DVC Recording Service User Manual

commBOX.com.au

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1 Introduction

The DVC Recording Service is a subscription service offered by CommBox providing the following features:

- Digital TV and Foxtel Recordings covering the last 90 days

- Older recordings on request

- All recordings have the copyright added and adverts removed

- Website allowing you to browse recordings and see the upcoming recording schedule, request downloads and request future recordings

- Optimized to run equally well on phones, tablets and desktop browsers

- Shows are automatically downloaded by your DVC server and inserted into your library (DVC customers) or downloaded through the browser along with meta data (Non-DVC customers)

2 Logging In

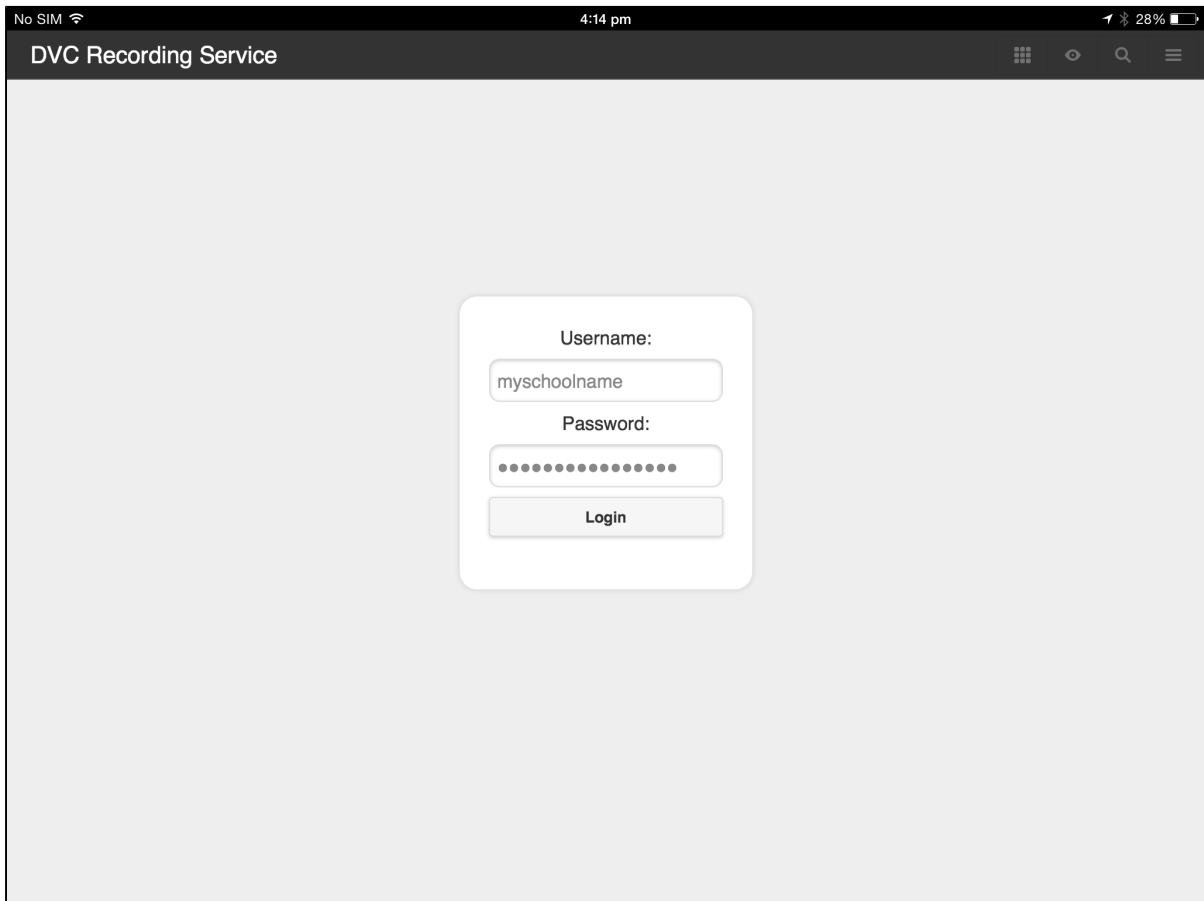## 2.1 Locating the DVC Recording Service

You can find the DVC Recording Service by browsing to the following address:

http://recording.commbox.com.au

2.2 Logging In

When you visit the address above, it will automatically switch to a secure connection while you login to protect your password. Simply enter the username and password that you were assigned and click Login.

3 Pages, Toolbar and Navigation

3.1 Pages

The interface is uses four simple pages:
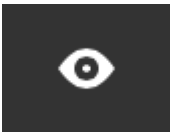
Page	Description
Login (see page 5)	Used to login whenever you visit the DVC Recording Service
Featured (see page 11)	The landing page after logging in. This page shows the 8 most recent videos and contains many useful short cuts helping you find what you need.
Recording Schedule (see page 13)	This page shows an EPG for the next 7 days and indicates what is currently scheduled to record. You can also request recordings at the click of a button.
Recordings (see page 18)	This page contains all of the recorded content and uses advanced filtering and searching to help you find exactly what you want. Use this page to trigger downloads.

