

# OnePass nDVR Recording Set Up

## What is a OnePass?

A OnePass search gathers every available episode of a series (whether streaming, broadcast TV, or on demand), every game or match from a specific team, or every sporting event in a league and adds them right to My Shows to watch instantly.

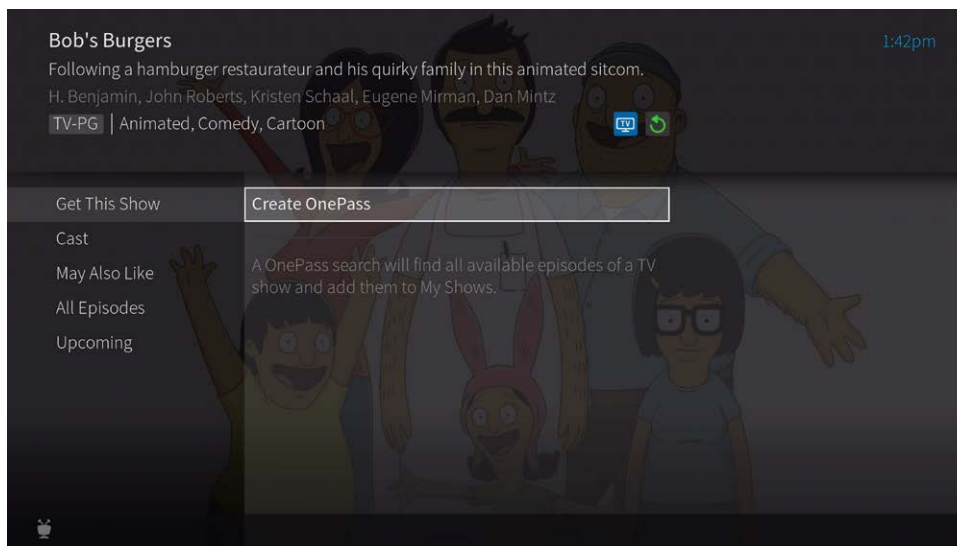
**Think of OnePass as your DVR that can record linear TV or Bookmark episodes that appear on streaming apps like Netflix or Disney+. OnePass will link you to those streaming app sources for episodes available there rather than fill your DVR.**

If an episode isn't available on TV or Fioptics+ On Demand, OnePass fills in the gaps with episodes from video apps like Netflix, Hulu, Prime Video, and more. Forget about knowing when a show will be airing or wondering which streaming video service has it available: the TiVo Service does it for you, so you can start watching right away.

For sports, your OnePass search will find matches whether you search by full team or league name, location (e.g., Argentina, Brazil), nickname (e.g., Giants, Bears), or abbreviation (e.g., FIFA, NFL, NCAA, UCLA).

To create a OnePass, find a series you want to watch, then choose Create a OnePass. The show will be instantly added to My Shows and all available episodes will be added.

**Note: OnePass works best when your video app list is up to date, with as many apps as possible selected.**



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## Onepass Options

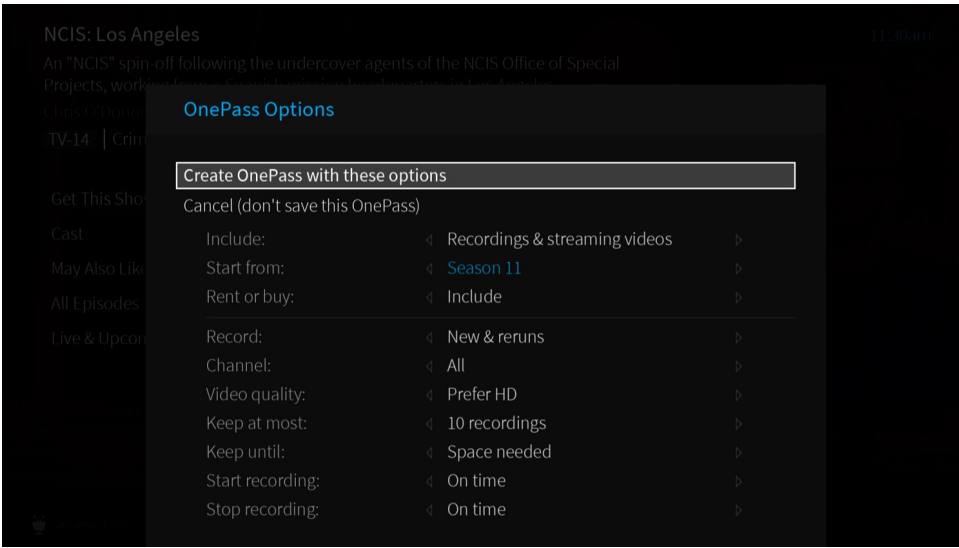
When you create a OnePass, you can choose options that will give you exactly the results you want. You can also change the options of any existing OnePass by going to the OnePass Manager. Options include:

- **Include:** If Cloud DVR is enabled, choose to include recordings, streaming videos (from sources like Netflix), or both in your OnePass results.
- **Start from:** Want to watch from the beginning? Choose Season 1. Just need to catch up? Choose a different season. Only want new episodes? Choose New episodes only.
- **Rent or buy:** Decide whether to include episodes that need to be purchased before viewing. (The TiVo Service will not purchase the items for you; you will have the option to purchase them at the time of viewing.)

### If your OnePass includes recordings, the following options are also available:

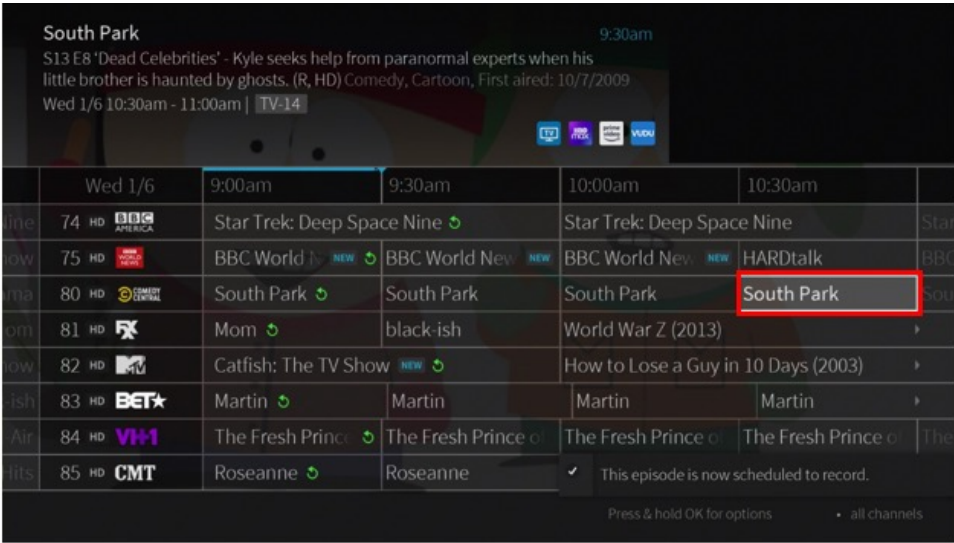
- **Record:** Skip reruns or watch them all? Choose *New only* to avoid reruns, or *New & repeats* to get every episode.
- **Channel** Choose the channel on which to record the show, when more than one channel is available.
- **Video Quality:** When you set the Channel setting (above) to *All*, you can choose how often to get the HD version of a show: *always*, *never*, or *if possible*. Note that if you choose *Only HD* and a show is not available in HD, it won't be recorded. Likewise, if you choose *Only SD* and a show is *only* available in HD, it won't be recorded.
- **Keep At Most:** Set the maximum number of recordings to be saved.
- **Keep Until:** Choose how long to keep a recording (or each episode of a repeating recording). *Space Needed* is the default setting, or choose *As Long as Possible* and your TiVo device won't delete this episode to record something new. Note that shows will be deleted automatically when they expire, regardless of this setting.
- **Start Recording:** Start recording up to ten minutes before a show is scheduled to begin. (This option is available only before recording starts.)
- **Stop Recording:** Some shows consistently run past their scheduled end times. Use the *Stop Recording* option to choose when the TiVo device stops recording: at the shows scheduled end time, a few minutes after its scheduled end time, or even hours after its scheduled end time. You can change this setting when you set up the recording, or while the recording is in progress.



