



SageTV™ Installation & User Manual

Client Version 1.4

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Introduction

Thank you for purchasing or downloading the trial version of SageTV™ Client from Frey Technologies, LLC. SageTV is the most innovative and intelligent PVR software and service for the PC. SageTV offers more features than any standard PVR, as well as features not offered with any other PC-based PVR software. We hope you enjoy SageTV and all its functionality. If you need any help during installation and setup please utilize this manual, our troubleshooting guide and our online discussion forum. If your questions still remain unanswered, please submit a Support Request at www.sage.tv/request.html and we will respond to your inquiry within 72 hours.

Note: Throughout this manual we refer to “Menu” items in **BLUE** text and “Commands” in **RED** text.

Minimum System Requirements

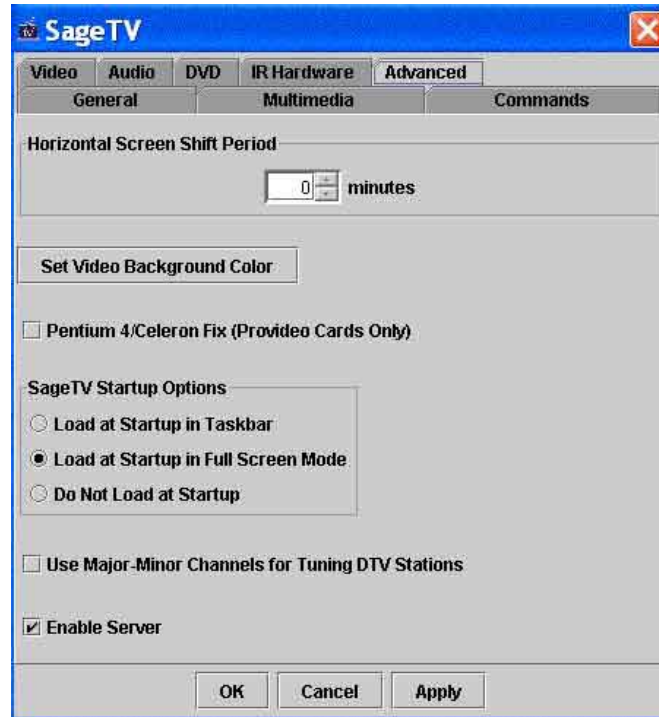
- Windows 98SE or later operating system
- Recommended minimum 256Mb RAM
- Genuine Intel Pentium III 600 MHz or AMD Athlon 600 MHz or faster
- PCI/AGP bus graphics card with overlay
- MPEG-2 Software Decoder (bundled with most of the compatible TV tuner cards)
- DirectX v8.0 or higher available from www.microsoft.com/windows/directx/
- Java Runtime Environment v1.4.0 or higher available from java.sun.com/getjava
- 5 MB Free disk space for the SageTV Client application, database and documentation
- Network connection, either wired or wireless to the designated SageTV server (*If you want to stream Video across a wireless network you need to use 802.11a or 802.11g*)

Product Overview

The SageTV Client is a trimmed down version of SageTV that interacts with SageTV across a network. This gives you most of the functionality of SageTV on any PC connected to the designated server. This includes streaming Live and recorded Video and having access to the SageGuide, the Music Library, Favorites Manager and Search functionality. The SageTV Client also provides you with DVD Playback support for your local DVD drive.

Installation and Setup

This manual assumes the full version of SageTV has been installed on a separate PC on the same wired or wireless network. You also have to enable the designated server by going to [Setup > Detailed Setup > Advanced](#) and click on the [Enable Server](#) box shown below. **Any change to this setting requires an application restart to take effect.**



Once the server is enabled and you have the server name or IP address, you can now proceed with installing the SageTV Client on a separate PC. You need to have a separate licensed copy of the SageTV Client for each PC you plan to use it on.

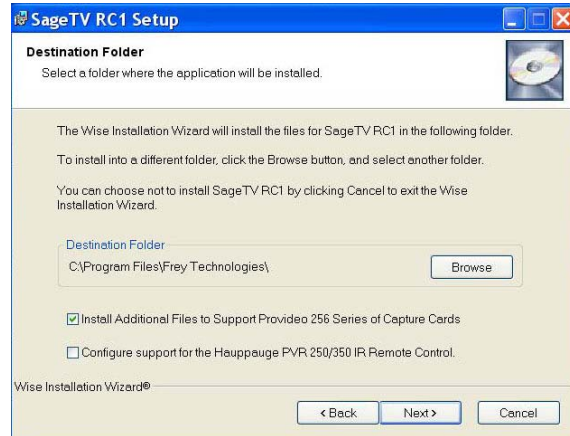
Software Installation

Run the executable (.EXE) file you downloaded after purchasing the SageTV Client to install the application on your computer. During installation you will need to specify the following installation options:

Install Options:

If you will be using a Provideo 256 Series card to do remote encoding on the same PC, choose to install the additional files here...

If you plan on using the Hauppauge PVR-250, PVR-350 or USB PVR2 remote control to control the SageTV Client, tell the SageTV Client to configure support for those remotes here...



Once installation is complete, launch the SageTV Client application and input your name and license key exactly as it was provided to you. After inputting your license key you will be prompted to input the name or IP address of the SageTV server in the screen below and click OK.



Using the SageTV Client

SageTV Client Commands

The SageTV Client uses the same commands as SageTV. There are a number of ways to send commands to the SageTV Client:

- Mouse
- Keyboard
- Remote Control
- Third Party Applications; i.e. Girder

The SageTV Client uses **Commands** to allow control by any of the above devices. These commands can be mapped to any keystroke or remote control button. Changing these settings will be explained later in “Customization and Configuration”.

Here is a list of most SageTV commands. Some commands are accessed through icons if the toolbars are enabled (default setting).

