



**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 1.12 (October 2021)*



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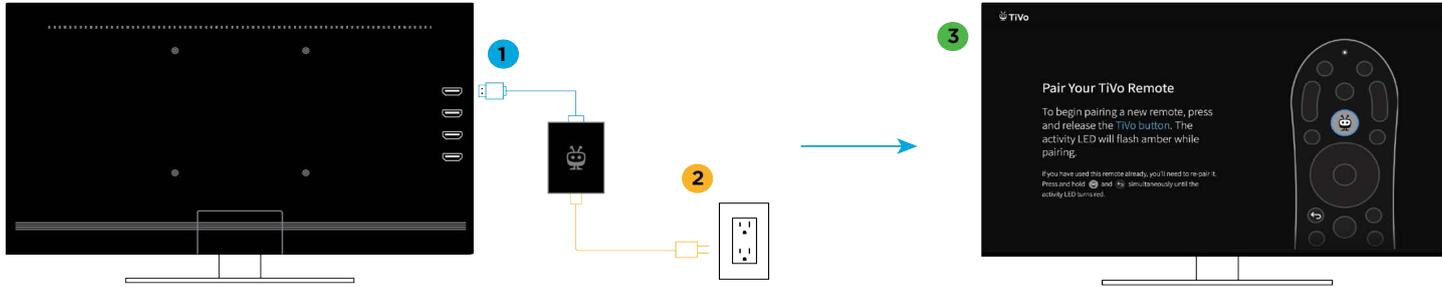


# Setup

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# 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.)

# INITIAL 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 the TIVO button  to start the pairing process.

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, or if you would like to pair a different remote, see the manual pairing instructions in [Remote Control Pairing](#).

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



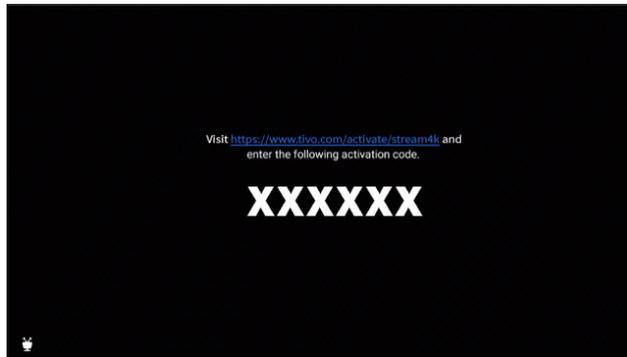
# ON-SCREEN SETUP

## 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](https://accounts.google.com/signup). Note that you do not need a Gmail address to create a Google account.

## 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.

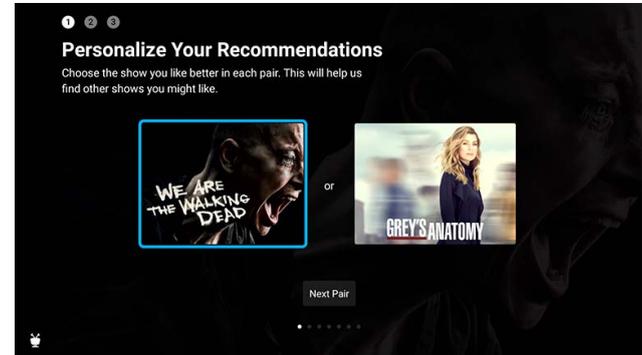
Once the code has been entered correctly in your browser, you're ready to begin [Part 3: Personalize](#).

## PART 3: PERSONALIZE

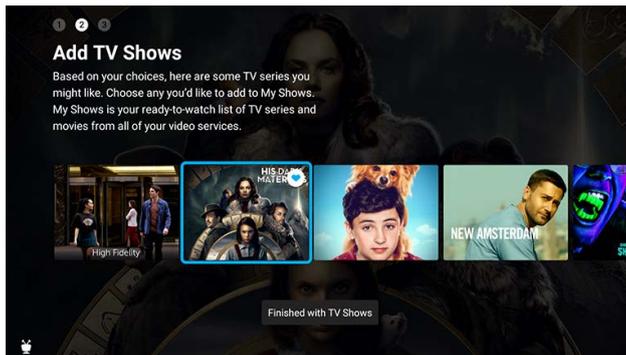
You're now ready to begin personalizing your TiVo Stream 4K experience.

### 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

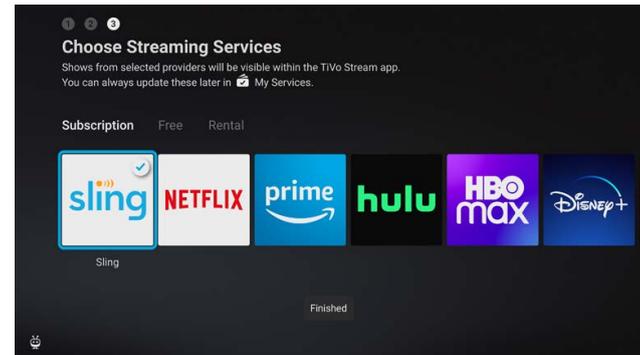


Next, you'll add TV shows and movies to My Shows. My Shows is your all-in-one watch list within the TiVo Stream app, containing all of the shows and movies you add, no matter if they're from Netflix, Prime Video, Sling, or another supported streaming service. Add the shows that you currently watch or 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 the subscription, free, or rental 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](#).