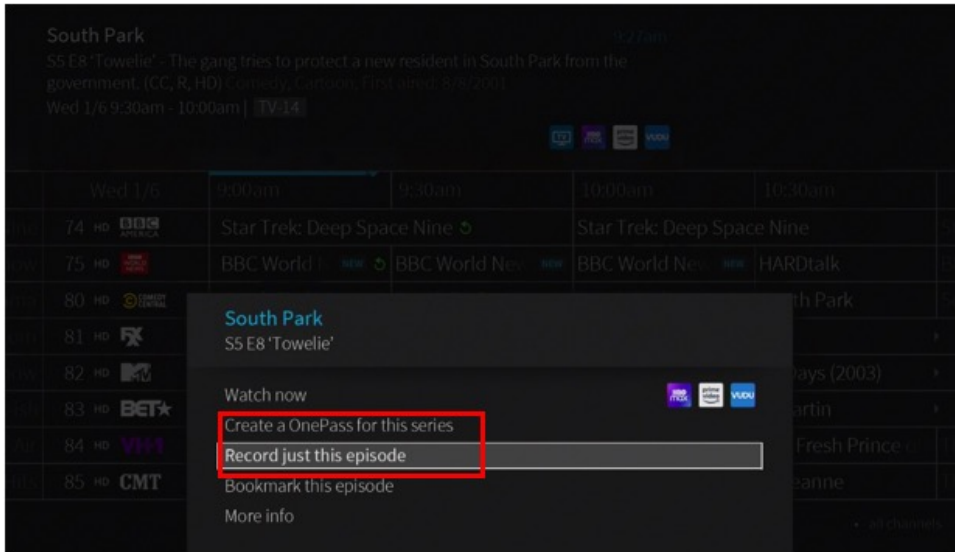


### How do I initiate a Single/Series Recording Trough the Guide?

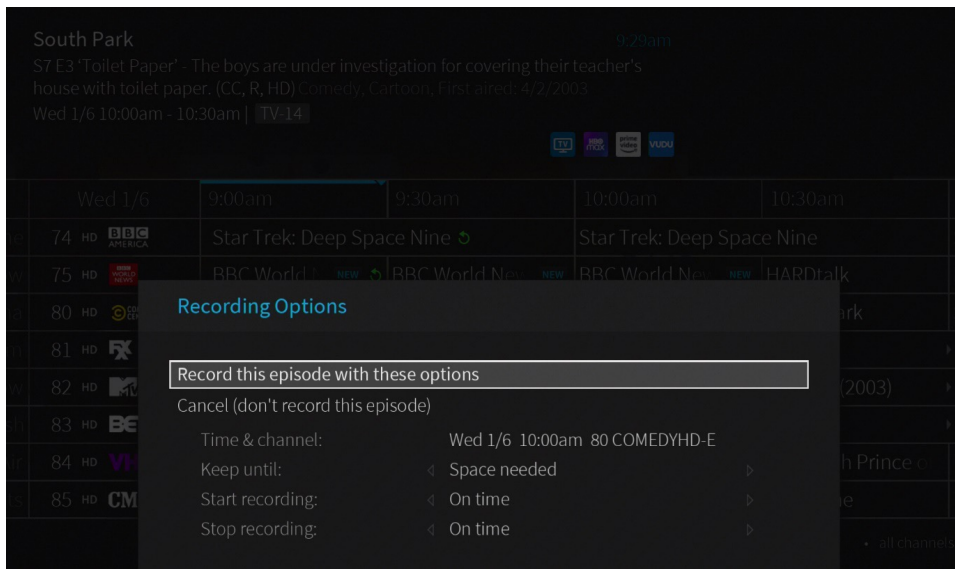
There are a few ways to initiate a recording of a single program. The first is through the GUIDE. Select a show in the GUIDE that is not currently airing.



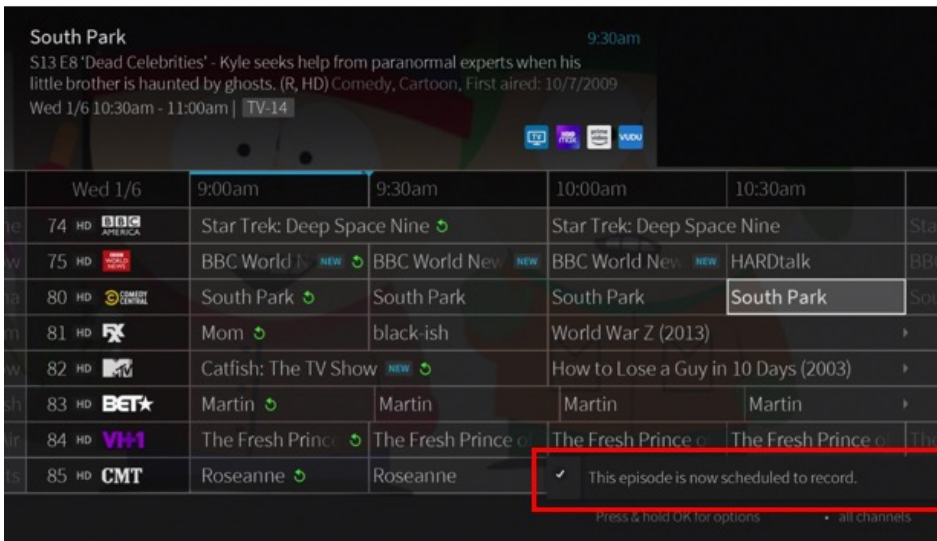
Next select whether you would like to record this single episode or set up a OnePass for the series, or you could choose to what this episode now if available on OTT or VOD assets.



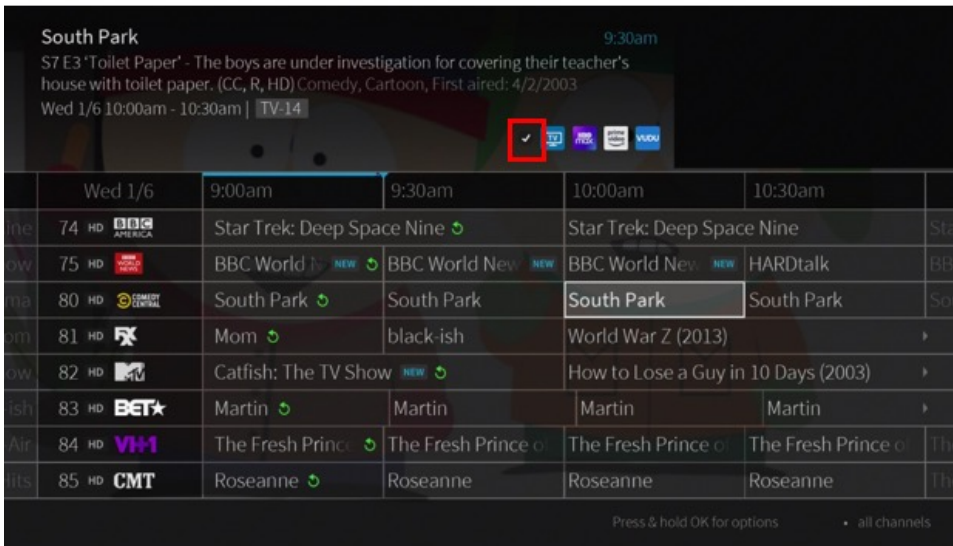
If recording just a single episode, select the options desired for that recording



