo restarts and displays the TiVo Central screen, your TiVo 1TB Expander Drive by Western Digital is ready to use!

NOTE: Once an expander is married to a specific TiVo, it should remain connected to that media device. To move the TiVo 1TB Expander Drive for use with another media device, you will need to uninstall the expander and reinstall it on the new media device. This will result in a loss of most, if not all, recordings saved to the original TiVo media device.

NOTE: If the TiVo 1TB Expander Drive by Western Digital powers down or is disconnected for any reason while connected to the TiVo, your TiVo will automatically reboot and display the "Remove External Storage" screen. To return to normal functionality, simply shut down your TiVo media device by unplugging it, plug the TiVo 1TB Expander Drive by Western Digital into the TiVo media device, and re-connect the TiVo media device to the power source.

NOTE: Once a TiVo 1TB Expander Drive by Western Digital is installed, your TiVo media device will not function without the Expander Drive connected. The expander must remain connected until you wish to uninstall it permanently.

For technical support regarding the TiVo 1TB Expander Drive by Western Digital, visit the Western Digital product support website at <http://support.wdc.com>.

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How to Uninstall Your TiVo 1TB Expander Drive by WD

- 1) Shut down your TiVo media device by unplugging it from the power source.
- 2) Remove the ESATA external hard drive connection from the back of the TiVo media device, located just above the Antenna-In port.
- 3) Power up your TiVo media device by re-connecting the power source.
- 4) The “Remove External Storage” message will display, press THUMBS DOWN three times and then ENTER on your remote.

NOTE: Removal of your TiVo 1TB Expander Drive by Western Digital will result in deletion of most, if not all, previously saved recordings from your Now Playing List.

- 5) Your TiVo media device will now reboot and resume normal behaviour. Any settings, Season Passes, and previously requested recordings will not be affected and continue as before.

For technical support regarding the TiVo 1TB Expander Drive by Western Digital, visit the Western Digital product support website at <http://support.wdc.com>.

How to Move the TiVo 1TB Expander Drive by WD from One TiVo to Another

NOTE: Moving your TiVo 1TB Expander Drive from one TiVo to another will result in the loss of most, if not all, previously recorded programs.

- 1) Unplug the ESATA cable from the back of the TiVo media device, located on the back of the TiVo above the Antenna-In port.
- 2) Your TiVo media device will recognise the removal within 3 minutes and reboot.
- 3) The “Remove External Device” message will display. Press the THUMBS DOWN button three times and then ENTER on your remote to initiate the uninstall.
- 4) Plug the TiVo 1TB Expander Drive ESATA cable into the ESATA port on the back of your second TiVo media device. Make sure the Expander Drive is plugged into a power source. On your second TiVo media device, go to TiVo Central > Messages & Settings > Restart or Reset System > Restart TiVo Media Device. Your TiVo media device will reboot.
- 5) Upon restart, the second TiVo media device will acknowledge that the TiVo 1TB Expander Drive is associated with another TiVo media device. You will be given the option to disconnect the TiVo 1TB Expander Drive. To continue with the installation, press THUMBS DOWN three times and then ENTER on your remote.
- 6) The second TiVo media device will reboot and install the TiVo 1TB Expander Drive by Western Digital.
- 7) Once restarted, both of your TiVo media devices will resume normal functionality.

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TiVo 1TB Expander Drive by WD FAQ

What TiVo-supported external storage devices are available for use with the TiVo media device?

The TiVo Expander Drive by Western Digital is the only TiVo-verified external storage device supported for use with TiVo media devices.

Neither Hybrid Television Services nor TiVo Inc are responsible for the results of any attempt to add an unsupported external storage device.

What is the TiVo 1TB Expander Drive by WD?

The TiVo 1TB Expander Drive is a TiVo-verified external device for adding additional storage capacity to your TiVo media device. It adds up to 200 hours of high definition recording time or up to 400 hours of additional standard definition recording time, depending on the system and signal quality.

How do I know whether a recorded program is on the TiVo media device or the TiVo 1TB Expander Drive?

The TiVo media device stores each recorded program partly on the internal drive and partly on the Expander Drive.

