

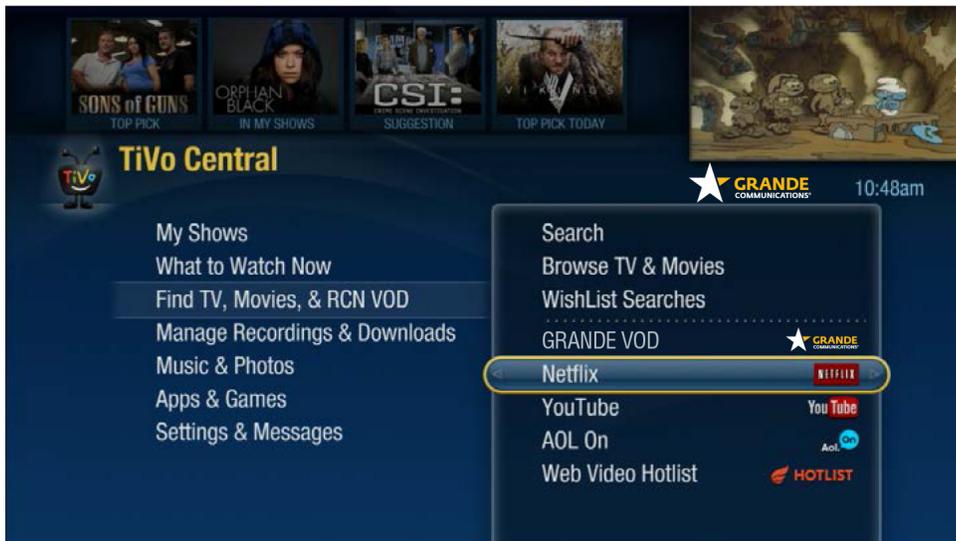


Netflix on your Grande TiVo box - FAQs

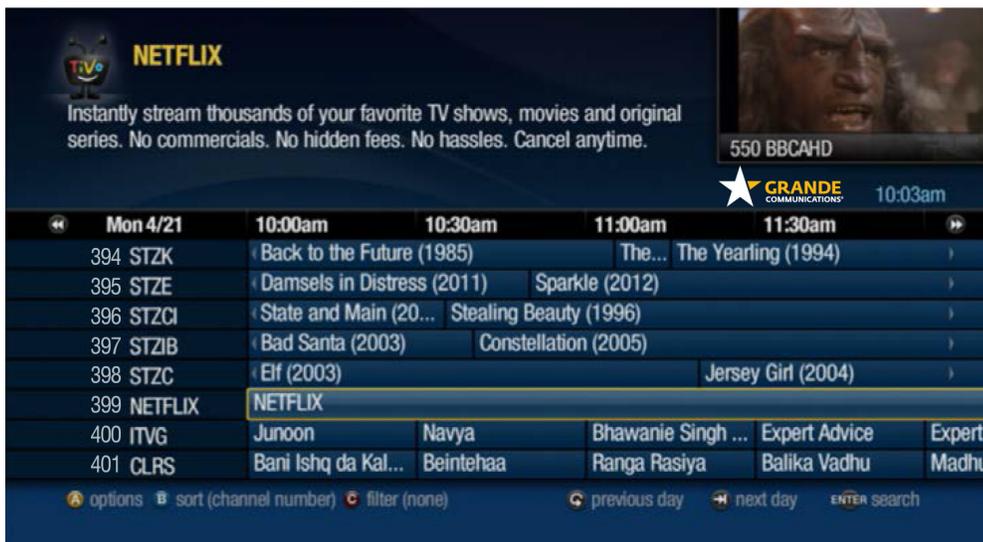
How do I find Netflix on my Grande TiVo?

There are two simple ways to access Netflix.

- ✓ Press the **TiVo** button on your remote.
 - From the **TiVo Central** screen, select **Find TV, Movies & Grande VOD > Netflix**.



- ✓ From your Program Guide
 - You can tune directly to **channel 399** and you will automatically be taken to the Netflix home screen.

