



Training Bulletin

CSR and Technician Training Bulletin for the Explorer 8000 Home Entertainment Servers Using SARA DVR 1.1 and Later

Introduction

The Explorer® 8000™ Home Entertainment Server is an industry-leading, highly featured set-top terminal that requires proper handling. To help cable sites efficiently maintain the 8000 set-top and to maximize CSR (Customer Service Representative) effectiveness, Cisco provides guidelines in this training bulletin.

Purpose

The purpose of this training bulletin is to provide documented guidelines for cable service provider CSRs and field technicians to support the 8000 set-top. The guidelines presented here are not intended to be used as a replacement to existing support procedures (see the publication list in **Training Recommendations**, later in this bulletin).

Audience

This training bulletin is written for cable service provider CSRs and field installation technicians.

Background

Cisco has been asked to provide standard training guidelines for cable personnel who support the 8000 set-top running software version SARA DVR 1.1 (Digital Video Recorder 1.1) and later. This training bulletin provides support guidelines for CSRs and technicians to use prior to replacing the 8000 set-tops in subscribers' homes.

Passport Sites

This training bulletin only applies to DBDS (Digital Broadband Delivery System) networks operating with SARA (Cisco Resident Application) and does not include recommendations for Passport sites.

Document Version

This is the second release of this document.

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Recommended Support Guidelines

The 8000 set-top is an advanced device that provides more functionality and features than many subscribers are accustomed to using. The following tables provide examples of conditions that might initiate a subscriber call to a CSR. Each action bullet is presented sequentially in the Actions column. If a bulleted action resolves the condition, you are done working the issue — do not go on to the next bulleted action.

Recordings Missing

The table below lists some conditions that relate to missing recordings and missing scheduled recording events. A missing recording is a program that was recorded but cannot be found; it is not listed in the Recorded List. A missing scheduled recording event is a future program set up to be recorded but it is not listed in the Scheduled Recordings list.

Condition	Description	Actions
1. Some or all previously recorded programs are missing.	<ul style="list-style-type: none">• If a previously recorded program is no longer listed in the Recorded List, either the user settings are configured to erase the recording after a certain number of days or the unit's storage device is full. When storage is full, the 8000 set-top will begin deleting old recordings and start saving new recordings only if:<ul style="list-style-type: none">– The Auto Erase feature is on.– The number of days was set and the limit was reached. <p>Note: However, any recording that has a save time of "Until I Erase," will not be automatically erased.</p>	<ul style="list-style-type: none">• To view the Recorded List, have the subscriber press the LIST key.• Have the subscriber check their user settings. The default factory setting for saving recorded programs is 14 days. With this setting and with the Auto Erase feature on, recordings will be saved for 14 days and then be automatically erased to create room for additional recordings. This setting can be changed to 1, 2, or 7 days or save "Until I Erase." Please refer to the section Record and Play Back Programs in the <i>User's Guide for the Digital Video Recorder with Picture-in-Picture Control</i>, part number 4003743, for instructions on how to change this setting.• The 8000 set-top is not intended to be a long-term storage device. Have subscribers use the DVR Archiving feature, "Copy to VCR" to transfer recordings they want to preserve to a VCR tape.

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<p>1. Some or all previously recorded programs are missing. (continued)</p>	<ul style="list-style-type: none"> • A break in the programming schedule could also account for a missing recording. The subscriber may have set up the unit to record all episodes of a program and there is a break in the programming schedule. Therefore, none of these recordings will be in the Recorded List. • The subscriber could have set up the unit to record the program for "New first-run episodes on this channel" only and the program was a rerun. • The subscriber may have selected the "All episodes on this channel in this time slot" feature. The number of scheduled recordings may be less than the subscriber expects if multiple episodes of the program were shown on the channel in different time slots. 	<ul style="list-style-type: none"> • If possible, check the broadcaster's past schedule to determine if there was a break in the episodes for this program. • See also Condition #2 directly below.
<p>2. All previously recorded programs are missing from the Recorded List. AND All scheduled recording events are missing from the Scheduled Recordings list.</p>	<p>This condition could indicate that the unit encountered an abnormal condition and it automatically initiated a maintenance and recovery process. After completing this process, the 8000 set-top should function normally.</p>	<ul style="list-style-type: none"> • To determine if this condition exists, have the subscriber press the LIST key to view the Recorded List and then press the A key to view the Scheduled Recordings list. • The 8000 set-top should function normally after completing the maintenance and recovery process. • If this condition occurs once, no action should be taken. • If this condition occurs repeatedly in a short period of time, replace the unit.

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<p>3. Some or all scheduled recording events are missing from the Scheduled Recordings list.</p>	<ul style="list-style-type: none">• The subscriber may have set up the unit to record all episodes of a program and there is a break in the programming schedule. Therefore, none of these scheduled recordings will be in the Scheduled Recordings list. Recordings can only be scheduled up to 7 days prior to the broadcast. When the program resumes its normal broadcast schedule, the unit will reschedule it again.• The subscriber could have set up the unit to record the program for "New first-run episodes on this channel" only and the program was a rerun.• The subscriber may have selected the "All episodes on this channel in this time slot" feature. The number of scheduled recordings may be less than the subscriber expects if multiple episodes of the program were shown on the channel in different time slots.	<ul style="list-style-type: none">• Have the subscriber press the LIST key and then the A key to view the Scheduled Recordings list.• If possible, check the broadcaster's past schedule to determine if there was a break in the episodes for this program.• The 8000 set-top is not intended to be a long-term storage device. Have subscribers use the DVR Archiving feature, "Copy to VCR" to transfer recordings they want to preserve to a VCR tape.
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4. The recorded program was prematurely cut off before the program ended.	<ul style="list-style-type: none"> The program ran over the time the recording was scheduled to end. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> The unit's hard drive is full. 	<ul style="list-style-type: none"> Check to see if the program ran beyond the time it was originally scheduled to end. If the hard drive is full, check your user settings. The subscriber may want to have the Auto Erase feature on to prevent the hard drive from becoming full. Please refer to the section Record and Play Back Programs in the <i>User's Guide for the Digital Video Recorder with Picture-in-Picture Control</i>, part number 4003743, for instructions on how to change these user settings.
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Functionality Lost

If the DVR features of the 8000 set-top are not functioning after the subscriber presses Record, Rewind, Pause, etc..., have the subscriber press the LIST key. After pressing the LIST key, the unit can display four possible messages (Conditions 1 through 4) that may point to certain conditions described in the following table. The two remaining items in the table describe other conditions.

