No OnePass Recording Option on IPTV- Article no. 8590

1. Verify the Serial Number / TSN Number
2. **Verify** customer **subscribes** to channel in question
3. **Verify** correct service **codes** are on account
4. **Verify** show is scheduled to air and listed in guide information
5. Balance the account
6. **Verify the following:**
    - You **subscribe** to the channel
    - The show is **scheduled** to air and **listed** in Guide information
7. Check the **History** Screen for **OnePass** Status
    - Go to **TiVo Home |** left arrow to **Menu | Recording Activity**
8. You may need to **adjust** your **OnePass Options**:
    - If you've set your **OnePass** options to include **Streaming Videos Only**, nothing will be recorded
        - Set your options to include **Recordings & Streaming Videos**
        - **OnePass** Options may be set to record:

- New Episodes Only
- New & Repeats
- In HD If possible

9. You may have set your **OnePass** options to only keep a certain amount of episodes (**Keep at most** option)
    - If you **go over** this number, it **does not** record anymore shows
    - The **Keep until** option may also be affecting it
        - If you chose **Keep until I delete** and already have the **maximum** amount of episodes, it **can't record** until a show is deleted -OR- you change your **Keep at most** option to a higher number
        - If possible, change this option to **Keep until space needed**

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