

# Beanfield PVR

Guide to PVR usage and storage

beanfield.com | 416.532.1555 | support@beanfield.com





CBC Toronto

19:00 - 20:00

**Schitt's Creek**

After their business manager steals all of their money, the once-wealthy Roses are forced to move to the town of Schitt's Creek, which Johnny bought in 1991 as a joke gift

HD CC NEW



Mon 15 Jan	19:00	19:30	20:00	20:30
3 GLOBAL TOR	Rachel Ray	Who Wants to be a Milli...	The Young and the Restl...	ET Canada
4 OMNI1 HD	Laços de sangue	Noticias de Portugal - Edição Canadá		Italian Afternoon: Rai Tg2
6 CBC TOR	Schitt's Creek		CBC Toronto News	
7 CTYTH	Family Fued	The Fifth E...	The Nature of Things	Baroness von Sketch S...
8 CTVHT	The Gifted		The Good Doctor	
9 APTNHD	Still Standing	Shoot the Messenger	Being Erica	Four in the Morning
11 CHCHH	Republic of Doyle	Strange Empire	Bewitched	Arctic Air

 Show Only Subscribed Channels  -2 Hours  +2 Hours  +24 Hours  Record  Watch

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# 1. Introduction

# 1.1. Welcome to the Guide

Welcome to your Beanfield PVR guide!

This document will help you understand how your PVR and your storage work. You'll learn:

- The PVR storage options available to you
- How to record content when you've reached your PVR storage limit
- How to log in online to manage your PVR storage
- How to configure your PVR Settings

*Looking to get a quick answer? Check out our FAQs on pg. 42.*

If you'd like to talk to a Beanfield Customer Experience team member directly, you can contact us at 416.532.1555 | [support@beanfield.com](mailto:support@beanfield.com)



## 1.2. About Beanfield PVR

Beanfield PVR is cloud-based, meaning there is no hard-drive on your set top box. When you record content it'll save to our private and secure cloud. Your recording will automatically be available on every TV with a set-top box in your home. Storing on the cloud means that if your set top box ever needs to be replaced, you won't lose your recordings.

Recording is incredibly easy! Just a simple click of the red **Record** button on your Beanfield remote, and away you go.



Click to  
**Record**

CBC Toronto

19:00 - 20:00

**Schitt's Creek**

After their business manager steals all of their money, the once-wealthy Roses are forced to move to the town of Schitt's Creek, which Johnny bought in 1991 as a joke gift

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9 APTNHD	Still Standing	Shoot the Messenger	Being Erica	Four in the Morning
11 CHCHH	Republic of Doyle	Strange Empire	Bewitched	Arctic Air

● Show Only Subscribed Channels   ● -2 Hours   ● +2 Hours   ● +24 Hours   (R) Record   (OK) Watch

## 2. Storage Options

## 2.1. PVR Storage

As a Beanfield TV customer, you receive five (5) hours of FREE storage. You can also increase your storage by selecting the option that's right for you, starting at just \$5 per month. All of our PVR storage packages can be found here:

<https://www.beanfield.com/residential/tv/more-beanfield-tv>

**Choose the storage that's right for you.**

**5 hrs**

**FREE**  
per month

**25 hrs**

**\$5**  
per month

**75 hrs**

**\$10**  
per month

**200 hrs**

**\$15**  
per month

To speak with one of our team members about increasing your storage, contact us at 416.532.1555 | [support@beanfield.com](mailto:support@beanfield.com)

### 3. How Beanfield PVR Works

# 3.1. Scheduling Content

You can record your favourite episode, series, or movie with the click of a button. Content will be stored on our private cloud and you can watch it on any TV in your home that has a Beanfield set-top box.

## Scheduling an Episode

Content can be scheduled to record immediately or scheduled for future. If you have sufficient storage space, you can schedule content to record immediately (refer to pg. 10 to learn how). Content can be scheduled to record in the future, as long as sufficient space has been created before the recording begins.

To create space, you can choose to:

1. Manually delete existing content
2. Choose one of our auto options (refer to pg. 36 to learn how to **Configure PVR Settings**)

## 4. Recording Content

# 4.1. Find Content to Record

To record content, please do the following:

- 1. Go to your TV Guide
- 2. Find the content that you want to record by scrolling up or down





CBC Toronto

19:00 - 20:00

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After their business manager steals all of their money, the once-wealthy Roses are forced to move to the town of Schitt's Creek, which Johnny bought in 1991 as a joke gift

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 Show Only Subscribed Channels  -2 Hours  +2 Hours  +24 Hours  Record  Watch

## 4.2. Find Content to Record - Continued

- Click the Record button on the remote. You will see the REC or R red indicator when a program is set to record.

Depending on the type of content you're recording, you will receive a different message. If you're recording an episode or a season/series, select whether to record a single episode, all episodes, or all of a series or season.



Click to  
Record

### Record Movie:

*No message will appear.  
Your movie is scheduled  
to record.*

### Record Episode



### Record Season/Series:





# 4.3. Ready to Record

When your program is set to record, it will show a small red icon with REC or R.



CBC Toronto

19:00 - 20:00

**Schitt's Creek**

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9 APTNHD	Still Standing	Shoot the Messenger	Being Erica	Four in the Morning
11 CHCHH	Republic of Doyle	Strange Empire	Bewitched	Arctic Air

 Show Only Subscribed Channels

 -2 Hours

 +2 Hours

 +24 Hours

 Record

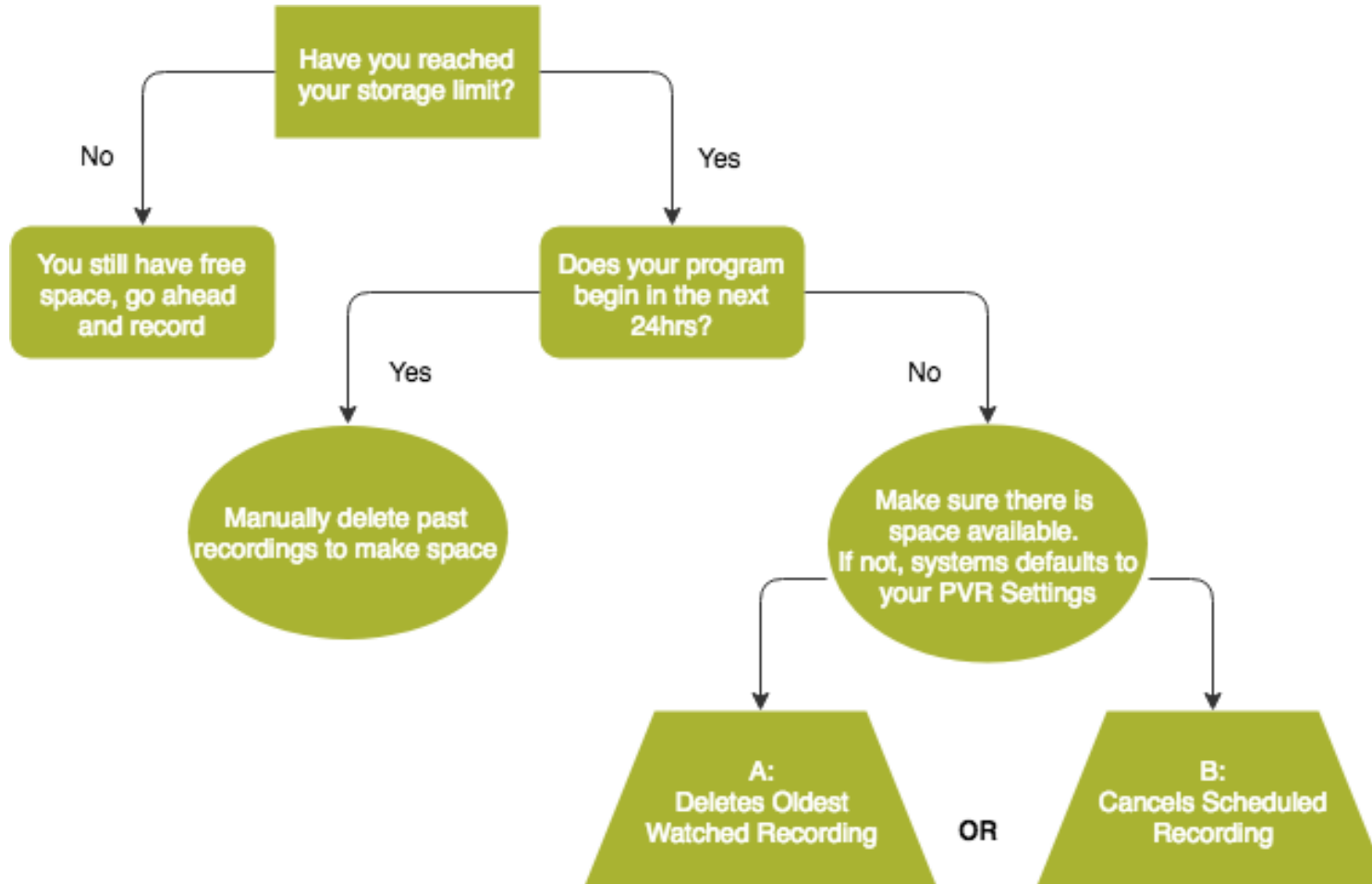
 Watch

# 5. Scheduling & Storage

Learn how scheduling works when you've reached your storage limit

# 5.1. Scheduling a Recording

The chart below outlines the process for scheduling a recording. This is especially useful if you've reached your storage limit.