Conditions	Description	Actions
1. DVR Service Not Authorized	This unit may not have been properly configured in the system.	<ul style="list-style-type: none"> Use the appropriate billing system procedure to authorize these services. Any questions about the appropriate billing system procedures need to be directed to your site's addressable organization. Have the subscriber change the channel and repeat the same key presses. Service may be reinitiated with a channel change.
2. Video Recorder Not Ready - Your recording device is being checked. One moment please...	The unit may be performing hard disk storage optimization. This is an infrequent maintenance activity that occurs immediately at boot-up and may take up to 10 minutes.	Wait for 10 minutes to see if the message goes away and the recorded list appears. If after waiting, the list still does not display, unplug the 8000 set-top from AC power and plug it back in after 5 seconds.

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Conditions	Description	Actions
3. Disk Trouble – There are problems with the program storage disk. Recording and playback are not available at this time.	This message may have been caused by a temporary condition that can be corrected by a power cycle.	<ul style="list-style-type: none"> • Have the subscriber unplug the 8000 set-top from AC power and plug it back in after 5 seconds. • If this condition happens repeatedly in a short period of time, replace the unit.
4. Disk Trouble – Unrecoverable Write Error.	This message may have been caused by a temporary condition that can be corrected by a power cycle.	<ul style="list-style-type: none"> • Have the subscriber unplug the 8000 set-top from AC power and plug it back in after 5 seconds. • If this condition happens repeatedly in a short period of time, replace the unit.
5. The unit is rebooting continuously.	The 8000 set-top powers up and then goes into a continuous reboot cycle where the LEDs blink repeatedly for 10 seconds up to a minute.	<ul style="list-style-type: none"> • Unplug the unit from AC power and after 5 seconds, plug it back in. • If cycling the power does not resolve the issue, return the unit.
6. The unit continuously displays a blue screen.	The 8000 set-top stays on the SARA (Cisco Resident Application) blue screen for up to 10 minutes. This could indicate that there is a network issue such as the unit could be waiting for EMMs or downloading a new version of software.	<ul style="list-style-type: none"> • Check the network status by using your site's procedures. If there are no network issues, have the subscriber unplug the unit from AC power and after 5 seconds, plug it back in. • Make sure the 8000 set-top is at room temperature prior to installing it. See the technical bulletin: <i>Handling Guidelines for the Explorer 8000 Home Entertainment Server</i>, part number 4003186. • If the blue screen reappears and remains visible for greater than 10 minutes, replace the unit.

Note: If none of the actions presented here resolves the condition, the unit should be replaced.

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General Recommendations

All important safety and operating instructions are provided in *Explorer 8000 Home Entertainment Server User's Installation Guide*, part number 4002771, and *Handling Guidelines for the Explorer 8000 Home Entertainment Server*, part number 4003186.

Adequate ventilation for the 8000 set-top is necessary for the unit to function properly; therefore, the 8000 set-top's slots and openings should never be blocked. The unit should not be enclosed in an entertainment cabinet that restricts adequate air flow. The 8000 set-top should not have books, lamps, or any other piece of consumer electronics equipment (that is, VCRs, DVDs, etc.) stacked on top of it. In addition, the 8000 set-top should not be placed near any device that generates a lot of heat. The 8000 set-top remains fully functional over the ambient temperature range 0° C to 40° C (32° F to 104° F). The 8000 set-top is similar to a personal computer and needs the same care.

Training Recommendation

The Explorer 8000 Home Entertainment Server has many more features and capabilities than other set-tops. Therefore, it is important that cable service provider personnel be given adequate training on the 8000 set-top's operation. Not receiving the proper training may result in an 8000 set-top incorrectly being identified as a malfunctioning unit. What appears to be improper operation may actually be a unique setting or normal operation for this unit. Cisco provides the following information products that can help your training efforts. All of the publications can be found on your company's Cisco extranet site. Please contact your North American Marketing Representative if you need access to the extranet site and the training CD.

In order to provide superior customer service, Cisco recommends that the following information products be required training material for CSRs and field technicians:

- *Troubleshooting (online) Help for the Explorer Products*, part number 400222
- *Getting Started with the Explorer 8000 and 8000HD DVR*, part number 740246
- *User's Guide for the Digital Video Recorder with Picture-in-Picture Control*, part number 4003743
- *Explorer 8000 DVR Express Learning*, part number 752194
- *Handling Guidelines for the Explorer 8000 Home Entertainment Server*, part number 4003186
- *Explorer 8000 Home Entertainment Server User's Installation Guide*, part number 4002771

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Cisco recommends the following information products as additional reference materials for CSRs and field service technicians:

- *Explorer Digital Home Communications Terminal Staging Guide*, part number 734375
- *New Staging Area Quick Reference Sheet*, part number 740230
- *Understanding Diagnostic Screens for the Explorer Digital Home Communications Terminals Application Guide*, part number 749244

For More Information

If you have additional technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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