



Troubleshooting TiVo Transfer issues with Toast

- Toast

If you are unable to launch the TiVo Transfer application:

Download and install the [latest update](#).

If you are unable to see your TiVo in the "TiVo DVRs" list in TiVo Transfer, try each of the following:

1. Make sure that your Mac OS's Java applet and application versions are set to versions 5.0:

- ◇ From your Mac OS hard drive, go to Applications > Utilities > Java > Java Preferences.
- ◇ Click the **General** button.
- ◇ Under the *Java applet versions* box, select **J2SE 5.0 32-bit**.
- ◇ Under the *Java application versions* box, select **J2SE 5.0 32-bit**.
- ◇ Close the window.

2. Verify that your network sharing settings are correct on your Mac under **Network** in **System Preferences**.

- ◇ Disable any firewall settings in the **Sharing** options for your network in **System Preferences**.
- ◇ Disable the TiVo Desktop sharing option and server under **TiVo Desktop** in **System Preferences**.
- ◇ Cycle power (turn it off and then back on) your network router.
- ◇ Make sure your network is set up correctly.
- ◇ Powercycle your TiVo DVR. Click [here](#) for more details.

If you are able to see your TiVo in the "TiVo DVRs" list in TiVo transfer, but don't see any shows on your TiVo, try each of the following:

1. Verify that you have entered your MAK correctly. You will not be able to see shows on your TiVo without the correct MAK entered.

- ◇ Verify that your TiVo is set to enable "transfers". Log on to your TiVo account, click on **DVR Preferences** on the left-hand column, and then select **Enable transfers**.
- ◇ Disable the TiVo Desktop sharing option and server under **TiVo Desktop** in **System Preferences**.
- ◇ Make sure your network is set up correctly.
- ◇ Powercycle your TiVo DVR. Click [here](#) for more details.
- ◇ Disable VPN.
- ◇ Disable any download or other transfer managers.
- ◇ Disable notification services like Gmail notifier and Growl notifier.