Accessible from all Menus and during Playback:



- **Home** – sends you to the **Main Menu** of the SageTV Client



- **Guide** – sends you to the **SageGuide™**



- **TV** – sends you to what you are currently watching



- **Full Screen** – toggles the SageTV Client between full screen & window

Accessible from either the Guide Menus and/or Video Playback:



- **Channel Up/Page Up** – Channel change up or Page up in the Guide/Menus, next Track selection during Music Playback and next Chapter selection during DVD playback
















- **Channel Down/Page Down** – Channel change down or Page down in the Guide/Menus, previous Track selection during Music Playback and previous Chapter selection during DVD playback



- **Skip Back** (Rewind) or **Page Left** – Performs a 10 second skip back of media during playback or **Page Left** while in the Guide



- **Skip Forward** (Fast Forward) or **Page Right** – Performs a 10 second skip forward of media during playback or **Page Right** while in the Guide

-  - **Time Scroll** – Skips ahead or back in 2 ½ minute increments. Select **Time Scroll** then select either **Skip Forward** or **Skip Back** and select **Time Scroll** again to jump to that point. Any other button cancels the time scroll.
-  - **Play** – Plays the current media stream at its normal rate
-  - **Play Slower** – Plays the current media stream at a rate of ½:1.
-  - **Pause** – Pauses the current media stream. Frame steps if pressed while paused
-  - **Play Faster** – Plays the current media stream at a rate of 2:1
-  - **Information/Display** – Displays information about a Program within the guide or Toggles the On-Screen Display during media playback
-  - **Record** – Toggle to select/de-select a program to record in the Guide
-  - **Watched** – Tells SageTV that you've seen a particular program. You will see “Watched” programs in *“Italics”* signifying that you've already seen them. This also provides SageTV with useful information for Intelligent Recordings.
-  - **Favorite** – Tells SageTV this program is one of your favorites. Identifying a program as a Favorite will place a White border around the program. You can manage the settings for your Favorites through **Setup > Favorites Manager**. Favorites will be explained in detail later.
-  - **Don't Like** – Tells SageTV you don't like a particular program. This information is then used when determining Intelligent Recordings.
-  - **Volume Up** – Increases the playback volume through the SageTV Client
-  - **Volume Down** – Decreases the playback volume through the SageTV Client
-  - **Mute** – Toggle button for Mute on/off

Accessible through keystroke, mouse or remote control shortcuts:

- **Options** – Brings up the Options menu in any mode. Can also be accessed through a “Right-Click” of the mouse.
- **Select** – Enter command for selections made within any menu. Depending on the menu, a single or double mouse click may also perform a Select.
- **Setup** – Shortcut to access main **Setup** menu
- **Search** – Shortcut to access main **Search** menu

- **Library** – Shortcut to access main **Library** menu
- **Left, Right, Up, Down** – For navigating through the **SageGuide** and Menus
- **0-9** – For entering information and channel changes
- **Power** – Available as a toggle shortcut or separate On/Off commands. This will now display the SageTV Screen Saver if enabled or place The SageTV Client in the Windows Taskbar. If the SageTV Client is in the Taskbar, you can now either double click the icon or right click and select “Restore SageTV” to restore the application or select “Exit SageTV” to shut SageTV down.

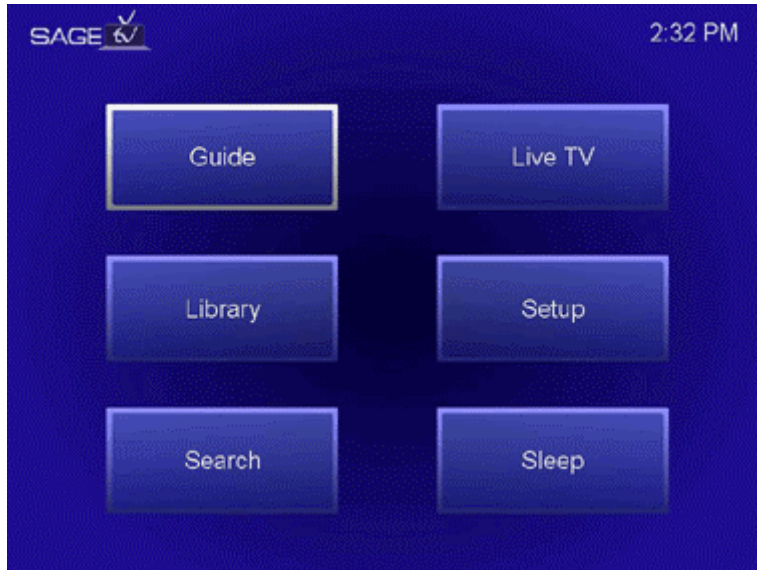
If you are using a mouse for control of the SageTV Client, you can also directly drag the time scroll arrow as seen below. The white represents what has been viewed and the green represents what has been recorded but not yet viewed. If you want to jump around within the program just grab the arrow above the time bar and drag it to the point you wish to view.



Keep in mind that it depends on your specific setup how you will access each command. Accessing the complete list of commands is discussed later on in “Configuration and Customization”.

Main Menu

Here are your choices from the Main Menu screen:



- **Guide** – sends you to the main **Guide** menu
- **Library** – sends you into the **Library** for quick access to archived video and music files or other imported media files along with DVD playback
- **Search** – sends you to the main **Search** menu
- **Live TV** – sends you directly to “Live TV” of what’s currently being recorded
- **Setup** – sends you to the main **Setup** menu
- **Sleep** – puts the SageTV Client to sleep in the Taskbar or activates the screen saver (if enabled) which tells SageTV you are no longer watching TV

To exit SageTV Client entirely, hit Alt-F4 on your keyboard, or take the SageTV Client out of Full Screen and close the window or right-click on the SageTV icon in the Taskbar while in Sleep mode and choose **Exit SageTV**.

SageGuide™

When you select **Guide** from the Main Menu, you will be sent to the **Guide** main menu, which allows you to select one of the following:



- **SageGuide** – Brings you into the **SageGuide** where you can see the upcoming Recording Schedule on the Sage channel, all Sage Recordings™ available for immediate viewing, and the Live TV guide where you can choose something to watch that is currently on Live TV.
- **Sage Recordings™** – Gives you a list of all **Sage Recordings** available for immediate viewing. These recordings are sorted by programs you specified for recording (outlined in yellow) by time/date, then recorded episodes of Favorites (outlined in white) by time/date and then other programs available for viewing that SageTV has recorded through Intelligent Recording in order of what you are most likely to watch. Lastly it lists things already viewed or marked as “Don’t Like” (outlined in black). When more disk space is needed SageTV will delete from the bottom of this list to make room.
- **Recording Schedule** – Shows you a schedule of what SageTV is planning to record in the future.
- **Live TV Guide** – Gives you quick access to the **Live TV** guide to see what’s currently on TV or look to the future for programs to record or designate as favorites.

When you are looking through the Guides, you can hit **Info** on any program for more information on that program. You can also hit **Options** (Right-Click, with a mouse) and select **Detailed Info** to get more detailed information about a specific program including when it first aired, the actors starring and a more extended program description.

