

Pinnacle TVCenter Pro



pinnacle[™]
A division of *Avid*

Pinnacle TVCenter Pro

User's Guide

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Introduction

Welcome

Your new Pinnacle product offers you a whole new world of multimedia entertainment. Starting today, you can sit at your computer or comfortably on the couch and conveniently access, manage and process all sorts of media such as television, radio and movies:

You can watch both analog and digital TV (optional) on your computer monitor or TV screen.

This TV viewing fun has been enhanced even more with numerous additional functions. Thanks to spur-of-the-moment or scheduled recording to your hard drive and modern timeshift recording technology, you can watch television flexibly and not miss a minute of your favorite shows. In connection with this, quick-to-open teletext provides you with the latest news any time you want it, and an Electronic Program Guide (EPG) guarantees you an overview of the TV schedule as well as quick and uncomplicated recording scheduling.

Now you also have the option of listening to radio any time you want and of recording your favorite broadcasts quickly and easily. In addition, your Pinnacle product lets you receive Internet radio stations.

The following components of your new Pinnacle product let you access all these functions:

Pinnacle TVCenter Pro / TVCenter

The Pinnacle TVCenter Pro / TVCenter installed on your computer plays back your media.

Use the Pinnacle TVCenter Pro / TVCenter to watch and record television, play back recordings as well as open teletext. You can also listen to and record radio broadcasts.

Various Pinnacle PCTV hardware variants are delivered only with the Pinnacle TVCenter. However, the TVCenter has a limited range of functions. Throughout this manual, the term **Pinnacle TVCenter Pro** is used, since all of the functions included in the program are explained in this context.

The following functions are not available in the TVCenter:

1. Recording DVDs
2. Burning DVDs and CDs
3. Dolby decoding
4. PSP/iPod recording
5. MPEG2 recording when using analog PCTV hardware

Pinnacle hardware

If your new Pinnacle product comes with the optional reception device, you can receive TV and radio (optional) and take advantage of, for example, the teletext or timeshift functions.

PCTV TVCenter Pro remote control

You can use the remote control to easily operate the menu displayed on your monitor from any point in the room - and you don't even have to get up and go over to the computer.

And now have fun with your Pinnacle product!

Configuration Wizard for the Basic Settings

During the software installation of the Pinnacle TVCenter Pro, the wizard leads you through several areas in the Advanced Settings dialog where you can configure the most important settings for the Pinnacle TVCenter Pro.



The wizard appears automatically after the Pinnacle TVCenter Pro has been installed. You can now configure your PCTV hardware using the wizard.

 The individual settings dialogs are explained in detail in the "Advanced Settings" section. You can start the Settings dialog by clicking the Settings icon in the Pinnacle program group or by double-clicking the Settings link on the desktop.

You can start the wizard at any time via the program group Start/Programs/Pinnacle TVCenter Pro/Tools/Wizard.

Pinnacle TVCenter Pro

Pinnacle TVCenter Pro User Interface

The **PC View** is optimized for use with your mouse or keyboard. This interface is especially useful when you use the Pinnacle TVCenter Pro while working at your desk (for example, for watching TV while working on the computer). The bar-shaped menu buttons are arranged to the side of the Pinnacle TVCenter Pro window and are easily activated with a click of the mouse. Since you will be mainly using this view when working at your computer, PC View menus are only displayed if necessary so that as little screen space as possible is used.



PC View (optimized for use with a mouse)

Pinnacle TVCenter Pro PC View Overview

The Pinnacle TVCenter Pro PC View is optimized for use with a mouse. While you are sitting at your desk doing other things on your PC, you can access your personal media directly with the mouse. For this purpose, you can seamlessly adjust the Pinnacle TVCenter Pro window in the PC View to any size you want and move it anywhere you find most convenient. The control bars can be configured in such a way that they are only displayed if necessary so only the minimum amount of screen space for media playback is used.

Control Bars

To navigate the Pinnacle TVCenter Pro in the PC View, you have two control bars, one at the top and one at the bottom of the Pinnacle TVCenter Pro window. For more information, refer to the chapter General Operating Controls.

Size of the Pinnacle TVCenter Pro window in the PC View

The Pinnacle TVCenter Pro window in the PC View can be adjusted to any size you want:

To do this, left-click and hold the mouse button down on the corner of the Pinnacle TVCenter Pro window and then drag the corner until the window is the size you want.

If the window exceeds normal size, the control bars can no longer be displayed. You can resize the Pinnacle TVCenter Pro window by either dragging the corner with your mouse to enlarge it or double-clicking the window with your mouse. This automatically sets the Pinnacle TVCenter Pro to normal size and the control bars can again be displayed.

Positioning the Pinnacle TVCenter Pro window in the PC View

To position the Pinnacle TVCenter Pro window in the PC View to the area on your screen you want, left-click in the top or bottom control bar and move the window while holding down the mouse button.

General Operating Controls

Top Control Bar



The top control bar in the PC View contains various buttons for operating the Pinnacle TVCenter Pro - independent of the media type currently selected. For example, you can modify the size and behavior of the Pinnacle TVCenter Pro window, switch to the TV View or access various types of media.

The control bars can be configured in **Advanced Settings** in such a way that they are not always visible but are only displayed when you move your mouse over the Pinnacle TVCenter Pro window. They automatically disappear again when you move your mouse out of the Pinnacle TVCenter Pro window or if the cursor does not move for a few seconds.



Note that depending on your hardware and the current reception area, some buttons and their functions may be temporarily unavailable.



Settings

When you click the Settings button, the **Advanced Settings** dialog opens.



TV

When you click this button, TV mode is activated, and the current TV program on the channel last selected is displayed in the PC View.



Radio

When you click this button, you switch to radio mode for listening to the current broadcast on the station last selected.



Browse

Click this button to open a pop-up window, where you can browse to the video file you want to play back.



Teletext

Clicking this button opens the teletext window in the PC View (if teletext is available).



Click this button to open the Electronic Program Guide (EPG) in the PC View (if EPG is available). In addition, you can also schedule recordings manually with the timer.



When this button is activated, the Pinnacle TVCenter Pro window is always displayed in front of all the other windows on the screen.



Clicking this button minimizes the Pinnacle TVCenter Pro window into the taskbar.



Clicking this button lets you switch the Pinnacle TVCenter Pro window back and forth from full screen to a normal-sized screen.



This button closes the Pinnacle TVCenter Pro or a subwindow (for example, the teletext or EPG window).

Bottom Control Bar

The bottom control bar in the Pinnacle TVCenter Pro PC View is dependent on the media type you have selected: Depending on whether you are currently watching TV or listening to radio or playing a DVD or a file, the buttons available will vary.

The control bars can be configured in **Advanced Settings** in such a way that they are not always visible but are only displayed when you move your mouse over the Pinnacle TVCenter Pro window. They automatically disappear again when you move your mouse out of the Pinnacle TVCenter Pro window or if the cursor does not move for a few seconds.



Since the bottom control bar can contain different operating controls depending on the media type, detailed descriptions of the buttons are provided in the following chapters.

Open and closed bottom control bar in the TVCenter Pro PC View

The bottom control bar can be opened by clicking the  button. This also gives you access to additional buttons.

Clicking the  button closes the bottom control bar.

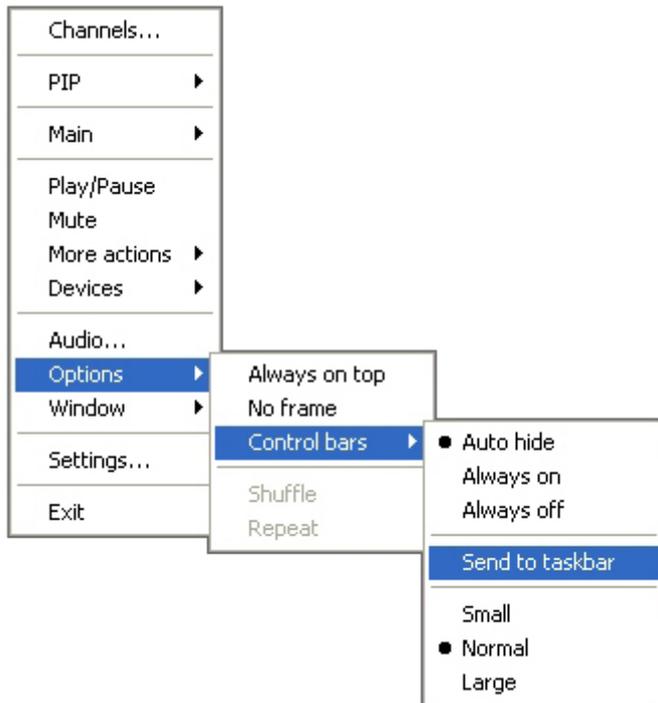
Positioning the bottom control bar

If the bottom control bar is docked on the Pinnacle TVCenter Pro window, you can move them both around or change their size as a single unit.

Or you can also position the bottom control bar separately. This means you can put it anywhere on the screen independent of the rest of the Pinnacle TVCenter Pro window. To do this, click the bottom control bar and hold down your left mouse button. While holding down your left mouse button, drag the control bar to the position on the screen you want.

If the bottom control bar is positioned separately, it will not disappear and cannot be resized.

You can also put the control bars in the taskbar with the following setting. Right-click the live TV image and then in the shortcut menu that appears, select **Send to taskbar**.



You should now receive a message that the Pinnacle TVCenter Pro panel needs to be activated in the taskbar.

1. With your right mouse button, click the **Windows taskbar**.
2. Select the **Toolbars / TVC taskbar** option.

The Pinnacle TVCenter Pro control bar is now displayed in the Windows taskbar.



Click the  button in the taskbar to move the control bars back to their original location.

Shortcut menu

When you right-click in the PC View of the Pinnacle TVCenter Pro window, a shortcut menu opens where you can make the following changes:



Channels...

Use the **Channel list** option to open the channel list where all the TV/radio channels are displayed.

PIP (activate Picture-in-Picture function)

The **PIP** option lets you open a second TV View if you are using a dual-tuner TV card.

Main

Click the **Main** option to open the **TV**, **Radio**, **Teletext** or **EPG** options. Here you can activate the media type you want.

Play/Pause

Use this option to start or pause live TV.

Mute

The **Mute** option turns off the volume.

More actions

Under **More actions**, you have access to functions such as **Forward**, **Stop**, **Continue**, **Rewind**, **Fast Forward**, **Snapshot**, **Record** as well as **Set recording profile...**

Devices

Use this option to see the list of PCTV hardware installed on your computer. If there is more than one PCTV hardware installed, you can select which one you would like to use for the TV reception.

Audio

Another option is Audio. After clicking this button, a dialog window opens where you can set the language for the soundtrack (if available) or change between stereo and mono sound.

Options

Under **Options**, you can select **Always on top**, **No frame**, **Toolbars**, **Set Recordings Profile** as well as **Shuffle playlist** and **Repeat playlist** options for playback.

Window

Under the **Window** option, you can select **Size** and **Aspect ratio**. Here you can decide which size and aspect ratio your Pinnacle TVCenter Pro window should have.

Settings

When you click the **Settings** button the **Advanced Settings** dialog opens.

Exit

The **Exit** option closes the Pinnacle TVCenter Pro window.

TV Operating Controls

Closed Bottom Control Bar



The closed bottom control bar gives you access to the following buttons while you watch TV:

Channel

The currently set channel is displayed in this field. You can also switch channels here:

- To do this, click the **Channel** button.
- If you have not created channel lists in the **Advanced Settings**, a pop-up window displays all the available channels. Clicking a channel will take you to its currently running program.
- If you have created channel lists in the **Advanced Settings**, a pop-up window displays all the available channel lists. If you click a specific channel list, all the channels assigned to this group appear on the right side of the window. Clicking a channel will take you to its currently running program.
- In addition, you can switch between composite and S-video input in the lower part of the pop-up window. To do this, click the corresponding button.

Audio Mode

The currently set audio mode is displayed in this field. If more than one audio mode is available, you can select between them here:

- To do this, click the **Audio Mode** button. This opens a pop-up window displaying all the available audio modes.
- Click a specific audio mode (for example, MPEG audio or AC3 audio) to set it.





Channel information

Here you find the following information about the selected channel:

The Channel Info dialog box displays the following information:

Channel Name	ZDF
Device	PCTV 7010i
Signal Type	DVB-S
Signal Strength	
Signal Quality	
Language	ger
AudioMode	normal
Satellite	Astra (019.2)
Polarisation	vertical
Frequency	11953500
Symbol Rate	27500
Service ID	28006
Scrambled	False
Transport Stream ID	1079
Video PID	110
Audio PID	120
Teletext PID	130
Original Network ID	1



Snapshot

If you click this button, a snapshot of the currently playing TV program is taken as a single image and saved in the previously indicated directory in "Advanced Settings". The file name is automatically created from the date, time, channel name, and any available EPG information.



Previous / Next channel

Clicking these buttons switches you to the previous or to the next channel in the currently selected channel list.



Volume

You can adjust the volume of your TV show individually with this slider. To do this, click the slider button and while holding the mouse button down, slide it to the position you want.

Clicking the **Mute** button mutes the TV show soundtrack. You can turn the soundtrack back on by clicking the button again.



Record

If you click this button, the TV program currently playing is recorded and saved in the directory previously indicated in "Advanced Settings". The file name is automatically created from the date, time, channel name, and any available EPG information.

The recording can be paused by clicking the **Record** button again or by clicking the **Stop** button.



Play / Pause

If a timeshift recording is not currently taking place, you can start a timeshift recording by clicking the **Play/Pause** button.

During a timeshift recording, playback is paused by clicking the **Play/Pause** button. Click the button again to continue the recording.



Stop

In timeshift or playback mode, you can use the **Stop** function to stop timeshifting or file playback. This button is not active during live TV.



Open the bottom control bar

Clicking this button opens the bottom control bar.

Opened Bottom Control Bar

If you click the  button while watching TV, the bottom control bar opens:



The following additional functions are now available:



Go to Begin

This button can only be activated if a timeshift recording is currently running. Clicking the **Back** button starts the playback of the timeshift recording from the beginning.



Stop

This button is only available if a recording is currently being made or you are in timeshift mode. You can then end the currently running recording by clicking **Stop**.



Record

If you click this button, the TV program currently playing is recorded and saved in the directory previously indicated in **Advanced Settings**. The file name is automatically created from the date, time, channel name, and any available EPG information.

The recording can be paused by clicking the **Record** button again or by clicking the **Stop** button.



Play / Pause

If a timeshift recording is not currently taking place, you can start a timeshift recording by clicking the **Play/Pause** button.

During a timeshift recording, playback of the timeshift recording is paused by clicking the **Play/Pause** button. Click the button again to continue the recording.



Reverse / Forward

These buttons are only available if a timeshift recording is currently running.

Clicking the **Rewind** and **Fast Forward** buttons allows you to move back and forth within the timeshift recording: If you click once, the recording runs at double speed. If you click twice, the recording runs at quadruple speed. Three clicks results in 8x speed, and four clicks in 16x speed. One more click lets the recording run at normal speed again.

To pause rewind/fast forward, click the corresponding button until the recording plays at normal speed or click the **Play/Pause** button.



Jump back /Jump forward

These buttons are only available if a timeshift recording is currently running.

With the **Jump back** and **Jump forward** buttons, you can jump back and forth in the timeshift recording within a time interval set in the "Advanced Settings".



Go to End

This buttons is only available if a timeshift recording is currently running.

Click this button to return to the live position in the current program. The timeshift recording continues to be recorded and can be played back at any time.



Timeshift timeline

This field tells you the following information:

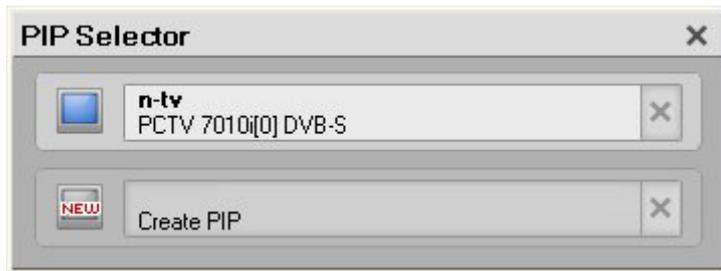
- The start time of the timeshift recording (here: 13:25 pm)
- The maximum timeshift position, at which the timeshift recording will pause or start from the beginning (here: 13:40 pm). This is dependent on the maximum available disk space that you can set for timeshift recordings in "Advanced Settings".
- The end of the status bar marks the current position of live TV. You can also see how much disk space has already been used for the timeshift recording or how much free disk space is still left.
- The current position of the timeshift playback (approx. 13:26 PM)

In addition, you can jump to any position within the timeshift recording: To do this, click and hold your mouse button on the position indicator for the timeshift playback and drag it to the position you want within the recording.



