

Explorer 8240C and 8300C Digital Video Recorder with Multi-Stream CableCARD Interface



Notice to Installers

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

Note to System Installer

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.



This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.

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.



CAUTION: To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

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



This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the literature accompanying this product.

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

20070131 SysInstaller 820 US/Canada/Intl

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IMPORTANT SAFETY INSTRUCTIONS

Read These Instructions

Keep These Instructions

Heed All Warnings

Follow All Instructions

Power Source Warning

A label on this product indicates the correct power source for this product. Operate this product only from an electrical outlet with the voltage and frequency indicated on the product label. If you are uncertain of the type of power supply to your home or business, consult your service provider or your local power company.

Ground the Product



WARNING: 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.

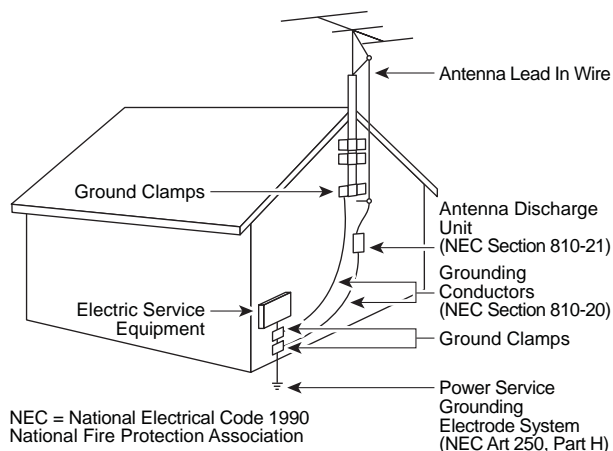
If this product connects to coaxial cable wiring, be sure the cable system is grounded (earthed). Grounding provides some protection against voltage surges and built-up static charges.

Outdoor Grounding System

If this product connects to an outdoor antenna or cable system, be sure the antenna or cable system is grounded (earthed). This provides some protection against voltage surges and built-up static charges.

Article 810 of the National Electric Code (NEC) ANSI/NFPA No. 70-1990, provides the following information:

- Grounding of the mast and supporting structure
- Grounding the lead-in wire to an antenna discharge unit
- Size of the grounding conductors
- Location of the antenna-discharge unit
- Connection to grounding electrodes
- Requirements for the grounding electrodes (see the following antenna grounding diagram as recommended by NEC ANSI/NFPA 70)



NEC = National Electrical Code 1990
National Fire Protection Association

TO CATV INSTALLER

This reminder is provided to call the CATV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding, and in particular, specifies that the cable ground shall be connected to the grounding system of the building, as close to the point of entry as practical.

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WARNING: 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.

Protect the Product from Lightning

For added protection, unplug this apparatus during lightning storms or when unused for long periods of time. In addition to disconnecting the AC power from the wall outlet, disconnect the signal inputs.

Verify the Power Source from the On/Off Power Light

When the on/off power light is not illuminated, the apparatus may still be connected to the power source. The light goes out when the apparatus is turned off, regardless of whether it is still plugged into an AC power source.

Eliminate AC Power/Mains Overloads



WARNING: Avoid electric shock and fire hazard! Do not overload AC power/mains, outlets, extension cords, or integral convenience receptacles. For products that require battery power or other power sources to operate them, refer to the operating instructions for those products.

IMPORTANT SAFETY INSTRUCTIONS, continued

Prevent Power Cord Damage

Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where the cord exits from the apparatus.

Provide Ventilation and Select a Location

- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not place this apparatus on a bed, sofa, rug, or similar surface.
- Do not place this apparatus on an unstable surface.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not install this apparatus in an enclosure, such as a bookcase or rack, unless the installation provides proper ventilation.
- Do not place entertainment devices (such as VCRs or DVDs), lamps, books, vases with liquids, or other objects on top of this product.

Operating Environment

This product is designed for operation indoors with a temperature range from 32° to 104° F (0° to 40° C). Each product should have adequate spacing on all sides so that the cooling air vents on the chassis are not blocked.

Protect from Exposure to Moisture and Foreign Objects

Do not use this apparatus near water.