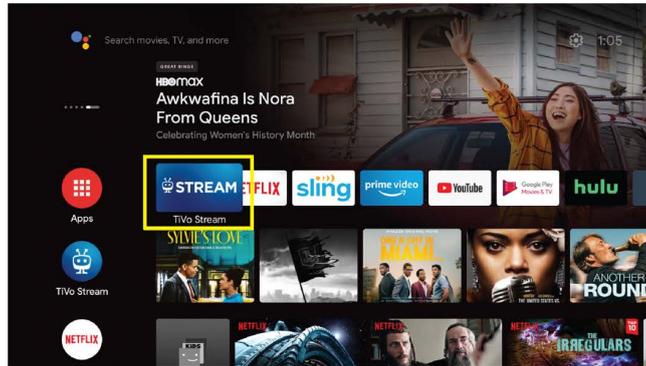
\* Subscriptions to these services are required to watch content.



## 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



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 it 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 don't have Sling yet.](#)
- [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 banner on the My Account screen. 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?](#)

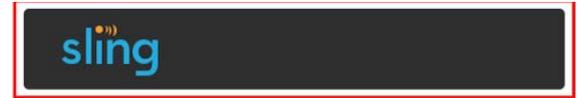


[Existing Sling customer? Link your accounts now!](#)

## I DON'T HAVE SLING YET

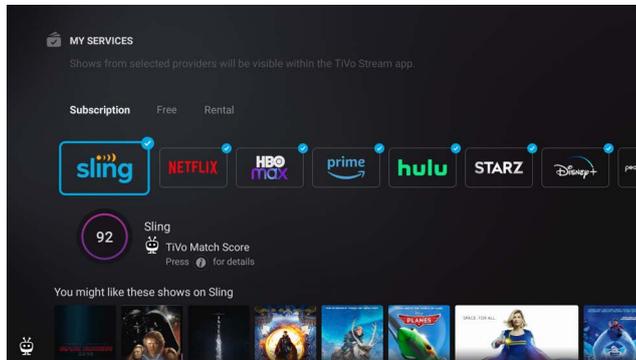
Signing up for Sling and adding Sling to your TiVo Stream 4K is simple.

1. Sign in to your TiVo account.
2. Click the Sling banner on the My Account screen.
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.
4. 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 *My 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.



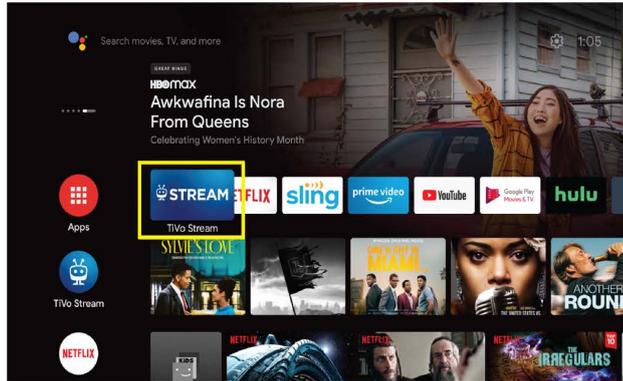
# TiVo Stream App

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# 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

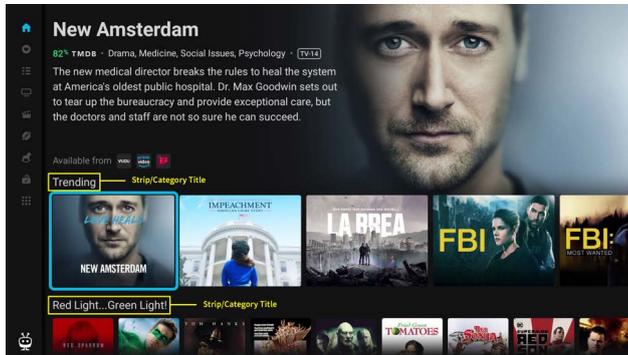


Stream App Home Screen

# 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 the show available.

Press OK/SELECT 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. You can also press and hold OK/SELECT to add the show to My Shows without visiting the series detail page.



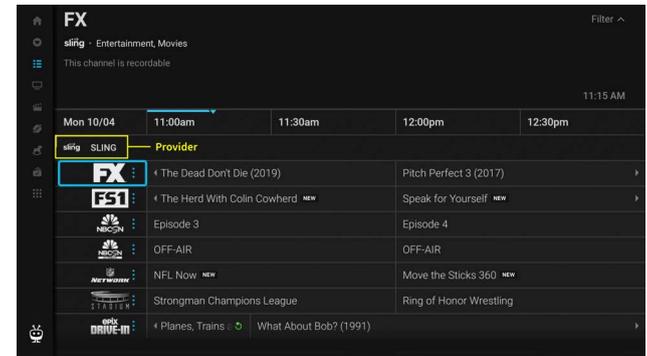
# GUIDE

Press the GUIDE button  on your remote control to open the program guide. This fully interactive guide shows you what's playing on TiVo+, Sling, and Pluto channels. Look for the provider's logo at the top of the channel column to find groups of channels. With a channel highlighted, press CHAN UP/DOWN to jump to the next group of channels.