Some programs in the guide are designated by color to signify the following:

- Purple = Movies
- Green = Sports
- Brown = News

SageGuide



The SageGuide is broken into three sections:

- **Recording Schedule** – The “Sage” Channel where you can view the upcoming programs that SageTV plans to record.
- **Sage Recordings** – A list of all previously recorded programs available for immediate viewing. Just find the program you’d like to watch and **select** it for viewing.
- **Live TV Guide** – A guide of what’s currently on Live TV for the next 14 days for the channels you’ve specified in **Channel Setup**.

Shows with a Yellow border are One-Touch recordings you specified. Shows with a White border are your Favorites to be recorded. Shows with a Black “X” through them are shows you designated “Don’t Like”.

To use the “Auto Categorization” feature of SageTV that takes shows and categorizes them into folders as shown above for “Area”, go to www.sage.tv/developers.html for information on making the change in the Sage.properties file.

Watching Live TV from the SageGuide or Live TV Guide

Scroll through the Guide in the current time slot to find the program you are interested in viewing. **Select** the show and it will begin playing. You now have full timeshifting functionality at your fingertips. You can **pause**, **skip backward**, **skip forward** (but not past the current time!) and **time scroll**. **Time Scroll** allows you to jump forward and back in 2 ½ minute increments. Select **time scroll** then select **skip forward** or **skip back** and then hit **time scroll** again to jump to that point.

Watching Previously Recorded Programming

Most previously recorded programming is accessible through Sage Recordings or the Sage Recordings section of the SageGuide. The remainder of recorded programming is available in the Library if you have moved programs there for later viewing. Just **select** the program you want to watch and it will begin playing back. You have full functionality to move around within the program or **pause** and come back to the guide to select something else to watch.

Recording Options

You have several options available for manually specifying the recording of future programming; they are available through “Favorites” and “One-Touch” recording.

Favorites (Programs outlined in White)

Favorites are programs you have specified to record every time they are aired based on first run, rerun or both. SageTV will always record these Favorites and will prompt you of any conflicts that may occur with other recordings. SageTV will always record Favorites above any of its Intelligent Recording selections. You can also manage your Favorites through the **Favorites Manager** described later on in this manual. SageTV will only record one airing of a specific episode, not every airing. It will also not re-record a Favorite program or episode you have already watched.

One-Touch Recording (Programs outlined in Yellow)

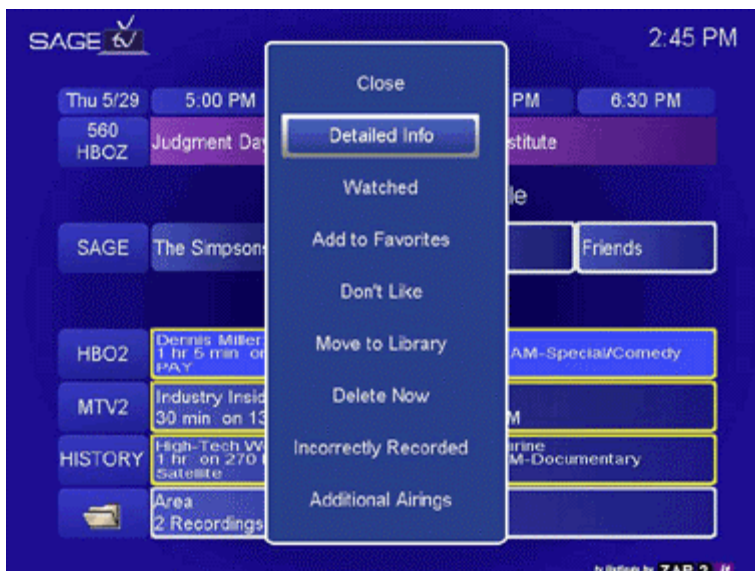
One-Touch recording is the ability to find programs in the **Live TV Guide** and press **record**, it's that easy. Just scroll through the guide on your favorite channels and see what's playing in the future. If you see something you like, mark it for recording. If you want to remove it as a recording, just press **record** again. Don't worry about checking to see if it conflicts with something else you have recorded, if it does, SageTV will tell you.

You can also highlight a program in any Guide and hit **Options** (right-click with a mouse) and you will be able to select **Record** or **Add to Favorites** there as well. You can also tell SageTV you've **watched** something. This gives SageTV feedback on programs or episodes you've seen in the past so it doesn't record things you've already seen with Intelligent Recording.



You will see these programs that have been marked as Favorites or One-Touch recordings within the recording schedule or the Sage channel in the SageGuide for future recording. You also have a number of **options** available to you with these recordings:

- **Detailed Info** – accesses the detailed information about a particular program
- **Watched** – tells SageTV you've watched a particular program or episode before
- **Add to Favorites** – adds the current program or series as a favorite, you can now make changes to the settings for this favorite within **Favorites Manager**
- **Don't Like** – tells SageTV that you “Don't Like” a particular program. Helps influence the Intelligent Recording feature of SageTV.
- **Cancel Recording** – allows you to cancel the recording of a specified program
- **Change Recording Quality** – allows you to change the recording quality from your default setting
- **Modify Start Time/Modify Stop Time** – in case you want to “pad” the beginning or end of a program. Once selected you will see the start/stop time appear and then use the **Left** or **Right** commands to modify the start/stop time of the program in 1-minute increments. Page Left and Page Right will modify in 10-minute increments. If you are in the Recording Schedule, which has time going vertically, you will use Up/Down and Page Up/Page Down to modify the time.
- **Additional Airings** – allows you to see what other available airings there are of a specific program or series



There are also a few more options available to you for previously recorded programs:

- **Move to Library** – moves the selected program to your **Library** for later viewing. Programs in your **Library** are accessible through the **Main Menu** and are never deleted by SageTV. These programs have to be manually deleted through **options**.
- **Delete Now** – deletes the currently selected program. Programs specified to be deleted might not be immediately removed from SageTV until space is needed for new recordings.
- **Incorrectly Recorded** – deletes the selected program and tells SageTV that the program was recorded incorrectly. This is used when the wrong channel was recorded or a different program was recorded than what was scheduled.

