

Quative Digital Video Recorder (DVR)

● America's Guide ●

User Guide

Document reference





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Status

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1 - Introduction

This document describes the Digital Video Recorder (DVR) in the America's Guide. ***If you are not familiar with the basics of how to navigate in the Guide and the Zap Browser, please refer to that documentation before attempting to learn the processes outlined in this document.***

In this documentation when the word “press” is used this refers to using a button on the remote control.

To highlight something means to use the arrow keys on the remote to select an item in the Electronic Program Guide so that it is highlighted in yellow.

Symbols/words in this document with color represent buttons on the remote, such as  for the “OK” button.

DVRs make "time shift viewing" (watching a program at a time other than when it is shown by the network) much more convenient, and also allow for "trick modes" such as pausing live TV, instant replay, chasing playback (where a recording can be viewed before it has been completed), and skip ahead or back.

DVR allows you to Pause, Rewind and Fast Forward “live” programming almost in the same way you would a pre-recorded DVD or VHS tape. If you know how to use Pause, Rewind, and Fast Forward with a VCR or DVD player then you already know how to use these functions with a recorded program on a DVR. Using these functions during “buffered” recording is a little different. The next few pages will explain how it works to Pause, Rewind, and Fast Forward with live or buffered programming.

UNDERSTANDING BUFFERING

You can perform trick plays such as pause, rewind, or fast forward while watching TV, because your DVR set-top box (STB) temporarily records or “buffers” a program as soon as you change to the channel. The STB can buffer up to 2 hours of the channel you’re on to enable these functions.

If you change from one channel to another, the STB will empty the buffer and start filling it again with the programming from the new channel. Using other applications on the STB, such as accessing the Portal may also empty the buffer.

Understanding how buffering works will help you understand when you can fast forward or rewind with your DVR. If a portion of the program has not yet run, of course you won’t be able to fast forward through it!

TIP: After having DVR for a short time, many users will decide to watch very little actual live programming. Instead they’ll set recordings for most of their shows.

Another technique is to watch “almost live” TV. This is done when viewers tune to a program at its start time so that the buffer is recording the show. Then they’ll go do something else for about 20 minutes. When they return they’ll go back to the beginning of the show and start watching it. Then when commercials come up, they have the option of fast forwarding through them. If they were watching live, they wouldn’t be able to skip the commercials.

TIP: If the hard drive is getting very full with recorded programs, the amount of time that can be buffered may be reduced.

2 - Pause live or buffered programming

When pausing live programming, a bar appears on the screen showing the current position in the program you are watching.

Figure 1



The buffered portion of the program is shown in green on this bar. The times on the playbar show start and end time of the program.

To resume play from the paused position, press **Play**.

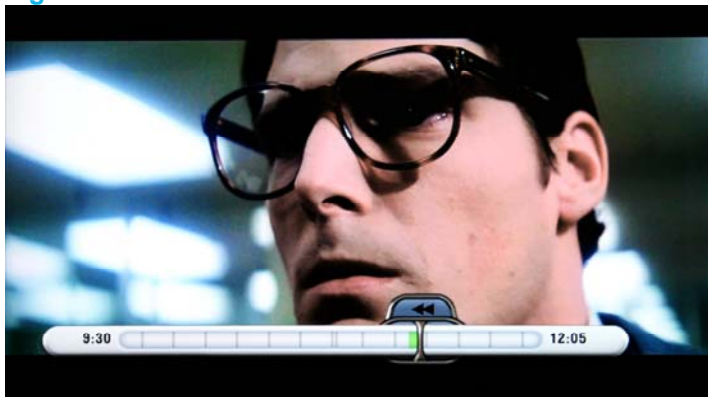
3 - **Rewind**

DVR allows you to  **Rewind** or **Fast Forward**  through the buffered portion of a program.

The DVR does this by having your set-top box (STB) temporarily record or “buffer” a program as soon as you change to the channel. The STB can buffer up to 2 hours of the tuned channel.


You may press  **Rewind** with live, buffered, or recorded programs.


Figure 2




Only a small portion of this program has been buffered, which is shown in green on the playbar. You'd only be able to rewind to the beginning of the buffered recording, not to the beginning of the program.

Remember, the buffer only contains the program starting from when you changed to the channel.

 **Rewind** starts at 8x speed. (See Figure 2).

Pressing  **Rewind** a second time increases to 16x speed.

Pressing  **Rewind** a third time increases to 32x speed.

Pressing  **Rewind** a fourth time will cycle back to 8x speed.

If the beginning of the buffered or recorded program is reached, rewinding stops and the program plays.

4 - Fast Forward▶▶

You may press **Fast Forward▶▶** with buffered or recorded programs.
(If you're watching actual "live" programming as it's being run, you can't go forward because that portion of the program has not run yet.)