You will see this confirmation once you confirm your recording options

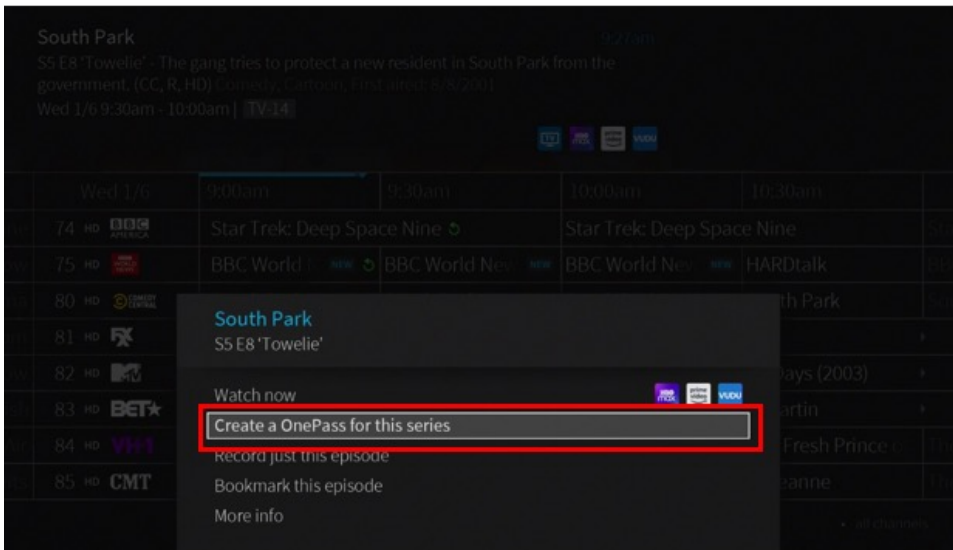


And you will see this logo on the episode info in the guide

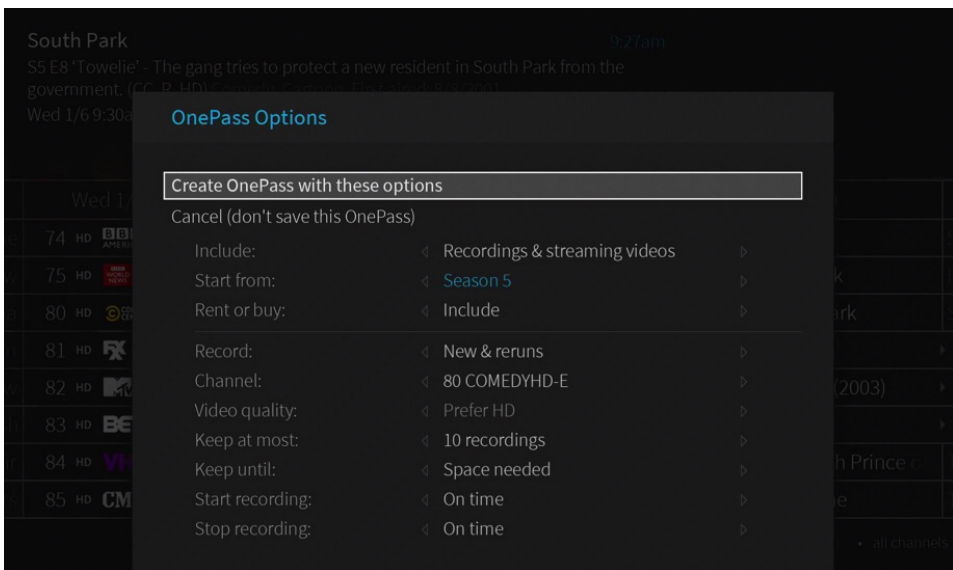


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If a series recording is desired, select *Create a OnePass*

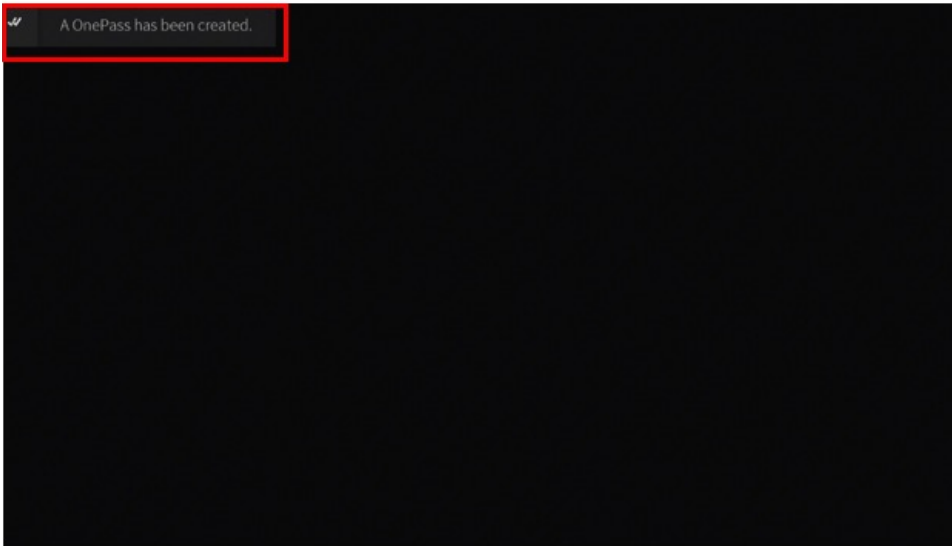


Select the series recording options you would like. You can choose to include both linear programming and/or assets from streaming providers like Netflix, which seasons you would like to include, if or not to include assets you can rent or buy, new airings re-runs or both, which channel to record from, how many recordings to keep and for how long and when to start and stop the recordings

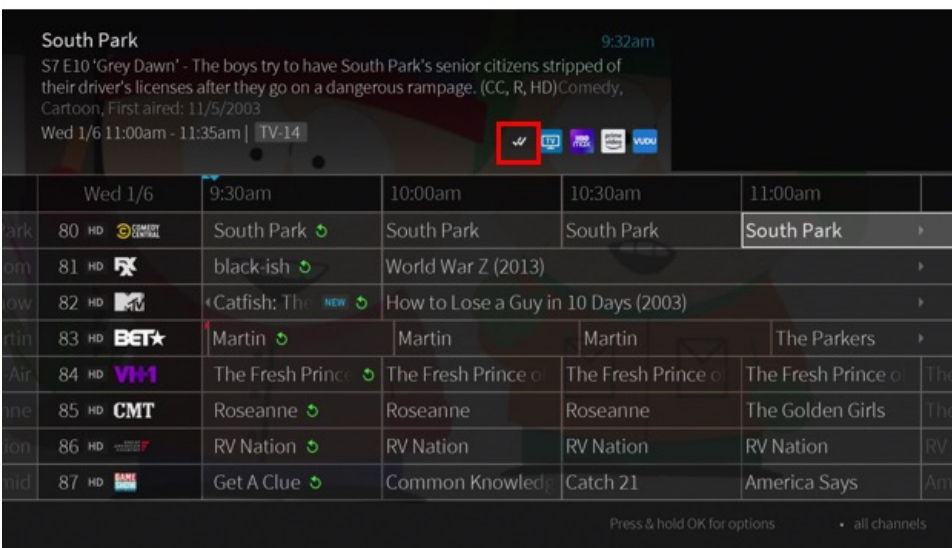




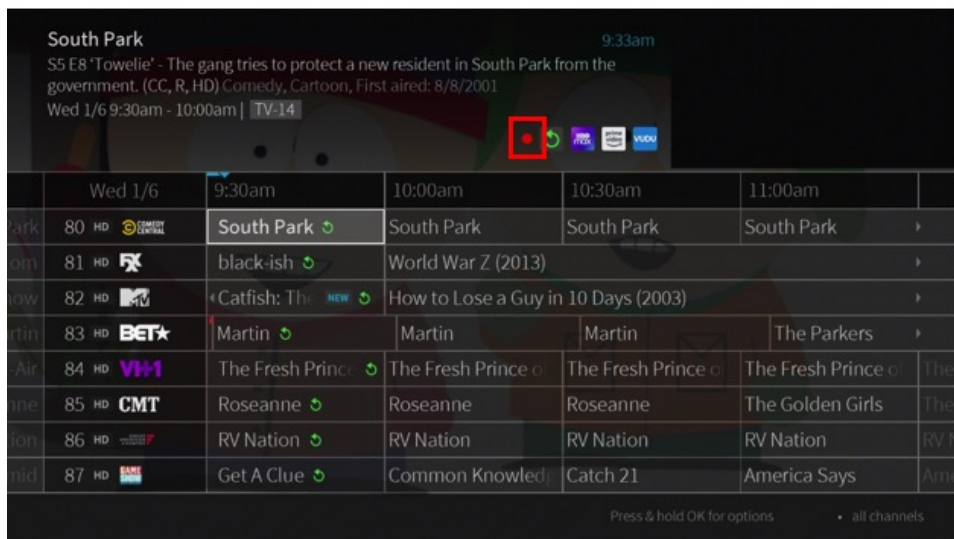
Once OnePass options are confirmed, you will see this confirmation