Select a currently airing show to start watching instantly, or select an upcoming show to view the details page. (You can also press and hold OK/SELECT to add the show to My Shows quickly.)

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

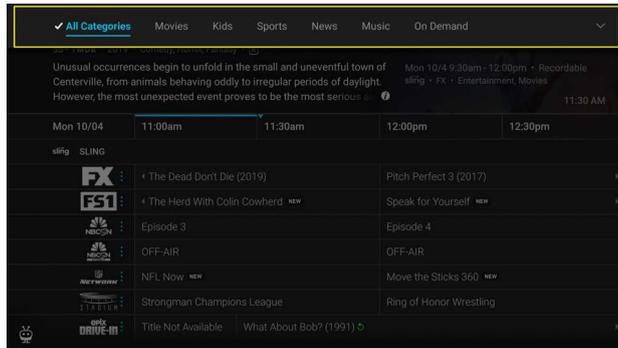
- Show will be recorded as part of a series (Sling Cloud DVR required): 
- Show will be recorded as a single recording, not as part of a series (Sling Cloud DVR required): 
- Show or channels that cannot be recorded: 
- Shows that can be watched using Start Over: 
- Sling Blue package channels (icon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



## MOVING AROUND THE GUIDE

- Press UP, DOWN, LEFT, or RIGHT to move one cell at a time.
- Press CHANNEL UP or DOWN to one screen at a time. Press and hold to jump through screens quickly.
- Press and hold LEFT or RIGHT to move quickly left or right
- With a channel cell highlighted, use CHANNEL UP or DOWN to jump to the first listing for the next provider.

## GUIDE FILTERS

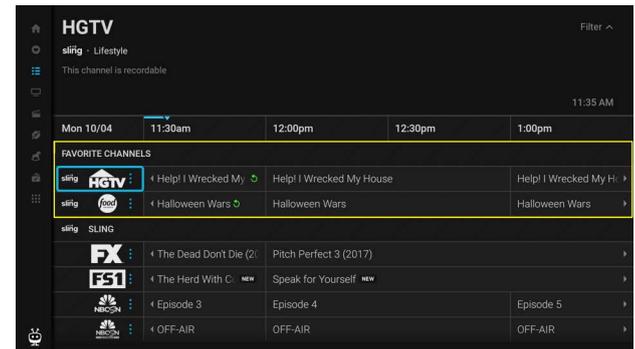


Press UP from the top of the guide to open the filter bar. Choose a show type to filter the guide.

## FAVORITE CHANNELS

To choose a favorite channel, highlight a channel cell. Press and hold OK/SELECT, then choose *Add to Favorite Channels*.

Favorite channels appear at the top of the guide.

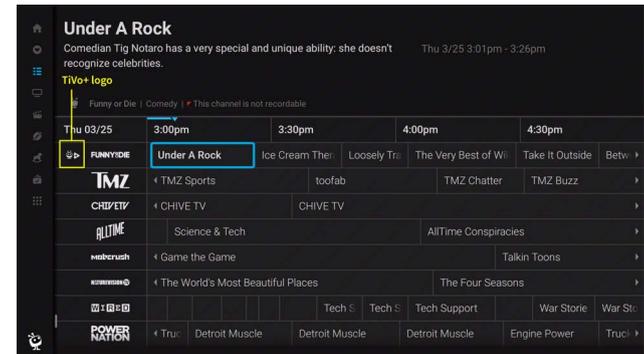


## TIVO+ CHANNELS

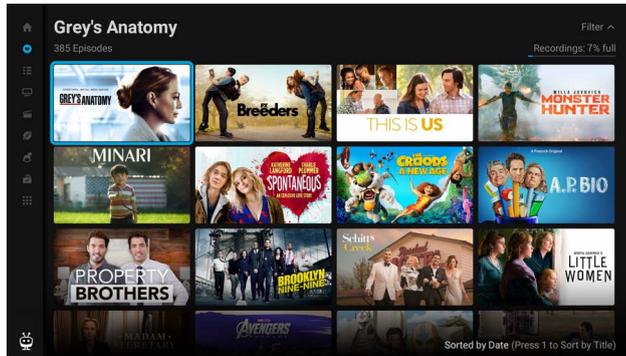
TiVo+ channels give you access to thousands of the best free shows, movies, and videos previously available to you only online or from separate apps. And they're 100% free. Want to watch cooking shows all day long? Tune to the Food52 or Bon Appetit channel. Feel like a classic film? Check out the American 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 the TiVo+ logo. All channels listed under that logo are TiVo+ channels.



