

# nDVR (aka 'Cloud' DVR) Information- Article no. 8496

---

## Resolution Steps

---

The information below touches on Frequently asked information.

To see all information, go to [nDVR FAQs and Instructions - A Complete Guide](#)

### nDVR is

Network DVR, a.k.a. Cloud based DVR. This service provides you with the ability to record and store TV shows online rather than physically on your hardware at home.

### Equipment

- **Streaming/IPTV boxes** can be found in your area's **Digital TV Equipment** page
- **Remote Controls** can be found in your area's **Remote Control** page

## Recording features unavailable on nDVR

1. **Keep Until I Delete** - nDVR doesn't support keeping recording indefinitely. Subscriber can set recording to **keep as long as possible**
2. **OnePass Manager** - No tuners, hence no prioritized list needed. You can record as much programming as you want, based on your cloud allotment
3. **Scheduler Conflict Manager** - Not needed for the same reason as OnePass Manager
4. **Modify in-progress recording**
5. **Manual Recording by time & channel** - You need to use guide information
6. **SportsPass**
7. **TiVo Suggestions**
8. **Recording History**
9. **Wishlist**
10. **Extending time on Live Recordings**

## Recording capacity Allotment

- **Basic (NCDVR1):** 125 hours of programming content (HD or SD)
  - Recordings are retained for 90 days, depending on recording allowance quota
- **Enhanced (NCDVR2):** 250 hours of programming content (HD or SD)
  - Recordings are retained for 365 days, depending on recording

allowance quota

- To see your usage meter, go to **TiVo Home | My Shows** to see the **disk space meter** to the right of the **My Shows** header
- 4K channels are not currently available on any IPTV lineup
- No tuners, so you can **record as many shows as you want at the same time** (keep in mind your allotment of recording space. See above)

### **One nDVR account shared by all**

- All IPTV boxes **on the same account** can pull the **same recordings from the cloud, no matter how many**
- The allotment of recorded content is not increased per quantity of boxes
- One **NCDVR1** or **NCDVR2** service code on per occurrence give the box access to the account's nDVR service

### **Your Recordings Follow Your Account; not your hardware**

- Recordings are stored in the cloud, not on a Hard Drive on your box
- Swapping your box for another has no affect on your recordings
- **Please note: You must not remove the NDVR code. If this is done the recordings will be lost**
- *Service changes that increment the occupant code or name changes*

*will not have access to the previous account's nDVR services.*

Online URL: <https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=181>