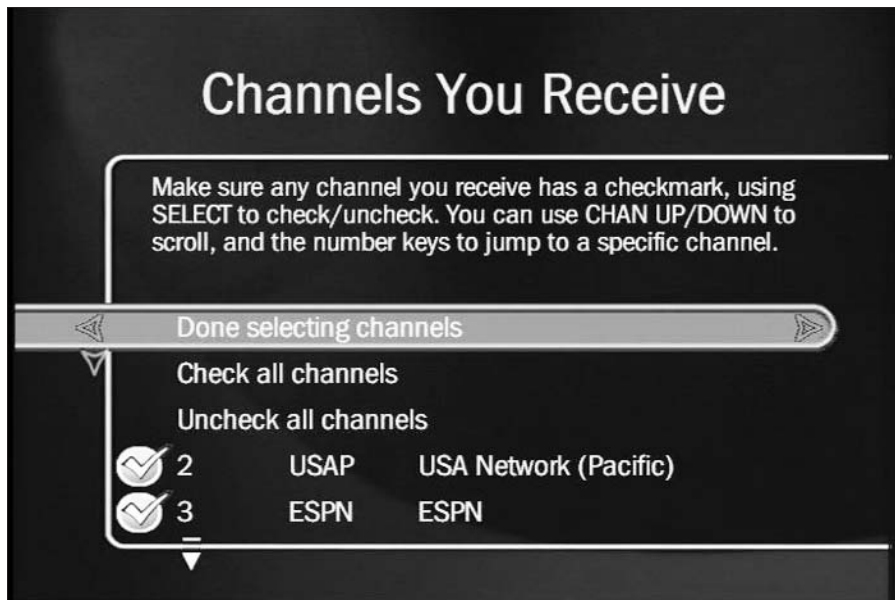


Figure 11-1:
Make sure TiVo lists your correct subscription package, and that you've placed checkmarks by the channels you actually receive.



TiVo doesn't list the right show descriptions for my channel

Most channels release their upcoming schedules weeks in advance. When a schedule's late or incorrect, poor TiVo doesn't know what show it's monitoring — or sometimes it lists the wrong shows or descriptions. To fix TiVo's natural confusion, try these three things:

1. Notify TiVo of the problem.

Head to the Customer Service area of TiVo's Web site (www.tivo.com). You'll find a form to fill out and send to their Lineup Specialists. (Can't find the form? Try heading directly to <http://customersupport.tivo.com/caseSubmitLineup.asp>.)

2. Notify the station of the problem.

Our cable company listed a local university's TV station, for instance, but didn't list descriptions for any of its shows. I found the station's e-mail address on its Web site, told them of the problem, and sent them links to TiVo. They sent the information to TiVo, and their show descriptions appeared on TiVo's lists in about two weeks.