## 5.2. Schedule a Recording that Starts Soon

If you are scheduling content that begins within 24 hours, you must have sufficient storage space to record.

- If you do not have enough storage, you will receive an **error message** (see image below).
- The message will prompt you to delete past recordings. You cannot schedule content within 24hrs until there is sufficient storage space.

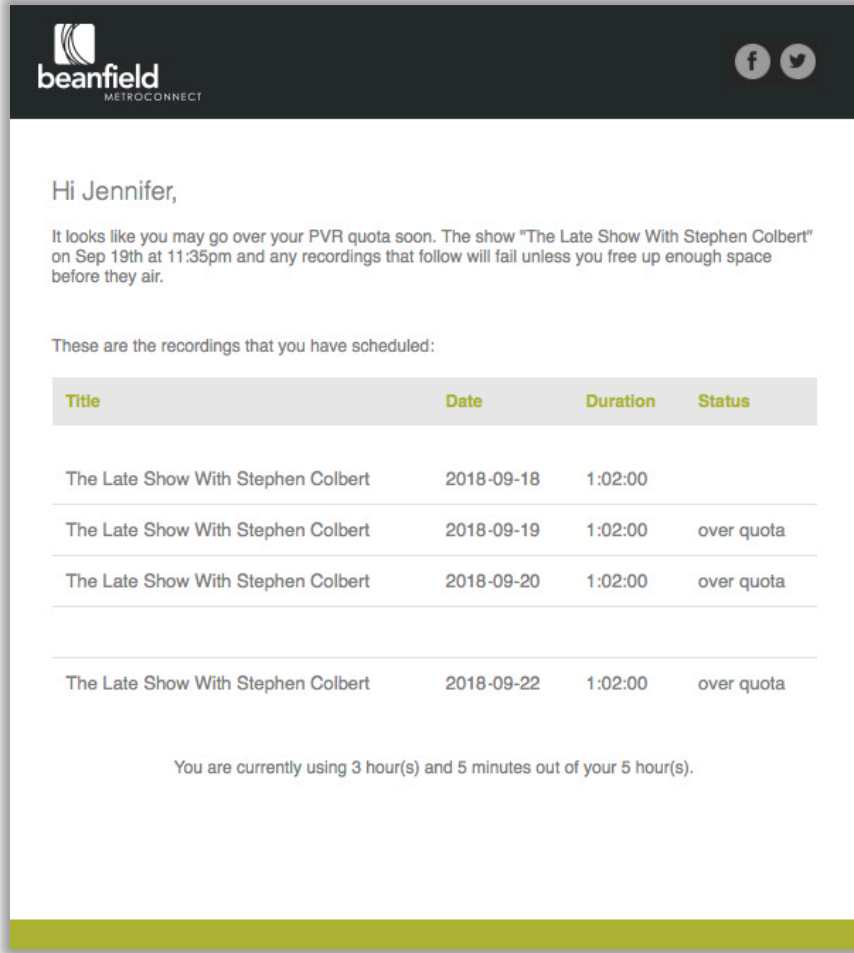
Error Message

The screenshot shows the CBC Toronto TV guide interface. At the top left, the CBC Toronto logo is displayed. Below it, the time slot 19:00 - 20:00 is shown, followed by the program title "Schitt's Creek" and a description: "After their business manager steals all of their money, the once-wealthy Roses are forced to move to the town of Schitt's Creek, which Johnny bought in 1991 as a joke gift". Below the description are icons for HD, CC, and NEW. A green box highlights an error message: "You do not have enough storage space to record this program. Please delete 1 hour of recordings and try again." Below the error message is a small image of the Schitt's Creek cast. At the bottom, there is a table of scheduled programs for Monday, January 15th.

Mon 15 Jan	19:00	19:30	20:00	20:30
3 GLOBAL TOR	Rachel Ray	Who Wants to be a Milli...	The Young and the Restl...	ET Canada
4 OMNI1 HD	Laços de sangue	Noticias de Portugal - Edição Canadá		Italian Afternoon: Rai Tg2
6 CBC TOR	Schitt's Creek		CBC Toronto News	
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9 APTNHD	Still Standing	Shoot the Messenger	Being Erica	Four in the Morning
11 CHCHH	Republic of Doyle	Strange Empire	Bewitched	Arctic Air

At the bottom of the interface, there are several buttons: "Show Only Subscribed Channels", "-2 Hours", "+2 Hours", "+24 Hours", "Record", and "Watch".

## 5.3. Schedule a Recording that Begins 24hrs in the Future



The screenshot shows the Beanfield MetroConnect user interface. At the top, there's a header with the Beanfield logo and social media icons. Below the header, a personalized greeting "Hi Jennifer," is followed by a warning message: "It looks like you may go over your PVR quota soon. The show 'The Late Show With Stephen Colbert' on Sep 19th at 11:35pm and any recordings that follow will fail unless you free up enough space before they air." Below this, a section titled "These are the recordings that you have scheduled:" contains a table with four columns: Title, Date, Duration, and Status. The table lists four scheduled recordings of "The Late Show With Stephen Colbert" for the dates 2018-09-18, 2018-09-19, 2018-09-20, and 2018-09-22. The first recording is on time, while the others are marked as "over quota". At the bottom, a status message indicates: "You are currently using 3 hour(s) and 5 minutes out of your 5 hour(s)."

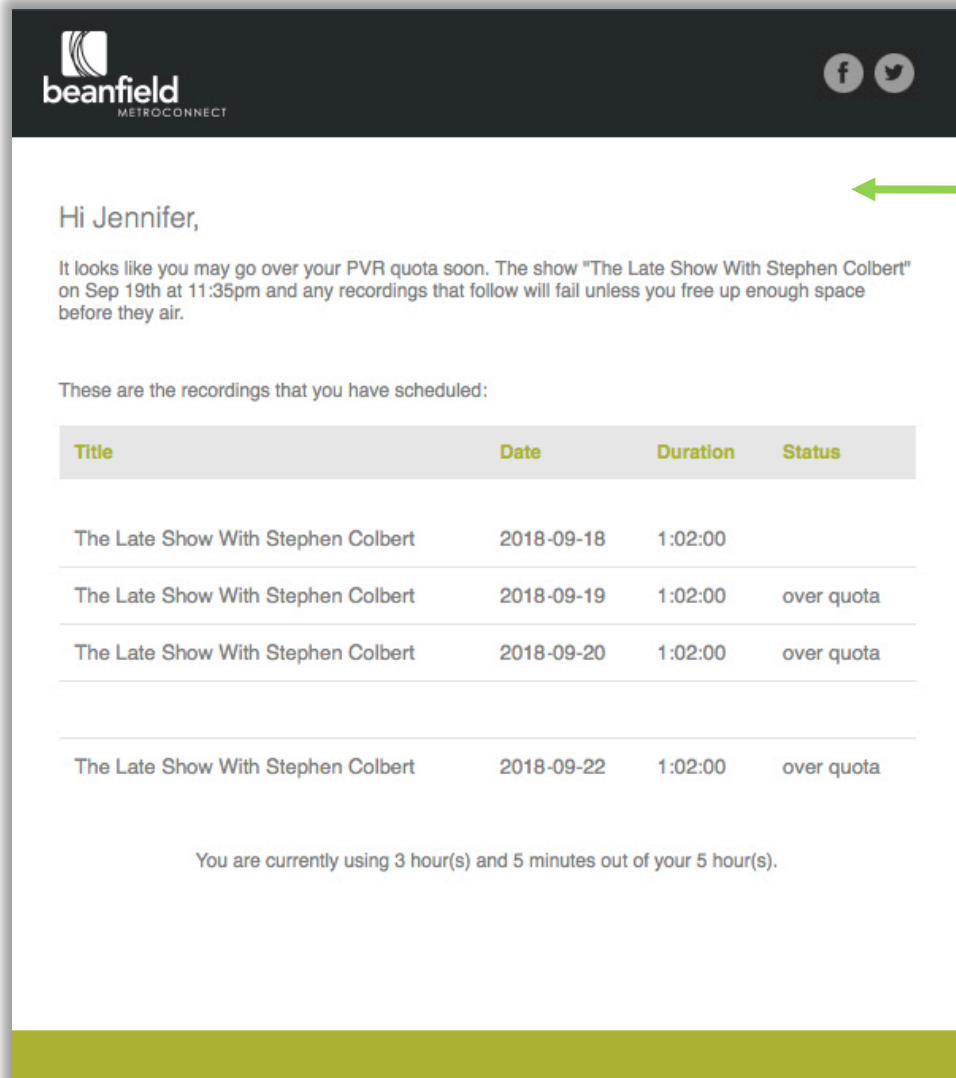
Title	Date	Duration	Status
The Late Show With Stephen Colbert	2018-09-18	1:02:00	
The Late Show With Stephen Colbert	2018-09-19	1:02:00	over quota
The Late Show With Stephen Colbert	2018-09-20	1:02:00	over quota
The Late Show With Stephen Colbert	2018-09-22	1:02:00	over quota

You can schedule content to be recorded even if you have reached your storage capacity, as long as the content is scheduled more than 24hrs in the future.