And see this logo in the show info in the GUIDE



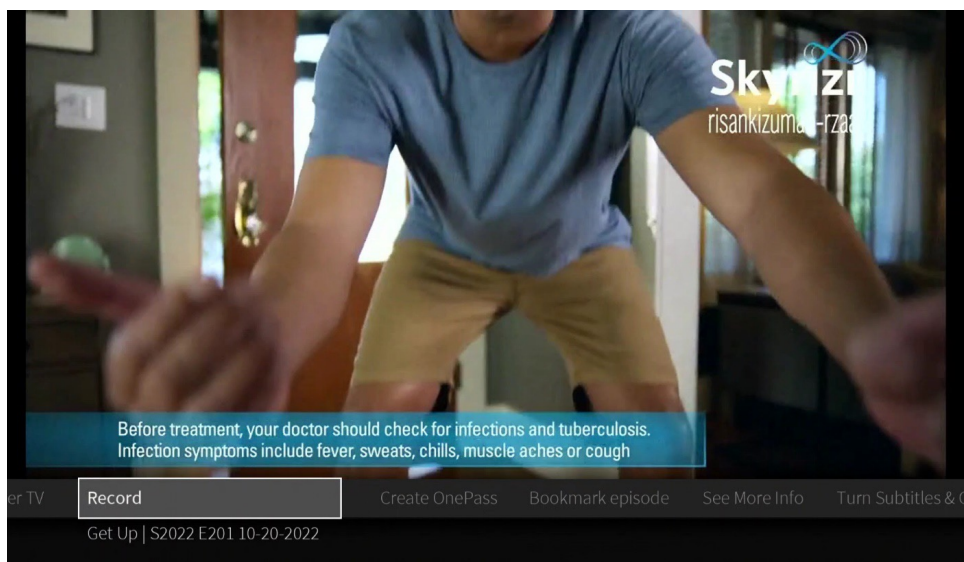
When shows are actively being recorded, you will see this logo in the show info screen in the GUIDE



### How do I initiate a Single/Series Recording while Watching a Show Live?

While watching a show, you can initiate both a single episode recordings or a OnePass series recording.

First, while watching a show live, either press *DOWN* on the direction pad or the *i* info button on the remote to see the following menu on the bottom of the screen



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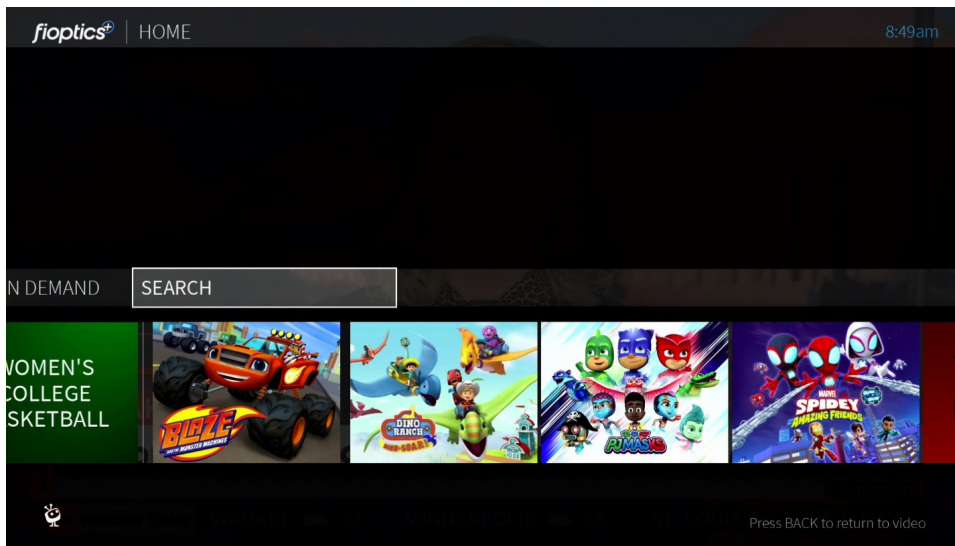
Once you have selected your desired recording option of single recording or OnePass, follow the corresponding directions above.

### How many shows can I record at once?

Up to 10 Shows at once.

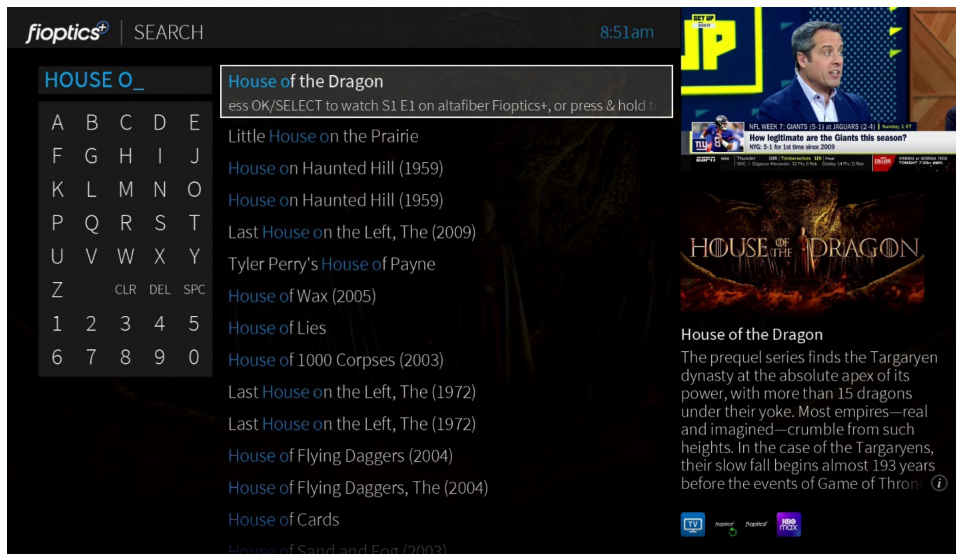
### How do I Initiate a Single/Series Recording from Search?

Search through the desired show either through the voice search using the Google Voice Assistant button or by using search from the main menu.