PIP Selector / Create PIP (Picture-in-Picture function)

1. **PIP Selector** (only active if a dual-tuner TV card or 2 TV cards are installed)
When you click this button, the PIP window appears; here click Create PIP. Another Pinnacle TVCenter Pro window now opens in which the other TV channel is displayed. The TV channels displayed can be turned on and off independently of each other.



2. **Create PIP** (only active if a dual-tuner TV card or 2 TV cards are installed)
When you click this button, another Pinnacle TVCenter Pro window immediately appears, in which another TV channel is displayed.



Close bottom control bar

Clicking this button closes the bottom control bar.

File Playback Operating Controls

Closed Bottom Control Bar



The closed bottom control bar gives you access to the following buttons while you play a video file:



The title of the currently playing file is displayed in this field.

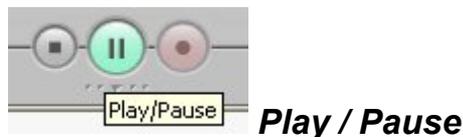


Click this button to take a snapshot of the currently playing file as a single image and save it in the directory previously indicated in **Advanced Settings**. The file name is automatically created from the date, time, and title of the file.



You can adjust the volume of file playback with this slider. To do this, click the slider button and while holding the mouse button down, slide it to the position you want.

Clicking the **Mute** button turns off the sound of the file playback. You can turn the soundtrack back on by clicking the button again.



Clicking the **Play** button starts the playback of an audio or video file. This button then changes to a **Pause** button. You can pause file playback by clicking the **Pause** button. Clicking it again resumes playback.



Clicking this button opens the bottom control bar.

Opened Bottom Control Bar

If you click the  button while watching a File, the bottom control bar opens:



The following additional functions are now available:



Go to Begin

Click this button to playback the currently running audio or video file from the beginning.



Stop

Use this button to stop the current playback.



Play / Pause

Clicking the **Play** button starts the playback of a file. This button then changes to a **Pause** button.

You can pause file playback by clicking the **Pause** button. Clicking it again resumes playback.



Reverse / Fast forward

Clicking the **Rewind** and **Fast forward** buttons lets you move back and forth in a video file at an increased speed, therefore letting you access different areas within the video file: If you click once, the video file runs at double speed. If you click twice, the video file runs at quadruple speed. Three clicks results in 8x speed, and four clicks in 16x speed. One more click lets the video file run at normal speed again.



Jump back /Jump forward

Use the **Jump back/Jump forward** buttons to jump back and forth during playback of a file.

 **Title Menu**

When playing back a recorded file (for example, in MPEG1 VCD quality), the button is inactive.

 **Main Menu**

When playing back a recorded file (for example, in MPEG1 VCD quality), the button is inactive.

 **Language**

If subtitles are available for the current file and you click this button, a dialog window appears where you can set the language for the subtitles.

 **Timeline**

This field tells you the following information:

- The beginning of playback (here: 00:00:00)
- The end of the file (here: 00:00:50)
- The current position within the file (here: 00:00:18). You can see here how much of the file has already been played back and how much is still left to play back.

In addition, you can jump to any position in the file. To do this, click and hold your mouse button on the position indicator and drag it to the position you want within the timeline.

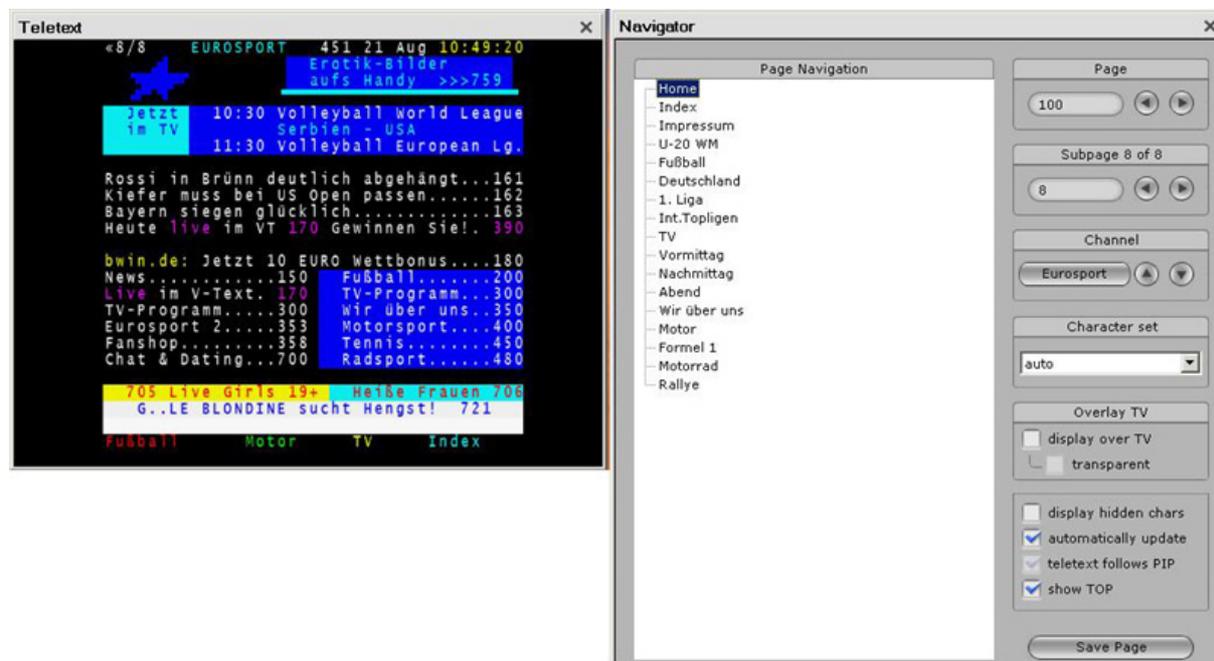
 **Close the bottom control bar**

Clicking this button closes the bottom control bar.

Teletext

Teletext - Overview (Teletext not available in the USA)

If you click the **Teletext**  button in the top control bar, the teletext window opens in the PC View (if teletext is available):



Teletext can consist of two windows: In the right window, you will see the TOP Text and the operating controls for navigating in teletext. To the left is the teletext window where the teletext pages and subpages are displayed. When there is enough space on the screen, the TV program showing on the current channel is displayed next to the teletext area. This lets you read teletext and watch TV at the same time.

Positioning the teletext window

Both the teletext window as well as the TV window (if this is displayed) can be coupled to each other and then moved together on the screen as a single unit.

Or you can also position the windows separately. This means you can put one of the windows anywhere on your computer monitor independent of the other window. To do this, click the corresponding window and hold down your mouse button. While holding down your mouse button, drag the window to the position on your computer screen you want.

If the teletext windows can be moved separately, you can also resize them: To do this, left-click and hold the mouse button down on the corner of the window and then drag the corner until the window is the size you want.

Bottom Control Bar

In teletext mode, the buttons for operating the TV are located in the bottom control bar so that you can keep track of both the teletext and your TV program at the same time.

Closing a teletext window

When you close the teletext navigation window by clicking the **Close** button in the top control bar, the teletext window will continue to be displayed.

When you close the teletext window by clicking the **Close** button in the top control bar, both the entire teletext and the Pinnacle TVCenter Pro window are closed.

If you have the teletext navigation window, the teletext window (this is active in a separate window, if the **TV Display** option in the **Overlay** area of the TOP text window is switched off) and the Pinnacle TVCenter Pro with Live TV open, teletext then closes completely when you click the **Close** button in the teletext window. The Pinnacle TVCenter Pro window with Live TV remains open.

Click either the **Teletext** or the **TV** button in the top control bar to close the teletext window and the teletext navigation window and return to the Live TV window.

Navigating Teletext (Teletext not available in the USA)

Navigating teletext using TOP Text

TOP Text lets you quickly and effectively navigate through teletext: After clicking a TOP Text entry, the corresponding page is displayed in the teletext window.

If no TOP Text is available, a selection of possible teletext pages that you can also click for access is listed in the TOP Text window.

If a topic in TOP Text has additional subtopics (indicated by a "+" before the topic title), you can open the list of all subtopics by clicking the "+". If you click the "+" again, the list of all the subtopics is hidden.

Navigating teletext using the operating controls

In the right part of the teletext navigation window, there are several buttons that you can use to navigate teletext:



Page

The page number of the current teletext page is displayed in this field.

To change the teletext page, click the  button or  button to access either the previous or the next teletext page.

Or you can click the teletext page number display and enter the desired page number directly using your keyboard.



Subpage

If the currently selected teletext page has subpages, the page number of the current teletext subpage is displayed in this field.

To change the teletext subpage, click the  button or  button to access either the previous or the next teletext subpage.

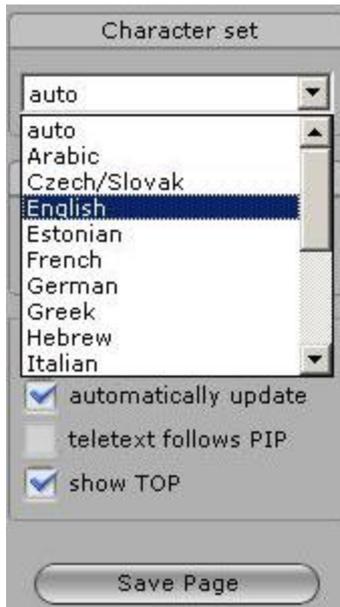
Or you can click the teletext subpage number display and enter the desired page number directly using your keyboard.



Channel

Use the channel settings directly in the teletext navigation window to set a TV channel for which you would like the teletext pages displayed. Use the

following buttons navigate upwards and downwards in the Channel list .

**Character set**

Use this option to select the **character set** used in the teletext window. **Auto** is the default option. Since the teletext signal can contain national language information, the corresponding character set is therefore set automatically based on the language information selected. In most cases, this means that you should select the **Auto** option from the list of available character sets.

However, there are a few cases where the language information is not supported. In such cases, we recommend setting the appropriate character set specifically.

**Overlay TV**

In the **Overlay TV** area, you can set where the teletext window should be displayed. If the **display over TV** option is selected, then the teletext is displayed directly in the Pinnacle TVCenter Pro window. The **transparent** option displays live TV in the background of the teletext.

If the **display over TV** option is cleared, teletext is started in a separate window. Live TV therefore continues to run in the Pinnacle TVCenter Pro window.

Further configuration options for extended teletext are available in the lower part of the teletext navigation window.



More teletext options

1. **display hidden chars**, In addition to the information in the teletext window, the teletext signal (for certain TV programs) can also contain additional information that is by default not displayed.

This additional information can, for instance, notify you that one of the TV programs running has been delayed. If you wanted to record this TV program, you would be notified of this change.

In some games, the answers to certain questions might remain hidden.

In either case, you can display the hidden text by selecting the **display hidden chars** option in the teletext navigation window.

2. **automatically update**, selecting this option allows teletext to be automatically updated. Clearing this option prevents teletext pages from being quickly updated. A quick update could result in new text being displayed before you have read the page completely.

3. **teletext follows PIP**, this option is available if a dual TV card has been installed on your computer and both tuners have been opened using PIP. If you now open the teletext window in a separate window (to do this, deactivate the **display over TV** option in the **Overlay** area of the teletext navigation window), the teletext display automatically switches parallel when the Pinnacle TVCenter Pro window (in PIP mode) switches and the associated channels change.

A single mouse click switches the Pinnacle TVCenter Pro window (in PIP mode). The now active Pinnacle TVCenter Pro window is framed in green and the teletext for the active Pinnacle TVCenter Pro window and the selected TV channel is displayed.

4. **show TOP**, this function hides TOP Text; however, the settings dialog for the TOP Text window remains available.



Save Page

When you click this button, an **Open File** dialog opens where you can save the current teletext page as an ASCII text file. The file name is created by default from the current date, time, channel name, and teletext page number.

Entering pages directly

To access a teletext page or subpage, you can also enter the page number directly with your keyboard.

Opening pages in the teletext window

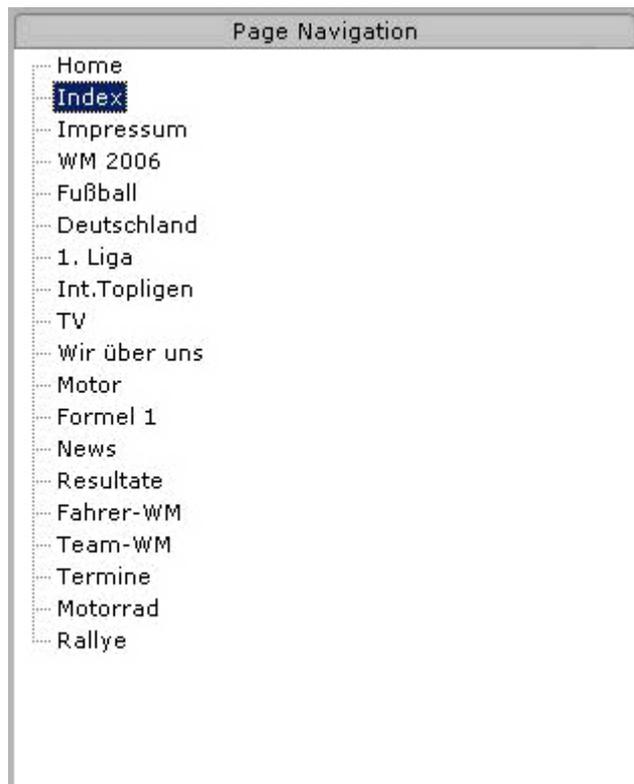


You can open any of the teletext pages whose numbers (see (1) in the image above) are displayed at a specific point of time in the teletext window. To do this, simply click the page number you want with your mouse. The page you select then opens and the selected page number is shown in the upper left side of the teletext area.

If you would like to return to the main page (identified as page 100), simply click the dot in the upper left corner of the teletext window without entering the page number (see (2) in the image above). The point behaves like the Home button in your Internet browser.

To navigate through any available subpages, simply use the << and >> arrows that are found on the subpage display (see (3) in the image above).

Navigating in TOP Text



TOP Text is displayed to the left in the teletext navigation window. All of the teletext pages are available here for quick access. Double-click page 100 - the Start page in the page navigation area. The associated subpages (101, 111, etc.) now appear in the TOP Text dialog. Single-click a subpage (for example, subpage 101) and it appears immediately in the teletext window.

A quick listing of the available text pages appears in the TOP Text dialog. These pages are always accessible.

Electronic Program Guide (EPG) and Recording

Electronic Program Guide (EPG)



This menu is only available if you have access to an EPG service.

If you click the **EPG** button in the top control bar, the Electronic Program Guide opens in the PC View:



The Electronic Program Guide offers you a complete overview not only of the current but also of the future TV schedule. This also lets you record TV shows quickly and simply.

EPG program list

In the middle part of the window, you see the EPG program list, which is sorted either by time or by channel.

Colored symbols indicate the status of a program: Currently running recordings, shows scheduled to be recorded, already recorded shows or TV shows currently being broadcast are marked using different symbols.

An information box on the lower edge of the screen displays information about the selected show.

Sorting an EPG program list

You can sort the EPG program list by time or by channel:

Sorting the EPG program list by time

When you click the **Time** button, the current time is displayed in the **Time** field and all the programs scheduled to be broadcast at that time are listed in the program list.

You can now adjust the time information and then display the TV listings of all the available TV stations at one of the times you have indicated:

To do this, click the  buttons next to the **Time** field: The time is changed by hour increments and the shows, which are to be broadcast at the newly selected time, are now included on the EPG list.

To view the TV schedule of a different day, click the  button: If you click on a specific day in the Calendar window which opens, the program that will be broadcast at the indicated time on the day you have selected appears in the EPG list (if this information is available).

Sorting the EPG program list by channel

After you click the **Channel** button, the current channel is displayed on the upper edge of the screen and the schedule of the current channel appears in the program list, beginning at the current time.

You can now select another channel and display the schedule for this channel.

To do this, click the **Channel** field or use the **Select Up/Down**  buttons.

Accessing a schedule in the EPG program list

If you would like to see a program currently being broadcast, click the corresponding schedule in the EPG list, and the program will be displayed in the PC View.

Recording a program from the EPG program list

Using the EPG function, it is easy to record a program.

To do this, click the desired program in the EPG program list and then click the **Record** button: A program that is currently being shown is recorded immediately. The recording for a future program is scheduled.



You can tell whether a show is currently being recorded or if a show is scheduled to be recorded by the Record icon in the EPG channel list.