- If you do not have sufficient storage space 24 hours before the recording begins, you will receive a warning email outlining all of your upcoming scheduled recordings (refer to **Warning Email** on pg.18 to learn more).
- If you do not delete stored content to make room for your new content, your Configure **PVR Settings** will come into play (refer to pg. 29 to learn how to **Configure PVR Settings**).

## 6. Storage Overage Notification

# 6.1. Warning Email



If you're over your storage limit 24 hours before your next scheduled recording, you'll receive a warning email.

The email will recap all of your upcoming recordings and summarize how many hours of storage you are using out of your total storage amount.

To record your next scheduled content, you must have sufficient storage available before it begins. To make space, you can manually delete content or refer to pg. 29 to learn how to **Configure PVR Settings**.

To learn how to manually delete content, refer to **Remove or Restore Recordings** on pg. 34.

# 7. Manage Beanfield PVR On Your TV

How to view your PVR recordings on your TV



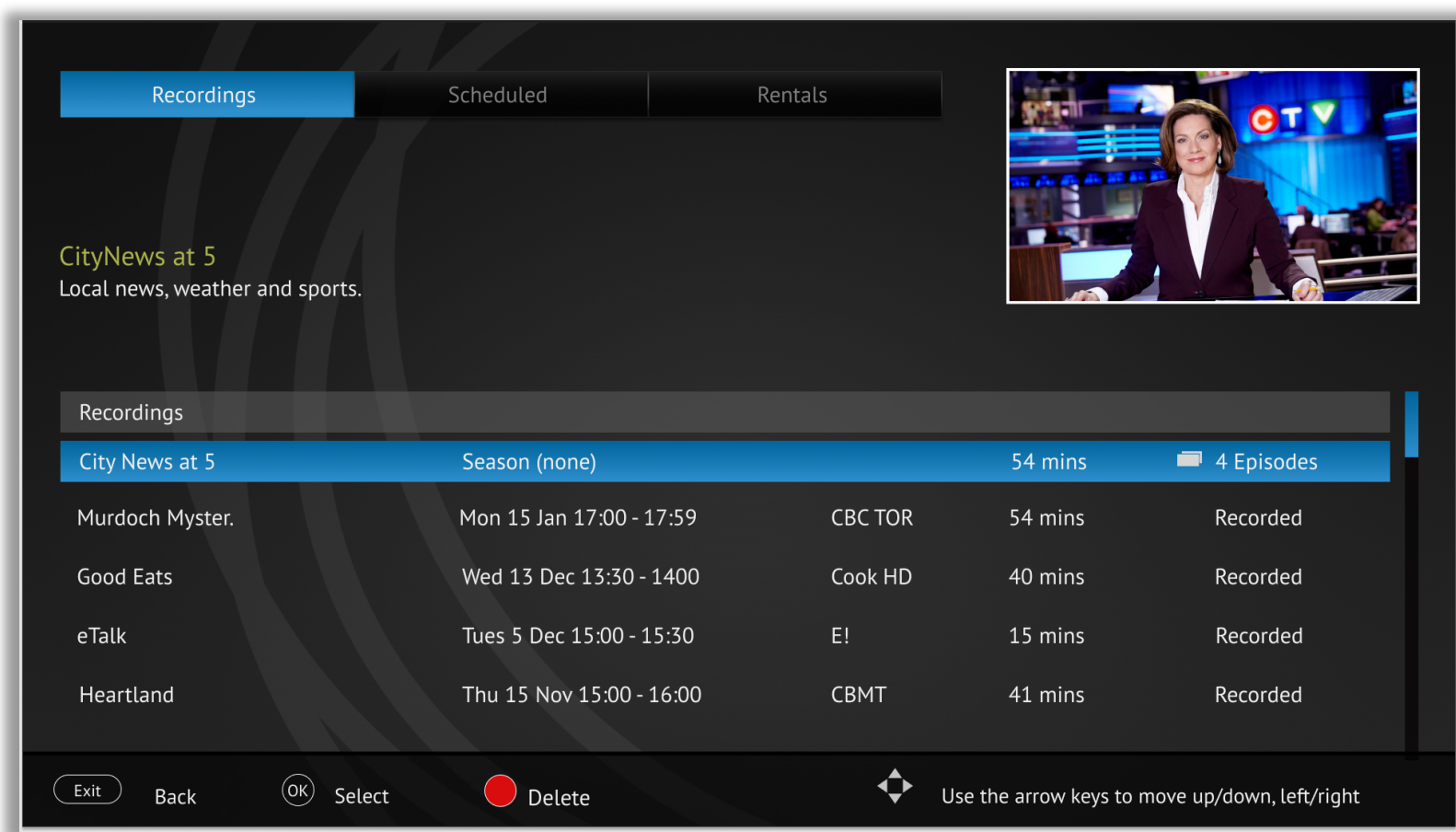
# 7.1. Access PVR Recordings



To see your past PVR Recordings and Scheduled Recordings, please click on the **PVR button** on your Beanfield remote.

# 7.2 PVR Recordings Library Overview

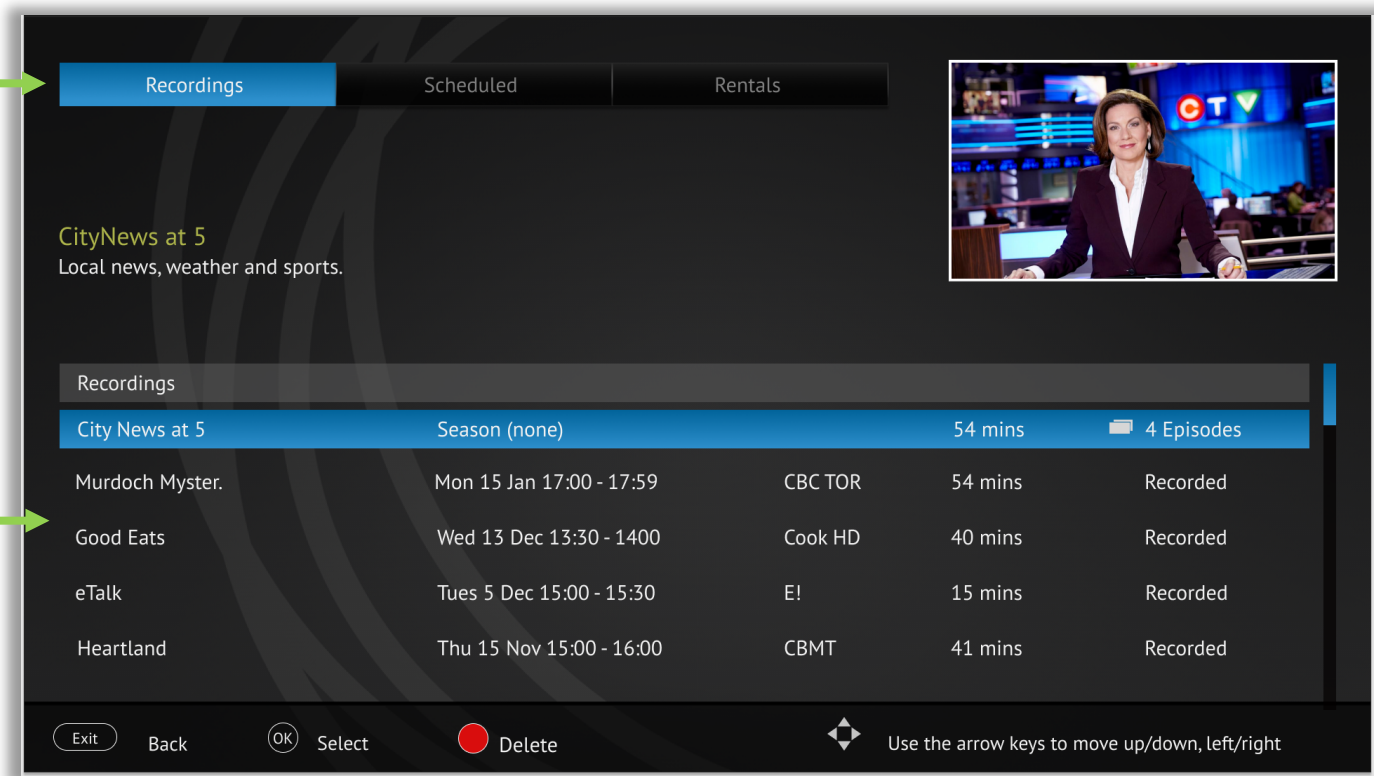
In this PVR overview screen, you're able to access all of your current Recordings, Scheduled Content, and Rentals.