# MY SHOWS



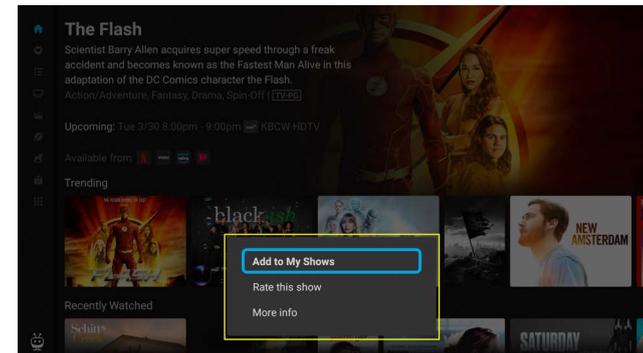
My Shows is your integrated Watch List, containing all shows you've added, regardless of the streaming provider. No more switching apps or inputs – all of your shows are now all in one place.

To get to My Shows, press the TIVO button  on your remote to open the menu, then choose *My Shows*. The first time you access My Shows, it will likely be empty; that's because you haven't added anything yet. Once you start adding shows, you'll find them all here.

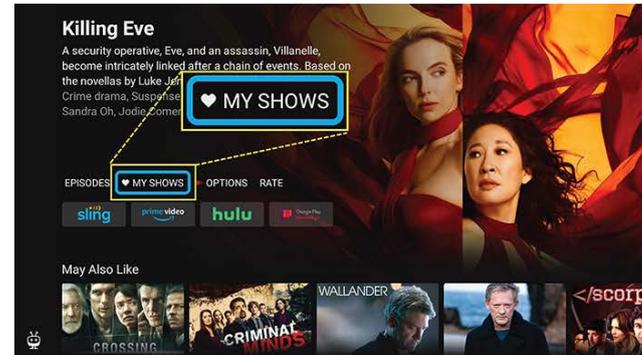
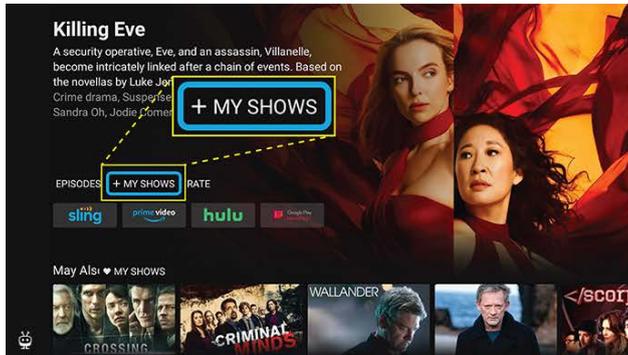
My Shows is sorted by date. To sort by title instead, press 1 on your remote. Press 1 again to change back.

## ADDING TO MY SHOWS

From the Home screen, Guide, or any other menu screen, highlight a show, and press and hold OK/SELECT. Then select *Add to My Shows*.



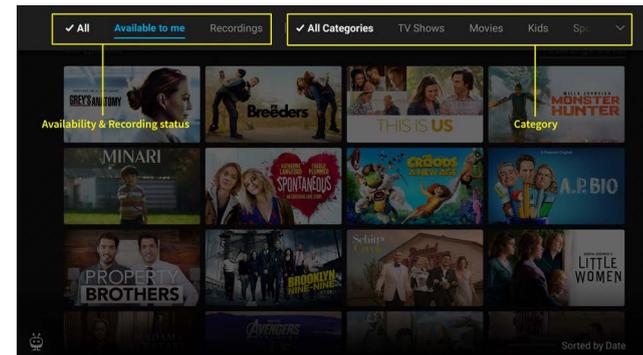
Alternatively, you can press OK/SELECT (without holding) to go to the show or movie's details screen. From there, select *+My Shows* to add the item to My Shows. Once a show has been added, the + icon is changed to a heart icon, as shown here.



## FILTERS

To view the filter bar, press UP from the top of My Shows. You can filter by:

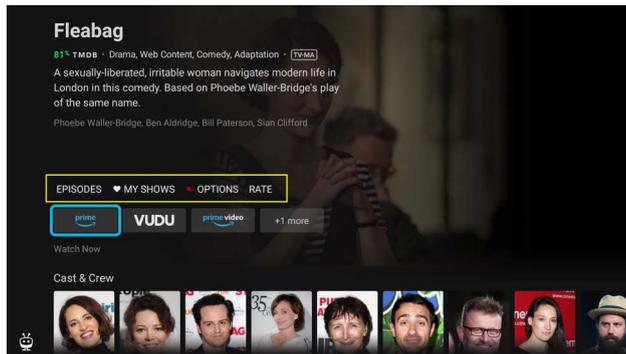
- **Availability and recording status:**
  - **All:** All items in My Shows, including those that are not available to watch and those that are available from providers *not* selected in My Services.
  - **Available to me:** Shows that are available to watch from the providers selected in My Services.
  - **Recordings:** Recordings only. This is useful if you are trying to manage your recording space.
- **Category:** Filter by TV shows, movies, kids' shows, or sports, or view all categories.