WARNING: Avoid electric shock and fire hazard! Do not expose this product to liquids, rain, or moisture.



WARNING: Avoid electric shock and fire hazard! Unplug this product before cleaning. Clean only with a dry cloth. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device(dust remover) to clean this product.



WARNING: Avoid electric shock and fire hazard! Never push objects through the openings in this product. Foreign objects can cause electrical shorts that can result in electric shock or fire.

Accessories Warning



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

Service Warnings



WARNING: Avoid electric shock! Do not open the cover of this product. Opening or removing the cover may expose you to dangerous voltages. If you open the cover, your warranty will be void. This product contains no user-serviceable parts. Refer all servicing to qualified service personnel.

Servicing is required when the apparatus has been damaged in any way, such as a power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

Check Product Safety

Upon completion of any service or repairs to this product, the service technician must perform safety checks to determine that this product is in proper operating condition.

Protect the Product when Moving It

Always disconnect the power source when moving the apparatus or connecting or disconnecting cables.



WARNING: Avoid personal injury and damage to this product! Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart/ apparatus combination to avoid injury from tip-over.

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Welcome

Watch TV on your terms.

The Explorer® 8240C™ and 8300C™ Digital Video Recorders (DVR) with a Multi-Stream CableCARD™ (M-Card™) provide a simple way to take control over your TV – and your life. You take control because these DVRs allow you to decide what's on TV and when. So there's no more putting off the things you need to do, just because there's a show on TV you want to watch. Just think what a DVR can do for you:

- Never miss a minute of your favorite movie or the big game. Simply pause the live action and play again when you're ready. You can even rewind what you missed.
- Two of your favorite shows on at the same time? Simple. Just record one program while you watch the other. You can even record two programs at the same time while watching a previously recorded program. Your VCR can't do that.
- Is your favorite sports team having an away game and you can't go? Imagine being able to record it and watch it at a more convenient time.

Don't miss another minute of the TV shows you love!

Follow the instructions in this guide to install the 8240C or 8300C, to become familiar with the buttons on the front panel, and to access your cable services. Then, enjoy the features of the 8240C or 8300C and change the way you watch TV!

Safety First

Before using the DVR, read the **Important Safety Instructions** section of this guide.

For More Information

The consumer support website provides news and information about this product. For more information, please refer to the following Web address:

<http://www.cisco.com/web/consumer/support/index.html>

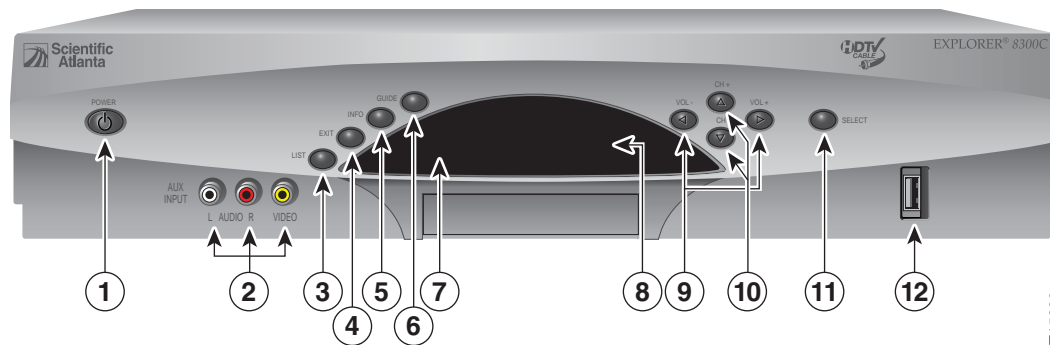
Identify Your 8240C or 8300C

To find the serial number for your 8240C or 8300C, look on the back for a label that is similar to the example shown here. The serial number begins with "STB SN" and is located beneath the bar code.