Search

From the Main Menu, selecting [Search](#) will bring you to the main [Search](#) menu with the following options:

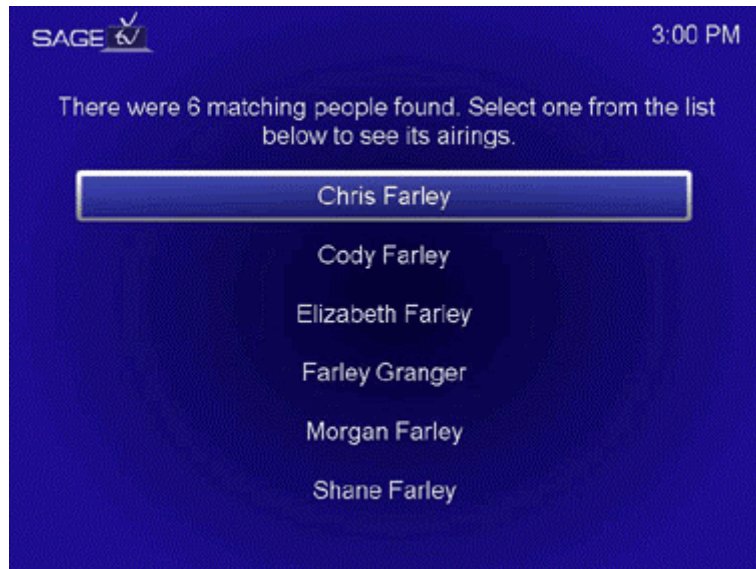


- [Search by Title](#) – Program, Episode, Movie, etc.
- [Search by Person](#) – Actor, Actress, Guest Star, etc.
- [Search by Description](#) – Program Description Keywords
- [Search all Fields](#) – Keyword search in all fields of a program
- [Recent Searches](#) – Gives you a recent list of searches to search again

Let's say you wanted to search for movies and programs with "Chris Farley". You would first select [Search by Person](#) and then be brought to this menu:



To save time and effort you can enter one keyword and select **Done**. This search criterion can be entered with the mouse, remote control or keyboard. You will then be brought to the next screen where you can further define your selection:



Since there was more than one selection, **select** “Chris Farley” to view upcoming program airing times and channels.



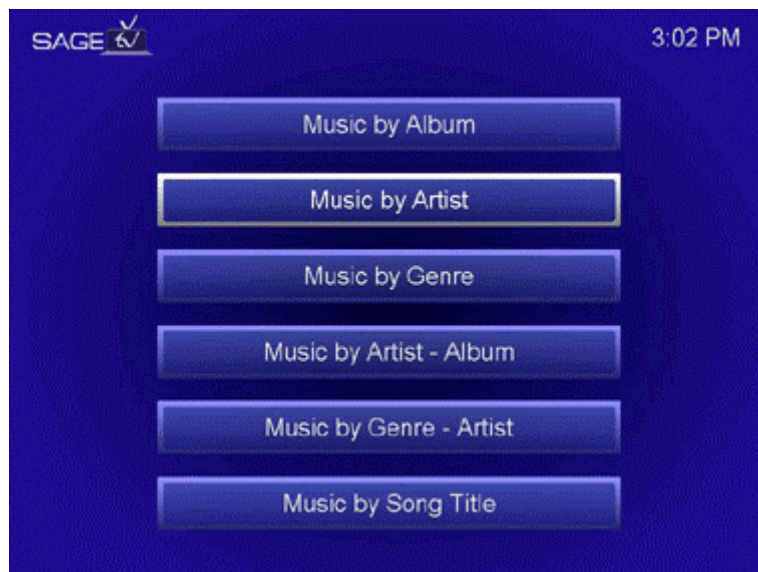
You can now see that there are a number of programs with “Chris Farley” available. One program, “Saturday Night Live”, is available for immediate viewing in **Sage Recordings** as recorded content. From the Current/Future Airing results you can tell it to **record** a future program or tell SageTV you’ve already **watched** it.

Library

From the Main Menu select **Library** and you will get the following choices:



- **TV Library** – Provides access to programs recorded using SageTV and moved to the Library
- **Music Library** – Access to imported music files by Artist, Album and Genre
- **Video Library** – Access to imported video files not recorded by SageTV
- **DVD** – Access for immediate playback of DVD in local DVD drive



Select **Music Library** and you'll see the options above for quick access to your stored music. Once you select something for playback, use the **Channel Up/Down** commands to quickly switch

songs. You can also select **Random Playback** for all your music by hitting **Options** during playback. Detailed Information about each track is also available by hitting **Options** in the Library or during playback.

Select DVD to play a DVD in the local drive of your system. Once selected, the DVD will begin playing and you can access the DVD menu by hitting **Options** during playback. **Channel Up/Down** are used to switch between DVD chapters. Settings for DVD playback are explained later in “Configuration and Customization”.

Setup

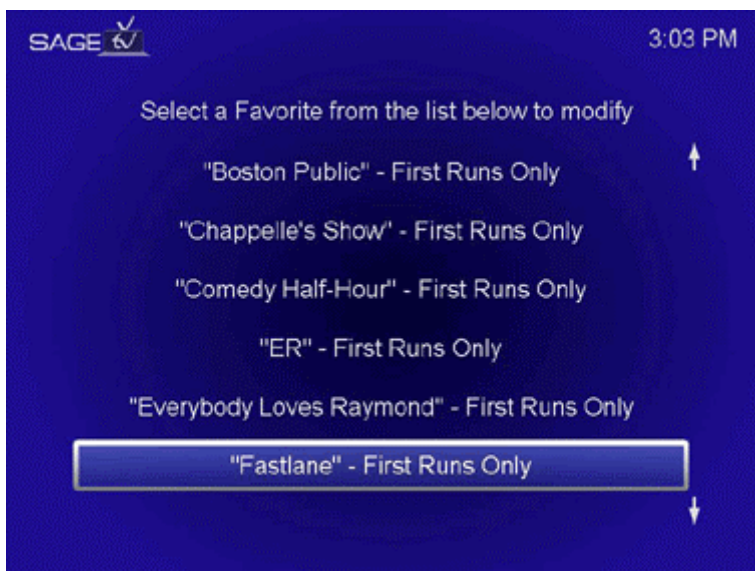
From the Main Menu, select [Setup](#). You will see the following choices:



- [Favorites Manager](#) – Allows you to manage your favorite programs
- [Detailed Setup](#) – Explained in the Configuration & Customization section
- [System Information](#) – Information about your SageTV Client setup and software

Favorites Manager™

Here you can manage your favorite programs and the settings for each one. Favorites Manager presents you with a list of your current favorite programs and their settings. You can specify favorites through the [SageGuide](#) or using the [Search](#) feature. Favorites are identified with a white border in the SageGuide.




Here you can see each favorite and the “First Run” and “Rerun” settings. To make changes to your favorites, either click on the program or select it and press **Enter**.



Now you can make changes to the [First Run/Rerun Status](#), adjust the [Recording Quality](#), view any [Recorded & Upcoming Airings](#), adjust the [Start](#) and [Stop](#) time of the Favorite, or [Remove](#)

this program as a Favorite. You can also specify rules for how long or how many episodes of a particular Favorite you want to keep using the “Keep At Most” and “Keep Until” rules.

