

GVTC Standard ELEVATE Digital-Video-Recorder and Whole-Home DVR

What is a GVTC Elevate DVR set-top box?

An Elevate DVR (Digital-Video-Recorder) is a set-top box with a 1 terabyte built-in hard drive for recording your favorite television shows and movies. Unlike a VCR, a DVR set-top box can record programs in HD (High-Definition), schedule series recordings, and record multiple programs at once. See **Recorded TV** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate


What equipment is required for Elevate Whole-Home DVR service?

You'll need the Elevate Gateway and the Elevate Player. The main Elevate Gateway box works with the Elevate Client box, a wireless media player that seamlessly extends the full Whole-Home DVR experience to additional rooms in the house. Together, the Elevate Gateway and Elevate Client enable you to receive personalized entertainment anywhere in your home. Please call your local office for more details about which set-top boxes are required.


How do I get GVTC's Elevate DVR service?

Please call your local office to sign up for our Elevate DVR service. The service requires a DVR-capable set-top box. Additional fees may apply.

How do I record a program on my Elevate DVR set-top box?

To record the show you are currently watching, simply press the **RECORD**  button on your remote control. For more detailed instructions, and more recording options, see **Recorded TV** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.


AS SIMPLE AS:

- 1 Press the **GUIDE** button on your remote.
- 2 Find the program you would like to record.
- 3 Press the **RECORD**  button.

Can I record more than one show at a time?

Yes; with the Elevate DVR you can record up to six different shows at the same time. If all 6 streams are recording new content, only recorded or recording content can be viewed.

Can I record a program from the beginning if it has already started?

Yes; as long as you started watching the show from the beginning. You must, within the first half hour of the show, press the **RECORD**  button and the recording will begin at the beginning of the show. If you change the channel before you press record and then change back, the show may no longer be able to record from the beginning.

Can my Elevate DVR record multiple episodes of my favorite show? (Series Recording)

Yes; using the series recording option, you can record all episodes or only new episodes of a particular show. For more detailed instructions, and more recording options, see **Recorded TV** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.



Can I watch my recordings from the other rooms in my house?

Yes; you can have additional TVs throughout your home all on the same network accessing your recordings with wireless Elevate Client set-top boxes. The Elevate Client boxes have the same functionality as the main Elevate Gateway set-top box.

Can I pause or rewind the show I'm watching, even if I'm not recording it?

Yes; Elevate DVR service also includes PLT (Pause Live TV). For instructions on the use of this feature, see **Controlling Live TV** in the Elevate User Guide or view video tutorials at gvtc.com/elevate.

How many recordings can I keep on the DVR?

You can record approximately up to 350 hours of SD content with 1 terabyte of storage.

How long can I keep my recordings?

You can keep the recordings as long as you like on the internal hard drive. When the internal hard drive gets full, by default the DVR will delete your oldest recording to make room. To change this setting, see **Recorded TV** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.

How can I tell how much space is left on my DVR?

The storage meter lets you know what percentage of space you have left for more recorded programs. Recording Space is located in two places: in the Settings and in **Recorded TV**. For more detailed instructions, see **Recording Space** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.

Can I delete programs and recordings on my GVTC Elevate DVR?

Yes; to delete programs and recordings stored on your Elevate DVR, follow the instructions listed in the **Recorded TV** section of the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.

Can I play back a recording stored on my DVR set-top box?

Yes; to view instructions for play back of stored recordings, see **Recorded TV** in the Elevate User Guide or view video tutorials at gvtc.com/support/elevate.

View Elevate video tutorials and more instructions at gvtc.com/support/elevate

Need help? Visit our support page at www.gvtc.com/support or call Technical Support at (800) 367-4882

