TiVo Error on Pace: ASTB Needs to Download New Software Article no. 5600

Introduction

This error is only on a Pace 6 Tuner (MG1)

A blue screen comes up and reads:

This error means that the box lost its software partition and can't boot into the TiVo Software.

This issue needs to be resolved by a technician.

Resolution Steps

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	Trouble Call
Service Category	Cable
Problem Description	• AA - No Picture • AC - No Picture
Select	All Affected Equipment
Schedule	First available time that v
Notes	Note the error and that th

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=402