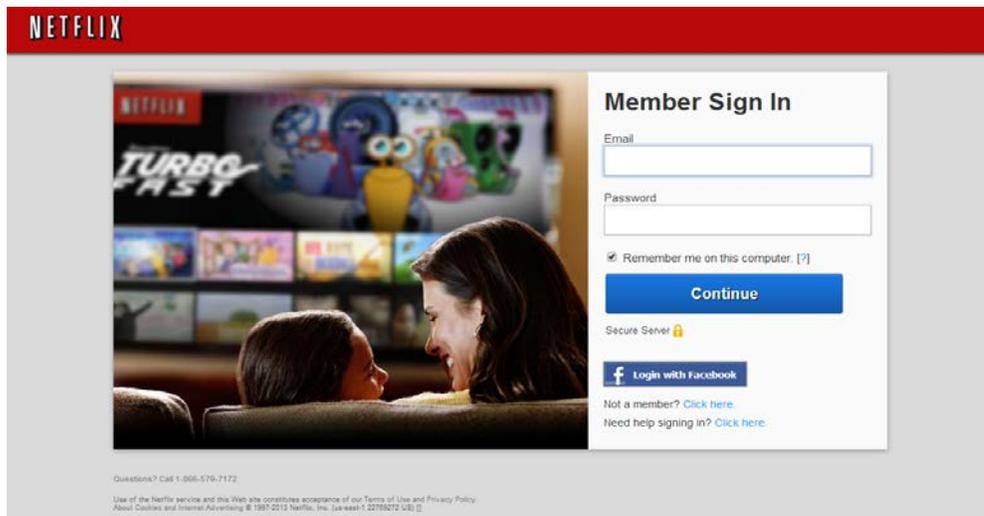




Signing in

Signing in is simple. Make sure you have your Netflix account information handy.

- ✓ If you are a Netflix member, select **Sign In**.
 - Enter your email address. NOTE: You must use the onscreen keyboard to enter your information, including the shift key for capitals. THUMBS UP/DOWN will not work.
 - Arrow down and press SELECT to enter your password.
 - Arrow to Continue and press SELECT.
- ✓ You'll only need to sign in once. You'll remain signed in to Netflix until you sign out.
- ✓ That's it! You're ready to watch Netflix on your Grande TiVo box!



How to Watch

When you search for shows on your Grande TiVo box, your results will include shows available from Netflix. Or, you can search Netflix directly for any show. Here's how:

- ✓ From the **TiVo Central** screen, select **Find TV, Movies & Grande VOD > Netflix**.
- ✓ Choose the Netflix experience you want: **Netflix or Netflix Kids**.
- ✓ Your Netflix home screen is displayed.
- ✓ Find a show to watch:
 - To watch a show from one of the displayed categories, simply select it.
 - To search for a show, select **Search** and enter the first few letters of a show title. Matching titles appear as you type.
- ✓ When you find a something to watch, select it and choose **Play**.
- ✓ You can also choose to view other episodes, add the show to your list of favorites, remove the show from your list of favorites, rate the show, or change audio/video options.

What are the eligibility requirements?

You must have an eligible Grande TiVo box: TiVo T6, TiVo Premiere Q, TiVo Premiere, TiVo Preview HD or TiVo Mini. You must also have a Grande High Speed Internet connection and a Netflix subscription.



Not a Netflix Subscriber? No Problem.

Get a free trial offered by Netflix. Visit www.netflix.com/grande.

How do I link my Netflix account to my Grande TiVo box?

The first time you launch Netflix (or if you have previously signed out) you will be asked if you are a current Netflix member.

- **Start Your Free Month:** If you are not a Netflix member, you will be offered a free trial. Follow the onscreen prompts to sign up.
- **Sign In:** If you are a Netflix member, continue with the following steps.
 - Press **SELECT** and enter your email address. NOTE: You must use the onscreen keyboard to enter your information, including the shift key for capitals. THUMBS UP/DOWN will not work.
 - Arrow down and press SELECT to enter your password.
 - Arrow to Continue and press SELECT.

How do I sign out?

If you need to sign out of your Netflix account on your Grande TiVo box, follow these steps.

- ✓ From the **TiVo Central** screen, select **Settings > Account & System Info > Netflix Account Information**.
- ✓ Choose **Deactivate this device**. If you deactivate the device, you will need to sign in again the next time you want to watch Netflix on your RCN TiVo box.

Basic Troubleshooting

If you are having problems with Netflix on your Grande TiVo box, refer to these common troubleshooting scenarios:

Difficulty Linking/Unlinking

I am having difficulty linking (or unlinking) my Netflix account to my Grande TiVo box.

- If you are unable to login after you believe you have entered the correct username and password, try resetting your Netflix account password at Netflix.com.
- Trial or previously suspended Netflix accounts: If you are unable to unlink your account or do not have access to another Netflix account, contact Grande (**866-247-2633**).

I do not see the Netflix icon on my Grande TiVo box

If the Netflix icon doesn't appear, or if it appears but doesn't function, follow these troubleshooting steps:

- Netflix requires a functioning network connection. To test a network connection:

T6 and Premiere Series TiVo

From TiVo Central > Settings & Messages > Settings > Network > View network diagnostics > Test Internet connection

From TiVo Central > Settings & Messages > Settings > Channels > My Video Providers and ensure there is a checkmark for Netflix.



- If your home network is not functioning, and you have verified the router and modem are plugged in, contact Grande **(866-247-2633)**.
- If your home network is functioning but you still can't see the Netflix launch point, move to the next step.
- Uncheck Netflix in My Video Providers. From TiVo Central > Settings & Messages > Settings > Channels > My Video Providers.
- Power cycle all equipment: Power cycle your TiVo, router, modem, and any wireless network adapters you are using.
- Check Netflix in My Video Providers to re-enable the app. Then try to launch Netflix again.
- If you still can't see the Netflix launch point contact Grande **(866-247-2633)**.