## SHOW DETAILS

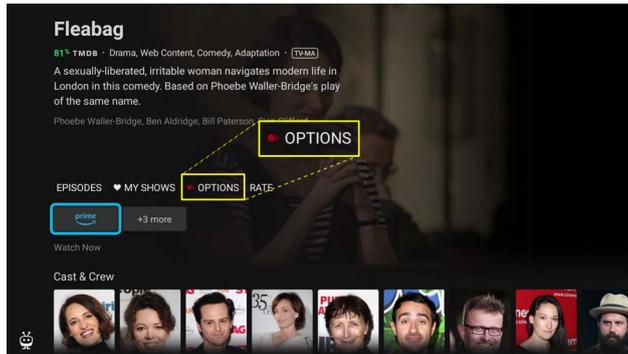
Select any title from My Shows to go to the details screen. Depending on the kind of show you've selected, you'll go to the:

- Series details screen (shown below)
- Episode details screen
- Movie details screen.



All detail screens allow you to start watching by selecting the streaming service 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, learning about the cast and crew, or getting recommendations for similar shows.

## UPDATING RECORDING OPTIONS



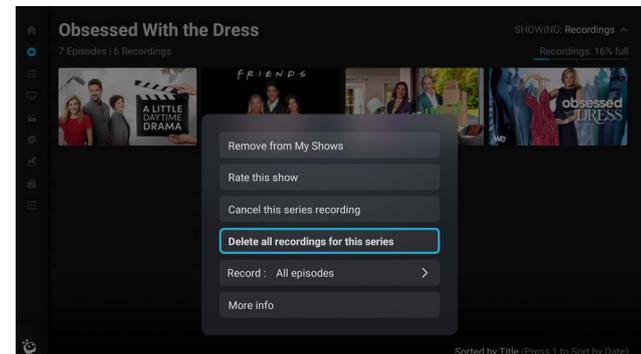
If a series is set to record, you'll see this icon  next to the *Options* button. To adjust which episodes to record (this episode only, new episodes only or all episodes), or to cancel recording all together, select *Options*. (Sling Cloud DVR required to record.)

## DELETING RECORDINGS

If you need to manage recording space, you may need to delete recordings.

1. Press UP to see the filter bar and choose *Recordings*.
2. Highlight a show with recordings you want to delete. You can see how many recordings exist for a series by highlighting it and looking beneath the series title.
3. To delete all recordings, press and hold OK/SELECT on the highlighted show, then choose *Delete all recordings for this series*. To prevent new episodes from recording, press and hold OK/SELECT again, and this time select *Cancel series recording*.

To delete a single recording, press (but don't hold) OK/SELECT on the highlighted show. Then choose *Episodes*. Recorded episodes are listed at the top of the screen. Highlight one, press and hold OK, then select *Delete this recording*.



# SEARCH & BROWSE

With popular streaming services like Netflix, Prime Video and Sling baked in, a single search scours all your available streaming services to find what you want to watch. See [My Services](#) to learn about adding and managing streaming services.

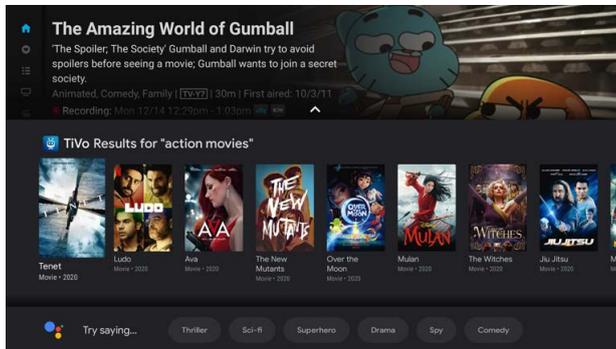
## GOOGLE ASSISTANT

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: "Bob's Burgers"
- Look for sporting events: "Golden State Warriors"
- Browse: "Romantic movies" or "Cooking shows"



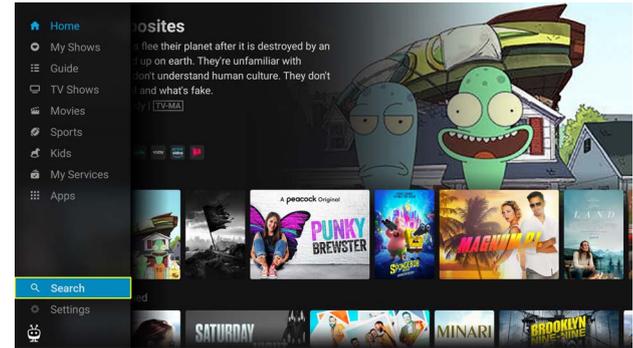
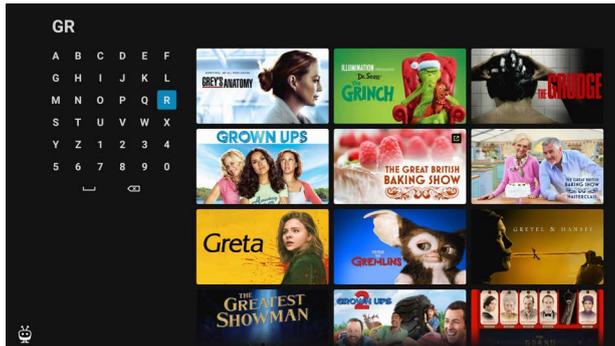
TiVo Stream results will appear above Google Assistant. The first result is selected by default; press OK/SELECT to select it, or press RIGHT to choose a different result.



