

# Prime Video App by Amazon- 8551

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## Introduction

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**Note:** Amazon Prime Video app (v2) begins rolling out on **August 3, 2022** and completes **August 9, 2022**

Performance issues on the **Series 5 platform** were identified, causing the app to freeze

Amazon is disabling the Episode Carousel, (new feature in v2) which is causing the issue

However, it is available for Series 6 and 7 set-top boxes, running TiVo Experience 3 or 4 software

TiVo Minis and Series 4 boxes (Premiere, Premiere Q, Preview) retain the current version of the app; cannot support new version

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With **Prime Video** on your TiVo, you can enjoy a wide selection of movies and TV episodes right to your TiVo!

### Eligibility Requirements Include:

1. The following devices:

- **IPTV Devices** (you may need to get the App from the Google Play store. Google account needed)
- **6 Tuner TiVos** (pre-loaded)
- **4K 6 Tuner TiVos** (pre-loaded)
- **Minis** (pre-loaded)
  - TiVo Mini
  - Mi3
    - Mi4 (4K)
- **4 Tuners** (pre-loaded)
- **2 Tuners** (pre-loaded)

2. Our **High Speed Internet** connection

3. An **Amazon Prime** or **Prime Video** subscription

The following **Tivo models** are **not certified** to run the Prime Video App

- Single Tuner (TiVo Preview)
- Single Tuner (eBox)
- Mini (eBox)

## Resolution Steps

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[Expand All](#) | [Collapse All](#)

## Where to Find Prime Video on TiVo

- **4 Tuners, 2 Tuners, Minis on TiVo Experience 3**
  - Go to **TiVo Central | Apps & On Demand | Prime Video**  
[\(see steps\)](#)
  
- **4K 6 Tuners, 6 Tuners, and Minis on TiVo Experience 3**
  - Go to **TiVo Central | Apps & On Demand | Prime Video**  
[\(see steps\)](#)
  
- **4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4**
  - Go to **TiVo Home | Apps | All | Prime Video**  
[\(see steps\)](#)
  
- **IPTV**
  - Go to **TiVo Home | Apps & Games | Prime Video**  
[\(see steps\)](#)

- (you need to install this app from the **Google Play store** first)

## Linking your Amazon Account to your TiVo

The first time you launch [Prime Video](#) you will have these choices:

- **Sign in and start watching:** If you are already an **Amazon Prime** member, continue with the following steps, **sign into each TiVo separately**
  - Enter your [email address](#) using the onscreen keyboard
  - After email address is entered, arrow down and choose **Next**
  - Enter your password using the onscreen keyboard
  - After password is entered, arrow down and choose **Next**
  - **Log in info is saved. You do not need to sign in every time**

- **Don't have an Amazon account?**

- **Register on the Amazon Website** - Go to [amazon.com/mytv](https://amazon.com/mytv) and register for an Amazon account

1. Purchase an **Amazon Prime/Prime Video** account and have access to thousands of free movies and TV shows through this app

- An **Amazon Prime** membership is either \$119 annually or \$12.99/month. Customers can also get only a **Prime Video** membership for \$8.99/month

- *A free trial period of Amazon Prime is normally available for 30 days*

2. When asked, [enter the code found on your TV](#) to register the TiVo to the Amazon Account

- Once the correct code is entered, your [TV screen tells you to continue](#)

- **No thanks, start browsing** - Even without an Amazon Prime account, you can still browse/rent/purchase thousands of movies and shows

## Customers Don't need a Paid subscription to Use Prime Video

- Customers are able to purchase or rent a selection of titles from the Prime Video catalog, without needing an Amazon Prime or Prime Video membership
- FYI, a **free trial period of Amazon Prime** is normally available for 30 days

## Unlinking your Amazon Account to your TiVo

Once the App is opened, you can navigate to **Settings | Deregister your device**

## **Using the TiVo Remote to Watch and Search Prime Video Videos**

### **From the main Prime Video screen:**

1. Menu choices are at the top. These include:

- Search
- Home (main screen/default)
- Originals (Amazon original series and movies)
- Movies
- TV
- Kids
- Video Library (Includes videos purchased and in your watch list (shows listed in folder))
- Watch List (shows all episode and movies on your watch list)
- Settings

2. Navigate through the interface using the **?, ?, ?, ? and OK/Select** keys on the

remote

3. To watch a show from one of the displayed categories, simply select it
4. Press the **Back** button to toggle in/out of the Prime Video Menu
5. Control **playback** with **play/ff/pause/rew**

### **To search for a show:**

1. Navigate to **Search** at the top of the home screen
2. Enter the first few letters of a show title. Matching titles appear as you type
3. When you find a something to watch, select it. If you want to get out of the show, press the **Back** key

### **Using Subtitles (Closed Captions)**

Not all video selections have subtitles./closed captions. While a movie or TV show is playing:

1. While the movie or TV show is playing, press the **OK/Select** button
2. Navigate to **CC**
3. Select **Turn Subtitles On**
  - This will be **your default setting** for all videos that provide subtitles./closed captions.

**If The Prime Video icon is Not on Your TiVo**

1. Test the internet connection

2. Ensure that Prime Video is listed as a video Provider:

▪ **4 Tuners, 2 Tuners, and Minis on TiVo Experience 3**

- Go to **TiVo Central | Settings & Messages | User Preferences | Add & Manage Video Apps** and check **Prime Video**  
[\(see steps\)](#)

- Ensure there is a check mark for **Prime Video**

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▪ **4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4**

- Go to **TiVo Home | left arrow to Menu | Menu | Settings | User Preferences | Add & Manage Video Apps** and check **Prime Video**

- Ensure there is a check mark for **Prime Video**

◦ **IPTV**

- Go to **TiVo Home | left arrow to Menu | Settings | User Preferences | My Video Providers**

- Ensure there is a check mark for **Prime**

[\(see steps\)](#)

3. If the app doesn't appear after ensuring it is a selected video provider, [reboot the HDUI](#)
4. Once the HDUI comes back up, the app should appear
5. If not, **uncheck** the App again, and [restart the TiVo](#). Then repeat steps 1-5

## Device Limit

The number of devices that may be allowed to instantly watch simultaneously will **depend on your Prime Video membership plan** (basic plan is 2 devices)

- You must call or access Amazon online to view specific information on your

account with Amazon

## Prime Video Billing/Payments

- All payments are made via credit or debit card directly to Amazon
- Direct any billing questions to Amazon
- **We do not bill you, nor should you make any payment to us** for Prime Video services

## Help and Support

**We offer support for the following issues:**

- TiVo setup
- Account linking
- Networking Issues

**Amazon can assist with the following:**

- Updating an Amazon email address or password
- Updating payment method/change payment details
- Canceling Amazon account
- Amazon Payment history
- Amazon Streaming problem
- Amazon Help signing in

- Prime Video webpage issues
- Product availability or pricing
- Video quality
- Billing questions
- Amazon promotions
- Program detail and description errors

## **Amazon Online Support**

- Give this link to your customer - **[primevideo.com/help](https://primevideo.com/help)**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=141>