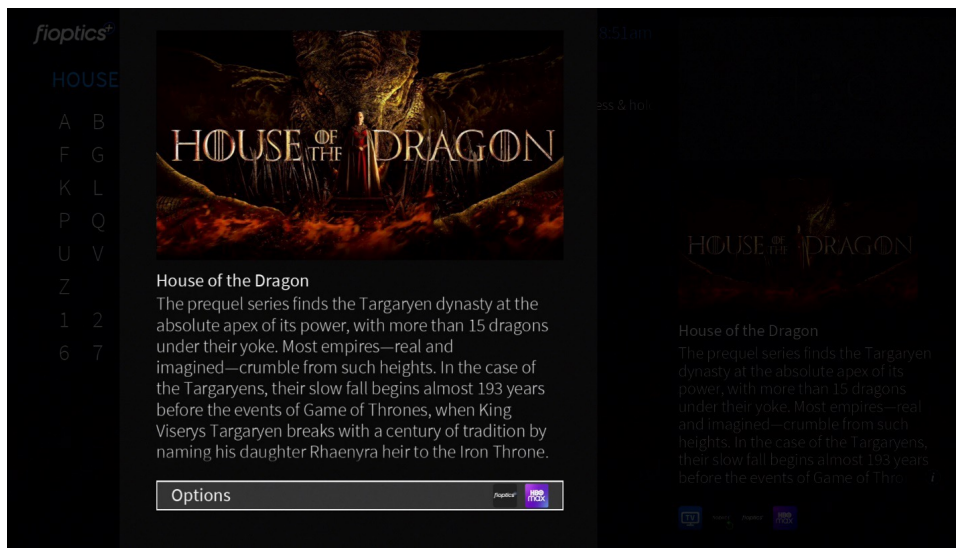


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Once the desired program is found, PRESS AND HOLD OK to open up the show details screen.

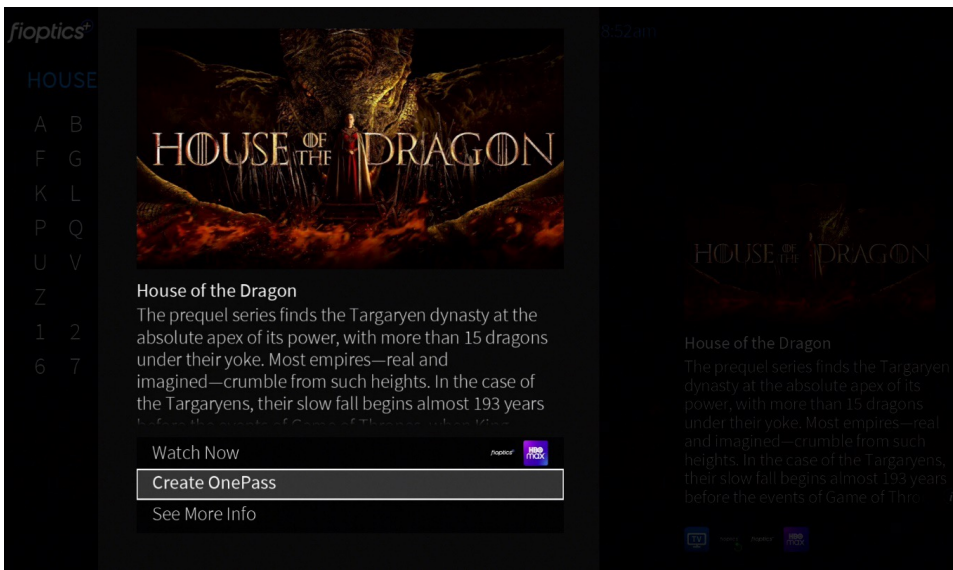


On the show details screen, select *Options*



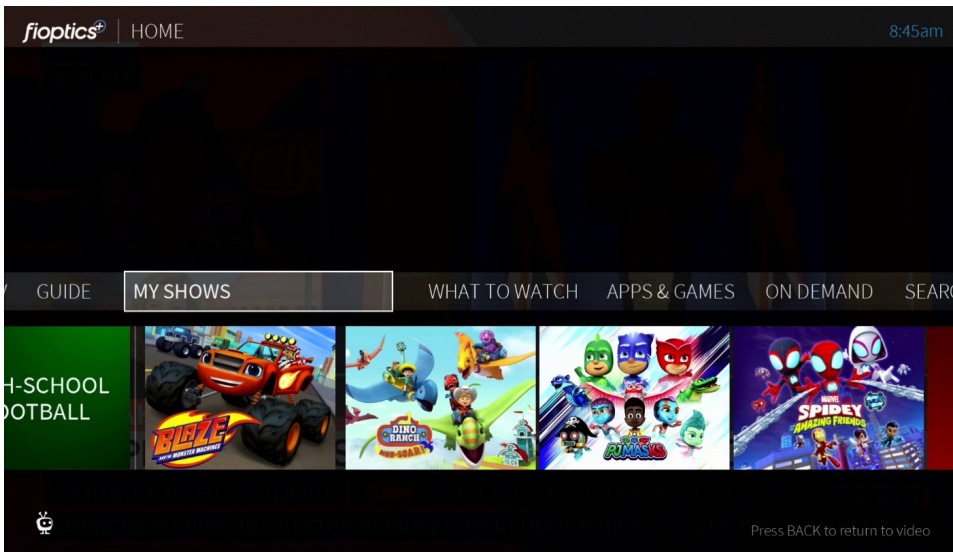
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Then select *Create OnePass*



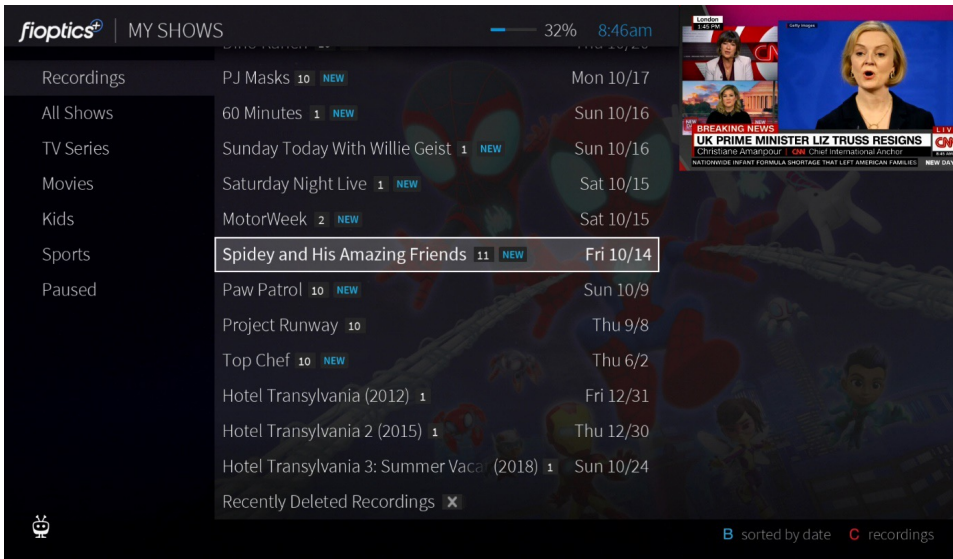
## How do I view my Recordings?

To View show you have recorded, open *My Shows* from the main Menu bar

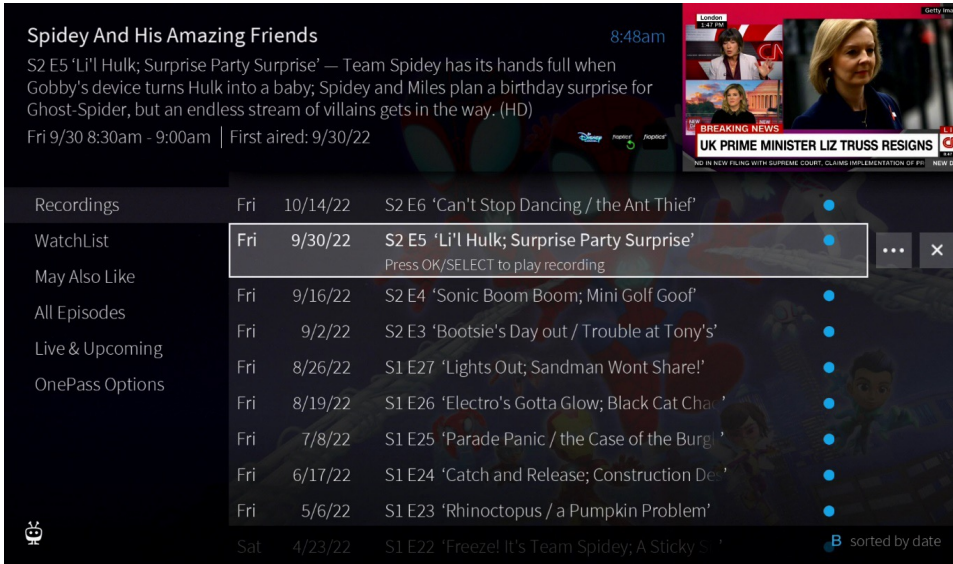


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You will open you list of shows you have previously set up to record either through a single recording or OnePass recordings or Bookmarked



