Best Practice Guide

Hard Disk Cartridges

This Best Practice Guide has been produced by Timespace Technology to advise users of Timespace digital video recorders (DVRs). It details Timespace's recommended best practice for use and management of the DVRs' Hard Disk Cartridges – "disks". For further advice contact: support@tspace.co.uk .

All Timespace DVRs and disks

1. *DVR software* – Timespace recommends that DVRs should always use the latest release of DVR software. Details of current software versions can be found at www.tspace.co.uk . DVR software updates are available from your installer, from Timespace at support@tspace.co.uk and via Timespace's proprietary PCLink and LANLink software.

2. *Deleting recordings* - never delete recordings or format the disk on a PC – always perform this operation on the DVR unit.

3. *USB connectors* – if using a Timespace Cartridge Station with a disk, plug in both leads of the cartridge station. For best performance, plug into the rear USB port of a PC.

4. *Files not visible?* - if files can be seen on the DVR unit but not on a PC, perform "Check And Correct" on the DVR (found in Settings Menu > System Settings > File System > File System Check Menu). This should correct the error, and footage will then be viewable on a PC.

5. *Time and date issues* – Check that the time and date set on the DVR unit is correct (found in Settings Menu > System Settings > Time and Date). If time and date is showing 00:00:00 or is significantly out, then the DVR will need attention – contact your installer for service information.

6. *Disk refurbishment* - to ensure system reliability, it may be prudent to consider refurbishment of older disks. It may also be possible to upgrade disks to larger capacities – contact your installer for details.

X100 and X200 DVRs and disks only

7. *Swapping disks* - if a disk is swapped between an X100 and an X200 unit, delete all recordings prior to use. This prevents confusion with footage and different X100/X200file types.

X100 DVRs and disks only

8. *X100 disk capacity* – the X100 only supports disks 240GB or smaller.

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