



HYBRID TELEVISION SERVICES

# Quick Guide

TiVo Desktop 2.8 for PC



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## Installation and User Guide

### Installation

For system requirements please refer to [here](#).

1. Login to My Account (<http://mytivo.co.nz/myaccount> in New Zealand and <http://mytivo.com.au/myaccount> in Australia) and write down your 10-digit Media Access Key and 26-character Desktop Plus Key (displayed on your My Account Dashboard). NOTE: it may take up to 24 hours for this to appear on your TiVo media device.
2. On the left hand pane of My Account, select “Home Networking Package” and follow the instructions to download TiVo Desktop 2.8 for PC.
3. Run the downloaded installation package and follow the prompts to complete the installation.
4. When you run TiVo Desktop for the first time, you will be prompted for your Desktop Plus Key and Media Access Key (Refer to step 1 for information on obtaining these keys).
5. Please restart your TiVo media device and PC.  
NOTE: TiVo Desktop may not function properly until devices have been restarted.
6. You are now ready to begin using TiVo Desktop 2.8!

### Transferring recordings to your PC

1. In TiVo Desktop, click “Pick Recordings to Transfer”. A list of programs from your TiVo media device’s Now Playing List will appear.
2. Tick the box next to each program you wish to transfer.  
NOTE:  symbols mean that you cannot transfer this program due to copyright protection.
3. Click “Start Transfer”. Transfers will begin immediately, one at a time, and can be viewed in the Transfer Status window.

4. Once completed, transferred programs will display in your TiVo Desktop's Now Playing List.

### **Transferring video to your TiVo**

Your PC must be turned on with TiVo Desktop 2.8 running

1. On your PC, open My Documents > My TiVo Recordings.

NOTE: You can change the location of this folder under File > Preferences.

2. **Copy** the home videos you wish to transfer to your TiVo into the My TiVo Recordings folder.
3. These will now display in your TiVo Desktop's Now Playing List.
4. On your TiVo, navigate to TiVo Central > Now Playing List.
5. Scroll down to the bottom of the list and select your "Now Playing on [YOUR PC]".
6. Select the video you wish to transfer and follow the screen prompts to begin the transfer.
7. While the video is transferring, a blue light will be lit on your TiVo media device.
8. Once the blue light turns off, the video has finished transferring. You can find the transferred video in your TiVo Now Playing List.

NOTE: Video can be played whilst transferring but network speed limitations may cause video to pause.

NOTE: Your TiVo media device will only transfer one file at a time; additional files will be queued for transfer later.

#### **Supported files include:**

- Windows Media Video (.wmv)
- QuickTime Movie (.mov)
- MPEG-4/H.264 (.mp4, .m4v, .mp4v)
- MPEG-2 (.mpg, .mpeg, .mpe, .mp2, .mp2v, .mpv2)
- DivX and Xvid (.avi, .divx)

## **Stream music to your TiVo**

1. In TiVo Desktop, click “Share Music, Photos & Videos” on the left-hand pane.
2. Click on the “Music” tab.
3. Click on “Add Music” and select a music folder to stream to your device.
4. On your TiVo, navigate to TiVo Central > Music, Photos & Showcases > Music on [YOUR PC].
5. Use the Play, Pause, and directional arrows to control your music playback.

NOTE: digital rights management content, such as ACC files, will not play on your TiVo.

## **Stream photos to your TiVo**

1. In TiVo Desktop, click “Share Music, Photos & Videos” on the left-hand pane.
2. Click on the “Photos” tab.
3. Click on “Add Photos” and select a photo folder to stream to your device.
4. On your TiVo, navigate to TiVo Central > Music, Photos & Showcases > Photos on [YOUR PC].
5. Use the Play, Pause, and directional arrows to control your photo playback.

## Troubleshooting

- Please restart both your PC and your TiVo media device after installation. Failure to do this may result in a 3-43-100 error.
- If your TiVo Desktop 2.8 software and your TiVo media device are not seeing each other:
  - Make sure that your Media Access Key (MAK) is visible on your media device under TiVo Central > Messages and Settings > Account and System information > Media Access Key
    - If you are not seeing this, ensure that the Home Networking Package is activated on your account using your dashboard on the My Account website.
    - Try forcing a connection through TiVo Central > Messages and Settings > Settings > Network > Connect to the service now
  - If your PC or router is using a firewall ensure that your settings are not blocking TiVo desktop.
- If you are having issues transferring videos or streaming content to and from your TiVo:
  - In TiVo Desktop navigate to Services > TiVo Server Properties and under the Network tab change the Discovery Protocol from Bonjour for Windows to TiVo Beacon.
  - Check that any security software on your PC is set to allow the following processes used by TiVo Desktop - TiVoNotify.exe, TiVoServer.exe, TiVoTransfer.exe, Bonjour.exe, Beacon.exe, Curl.exe. To do this you will need to alter your trusted application settings within your security software.
  - If you are using Kaspersky Antivirus there is a known issue in which Kaspersky will cause any transfers to cancel once they reach a file size of 2GB (2,048MB). If you are using this security package we recommend disabling it whilst attempting transfers.

**Known Issues:**

- Certain Channels/Programs may not transfer, and you may see a Server Busy message. If this occurs you will need to re-start your PC and your TiVo media device.
- Some XVID content may playback at an abnormally fast speed
- If you have .wmv files contained within a subfolder of your My TiVo Recordings folder, this may cause the TiVo Desktop server to stop.

We are working towards resolving these issues as soon as possible

For further troubleshooting, please visit the TiVo Support website

## Minimum System Requirements

The following minimum requirements are recommended for full TiVo Desktop Plus functionality:

- CPU: 2.2GHz Intel Pentium 4 or equivalent. (Dual Core recommended)
- RAM: 1GB of System Memory
- 5GB free disk space
- Approximately 5GB of additional disk space for any recording transferred
- Operating System:
  - Windows 7 (32 bit)
  - Windows Vista (32 bit)
  - Windows XP (32 bit) with Service Pack 2 or later.
- Windows Media Player 11.
- Apple® Quicktime 7.13 or above.
- Java Runtime environment 1.50\_06 or higher if running Windows XP or Java Runtime environment 1.6 or higher if running Windows Vista

NOTE: New Zealand users may experience playback issues on H.264 Video content if their PC is not running a high performance CPU and graphics card.