



General

- ▶ **Where can I find the serial number to install TotalMedia Software?**
 - You can find it on the white envelope of Cd-Rom. If any further issue please contact us per mail on Europe@lifeview.it

- ▶ **How can I install driver and software of your products?**
 - Please follow the instructions in the enclosed Quick Installation Guide or download them from our website.

- ▶ **Do your products work under Windows Vista?**
 - Yes, our products work under Windows Vista

- ▶ **Can I download driver from your website? Where can I find driver to install your products?**
 - You can download updated driver and AP from our website. Please go to the page of each product and you will find them.

- ▶ **The provided portable antenna is it strong enough to receive DVB-T channels?**
 - This is depending from the quality of the digital terrestrial broadcasting of your area. Right now in Europe this is not enough to receive all channels but probably 5 or 6 channels. We always suggest to use for the moment the roof antenna to better perform the digital terrestrial reception.

- ▶ **What about support for Linux?**
 - For LV5T, LV3H and LV3A we develop a driver for Linux you can find on our website but we do not provide any kind of application.

- ▶ **Where can I find more details on how to use Totalmedia?**
 - After installing Totalmedia you will find one Icon "?" on the top right. Clicking there you will have the chance to know in details all features of this software

- ▶ **Is this solutions compatible with Mediacenter?**
 - Yes, All our solutions a part for satellite one are compatible with Mediacenter. As soon as Microsoft will release new patch for satellite also our satellite products will be compatible.

- ▶ **Cannot watch TV Make sure if you have installed your TV tuner driver properly.**
 - You can check if your TV tuner driver is available within Windows from "Control Panel -> Sounds and Audio Device." If not, verify that your hardware is installed properly with the hardware vendor documentation.

- ▶ **TV is not smooth**
 - Verify that your system meets the minimum requirements and is configured properly-see question 1 in the FAQ section for configuration assistance. Also, make sure there are no other applications running in the background.

- ▶ **No Audio**
 - Some TV tuners have audio output, but you usually need to plug the audio output into your PC audio line-in to enable your audio. If this is not the case, when you select the audio device from TV Settings, you can try selecting different audio inputs.

LV3T

▶ **How to know the version of Totalmedia I have in order to update?**

- From the menu "settings" choose "General". Then choose "About Totalmedia" and you will know your Totalmedia version



▶ **I have problems with the driver installation. I installed another TV card in the past. Might there be a conflict?**

- Yes, it might. Please clean up the computer and uninstall old drivers and AP, restart computer and reinstall the driver and the AP of the new product.

▶ **The remote control doesn't work properly. There are some non-working buttons.**

- Please download the drivers for remote control from the product page in our website.

▶ **When I install the software, in the 43% of the installation, there is an error: "data error", in the file "data2.cab". How can I succeed in installation?**

- The reason could be the CD is damaged. Please download driver and AP from the website.

▶ **Automatic channel search found A, C and E channel packets, but it didn't find B channel packets. How can I solve the problem?**

- The possible reason could be: 1. specific channel reception is weaker in your region. 2. The channel frequency is not correctly built, please check the AP version and eventually download the updated version from our website.

▶ **Can not lock any program channel when auto scan.**

- i. Please check if there is DVB-T broad casting program in your area;
- ii. Please check if your signal condition is too weak, try to move the antenna around and re-scan again, it is better to move the antenna near the window
- iii. Please check you connect the antenna and tightly
- iv. Please check you select right country in the Total Media software scan function page.
- v. Please try to use an outdoor antenna and scan once more.

▶ **I do find some channels, but this time I get fewer channels than last time**

- i. Maybe you moved antenna's position or angle, try to find the better position and keep the antenna vertical
- ii. The weather also can also affect your receiving signal quality, if the weather is bad today, that is the reason
- iii. In some new start DVB-T broadcasting area, the provider of DVB-T broadcasting may change their broadcasting power day by day, try to find the best power strength.
- iv. If you put a CAN of cola on the antenna, that will make signal weak, please move them away.

▶ **When I watch program, Screen blacked out when playing or freezes on first picture.**

- Unfortunately, you are in a weak signal condition. You can see that from the Yellow light on the top of LV3T The reason is same as question 2.