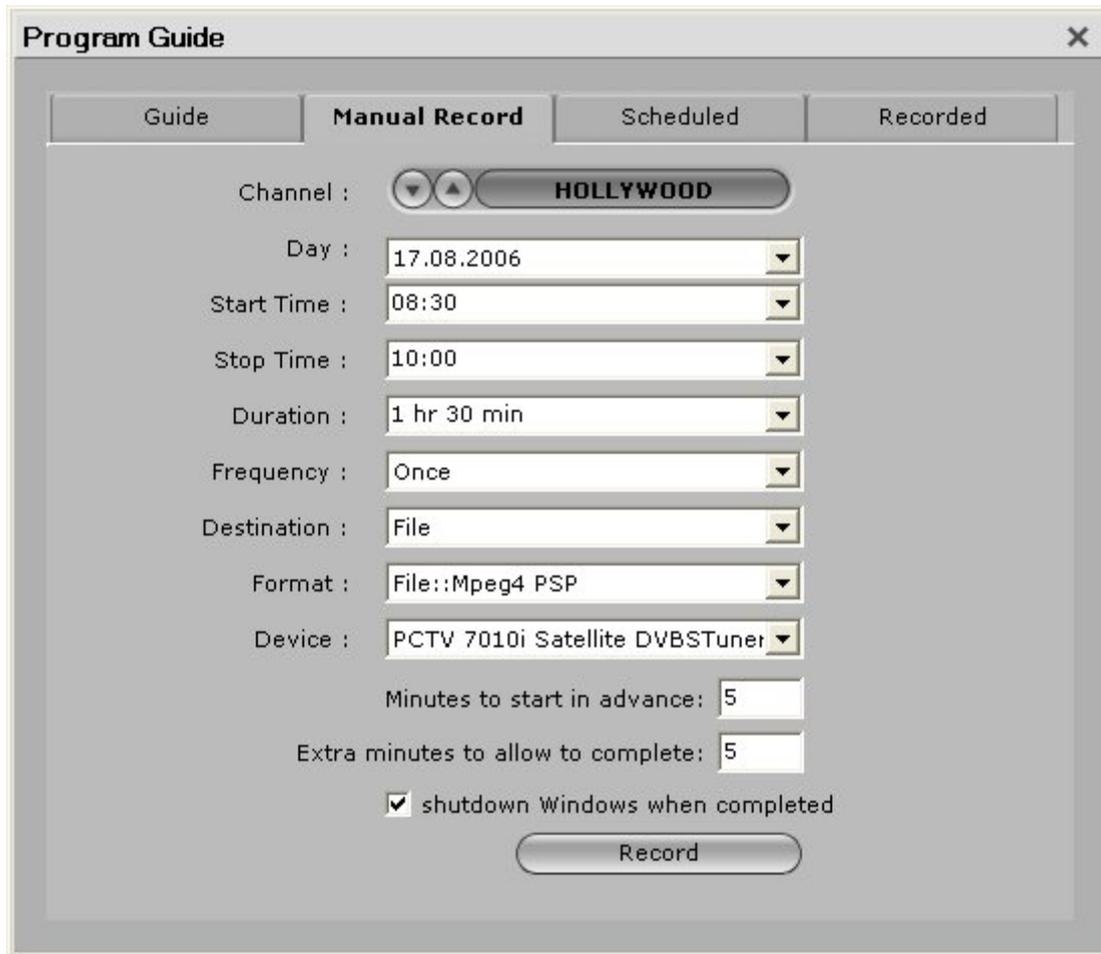
Pausing, editing or deleting recordings in the EPG program list

You can edit or delete recordings being made right now or recordings scheduled in the future directly in the EPG menu.

To do this, click the program you want and then click the **Edit** button: In the window that now appears, you can pause, edit or delete the recording (refer to the chapter [Manual Recording](#)).

Manual Recording

To schedule a recording manually, click the **EPG** button in the top control bar and click the **Manual Record** tab in the window that now appears:



Enter the following information for scheduling a recording:

Channel

Enter the channel of the program to be recorded in this field. To do this, click the **Channel** field or use the **Select Up/Down**  buttons.

Day

In this field, enter the day your recording should take place.



Start time

Here, enter the time the scheduled recording should start.

End time

In this field, enter at what time the scheduled recording should end.

Duration

Here, you decide how long the scheduled recording should last.

 Note that after entering the start time and the end time, the duration is automatically calculated. After entering the start time and the duration of a recording, the end time is automatically calculated.

Frequency

Here you can select the frequency your recording should be repeated (for example, once, daily or weekly).

Destination

Here, select whether you would like to save your recording on your hard drive or on DVD.

Format

In this field, select the recording format you want.

Device

Device : ▼
PCTV 7010i Satellite DVBSTuner
PCTV 7010i Satellite, device 2 DVB3



In this field, select the TV hardware which should provide the input to be recorded. If you have multiple Pinnacle TV cards installed, they will be displayed here.

Minutes to start in advance

Selecting this option starts the recording of a TV show, for example, 5 min. before the set start time. The Pinnacle TVCenter Pro can also start up the computer in time to start recording; This advantage of this is that when a recording has been scheduled in the future, the computer can be turned off immediately after scheduling the recording. This means you also do not need to be present for the recording because the computer will now be automatically turned on before must recording starts. The show you scheduled will then be recorded.

Extra minutes to allow to complete

This option lets you take the end time of a recording into account if the start of a recording must be postponed for any reason. The time set pushes the end of the recording back.

Shutdown Windows when completed

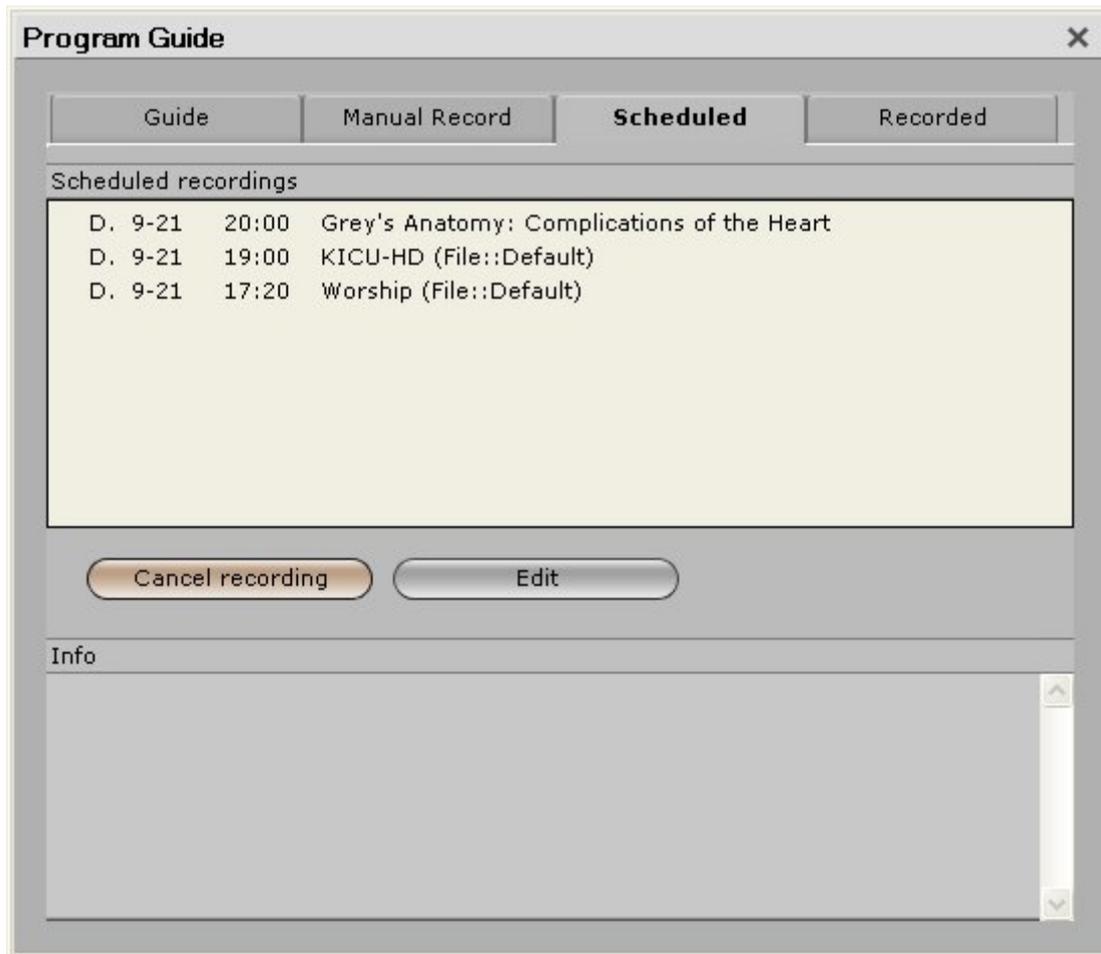
Activate this function if the computer should be turned off after the recording is complete You can also schedule future recordings and use this option to shut the computer down in between recordings; before each further recording, the computer is started up again depending on the pre-start time set (for example, 5 min. beforehand).

Record

Click the **Record** button to apply the recording settings you just configured.

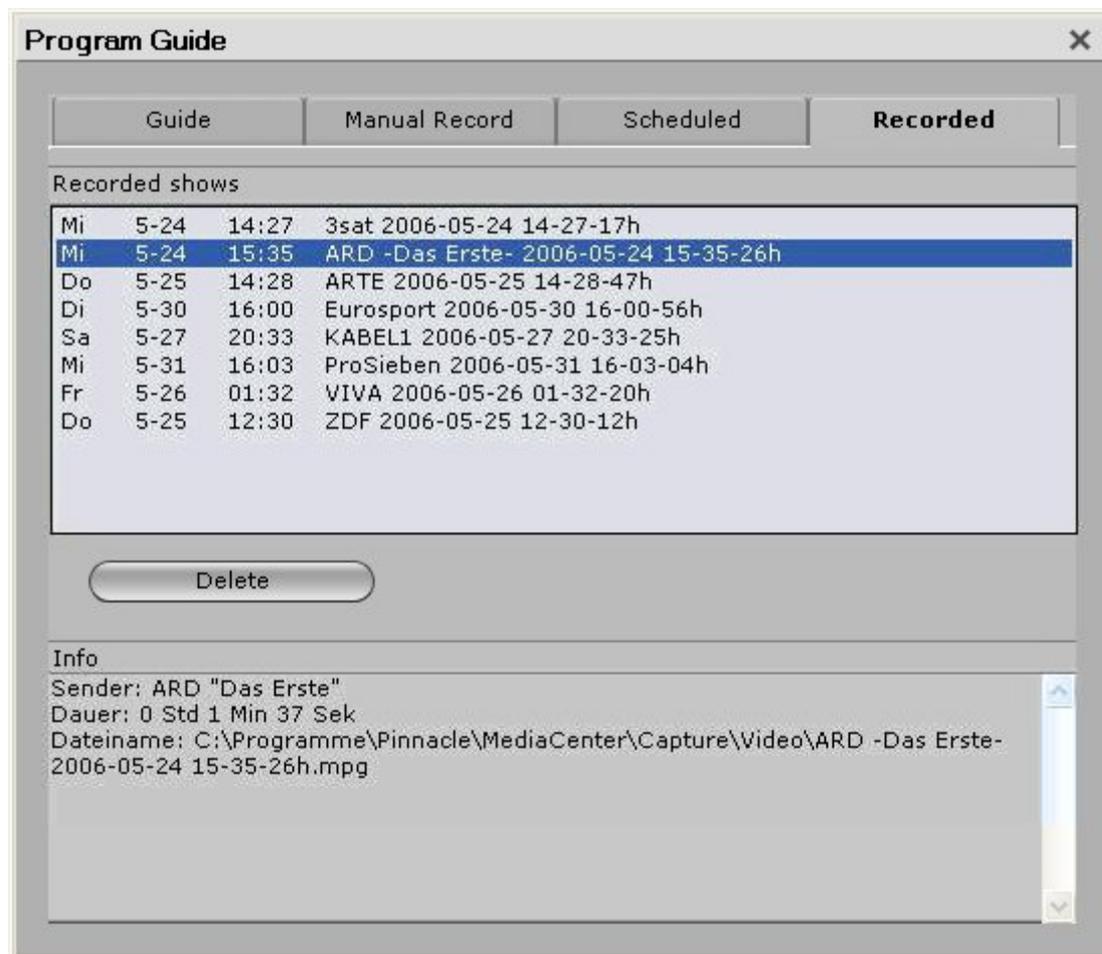


The detailed recording data **day, date, start time, channel and video format** are immediately displayed in the **Scheduled / Scheduled Recordings** tab. The recording settings can be changed or deleted here.



Recording

To get an overview of all the previous and saved recordings, click the **EPG** button in the top control bar and then the **Recorded** tab:



Here, you see all the currently available recordings including information about the recording date and time.

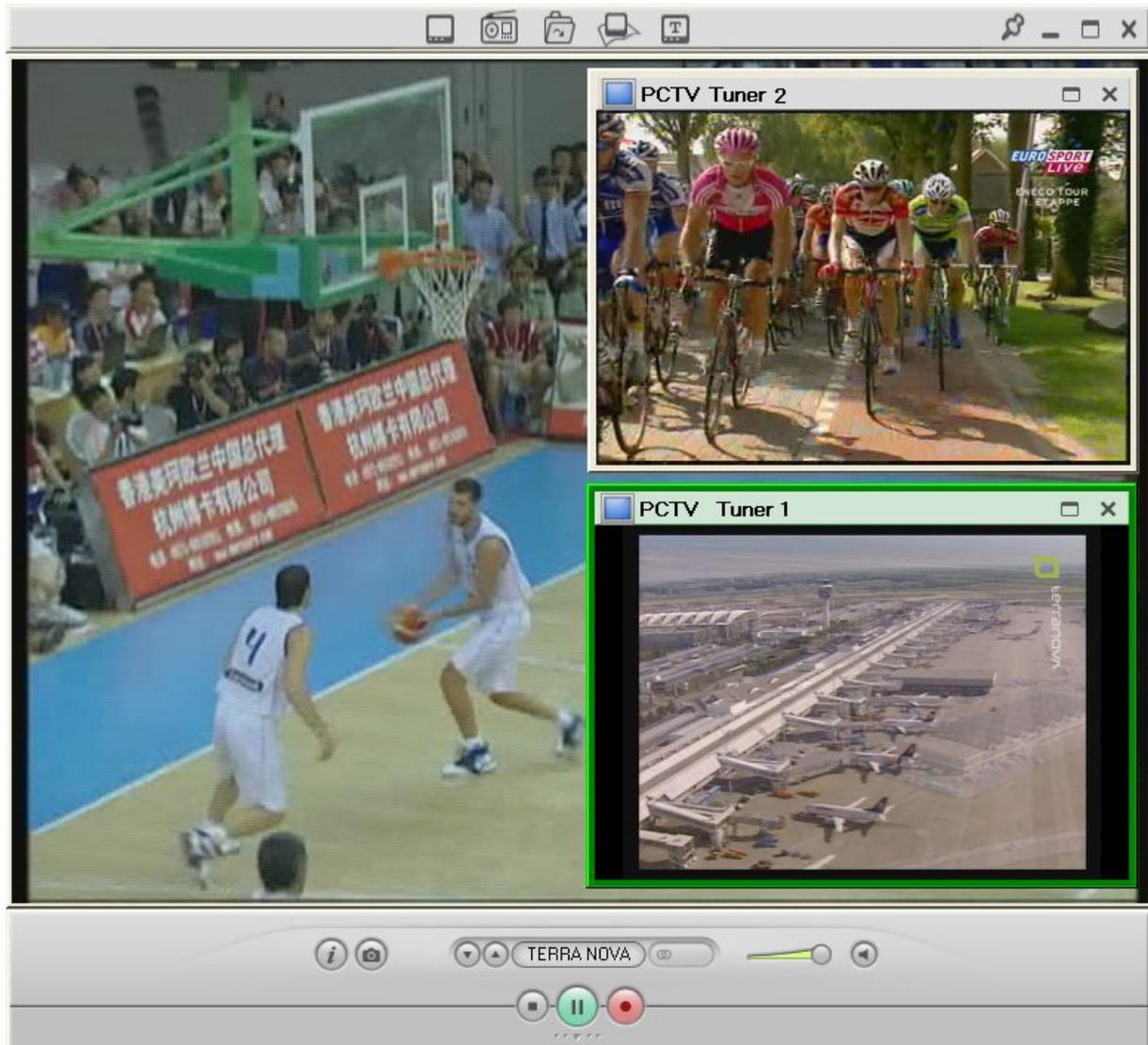
You also see further information for each selected recording in the information box on the lower edge of the screen.