If your 8240C or 8300C requires troubleshooting in the future, your service provider may ask for this serial number. Use the space provided here to record the serial number:

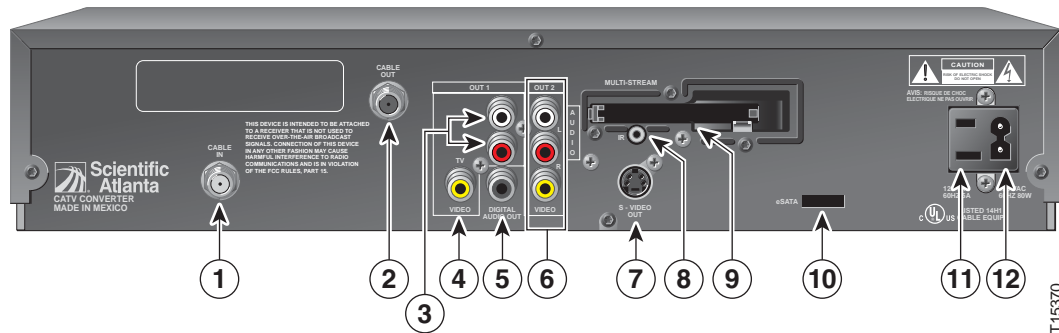
What's on the Front Panel?



- | | |
|--------------------------------|--|
| 1 Power | Turns the DVR on and off |
| 2 Video and Audio Input | Connects to video and left/right (L/R) audio outputs of an external device to deliver the audio and video to a TV or other device.
Note: These connections are not available on the 8240C. |
| 3 List | Displays the list of recorded programs |
| 4 Exit | Exits menus, the on-screen guide, and program information |
| 5 Info | Displays a description of the selected program. This button is available from the on-screen guide and while viewing a program |
| 6 Guide | Accesses on-screen services, such as the on-screen guide, video-on-demand, or pay-per-view |
| 7 IR Sensor | Receives the infrared signal from the remote control |
| 8 LED Display | Displays the selected channel number and time of day. The LED also displays the following: <ul style="list-style-type: none"> • Message () • Power () • RECORD |
| 9 VOL + and VOL - | Increases and decreases the volume |
| 10 CH + and CH - | Scrolls up and down through the channels |
| 11 Select | Provides access to your on-screen choices |
| 12 USB Port | Connects to external equipment, such as a keyboard or mouse (reserved for future use, may not be available on all DVR models) |

Note: This illustration may vary from the actual product.

What's on the Back Panel?



- 1 Cable In** Connects to a coaxial cable that delivers the signal from your service provider
- 2 Cable Out** 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
- 3 Audio Out (LEFT and RIGHT)** Connects to RCA cables that send analog audio signals (left and right) to the stereo inputs on a TV
- 4 Video Out** Connects to the video input of a TV or VCR
- 5 Digital Audio Out** Connects to an RCA cable that sends a digital audio signal to a surround-sound receiver or other digital audio device
- 6 Secondary Video and Audio Out** Connects to either a VCR for archiving saved content from the DVR or connects to another set of inputs (composite) on your TV
- 7 S-Video Out** 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
- 8 IR** (This connector reserved for future use)
- 9 Multi-Stream CableCARD** Slot for Multi-Stream CableCARD (M-Card) module for decrypting subscription digital channels. This DVR will not operate correctly without an M-Card module. Obtain an M-Card module from your service provider
Note: Your service provider may provide this when you first receive the DVR.
- 10 eSATA** Connects to an external Serial ATA (eSATA) hard disk drive for expanded drive space. (A connected eSATA drive is not an archival device.) Check with your service provider for a list of approved hard drive models for use with the DVR
- 11 AC Outlet** Connects to the AC power cord from another device, such as a TV
- 12 AC Power Input** Connects to the power cord to deliver power to the DVR

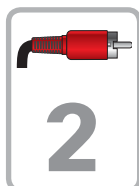
Note: This illustration may vary from the actual product.

Connecting the DVR

To connect your DVR to your entertainment devices, complete these steps.



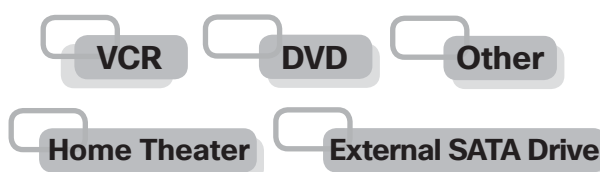
Connect the coaxial cable that carries the signal from your service provider to the CABLE IN connector on the back panel of the set-top.



