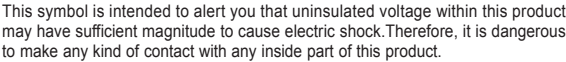
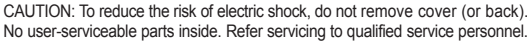


The servicing instructions in this notice are for use by qualified service personnel only. To reduce risk of electric shock, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.

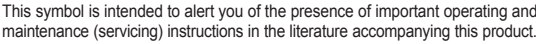
For this apparatus, the coaxial cable shield/screen shall be grounded as close as practical to the point of entry of the cable into the building. For products sold in the US and Canada, this reminder is provided to call the system installer's attention to Article 820-93 and Article 820-100 of the NEC (or Canadian Electrical Code Part 1), which provides guidelines for proper grounding of the coaxial cable shield.



Ce symbole a pour but d'alerter toute personne qu'un contact avec une pièce interne de ce produit, sous tension et non isolée, pourrait être suffisant pour provoquer un choc électrique. Il est donc dangereux d'être en contact avec toute pièce interne de ce produit.



**TO PREVENT FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.**



Ce symbole a pour but de vous avertir qu'une documentation importante sur le fonctionnement et l'entretien accompagne ce produit.

Avoid electric shock and fire hazard! Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

**Avoid electric shock and fire hazard! Do not locate an outside antenna system in the vicinity of overhead power lines or power circuits. Touching power lines or circuits might be fatal.**

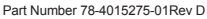
Diagram illustrating the components and connections of a lightning protection system (LPS) on a building:

- Antenna Lead In Wire**: The wire entering the building from the antenna.
- Ground Clamps**: Clamps used to secure the wire to the building structure.
- Antenna Discharge Unit (NEC Section 810-20)**: A unit designed to safely dissipate lightning energy.
- Grounding Conductors (NEC Section 810-21)**: Conductors that provide a path for lightning current to the ground.
- Electric Service Equipment**: The main electrical service panel of the building.
- Grounding Clamps**: Clamps used to secure the grounding conductors to the building structure.
- Power Service Grounding Electrode System (NEC Art 250, Part H)**: The system used to ground the power service equipment.

NEC = National Electrical Code

**Avoid electric shock and fire hazard! Only use attachments/accessories specified by your service provider or the manufacturer.**

**Avoid electric shock and fire hazard! Only use attachments/accessories specified by your service provider or the manufacturer.**



## Welcome!

The Explorer® 4240HDC™ and 4250HDC™ Digital Set-Top with a Multi-Stream CableCARD™ (M-Card™) delivers high-definition programming in exceptional picture and audio quality. The M-Card provides system security and authorization of digital services. Through the 4240HDC and 4250HDC you can also access interactive services, such as video-on-demand and pay-per-view programs. Contact your service provider for information about these and other available services. Use the instructions in this guide to install the 4240HDC or the 4250HDC and to access your program services.

**Important!** If the M-Card is removed, the set-top will not operate correctly.

For more information about this product, visit our website:  
<http://www.cisco.com/web/consumer/support/index.html>

## Safety First

Before using this set-top read the IMPORTANT SAFETY INSTRUCTIONS section of this guide.

## Watch TV

Press the following remote control keys to access services and programs:

- Guide—Display the on-screen program guide
- Arrows—Highlight a program in the schedule
- Info—Display program description
- Select—Watch a specific program in the guide

## Avoid Screen Burn-In!

Images such as letterbox bars or side bars, bright closed-captioning backgrounds, station logos, or any other stationary images may cause the HDTV screen to age unevenly and cause damage to your HDTV. Refer to the user's guide that came with your HDTV for more information about screen burn-in.

## Automatic Software Updates

A message appears on the TV screen when the set-top and the M-Card module are receiving software updates. In addition, download information also appears on the front panel of the set-top during these updates. Wait for the current time to display on the front panel before continuing. When the time appears, the update is complete.

**Note:** If you need further assistance, contact your service provider.

## Performance Tips

If the set-top does not perform as expected, the following tips may help.

### No picture

- Verify that the M-Card module is installed.
- Verify that the power to your TV is turned on.
- If the set-top is plugged into a wall switch, verify the switch is in the ON position. (Avoid plugging into an outlet that is controlled by a wall switch.)
- Verify that all cables are properly connected.
- The current channel may not be available in your service package. Try selecting another channel to see if a picture appears.

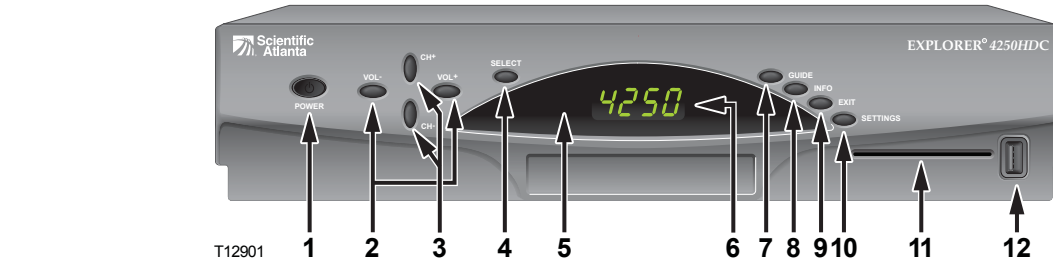
### No color

- Verify that the HDTV is in HD mode. If necessary, re-run the HDTV Setup Wizard to select HD mode.
- Verify the current TV program is broadcast in color.
- Adjust the TV color controls.