If you would like to delete a recording, click the corresponding recording and then click the **Delete** button. If you click **Yes** in the dialog window that now appears, the recording will be deleted.

Picture-in-Picture Function (PIP)

Picture-in-Picture Overview (PIP)

Picture-in-Picture (PIP) lets you watch or record more than one TV program at the same time by displaying two or more TV windows.



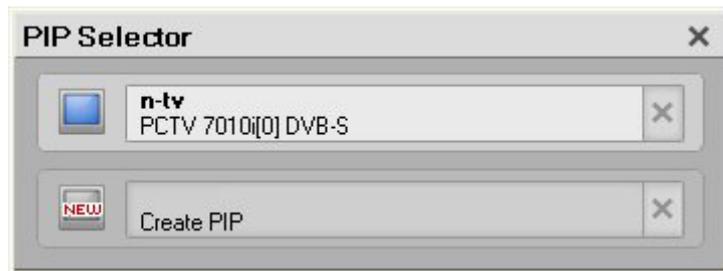
The prerequisite is that you have installed one or more sets of Dual PCTV hardware or at least 2 PCTV hardware variants (internally or externally, each with a tuner).

Picture-in-Picture Function in the PC View

Create PIP

To create a picture in a picture (PIP), select one of the following options:

- Click the  button in the lower control bar.
- Open the PIP Selector window by clicking the corresponding  button in the lower control bar. The PIP Selector dialog then opens.



- Open the shortcut menu and select the **Create New** option in the PIP submenu.



The TV program, which follows the program last open in the TV program list is displayed in a small window. The new window now becomes active.

Activate Picture

In PC View, you have three options for activating the TV window:

- Left-click the window with the picture that should be activated.
- In the PIP Selector window, click the entry whose picture you would like to set as active.

- Open the shortcut menu and then in the PIP submenu, select the TV program whose picture you would like to activate.

Also in the PIP Selector window, the active picture is marked as selected. The selection is highlighted with a lighter-colored background.



Switching picture contents

Double-click the second TV window (PIP window) to switch the picture contents with the main window; the active TV window is framed in **green**.

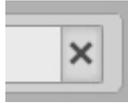
Close active window



If you do not see the title bar, there could be several reasons for this:

- The title bar is invisible. Then you need to move your cursor over the window.
- The width of the window is too small. In this case, you need to increase the size of the window in order to display the title bar. To do this, move your cursor onto one of the window corners, and while holding down your left mouse button, pull the window to make it bigger.

There are several ways so close the active window:

- Click the  (Close) button in the title bar of the PIP window.
- Open the PIP Selector window and click the  (Close) button to close the selected PIP window.

If you no longer need any of the PIP windows, you can close them all at the same time. To do this, open the shortcut menu from the TV window and select the **Close All** option in the PIP submenu.

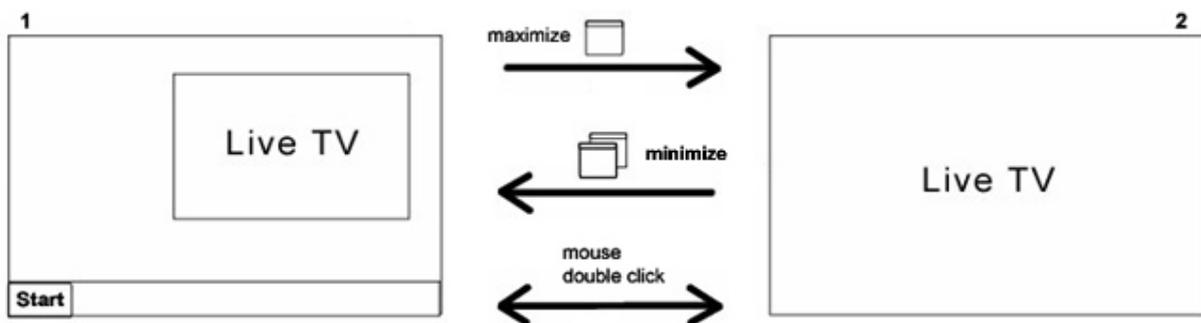
Pinnacle TVCenter Pro Window Formats

The Pinnacle TVCenter Pro lets you switch between various window sizes and window types. These options let you customize the Pinnacle TVCenter Pro window according to your needs:

For example, would you rather play back media directly from your desk while working at you PC or from your TV chair? Do you want your Pinnacle TVCenter Pro window to take up the entire screen so that you can read all the menu options well even at a distance or do you want to minimize the window so that you can continue working on the PC during playback? Would you like to watch TV or movies or view photos in full screen mode or should the menu remain visible?

The Pinnacle TVCenter Pro is very flexible in accommodating your wishes. The following explains how to display the various types of windows:

Changing the window-size using the mouse



if the TV window is displayed in normal size (1), you can enlarge it to full screen by clicking the **Maximize** button in the top control bar or double-clicking the top control bar. (2).

If you double-click again or click the **Minimize** button, the TV window returns to normal size (1).

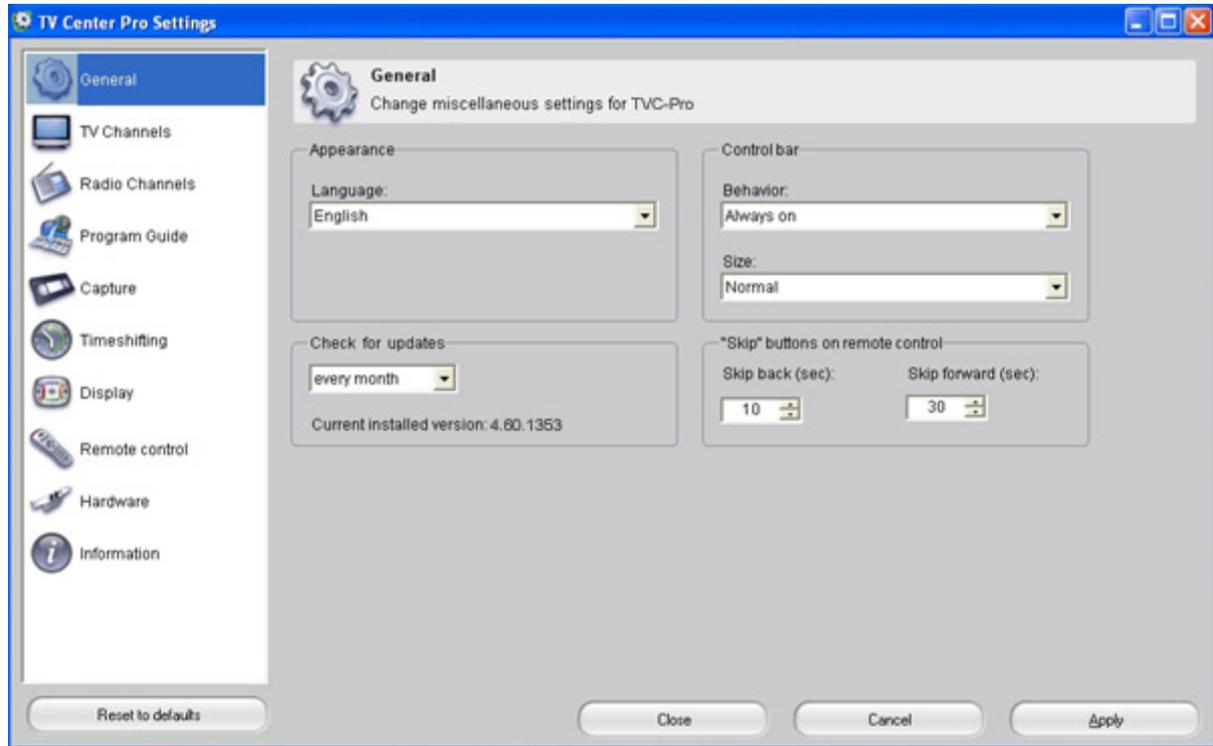
Pinnacle TVCenter Pro Operating Shortcuts

Function	PC Function Keys
Exit the Pinnacle TVCenter Pro	ALT+F4
Switch between full screen and preview window	ALT+F or ALT+Enter
OSD channel list	Enter (while watching TV)
Channel info/Help (depending on remote control)	ALT+I
Mute On/Off	M
Switching between the last two channels	ALT+L
Volume +/-	+/- or CTRL+Cursor Up/Down
Channel +/-	Page Up/Page Down
OK/Confirm	Enter
Start page/Menu (P key; depending on remote control)	Esc
Jump to live position during timeshift playback	F5
Record	C
Pause In TV mode: Start timeshift recording	Space bar
Previous Track/Next Track	Pos1/End
Back (depending on remote control)	Back
Play	P
Stop	S
Rewind/Fast forward In teletext mode: Display previous/Next subpage	R/F
TV	F5
Teletext	F6
Radio (depending on remote control)	F7
EPG	F8

Function	PC Function Keys
Enter numbers	1/2/3/4/5/6/7/8/9
0/AV (switch video input)	0
Selection of on-screen menu buttons	Cursor
In teletext mode: Display previous/Next page	Cursor Up/Down
Switch between letters and numbers (C/N)	CTRL+C
Delete entry	Del

Advanced Settings

Advanced Settings Dialog Overview

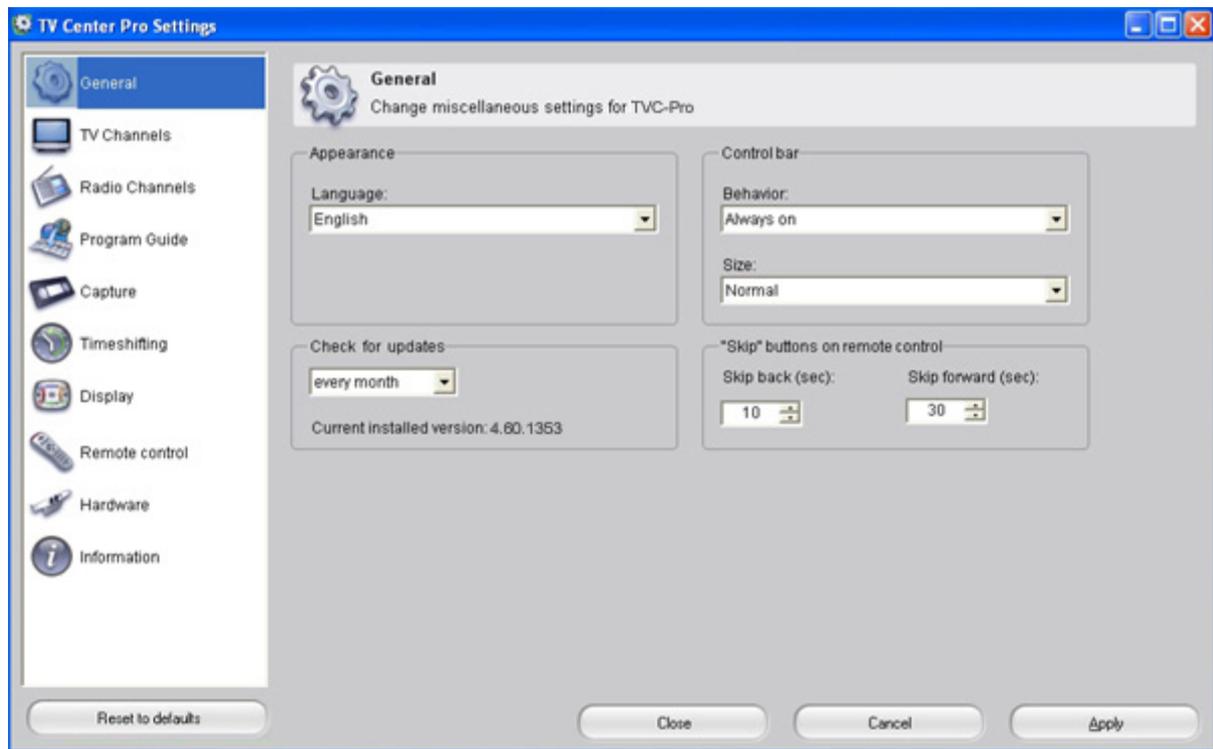


 Note that the Advanced Settings dialog can only be operated with your keyboard or your mouse.

"Apply" button

After configuring settings in any particular dialog, click the **Apply** button before going to the next dialog in **Advanced Settings**. Doing this applies the settings immediately. After configuring all the settings you want, you can leave **Advanced Settings** by clicking **OK**.

Advanced General Settings



In this menu option, you can set various general settings.

Appearance

Language

In this area, you can set the language for the Pinnacle TVCenter Pro.

Check for updates

In the **Check for updates** area, you can define how often Pinnacle TVCenter Pro should check for available software updates. Choose the option you want from the drop-down menu.

Control bar

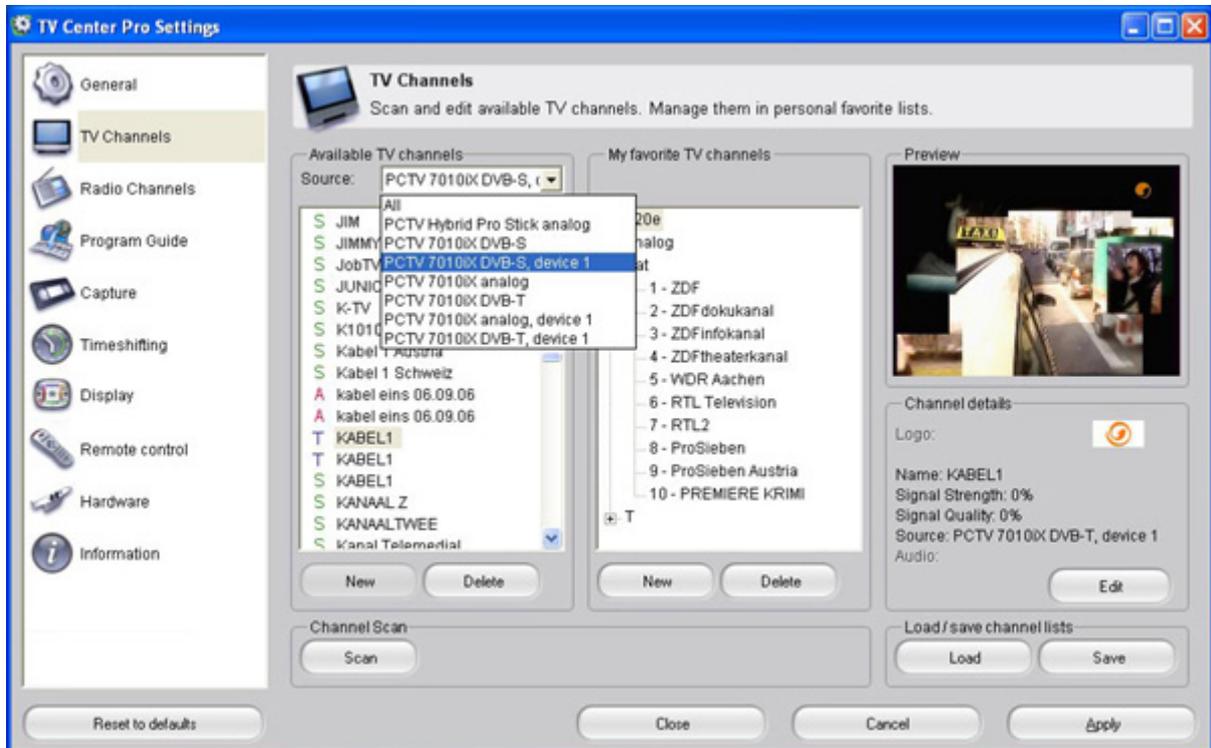
Here you can define the appearance and size of the TVCenter Pro control bar. The control bar is located in the lower area of the TVCenter Pro and is used to control all the functions (Capture, Playback, Timeshifting, etc.).

Skip buttons

In the Skip buttons area, you can define how much time (in seconds) is skipped when you Skip back and Skip forward. These settings help control file playback or timeshifting using the buttons **Jump back** / **Jump forward** in the Pinnacle TVCenter Pro.

Advance TV Channel Settings

Advanced Channel Settings Overview



Available TV channels

Source

This is where you select the installed PCTV hardware for which you would like to configure the TV channels.

All the available channels are displayed in the list field which appears underneath. To delete a channel from the list, select it with the mouse and click the button **Delete**.

My favorite TV channels

You can also watch TV using the Pinnacle TVCenter Pro without having to create your own Favorites list. After a channel scan, you can watch all the channels in the **Available TV channels** area. However, in order to select the channels you want, you need to create a Favorites list in this dialog. Organize your favorite TV channels in Favorites lists in different Favorites folders (for example, News, Sports or Movies). This is the way to access your favorite TV channels quickly.