Connect your SDTV to the DVR. Refer to the **Connections for a Standard-Definition TV and Standard VCR** section on page 5.



Identify the additional devices you will connect to the DVR and TV. See pages 8 through 11 and the related user's guides for your devices for more information.



Plug the DVR and the TV into an AC power source.

To provide some protection against voltage surges and built-up static charges that can be caused by lightning storms and power outages, ground (earth) your electronic devices, such as by plugging the set-top into a surge protector.



Do not turn on the DVR or TV yet.



It may take several minutes for the DVR to receive the latest software, programming, and service information. Wait until you see one of the following displays on the front panel of the DVR that indicates that the update is complete:

- Current time
- Four dashes (- - -)

Note: If four dashes are displayed, your DVR is not authorized. Call your service provider.




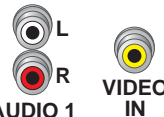








To begin watching TV, turn the TV ON, and press POWER on the front panel of the DVR or press Power on the remote control.

Connections for a Standard-Definition TV and VCR

When using the DVR with an SDTV, you must make one of the following connections to view content. Some SDTVs may not have all of these connections. In addition, you can make connections to a VCR to archive recordings to a VCR tape. Refer to your TV and VCR user's guide, and the cabling diagrams in this guide for more information.

Note: The labeling on your DVR model may vary from the labels shown in the following table.

Required Connections to an SDTV (choose one)		DVR Connections	SDTV Connections
Cable Out	The Cable Out connection provides both a video and an audio connection to an SDTV. See page 8 for an example.	 CABLE OUT	 CABLE/ANTENNA
Video	The Video Out connection provides video to a standard definition TV. The left and right audio outputs provide stereo sound. See page 9 for an example.	Out 1  TV L R VIDEO	 L R VIDEO IN AUDIO 1 IN
S-Video	The S-Video out connection provides optimal video to a standard definition TV. The left and right audio outputs provide stereo sound.	OUT 1  L R S-VIDEO OUT	 L R S-VIDEO IN AUDIO 1 IN
Optional Connection		DVR Connections	VCR Connections
VCR	The Cable Out connection provides both a video and an audio connection to the VCR. See page 8 for an example.	 CABLE OUT	 CABLE/ANTENNA
Stereo VCR	For VCRs that have Video and Left and Right audio connectors, you can use the OUT 2 connectors (Video, Left, and Right) on the DVR. See page 9 for an example.	OUT 2  L R VIDEO	 L R VIDEO IN AUDIO IN

View and Record Television Programming

Access Services and Programs

Access cable services and programs by pressing the following keys on the remote control:

- **Guide**—Access the on-screen guide. The on-screen guide displays schedules of TV programs and other services available from your service provider, such as video-on-demand and pay-per-view programs.
- **Arrows**—Select a program in the schedule.
- **Info**—Display a specific program description (either from the on-screen guide or while viewing a program).
- **Select**—View a specific program in the guide.

Record One Program While Watching Another

When two of your favorite programs are scheduled at the same time, you can record one program on the built-in DVR while watching the other. Use the DVR keys on the remote control to record programs or to play back recorded programs.

Watch Two Programs at the Same Time

You do not need a special TV to watch two programs at the same time. Use the picture-in-picture (PIP) keys on the remote control, and you will see a PIP screen on your TV.

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 screen in your TV to age unevenly; this is known as screen burn-in. Refer to the user's guide that came with your TV for more information.



WARNING:

Avoid screen burn-in! Do not display the same fixed images on your HDTV screen for extended periods of time.



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Performance Tips

If the DVR does not perform as expected, the following tips may help. If you need further assistance, contact your service provider.

No Picture

- Verify that the power to your TV is turned on.
- If the DVR is plugged into a wall switch, verify the wall switch is in the ON position.
Note: You should *avoid* plugging the DVR into an outlet that is controlled by a wall switch.
- Verify that all cables are properly connected.
- Verify that the M-Card module is installed.
- If your system includes a VCR or stereo, verify that you have properly connected them to the DVR.
- Verify that the TV is set to the proper input channel.