### No sound

- If your setup includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify the volume is turned up.
- Verify the mute function is not on.

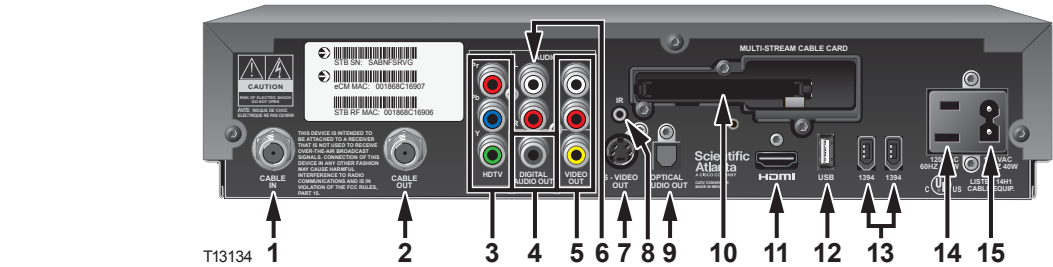
## Explorer 4250HDC Front Panel



- |                           |   |
|---------------------------|---|
| <b>1 Power</b>            | Turns the set-top on and off  |
| <b>2 VOL +, VOL -</b>     | Increases and decreases the volume  |
| <b>3 CH+, CH -</b>        | Scrolls up and down through the channels  |
| <b>4 Select</b>           | Provides access to your on-screen selection   |
| <b>5 IR Sensor</b>        | Receives the infrared signal from the remote control  |
| <b>6 LED Display</b>      | Displays the selected channel number and time of day. The LED also displays the following: <ul style="list-style-type: none"><li>• Message (  )</li><li>• HDTV</li><li>• Power (  )</li><li>• Output Resolution (1080i, 720p, 480p, or 480i)</li><li>• AUTO - Automatically outputs native scan rates that your TV can accept</li></ul> |
| <b>7 Guide</b>            | Accesses on-screen services, such as the on-screen guide, video-on-demand, or pay-per-view  |
| <b>8 Info</b>             | Displays a description of the selected program. This button is available from the on-screen guide and while viewing a program   |
| <b>9 Exit</b>             | Exits menus, the on-screen guide, and program information   |
| <b>10 Settings</b>        | Provides access to the Settings menu  |
| <b>11 Smart Card Slot</b> | Reserved for future use   |
| <b>12 USB Port</b>        | Connects to external equipment, such as a keyboard or mouse (reserved for future use)   |

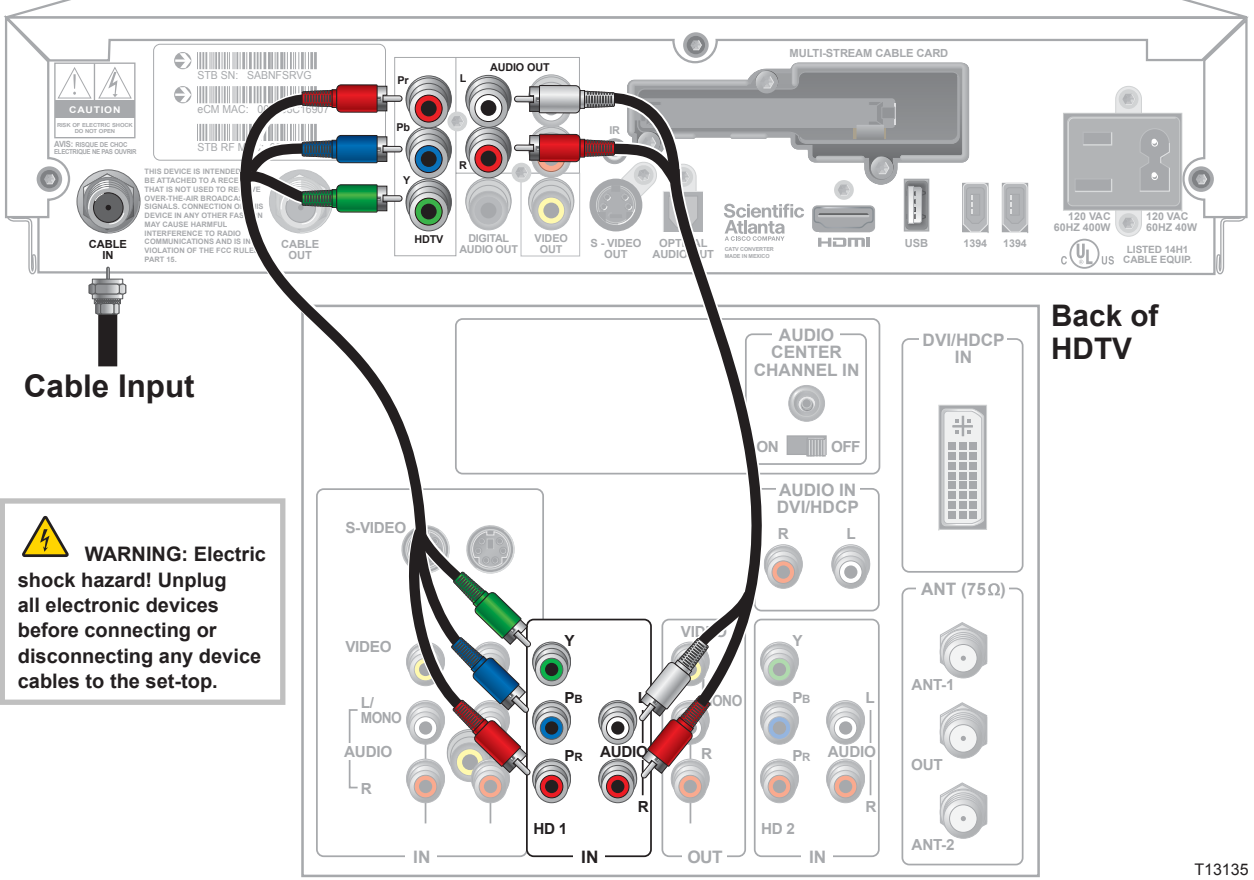
**Note:** This illustration may vary from the actual product.

