# 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<br>Note the case comments: **TiVo Home Network Failure** |

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=82