

FAQ

SH-HDST02

Q: What is the maximum HDD supported by the set top box?

A: HD= 2TB

Q: What media files are supported by the set top box?

A: H.264, MPG(1,2,4), AVI, VOB, DAT, TS, TRP, M2TS, M2T, TP, MKV, MOV, MP3, JPG

Q: Does the set top box support FAT32 and NTFS HDDs?

A: Yes.

Q: If I use FAT32 HDD or flash drive, will it be able to record more than 4GB of data?

A: Yes, the set top box will automatically index files at 4GB intervals, and when playing back these files it will be seen as one continuous file.

Q: How much data is used for recording Digital TV?

A: Depending on the channel, a one hour TV show will require approx 2.2GB of storage.

Q: Does the set top box support external subtitles?

A: No

Q: What video format does the set top record in?

A: The HD box records in MPEG2 via the .TS or .PS codec, selectable via the options screen.

Q: Can the Digital TV recordings be played back on a computer?

A: YES, so long as your computer has the appropriate MPEG2 codec's required for playback.

Q: How do you record Digital TV?

A: There are three ways you can record Digital TV,

- 1) While watching a TV program press the red record button on the remote control, this will automatically begin to record the current TV channel you have selected, you will also notice a record logo appear on the screen. Recording length is unset at this stage, so it will require you to press the stop button to end recording. If you press the record button twice you can also set the record length.
- 2) You can also record via the EPG menu, simply select the desired TV program then press the coloured icon button on the remote the represents TIMER to set the record (SD=blue button and HD=green button).
- 3) Creating a schedule record, press the timer button on the remote control, this will launch the timer setting screen, select the time, date and record length making sure to set the "Timer Service" to record.

Q: If I set a schedule record for later in the evening, do I need to keep the set top box on?

A: No, you can turn the unit off into standby, the set top box will automatically turn on and record for the required time before returning back to standby mode.

Q: I have connected my HDD to the set top box but it is not connecting, what can I do to fix this?

A: Please make sure you are using a dedicated HDD or flash drive. Some devices contain existing data with unique partitions that the computer has created that are incompatible with the set top box. We suggest you always perform a format on the drive first. There is an inbuilt format tool in the set top box, we recommend using this tool rather than a computer to create the format if possible. Lastly, there is a known incompatibility with some brands above 500GB which can't support the sustained data throughput require for smooth recording.

Q: How do I use the time-shift mode?

A: Time-shift is enabled as soon as you press the pause button on the remote control. The set top box will begin recording, you can now step back and forward via the forward or reverse keys while the show is still recoding.

