

Parental / Purchase Controls for TiVo- Article no. 1212

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

Introduction

Unsure of the [User Interface](#) on your TV? [Click here](#)

Parental Controls allow programming blocks by channel number, rating, or time period

PIN Types

- **Locks PIN:** used to restrict viewing to particular channels, ratings, or programming
- **Purchase PIN:** restricts viewers from ordering anything that requires a purchase

Resolution Steps

Parental Control Setup and Use

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

- Go to **TiVo Central | Settings & Messages | Parental & Purchase Controls** [\(see steps\)](#)
- **4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4**
 - Go to **TiVo Home | left arrow to Menu | Settings | Parental & Purchase Controls** [\(see steps\)](#)

Change Parental Control PIN

1. **4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3**
 - Go to **TiVo Central | Settings & Messages | Parental & Purchase Controls** [\(see steps\)](#)
 - **4K 6 Tuners, 6 Tuners , 4K Minis, and Minis on TiVo Experience 4**
 - Go to **TiVo Home | left arrow to Menu | Settings | Parental & Purchase Controls** [\(see steps\)](#)
2. Choose **Change PIN**
3. Enter the existing **4 digit** PIN
4. Enter a new **4 digit** PIN, then confirm the PIN
5. Choose **Turn On Parental Controls** and enter your **4 digit** PIN **twice**
6. Make changes to the settings as needed; once **activated**, Parental Controls **remain on**
7. Set **rating restrictions** for any TV show or Movie
8. **Hide adult** VOD titles
9. **Lock** particular channels

Special Notes

- Parental Controls **automatically re-lock** when the remote is **not** used **within four hours**, or if the TiVo is in **Standby** mode
- To **permanently** turn Parental Controls **off**, choose **Turn Off Parental Controls** and enter the 4-digit PIN

Remove Purchase PIN

1. 4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3

- Go to **TiVo Central | Settings & Messages | Parental & Purchase Controls** [\(see steps\)](#)

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

- Go to **TiVo Home | left arrow to Menu | Settings | Parental & Purchase Controls** [\(see steps\)](#)

2. Chose **Allow Purchases without a PIN** (Experience 4: Scroll **Purchase Controls** and change **On** to **Off**)

3. Enter the original **4 digit Purchase PIN** to confirm

Change Purchase PIN

1. 4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3

- Go to **TiVo Central | Settings & Messages | Parental & Purchase Controls** [\(see steps\)](#)

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

- Go to **TiVo Home | left arrow to Menu | Settings | Parental & Purchase Controls** [\(see steps\)](#)

2. Chose **Change PIN**
3. Enter the original **4 digit Purchase PIN**
4. Enter a new 4 digit PIN, then confirm the PIN

Internal Information

If the Customer Can't Remember PIN

Always verify you are speaking with the account holder before changing Parental and Purchase Controls

TiVo / IPTV

- **PINs cannot be reset** - we can provide a **temporary PIN** so the customer can reset it themselves
- The **temporary PIN** is good for a **24-hour rolling time frame** and **resets every day at 7:00pm ET, 8:00pm CT**
- On the **Equipment Tab** in **BOLT**, click **Diagnostics** to access a temporary PIN

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