3.2 Toolbar

At the top of every page is a fixed toolbar with four simple buttons in the top right corner. These are present on every screen, but greyed out if not applicable.

Button	Name	Description
	View	Only used on the Recordings Page (see page 18). Used to select from list, grid and detail view. See the Recordings Page (see page 18) for details on the views.

| Button	Name	Description
	Filter	Used on the Recordings Page (see page 18) and Recording Schedule Page (see page 13). This applies a filter to the content in view allowing you to narrow it down to what you are interested in, based on a range or pre-defined criteria. When the button is blue, it indicates that you have an active filter and are not seeing the full library of content. If you also have an active search text, it will filter the results of the search. See Recordings Page (see page 18) and Recording Schedule Page (see page 13) for details on setting up filters.
	Search	Used on the Recordings Page (see page 18) and Recording Schedule Page (see page 13). This allows you to search the content using a text based search. When the button is blue, it indicates that you have an active search and are not seeing the full library of content. If you also have an active filter, it will search only in the filtered content. See Recordings Page (see page 18) and Recording Schedule Page (see page 13) for details on searching.
	Menu	This menu appear on all but the login page (see page 5). When pressed, a menu will slide in from the right allowing you to navigate between the pages.

3.3 Navigation

To navigate between pages, simply click the menu button in the top right corner of the tool bar. A menu will slide out from the right allowing you to select a page to navigate to. To dismiss the menu and stay on the same page, simply click anywhere to the left of the menu.
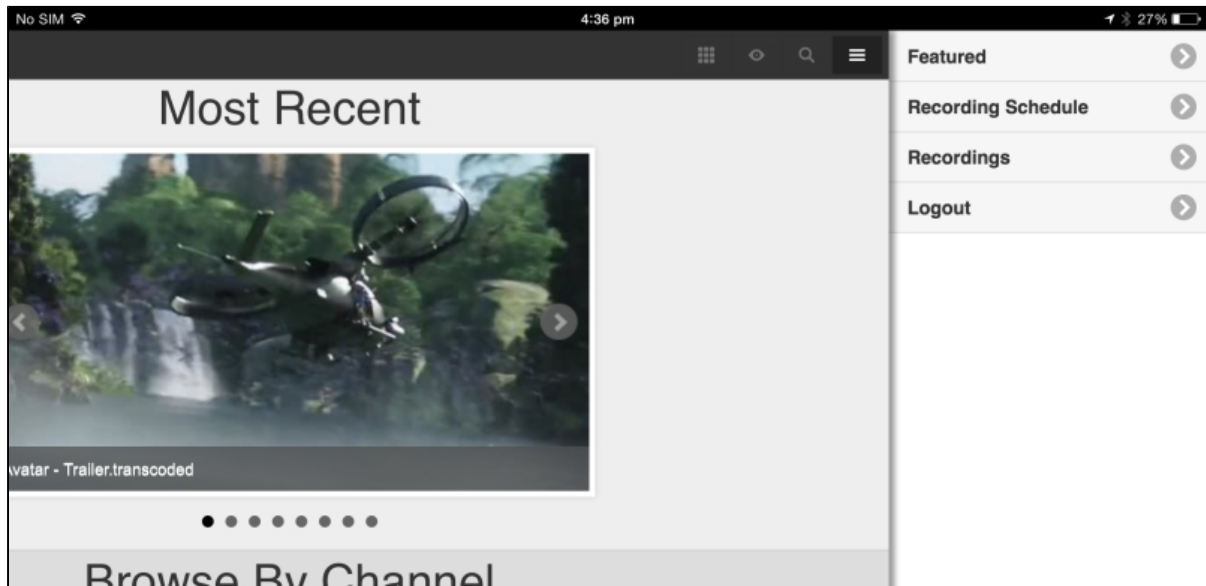
3.4 Logging Out

Click the menu button at the top right corner and click the Logout option. This will log you out and return you to the login page (see page 5).

3.5 Browser Buttons

The DVC Recording Service is designed to be used without the need for the back, forward and refresh buttons, although it will hand the back and forward buttons perfectly well. If you use the browser refresh button, it will reset any active filters, searches or view preferences you may have chosen.

4 Getting the Best Experience on the iPhone and iPad

The DVC Recording Service website was designed to work an all devices and screen sizes. To enhance the experience further on the Apple iPhone and iPad, the website can be run as a dedicated Web Application. A Web Application launches from an icon on the home screen and uses the entire screen without the browser's normal address and navigation bars. This is particularly important on the iPhone where screen space is limited, but also a much better experience on the iPad.