Figure 3



This example shows fast forwarding that is just about caught up to the live program time. The green portion of the playbar is what's buffered.

Fast Forward▶▶ starts at 8x speed.

Pressing **Fast Forward▶▶** a second time increases to 16x speed.

Pressing **Fast Forward▶▶** a third time increases to 32x speed.

Pressing **Fast Forward▶▶** a fourth time will cycle back to 8x speed.

When you catch up to the live program during buffered recording, play will resume.

You may press also **■Stop** at anytime during fast forwarding to catch up to the live program.

5 - **Record** live programming

To start recording the TV program you're watching, press **Record**.

The Zap Browser will come up and indicate that the program is now being recorded.

Figure 4



Here you can see the program is being recorded, because the title of the program is red and the recording icon displays after the time remaining.

If you press **Pause** or **Play**, the playbar will pop up.

Figure 5



Here you can see the red area of the playbar displaying which portion of the program has already been recorded.

You can pause, rewind, and fast forward through the recorded part of the program using **Pause**, **Play**, **Rewind** and **Fast Forward**.

If you press **Stop** when you are not "live", you will be returned to live. If you press **Stop** when you are live, the "Abort Recording" pop up window will appear.

Figure 6



If you do wish to abort recording, **arrow** to "Confirm" and press **OK**. If you wish to keep recording the program, stay on "Cancel" and press **OK**.

6 - Schedule a recording

Recordings may be scheduled from either the Guide or the Zap Browser.

6a - Schedule a recording using the Guide

Navigate to and highlight the listing for the program you wish to record.

(If you're not familiar with Guide Navigation, please refer to that documentation.)

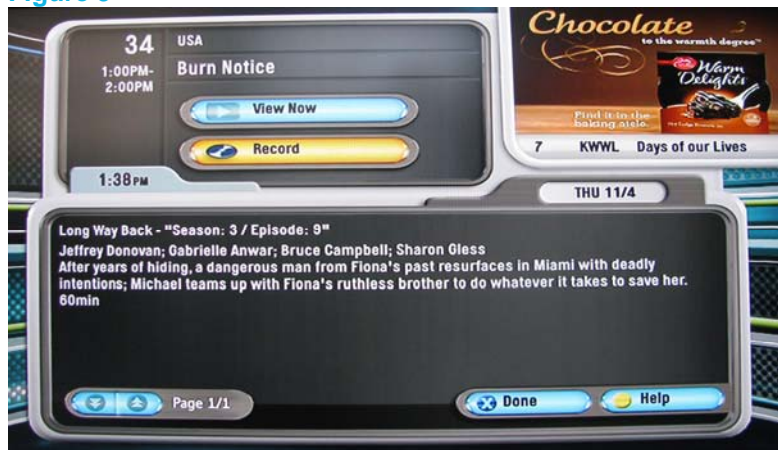
After the program is highlighted, the shortest method of scheduling a recording is to press

Record. The recording icon will appear next to the program listing.

6b – Set a Series Recording

In the Guide, press **OK** after you've highlighted the program. This allows you to see the details screen with the program information.

Figure 9



If the program is not currently airing, by default, the Record option will be highlighted. Press **OK** and you will be given Series recording options.

If the program is currently airing, **arrow** down to "Record" and Press **OK**. You will be given the option to record either the "Episode" or the "Series".

Figure 7

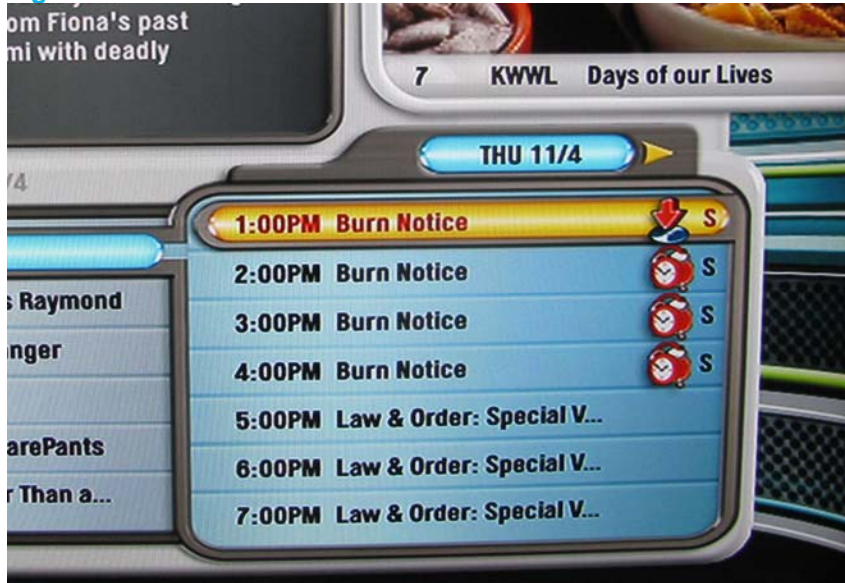


If the program is not a Series, the recording will be scheduled without bringing up the choice of "Episode" or "Series".

