Troubleshooting an App on Astound Devices- Article 5888

Introduction

Follow the troubleshooting steps below, testing the App after each step

- **You can also view a list of the most Popular Apps Available on Our Equipment**

Resolution Steps

Expand All | Collapse All

TiVo STBs

Verify the Serial Number / TSN Number

Basic Troubleshooting

1. Make sure each TiVo box has a **TiVo service code** on each on a separate Data occurrence (HS screen)
2. **Check the outage pages** to see there is any report of this App
3. Check **Specific App Information** (below) to see if there are any issues for this App
4. Check the internet connection(note the previous call out time and results on the **Network Settings** page)
5. Check MoCA connections or PHY Rates if applicable
    - Or, check wireless connections if applicable
6. Reboot the HDUI
7. **Power Cycle** the Modem, Router, and any ECBs on account, in that order
8. Restart the TiVo
9. Force a Connection to the TiVo (if the force connect fails, follow this link to see what to do next)

Most TiVo Apps are only available in HDUI

- You can check the User Interface (SDUI, HDUI) in the BOLT Diagnostics page
- If the TiVo is in SDUI, have the customer change it to HDUI to see the App
- This is only an issue on 2 Tuners, 4 Tuners, and Single Tuners. For other TiVos, you can skip this step

Specific App Information

1. Ameba
2. **Disney Plus (Disney +)**
    - Not available on **any TiVo box**; available through Google Play on IPTV boxes and TiVo Stream 4K
3. **HBO/HBO GO**
    - No longer available on **any TiVo box**
4. Max Streaming App- 8604
    - Not available on **any TiVo box**; available through Google Play on IPTV boxes and TiVo Stream 4K
5. HSN

6. **Hulu**
    - Not available on **any TiVo box**; available through Google Play on IPTV boxes and TiVo Stream 4K

7. iHeartRadio

8. Music Choice

9. Netflix

10. Pandora
11. Plex

12. Prime Video App by Amazon

13. **Spotify** has been removed from all TiVos due to issues with the app; available through Google Play on IPTV boxes and TiVo Stream 4K

14. ToonGoggles

15. Tubi TV

16. VEWD

17. **Yahoo** reached end of life and removed from Experiece 3 and Experience 4 TiVos

18. YouTube

TiVo - Removing / re-adding to the 'Video App' area:

1. **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**
2. **4K 6 Tuners, 6 Tuners , 4K Minis,** and **Minis** on **TiVo Experience 4**
    - Go to **TiVo Home |** left arrow to **Menu | Settings | User Preferences | Add and Manage Apps**
3. **Uncheck the App**
4. Reboot the HDUI
5. Go to **Add & Manage** area again (steps above)
6. **Check the App**
7. Reboot the HDUI
8. Try the App again

IPTV - Uninstalling/Disabling the app:

1. Go to **TiVo Home |** left arrow to **Menu | Settings | Device Settings | Apps | See all apps**

1. Select **the app in question**

1. Select **Uninstall**

1. You will be asked "Do you want to uninstall this app?" Select **Yes**

Some apps (like Netflix and Youtube) are factory pre-installed on the IPTV device and cannot be uninstalled. However, they can be disabled

1. Go to **TiVo Home |** left arrow to **Menu | Settings | Device Settings | Apps | See all apps**

1. Select **the app in question**

1. Select **Disable**

1. You will be asked "Do you want to Disable this app?" Select **Yes**

Audio, no video

Test the TiVo video formats so that it is at the right resolution

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

1. **TiVo Central | Settings and Messages | Settings | Video | Video Output Formats**
2. Select **Test Formats**
3. A test screen will pop up
4. You need to press THUMBS UP if you see an image on the screen
5. If you do not see the image, it will skip to the next format, and so on, until your TiVo is set to the proper format
6. After doing this, try the App again

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

1. **TiVo Central |** left arrow to **Menu | Settings | Audio & Video Settings** | **Video Resolution**

2. Choose **Auto** for the TiVo to automatically detect the proper resolution, or check the resolutions your TV supports manually

3. After doing this, try the App again

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=57