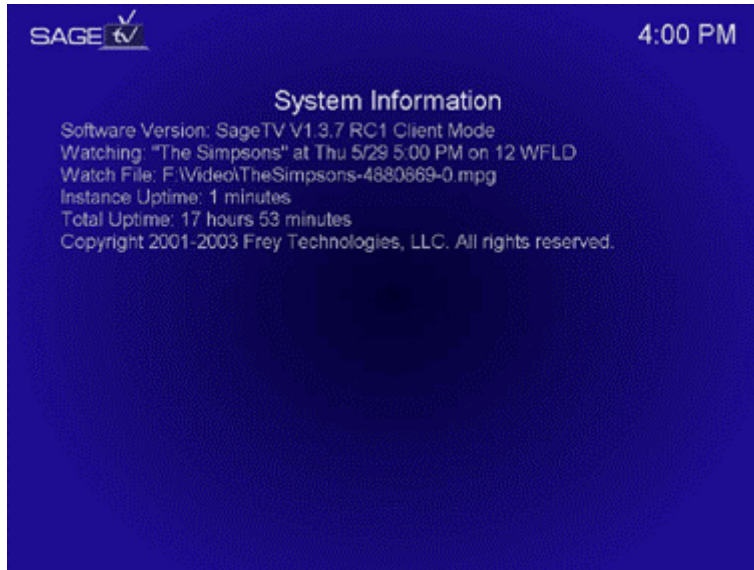
SageTV also has a built in conflict resolution system in case you specify more than one recording at the same time. This works for “One Touch Recordings” as well as “Favorites”. If there are conflicts that SageTV cannot resolve you will be prompted about them. If you specify that you don't want to resolve them now an icon will appear  up near the time display. If SageTV is in sleep mode, the conflict icon will appear in the Taskbar in place of the SageTV icon. Restoring SageTV will prompt you about the conflicts. Clicking on the conflict icon in SageTV (if its present) will also prompt you about the conflicts. Going into the Favorites Manager when there are pending conflicts will also cause you to be prompted. When you are prompted about a conflict, this is similar to what you will see:



This message pertains to two Favorites conflicting at the same time. You now need to tell SageTV how you want to resolve this conflict. If you specify, “I don't know”, then the conflict icon will appear by the SageTV clock. SageTV will make its own decision about which one to record. You may override/confirm this decision at any time by causing SageTV to prompt you about the unresolved conflict as described above. If you select one of the “ALWAYS” choices, then you will be creating a “Priority” between those two favorites. Whenever a conflict occurs in the future of the same type, SageTV will automatically decide what to record without prompting you according to the priority you set. These priorities can be disabled by selecting either of the favorites involved in the priority in the Favorites Manager. If you select one of the other resolution options (i.e. the 1st and 2nd listed above), then SageTV will record what you specified on this occasion only and will not use this decision to infer priorities in the future. If you wish to clear a priority that only applies to a single occasion, you may do this by removing and then re-adding the Favorites involved.

System Information

Here you can find information about the SageTV Client and your system configuration:

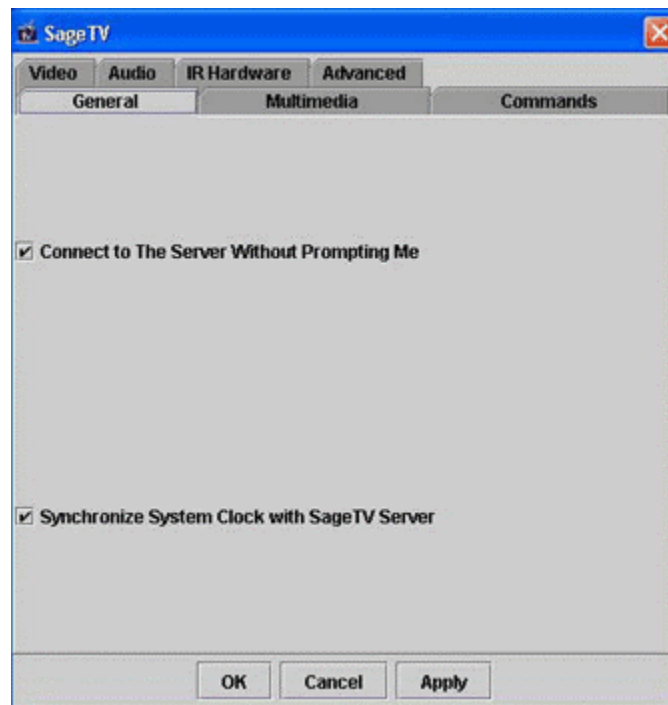


- “Software Version” – what version of the SageTV Client you are running
- “Watching” - what you are currently watching through SageTV Client including title and original airing
- “Watch File” - the file name of what you’re currently watching
- “Instance Uptime” - how long this instance of the SageTV Client has been running
- “Total Uptime” - how much total uptime the SageTV Client has had on this system

Configuration and Customization

Now you can begin to configure and customize the SageTV Client to your preferences. These settings are available in [Detailed Setup](#), which is accessible from the [Setup](#) Menu. You can control all functions of this menu with your remote control or a mouse and keyboard. For these settings to take effect, you must select [Apply](#) then [OK](#) to exit. Some changes do require the SageTV Client to be put to [Sleep](#) or Restarted before the changes will take effect. Those will be specified individually below. [Cancel](#) will exit without saving any changes.

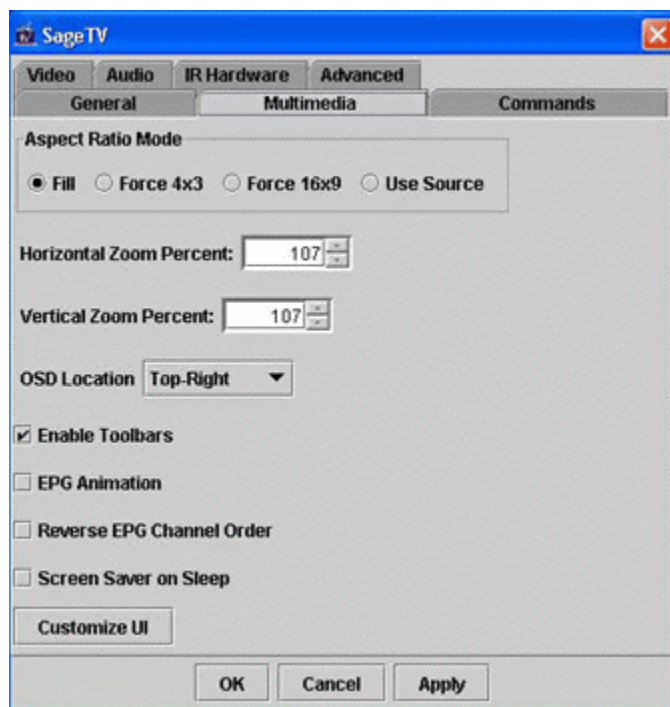
General Settings



[Connect to the Server Without Prompting Me](#): Check this box if the SageTV Client should always connect to the same SageTV Server without prompting you for the address.