How do I set up my Favorites?

- In the **Available TV channels** area, select, for example, your favorite sports channels that you would like to organize in a Favorites list. Then click the **New** button beneath the **My favorite TV channels** area and name the new Favorites folder now displayed (for example, Sports TV). Now with your left mouse button pressed, drag the selected TV channels into the newly created Favorites folder **Sports TV**.
- If you would like to create further Favorites lists (for example, for news or movies), repeat the procedure.
- Double-click a TV channel in the Favorites list and a preview with various types of information about the channel displayed in the Preview area becomes visible.

Use the **Delete** button to delete Favorites from the list or the Favorites folder.

Preview

Here a preview of the currently selected TV channel is displayed.

Channel Details

Various parameters for the currently selected TV channel are displayed. Click the **Edit** button to modify the currently selected channel station.

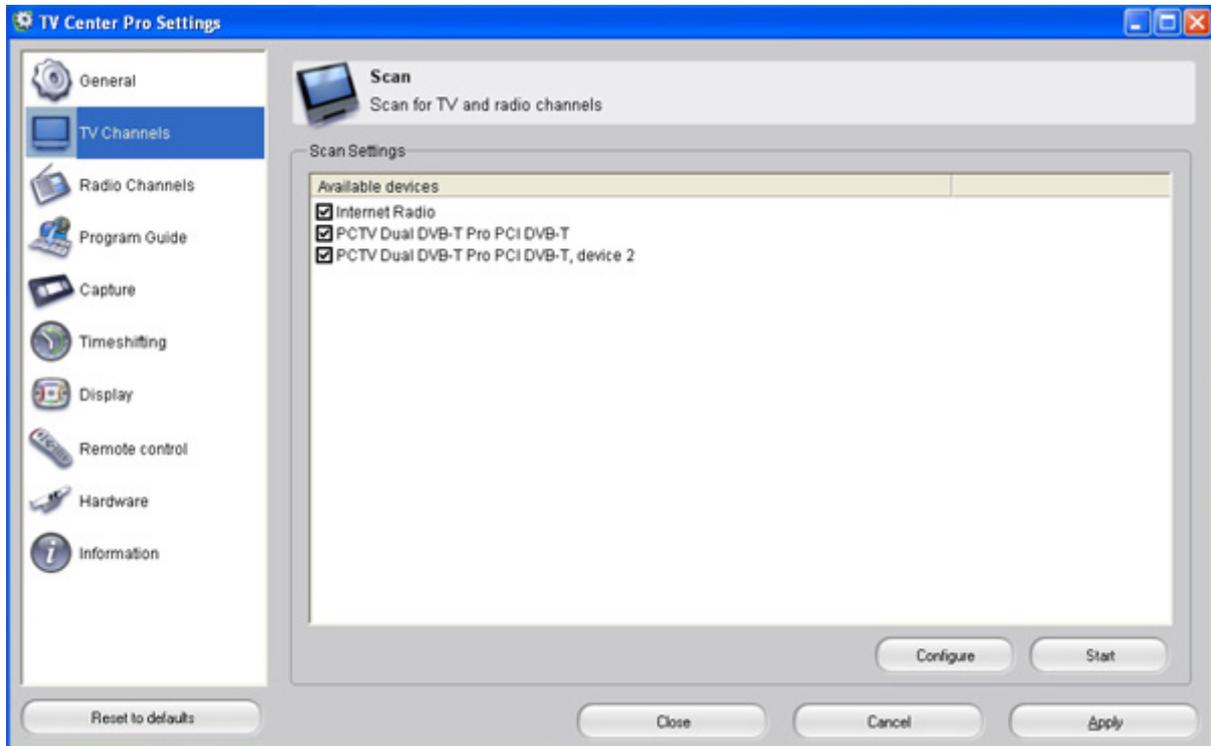
Load / save channel lists

In the this area, you can use the **Load** button to import previously created channel lists. Click the **Load** button to import a channel list. You can also save channel lists.

Channel Scan

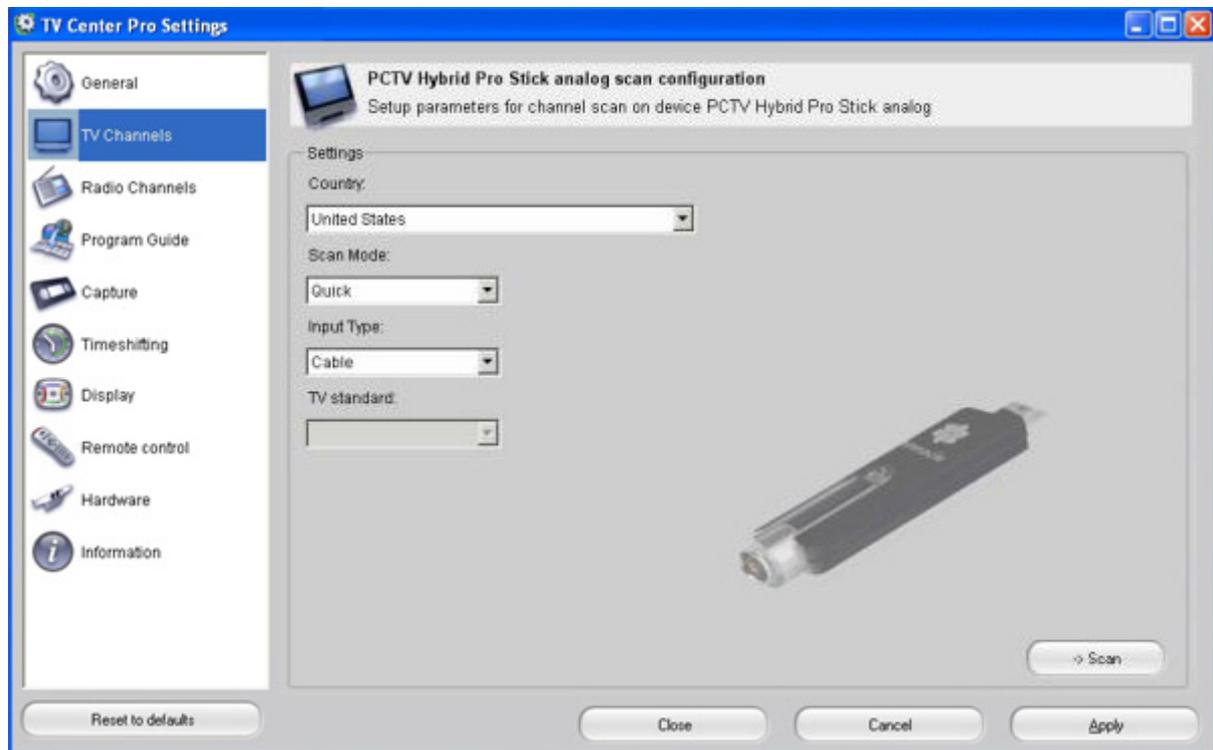
Now click the **Start** button in the **Channel Scan** area.

The **Scan** dialog appears. Now all of the PCTV hardware variants installed on the computer are displayed. Select the PCTV hardware you would like to use to receive television. To confirm, click the **Start** button.



Advanced Analog TV Reception Settings

After selecting the analog PCTV hardware (for example, PCTV Analog PCI), the following settings are available.



Settings

Country

Select the **Country** where you are located, and select the corresponding **video standard** (for example, PAL, NTSC, SECAM). The **standard** setting in the drop-down menu is the country set last.

Scan Mode

Here you can select a **Scan Mode**. You can choose between **Quick**, **Best Quality** and **Normal**. Here you can set how the channel scan should be performed: Do you want the quickest possible channel scan or would you like a very precise channel scan, or should the scan run at a normal pace and reliably include all the channels that can be received?

Input Type

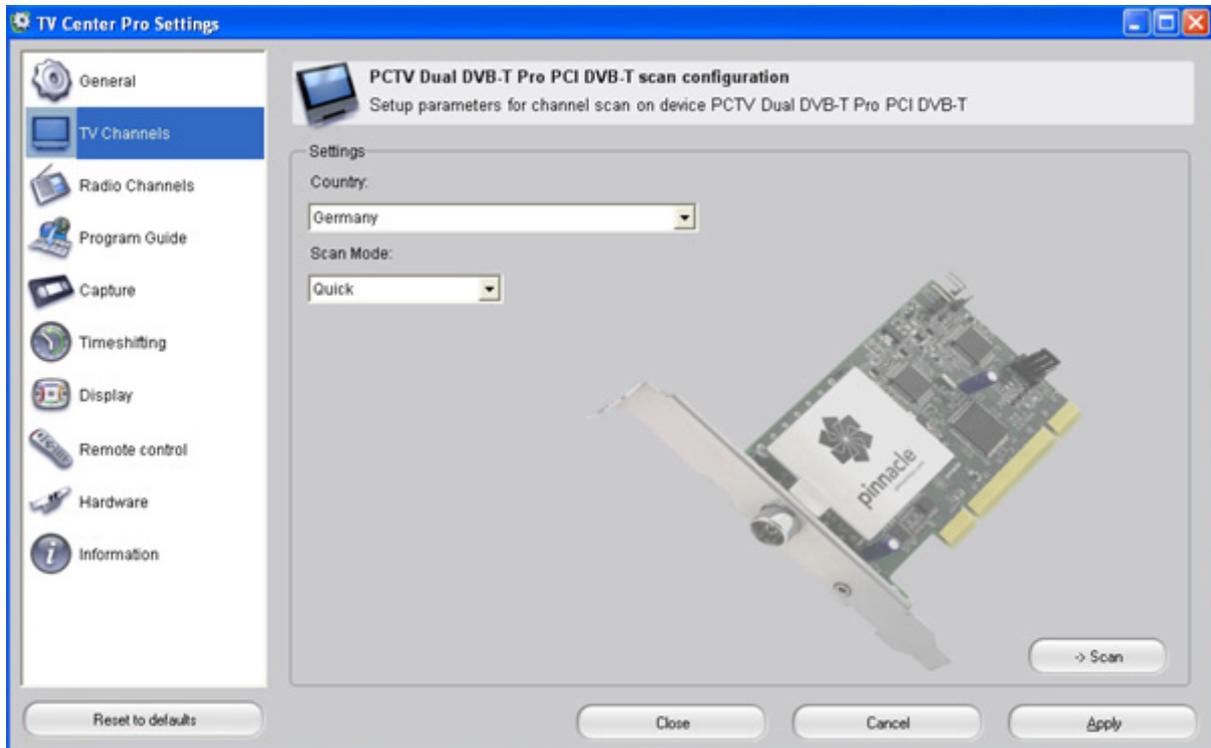
In the **Input Type** drop-down menu, select whether you are using a cable connection or an antenna.

Start channel scan

Finally start the scan by clicking the **Scan** button.

Advanced DVB-T Reception Settings

After selecting the PCTV hardware (for example, PCTV Hybrid Pro Stick DVB-T), the following settings are available.



Settings

Country

Select the **Country** where you are located.

Scan Mode

Here you can select a **Scan Mode**. You can choose between **Quick**, **Best Quality** and **Normal**. Here you can set how the channel scan should be performed: Do you want the quickest possible channel scan or would you like a very precise channel scan, or should the scan run at a normal pace and reliably include all the channels received?

Start channel scan

Finally start the scan by clicking the **Scan** button.

Advanced DVB-S Reception Settings

After selecting the PCTV hardware (for example, PCTV Sat USB DVB-S), the following settings are available.



Settings

Satellite

Select the satellites you want from the drop-down menu (for example, Astra). Now you have set the satellites from which you would like to receive audio and video signals.

DiSEqC Configuration

Activate the **A or 1** option in the drop-down menu.

What is DiSEqC ?

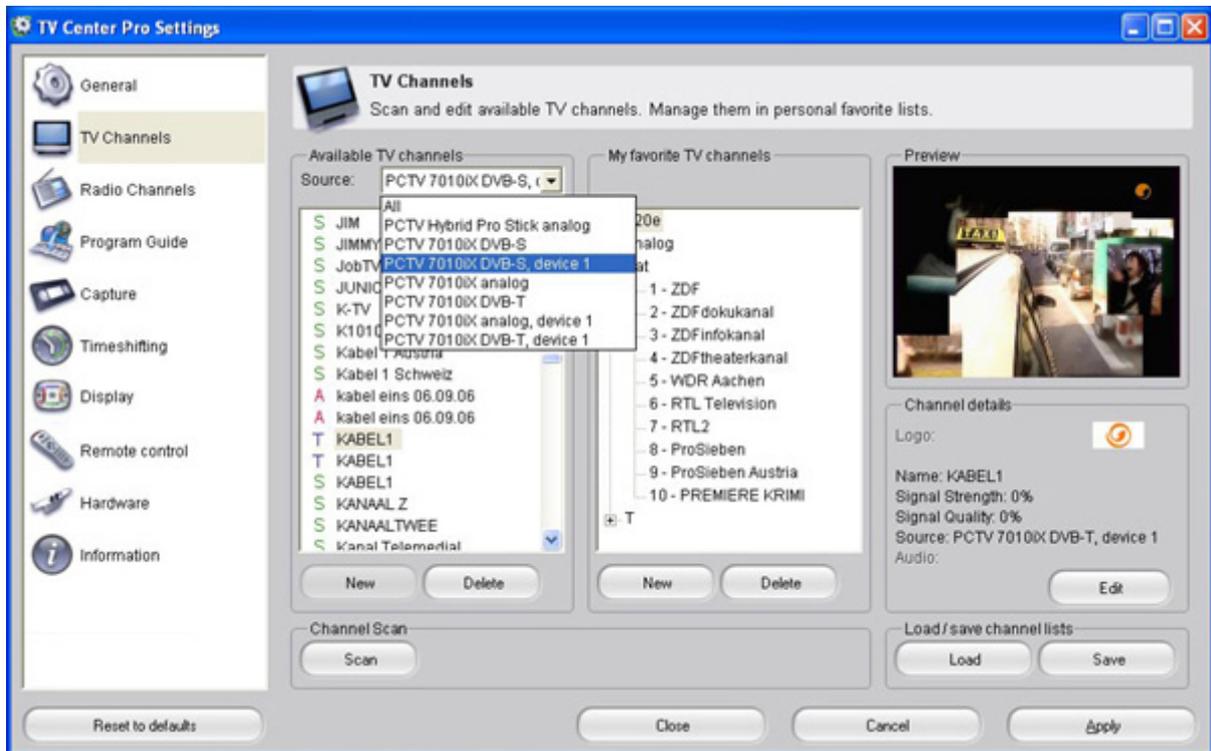
DiSEqC (Digital Satellite Equipment Control) is a data transmission method for controlling complex satellite systems with motors or multiple LNCs. DiSEqC is more flexible than 14/18-Volt and 22 KHz technology that can only transmit 2 switch statuses; in this case, the maximum possible would be a switch between 4 signal streams. DiSEqC is not needed until two or more SAT lines are controlled. This is unnecessary for simple SAT systems.

Start channel scan

To start the scan, click the **Scan** button.

Advanced Channel Settings - Modifying Channels

After you have performed a scan, you have the option in the **Edit Channels** menu to change already existing channel lists or individual channels according to your desires or to export channel lists from the Pinnacle TVCenter Pro:



Viewing the Channel and Favorites list

In the middle part of the dialog, you will find the channel list containing all the available channels sorted according to the available hardware.

In order to list the channels in a specific grouping, click the corresponding entry.