# 7.3 Past Recordings

This is the **Recordings** page.

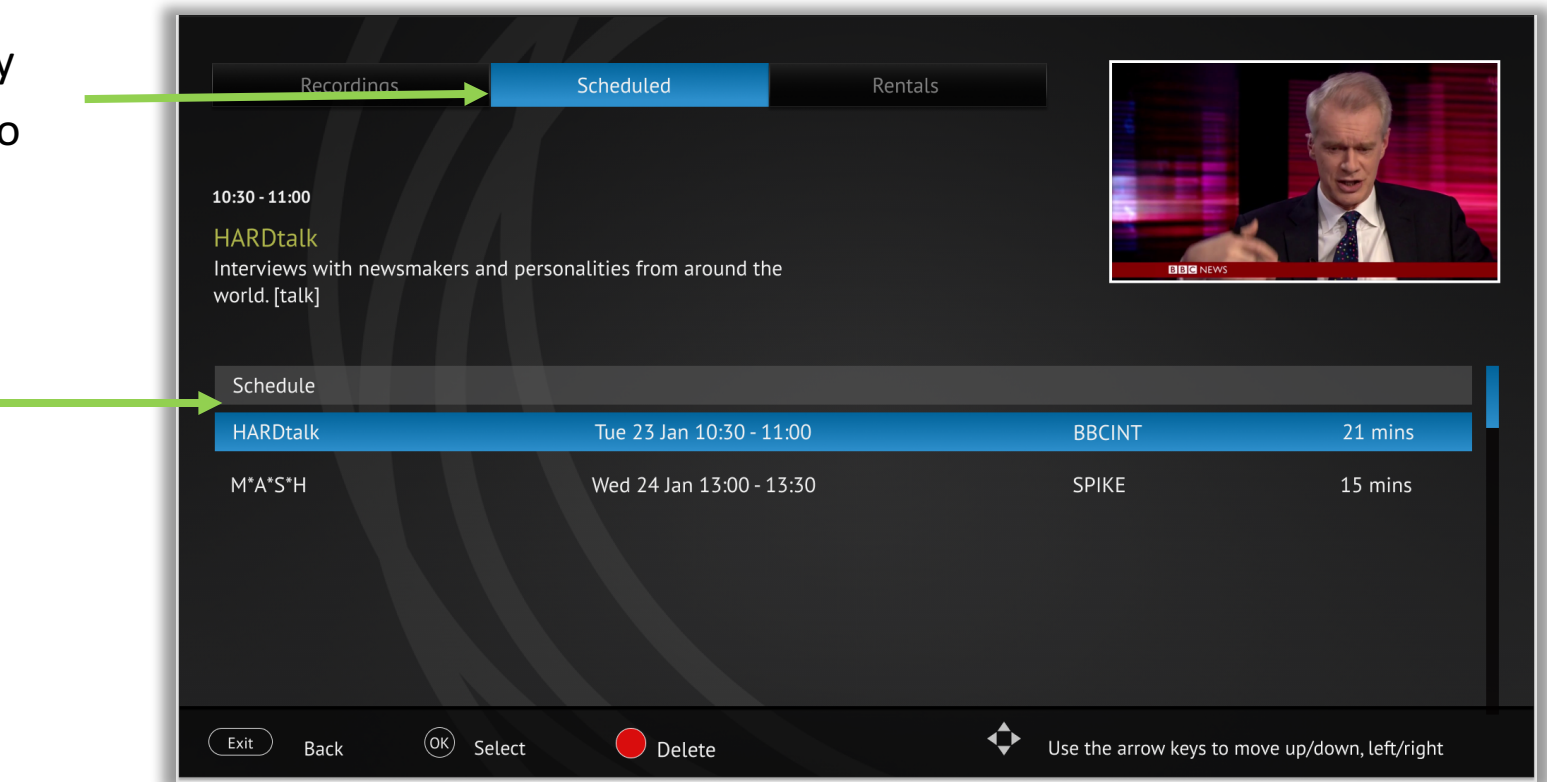
You can scroll down and up again to view all of your past recordings.



# 7.4 Scheduled Recordings

To view your **Scheduled** recordings, simply press the right arrow on your remote to go the **Scheduled** column.

Now you can view all of your scheduled content.

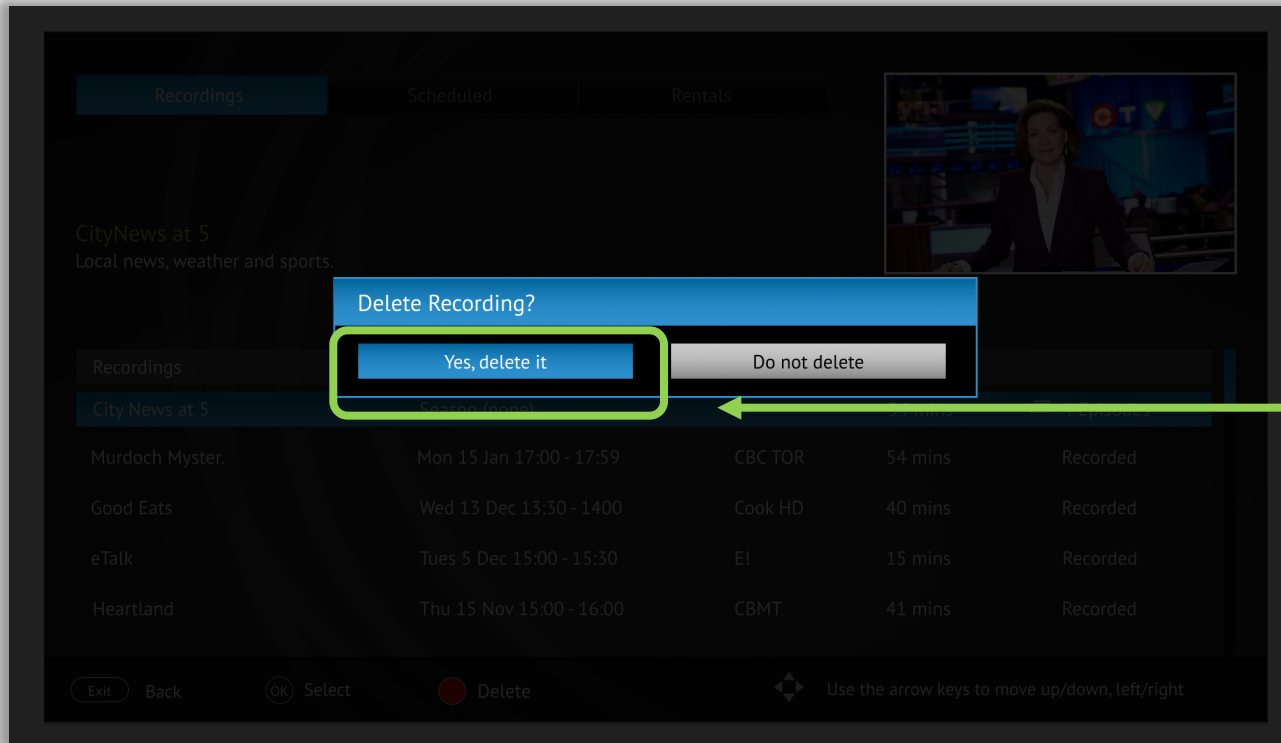


# 7.5. Delete PVR Content

To delete scheduled or previously recorded content:

1. Scroll to the content you want to delete and press the red button at the top of the remote.

Delete button

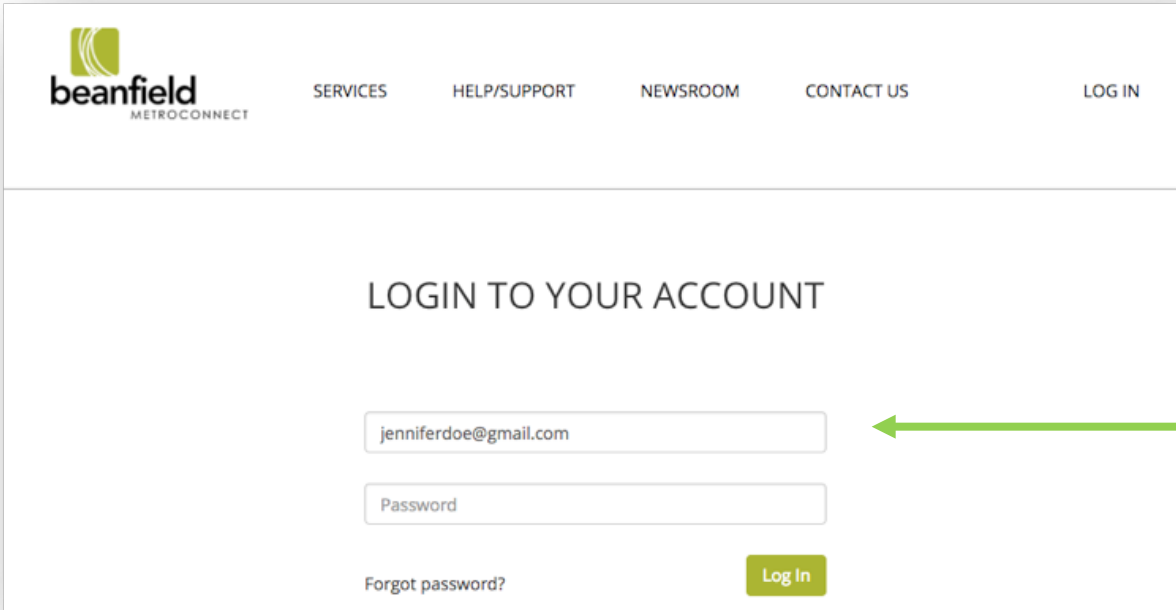


2. When prompted to delete, select "Yes, delete it"

# 8. Manage PVR Storage On Your MyBeanfield Portal

How to log in and view your PVR settings and all of your past and future recordings

# 8.1. Accessing Login Page



beanfield  
METROCONNECT

SERVICES HELP/SUPPORT NEWSROOM CONTACT US LOG IN

LOGIN TO YOUR ACCOUNT

jenniferdoe@gmail.com

Password

Forgot password? Log In

To view and manage your PVR usage, please follow the steps below:

1. Go to [beanfield.com](https://beanfield.com)
2. Choose **Residential**
3. Click “Log in” in the top right corner
4. Type in your email and password in the **MyBeanfield Portal**.
5. Click **Log In** to continue.

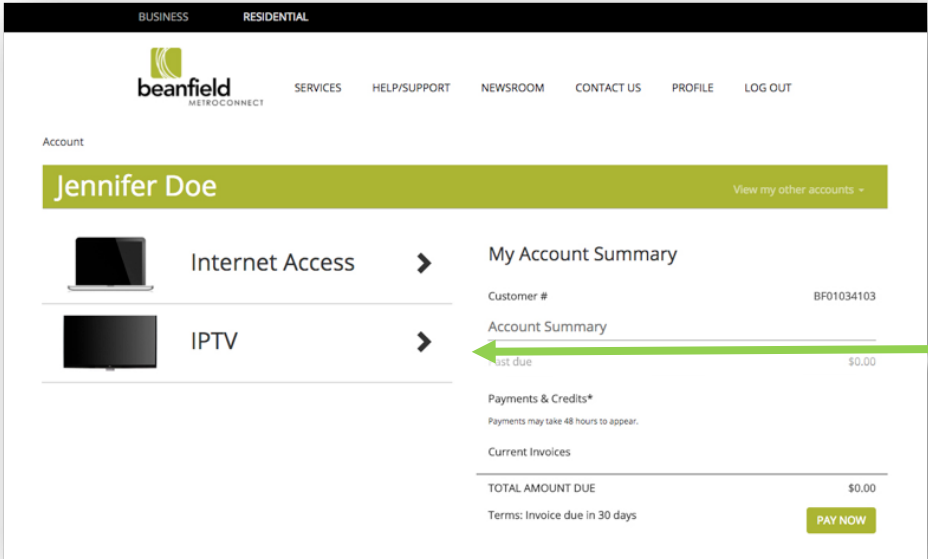
**Note:** If for any reason you cannot remember your password, click “**Forgot password?**”. This will trigger an email to reset your password.

If you do not receive an email, you may not have an account set up. Please contact support to assist.

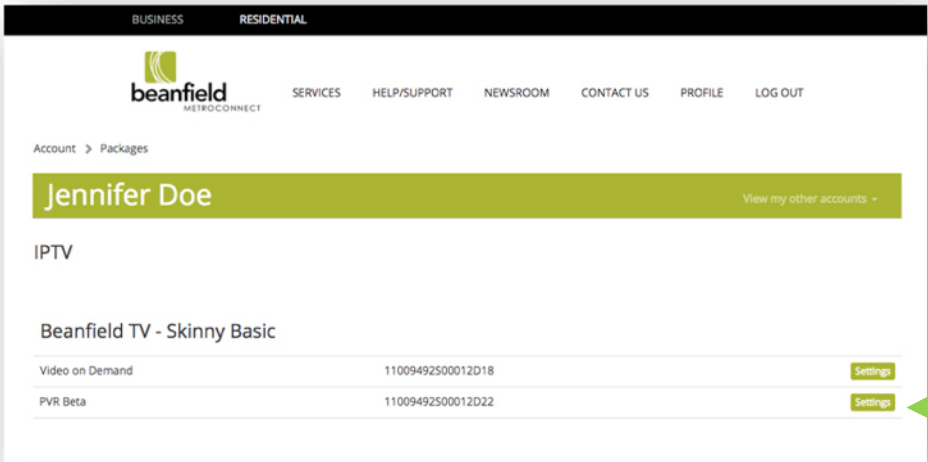
416.532.1555 | [support@beanfield.com](mailto:support@beanfield.com)



# 8.2. Main Page



4. On the **Accounts Summary** page, click on **IPTV**



5. Continue to PVR by clicking **PVR Settings**



## 9. PVR Recordings Summary

Learn how to navigate the PVR Recordings page, see your storage, and update your settings

# 9.1. Recordings Overview

This is the **PVR Recordings Summary** page.

On this page you'll find:

- A full **overview of your storage usage**.
- All of the content you've **recorded**.

You can use this page to:

- **View and manage** your storage.
- **Configure** your PVR settings.

The screenshot shows the 'beanfield METROCONNECT' website interface. The top navigation bar includes links for SERVICES, HELP/SUPPORT, NEWSROOM, CONTACT US, PROFILE, and LOG OUT. Below the navigation bar, the breadcrumb trail reads 'Account > Packages > Recordings'. The main section is titled 'Recordings' in a green header, with a link to 'Configure PVR Settings' on the right. A progress bar indicates '81.13% Used' in red, 'Scheduled' in orange, and '6.03% Free' in green. Below the bar, a summary table shows: Quota Used: 162 Hours and 15 Minutes; Quota Available: 12 Hours and 4 Minutes; Scheduled To Be Recorded: 25 Hours and 40 Minutes; Total Quota: 200 Hours. A search bar is located below the summary. Underneath, there are radio buttons for 'Show deleted recordings' with 'Yes' and 'No' options, where 'No' is selected. The bottom section is a table listing recordings with columns for Program, Episode, Broadcast Date, Duration, and Status. Each row has 'View' and 'Remove' buttons.

Program	Episode	Broadcast Date	Duration	Status
Last Week Tonight With John Oliver 11-12-2017	S04E30	Today 10:30 PM	30min	Recording starts at Today 10:30 PM
The Wedding Wish		Today 2:40 PM	1 hr 30min	Recording starts at Today 2:40 PM
Brooklyn Nine-Nine Bad Beat	S05E05	2017-11-07 9:30 PM	30min	Recorded