4.1 Running DVC Recording Service as a Web Application

To run as a Web Application, simply add a short cut to the DVC Recording Service on your home scree by following the steps below:

1. Open Safari and browse to http://recording.commbox.com.au

2. Click the 'Action' button (square with arrow pointing out) at the bottom middle of the screen on the iPhone or to the left of the address bar on the iPad

3. Click 'Add to Home Screen'

4. Click 'Add' at the top

5. Launch from the CommBox home screen icon that was just created

CommBox Pty Ltd
www.commbox.com.au
+61 2 9975 6001
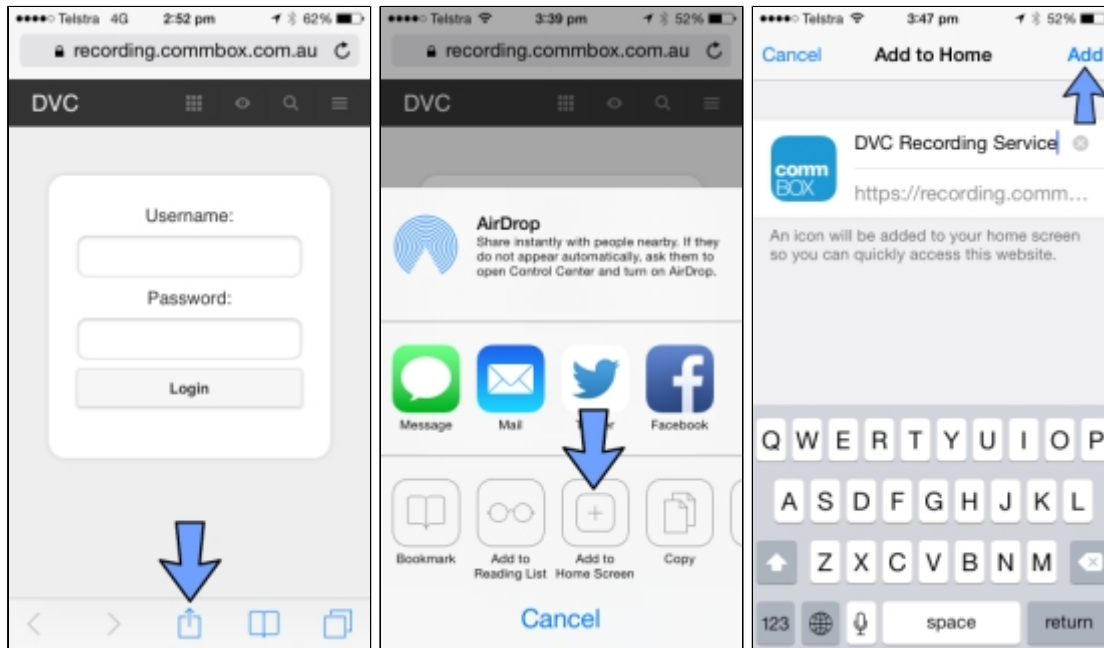
5 Featured Page

The Featured page is the landing page when you first login (see page 5). Its purpose is to summarise what is new and give short cuts to the content you need. To get to this page at any time, use the menu button in the top right corner and select Featured on the slide in menu.
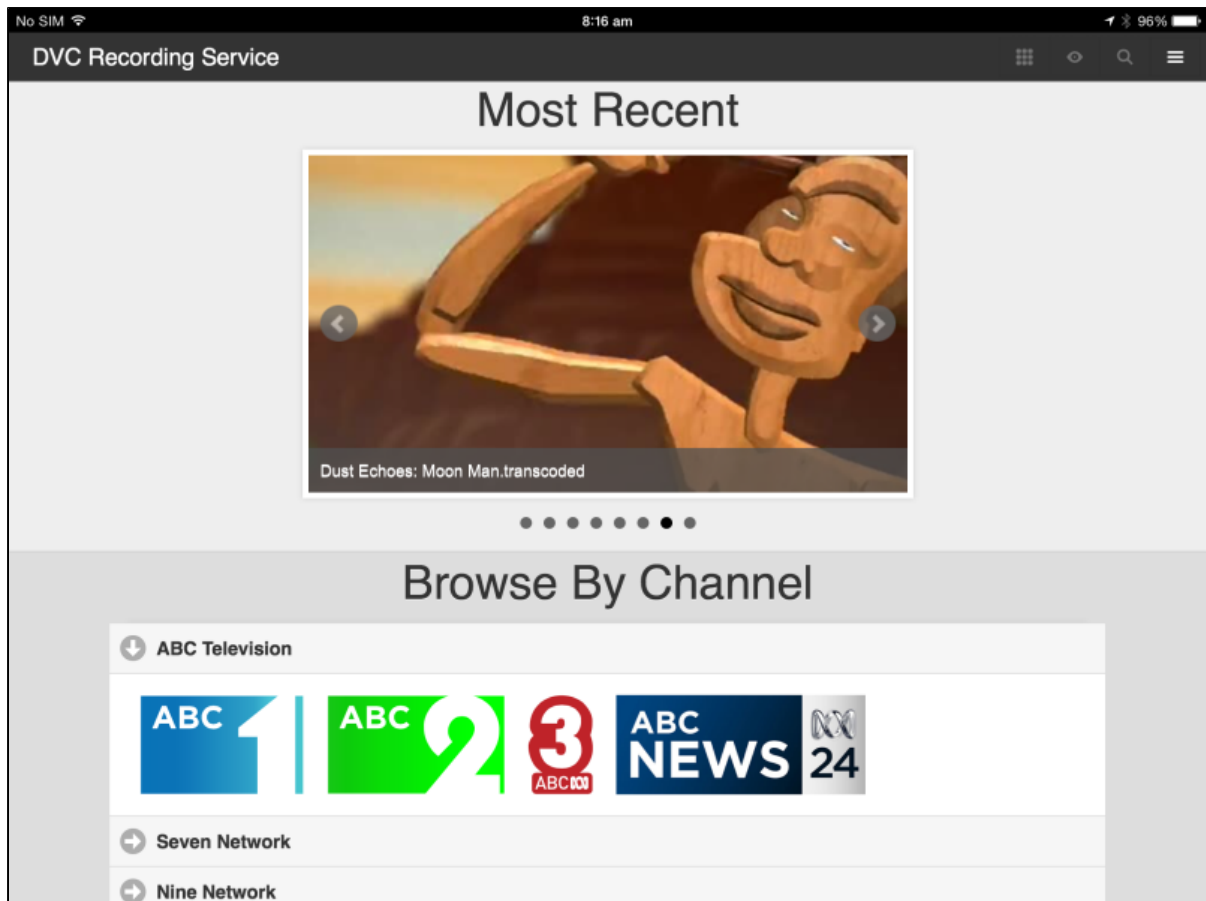
5.1 Most Recent