[Synchronize System Clock with SageTV Server](#): Check this box if you want to synchronize your PC system clock with the SageTV server. This is highly recommended because the SageTV server is synchronized with the US Military Atomic clock for accuracy.

Multimedia Settings



Aspect Ratio Mode:

Here you can select the aspect ratio mode for Video playback. You can choose to [Fill](#) the screen, [Force 4x3](#), [Force 16x9](#) or [Use Source](#). The default setting is to fill the screen.

Zoom Effects:

You have the ability to adjust the percentage at which the video is zoomed during playback. The default setting is 107 because it allows for overscan to the television set so you have no black borders on the video during playback. You can modify these settings to “Stretch” a particular program during playback. This is especially useful when used with the Aspect Ratio settings to remove “Window Boxing”.

OSD Location:

Choose the Location of the [On-Screen Display](#) during video playback on your Monitor or TV. Top-right is the default setting.

Other Settings:

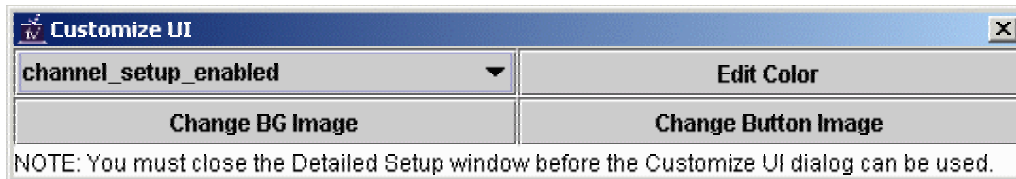
[Enable Toolbars](#): Select to show toolbars if you will be using a mouse to control SageTV. This is the default setting for SageTV.

[EPG Animation](#): Select if you want to use the “smooth-scrolling” option of the Programming Guide.

Reverse EPG Channel Order: Select if you want to reverse the channel order in the EPG. This is used by some of our Cable and Satellite customers who are familiar with a programming guide whose channels are listed in the opposite direction.

Screen Saver on Sleep: Select if you want SageTV to launch a Screen Saver during sleep mode.

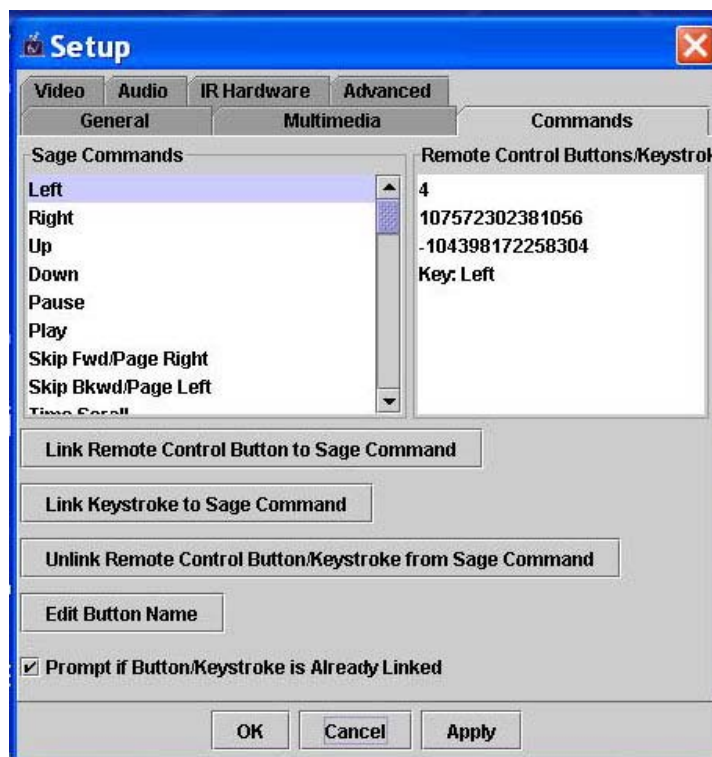
Customize UI: Click to launch the following menu to modify the colors and images used in the SageTV User Interface.



The drop down menu allows you to change the color associated with the drop down item selected. Once you've selected the item you want to change, click "Edit Color". Now you have a number of options for specifying the color for the command you selected. To change the SageTV Background Image, click "Change BG Image" and specify an image to use. Click "Change Button Image" to change the image used as the background for the Buttons throughout the SageTV menus.

Enable TV Out for PVR 350: Select if you are using the TV Out functionality of the PVR-350 card. To initialize you must first run the WinTV 2000 Application and then shutdown the WinTV 2000 application before launching SageRecorder. The new Hauppauge drivers for the PVR-350 should alleviate this extra initialization step.

Commands Settings



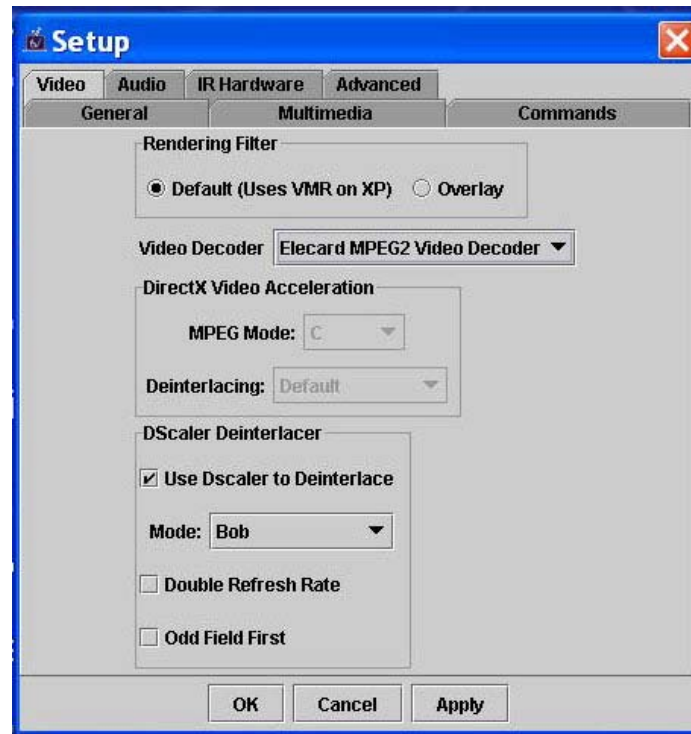
Here you can specify the commands for remote controls and keyboard keys and link them to the appropriate SageTV commands. You will see a list of the Sage Commands on the left side and for each one selected the preset remote code or keyboard keystroke. To change any of these settings, click on the appropriate command and then hit the [Link Remote Control Button to Sage Command](#) button. You will then be prompted to “Point the remote control at the Infrared Receiver, and press the button that should act as that command”. You will then see that code appear on the right side. Continue this for every command you want to specify.