## KEYBOARD SEARCH

To use the on-screen keyboard to search:

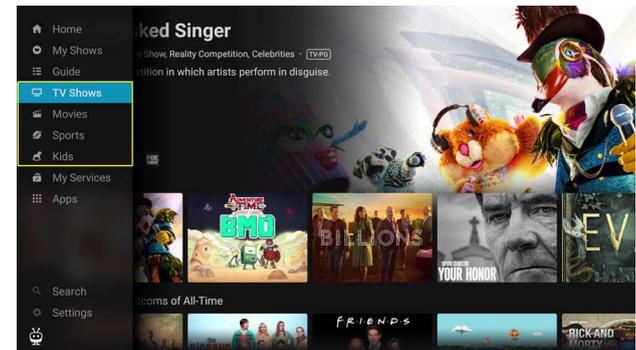
1. Press the TIVO button  to open the menu, then select *Search*.
2. Use the on-screen keyboard to enter your search term. You can search for shows or cast/crew names. Results will continue to update as you enter letters.
3. Press RIGHT to move to the results.



## BROWSE

While the Home screen is your starting point for browsing, browsing doesn't end 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 and hold OK/SELECT on a highlighted show to add it to My Shows, or press and release OK/SELECT to view the show details page (shown at left). From there, you can:

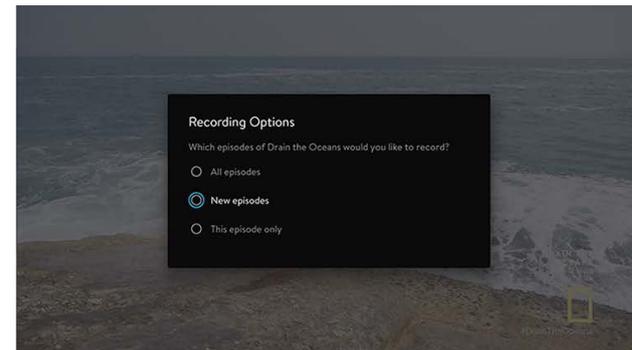
- Choose to watch the show from any of your streaming services that has the show available. You'll also see options for streaming providers that are not yet selected in My Services. If you select one, you'll have the option to sign up.
- Explore individual episodes
- Add the show to My Shows by selecting +My Shows
- Change recording options (Sling Cloud DVR required to record)
- Rate the show
- Learn about the cast and crew
- See recommendations for similar shows

# 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 OK/SELECT 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

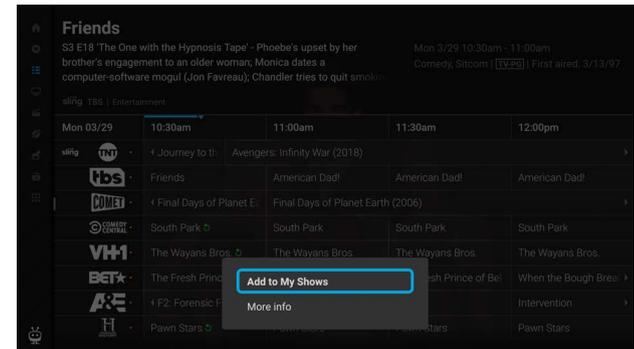
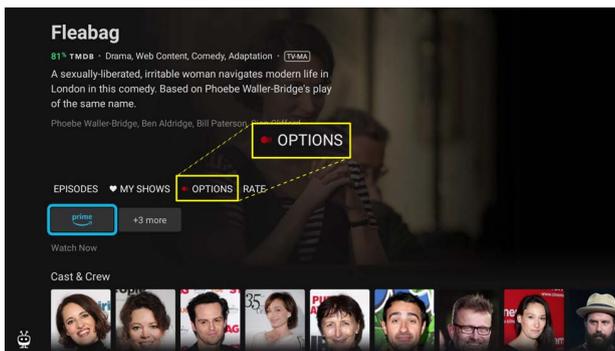
Highlight a show on a Sling channel, then press and hold OK/SELECT and choose *Add to My Shows*.

- For TV shows, the highlighted episode will be recorded, and the series will be added to [My Shows](#).
- For movies, the highlighted showing will be recorded, and movie will be added to [My Shows](#).

Alternatively, you can select an *upcoming* show from a Sling channel to go to the episode or movie details page, then select *+My Shows*. The + icon changes to a heart, the episode/movie will be recorded, and the series/movie will be added to [My Shows](#).

To adjust recording options (for instance, to record all episodes instead of just one episode), go to My Shows, select the item, and choose *Options*. See [Updating Recording Options](#) for more information.