General FAQs

Q1. Where in the TiVo Central menu would I find Netflix?

A1. From *TiVo Central* > *Find TV, Movies & Grande VOD* > *Netflix*.
You can also tune directly to channel 399 and you will automatically be taken to the Netflix home screen.

Q2. Will Netflix appear on my Grande bill during the offer period or afterwards?

A2. No and no. When you're trialing Netflix, it won't appear anywhere – and if you choose to continue as a paying customer, it's done through Netflix, not Grande. [Netflix Customer Support](#)

Q3. How do I access/sign up for a new Netflix account on my Grande TiVo box?

A3. From TiVo Central select > *Find TV, Movies & Grande VOD* > *Netflix*
Select **Sign In** on the main Netflix screen.
If you are not yet a member, set up your membership at www.netflix.com/grande.
(A credit card number is needed to start free trial.)
Enter your Netflix email address and password.
Select Continue.
Your device is now connected. Enjoy!

Q4. Will the Parental Control settings from my Grande TiVo box automatically transfer/apply to Netflix content?

A4. No. You can control access to certain maturity levels of Netflix content from the "Your [Netflix] Account" page. Parental control settings must be changed from a computer, and will apply to all devices currently attached to your Netflix account. You can also set parental controls on individual profiles by changing the parental control settings in the "Your Account" section of each profile. If you want to make a profile kid-friendly by default, click the checkbox that indicates "This is a profile for kids under 12" in the "Manage Profiles" section of your account. Netflix parental controls consist of 4 maturity levels: Little Kids, Older Kids, Teens, and Adults.

Q5. What about the TiVo app on my computer, iPad, mobile device? Can I use it with Netflix?

A5. You can use the TiVo app on iOS or Android to search for movies and TV shows, and if a particular movie or show is available on Netflix, the TiVo app will indicate its availability. From there, you can either (1) launch the Netflix app on your TiVo device and watch on your TV (you will need to use your TiVo remote control to



control the Netflix app on TiVo, or the TiVo arrow key controls within the TiVo iOS/Android app), or (2) launch the Netflix app on your iOS / Android device and watch directly on your phone or tablet (you will exit the TiVo iOS/Android app at this point).

Q6. Can I stream Netflix on other Grande TiVo boxes in the house? How?

A6. All Grande TiVo boxes will be able to access Netflix through the App.

Q7. Can I stop a program in one room and watch in another? How?

A7. Yes. When stopping the playback of a movie, select "Add to My List". Launch the Netflix App on the TiVo in the secondary location and scroll down to "My List" and then select the movie then choose "Resume Playing".

Q8. Can I watch multiple Netflix titles/shows on multiple Grande TiVo boxes throughout my home?

A8. Yes.

Q9. Are there any Grande TiVo boxes Netflix WILL NOT be available on?

A9. The Netflix app will be available on all TiVo's connected to TV's. TiVo Stream is excluded.

Q10. What if I need help with: Updating a Netflix email address or password, Updating payment method, Cancelling Netflix account, Reviewing Netflix payment history, Reporting Netflix streaming problem, Getting Netflix help signing in?

A10. Please visit <https://help.netflix.com/help>

Q11. I can't find the Netflix App on my Grande TiVo box – who do I contact?

A11. If you need some help with Netflix on your Grande TiVo box contact **Grande (866-247-2633)**.

Q12. How do I pay for Netflix?

A12. You can pay via credit or debit card directly to Netflix. [Netflix Customer Support](#)

Q13. What do I do if I have been billed too much for Netflix?

A13. You'll need to contact Netflix. You can find their contact details here. [Netflix Customer Support](#)

Q14. What do I do if I am having trouble viewing Netflix?

A14. You'll need to contact Netflix. You can find their contact details here. [Netflix Customer Support](#)

Q15. How do I change my payment details to pay for Netflix after I've signed up?

A15. You'll need to contact Netflix. You can find their contact details here. [Netflix Customer Support](#)

Q16. Will my monthly Netflix charge appear on my Grande bill?

A16. No, all billing is directly with Netflix.

Q17. How fast does my Internet connection need to be?

A17. While Netflix works with many different levels of Internet speeds, the speed of your Internet connection may impact your viewing experience. Netflix is a streaming service--movies and TV episodes are streaming over the Internet, not being downloaded, so you must be connected to the Internet throughout the time you are watching from Netflix.



Internet Connection Speed Recommendations

15Mbps - Recommended for HD video quality

**Note: Mbps = Megabits per second. Internet speeds listed represent Download speeds.*

Q18. How many devices can I use Netflix on at the same time?

A18. The number of devices that may be allowed to instantly watch simultaneously will depend on your Netflix membership plan. You must call or visit www.netflix.com to view specific information on your account with Netflix.

Customers should visit [Netflix Help Link](#) for specific info on Netflix accounts, billing, offers, programming, etc.