Force Connect TiVo - Article no. 1563

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

Introduction

A **Force Connect** renews the TiVo's network connection for **Guide Data**, **OnePass** scheduling, **Apps**and **VOD**

Force Connect may take **up to 10 minutes**, depending on the **network connection in the home**

Resolution Steps

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

Go to **TiVo Central | Settings & Messages | Settings | Network | Connect to the TiVo service now** **(see steps)**

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

Go to **TiVo Home |** left arrow to **Menu | Settings | Network Settings | TiVo Service Connection** **(see steps)**

*For TiVos with **Experience 4** hold **the microphone button** and say *Make a Service Connection* or *Make a Service Call*

Internal Information

Customers may receive on of these errors when Force Connecting TiVo:

No DHCP Server Error (MoCA Home Network)

Network Cable Unplugged Error / Network Setting Issue

In general, if the Force Connect (TiVo Service Connection) was unsuccessful

For these errors, do the following:

Ensure all Connections to modem, router, TiVo and any other equipment are correct and finger tight

Equipment Diagrams

Test the TiVo Internet Connection

Verify the **TiVo Network Settings** are correct

Power cycle the modem, router and **ECB** (where applicable)

Force connect to the TiVo service again (see path(s) listed above)

If unresolved, click **Create Work Order or Technical Case** button on the **Work Orders Tab in BOLT:**

Fill out the information as described below and click **Submit**

Trouble Call or Tech Case	TiVo Issue
Service Category	TiVo ONLY
Problem Description	TD - TiVo Data Issue
Select	All Affected TiVos

Schedule:	First available time that works for the custome Note the case comments:**TiVo Home Networ** **Failure**

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