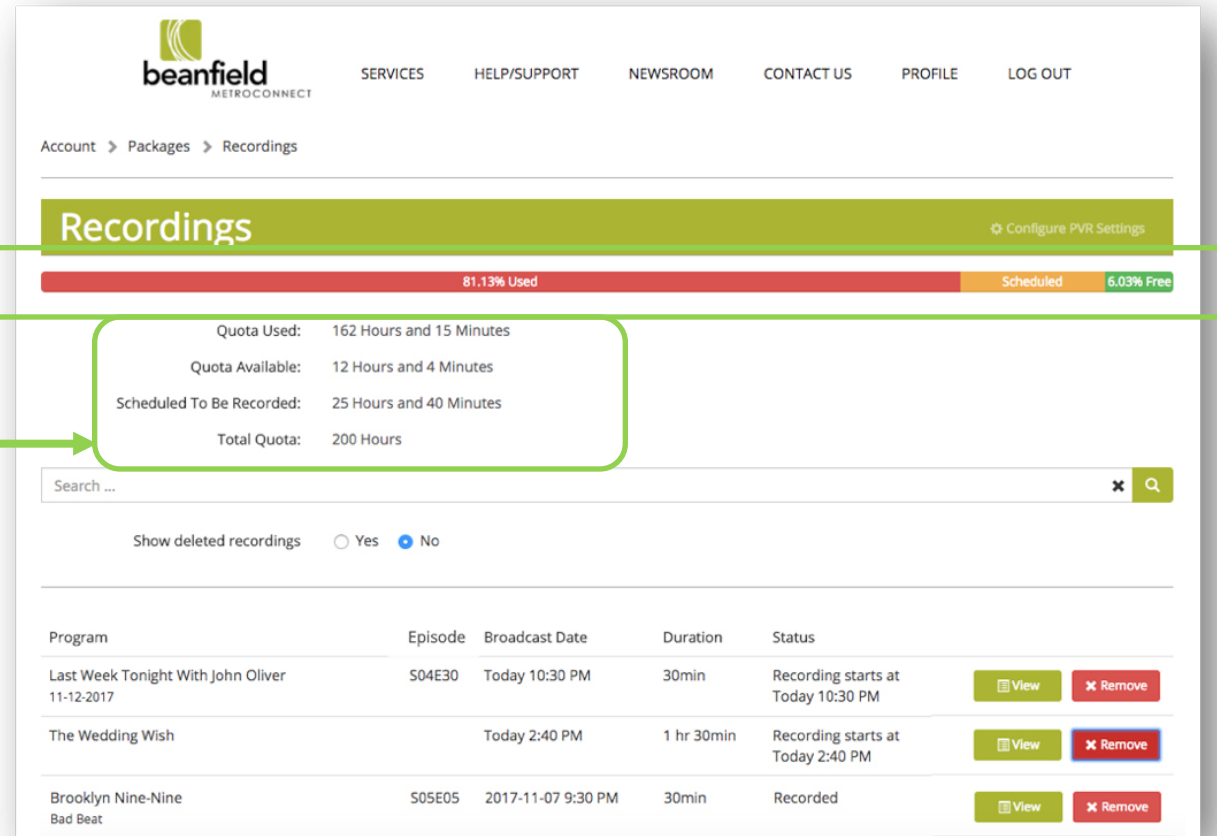
## 9.2. Status Bar & Current Usage

**Status Bar:** displays storage usage in real time. It is divided into 3 sections:

- I. **Storage Used** (red)
- I. **Scheduled** (orange)
- II. **Storage available** (green)

**Current Usage Hours:** summary of your storage and is summarized by:

- I. **Quota Used:** hours currently recorded.
- II. **Quota Available:** hours available for use before reaching your limit.
- III. **Scheduled To Be Recorded:** total hours set to be recorded (may be more than hours available).
- IV. **Total Quota:** total hours in your quota.



## 9.3. Program Recordings List

**Column Headers:** organize your program recordings list. Columns can be sorted by the following:

- I. **Program Name**
- II. **Broadcast Date**
- III. **Duration:** program length
- IV. **Status:** recorded date or scheduled to record date/time

Account > Packages > Recordings

### Recordings

Configure PVR Settings

81.13% Used Scheduled 6.03% Free

Quota Used: 162 Hours and 15 Minutes  
Quota Available: 12 Hours and 4 Minutes  
Scheduled To Be Recorded: 25 Hours and 40 Minutes  
Total Quota: 200 Hours

Search ...

Show deleted recordings ☐ Yes ☒ No

Program	Episode	Broadcast Date	Duration	Status	
Last Week Tonight with John Oliver 11-12-2017	S04E30	Today 10:30 PM	30min	Recording starts at Today 10:30 PM	<a href="#">View</a> <a href="#">Remove</a>
The Wedding Wish		Today 2:40 PM	1 hr 30min	Recording starts at Today 2:40 PM	<a href="#">View</a> <a href="#">Remove</a>
Brooklyn Nine-Nine Bad Beat	S05E05	2017-11-07 9:30 PM	30min	Recorded	<a href="#">View</a> <a href="#">Remove</a>

## 9.4. Program Details

Program	Broadcast Date	Duration	Status	
Last Week Tonight With John Oliver 11-12-2017	S04E30	Today 10:30 PM	30min	Recording starts at Today 10:30 PM
The Wedding Wish		Today 2:40 PM	1 hr 30min	Recording starts at Today 2:40 PM
Brooklyn Nine-Nine Bad Beat	S05E05	2017-11-07 9:30 PM	30min	Recorded

**View:** click to see program and recording details.

Program Details outlines the following:

- I. **Program Details:** Displays all of the program information.
- II. **Recording Settings:** shows if your recording will be deleted automatically if you go over your PVR limit.

You can change this setting by locking or unlocking your lock. Please see pg. 40 for more details.

Account > Packages > Recordings > View Recording


### Recording Details Remove

#### Program Details

Program Name: The Wedding Wish

Season and Episode:

Channel Name: Hollywood Suite 2000s

Channel logo: 

Channel Number: 433

Start Time: Tue 14 Nov 2017, 02:40:00 PM

End Time: Tue 14 Nov 2017, 04:10:00 PM

Duration of Broadcast: 1 Hour and 30 Minutes

#### Recording Settings

Delete automatically if over quota: Yes

If this recording is your oldest watched recording, then it will be removed automatically if you go over your PVR quota

## 9.5. Remove or Restore Recordings

The wedding

Show deleted recordings ☐ Yes ☒ No

Program	Broadcast Date	Duration	Status	
The Wedding Wish	Yesterday 2:40 PM	1 hr 30min	Recorded	<a href="#">View</a> <a href="#">Remove</a>

**Remove:** delete programs to free up space.

Program	Broadcast Date	Duration	Status		
Last Week Tonight With John Oliver 11-12-2017	S04E30	Yesterday 10:30 PM	30min	Recorded	<a href="#">View</a> <a href="#">Remove</a>
The Wedding Wish	Yesterday 2:40 PM	1 hr 30min	Removed	<a href="#">View</a> <a href="#">Restore</a>	
Kill Bill: Vol. 1	Yesterday 2:30 PM	2 hrs 30min	Recorded	<a href="#">View</a> <a href="#">Remove</a>	

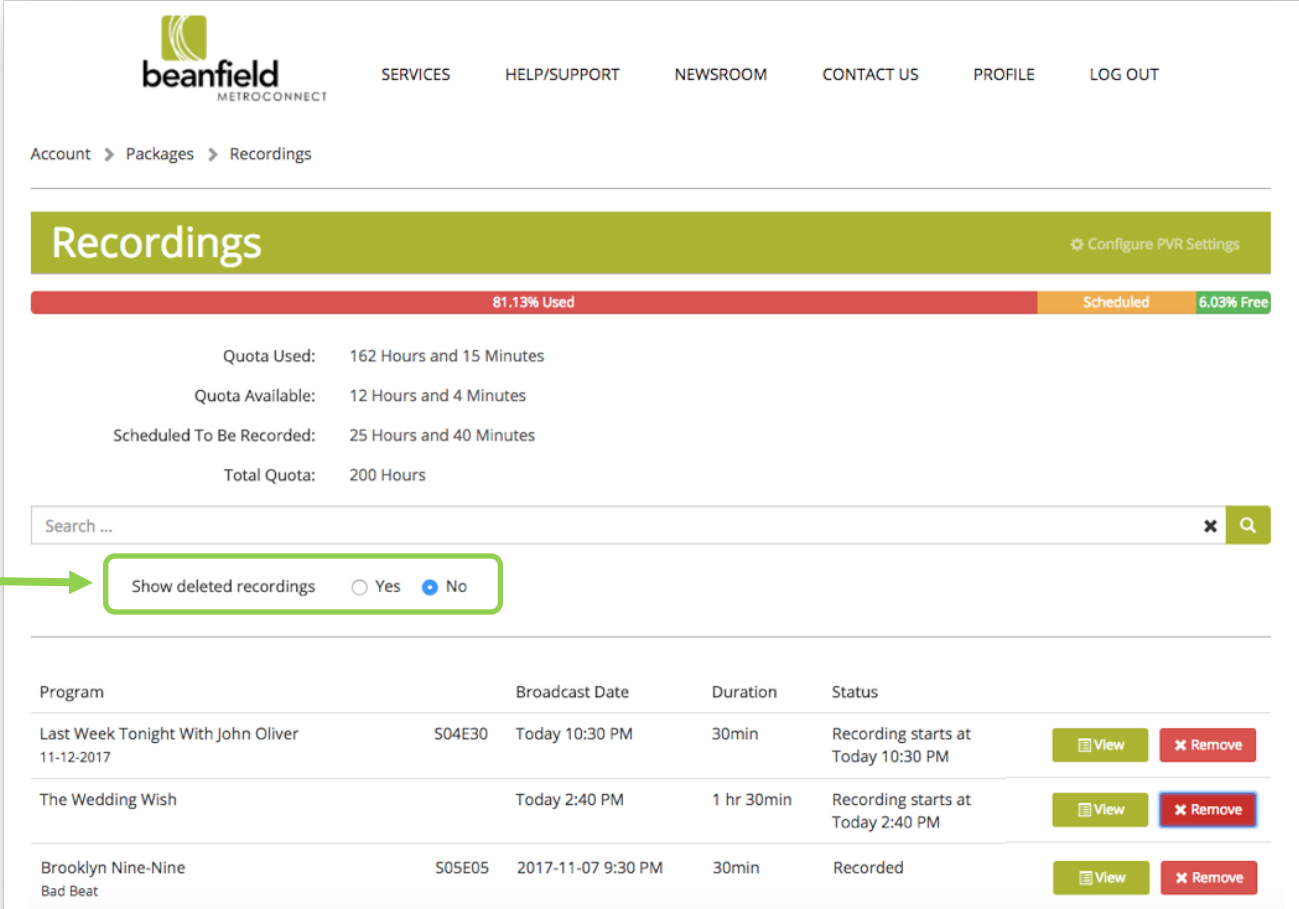
**Restore:** If you've deleted a program you can restore it right away. Simply click **Restore**.