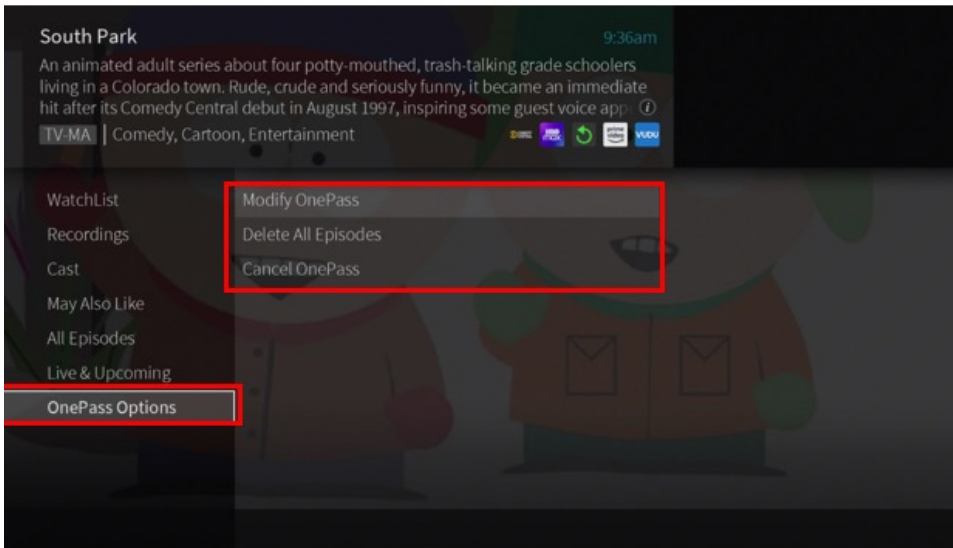
The menu on the left of the screen can filter your show based on their category. Scrolling to *recordings* will show all episodes that have been recorded, the number next to the show title shows how many episodes have been recorded. Opening up the show by selecting it will allow you to select which episode you would like to watch.



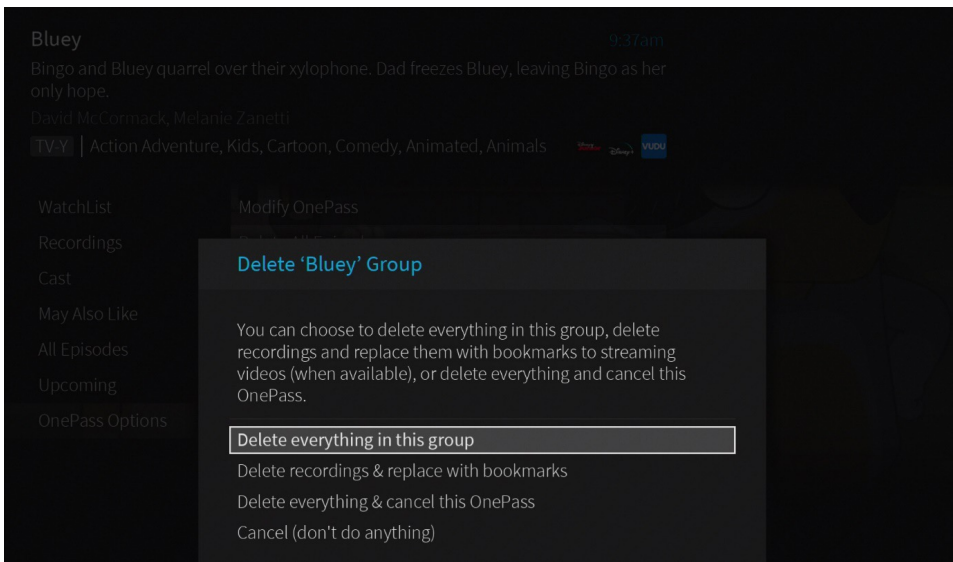


## How do I Cancel a Recording or OnePass?

Once a recording or series has been selected, scroll down to *OnePass Options* on the menu on the left of the screen, then select Delete All Episodes to delete current recordings, or Cancel OnePass to no longer record this series



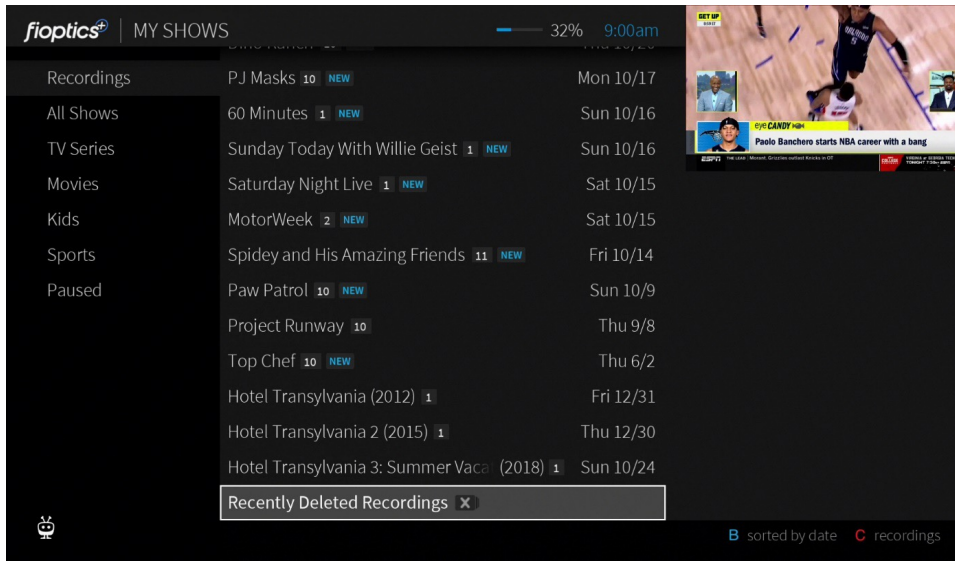
If deleting current recordings you will see this menu to confirm your choice