The Most Recent section shows the 8 most recently added videos. It will continuously scroll horizontally, or you can click the arrow buttons to scroll manually. Touch screen users can also swipe left to right to scroll through the videos.

You can click on a video to show the media info popup, and can trigger a download from there. See the Media Information Popup (see page) section on the Recordings Page (see page 18) for more information.

5.2 Browse By Channel

The Browse By Channel section lists all of the available TV channels. Click on the network name to expand it and see the channels for that network. By clicking on a channel logo, you will jump to the Recordings Page (see page 18) with a channel filter set for the channel you selected. This will only show recordings from that specific channel. You can modify or remove the filter to see more or less media. See the Recordings Page (see page 18) for more information on filters (see page).

5.3 Browse By Genre

The Browse By Genre section lists a set of common genres. By clicking on a genre, you will jump to the Recordings Page (see page 18) with a genre filter set for the channel you selected. This will only show recordings from that specific genre. You can modify or remove the filter to see more or less media. See the Recordings Page (see page 18) for more information on filters (see page).

5.4 Browse By Time

The Browse By Time section allows you to jump to the Recordings Page (see page 18) with a time based filter. You have the choice of the last 3 or 7 days, or all recordings. These are just helpful starting points, but you could easily see the last 5 days recordings, for example, by modifying the from date on the filter. See the Recordings Page (see page 18) for more information on filters (see page).

5.5 Browse Schedule

The Browse Schedule section gives a few short cuts into the Recording Schedule Page (see page 13) with various filter applied. They allow you to see the full guide, the Enhanced TV guide or just what is currently scheduled to record. You can modify or remove the filter to see more or less of the EPG. See the Recording Schedule Page (see page 13) for more information on filters (see page).

6 Recording Schedule Page

The Recording Schedule Page is where you will find and EPG for the next 7 days. Its purpose is to show what is currently scheduled to be recorded and to allow you to request other shows to be recorded. By default, this EPG shows all free-to-air channels and also any Foxtel shows that appear in the Enhanced TV guide. It is also possible to use the filter (see page) and searc (see page)h buttons to help you find shows on the EPG timeline.
To get more information on an EPG item, or to request it to be recorded, simply click it to bring up the media information popup (see page).

