

# Netflix App on TiVo and IPTV- Article no. 3763

**Self-Service Support Alert: this article is available for customers on [help.astound.com](http://help.astound.com)**

## Introduction

■ With Netflix on your TiVo, you can enjoy a wide selection of Netflix movies and TV episodes from Netflix right to your TiVo® box!

### Eligibility Requirements Include:

- An eligible TiVo box (see above) in **HDUI**
- Our High Speed Internet connection
- A Netflix subscription

## Internet Speed

- Netflix is a streaming service--movies and TV episodes are streaming over the Internet, not being downloaded, so you must be connected to the Internet throughout the time you are watching from Netflix
- Netflix works with many different levels of Internet speeds, the speed of your Internet connection may impact your viewing experience
- **Internet Connection Speed Recommendations - 20 Mbps**  
Recommended for **HD video quality**

## Device Limit

- The number of devices that may be allowed to instantly watch simultaneously will **depend on your Netflix membership plan**
- You must call or access Netflix online to view specific information on your account with Netflix

**Quick Tip! You can press the ZOOM or UP key to toggle in/out of the show you are watching or in and out of the Netflix Menu**

## Resolution Steps

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### Where to Find Netflix

- **4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**

- Go to **TiVo Central | Apps & OnDemand | Netflix**

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

- Go to **TiVo Home | Apps | Netflix**

- **IPTV**

- Go to **TiVo Home | Apps | Netflix**

- You can also tune to the channel below to automatically be taken to the Netflix home screen:

- **195** - Former **enTouch, TX** areas
- **399** - Former **Grande, TX** areas
- **750** - **Lehigh Valley, PA**
- **450** - **DC, IL, MA, NY, and Philadelphia, PA**
- **Force connect** twice if you **do not find** this channel in your lineup

## **Linking your Netflix Account to your TiVo**

- The first time you launch Netflix (or if you have previously signed out) you will have 2 choices:
  - **Start Your Free Month** *(If you are not a Netflix member, you will be offered a free trial. Follow the onscreen prompts to sign up. A credit card number is needed to start free trial.)*
  - **Sign In:** If you are already Netflix member, continue with the following steps. **You need to sign into each TiVo separately**
    1. Enter your email address using the onscreen keyboard
    2. After email address is entered, arrow down and choose **Next**
    3. Enter your password using the onscreen keyboard
    4. After password is entered, arrow down and choose **Next**
    5. **Log in** info is **saved**, you will not need to sign in every time

## **If You are Not Subscribed to Netflix**

1. **Choose 'Start Your Free Month** *If you are not a Netflix member, and you'd like a free month's worth of service*

2. Follow the on-screen instructions to sign up for your free trial with Netflix
3. *A credit card number is needed to start free trial. All billing will go through Netflix*

## Unlinking your Netflix Account - TiVo

- **4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**
  - Go to **TiVo Central | Settings & Messages | Account & System Info | Netflix Account Information**
- **4K 6 Tuners, 6 Tuners, and Minis on TiVo Experience 4**
  - Go to **TiVo Home | left arrow to Menu | Help | Account & System Info | Video Provider Accounts** and select **Netflix Account Information**
- Choose **Deactivate this device**
- To confirm, press **Thumbs Down** 3 times, and **Enter**. Netflix will then be deactivated
- To re-activate the device, you will need to sign in again the next time you launch the Netflix App
  - Please note - the email from a previous session may still show and it may seem like you can't change it

- Just select **Previous**, and it will take you back to the editable email field

## Disabling Netflix - IPTV

**This app is factory pre-installed and cannot be uninstalled.** However, it can be **disabled**

1. Go to **TiVo Home** | left arrow to **Menu** | **Settings** | **Device Settings** | **Apps** | **See all apps**
2. Select **Netflix**
3. Select **Disable**
4. You will be asked "Do you want to Disable this app?" Select **Yes**
5. The app will be listed under the **Disabled apps** list

## Using the TiVo Remote to Watch and Search Netflix Videos

- From the main Netflix screen:

1. To watch a show from one of the displayed categories, simply select it
2. From Netflix home, users can press the **up arrow** key to get the Netflix menu screen (below). Also, users can press the **Zoom** or **UP** key to toggle in/out of the Netflix Menu
3. Users can control the **menus** with the **arrow keys**. The **Zoom key** will navigate to the menu areas and toggle in/out of the Netflix menu
4. Control **playback** with **play/ff/pause/rew** or **the arrow keys**

- **To search for a show:**

1. Press the **up arrow key** in the main screen, **Scroll Up** to the top menu and choose the [Magnifying Glass Icon to search](#)
2. Enter the first few letters of a show title and matching titles appear as you type
3. When you find a something to watch, select it and choose **Play**, if you want to get out of the show, press the **Zoom** or **UP** key

You can also choose to view other episodes, add the show to your list of favorites, remove the show from your list of favorites, rate the show, or change audio/video options

## Using Subtitles (Closed Captions)

- On TiVo, Audio & Subtitle options (closed captions) can be accessed while a movie or TV show is playing:
  1. While the movie or TV show is playing, press the **Down** arrow
  2. Select **Audio & Subtitles**
  3. **Select** your preferred audio or subtitle options

## If The Netflix icon is Not on Your TiVo

1. You must be in [HDUI](#)
2. Test the internet connections
3. Ensure that Netflix is listed as a video Provider:
  - **4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**
    - Go to **TiVo Central | Settings & Messages | Settings | Channels | Add & Manage Video Apps**
  - **4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4**
    - Go to **TiVo Home | left arrow to Menu | Settings | User**

## Preferences | Add & Manage Video Apps and check **Netflix**

- Ensure there is a checkmark for Netflix
- If the app doesn't appear after ensuring it is a selected video provider, [reboot the HDUI](#)
- To confirm, press **Thumbs Down** 3 times, and **Enter**. Netflix will then be deactivated
- Once the HDUI comes back up, the app should appear
- If not, UNcheck the App again, and [restart the TiVo](#). Then repeat steps 1-5

## Netflix Billing/Payments

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

## Netflix Partnership with Our Company

Our company has a **direct local connection** with **Netflix**

- As a Netflix Open Connect partner, we offer Internet customers something few other providers can—the fastest Netflix connection and best Netflix viewing experience!
- [Read More](#) about our partnership with Netflix
- **Netflix Help and Support**
  - **We offer support for the following issues:**
    - TiVo setup
    - Account linking
    - Networking Issues
  - **Netflix can assist with anything not listed**  
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    - **Netflix Phone Number**
      - (866)579-7172
    - **Netflix Online Support**
      - [help.netflix.com](https://help.netflix.com)

## Internal Information

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### Troubleshooting the Netflix App with your customer



Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=151>