

TiVo RD6E20

TiVo Edge for Cable DVR and Streaming Media Player User Manual

Model: RD6E20



1. INTRODUCTION

This manual provides essential information for setting up, operating, and maintaining your TiVo Edge for Cable DVR and Streaming Media Player. The TiVo Edge is designed to integrate your cable TV channels, recorded content, and streaming services into a single, powerful device, offering a premium entertainment experience with features like 4K UHD, Dolby Vision HDR, and Dolby Atmos sound.

Please read this manual thoroughly before using your device to ensure proper installation and optimal performance.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- TiVo Edge DVR Unit
- TiVo VOX Remote Control
- Power Cable
- User Manuals (including this document)
- 2 AA Batteries (for remote control)



Image 2.1: TiVo Edge for Cable DVR unit, remote control, and retail packaging. The packaging highlights features like Live TV, DVR, and Stream capabilities.

3. SETUP AND INSTALLATION

Follow these steps to connect your TiVo Edge for Cable to your home entertainment system.

3.1. CableCARD Installation (Required for Cable TV)

The TiVo Edge for Cable requires a CableCARD from your cable provider to access encrypted cable channels. Contact your cable provider to obtain and activate a CableCARD. Insert the CableCARD into the designated slot on your TiVo Edge unit according to your cable provider's instructions.

3.2. Connecting the TiVo Edge

1. **Connect to TV:** Use an HDMI cable (not included) to connect the HDMI OUT port on the TiVo Edge to an available HDMI input on your television.
2. **Connect to Cable:** Connect your coaxial cable from the wall outlet to the CABLE IN port on the TiVo Edge.
3. **Connect to Network:** For streaming services and TiVo features, connect the TiVo Edge to your home network. You can use an Ethernet cable for a wired connection or connect wirelessly during the guided setup.
4. **Connect Power:** Plug the power cable into the POWER port on the TiVo Edge, then plug the other end into an electrical outlet.
5. **Insert Batteries into Remote:** Open the battery compartment on the TiVo VOX Remote and insert the two AA batteries, ensuring correct polarity.

3.3. Initial Setup Wizard

Once powered on, your TiVo Edge will guide you through the initial setup process on your TV screen. This includes:

- Language selection.
- Network connection setup (wired or wireless).
- TiVo service activation (requires a subscription).

- Channel scan and guide data download.
- Remote control pairing and setup.



Image 3.1: The TiVo Edge for Cable DVR unit with the TiVo VOX Remote Control positioned on top. This image illustrates the primary components of the system.

4. OPERATING YOUR TiVO EDGE

The TiVo Edge offers a range of features to enhance your viewing experience.

4.1. Recording and Live TV

- **Simultaneous Recording:** Record up to 6 cable shows at once.
- **Storage:** Store up to 300 HD hours of recorded content.
- **TiVo App:** Watch recorded shows and live TV on your tablet or phone using the free TiVo app.

4.2. Streaming Services

Access popular streaming applications directly from your TiVo Edge, including Netflix, Prime Video, Hulu, YouTube, and more. Navigate to the Apps section from the TiVo Central menu to launch your favorite services.

4.3. Key Features

- **SkipMode:** With a single press of the SKIP button, bypass entire commercial breaks on eligible recorded shows.
- **OnePass:** Set up a OnePass recording for any series, and your TiVo Edge will automatically gather every available episode from cable TV and streaming services, creating a unified watchlist.
- **TiVo VOX Remote with OneSearch:** Use voice commands to search across live TV, recorded shows, and streaming apps simultaneously. Press the microphone button on your remote and speak your command.
- **Cinematic Experience:** Enjoy content with Dolby Vision 4K HDR and Dolby Atmos sound for an immersive viewing experience. The device supports 4K Ultra HD movies from streaming services and analog audio

output.