- ▶ **Video playing but Audio failed**
 - Please check the sound card or the volume setting.
- ▶ **Remote control does not work**
 - i. Check remote controller batteries.
 - ii. Check remote receiver: the light will be on when receive, that is showing it is getting signal.
 - iii. Check if you are in 5m between the Remote Receiver, don't keep to far away.
 - iv. Please point the receive window, that is to say, the angle of the receiving and sending is important
- ▶ **Watching TV some time freeze or slow, also audio stroke**
 - i. Please check your PC is not Pentium 3 or 2, **LV3H** need a high CPU to decoding ATSC stream
 - ii. Please check you VGA driver is properly installed and updated
 - iii. Please don't run other high CPU loading software such as game and CAD.

General about Totalmedia

- ▶ **What are the best settings to watch TV on my system?**
 - If your graphics display adapter meets the following requirements:
 - ☑ ATI Radeon 7200 or above
 - ☑ nVidia Geforce MX 440 or above
 - ☑ Intel 82865 or above

Then you can turn on DX-VA under Setup -> General -> Display Settings -> Hardware Acceleration. If your graphics display adapter does not meet the above requirements, disable DX-VA and also disable 3D transitions . If you want to watch HDTV on your computer, a high performance CPU (Pentium 4, 2.4GHz with 512Mbyte RAM) is required.

If your CPU speed is below a Pentium 4, 2.4GHz and less than 512Mbyte RAM, we recommend disabling the time-shifting feature by from Setup -> TV -> TV Settings -> Time Shifting.

Hard Disk DMA should be enabled from the device properties for your hard drive. (The method for setting this varies in different operating systems.)

- ▶ **How do I enable/disable time shifting PVR functionality?**
 - You can enable/disable time shifting feature by turn off Setup -> TV -> TV Settings -> Time Shifting.
- ▶ **What kind of video file formats can TotalMedia play?**
 - MPEG1/2, MPEG4, ASF, WMV, MP4, 3GPP, 3G 2, MOV, DVR-MS, DV-AVI, AVI.
- ▶ **How can I schedule recording a TV show and then automatically transfer it to my mobile phone?**
 - First, you need to go to TV -> Schedule Recording to select the time and channel of the desired show. Then click on the To Go module and use Schedule Sync to set up synchronization on the folder the file will be saved in at a time after the show is recorded. The end result will have your TV show available on your mobile device without further action by you.

- ▶ **Can I transfer my recorded TV show to my Apple iPod and Sony PSP?**
 - Yes, Apple iPod and Sony PSP are supported in TotalMedia To Go. TotalMedia To Go is optional. If you do not have it, please visit the ArcSoft website.

- ▶ **Can I play back a video recorded by my mobile phone on my computer?**
 - Yes, TotalMedia typically includes the required codecs for playing videos created on mobile phones. (Some bundled versions may not include this feature. If your version doesn't have it, you can purchase it directly from ArcSoft.)

- ▶ **Can I playback Microsoft MCE recorded video file in TotalMedia?**
 - Yes.

- ▶ **Can I record digital audio from a radio (audio only) channel of a DTV signal?**
 - Yes.

- ▶ **Can I burn my recorded TV show to a DVD-video disc?**
 - Yes. You can create DVD movies from your recorded TV shows and videos. You can even select custom menu backgrounds for your DVD movie discs.

- ▶ **Can I transfer my DV tape video to my computer and burn to DVD disc with TotalMedia?**
 - Yes.

- ▶ **Can I record my TV shows to an external hard disk?**
 - Yes, you may set up a different drive for recording storage from Setup -> General -> Video Recording Storage.

- ▶ **How can I view TV in a small window? And mute audio quickly?**
 - If TotalMedia is in a normal window, i.e, not in maximized window, you can click the "Full Screen" button to fill the window with the TV screen. At that point the window may be resized to a smaller size by dragging the right-bottom corner of the window. To mute audio, press F8.

- ▶ **Can I watch one channel TV and record another channel?**
 - Yes, if you have two TV tuners installed or one tuner that supports analog + digital signals simultaneously.

- ▶ **Does TotalMedia support HDTV Tuner cards?**
 - Yes.

- ▶ **Can TotalMedia create 16:9 DVD-video discs from captured 16:9 TV shows or video files?**
 - Yes.