To get to this page at any time, use the menu button in the top right corner and select Scheduled Recordings on the slide in menu.
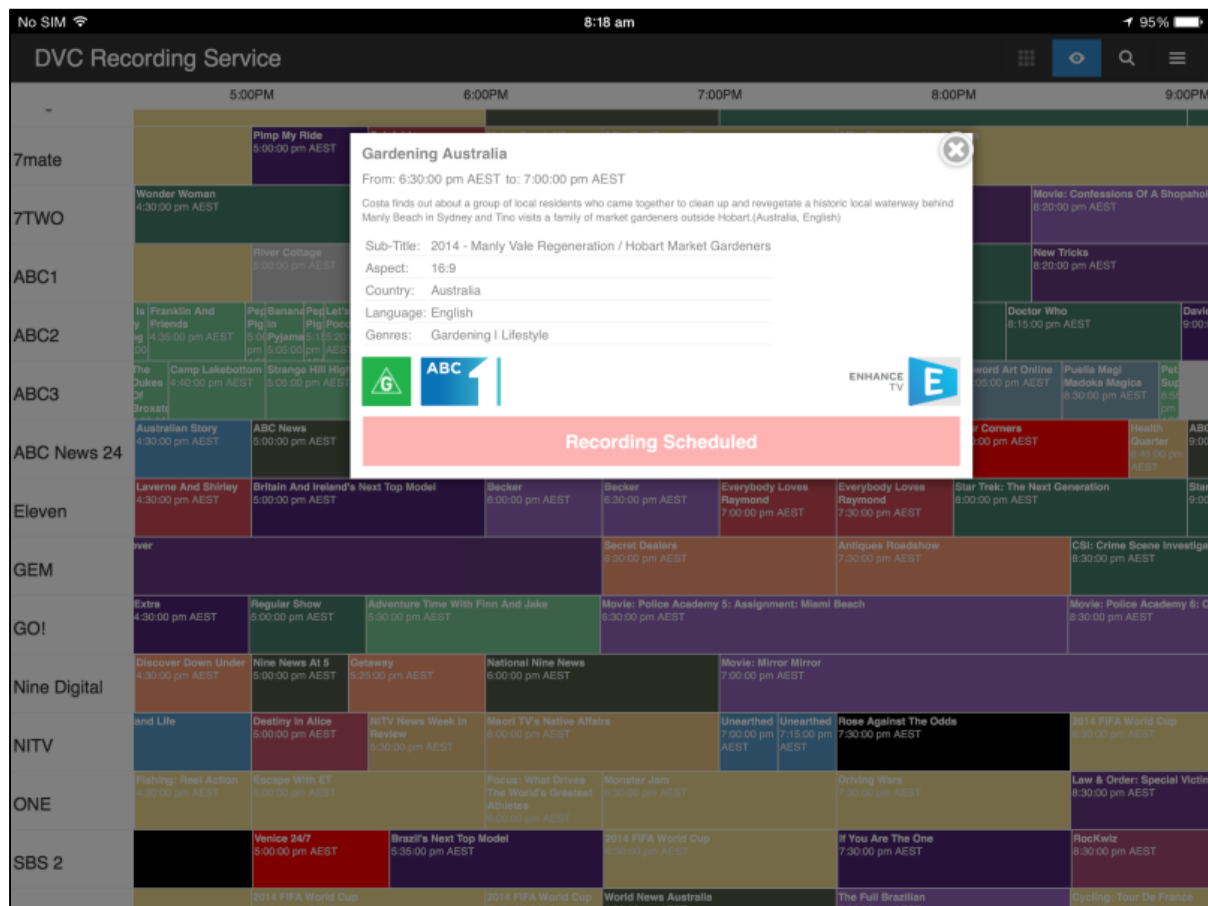
6.1 EPG Colours

EPG items are coloured according to their primary genre. However, all entries that are in the Enhanced TV guide are coloured black to help you identify educational content at a glance. Above all else, any shows that are scheduled to record show in pure red.

6.2 Media Information Popup

The media information popup is shown when you click on an EPG item as shown in the image above. It shows the following information:

- Title

- Start and end time

- Description

- All available meta data

- All genres

- Rating image

- Channel logo

- Educational logo (if educational content)

6.2.1 Submit Recording Request Button

In the case of an EPG item that is not currently scheduled to record, you will see a 'Submit Recording Request' button at the bottom of the media information popup (see page). For shows that are scheduled to record, the button will be disabled and red with the text 'Recording Scheduled'.

When you submit a recording request, an email is automatically sent on your behalf to the CommBox Recording Team. They will then asses your request and make a decision whether to record it. This will not happen instantly. Note that in some cases where all tuners are in use, it may not be possible to record the requested show. Please do not request the same recording more than once.

CommBox will endeavour to honour as many recording requests as possible, but in cases where this is not possible, you will receive an email to your designated contact address explaining that your request cannot be serviced. Please be patient when making requests and refrain from requesting the same show multiple times. If the show is not shown in red on the EPG 1 hour before the screening, or by 4:30pm prior to an evening screening, and you have not received an email on the matter, please phone the CommBox Recording Team on the main office number. Requests for weekend recordings must be submitted by 3pm on the Friday before.

6.3 Filtering

An EPG can be a little overwhelming, so the filtering feature allows you to narrow down what is presented to suite your needs. For example, if you only want to see educational content, you can show only the shows in the Enhanced TV guide.This will only show channels with Enhanced TV content and only the time slots in the Enhanced TV guide, removing all other clutter. You can also use the filtering to choose which of the next 7 days to view.

Show the filter popup by clicking the filter button ⊙ in the tool bar. Dismiss the filter popup (filters will remain) by clicking away from the filter popup. If the filter button is blue ⊙ , it indicates that there is an active filter in place. To remove the filters, click the filter button and then the 'Clear all filters' button under Filter Options.

If you search and filter at the same time, the search will only look at the filtered content list.

