



## 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](mailto: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.

## LV5H

- ▶ Does LV5H support PAL BG-PAL DK in Eastern Europe?
  - Yes, it does.
- ▶ I need drivers for LV5H. Where do I find them?
  - You can download them directly from the page of the product.
- ▶ I have problems with Channel Scan both on Analogue and on Digital TV (I can see few channels with bad quality).
  - Please follow these steps: 1. unplug the device 2. uninstall the driver 3. restart computer 4. reinstall the driver without device onto computer 5. restart computer again 6. after restarting computer, plug in the device. **DON'T PLUG THE DEVICE INTO COMPUTER DURING INSTALLATION OF DRIVER.**
- ▶ When I enter in the software TV menu, the message I can see is: "The device is not available, or is being used by other application". What can I do?
  - Please follow these steps: 1. unplug the device 2. uninstall the driver 3. restart computer 4. reinstall the driver without device onto computer 5. restart computer again 6. after restarting computer, plug in the device. **DON'T PLUG THE DEVICE INTO COMPUTER DURING INSTALLATION OF DRIVER.** Moreover, please 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."
- ▶ Can I watch analog TV on Media center?
  - To watch analogue TV on media center, an MCE encoder is required, we have bundled it on LV5H, so you can find it in a CD-Rom folder.
- ▶ Does it support Linux?
  - No, it doesn't.
- ▶ I cannot hear the sound on analogue TV. What can I do?
  - Did you follow step by step the installation procedures of TotalMedia software in the quick installation guide? (For example, did you choose "Audio Pin source" option during analogue installation?) Don't forget to **PLUG the USB device only AFTER** installation is complete. Don't plug the USB during installation.
- ▶ After channel scan there's no picture or sound.
  - Did you follow all instructions in the quick installation guide? Please uninstall driver and AP, reboot the system and install everything again. **PLUG the USB device only AFTER** installation is complete. **Don't plug the USB during installation.**
- ▶ 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



## 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.