No Color

- Verify that 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 it to the DVR.
- Verify that the volume is turned up.
- Verify that the mute function is not engaged.

Automatic Software Updates

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

Frequently Asked Questions

Where Are the Connection Diagrams?

The diagrams are on pages 8 through 11 of this guide. The diagrams show examples of common ways to connect the DVR to your other electronic devices. However, these diagrams do not show every possible combination of devices. Refer to the user's guides that came with your other electronic devices for further information.

What Cables Do I Need?

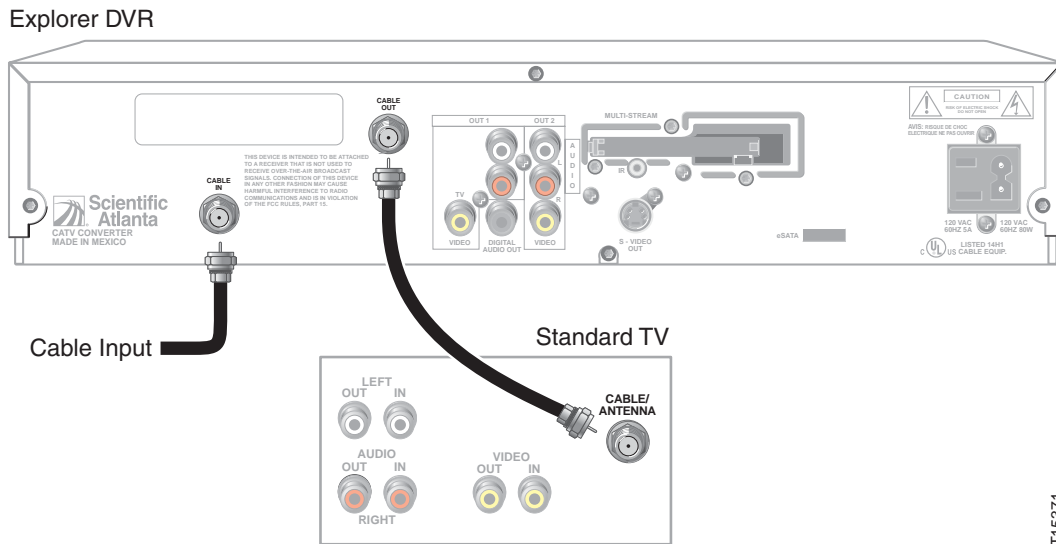
The required cables are shown in the connection diagrams in this guide. Some of the cables and adaptors shown in the diagrams may not be included with the DVR.

Connecting to a Standard TV



WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the DVR.