Filter	Description
Filter Options	Contains a 'Clear all filters' button to reset all filters and show the full EPG. Note that it does not clear any search terms that may be applied.
Date	Chose the day of the week to show the EPG for. You are offered today (default) and the following six days.
Guides	You can to from three guides to show: • Full Guide - All free-to-air and and Enhanced TV guide content for Foxtel (default) • Enhanced TV - Only show the entries listed in the Enhanced TV guide • Scheduled Recordings - Only show what is currently scheduled to be recording
Channel	Select any number of channels and the EPG listing will be reduced to only show the selected channels. The channels list can be quite long, so you can use the integrated search box at the top of the channel list to reduce the channel list and make it more manageable. Note that when the channel list is reduced by a search term, any channels that are no longer visible in the list will still be selected if they already were. By default, all channels are un-ticked, which will show all channels.
Genre	This allows you to filter the EPG listing to display only shows that match one of the selected genres. Note that a show may belong to several different genres. You may tick as many genres as you like. As with channels, there is a search box at the top of the genre list to narrow down the choices. If no genres are ticked, no genre filter is applied. Note that Foxtel shows do not have genres, so will not show when using this filter.
Rating	This allows you to filter the EPG listing by age rating, such as C, G or PG. You may tick as many ratings as you like. If no ratings are ticked, no rating filter is applied.

Note: All filter are live and are applied as you click them. However, in some cases, you may need to click away from the filter popup to dismiss it before the filtered list appears. Also note that often only a few channels appear in the result and this is sometimes scrolled off the top of the browser window.

6.4 Searching

The search facility allow you to enter a text string to search through the EPG listing. If you search and filter at the same time, the search will only look at the filtered content list.

To perform a search, click the search button ⬛ in the tool bar at the top. Then type in your search text. You can dismiss the search bar by clicking away from it, but this will not reset the search. If the search button is blue 🔍 , it indicates that there is an active search in place. To cancel the search, simply delete the search text, either manually or using the X button at the right of the search field.

The search term is looked for in the title, description, sub-title, language, county and aspect.

6.4.1 Search Text

Searches are not case sensitive. You can enter multiple search words, each separated by a space, and all search words must be found for a match.

7 Recordings Page

The Recordings Page is where you will find all of the content available for download, which will typically include videos and study guides. Without any filters or search applied, this page shows the entire list of content. To get to this page at any time, use the menu button in the top right corner and select Recordings on the slide in menu.

To help you find specific content, you can use the filter (see page) and search (see page) buttons in the tool bar at the top, any select a view style (see page) that works best for you. To get more information on a media item, or to download it, simply click it to bring up the media information popup (see page).
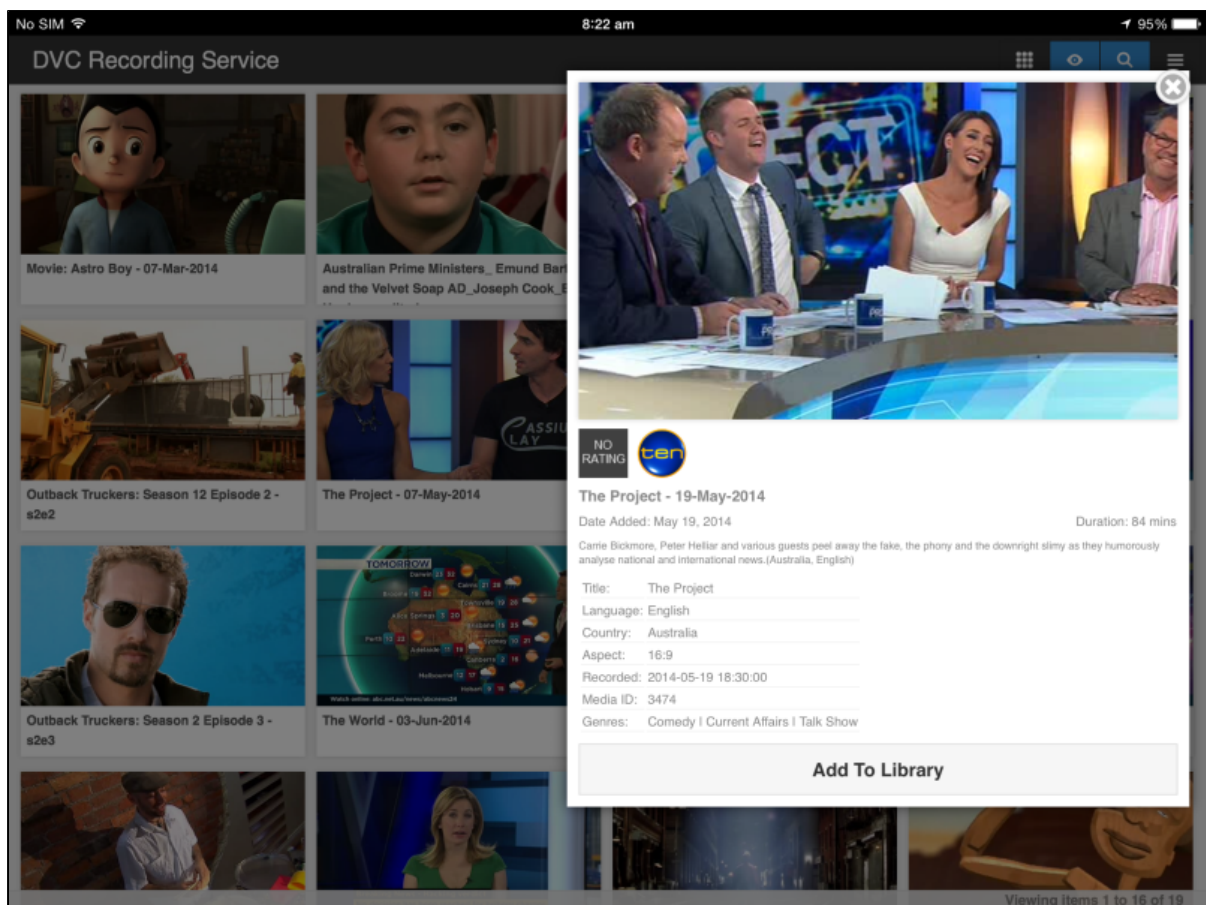
7.1 Media Information Popup

