




V3 Hotwire Tips

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We will add to this file as new topics are identified so check back periodically




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1. Three Essential APPS for Hotwire:

There are 3 essential APPS that each owner should have on their mobile device. Each serves a different function. You will need to have your account logon credentials the first time you use each app. These were created when

you contacted Hotwire to set up your account or during the initial installation. The APPS can be downloaded from the Google Play Store or the Apple App Store.

- a.  **EERO: This app is used to control various functions of your new router. You can view internet usage and speed coming into you EERO. Also allows you to see what devices are connected to you network.**
- b.  **Hotwire Fision: This app allows you to manage your Hotwire account, billing, services, and access Support.**
- c.  **FisionTV+ : This app allows remotely watch programing, view the program guide, set programs for recording. Use the 3 line menu bar in the upper left to access addditonal functions.**

2. HOTWIRE HELP and Tips and Tricks on YouTube:

- a. To access HOTWIRE Help and Tips and Tricks YouTube presentation
- b. Click on the TVIO button and scroll left to MENU
- c. Scroll right to SYSTEM & ACCOUNT
- d. Scroll down to HELP or Tips & Tricks on YouTube

The following subjects have been added as a result of owners questions

3. Slow channel load and “Loading Video” circle keeps spinning

- a. Open the EERO app on mobile device
- b. Click on Discover Tab at the bottom
- c. Click on eero Labs
- d. Turn on “Local DNS caching
- e. REBOOT (this reboots the EERO Router)
- f. Each TV will reset.
- g. Click DONE on each response
- h. Click on TIVO button on EACH TV remote
- i. Scroll LEFT to Menu
- j. Scroll down to Device Settings
- k. Select APPS and select Fision
- l. Scroll down and select “Clear Cache”

4. Closed Captioning

- a. Hold down the blue “B” button on the remote for 5 seconds. This will turn CC on and off.
- b. OR Press the TIVO button and Scroll left to Menu > Accessibility > Subtitles & Closed Captioning ON OR OFF
- c. Use “Closed Captioning Preferences” to change font size, background , etc

5. Set Favorite Channels:

- a. Create a favorites channel list that can be displayed when you press the GUIDE button. Press the RED “C” on the remote to select which guide you want to display.
- b. Click the TIVO button, left to Menu
- c. Menu>User Preferences> Favorite Channels
- d. Click on your favorite channels.
- e. Press the back arrow to exit.
- f. Press Guide
- g. Press the RED “C” button and select Favorites or ALL

6. Recordings:

Recording programs can be accomplished in several ways. You can record a single program/episode or you can record an entire series of programs.

a. Record a single program.

- 1) If program is already playing OR program is highlighted on the GUIDE, press the RED Record button.
- 2) Select the desired option.

b. Record a series setup.

- 1) Before setting up a OnePass (Hotwire term for series recording) it is recommended that you establish the **default** settings for recordings (Number of recordings to maintain, New or All episodes, start time, overtime, etc). This will make future setup much easier.
- 2) Go to Menu>User Preferences>One Pass and Recording Options
- 3) Select your desired Options.
- 4) Individual programs can later be modified under OnePass Manager

- 5) ADD programs to OnePass Manager.
- 6) Programs can be added to OnePass Manager in one of two ways.
- 7) Go to the guide (manually or voice search) to find the desired program
- 8) Click on RED record button, select "Create a OnePass for this series" and select options.
- 9) OR do a voice search of the desired program. If it finds the selection and gives you an option, you can create a OnePass.
- 10) Generally the program will need to be in the immediate future to be found.
- 11) Once a series is programmed in OnePass, it will remain there thru multiple years/seasons unless removed manually.

c. Change OnePass Settings

- 1) Menu>OnePass Manager
- 2) Select program you want to modify settings for.
- 3) Watch a recorded Program

d. Watching Recorded Programs

- 1) Press TIVO button
- 2) Scroll right to "My Shows"
- 3) Select desired recording.
- 4) Programs may be paused, rewound or fast forwarded using the remote functions.

e. Delete a Recorded Program

- 1) To delete a specific recording from My Shows, select the program/episode and press the X at the end of the line.
- 2) To delete a recording **after play**, Press the **square STOP button** or **FF** to the end of the timeline and select the Delete option that will appear.

7. Have an Annoying Voice Narration?:

If you have a set that has a voice narration/description of what is appearing on the screen (like menu options or channel changes), you may have inadvertently pressed and held the "A" button. Simply press the "A" button for a couple of seconds and it should turn off the voice.

8. Navigating “MY COMMUNITY” (Channel 99)

Access to the My Community Channel is intermittent and may vary from TV to TV. Check each TV individually to determine accessibility. It is a known Hotwire engineering issue. Report any problems to the Launch Manager.

The community channel can be accessed by pressing the silver TIVO button, then scrolling right to “MY COMMUNITY” or by entering 99 on remote.

Unlike our old channel 63, the new MY COMMUNITY is menu driven. You no longer have to watch each slide scroll across the screen, simply use the navigation buttons on the top of the remote. To return to the previous main screen use the BACK key, the Left facing arrow (←) above the Volume button.