



Operations Alert Bulletin

Cabling the Explorer 8300HD Rev 2 DVR to DC-Coupled Inputs of Certain HDTVs

Introduction

Cisco recently discovered a degradation of picture quality when cabling the YPrPb component output of Explorer® 8300HD™ **Rev 2** Digital Video Recorders (DVRs) to certain high-definition televisions (HDTVs) that use DC-coupled inputs.

Purpose

This alert describes an uncommon issue, identifies which DHCTs are impacted, and provides actions for resolution. This issue will be seen regardless of the navigator used (SARA or Passport).

Audience

Cable service providers who have Explorer 8300HD Rev 2 DVRs deployed in their cable system need to read this alert. Other revisions of the Explorer 8300HD DVRs are **not** impacted.

Document Version

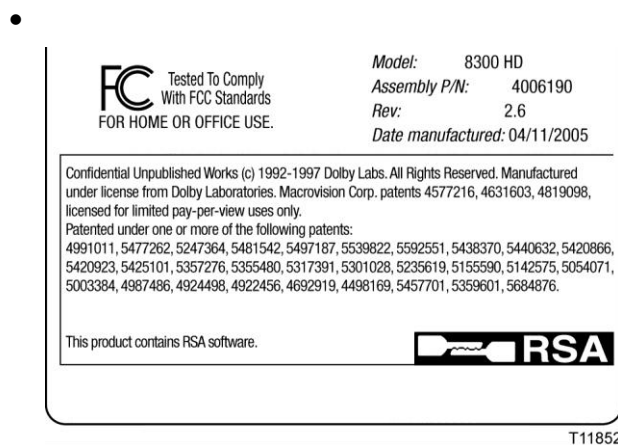
This is the second release of this operations alert bulletin.

Background

This issue is exclusive to Rev 2 of the Explorer 8300HD DVRs manufactured *prior to* April 12, 2005 and has been detected with specific models of HDTVs. Additionally, the issue will only manifest when the YPrPb output on the DVR is cabled to the YPrPb input on a few specific types of HDTVs. Picture quality degrades immediately with the screen exhibiting dark images and very bright, saturated, cartoon-like colors. As a result, this incompatibility can be quickly detected.

This issue does not occur if the HDMI, S-Video, or RF outputs are used to connect the DVR to an HDTV. In order for this rare condition to exist, the following factors must be present:

- Only specific models of HDTVs that have DC-coupled inputs and are connected to the 8300HD Rev 2 DVRs through the YPrPb component output will have the issue. To date, just the following HDTV models have experienced the issue: Sony Model KV-32HS20, Sony XBR400 HD-ready, and Sony Model DV-32XBR450. Cisco will provide an updated list if this issue is discovered to occur with other types of HDTVs.
- Just Explorer 8300HD Rev 2 DVRs manufactured *prior to* April 12, 2005, will have this issue. The date manufactured label is found on the bottom of the DHCT and looks similar to the label below.



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Resolution

To avoid this issue, use alternative component outputs for cabling the 8300HD Rev 2 DVR such as HDMI, S-Video, or RF.

Please note that any 8300HD Rev 2 DVR manufactured *after* April 12, 2005, and other revisions of the 8300HD DVR (for example, Rev 1.x) will not have this issue. Only a limited population of 8300HD Rev 2 DVRs will have this condition.

If you run into a situation where these alternatives will not satisfy your business operation needs, please contact your Cisco marketing representative. The condition will be corrected in all 8300HD Rev 2 units sent through the return material authorization process (RMA). By following the RMA process, Cisco will replace those units with 8300HDs that do not have this condition. Contact your Cisco marketing representative if you need help with the RMA process.

Cisco is contacting other HDTV manufacturers to identify other televisions that have characteristics which will cause the Explorer 8300HD Rev 2 DVRs to exhibit the symptoms described earlier. If we discover that the condition occurs with other types of HDTV models, Cisco will contact you with an updated list.

Note: Customers using the 8300HD Rev 2 DVR with a standard definition TV using the YPrPb cabling could also experience this issue.

Related Publications

For additional information, please refer to *Connecting the Explorer® 8300HD Digital Video Recorder* (part number 4003986, published February 2005).

For Information

If You Have Questions

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



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