

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>