## BROWSE & RECORD

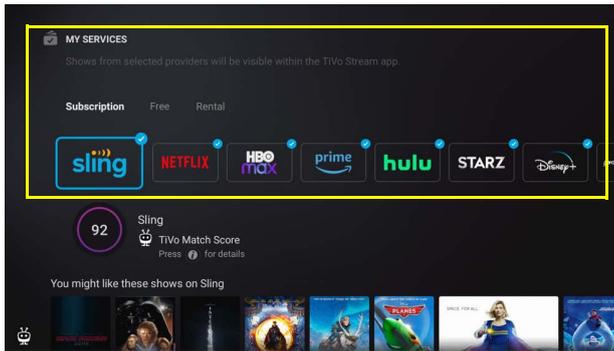


When you find a show or movie you want to watch, highlight it and choose *+My Shows* on the show details page. The + icon will change to a heart icon. If a series is set to record, you'll see this icon  next to the *Options* button. To adjust recording options (for instance, to record only all episodes vs. new episodes), or to cancel recording all together, select *Options*.

# MY SERVICES

Many popular streaming services (also known as “apps”) are pre-installed on your TiVo Stream 4K and integrated into the TiVo Stream app. This means that you don't have to switch to different apps to watch or search for shows -- you can do it all from TiVo Stream app. During setup, you chose services that you use or are interested in using.

## ENABLE/DISABLE STREAMING SERVICES



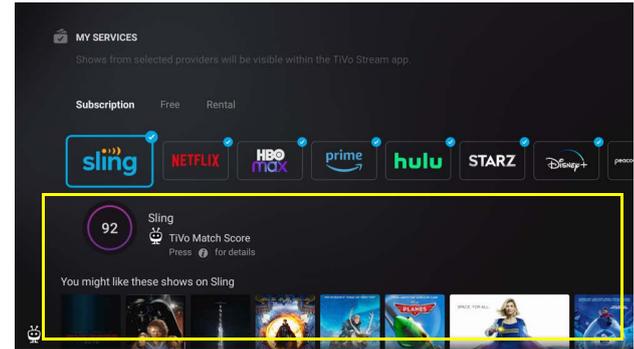
The My Services screen lets you enable or disable streaming services at any time.

Remember: only shows and movies from these services are included when searching or browsing, so it's a good idea to enable as many as possible, even if you don't yet subscribe to all of them. However, if you don't want your TiVo Stream app to show you results that need to be rented or purchased, you can turn off any streaming service that charges such fees.

Your currently enabled services are marked with checks. To enable or disable any service, highlight it and press OK/SELECT on the remote. Note that you may have to press the LEFT or RIGHT buttons to see all of your enabled services.

## TIVO MATCH SCORE

Highlight a service (whether enabled or disabled) to display its TiVo Match Score. The TiVo Match Score tells you on a scale of 0-100 how likely a service is to offer shows you might enjoy. Beneath the TiVo Match Score, you'll see some of the shows and movies available on the highlighted service.



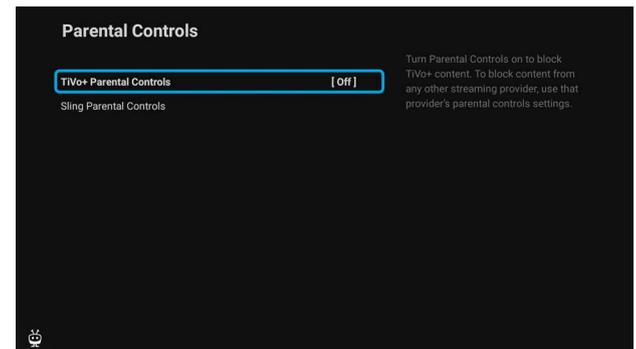
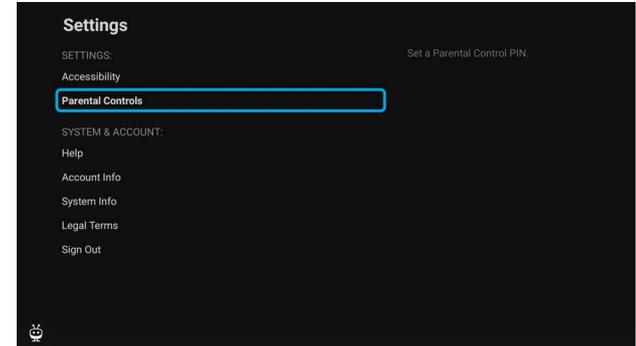
# PARENTAL CONTROLS

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 services, use the service's app or website 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.

