TiVo Test Internet Connection- Article no. 1900

Self-Service Support Alert: this article is available for customers on help.astound.com

Resolution Steps

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

1. Go to **TiVo Central | Settings & Messages | Settings | Network | View Network Diagnostics | Test Internet Connection**

2. **Test Internet Connection** cycles through **Preparing**, **Connecting**, and **Disconnecting**

3. Once test is complete, press **Select** to exit the screen

(see steps)

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

1. Go to **TiVo Home** | left arrow to **Menu | Settings | Network Settings | Network Troubleshooting | Internet Connection | Press Select** or **OK** to begin testing

2. **Test Internet Connection** cycles through **Preparing**, **Connecting**, and **Disconnecting**

3. Once test is complete, press **Select** or **OK** to exit the screen

(see steps)

Internal Information

Please Note: IPTV boxes **do not have** this feature. See **Setting Up Your IPTV Box**.

In Web Tools:

- Enter the **TSN** in the **Search** field to locate the TiVo

- From the **Select a Method** drop down, choose ***phone_home*** and click **Submit**

- From the **Call Type** drop down, choose ***test - Trigger a test internet connection*** and click **Submit**

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