Note: If the program schedule changes, this Series recording will follow the program.

Arrow to "Series" and Press **OK**. You will then be returned to the Guide.

Figure 8



An alarm clock icon with an S will appear next to the program(s) showing it is now scheduled for Series recording.

In the example to the left you can see the 2 different recording icons. The top disk icon is programming that's currently being recorded. The alarm clock icons are for future recordings.

6c - Schedule a recording using the Zap Browser

Navigate to and highlight the listing for the program you wish to record. Keep in mind that the Zap Browser only allows you to look ahead to the next program. You cannot go ahead days like you can in the Guide.

(If you're not familiar with Zap Browser Navigation, please refer to that documentation.)

After the program is highlighted, press **Record**.

Figure 10



An alarm clock icon will appear next to the program showing it is now scheduled for recording.

Note: *The default option for recording in the Zap Browser is set to "Episode". If you'd like to use Series Recording, first cancel the recording (section 9) and then follow the instructions in Section 6b.*

When a scheduled recording starts, the red **RECORD** light on the front panel of your set-top box (STB) will light up.

If you go into the Guide and highlight the channel that is being recorded, the program being recorded will be marked in red with a disk recording icon.

Figure 11

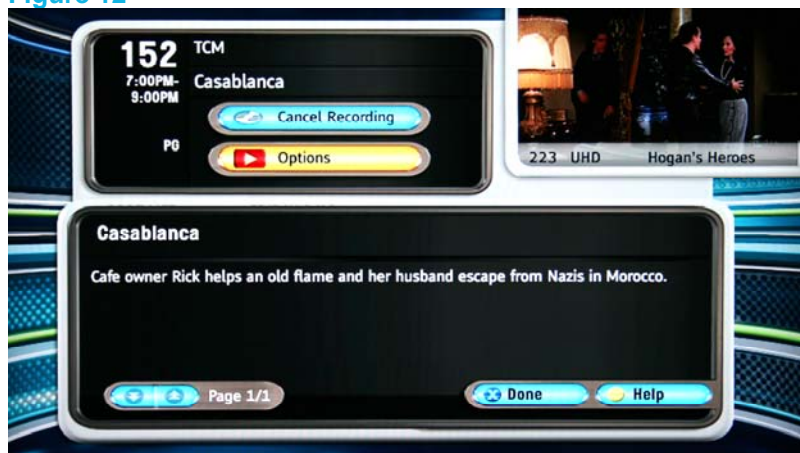


In this example "Superman: The Movie is currently being recorded.

7 – Start recording early and/or late

To ensure your whole program is recorded, you may add some extra recording time to the start and/or end of a scheduled recording. This is done in “Options”. First bring up the “Manage Recordings” page by pressing the **Record-it** button located on the bottom left of the remote or via the “Main Menu.” Highlight “Scheduled Recordings”. **Arrow** to the program for which you’d like to adjust recording and press **OK**. On the details screen **arrow** down to “Options” and press **OK**.

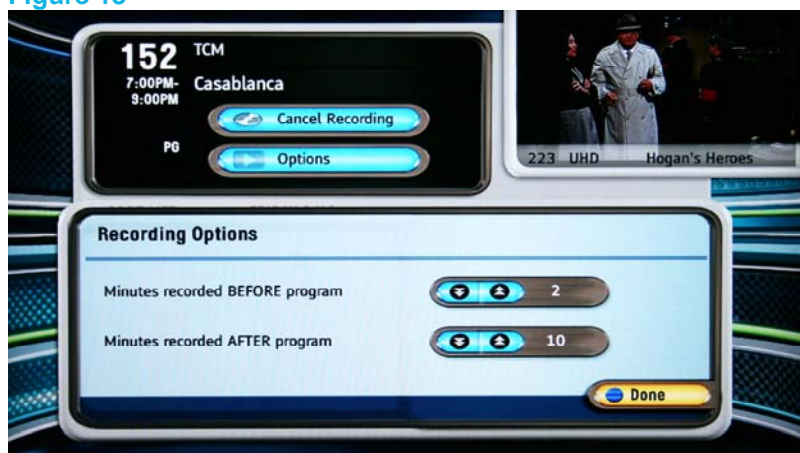
Figure 12



In this example you may either “Cancel Recording” or go into “Options” to add record time to the beginning or end of the scheduled recording.

You may now set how many minutes to record before the published start time of the program and/or after the published end time.

Figure 13



In this example recording is set to start 2 minutes early and finish 10 minutes late.

Recording may be adjusted up to 5 minutes BEFORE and up to 90 minutes AFTER.