Follow the same procedure to change the keyboard commands by pressing the [Link Keystroke to Sage Command](#) button. If you wish to remove a certain code or keystroke, select the appropriate command and then hit the [Unlink Remote Control Button/Keystroke from Sage Command](#) button.

If you prefer to see names instead of codes, you can use the [Edit Button Name](#) to assign that same code/keystroke to a name. Also by default, the [Prompt If Button/Keystroke Is Already Linked](#) box is checked to prevent double entry of a command.

Note: If you are using a third party Infrared Receiver such as the IRMan, you will need to perform the procedure above to teach the commands to SageTV. You will also need to activate the IRMan under IR Hardware Settings.

Video Settings



Video settings allow you to specify the filters used to encode the Video from the Source. **If any changes are made to the Video settings, SageTV must be put to Sleep or Restarted to take effect.**

Rendering Filter:

Rendering Filter is the filter used to render the video from the source. Use the **Default** setting unless you are experiencing problems; then choose the **Overlay** setting.

Video Decoder:

Select the **Video Decoder** that you would like SageTV to use playing back video from disk. These options are related to the MPEG-2 decoders that are installed on your PC related to your video card, DVD player and TV tuner/Capture card.

If you are using the Xcard as your video decoder select it from the list and set the Rendering Filter to default. Also confirm that the Audio Decoder and Renderer are set to default as well.

DirectX Video Acceleration:

Here you can modify the MPEG settings as they relate to Video Acceleration. Choose a MPEG mode and then specify whether or not you want to use a specific Deinterlacing mode. Leave this setting at default unless you are experiencing problems with Video Acceleration.

Dscaler Deinterlacer:

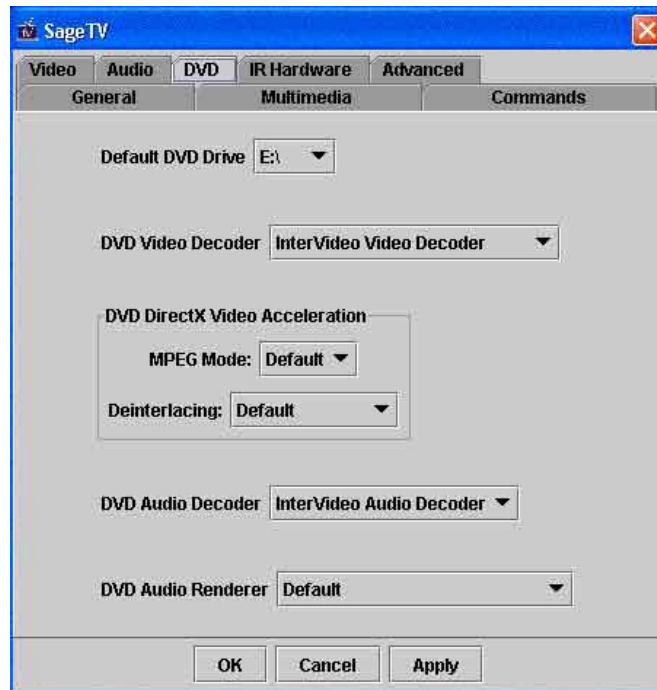
If you want to use Dscaler to Deinterlace the video, select this option here. You can only select this option when selecting the Elecard Video Decoder filter (not included with the SageTV installation but freely available at www.elecard.com/). Then select your Deinterlacing mode and whether or not you want to use [Double Refresh Rate](#) or [Odd Field First](#). You may experience audio & video synchronization problems if you have “Double Refresh Rate” enabled on a PC that doesn't have enough CPU power. More information can be obtained about Dscaler and Deinterlacing at www.dscaler.com/.

Audio Settings

If any changes are made to the Audio Decoder or Audio Renderer settings, SageTV must be put to Sleep or Restarted to take effect. Changes to Audio Playback Delay take effect immediately.

Here you can select what [Audio Decoder](#) you want to use along with a specific [Audio Renderer](#). If you are experiencing [Audio Playback Delay](#) problems, you can adjust the delay in milliseconds here as well.

DVD Settings



Default DVD Drive:

Specify the path of your local DVD drive. (DVD drives cannot be mapped across a network)

DVD Video Decoder:

Specify the Video Decoder to use for DVD playback.

DVD DirectX Video Acceleration:

Specify the MPEG settings for DVD playback as they relate to Video Acceleration. Choose a MPEG mode and then specify whether or not you want to use a specific Deinterlacing mode. Leave this setting at default unless you are experiencing problems with Video Acceleration.

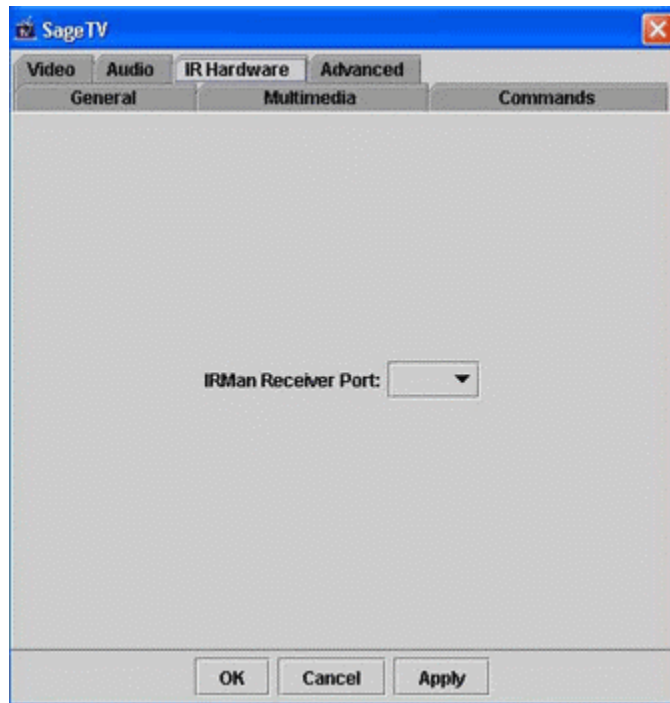
DVD Audio Decoder:

Specify the Audio Decoder to use for DVD playback.