**Note:** You can restore a program up to 7 days after deleting it.

# 9.6. View Deleted Recordings

**Show Deleted Recordings:** display past recordings that were deleted up to 7 days previously.

- I. **Option 1:** Toggle **Yes** to show all recorded, scheduled, and deleted content.
- II. **Option 2:** Toggle **No** to show only recorded and scheduled content.



The screenshot shows the 'Recordings' page in the Beanfield MetroConnect interface. At the top, there's a navigation bar with links: SERVICES, HELP/SUPPORT, NEWSROOM, CONTACT US, PROFILE, and LOG OUT. Below this is a breadcrumb trail: Account > Packages > Recordings. The main heading is 'Recordings' with a 'Configure PVR Settings' link. A progress bar indicates '81.13% Used' (red), 'Scheduled' (orange), and '6.03% Free' (green). Below the bar, quota information is listed: Quota Used: 162 Hours and 15 Minutes, Quota Available: 12 Hours and 4 Minutes, Scheduled To Be Recorded: 25 Hours and 40 Minutes, and Total Quota: 200 Hours. A search bar is present. A green box highlights the 'Show deleted recordings' toggle, which has radio buttons for 'Yes' and 'No', with 'No' selected. Below this is a table of recordings.

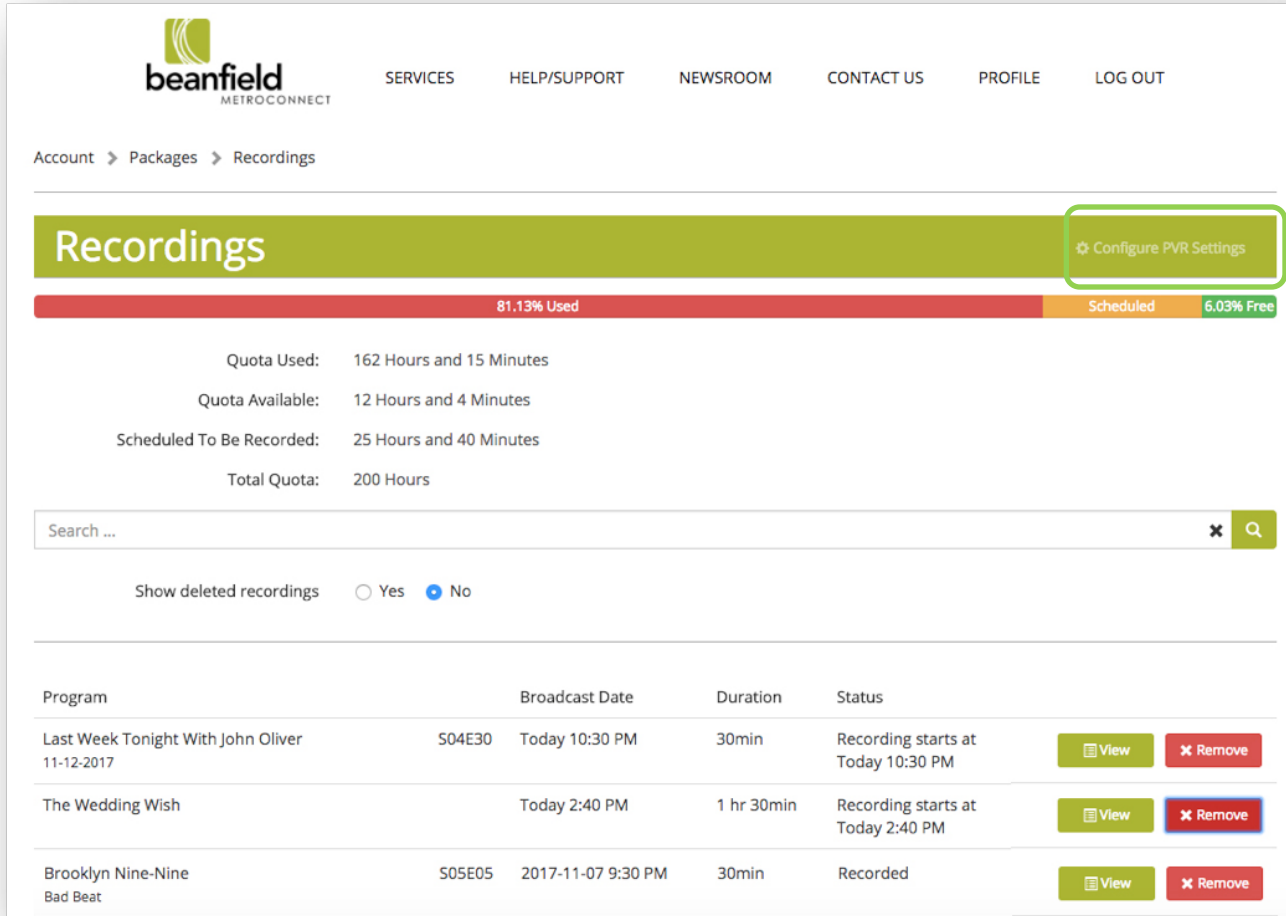
Program	Broadcast Date	Duration	Status	
Last Week Tonight With John Oliver 11-12-2017	S04E30 Today 10:30 PM	30min	Recording starts at Today 10:30 PM	<a href="#">View</a> <a href="#">Remove</a>
The Wedding Wish	Today 2:40 PM	1 hr 30min	Recording starts at Today 2:40 PM	<a href="#">View</a> <a href="#">Remove</a>
Brooklyn Nine-Nine Bad Beat	S05E05 2017-11-07 9:30 PM	30min	Recorded	<a href="#">View</a> <a href="#">Remove</a>

# 10. Configure PVR Settings

Keep the content you want by adjusting your PVR settings



# 10.1. Access PVR Settings



beanfield  
METROCONNECT

SERVICES HELP/SUPPORT NEWSROOM CONTACT US PROFILE LOG OUT

Account > Packages > Recordings

## Recordings

81.13% Used Scheduled 6.03% Free

Quota Used: 162 Hours and 15 Minutes  
Quota Available: 12 Hours and 4 Minutes  
Scheduled To Be Recorded: 25 Hours and 40 Minutes  
Total Quota: 200 Hours

Search ...

