

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**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=138>