Modifying a channel

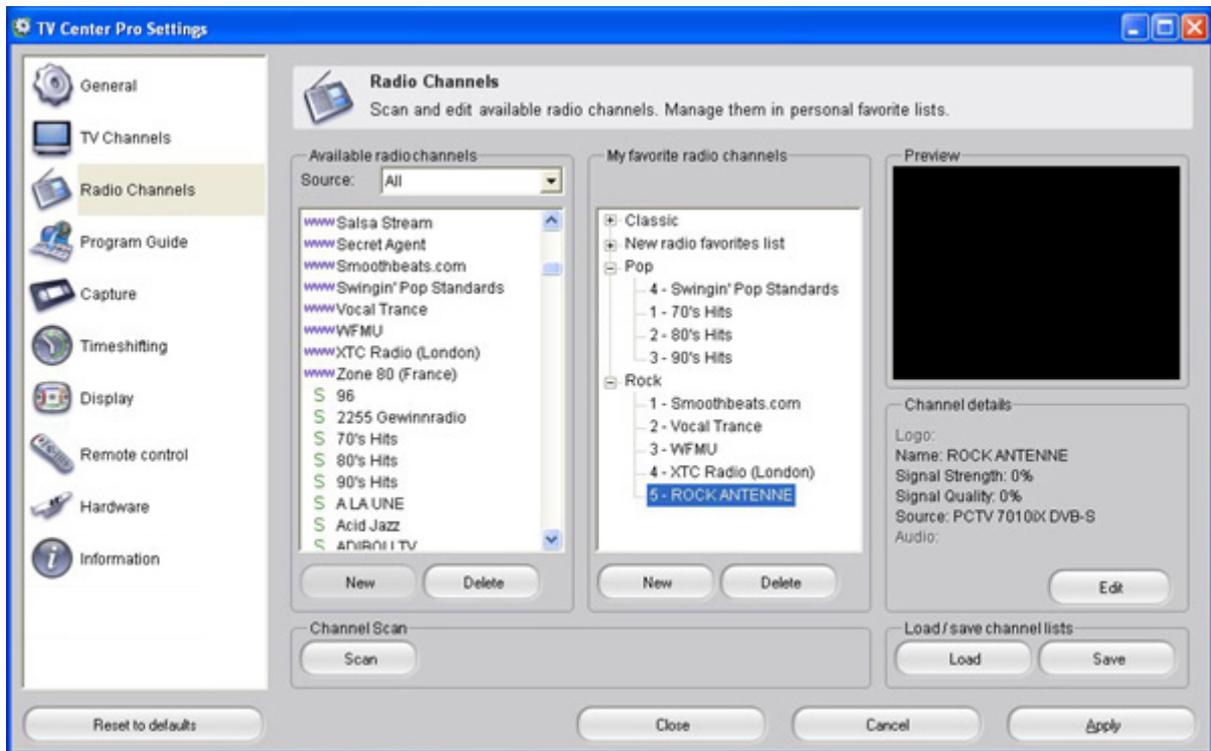
If you would like to edit a channel in the channel list, click the corresponding channel. Now under **Channel Details**, the station logo (if available) and the channel name as well as further information are displayed.

If you click the **Edit** button after selecting a channel, a dialog appears where you can change the settings for the channels selected:



 Note that depending on the channels selected (TV channels or radio stations, analog or digital), only a few of the settings listed as follows can be configured.

Advanced Analog-Digital and Internet Radio Reception Settings



Available radio channels

Source

Here you can select the PCTV hardware installed for radio reception.

All the available channels are displayed in the list field which appears underneath. Click the **New** button to add channels, and click **Delete** to delete them.

My favorite radio channels

The current Favorites are displayed in the list field. Click the **New** button to add a channel to your Favorites list; click **Delete** to delete them. To organize your radio stations in a Favorites list, follow the same procedure as for creating a Favorites list for your TV channels, as described in the chapter **Advanced Channel Settings Overview**.

Preview

Here a type of preview called a visualisation is displayed.

Channel Details

Various parameters for the currently selected radio station are displayed. Click the **Edit** button to modify the currently selected radio station.

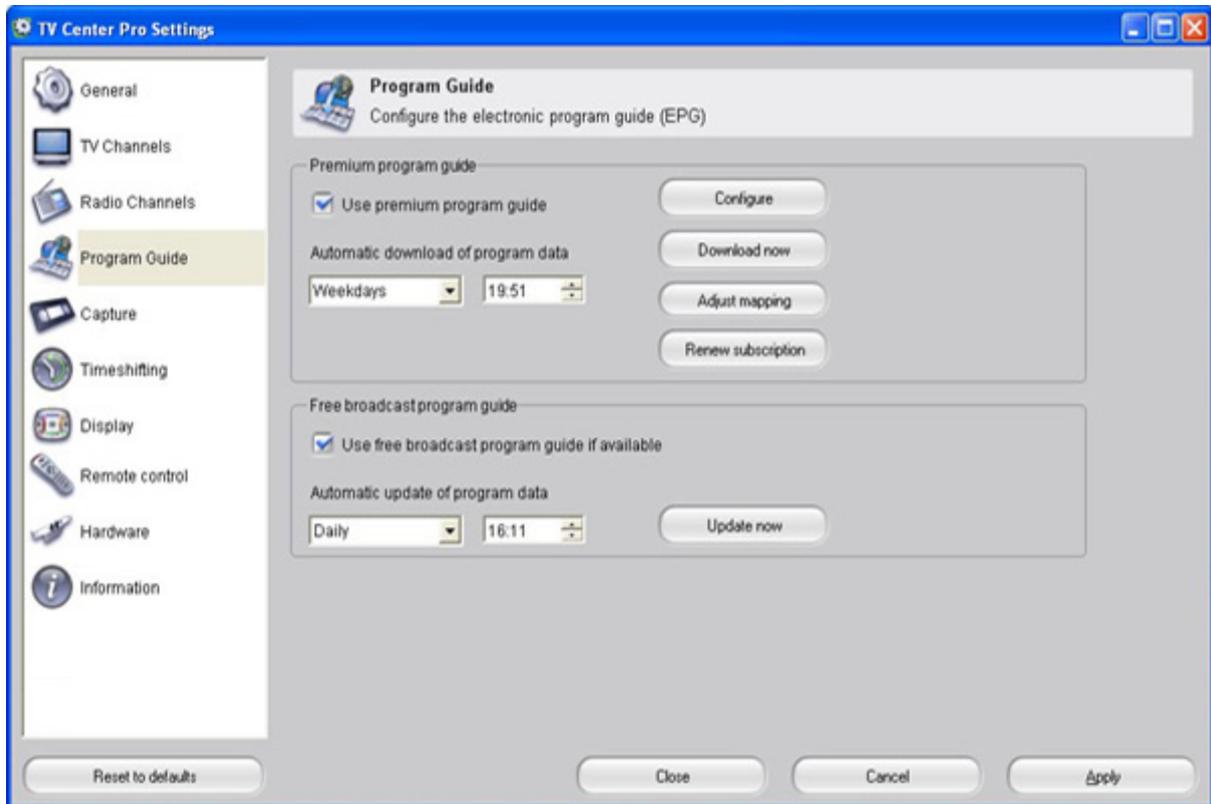
Load / save channel lists

In this area, you can use the **Load** button to import previously created channel lists. Click the **Load** button to import a channel list. You can also save channel lists.

Channel Scan

To confirm, click the **Start** button. Now all of the PCTV hardware variants with radio reception installed on the computer are displayed. Select the PCTV hardware with radio reception for performing the channel scan. The search starts.

Advanced Settings - Program Guide EPG - epgData.com Service



There are two services available in the Program Guide dialog. The descriptions provided in this chapter focus on the Premium program guide. Use of the second program guide (Free broadcast program guide) consists of data from the TV signal (if available) and is free.

Being able to manually assign TV channels is dependent on your region.

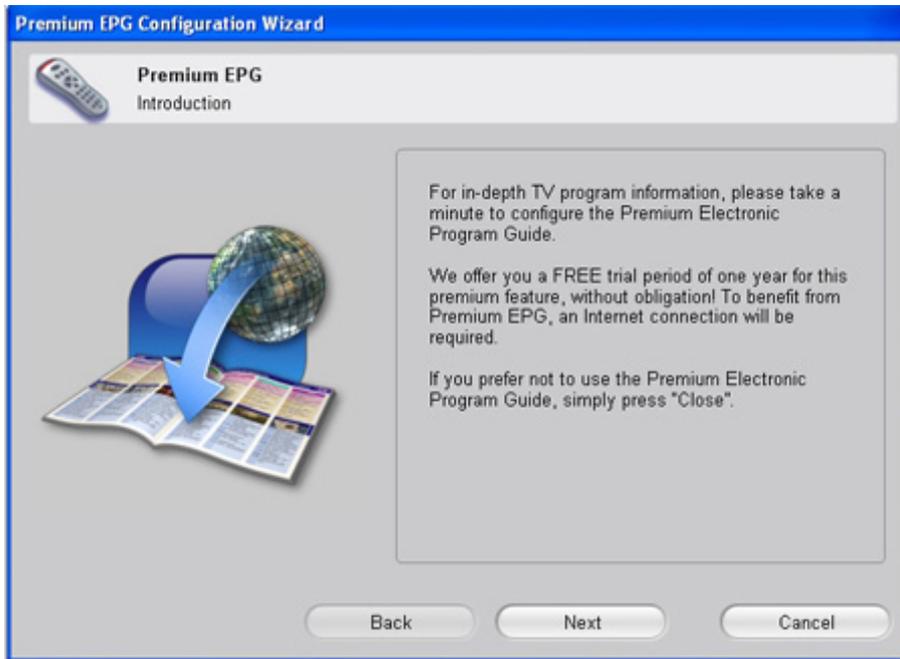
epgData.com, the Electronic Program Guide (Premium Program Guide)

The Electronic Program Guide EPG shows you the TV schedule for up to 2 weeks in advance. In this menu, you can request a test license from **epgData.com** at no charge. After the test license has expired, you can subscribe to the electronic program guide for a small fee.

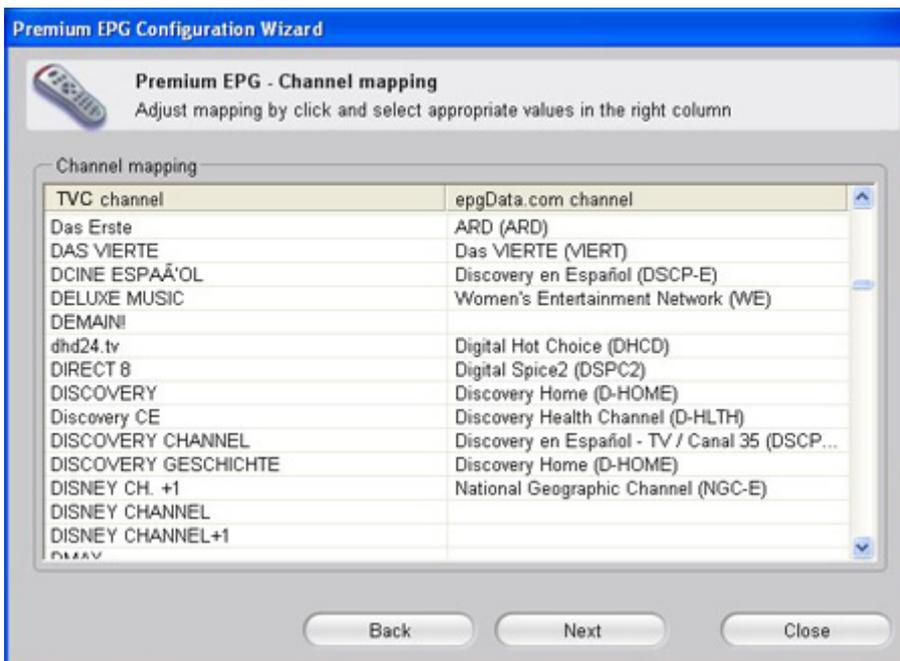


To be able to use epgData.com, you need an Internet connection. It is not available in all regions.

To obtain the test license, click the **Configure** button. The **epgData.com configuration wizard** appears, which guides you step-by-step through the required settings.

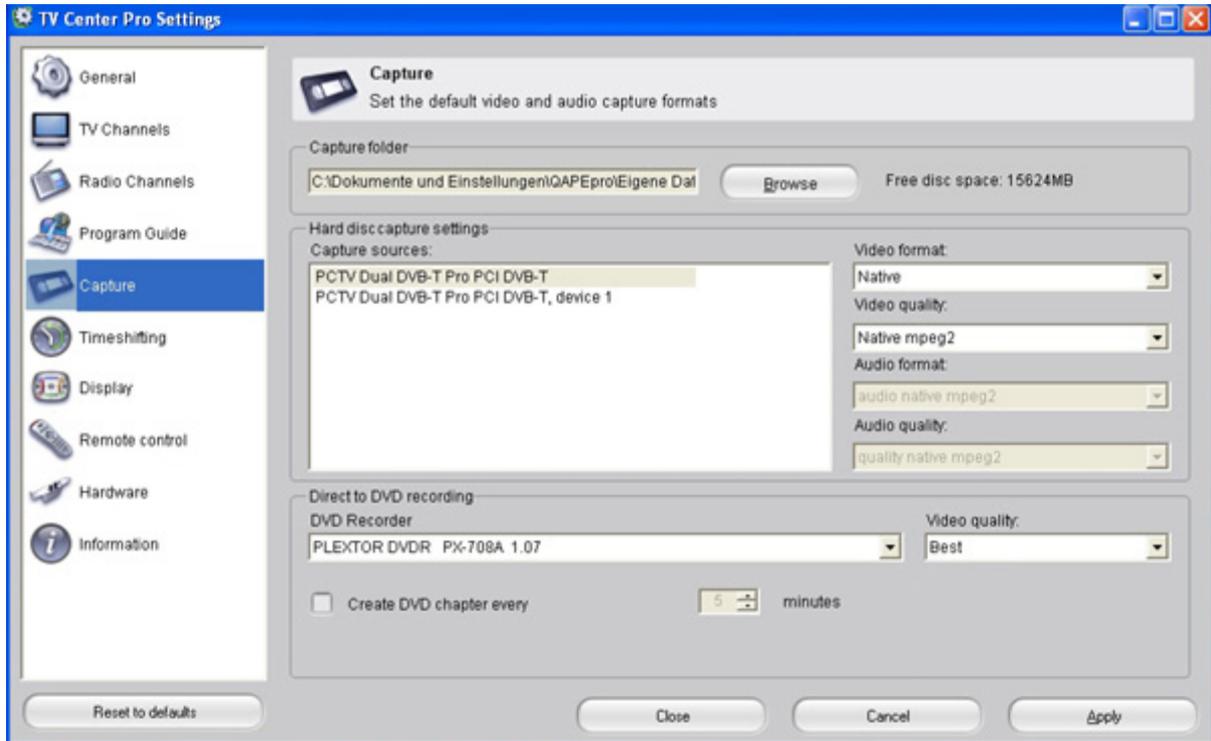


Click **Continue**. In the following dialog, click the **Request test license** button. After going through the various dialogs for obtaining the epgData test license, the epgData.com Channel assignment dialog appears. If the automatic TV channel assignment does not function flawlessly, you can make corrections here.



Click **Continue** and then to finish up, click **Exit**.

Advanced Capture Settings



In this menu option, you can configure all of the settings for recording with the Pinnacle TVCenter Pro.

Capture folder

After clicking the **Browse** button, you can select where a recording should be saved on your hard drive.

Hard disk capture settings

Source

Here you can select the PCTV hardware installed on your computer for recording video files.

Video format

Select the recording format you want for your video recordings on your hard drive. Depending on the version of your Pinnacle TVCenter Pro / TVCenter software, you may not be able to select all the following formats.

- Native format

The quality is dependent on the signal type. For digital signals (ATSC, DVB-T or DVB-S), the MPEG data received are not further compressed, but are recorded in the format received. For analog signals, you can use the **DVD Long**

format if you have an **MPEG-2 license**, or the **VCD** format, if you don't have this license.

- **DivX**

Select **Hometheater** Quality for DVD/DivX players, and **Handheld** and **Portable** qualities for portable devices such as smartphones and/or PDAs.

- **MPEG 4**

You can choose between the following preset formats of MPEG 4:

- **Apple iPod**
This format is used for iPod® video devices. Two qualities are offered, high and low.
- **Sony PSP**
This format is used for Sony PSP® video devices. One preset quality is offered.

- **MPEG**

There are two categories, depending on whether you have an MPEG-2 license or not. If you have a license, you can use each of the four formats supported: **VCD**, **SVCD**, **DVD** and **DVD Long**. Otherwise you can only use the **VCD** format.

Video quality

In this field, select the default quality for your video recordings. The available qualities depend on the previously selected recording format.

Audio format

Select the audio format you want for your recordings on your hard drive.

Audio quality

In this field, select the default audio quality for your video recordings. The available qualities depend on the previously selected recording format.

Direct to DVD recording

The Pinnacle TVCenter Pro lets you simply and quickly burn files directly onto a DVD - without having to take the time to save the files on your hard drive beforehand.

If your computer is equipped with a suitable DVD recorder, this is listed in the **Direct to DVD recording** area under DVD Recorder. If you have more than one DVD burner installed on your computer (or connected to the computer via USB), they can be selected here.

If the Pinnacle TVCenter Pro cannot find a suitable DVD recorder for direct to DVD recording on your system or if no suitable medium has been inserted into the recorder, the directory where the recorded files will be saved on your hard drive is indicated in this field.

Would you like to create chapters?

Use this option to define whether the recorded file should be saved to DVD with or without chapter divisions. If you would like chapter divisions, enter the length of the individual chapters.