This helps to ensure if a network does not run its programming exactly when they say they’re going to run it, that you still get all of your program recorded. It is not uncommon for programming to run 1 or 2 minutes off of the actual schedule.

If you schedule two recordings close to each other, the DVR may not be able to record all of these extra minutes. Instead, it will record as much as it can.

Ex. A recording is scheduled to start at noon and end at 1pm with 10 minutes extra set for before and after. Another recording is set for 1:10pm – 3:00pm, also with 10 minutes extra for before and after. The DVR will manage this by recording the first recording from 11:50 am until 1:05 pm, and the other from 1:05pm until 3:10pm. (Since the after time of the first recording and the before time of the 2nd recording overlap, the DVR compromises between the two recordings.)

8 - View list of “Scheduled Recordings”

The “Scheduled Recordings” menu allows you to see which programs you have scheduled for recording. To see the list of recordings you have scheduled, follow these steps:

Press **Record-it** to access the “Manage Recordings” menu. “Scheduled Recordings” is highlighted by default so press **OK**.

Figure 14

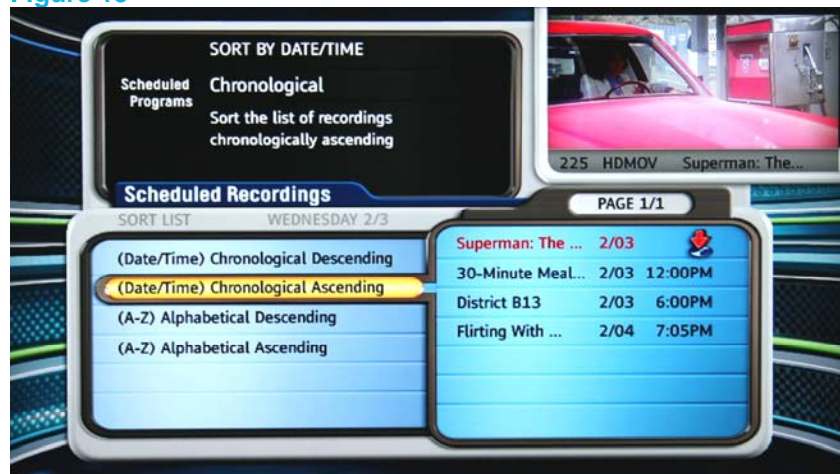


If a recording is currently in progress, it is shown in the right menu as a red entry with a special recording icon.

The left side displays different sorting options for the list of scheduled recordings. The two main sorts are alphabetical by title and chronological by date/time of recording. Within these sorts you can choose ascending or descending order. For alphabetical by title, ascending is “A to Z” and descending is “Z to A”. For chronological by recording date/time, ascending is “Earliest to Latest” and descending is “Latest to Earliest”. Use the **arrow** keys on the remote to highlight the particular sort you’d like to use.

The right side lists all of your scheduled recordings according to the sort you’ve chosen on the left side. You may use the **arrow** keys to highlight any of these programs. Then you can press **OK** to see information about the selected scheduled recording.

Figure 15



In the example above the selected sort is by Date/Time ascending, so “Superman:The Movie” is the earliest show scheduled to be recorded. In fact, it’s being recorded currently as indicated by the red title and the recording icon.

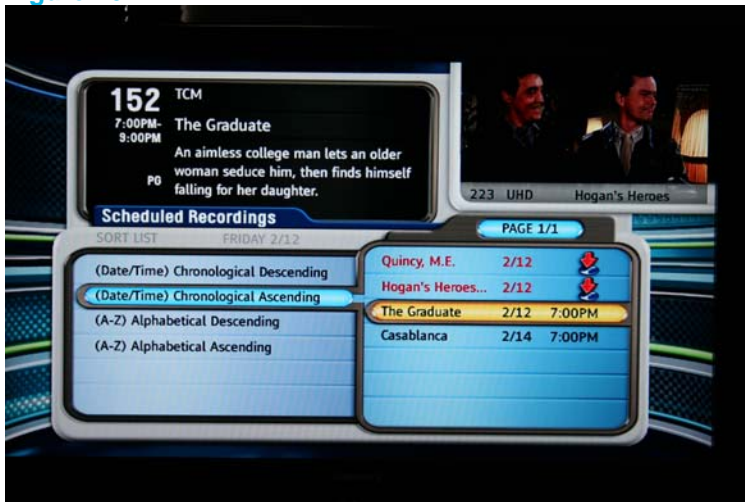
9 - Cancel scheduled recordings

You can cancel recordings from the “Scheduled Recordings” menu or via the Guide. Most users will find it easier to cancel recordings from “Scheduled Recordings”, than to go searching through the Guide for a recording you’d like to cancel.

Remember: To access the “Scheduled Recordings” list press **Record-it**. This will bring up the “Manage Recordings” page. “Scheduled Recordings” is highlighted by default so press **OK**.