The media information popup is shown when you click on a media item as shown in the image above. It shows the following information:

- Poster image

- Rating image

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www.commbox.com.au
+61 2 9975 6001

- Channel logo

- Educational logo (if educational content)

- Date added to the DVC Recording Service

- Duration in minutes

- Description

- All available meta data

- Media ID

- All genres

- All tags

7.1.1 Add To Library/Download Button

This button will appear and operate differently depending on whether you have a DVC system or not.

With DVC System

Customers with a DVC system will see an 'Add To Library' button. When clicked the file will be added to your download queue. The download is carried out by your DVC system, which will automatically insert it into your library with all available metadata and other information. This button is fully functioning on any browser, including on mobile devices. See the DVC Administrator User Manual 2.1 for information on how the file is inserted into your library.

If the file is already queued for download, the button will be disabled and display 'Queued For Download'. Once successfully downloaded, the button will again be disabled and state 'Downloaded'. If you have successfully downloaded the file and it is damaged or you have accidentally deleted it and cannot recover it, please contact DVC support who can allow you to download the file again.

If the download is cancelled whilst in the queue or during download, the button is enabled again and will state 'Add To Library' once again. Similarly, if the download fails after three attempts, the button will be enabled and state 'Add To Library' allowing you to add it again. If the download is repeatedly failing, please contact DVC support to diagnose the problem.

Without DVC System

Customers that do not have a DVC system will see a 'Download' button. When using a mobile device, the button is disabled and states 'Use Desktop Browser To Download'. This is because you will unlikely be able to use the files after downloading to a mobile device. The is the only limitation on mobile devices; everything else is fully functional.

When clicked, the browser will download two files:

- The media file itself

- An XML file containing all available meta data and other information about the file

If you are using another media library system other than DVC, how you get the file and the associated information into that system is your responsibility.

If the download is cancelled or fails, you may click the download button again to re-download.

Note: Please be aware that excessive downloading will harm the experience for other customers, so it is requested that you download each file only once.

7.2 View Styles

There are three view style to choose from, with detail being the default. Click the view button ⊞ in the tool bar

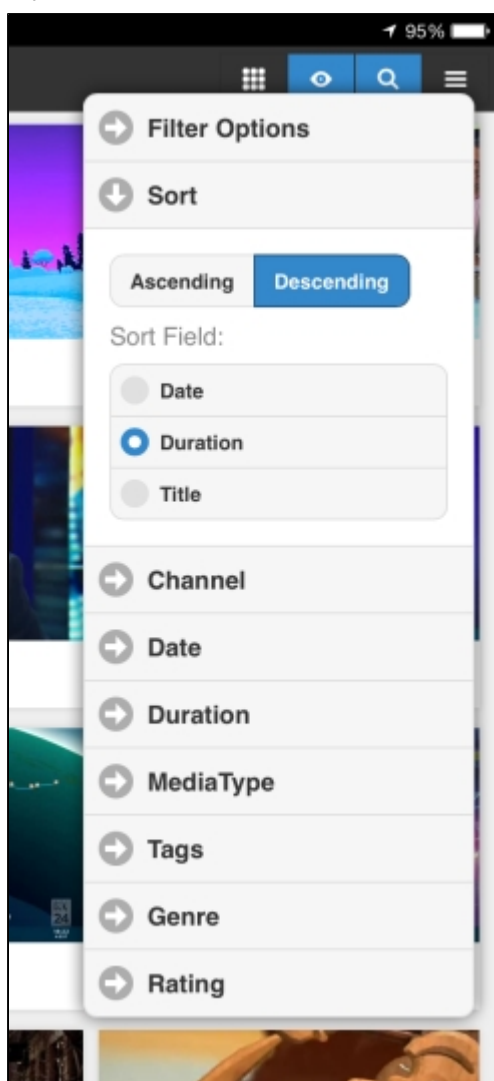| Style	Description
List	This is a purely function and compact list with just the titles showing. It is useful when you are looking for a title and are not sure exactly what it is called. It is easy to visually scan down the list, particularly if you sort the list by title (See Filtering (see page) below).
Grid	Grid view shows posters and titles in a grid. The number of columns in the grid depends on the screen. On a mobile phone in portrait mode, it will appear as a single column news feed style view, and right up to a 5 column grid when in full screen on a typical desktop browser. This view is particularly useful when exploring the library.
Detail	The detail view shows the poster, title description and rating (rating omitted in portrait on mobile phones due to space limitations). This view is useful when looking for a particular episode of a TV show that may contain an article of interest. With the description showing, it omits the need to click on each file to check the description.