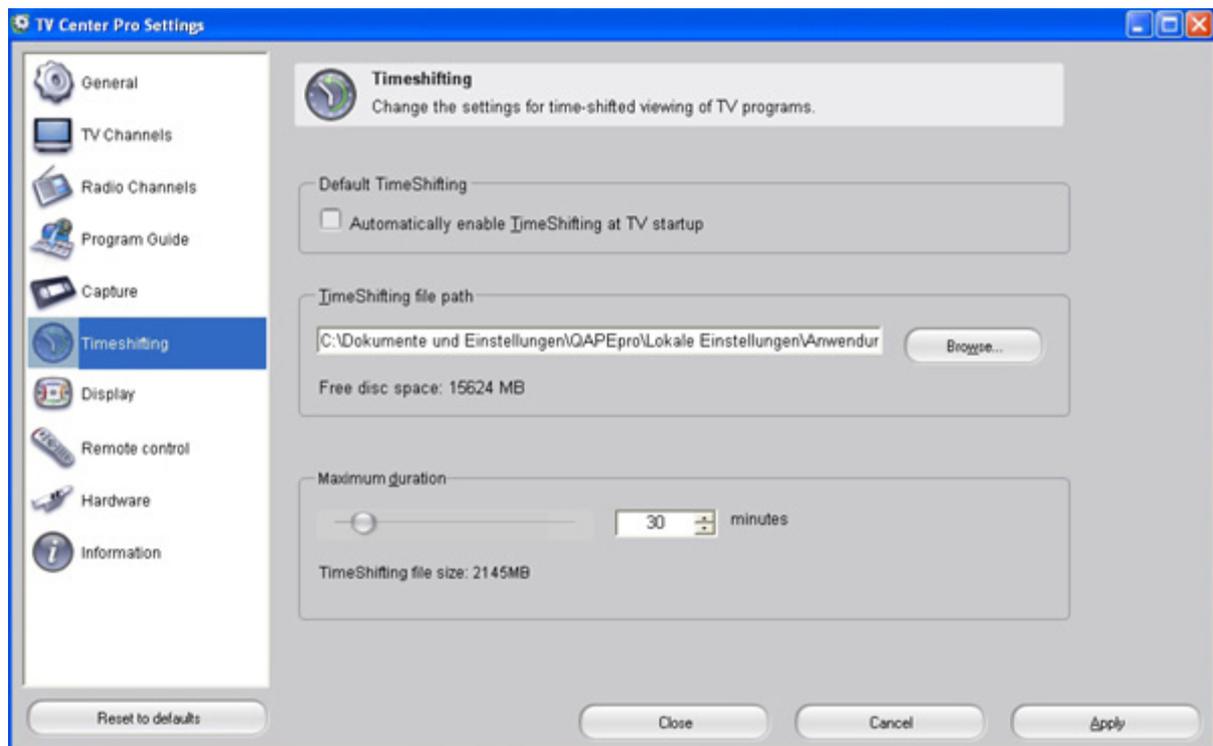
Video quality

Here you can select the quality of the direct to DVD recording.



Note that lower video quality requires less memory and therefore the maximum recording time is also dependent on the video quality: Better and best quality therefore reduces the possible recording time.

Advanced Timeshift Settings



This dialog is not available in every version of Pinnacle TVCenter Pro software.

Default TimeShifting

Automatically enable Timeshifting at TV startup

When this option is selected, every time you watch TV, the current program is recorded to the temporary area of your hard drive. The recording can be played back at any time from any location at the same time live television is still being recorded. Therefore, not even unexpected interruptions can cause you to miss a second of the current TV show.

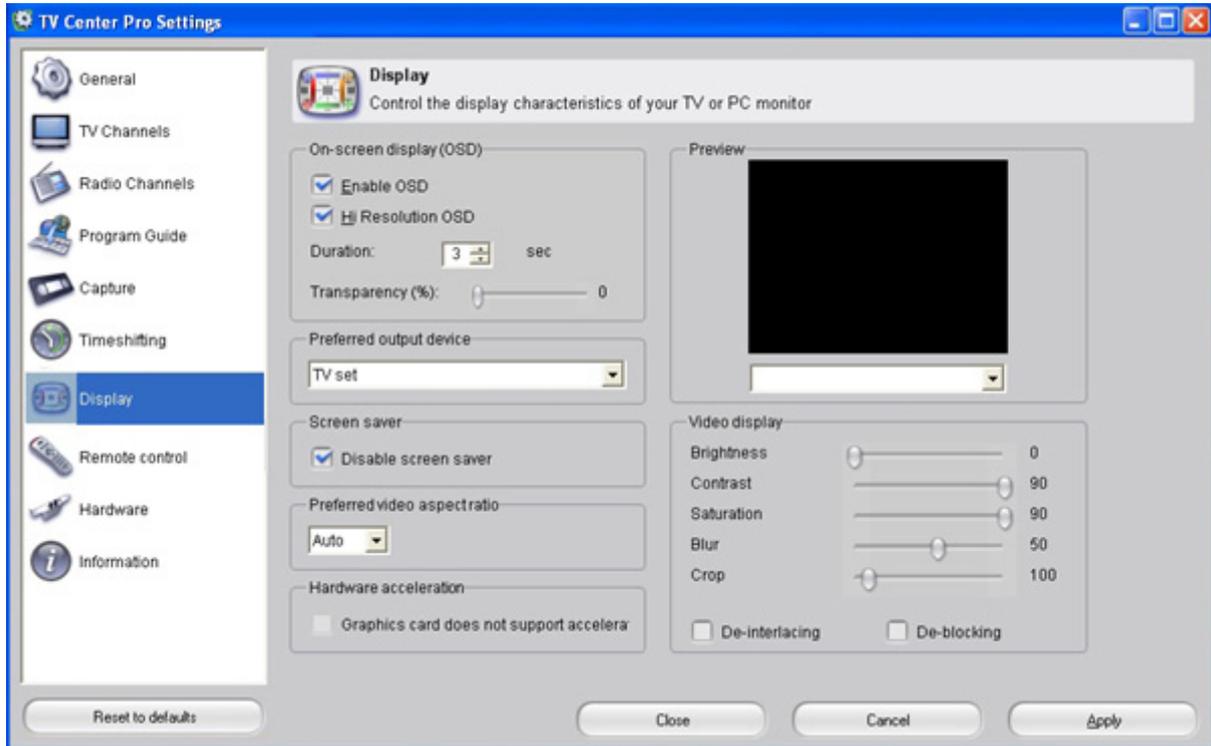
TimeShifting file path

After clicking the **Browse** button, you can select where temporary timeshift recordings should be saved on your hard drive. **Free disc space:** indicates how much memory is still available for recording. (This value is dependent on your hard disk capacity as well as on the previously set maximum duration for timeshift recordings.)

Maximum duration / TimeShifting file size

In this field, you can set the maximum duration of your timeshift recording in minutes. Since the maximum size of the timeshift file depends on this value, the resulting maximum file size is displayed after entering the maximum recording time.

Advanced Display Settings



In this menu, you can configure all the display settings for the Pinnacle TVCenter Pro:

On Screen Display (OSD)

Enable OSD

When this option is selected, OSD displays with detailed information about the current TV or radio program.

Hi Resolution OSD

If the OSD is displayed, you can select the picture quality you want. If transparency is set to 0, the higher resolution (Hi Resolution OSD) is used by default. Otherwise you can set the best applicable resolution.

Duration

This option lets you set how long an On Screen Display should be displayed on screen.

Transparency

Use a slider to set the degree of transparency (as a % value) to which the On Screen Display in the Pinnacle TVCenter Pro interface should appear.

Preferred output device

Use this option to set where the Pinnacle TVCenter Pro should be displayed (for example, on TV and Monitor 1).



The OSD function is dependent on the performance of your computer and your graphics card. If TV playback jiggles, reduce the OSD resolution or deactivate this option.

Screen saver

It can be annoying if the screen saver comes on while you are watching television or a video. If this is the case, you can deactivate the screen saver.

Preferred video aspect ratio

Here you can select the picture size in which the Pinnacle TVCenter Pro should be displayed.

Hardware acceleration

Here you can activate the graphics card acceleration for optimizing the overlay in the Pinnacle TVCenter Pro.

Video display

Optimize your live TV viewing in the Pinnacle TVCenter Pro using the sliders for Brightness, Contrast, Saturation, Blur and Crop. You still have the option of activating the options of de-interlacing and de-blocking.

Advanced Remote Control Settings



Remote control selection

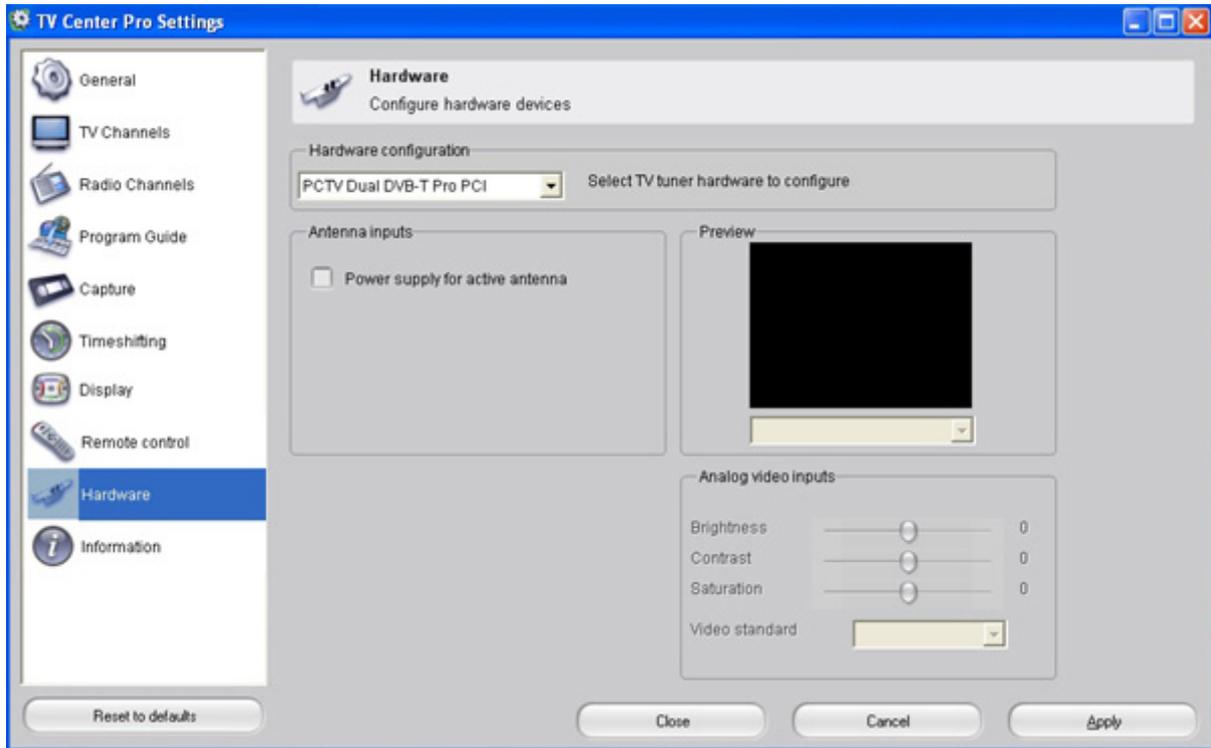
Here, please click the type of remote control you received in the package. If you do not wish to use the remote control, select the **no remote** option.

Remote control receiver

Use the **Run IR receiver service at startup** option to set whether the IR service will start directly after the computer is started.

In the **IR receiver device** drop-down menu, select the PCTV hardware that you would like to control remotely.

Advanced Hardware Settings



Use this dialog to configure your PCTV hardware. Depending on the hardware selected, the Settings options in the dialog may vary slightly.

Hardware to configure

Select the PCTV hardware you want. In this area, all of the PCTV hardware variants installed are listed.

Antenna inputs

Here you can activate the power supply to the antennas (for example, for an active room antenna).

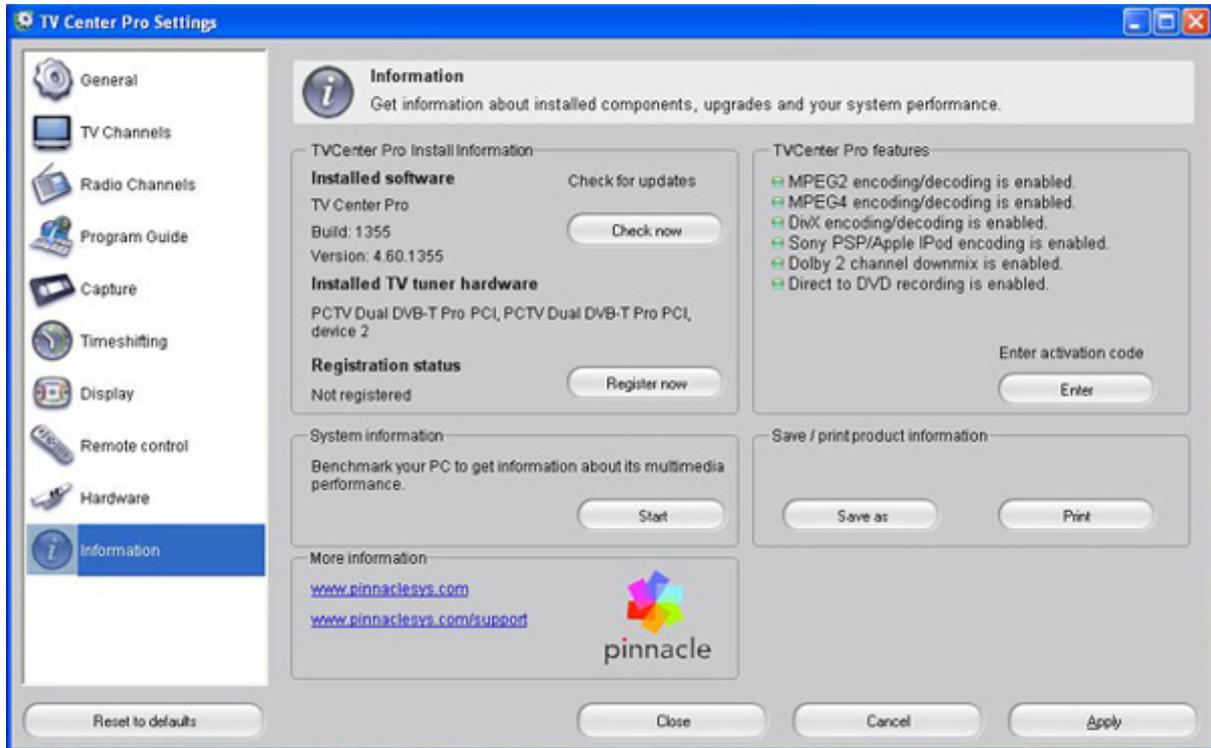
Preview

In the Preview area, you can select between S-video or Composite if the hardware has this input.

Analog video inputs

Optimize your live TV viewing in the Pinnacle TVCenter Pro using the sliders for Brightness, Contrast and Saturation. Under Video standard, select the video standard (PAL, NTSC or SECAM).

Advanced System Information Settings

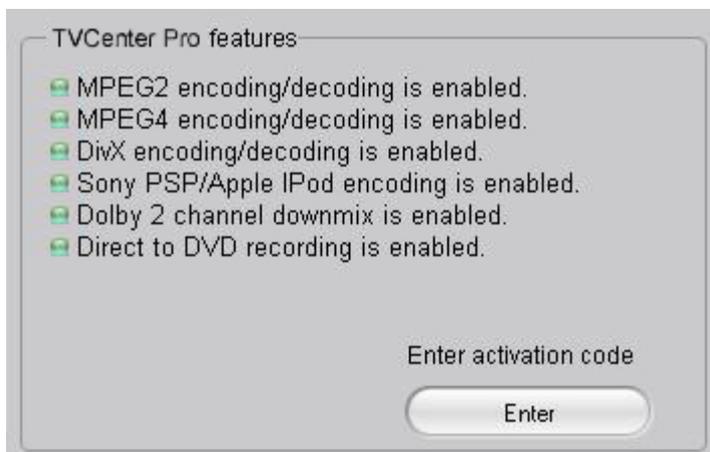


TVCenter Pro install information

In this area contains important information about the Pinnacle TVCenter Pro that you will need if you ever have to contact Pinnacle Systems Support. You also have the option of checking for Pinnacle TVCenter Pro updates or starting registration.

TVCenter Pro features

In this part of the menu, you can see whether the following functions have been enabled or disabled (marked in green or red).