Highlight the scheduled recording you’d like to cancel using the **arrow** keys.

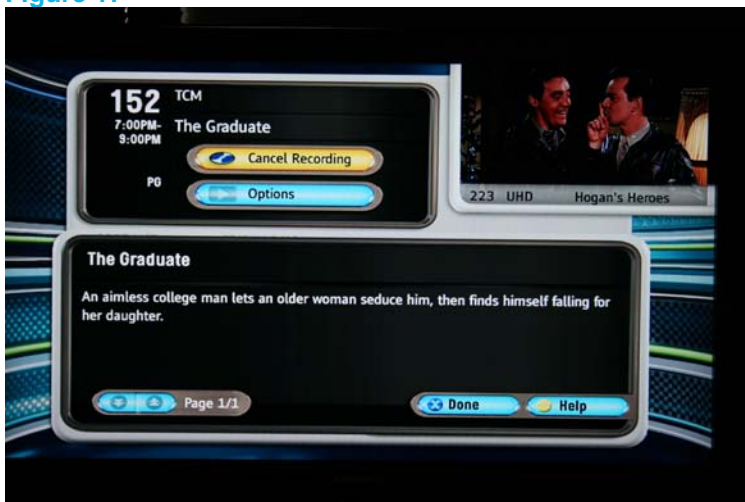
Figure 16



If a recording is currently in progress, it is shown in the right menu as a red entry with a special recording icon.

Press **OK**, “Cancel Recording” will be highlighted by default, so press **OK**. If the program is a Series recording you will be given the option to cancel just the “Episode” or the whole “Series”. A confirm screen will come up with “Cancel” highlighted, **arrow** to “Confirm” and press **OK**. The “Episode” or “Series” will no longer be recorded. It may take a few seconds for the canceled recording to drop off of the list.

Figure 17



You can also set a recording to start early or finish late from the above screen by selecting “Options”. (see Section 7) You may also view programs that are currently recording via the “Scheduled Recordings” menu. (see Section 8)

10 - Understanding 2 stream DVR

The Quative/Entone DVR Platform can utilize 2 streams at a time. The number of streams controls how many simultaneous recordings can occur.

Activities that use a stream

- Recording a program
- Watching a channel

- Watching Pay-Per-View
- Watching Video on Demand

Activities that don't use a stream

- Watching a finished recorded program
- Using other components with your home theater, including game systems, VCRs, DVD players, etc.
- Cloverleaf

FAQ

What utilizes a stream?

Recording uses a stream.
Watching a channel uses a stream.

When watching a channel, recording is taking place to allow the user access to functions like "Pause Live TV", "Rewind" and "Record from Buffer". So in effect, you could just say that recording uses a stream, but you must be aware that the very act of tuning a channel also utilizes recording.

Can I watch a program while recording a different program?

Yes. Watching a program would use 1 stream and recording a program would use the other.

The user may record 2 channels and watch a finished recorded program all at the same time.

The user may not record 2 channels and watch a 3rd channel at the same time. Two streams are already being used and watching a channel requires a stream.

Does watching a finished recorded program utilize a stream?

No. Finished recorded programs only use the hard drive. They do not use a stream.

If I'm recording 2 programs, what can I watch with my DVR?

You can watch either of the programs that are being recorded or you can watch a finished recorded program.

What happens if I schedule several programs to record that all start at the same time?

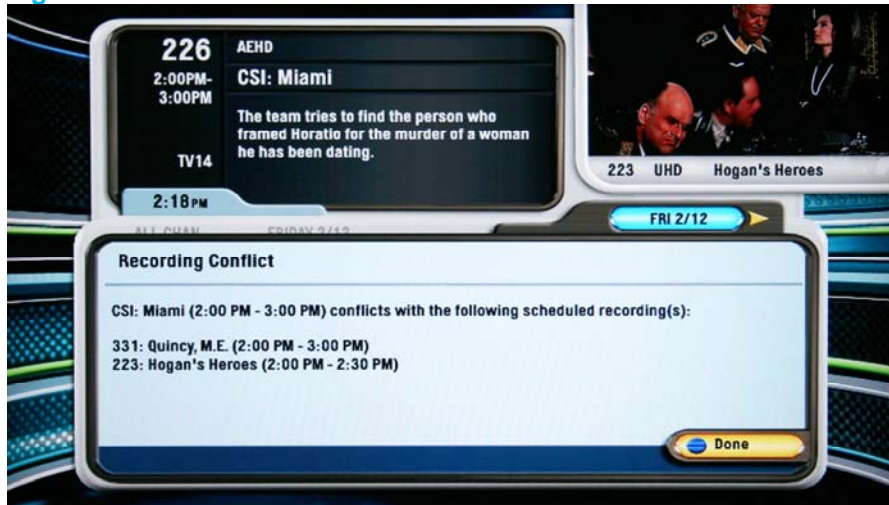
The maximum # of streams available is 2. If you schedule more than 2 programs to record at the same time you will encounter a "Recording Conflict". A 3rd program cannot overlap even for a minute. So, if you're getting a recording conflict where you think there is none, you should check your "Scheduled Recordings", and then check the "Options" under those recordings to see if the start and end time recording has been adjusted.