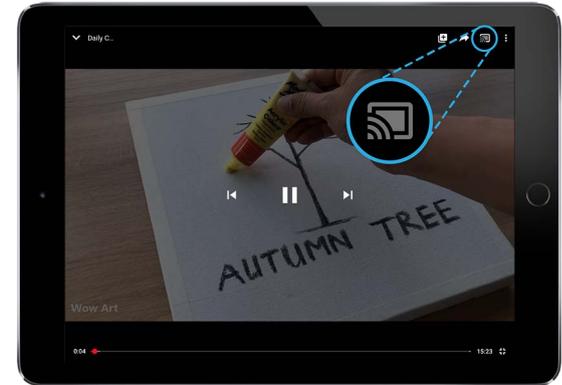
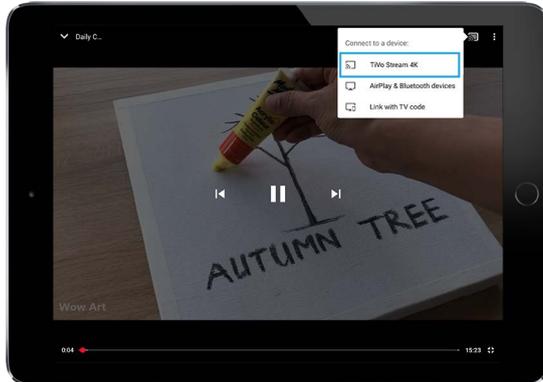


# CASTING TO YOUR TV

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.

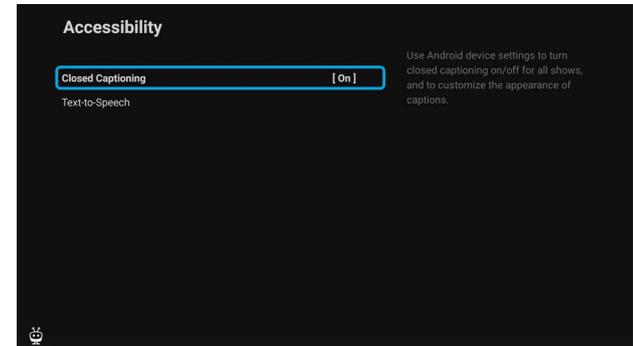
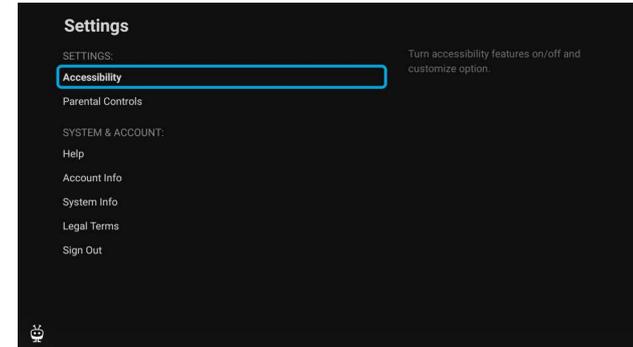


# ACCESSIBILITY

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 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.





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# 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. While watching video, LEFT and RIGHT are used for playback control (pause, fast-forward, rewind). Availability of playback control depends on the show and streaming app.
- 5 Press **OK/SELECT** to choose items on screen. Press & hold on show tiles to bring up shortcut menus. While watching video, OK/SELECT pauses/unpauses video.
- 6 **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.
- 7 The **circle button** opens the Android TV home screen.



- 8 **INPUT** changes your video source (TiVo Stream 4K, gaming system, etc).
- 9 **GUIDE** takes you to the program guide.
- 10 **CHANNEL UP/DOWN** changes the channel while watching live TV, and lets you scroll through the guide quickly.
- 11 **“i”** (Info) displays show information when watching TiVo+ or when a show tile is highlighted. A long press opens the Accessibility settings screen (does not apply when watching video).
- 12 **SKIP** jumps forward 30 seconds while watching video. Availability depends on the show and streaming app.
- 13 Press and release the **Google Assistant** button to talk to Google.
- 14 **LIVE** jumps to the last watched channel from any TiVo Stream app screen, the Android TV home screen, and other apps on your device.
- 15 **NETFLIX** launches the Netflix app.
- 16 **NUMBER** buttons can be used to quickly enter numbers (for instance, when entering a password).

# REMOTE CONTROL PAIRING

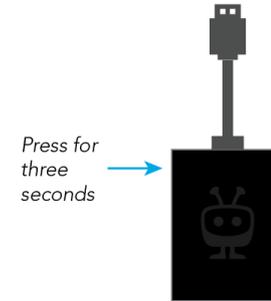
To use TiVo Stream 4K, your remote must be paired with your device. You most likely paired your remote during device setup, so if your remote can control your TiVo Stream 4K, then you are set to go.

However, if you purchase a new remote, or if your remote stops working properly, you may need to pair it manually.

## PAIR A NEW REMOTE

To pair a new remote (one that has not been used with another TiVo device), follow these instructions.

1. Press the button on the side of your TiVo Stream 4K **for three seconds** to display the pairing screen.
2. As instructed on-screen, press the TiVo button to pair.



## RESET & RE-PAIR YOUR REMOTE



If your remote becomes unpaired or is behaving erratically, you can reset it and re-pair it to your device.

1. Press and hold the TIVO  and POWER buttons on the remote simultaneously for approximately 3 seconds, until the activity light turns solid red. **Note:** If you don't press the buttons exactly at the same time, you may see the activity light flash yellow or yellow/red instead. Try again after the light stops flashing.
2. Press VOLUME DOWN three times, and then press the TiVo button .
3. The activity light will flash red three times.
4. Pair your remote by following the instructions in [Pair a New Remote](#).