7.3 Filtering

Given that the Recordings Page can show a lot of media files by default, filtering allows you to quickly narrow down the list to a manageable size, based of pre-determined criteria. For example, if you know that a specific show aired on ABC2 on a specific date, you can apply a

filter channel and date filter to show everything that was recorded on ABC2 on that day. If the result set is still too large, you could apply more filters, such as genre or rating, or use the search (see page) feature to find specific matches in the filtered listing.

Show the filter popup by clicking the filter button in the tool bar. Dismiss the filter popup (filters will remain) by clicking away from the filter popup. If the filter button is blue , it indicates that there is an active filter in place. To remove the filters, click the filter button and then the 'Clear all filters' button under Filter Options.

If you search and filter at the same time, the search will only look at the filtered content list.

Filter	Description
Filter Options	Contains a 'Clear all filters' button to reset all filters and show the full content list. Note that it does not clear any search terms that may be applied.

Filter	Description
Sort	Sort the list by date, duration or title, ascending or descending.
Channel	Select any number of channels and the content list will be reduced to only show content from the selected channels. The channels list can be quite long, so you can use the integrated search box at the top of the channel list to reduce the channel list and make it more manageable. Note that when the channel list is reduced by a search term, any channels that are no longer visible in the list will still be selected if they already were. By default, all channels are un-ticked, which will show all content for all channels.
Date	This allows you to filter the content using a date range. Some browsers, such as Chrome or on many mobile devices, will show a popup date selector to help you when the date field is clicked. For those that do not support the date selector, enter the date in the format dd/mm/yyyy. When both fields are empty, there is no date filter applied.
Duration	You can enter a minimum and maximum duration in minutes to only show content with that duration range. When no values are entered, no duration filter is applied.
Media Type	You can choose whether the content list shows videos and/or study guides. If you are specifically looking for study guides, just tick the Study Guide option to remove all videos from the content list. When none are ticked, all types of media are shown.
Tags	This allows you to filter the content list on tags applied to the media files. You may tick as many tags as you like. At the time of writing, you would use this feature specifically to only recordings that were listed in the Enhanced TV guide. If no tags are ticked, no tag filter is applied. As with channels, there is a search box at the top of the tag list to narrow down the choices.
Genre	This allows you to filter the content list on the genre of the content. Note that a file may belong to several different genres. You may tick as many genres as you like. As with channels, there is a search box at the top of the genre list to narrow down the choices. If no genres are ticked, no genre filter is applied.
Rating	

Filter	Description
	This allows you to filter the content list by age rating, such as C, G or PG. You may tick as many ratings as you like. If no ratings are ticked, no rating filter is applied.

Note: All filter are live and are applied as you click them. However, in some cases, you may need to click away from the filter popup to dismiss it before the filtered list appears.

7.4 Searching

The search facility allow you to enter a text string to search through the content list. If you search and filter at the same time, the search will only look at the filtered content list.

To perform a search, click the search button in the tool bar at the top. Then type in your search text. You can dismiss the search bar by clicking away from it, but this will not reset the search. If the search button is blue , it indicates that there is an active search in place. To cancel the search, simply delete the search text, either manually or using the X button at the right of the search field.

By default, the search term is looked for in the media title, the media id and all meta data fields.

7.4.1 Search Text

Searches are not case sensitive. You can enter multiple search words, each separated by a space, and all search words must be found for a match.

7.4.2 Search for Media ID's

If you enter any numbers in the search text, these are also matched against media ID's. In the case of searching for media IDs, you can enter a set of media IDs, separated by spaces and it will return the list of media files that match those media ID's. Bear in mind that those numbers could also match against media data other than the media ID's.

7.4.3 Search Field Filtering

If you want to limit your search to only look in certain places, such as the description field only, you can do this by clicking the search filter button to the left of the search bar. Do not confuse this with the main filter button in the main tool bar. If the search filter button is blue , it indicates that there is an active search filter in place. Dismiss the search filter popup (filters will remain) by clicking away from the search filter popup.

Filter	Description
Filter Options	Contains a 'Clear all filters' button to reset all search filters and search in the default fields. Note that it does not clear any search words that may be applied.
Primary Data	This allows you to choose to search in the media title and/or the media ID fields. If neither are selected, it will not search them unless all search filters have been cleared using the 'Clear all filters' button above.
Meta Data	Select any number of meta data fields to search in. The meta data field list can be quite long, so you can use the integrated search box at the top of the meta data list to reduce the meta data list and make it more manageable. Note that when the meta data list is reduced by a search term, any meta data fields that are no longer visible in the list will still be selected if they already were. If none are selected, it will not search them unless all search filters have been cleared using the 'Clear all filters' button above.

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