11 – Recording conflicts

If you attempt to schedule more than 2 recordings that overlap you will get a “Recording Conflict”.

“Done” is highlighted by default on the “Recording Conflict” page. Press **OK** and you will be returned to the Guide, where the 3rd program will no longer show as being recorded.

Figure 16



In this example, 2 programs are already scheduled for recording between 2 and 3pm, then the user attempts to schedule a 3rd program for recording. This creates a conflict.

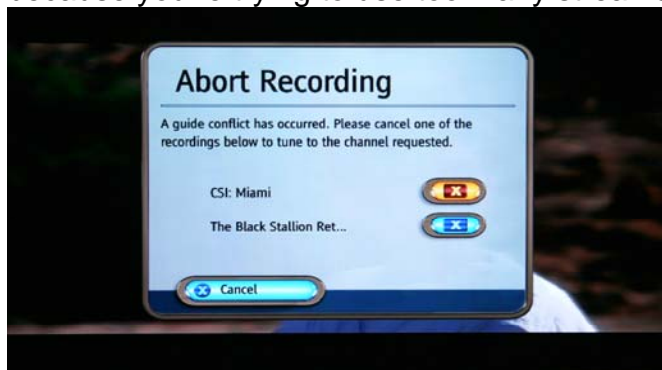
Cancel one of the other recordings (see Section 9), if you wish to record the new program.

Keep in mind that even if 2 programs only overlap for 5 minutes, you'll still be unable to schedule a 3rd program that also overlaps. As mentioned in Section 7, the start and end time option will compromise and each recording event will get a portion of the time that overlaps, but this is not the case with the regular schedule for an event.

Ex. You have one recording on a premium movie channel that is set to record from 8:20am – 10am. You have no extra time set in options for the start or end time, because you know this network runs their programming on time. You have a second recording set for 9:30am to 10:30am. If you try to schedule a 3rd program that has any portion running from 9:30am to 10am, you will receive a “Recording Conflict”.

11a – Viewing conflicts

If you are recording 2 channels and you attempt to view a 3rd channel, you will create a conflict, because you're trying to use too many streams. (see Section 10)



In this example, the user has highlighted “CSI: Miami” to abort that recording, so that they can watch another channel.

“Cancel” is highlighted by default on the “Abort Recording” page. Press **OK** if you want to keep recording your 2 programs. If you want to abort one of them, arrow to highlight it and press **OK**.

12 - View list of “Recorded Programs”

The “Recorded Programs” menu allows you to see which programs you have recorded. To see the list of recordings you have made, follow these steps:

Press the **Media** button located near the bottom right of the remote to access the “Recorded Programs” menu. This is the shortest route. Alternatively, you may press the **Record-it** button and then **arrow** down to “Recorded Programs” and press **OK**.

Figure 18



In Section 8, “Superman: The Movie” also appeared in “Scheduled Recordings”. This is because part of the program had been recorded, but another part was still scheduled for recording. All programs that are currently being recorded will show in both lists.

This menu is very similar to the “Scheduled Recordings” menu. The left side displays different sorting options for the list of recorded programs. The two main sorts are alphabetical by title and chronological by date/time of recording. Within these sorts you can choose ascending or descending order. For alphabetical by title, ascending is “A to Z” and descending is “Z to A”. For chronological by recording date/time, ascending is “Oldest to Newest” and descending is “Newest to Oldest”. Use the **arrow** keys on the remote to highlight the particular sort you’d like to use.

The right side lists all of your recorded programs according to the sort you’ve chosen on the left side. You may use the **arrow** keys to highlight any of these programs. Then you can press **OK** to see information about the recorded program.

“Recorded Programs” lists recordings you have made from live programming (buffered programming that you saved) and scheduled recordings that are completed.

13 - Watch recorded programs

You can start watching recordings using the “Recorded Programs” menu.

Highlight the recorded program you'd like to watch using the **arrow** keys. If you press **▶Play**, the program will start.

