

Force Connect TiVo- Article no. 1563

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

Introduction

- A **Force Connect** renews the TiVo's network connection for **Guide Data**, **OnePass** scheduling, **Apps** and **VOD**
- **Force Connect** may take **up to 10 minutes**, depending on the **network connection in the home**

Resolution Steps

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

- Go to **TiVo Central | Settings & Messages | Settings | Network | Connect to the TiVo service now** ([see steps](#))

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

- Go to **TiVo Home** | left arrow to **Menu** | **Settings** | **Network Settings** | **TiVo Service Connection** ([see steps](#))

*For TiVos with [Experience 4](#) hold [the microphone button](#) and say *Make a Service Connection* or *Make a Service Call*

Internal Information

Customers may receive one of these errors when Force Connecting TiVo:

- **No DHCP Server Error (MoCA Home Network)**
- **Network Cable Unplugged Error / Network Setting Issue**
- **In general, if the Force Connect (TiVo Service Connection) was unsuccessful**

For these errors, do the following:

1. Ensure all Connections to modem, router, TiVo and any other equipment are correct and finger tight
 - [Equipment Diagrams](#)
2. [Test the TiVo Internet Connection](#)
3. Verify the [TiVo Network Settings](#) are correct

4. **Power cycle** the modem, router and **ECB** (where applicable)
5. **Force connect** to the TiVo service again (see path(s) listed above)
6. If unresolved, 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	TiVo Issue
Service Category	TiVo ONLY
Problem Description	TD - TiVo Data Issue
Select	All Affected TiVos
Schedule:	First available time that works for the customer
	Note the case comments: TiVo Home Network Failure

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