Show deleted recordings ☐ Yes ☒ No

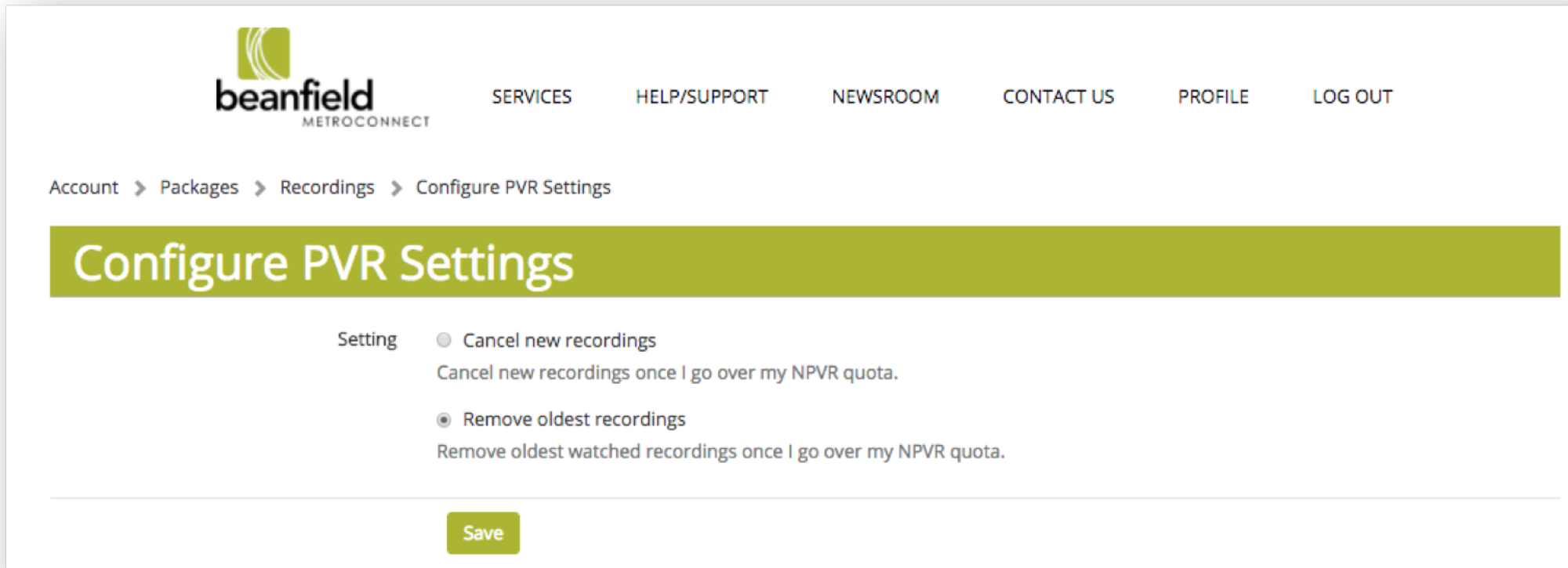
Program	Broadcast Date	Duration	Status
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The Wedding Wish	Today 2:40 PM	1 hr 30min	Recording starts at Today 2:40 PM
Brooklyn Nine-Nine Bad Beat	S05E05 2017-11-07 9:30 PM	30min	Recorded


To change your PVR settings and choose the best option for you, please do the following:

1. Click on **Configure PVR Settings**.

## 10.2. PVR Settings Options

On the **Configure PVR Settings** page you will see two options for automatically deleting content.



 [SERVICES](#) [HELP/SUPPORT](#) [NEWSROOM](#) [CONTACT US](#) [PROFILE](#) [LOG OUT](#)

[Account](#) > [Packages](#) > [Recordings](#) > [Configure PVR Settings](#)

### Configure PVR Settings

Setting ☐ Cancel new recordings  
Cancel new recordings once I go over my NPVR quota.

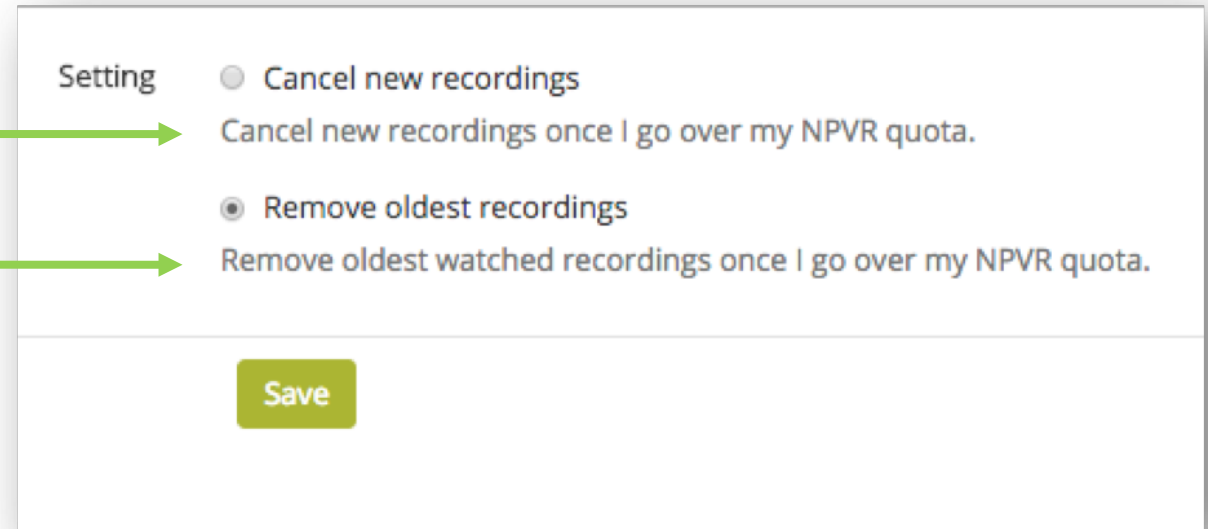
☒ Remove oldest recordings  
Remove oldest watched recordings once I go over my NPVR quota.

[Save](#)

# 10.3. Cancel New or Remove Oldest Recordings

You must select one of the two options:

1. **Cancel new recordings:** This will automatically cancel future scheduled recordings if you do not have enough PVR storage before a scheduled recording begins.
2. **Remove oldest recordings:** This will automatically delete your oldest watched recorded content. If you have content that you want to hold on to, you'll have the option to lock them so that they cannot be deleted.
  - To learn how to **lock a recording**, please refer to **Lock Channels** on pg. 40.



Setting	
<input type="radio"/> Cancel new recordings	Cancel new recordings once I go over my NPVR quota.
<input checked="" type="radio"/> Remove oldest recordings	Remove oldest watched recordings once I go over my NPVR quota.

Save

# 11. Lock Recordings


Learn how to lock recorded content to ensure they aren't deleted

# 11.1. How to Lock Recordings

**Lock** recordings to keep them from being deleted when you run over your PVR storage limit.

In order to lock a recording:

1. Ensure that **Remove Oldest Recordings** is selected in the **Configure PVR Settings** page.
2. Go back to the **Recordings Summary** page and scroll down to the list of your saved recordings.
3. Beside the recording name you will see a lock. Click the icon to lock the recording and prevent it from being deleted.

Unlocked		Seinfeld Highlights of 100	S06E15	2016-04-05 7:30 PM	30min	Recorded	 View	 Remove
Locked		Seinfeld Highlights of 100	S06E15	2016-04-05 7:30 PM	30min	Recorded	 View	 Remove

## 12. FAQs

Need an answer - Check out our Frequently Asked Questions

# 12.1. FAQs

**Q: How many hours of storage do I receive?**

**A:** You receive five(5) hours of FREE storage. If that's not enough, you can increase your storage to one of our packages found here:

<https://www.beanfield.com/residential/tv/pvr>

**Q: How do I update my storage?**

**A:** Please contact one of our support team members directly at 416.532.1555 | [support@beanfield.com](mailto:support@beanfield.com)

**Q: I can't remember my password to log in online. How do I recover it?**

**A:** Simply click "Forgot Password" on the log in page (<https://my.beanfield.com>), type in your email, and a password reset email will trigger.

**Q: Why am I getting an error message when I try to record a show?**

**A:** You may not have enough space to record your content. Please check the amount of hours you have available to make sure you have space.

## 12.2. FAQs

**Q: What happens if I don't delete enough space before a recording?**

**A:** If you do not delete enough space, the system will either cancel your recording or delete your oldest recording. See pg. 36 to find out how to update your PVR Configurations.

**Q: I deleted a recording. How long do I have to restore it?**

**A:** You can restore a deleted recording up to 7 days after deleting it. After that time, the recording will be permanently deleted.

**Q: Can I unlock a past recording if I've already locked it?**

**A:** Yes, simply click the lock button again on the recording so that it appears unlocked – see pg. 40.



To learn more about Beanfield PVR  
please contact us at:

416.532.1555 | support@beanfield.com





CBC Toronto

19:00 - 20:00

**Schitt's Creek**

After their business manager steals all of their money, the once-wealthy Roses are forced to move to the town of Schitt's Creek, which Johnny bought in 1991 as a joke gift





Mon 15 Jan	19:00	19:30	20:00	20:30
3 GLOBAL TOR	Rachel Ray	Who Wants to be a Milli...	The Young and the Restl...	ET Canada
4 OMNI1 HD	Laços de sangue	Noticias de Portugal - Edição Canadá	Italian Afternoon: Rai Tg2	
6 CBC TOR	Schitt's Creek	CBC Toronto News		
7 CTYTH	Family Fued	The Fifth E...	The Nature of Things	Baroness von Sketch S...
8 CTVHT	The Gifted	The Good Doctor		
9 APTNHD	Still Standing	Shoot the Messenger	Being Erica	Four in the Morning
11 CHCHH	Republic of Doyle	Strange Empire	Bewitched	Arctic Air

 Show Only Subscribed Channels  -2 Hours  +2 Hours  +24 Hours  Record  Watch