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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