5. MAINTENANCE

To ensure the longevity and optimal performance of your TiVo Edge, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the exterior of the unit with a soft, dry cloth. Do not use liquid cleaners or abrasive materials.
- **Ventilation:** Ensure the TiVo Edge is placed in a well-ventilated area. Do not block any ventilation openings on the unit. Avoid placing it in enclosed cabinets without adequate airflow.
- **Power Cycle:** If the unit becomes unresponsive, perform a power cycle by unplugging it from the power outlet, waiting 10 seconds, and then plugging it back in.

6. TROUBLESHOOTING

If you encounter issues with your TiVo Edge, try the following steps:

Problem	Possible Solution
No power/Unit not turning on	<ul style="list-style-type: none">◦ Ensure the power cable is securely connected to both the TiVo Edge and a working electrical outlet.◦ Try a different power outlet.◦ Perform a power cycle (unplug, wait 10 seconds, plug back in).
No picture/sound on TV	<ul style="list-style-type: none">◦ Verify HDMI cable connections between the TiVo Edge and your TV.◦ Ensure your TV is set to the correct HDMI input source.◦ Check TV volume and mute settings.
Cannot access cable channels	<ul style="list-style-type: none">◦ Confirm the coaxial cable is securely connected to the CABLE IN port.◦ Verify that your CableCARD is properly installed and activated by your cable provider.◦ Contact your cable provider for CableCARD activation issues.
Remote control not responding	<ul style="list-style-type: none">◦ Replace the AA batteries in the remote.◦ Ensure there are no obstructions between the remote and the TiVo Edge.◦ Re-pair the remote control with the TiVo Edge (refer to the on-screen setup guide or TiVo support for instructions).
Network or streaming issues	<ul style="list-style-type: none">◦ Check your internet connection and router.◦ Ensure the Ethernet cable is securely connected (if wired).◦ Re-run the network setup from the TiVo Central menu.

If these steps do not resolve the issue, please refer to the official TiVo support website or contact customer service for further assistance.

7. SPECIFICATIONS

Feature	Detail
---------	--------

Feature	Detail
Brand	TiVo
Model Name	TiVo EDGE for Cable
Item Model Number	RD6E20
Product Dimensions	12 x 10 x 4 inches
Item Weight	4.97 pounds
Color	Black
Resolution	4K Ultra HD
Special Features	Dolby Vision HDR, Dolby Atmos Sound, SkipMode, OnePass, Voice Control
Connectivity Technology	HDMI, Ethernet, Wi-Fi
Supported Internet Services	Hulu, Netflix, Prime Video, YouTube, and more
Controller Type	Remote Control, Voice Control
Batteries	2 AA batteries (included for remote)

8. WARRANTY AND SUPPORT

For detailed warranty information, please refer to the documentation included with your TiVo Edge or visit the official TiVo website. TiVo offers customer support for technical assistance and service-related inquiries.


Important: A TiVo service subscription plan is required for full functionality of the TiVo Edge for Cable. Subscription options are available directly from TiVo.

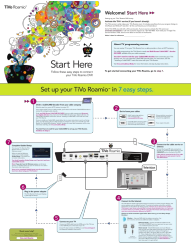




For the latest support resources, FAQs, and contact information, please visit:www.tivo.com/support



© 2023 TiVo Corporation. All rights reserved. TiVo and the TiVo logo are registered trademarks of TiVo Corporation and its subsidiaries. All other trademarks are the property of their respective owners.