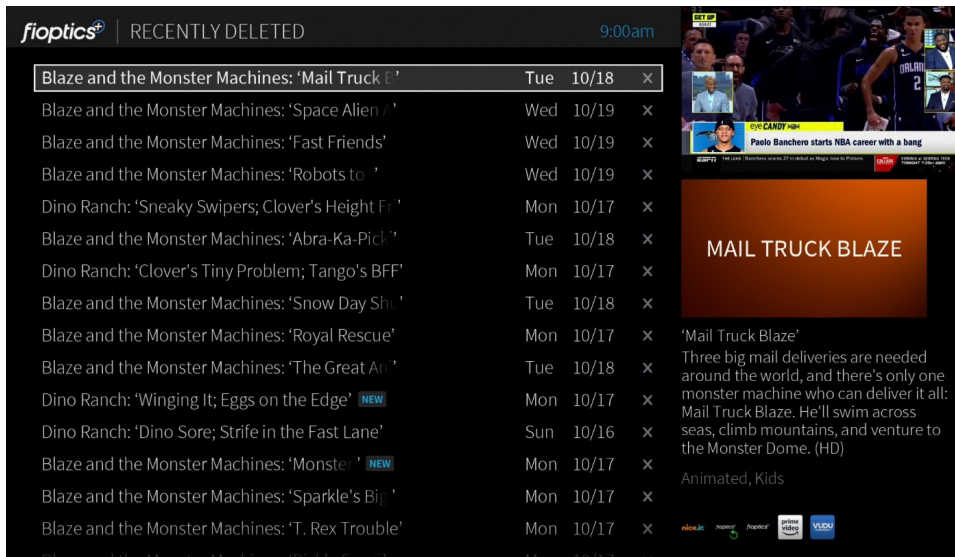


## How do I recover a deleted recording?

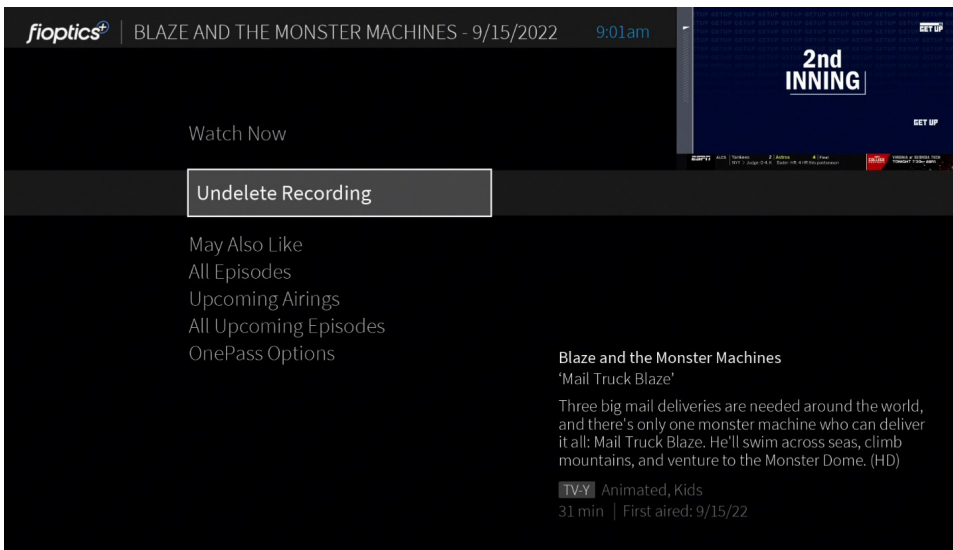
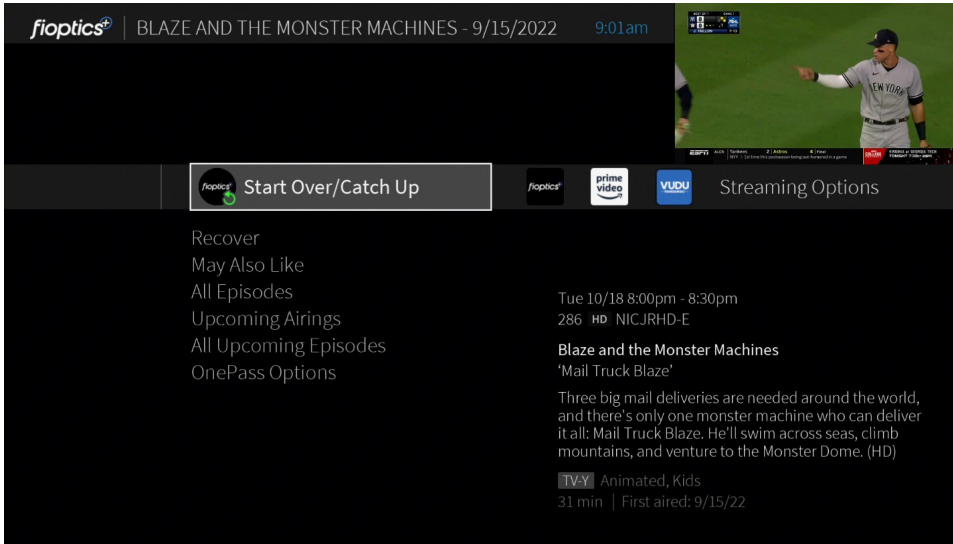
Should you mistakenly delete recordings you will have the option for up to 3 days to retrieve them by going into the *Recently Deleted* folder under *All Shows* in the My Shows menu



You will see a list of recently deleted shows



Select the episode or episodes you would like to recover, the next screen you will select *Recover* to move an episode back into your Recordings list

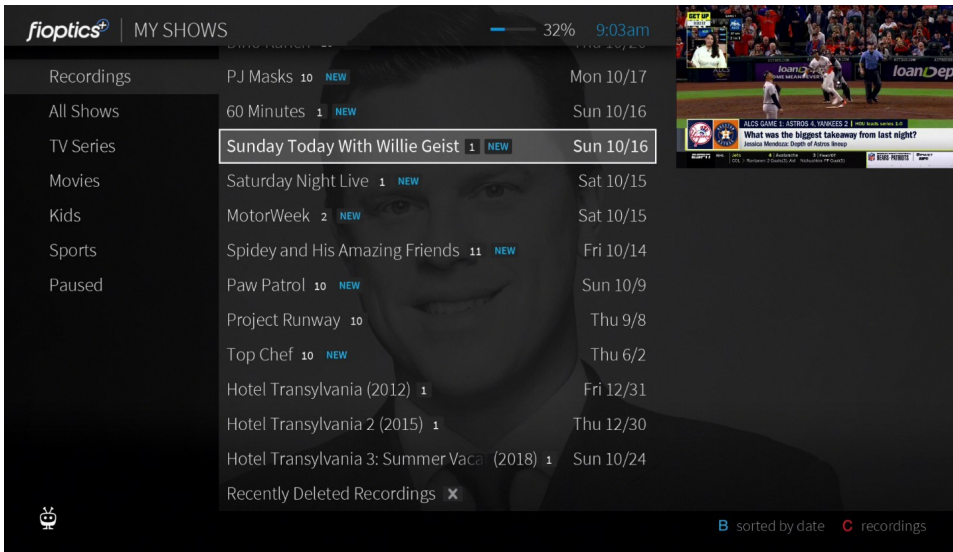


**Note:** You must first make sure there is space in you cloud DVR before you can recover a deleted recording. To do so, you may need to delete other recordings to make space.

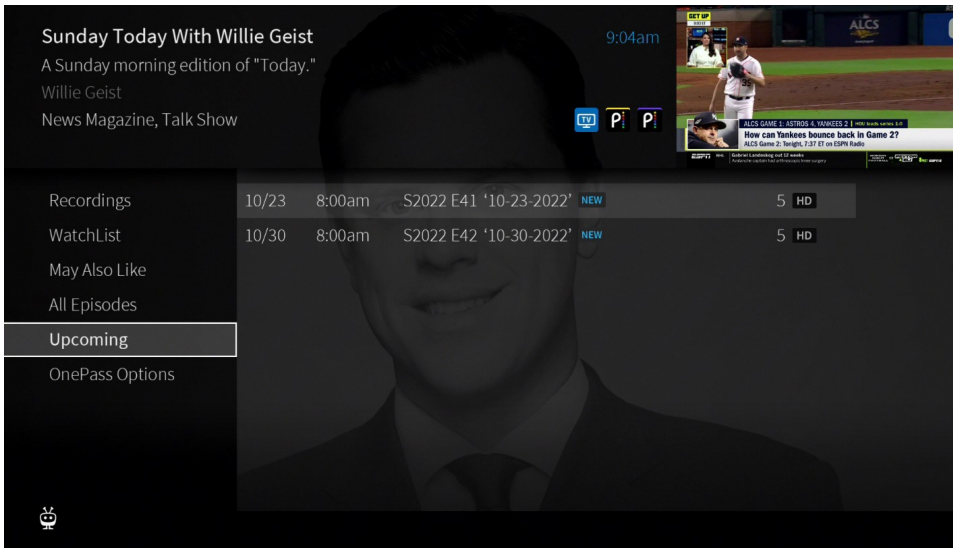
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## How do I view Upcoming Recordings?