Can I use a TiVo 1TB Expander Drive with my TiVo media device if the internal hard drive has been modified by myself or a third party?

No. We strongly discourage anyone with a modified internal drive from using a TiVo 1TB Expander Drive. Adding a TiVo 1TB Expander Drive to a media device with a modified internal drive may damage the media device and render it completely unusable.

Can I access recordings on the TiVo 1TB Expander Drive with more than one TiVo media device?

No. You cannot move recordings from one TiVo media device to another using the TiVo 1TB Expander Drive. Most, if not all, of the recorded content from the original TiVo media device and all of the content of the TiVo 1TB Expander Drive will be lost if the Expander Drive is installed on another media device.

Can I move the TiVo 1TB Expander Drive from one TiVo media device to a different TiVo media device?

Yes, the TiVo 1TB Expander Drive can be moved to another TiVo media device, but all recordings will be cleared from the TiVo 1TB Expander Drive and most, if not all, recordings will be cleared from the original TiVo media device. In other words, you

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cannot move recordings from one device to another with the Expander Drive. Once installed on a different TiVo media device, the Expander Drive is cleared of all previous recordings.

Can I use more than one TiVo 1TB Expander Drive with my TiVo® media device?

No. You can only use one Expander Drive with a TiVo media device.

Can I use the TiVo 1TB Expander Drive to transfer recordings from one media device to another?

No, the TiVo 1TB Expander Drive is not designed to be used as a portable device or as an attachment to a computer.

What will happen if the TiVo 1TB Expander Drive is plugged into a computer?

You cannot view the recorded content on your TiVo 1TB Expander Drive if you connect it to a computer. To use the Expander Drive with a computer, you must first reformat it, which erases all its current contents.

Can I disconnect the TiVo 1TB Expander Drive from a TiVo media device?

Do not unplug or disconnect the drive while the media device unit is plugged in or operating. To safely disconnect the drive from a TiVo media device, first unplug the media device from its power source, wait 10 seconds, and then disconnect the Expander Drive. Disconnecting the TiVo 1TB Expander Drive while the media device is in use will cause the media device to restart. It will not recover until the Expander Drive is reconnected and the media device is subsequently restarted, or the drive is permanently removed.

Where should I place the TiVo 1TB Expander Drive in an entertainment center?

Ensure that you do not obstruct the front panels of the Expander Drive as this will reduce its cooling airflow. Some electronic components have vent holes in the tops and sides allowing heat to escape. Do not stack the Expander Drive on top of, or block the vent holes of, other components in your entertainment centre.

How will I know when the TiVo 1TB Expander Drive is almost out of recording space?

The TiVo media device uses the Expander Drive as if it were part of the internal hard drive. When trying to schedule the next recording, the media device will provide an

on screen warning if there is insufficient space available. If this is the case, you may need to delete some previously recorded programs.

What if my media device needs to be replaced?

Any previously recorded content on your Expander Drive will not be available for viewing on your replacement media device. The TiVo 1TB Expander Drive will have to be reformatted before use with the new TiVo media device, causing all recordings that were previously saved to be erased.

My TiVo media device reboots while the TiVo 1TB Expander Drive is connected.

Your TiVo media device will reboot any time the Expander Drive is disconnected or shut off. Check your ESATA and power source connections to make sure they are fully connected in the ports. Check for any faulty wiring by bending and pinching the ESATA cable and power plug. If your Expander Drive flickers on and off, your cable/power plug needs replacing.

If this does not solve the problem, please visit <http://www.tivo.com.au/support> and click the “Ask a Question” button to contact Customer Support.

Can I plug in my TiVo 1TB Expander Drive at any time?

In order for your TiVo to recognize that the Expander Drive is connected, it was be restarted. Go to TiVo Central > Messages & Settings > Restart or Reset System > Restart TiVo Media Device.

How long can I keep my recordings on my TiVo 1TB Expander Drive?

You can keep program recordings until you have been able to watch them at a more convenient time and must then delete them as required by copyright laws. The TiVo 1TB Expander Drive is not intended to be used as a permanent storage device, archive or library.

For technical support regarding the TiVo 1TB Expander Drive by Western Digital, visit the Western Digital product support website at <http://support.wdc.com>.