

Music Choice App on Tivo and IPTV- Article 5443

Introduction

For basic troubleshooting (won't load, cannot find, will not play back, etc.), see [Troubleshooting an App on TiVo](#)

Resolution Steps

[Expand All](#) | [Collapse All](#)

Music Choice App on TiVo is Free!

Music Choice app on TiVo is available to all TiVo subscribers, regardless of subscription level.

What the Music Choice App Offers

- The music channels you know and love are all right here and offer a variety of lifestyle and genre-specific options, such as: one-of a kind **holiday**

channels, our **70s, 80s** and **90s throwbacks**, and a diverse range of choices from **Pop Latino** to **Filipino**

- And because more is always better, you have an **additional 25 music videos channels** that you can navigate as easily as your 75 music channel options. From **Metal** to **Toddler Tunes**, the choice really is yours!
- The carousel doesn't just list all available channels; it also brings up **all content directly related to the song you're listening to**, such as music videos and **original Music Choice shows**. By scrolling to the left you'll find artists just played with their related interviews, music videos and more appearing below

Accessing the Music Choice App on TiVo

There are two ways to access the Music Choice App on TiVo

You can launch the app itself:

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

- Go to **TiVo Central | (Apps & On Demand | Music Choice**

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

- Go to **TiVo Home | Apps & Games**

IPTV

- Go to **TiVo Home | Apps & Games**

Or, you can select the Music Choice channel from your lineup, and the app opens and redirects to the selected genre (country, rock, dance, etc.)

- In Sites 9, 14 (excluding old WOW IPTV channel lineups), 22, 33 and 48:
 - You must have a Google account and download the App through the Google Play store first
 - If you have not yet done so you will be prompted for the above when you go through the linear channel(s)

Using the Remote

- Control playback with **Play**, **Fast Forward**, **Pause** and **Rewind**
- Use the **Back or Replay** button to exit out of menus and full screen
- Use the **Arrow** or **Select** keys to move between on-screen menus

Navigation

- On the [landing page](#), you will see:

Top Navigation:

- **Music Channels** - Navigate to any genre of music
- **Video On Demand** - Play Video on Demand for the genre chosen
- **Video Channels** - Much like the Music Channels page, organized by genre
- **Search** - Search for any artist or band (see **Using Search** for more info)

Middle Navigation:

- A main window of the song playing, thumbnails to the right
- Above this area you can choose from the following to change views:
 - **You Watched**
 - **Artists Just Played**
 - **Top artists**
 - **More from this Artist***

Bottom Navigation

- Controls the main song window:

- **Watch this Video On Demand***

- **Go To Fullscreen**

* If applicable

Closed Captions

- On the **Music Video** landing page (not in full screen mode)
 - Use the arrow keys to arrow down and over to the **Captions** icon under the main video screen
 - When closed captions are **On**, the icon turns **blue**. When off, the icon is **white**.

Using Search (Upper-Right Corner)

- Start entering in letters of an artist or video to find, and options begin to appear on the carousel below
 - Select something to watch and choose Play
- Use the on-screen icons under the video to go back, or use the back button

Advertisements in the Music Choice App

Advertisement Upon App Launch

- You will see a splash screen ad when you open the Music Choice App. The ad lets you know about other Music Choice options available On Demand.
- Simply press any key on your remote to close the ad. Whether or not you close

the ad, you will still hear the selected music

Other Advertising

- Occasionally, you will need to sit through one or two short advertisements before the music or video plays

Troubleshooting

Unable to Access Music Choice (No Icon)

Remove / Re-add to the Video App Area:

- 4 Tuners, 2 Tuners, Single Tuners, and Minis on TiVo Experience 3
 - Go to TiVo Central | Settings and Messages | Settings | Channels | Add & Manage Video Apps
[\(see steps\)](#)
 - Uncheck the App (if not checked) and **reboot the HDUI**
 - Go to Add & Manage area again (see steps above) and check the App
 - **reboot the HDUI** and try the App again

4K 6 Tuners, 6 Tuners and Minis on TiVo Experience 3

- Go to TiVo Central | Apps & On Demand (on the right column, scroll down to Add & Manage Apps)
[\(see steps\)](#)
- Uncheck the App (if not checked) and **reboot the HDUI**
- Go to Add & Manage area again (steps above) and check the App
- **reboot the HDUI** and try the App again

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

- Go to TiVo Home | Apps | All and press A to Add & Manage Apps ([see steps](#))
- Highlight the app using the up, down, left and right arrows

Press Thumbs Up to add or Thumbs Down to remove

Cannot Save Channel to Favorites List

- Music Choice linear channels are not actual channels. They are merely launch points for the App
- For this reason, you cannot add this "channel" to your favorite channels

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=56>