To view upcoming recordings of a show you have a OnePass set for, first select the show from your My Shows list

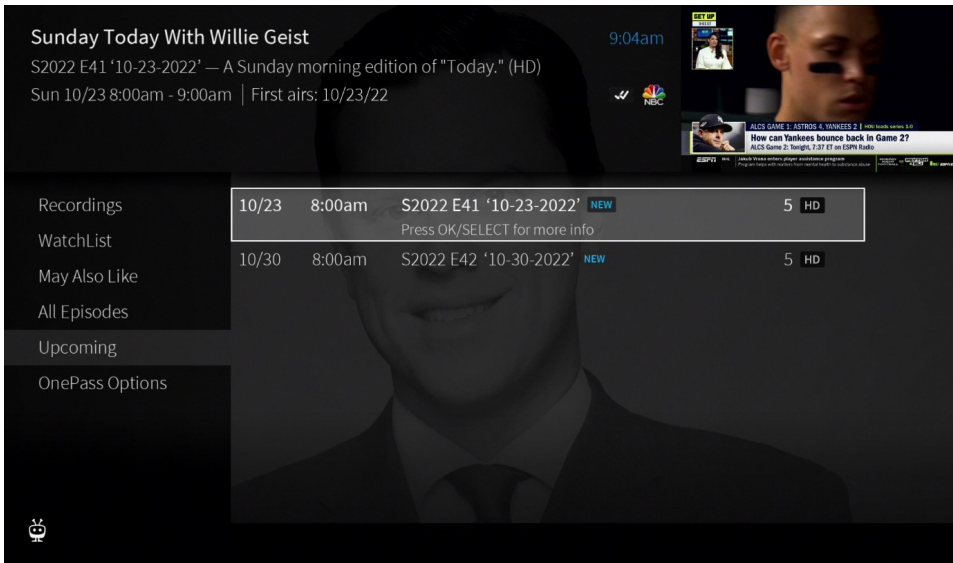


Next, scroll down to *Upcoming* on the left hand menu



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Next, scroll through the list of upcoming airings of your selected show, those episodes with the check marks for single or series recordings are scheduled to be recorded



## How do I manage my Recordings?

Customers will have the ability to manage their nDVR recording levels by several ways. First, they can manage what they keep in their nDVR by setting the duration and priority a recording or series recording has over all others in the OnePass or recording settings at the time of recording initiation.

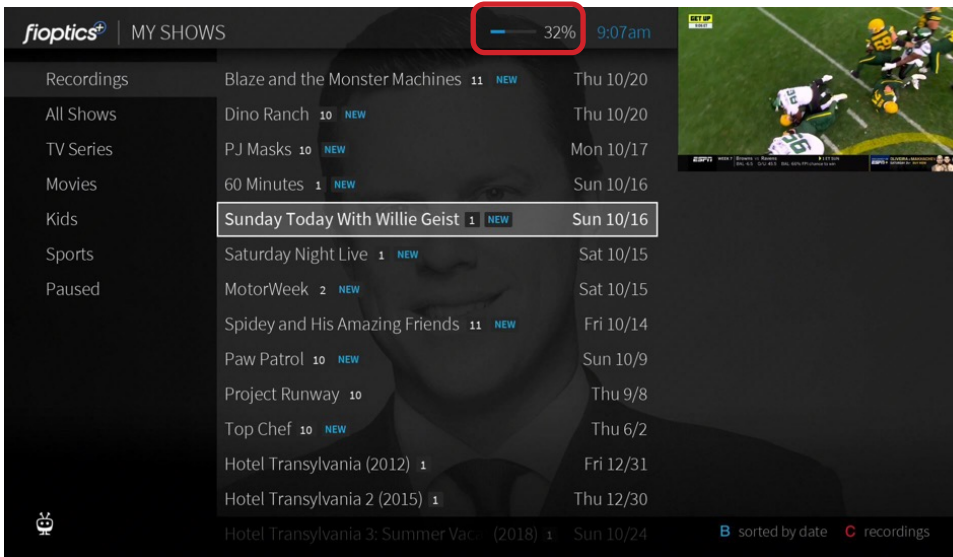
Customers can choose how many episodes to keep of a certain show and how long to keep either *As Long as Possible* or until *Space is Needed*. If choosing *As Long as Possible* the show will be kept until either the customer deletes it, the content providers recording limit is reached or 1 year. If selecting *Space is Needed* the show will be kept until either the above limits have been reached OR if they run out of space on their nDVR it will delete the oldest recording no labeled *As Long as Possible*.

If shows are removed, either by the customer or automatically by the settings rules, the customer will have up to 3 days to recover a deleted recording form the *Recently Deleted* folder in My Shows.

Should a customer's nDVR become full, any upcoming OnePass or pre-set recording that is scheduled will be recorded, however, if no old recordings are able to be removed automatically by being labeled as *Space is Needed*, the new recordings will be moved immediately to the *Recently Deleted* folder.

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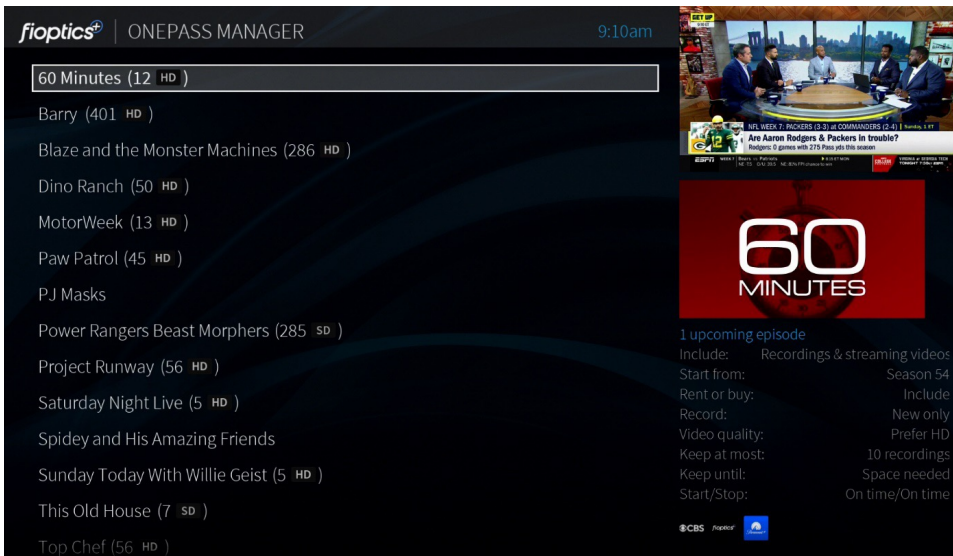
If a customer continually hits their nDVR recording limit there will be options for nDVR storage levels they can choose from and migrate to (see current offers). Customers can see where they are in their recording storage by the indicator at the top of their My Shows menu



OnePass searches are listed in the order you set them up: the first is at the top of the list.

To view the OnePass Manager, choose **Menu** > **Settings** > **OnePass Manager**.

Use this list to change OnePass options, modify recording options (if available), view upcoming episodes, or cancel a OnePass. Highlight the show title and press **OK/SELECT** to view available options.



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Customers who choose to downgrade to a lower storage tier may do so, however, if their currently stored recordings will be too large for their new tier, the storage rules will apply and recordings may be automatically moved to the *Recently Deleted* folder in *All Shows*.

After the 3 days a recording that has been moved into the *Recently Deleted* folder has passed the recording will be permanently deleted.

### How much storage space do I have for recordings?

This depends on your service plan. There are several DVR tiers available to match your recording needs. And, if those change, you can adjust your tier either through your My altafiber account at [altafiber.com](http://altafiber.com) or give us a call at 513.565.9890.

### What happens when I run out of storage space?

If you set up a recording when your storage space is almost full, you'll receive a message on your TiVo device. At that point, you can upgrade to a plan with more storage, or you can delete some of your recordings to free some space. When you reach your storage limit, your TiVo device will begin deleting your oldest recordings to make space for new ones