Related Documents - RD6E20

	<p>La Experiencia TiVo: Manual de Usuario para DVR y TiVo Mini</p> <p>Esta guía completa de la Experiencia TiVo detalla la configuración, funciones, ajustes y solución de problemas para los DVRs TiVo y TiVo Mini, ayudando a los usuarios a aprovechar al máximo su dispositivo.</p>
---	---

	<p>TiVo Roamio DVR Setup Guide and Features</p> <p>A comprehensive guide to setting up your TiVo Roamio DVR, including connecting to TV sources, activating TiVo service, understanding the remote control, and exploring key features like TiVo Central and OnePass.</p>
	<p>Thomson Smart TV Product Information and Safety Guide</p> <p>Important product information, safety guidelines, EU declaration of conformity, and support details for Thomson Smart TVs. Includes information on storage, WEEE directive, data protection, and app performance.</p>
	<p>TiVo Experience: Your Guide to Integrated Entertainment</p> <p>Discover the features of the TiVo Experience, including the SmartBar, QuickView, QuickMode, OnePass, and the TiVo app for seamless TV and streaming content management.</p>
	<p>FisionTV+ STB Quick Guide: Setup, Specifications, and Safety Information</p> <p>A concise guide to setting up the FisionTV+ STB, detailing device information, specifications, and essential safety instructions for optimal use.</p>
	<p>Armstrong EXP: Your Guide to Whole-Home Entertainment & Connectivity</p> <p>Discover the Armstrong EXP system for seamless whole-home entertainment. This guide details features like TiVo Central, OnePass recordings, WishList searches, the mobile app, and remote control functions, enhancing your TV viewing experience.</p>

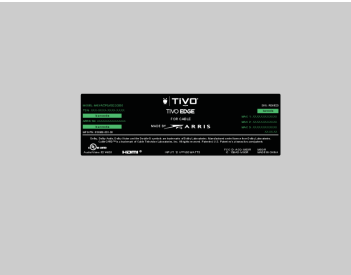
Documents - TiVo – RD6E20



[\[pdf\]](#) Label

TiVo Series 7 Label Cable ID Location Info ARRIS MG3R Set Top Box ACQ ACQMG3R mg3r
MODEL: MG3-R/ZP0J/0322/2000 TSN: XXX-XXXX-XXXX-XXXX barcode ARRIS SN: XXXXXXXXXXXXXXXXXXXX barcode MFG PN: 613868-001-00 FOR CABLE SKU: **RD6E20** barcode MAC 1: XXXXXXXXXXXXXX MAC 2: XXXXXXXXXXXXXX MAC 3: XXXXXXXXXXXXXX XX-XX-XX Dolby, Dolby Audio, Dolby Vision and the Double-D symbols are trademarks of Dolby...

lang:es score:17 filesize: 653.38 K page_count: 2 document date: 2019-06-12



[\[pdf\]](#) Label

TiVo Series 7 Label Cable ID Location Info ARRIS MG3R Set Top Box ACQ ACQMG3R mg3r
MODEL: MG3-R/ZP0J/0322/2000 TSN: XXX-XXXX-XXXX-XXXX barcode ARRIS SN: XXXXXXXXXXXXXXXXXXXX barcode MFG PN: 613868-001-00 FOR CABLE SKU: **RD6E20** barcode MAC 1: XXXXXXXXXXXXXX MAC 2: XXXXXXXXXXXXXX MAC 3: XXXXXXXXXXXXXX XX-XX-XX Dolby, Dolby Audio, Dolby Vision and the Double-D symbols are trademarks of Dolby...

lang:es score:17 filesize: 653.38 K page_count: 2 document date: 2019-06-12



[\[pdf\]](#) Label

TiVo Series 7 Label Cable ID Location Info ARRIS MG3R Set Top Box ACQ ACQMG3R mg3r

MODEL: MG3-R/ZP0J/0322/2000 TSN: XXX-XXXX-XXXX-XXXX barcode ARRIS SN:

XXXXXXXXXXXXXXXXXXXX barcode MFG PN: 613868-001-00 FOR CABLE SKU:

RD6E20 barcode MAC 1: XXXXXXXXXXXXXXX MAC 2: XXXXXXXXXXXXXXX MAC 3:

XXXXXXXXXXXXXX XX-XX-XX Dolby, Dolby Audio, Dolby Vision and the Double-D symbols are trademarks of Dolby...

lang:es score:17 filesize: 653.38 K page_count: 2 document date: 2019-06-12