



Figure 11-5:
Tell TiVo to make a quick test call to see whether it's connecting.

- ✓ If something's wrong with your TiVo's phone dialer (its *modem*), call TiVo's Customer Support number, as described near the end of this chapter. Be sure to have your information ready, and don't call during lunch hour — that's when you'll have the longest wait time.
- ✓ If your TiVo's modem dies, you can ship it off to TiVo or the manufacturer for repair (free, if it's within warranty, although you pay for shipping). Chapter 13 also lists several places that repair TiVos and sell replacement parts to do-it-yourselfers.

Keeping TiVo from calling long-distance numbers

TiVo needs to contact its headquarters to fetch your latest channel listings. If your TiVo's currently dialing a long-distance number, you might be able to find a local one.

- 1. Choose TiVo Messages & Setup from TiVo Central.**
- 2. Choose Settings, then Phone & Network Setup.**