If SPDIF has been enabled or disabled and no receiver is connected to the SPDIF output of your sound card, check in Information menu in the TVCenter Pro functions area whether the Dolby 2 Channel Downmix option has been released. If the function is highlighted in red, it is disabled. Now you can't hear any sound from your computer loud speakers. Register under Start/Programs/Pinnacle TVCenter Pro/Registration. After this, the Dolby 2 Channel Downmix function is released. Now you hear sound over the computer loud speakers (but no AC3 Sound). The free activation is dependent on the version of the Pinnacle TVCenter Pro software. The function must be purchased if used with the TVCenter.

System information

To obtain a summary of the system information, click the Start button in the System information area to display the details of the computer being used. You can save and print the system information.

More information

You will find more information on the Pinnacle Web site:
www.pinnaclesys.com or www.pinnaclesys.com/support.

Technical Support

Getting Technical Support



If problems should occur with your Pinnacle Systems product, please first make sure that the latest version of the software has been installed on your computer system.

Pinnacle Systems provides a free, round-the-clock service, which enables users to rectify problems themselves. You will be able to find answers to your questions seven days a week, right around the clock.

You will find this technical support at:

<http://www.pinnaclesys.com>

Click **Support** and select your product from the product list. Select your product again in the **Interactive Support** category. You will then be able to choose from the following support options:

1. Frequently Asked Questions

This is the best way of obtaining answers to your questions. Here you will find hundreds of technical problems and their solutions sorted by subject areas.

These are shown in the order of the 20 most frequently read questions. In addition, you can also sort the documents according to problem categories. To do this, use the pull-down **Category** menu.

Please use the search function to obtain answers to special questions.

2. Ask a Question and Get an Answer

Simply enter your question or the symptoms of your problem and you will obtain a list of the most obvious solutions. If you do not obtain a satisfactory solution, please rephrase your question. For example, instead of "I get error messages" you could enter "I get error messages when installing the software".

Instead of entering a specific question, you can select one of the main functions listed for your product or a general subject area from the pull-down **Category** list. The ten most frequently asked questions and the appropriate solutions in the category that you have selected will then be displayed.

3. E-mail Support

If you are unable to find an answer to your questions with the help of our Web site, Pinnacle Systems also offers technical support by e-mail. E-mails will be answered as quickly as possible. Please use the **Ask a Question** box for this

purpose. Before the e-mail is submitted, five solutions to your problem will be suggested. Please read these carefully, as more than 70% of customers find suitable answers in these proposed solutions.

4. Discussion Forum

More than 100,000 registered users make use of this free service. Visit the Pinnacle Systems online discussion forum to see whether your question has already been asked and a suitable answer found. To use the service, ask your question in the discussion forum and you will receive help from Pinnacle Systems or other users.

A search function is provided in the discussion forum. If you enter "poor picture", for example, contributions on this subject will be displayed.



When you make use of Pinnacle Systems technical support, you should have all the technical information about your computer configuration ready at hand.

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Glossary

#

16:9-Format: Also called widescreen. Television format where the width-to-height ratio of the display area is 16:9 instead of 4:3. When broadcast for television, part of the picture is broadcast in black (black bars on top and bottom of the picture) to make it compatible with the traditional 4:3 format. The first line of the TV picture contains additional code that instructs any 16:9 television to enlarge the picture (see also "4:3 format")

4:3 format: This is the traditional television format. The width-to-height ratio of the display area is 4:3.(see also "16:9 format")

A

Aspect ratio: The width-to-height ratio of one pixel. Some video formats must have this ratio in order to display the picture properly. If the aspect ratio is 1, the pixel will be square. If the aspect ratio is not 1, the pixel will be rectangular. When rectangular pixels are used without adjustment, circles are displayed as ovals. This distortion can be eliminated by factoring in the aspect ratio. (see also "Pixel")

AVI: Abbreviation for "Audio Video Interleaved", the standard format for digital video on PCs. (see also "Video for Windows")

B

BMP: Abbreviation for "BitMaP". Microsoft Windows standard format for pixel graphics.

C

Client: A system (computer or program) in a network or on the Internet that requests files or services. The system (computer or program) that provides the files or services is called a server. The client can request a data transfer or a print job from the server.

CoDec: Acronym for Compressor/Decompressor, compresses (packs) and decompresses (unpacks) image data.

Composite Video: The encoding of color and brightness information into a single signal. (see also "S-Video")

Content: Content is the information contained in a message or a Web site that does not consist of structures or formats. This term applies to all media, including texts, data and images to audio information and videos.

D

Data rate: The data rate is also known as the bit rate. The bit rate measures how fast bits of data can be transferred over a medium in a given period of time. This rate is listed in bits per second (bps).

DHCP: Abbreviation for "Dynamic Host Configuration Protocol". Windows-Server software that assigns an IP address to each computer in a network. (see also "IP Address")

Dial-up connection: A dial-up connection is the most common type of consumer Internet connection. A modem connects the computer to the Internet provider's system via the telephone line. The provider's system is normally connected to the Internet via an ISDN line. (see also "Modem" and "ISDN")

Digital Television: See also "DVB" or "DTVB". Digital television transmission standard. Describes the transmission of video, audio and additional information as digital data signals.

Digital video: Digital video stores information as bits in a file. This differs from the method used by analog storage media such as VCRs.

DSL: Short for "Digital Subscriber Line". This technology allows users with DSL modems to download up to 6 Mbps and upload 0.6 Mbps over short distances of 3 miles or less. DSL connects using copper landlines.

DTVB: Abbreviation for "Digital TeleVision Broadcasting". (see also "Digital Television" or "DVB")

DVB: Abbreviation for "Digital Video Broadcasting". Transmission standard for digital television. Classified as "DVB-C", "DVB-S", and "DVB-T" depending on the transmission medium.

DVB-C: Abbreviation for "Digital Video Broadcasting Cable". Transmission standard for digital television in the cable network. (see also "DVB")

DVB-S: Abbreviation for "Digital Video Broadcasting Satellite". Transmission standard for digital television via satellite. (see also "DVB")

DVB-T: Abbreviation for "Digital Video Broadcasting Terrestrial". Transmission standard for digital television via antenna. (see also "DVB")

DVD: Short for "Digital Versatile Disc", formerly known as "Digital Video Disc". An optical storage medium with more capacity and bandwidth than a CD-ROM. DVDs are commonly used for multimedia and data-storage applications.

E

Ethernet: The most common type of local-area network. Each node (computer or server) in the network checks whether any other computer is transmitting data. It then waits for the other computers to finish with their transmissions before it starts its own transmission. (see also "LAN")

F

Field: A video image consists of horizontal lines divided into two fields. All the odd-numbered lines make up one field; the even-numbered lines make up the other field.

Filesharing: Filesharing refers to any exchange of data between two or more computers over the Internet. There are currently many filesharing programs available on the Internet, many of which can be used for free.

Firmware: Firmware is system software stored in ROM or Flash memory. Firmware is not deleted when the system has been turned off.

Flash memory: Re-writable permanent memory that behaves like a hybrid of RAM and a hard drive. Flash memory does not lose data even when its power supply has been turned off. (see also "RAM")

G

GIF: Abbreviation for Graphics Interchange Format. This graphics format was developed by CompuServe as a high-compression format for transmitting images without losing any data. The most important graphics element on the Internet. The GIF format only has 256 colors because only 8 bits go into storing each dot. GIFs are ideal formats for animations.

H

HTML: Abbreviation for "HyperText Markup Language". A document standard developed during the World Wide Web project that provides a simple logical structure for titles, headings, paragraphs, numbering, forms, tables and mathematical formulas as well as a language for defining hypertext links.

HTTP: Abbreviation for "HyperText Transfer Protocol". A standard mechanism used on the Internet to share documents between servers and clients.

I

IDE: Abbreviation for "Integrated Drive Electronics". IDE is a parallel interface used to connect hard-disk drives, CD drives, tape devices and floppy drives. Advanced IDE hard drives have a IDE controller built into the hard-drive housing.

Interlace: A method of creating an image used in PAL and other systems. Interlacing uses fields. Each field has 312 1/2 lines that are inserted one after another. (see also "Field")

IP Address: Abbreviation for "Internet Protocol". Every computer connected to the Internet receives a unique identification number that consists of four sections. This number is called an IP address. This allows other computers in the network to identify it, send data packets to it and to process data they have

received from it. IP addresses make sure that the right data packets are sent to the right recipient via the right path.

ISDN: Abbreviation for "Integrated Services Digital Network". A digital telephone network that, unlike analog modems, transmits digital data. With bit rates of 64 bps, ISDN transmits data much faster and more accurately than modems.

J

JPEG: Abbreviation for Joint Photographic Experts Group. The data extension is "JPG". Graphics-compression method developed by C-Cube Microsystems. This pixel image format offers 24-bit color depth and is especially suited for photos and photorealistic images with many different shades and hues. Because it exploits some of the physiological characteristics of human sight and permits data losses that are invisible to the naked eye, it attains extremely high compression rates.

JPG: See "JPEG".

L

LAN: Abbreviation for "Local-Area Network". A local network located in a building or on company premises that is based on private transmission media and equipment. Ethernet and Token Ring are common LAN technologies.

Letterbox: The letterbox format is created when an image recorded in 16:9 format (or wider) is displayed on a normal television (4:3). This format typically displays the picture between black bars on the top and bottom of the screen. This term was probably derived from the wide, thin format that looks a lot like the slot of a letterbox.

M

M3U Format: M3U (file extension ".m3u") is the standard data format in which Winamp and other playlists are saved.

Modem: Abbreviation for "MODulator DEModulator". A device that converts digital signals ("the computer's language") to analog signals ("the telephone's language") and vice versa. Modems are used to connect to the Internet using a dial-up connection.

MOV: Name given to Quicktime-formatted videos.

MP3: MP3 is an audio format that provides relatively good sound (compared to the uncompressed original) and very high compression rates. It is an excellent way to store and share music data over the Internet. Many MP3 players support this format and allow users to store hours of sound at almost full-range HiFi quality in just a few megabytes.

MPEG: Abbreviation for Motion Pictures Experts Group. Video-compression standard. There are different formats for different types of compression, such as MPEG 1, MPEG 2, etc.

MPEG 4 AVI: Video format with extremely high compression.

N

NTSC: Abbreviation for "National Television Standards Committee". A television standard with 525 lines and 60 fields per second that is used in North and Central America. (see also "PAL", "SECAM", "Field")

P

PAL: Abbreviation for "Phase Alternation Line". Television standard developed in Germany that uses 625 lines and 50 fields per second. This is the main TV standard in Europe. (see also "NTSC", "SECAM", "Field")

PCMCIA: Abbreviation for "Personal Computer Memory Card International Association". A PCMCIA card is a lightweight, removable module about the size of a credit card that provides additional functionality to a portable computer. The module may expand existing RAM or hard-drive space or provide network functionality.

Peer-to-peer (P2P): Peer-to-peer filesharing sites are Internet forums that offer freely available media files. There are more than 70 such forums online.

PHP: The abbreviation PHP officially stands for "Hypertext Preprocessor". PHP is a widely used scripting language designed for general use. It can be embedded in HTML and is ideal for Web applications. PHP is easy to learn, offers excellent database and Internet-Protocol interfaces and supports many additional function libraries. PHP is the ideal development tool for creating dynamic Web content.

PIN: Abbreviation for "Personal Identification Number". A PIN is a secret code comprising several digits that identifies a given user.

PiP: Abbreviation for "Picture in Picture."

Pixel: Also known as a "picture element" or "pel". In a video-recording device (such as a camera) or a playback device (such as a monitor), a pixel is a light-sensitive or light-emitting surface with a specified height and width. When stored electronically, pixels contain brightness and color information for a given image element. The aspect ratio, which also plays a key role in video playback, is stored separately in the files for some data formats. (see also "Aspect ratio")

PNG: Abbreviation for Portable Network Graphics. Graphics format for bit-mapped images that supports interlacing and offers 24-bit color depth and lossless compression. (see also "Interlace")

R

RAM: Abbreviation for "Random Access Memory". The main memory of the computer. The RAM temporarily stores data and runs programs at the same time.

RGB: Abbreviation for "Red Green Blue". RGB values can be used to define a particular hue. The color is calculated based on the amount of red, blue and green in each pixel.

Ripping: Files or parts of files on an audio CD or movie DVD are "read in" and stored on the PC's hard drive, where they can be played back or processed further.

ROM: Abbreviation for "Read Only Memory". A memory chip that can be read from, but not written to.

Router: Routers, also known as "Intermediate Systems (IS)", are linking elements that interconnect two or more subnetworks. In addition to acting as a bridge, routers can expand the boundaries of a network (number of nodes, physical extension). Routers also control data traffic by not forwarding defective data packets.

S

S-VHS: Improved version of VHS based on the S-Video standard, but with better image definition. (see also "S-Video", "VHS")

S-Video: S-Video signals deliver brightness and color information separately through several cables. This means that the video does not need to be modulated and demodulated and image quality is not impaired as a result. (see also "Composite Video")

SCART: Type designation for the EuroAV plug, a 21-pin, standardized connector for all video and audio lines. Signals are not converted prior to transmission, which makes for a high quality standard.

SD: Abbreviation for "Standard Definition". When a resolution consists of up to 720 x 480 (NTSC) or 720 x 576 (PAL), we are talking about "Standard Definition". (see also "HD")

SECAM: Abbreviation for "Sequential Couleur à Mémoire". A color-television standard developed in France and Eastern Europe based on the PAL system. SECAM uses 625 lines and 50 fields per second. (see also "NTSC", "PAL", "Field")

Server: A computer or a program that offers storage, data-transfer and other services in a network or on the Internet. Servers often provide services for requestors (clients) located on other computers.

Set-top box: A set-top box is an additional device that receives digital television stations and data. It can be hooked up to any standard television set.

Streaming: The act of transferring compressed video and audio files over the Internet. Streaming does not download all the data at once, but downloads it in stages using a store-and-forward method. The data does not arrive as a continuous file, but is cached in the buffer, which can create delays at the start of transmission. The data can be transmitted live or it can be downloaded later. The computer receiving the data stream must have a program (player) installed on it that decompresses the data. Players are usually installed in browsers such as Internet Explorer. The speed and quality of the data depend heavily on how much bandwidth is available. In order to ensure smooth playback, the Internet connection should offer at least 300 Kbps in bandwidth. There are various file formats for audio and video streaming. The most popular formats are MP3, RealAudio and WMA.

SVCD: Expanded Video-CD standard. This image format offers a higher line resolution and uses MPEG-2 instead of MPEG-1 to compress the video data. (see also "VCD")

T

TIF: Abbreviation for "Tagged Image File Format". Standard format for professional printed images developed by Aldus.

V

VCD: Abbreviation for "Video CD". A standard for writing MPEG-1-formatted videos to CDs. A Video CD can hold up to an hour of digital video and stereo-quality sound. The data rate of the MPEG-1 stream is constant - around 170 kB per second (224 kbps sound, 138 kB video, PAL). This standard offers image and sound quality that is comparable to that of a HiFi VCR. (see also "SVCD")

VHS: Abbreviation for "Video Home System". System used by many VCRs for recording and playing back sound and video from magnetic tape. It uses a composite signal that combines brightness and color information into one signal. (see also "Composite Video", S-VHS)

Video-on-Demand (Vod): A multimedia application that allows users to access a video server and view photos/images or videos/movies.

Video for Windows: Video for Windows, a Microsoft Windows system expansion, allows users to record, store and play back digital video sequences. (see also "AVI")

W

Web Server: A computer on which HTML pages and network software are stored. Web servers constantly deliver content via the Internet or a network to Web browsers, where it is displayed on the user's monitor.

Wi-Fi: Abbreviation for "Wireless Fidelity". Wi-Fi is an 802.11-compliant certification for wireless local-area networks (LANs) issued by the WECA (Wireless Ethernet Compatibility Alliance). This certification confirms that all wireless network products that comply with the standard are interoperable.

WIA: Abbreviation for "Windows Imaging Architecture". An imaging architecture introduced by Microsoft for Windows Millennium Edition and Windows XP. WIA allows image-processing programs to communicate with, and receive data from, digital cameras, scanners and other devices.

Widescreen: See "16:9 format".

WLAN: Abbreviation for "Wireless Local Area Network". (see also "LAN")

WMA: Abbreviation for "Windows Media Audio". Microsoft's audio playback method that, unlike its rival, MP3, has an integrated rights-management system. (see also "MP3")

WMV: Abbreviation for "Windows Media Video". Video-file format developed by Microsoft.

X

XviD: Another version of the MPEG 4 AVI video-media format. (see also "MPEG 4 AVI")

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