

Force Connect TiVo - Article no. 1563

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

Introduction

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](#))

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For TiVos with [Experience 4](#) hold [the microphone button](#)

and say *Make a Service Connection* or *Make a Service*

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:

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

[Equipment Diagrams](#)

[Test the TiVo Internet Connection](#)

3 Verify the [TiVo Network Settings](#) are correct

4 [Power cycle](#) the modem, router and [ECB](#) (where applicable)

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

6 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 customer

Note the case comments:**TiVo Home Network Failure**

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=21>