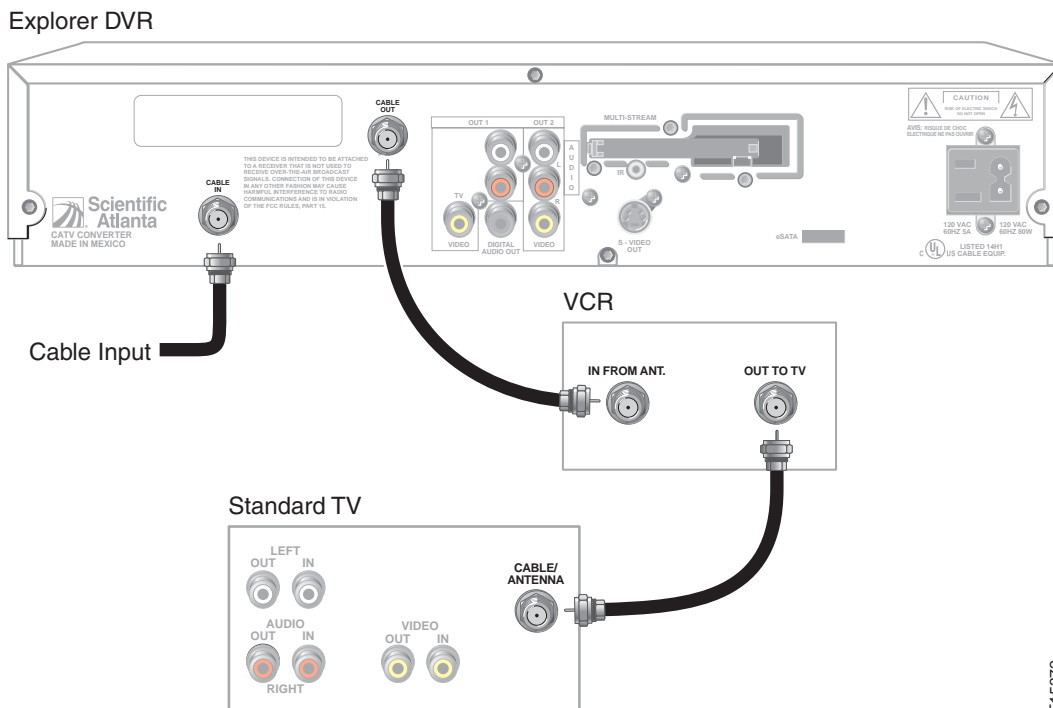


Connecting to a Standard TV and Standard VCR



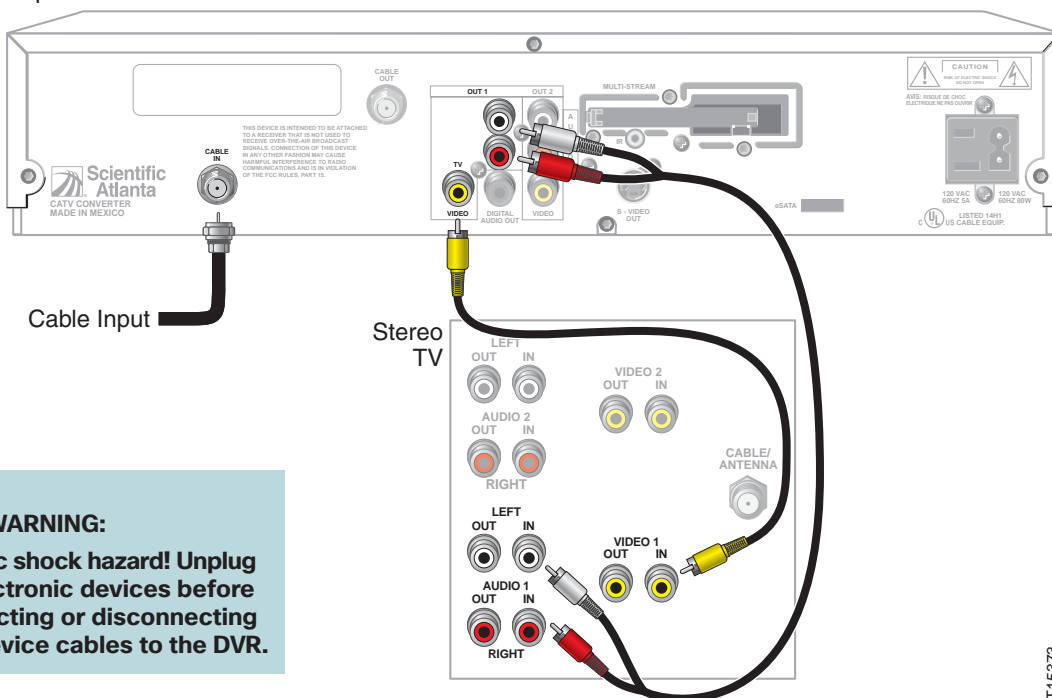
WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the DVR.



