

FAQ's

TiVo® Whole Home Bundle

● **What is a TiVo Whole Home Bundle?**

The TiVo Whole Home Bundle allows multi-room viewing. You can watch a recorded show in one room, while someone else is watching live television or a recorded show in a different room. Grande offers two versions of Whole Home Bundles – the 4 Tuner Whole Home Bundle and the 6 Tuner Whole Home Bundle:

- **4 Tuner Whole Home Bundle** – Includes a 4 Tuner DVR with one or more EveryRoom powered by TiVo. Allows you to record up to 4 shows at once and watch them from any room with an EveryRoom.
- **6 Tuner Whole Home Bundle** – Includes a 6 Tuner DVR with one or more EveryRoom powered by TiVo. Allows you to record up to 6 shows at once and watch them from any room with an EveryRoom.

● **What do I need to get a TiVo Whole Home Bundle from Grande?**

You'll need our Digital TV service to power your TiVo box and at least 2 TVs. Also, you'll need Grande High-Speed Internet, along with an in-home hard-wired Internet connection.

● **What is the difference between a 4 Tuner Whole Home Bundle and a 4 Tuner DVR?**

A 4 Tuner Whole Home Bundle includes a 4 Tuner DVR and an EveryRoom powered by TiVo to allow for multiple-room viewing. If you have 2 or more TVs in your home, a Whole Home Bundle is ideal. Simply add an EveryRoom powered by TiVo for every TV in your home. If you only have a single TV in your home, a 4 Tuner DVR will provide ample recording space to record all your favorite shows.

● **What if I want to record 4 or 6 shows at once but only have 1 television?**

Instead of purchasing the Whole Home Bundle, you can purchase the 4 Tuner DVR powered by TiVo or the 6 Tuner DVR powered by TiVo.

● **How do I upgrade from a standalone TiVo box to the Whole Home Bundle?**

If you currently have a standalone TiVo, and wish to upgrade to the TiVo Whole Home Bundle, call customer service at 866-2GRANDE and we will be happy to assist you. You will then have a technician come to your home to install your TiVo Whole Home Bundle and remove your standalone TiVo.

● **If I already have a standalone TiVo, can I transfer my recorded programming and settings to my TiVo Whole Home Bundle?**

Unfortunately, Grande is unable to transfer your recorded programming from your standalone TiVo to your TiVo Whole Home Bundle. You have the option to keep your standalone TiVo along with the TiVo Whole Home Bundle; you will then be able to transfer non-copy-written content to the TiVo Whole Home Bundle, and stream the copy-protected content.

● **If I upgrade from a standalone TiVo to a TiVo Whole Home Bundle, will my TiVo OnePass automatically transfer to my TiVo Whole Home Bundle?**

No, this does not occur automatically; however, if you register your GrandeTiVo online at www.tivo.com you will be able to transfer all of your OnePasses to your new TiVo Whole Home Bundle.