## Explorer 4240HDC and 4250HDC Back Panel



- |   |   |
|---|---|
| <b>1 Cable In</b>                           | Connects to a coaxial cable that delivers the signal from your service provider   |
| <b>2 Cable Out</b>                          | Connects to a coaxial cable that sends analog audio and video signals to a TV or VCR. These signals are standard-definition TV (SDTV) video and stereo audio  |
| <b>3 HDTV</b>                               | Connects to the component video input (YPbPr) on the HDTV, when in HD mode.   |
| <b>4 Digital Audio Out</b>                  | Connects to an RCA cable that sends a digital audio signal to a surround-sound receiver or other digital audio device   |
| <b>5 Out 2 (Secondary Video/ Audio Out)</b> | Connects to either a VCR or to another set of inputs (composite) on your TV   |
| <b>6 Audio Out (Left, Right)</b>            | Connects to RCA cables that send analog audio signals (left and right) to the stereo inputs on a TV   |
| <b>7 S-Video Out</b>                        | Connects to an S-Video cable that sends an S-Video signal to your TV or VCR. This signal is standard definition, but higher quality than other SDTV connections   |
| <b>8 IR</b>                                 | Connector reserved for future use   |
| <b>9 Optical Audio Output</b>               | Connects to an optical cable that sends a digital audio signal to a surround-sound receiver or other digital audio device   |
| <b>10 Multi-Stream CableCARD</b>            | Installed by your service provider  |
| <b>11 HDMI</b>                              | Connects an HDMI™ cable to the HDMI input of an HDTV. HDMI supports both digital audio and video. May be used to connect to a DVI interface using an HDMI-to-DVI adaptor for video and separate audio connections. Any of the following audio connections may be used: Digital Audio Out (4); Audio Out: Left, Right (6); or Optical Audio Output (9) |
| <b>12 USB</b>                               | Connects to external USB devices such as a keyboard or a mouse  |
| <b>13 1394</b>                              | Connects to display devices that are equipped with a 1394 input   |
| <b>14 AC Outlet</b>                         | Connects to the AC power cord from another device, such as a TV   |
| <b>15 AC Power Input</b>                    | Connects to the power cord to deliver power to the set-top  |
- Note:** This illustration may vary from the actual product.

## Explorer 4240HDC and 4250HDC



## Connecting to an HDTV with Component Input (YPbPr)

Use the connection diagram and follow these steps to connect the set-top to an HDTV that has a component video connector (YPbPr) and an audio left/right connector.

1. Insert the M-Card module if not already installed.
2. Connect the set-top to the coaxial cable coming from the wall.
3. Connect the Y (green) connector on the HDTV to the Y (green) connector on the set-top; connect the Pb (blue) connector on the HDTV to the Pb (blue) connector on the set-top; and connect the Pr (red) connector on the HDTV to the Pr (red) connector on the set-top.
4. Connect the left audio (white) connector on the HDTV to the left audio (white) connector on the set-top, and connect the right audio (red) connector on the HDTV to the right audio (red) connector on the set-top.
5. Plug the set-top and the HDTV into an AC power source.

**Important:** To potentially protect the set-top from power surge damage, ground (earth) your cable product to provide some protection against voltage surges and built-up static charges. You may be able to reduce the risk of damage from voltage surges, which can be caused by lightning storms and power outages, by plugging the set-top into a surge protector.

6. Wait several minutes for the set-top to receive the latest software, programming, and service information. One of the following will display on the front panel of the set-top:

- Current time
- Four dashes (----

**Note:**

- If the current time displays, the update is complete.
- If four dashes display, you must call your service provider to get the set-top authorized.

7. To begin watching TV, turn on the HDTV and press Power on the front panel of the set-top, or press Power on the remote control.