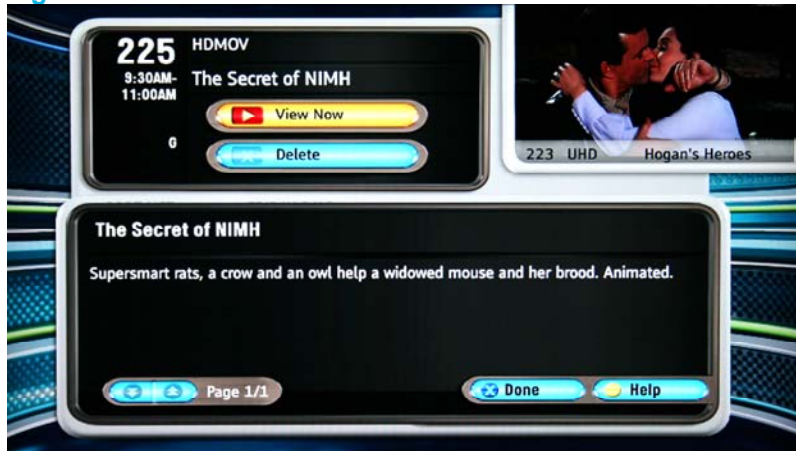
Figure 19



Sections 2-4 detail your options for **Pause II**, **◀◀Rewind**, and **Fast Forward▶▶** with live or buffered programming. It is essentially the same for finished recorded programs, except you'll always have the option to **Fast Forward▶▶**, since the program has run in its entirety.

Alternatively, if you wish to see more information about the program before playing it, you can press **OK**, and then press **OK** again when “View Now” is highlighted.

Figure 20



If you press **■Stop** when you are watching a recorded program, you will return to the “Recorded Programs” list.

You can also delete a recorded program from the above screen by highlighting “Delete” and pressing **OK**. This process is detailed next in Section 14.

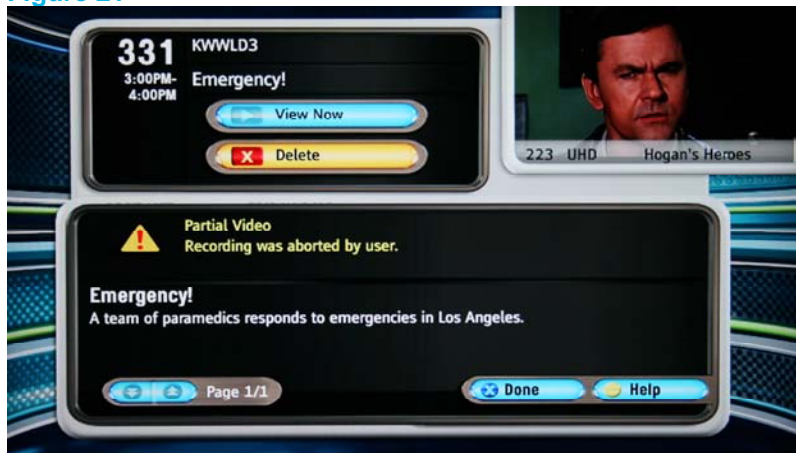
14 - Delete recorded programs

You can delete recorded programs from the “Recorded Programs” menu.

Remember: To access the “Recorded Programs” menu press the **Media** button located near the bottom right of the remote.

Highlight the recorded program you’d like to delete using the **arrow** keys and press **OK**. Then **arrow** down to highlight “Delete” and press **OK**.

Figure 21



This program was only partially recorded as indicated by the yellow and red warning triangle. There’s a note detailing “Recording was aborted by user.” There may be other reasons for partial recordings, such as power outages disabling your DVR.

When the next screen comes up, “Confirm” will be highlighted by default. Press **OK** to delete the recorded program. If you’ve changed your mind, **arrow** down to “Cancel” and press **OK**.

Figure 22



WARNING: If a recording is segmented into more than 1 entry because of an interruption of some sort, when you delete 1 entry for the recorded program, all entries for that same recording will be deleted.

It may take a few seconds for the deleted recording to drop off of the list.

15 - View “DVR Statistics”

To see information about the recording space on your device, follow these steps:
Press the **Record-it** button and then **arrow** down to “DVR Statistics” and press **OK**.

Figure 23



“Used Disk Space” displays the amount of recording space in gigabytes which is occupied by recordings you have saved.

“Free Disk Space” displays the amount of recording space in gigabytes which you can use for new recordings,

“Remaining Capacity” shows how many hours of programming you can expect to fit in the free disk space. Different programs can take different amounts of space on your disk, even if they are the same length and definition. The numbers in the “Remaining Capacity” box are meant as a guideline only.