DVD Audio Renderer:

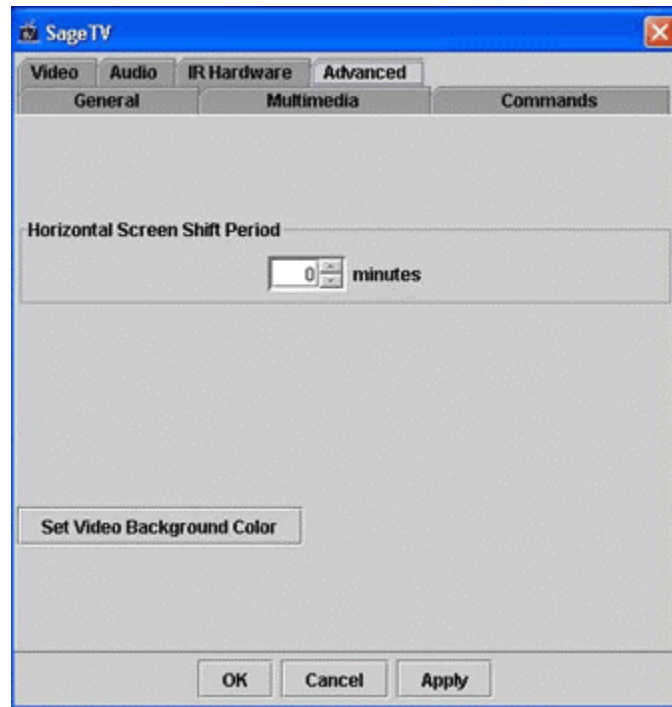
Specify the Audio Renderer to use for DVD playback.

IR Hardware Settings



If you are using an IRMan Receiver, specify the COM port from the drop down box. **Any change to this setting requires an application restart to take effect.**

Advanced Settings



Horizontal Screen Shift Period:

Use this setting if you have a Widescreen TV or HDTV and wish to shift the 4:3 image horizontally in the 16:9 screen area. The time controls how quickly the screen moves away from and back to its starting position. A value of 0 disables this feature. The image shifts quickly with low values and slowly with large values.

Set Video Background Color:

If you have a 16:9 display, use this feature to change the “black bars” on the sides of the 4:3 image to another color to help prevent uneven screen phosphor wear on your display.

Troubleshooting Guide

This Troubleshooting Guide should be your first reference for any questions or problems you are having with SageTV. As new troubleshooting items are added, they will be available online at www.sage.tv/troubleshooting.html. For additional support, you can post your questions in our discussion forum at www.sage.tv/forums/. If your question still remains unanswered, submit a support request at www.sage.tv/request.html and we will reply within 72 hours.

Questions about Setup & Installation

The SageTV Client is not recognizing the SageTV Server.

Make sure you are entering the correct address of the name of your server. Also check to make sure you have the SageTV Server enabled in Detailed Setup.

SageTV is not recognizing my remote control through my IRMan receiver.

Check to make sure you have the correct COM port selected in [Setup > Detailed Setup > IR Hardware](#).

Questions about Watching Live TV

I'm not getting any video through SageTV.

First check all your video connections to and from the PC. If everything is connected correctly, try using a different video decoder within SageTV. You can access the Video Decoder settings at [Setup > Detailed Setup > Video](#). If the problem persists then check the discussion forum for other discussions related to your setup or create a new post.

I'm not getting any audio through SageTV.

First check all your audio connections to and from the PC. If everything is connected correctly, try using a different Audio Decoder within SageTV. You can access the Audio Decoder settings at [Setup > Detailed Setup > Audio](#). If the problem persists then check the discussion forum for other discussions related to your setup or create a new post.

The audio and video are out of sync during playback.

Try changing channels or putting SageTV to sleep and restoring it. If that doesn't work, shut down SageTV and reboot your computer. If you are still having problems on a regular basis, you can modify the [Audio Playback Delay](#) in [Setup > Detailed Setup > Audio](#).

I'm getting audio and video but the video is of poor quality, stuttering, hesitating, etc.

Try another video renderer or video decoder from [Setup > Detailed Setup > Video](#). You must put SageTV to sleep or restart for these settings changes to take effect.

I'm trying to select a program to view from the Live TV guide but it won't play.

Check to make sure you are selecting a program within the current time slot. Programs on Live TV are only available for viewing within their original time slots. If SageTV recorded a program it would appear under [Sage Recordings](#).

Questions about Recording Programs

Can I watch a program while it is being recorded?

Yes, you can watch a program as it is being recorded. To view the program either **select TV** from the Main Menu or go into the SageGuide and **select** the specific program from the [Sage](#) channel or from the [Live TV](#) guide.

Can I watch a different program while one is being recorded?

Yes, you can watch one program while it is recording another as long as it's a previously recorded program. If you are using multiple tuners, you can also watch different "Live" programs at the same time.

What if I set up conflicting recordings through the SageGuide?

SageTV has extensive Conflict Resolution that will prompt you of any favorites or recordings that are playing at the same time. You will then be able to tell SageTV the priority of these recordings. When events are aired at multiple times, SageTV will automatically record another airing to fit both programs in.

Some of my programs especially sporting events are being cut off at end, how can I fix this?

SageTV records programs based on their allocated time span by the networks. Some events can go past their allocated time on occasion. To alleviate this you must "pad" the beginning or end of a program when you specify it to be recorded. You can access this by selecting **Options** (Right-Click with a mouse) on the program to be recorded. There you can modify the start and stop time for padding.

How do I record a Pay-Per-View event?

You can browse Pay-Per-View events by utilizing the guide within your cable box. Once you find what event you are going to order, submit your order and then add that channel to SageTV in the [Channel Setup](#). Now you can specify it for recording at the airing time from the SageGuide. Once the event is over remove the channel from the [Channel Setup](#) screen again.

Questions about Configuration & Customization***My PC clock is out of sync with my programs.***

You can have your PC system clock sync up with the SageTV guide server, which is set to the Atomic clock on a daily basis. This option is available in [Setup](#) > [Detailed Setup](#) > [General](#).