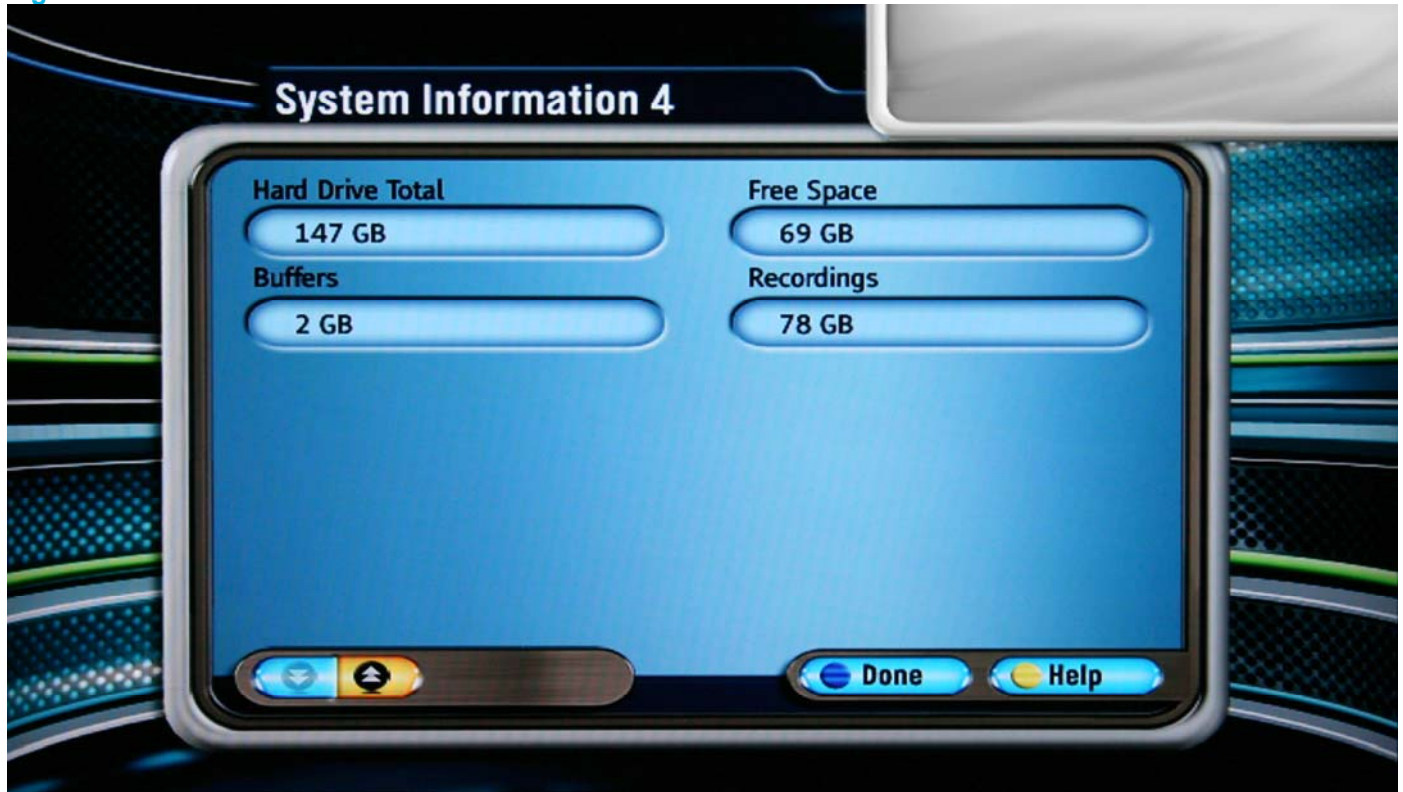
The number after SD estimates the capacity if you only record standard definition programs; the number after HD estimates if you only record high definition programs. (Of course most users will be recording in a combination of both standard definition and high definition.)

To the right of the boxes, the amount of recording space you have used is shown in a diagram and as a percentage.

15a – Recording space detail on your STB

Press **MENU** to access the “Main Menu”. **Arrow** down to “System Settings” and press **OK**. **Arrow** down to “Installation” and press **OK**. “System Information” will be highlighted by default. Press **OK**. When “System Information 1” comes up, the down arrows on the screen will be highlighted by default. Press **OK** 3 times until you cycle down to “System Information 4”.

Figure 24



“Hard Drive Total” displays the total amount of recording capacity in gigabytes on your device.

“Free Space” displays the amount of recording space in gigabytes which you can use for new recordings.

“Buffers” displays the amount of recording space in gigabytes used by the temporary recording (live-delay) buffer.

“Recordings” displays the amount of recording space in gigabytes which is occupied by recordings you have saved.

16 – Disk Full Handling

Your hard drive may begin to fill up with recorded programs. If it gets too full, eventually the DVR will stop recording programs. It's a good idea to make room on your hard drive by deleting some recorded programs when you get your first warning. (see Section 14)

There are a couple of different warnings you may receive at different frequency, depending on how full it gets.

When your hard drive becomes greater than 80% full, if you try to schedule a recording, you'll see this warning below.

Figure 25



Once your hard drive becomes greater than 95% full, the warning will appear with almost any action you take on the STB.

If you see the final warning, which you really want to avoid, it probably means you've already missed getting some new recordings because your hard drive was too full of old recordings. This message is displayed below.

Figure 26