Connecting to a Stereo TV

Explorer DVR



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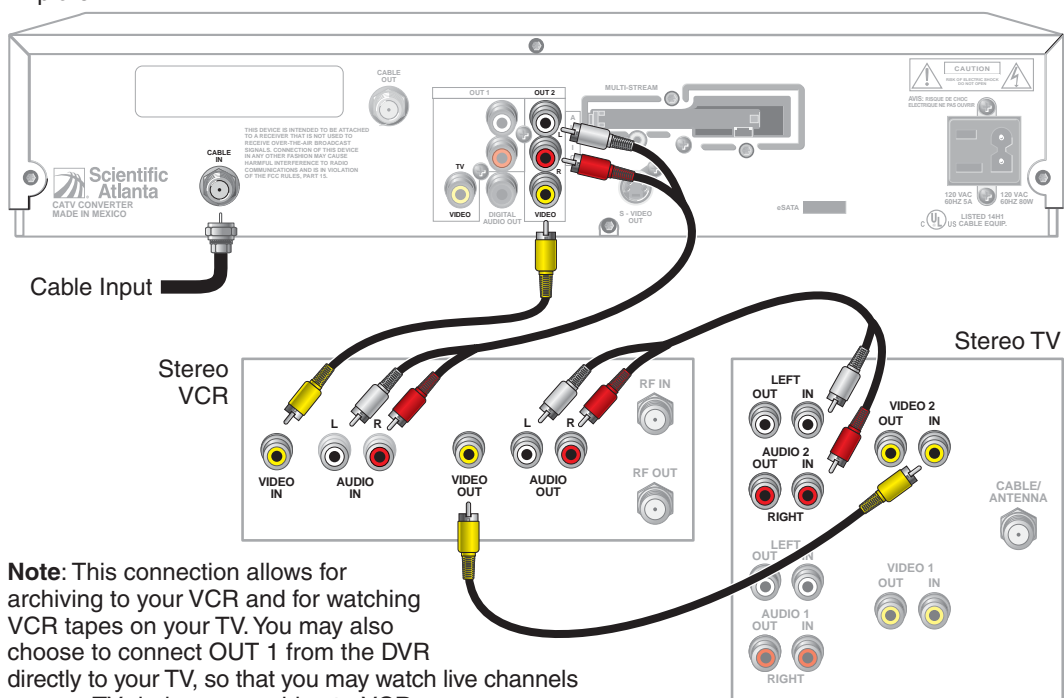
Connecting to a Stereo TV and Stereo VCR



WARNING:

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the DVR.

Explorer DVR



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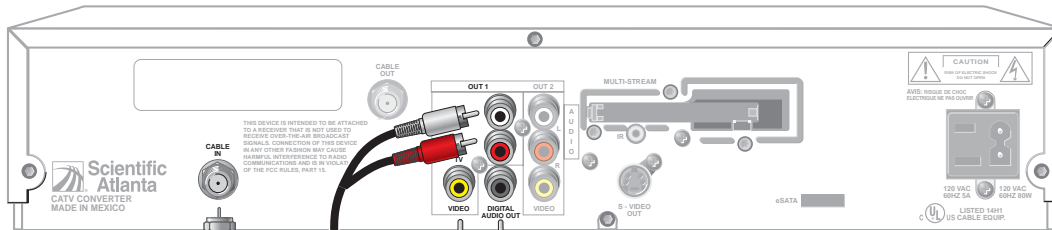
Connecting to a Home Theater Receiver and Stereo TV



WARNING:

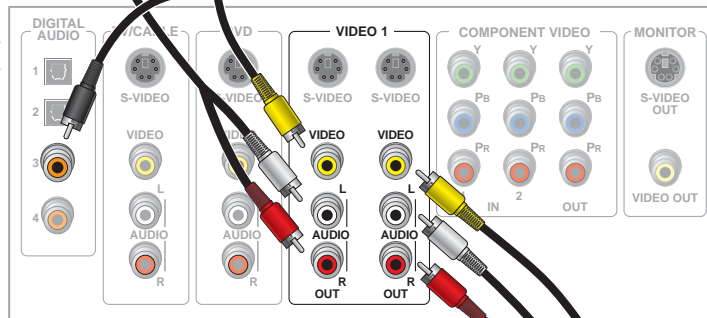
Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables to the DVR.

Explorer DVR

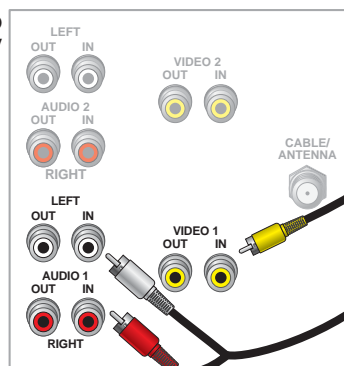


Cable Input

Home Theater Receiver



Stereo TV

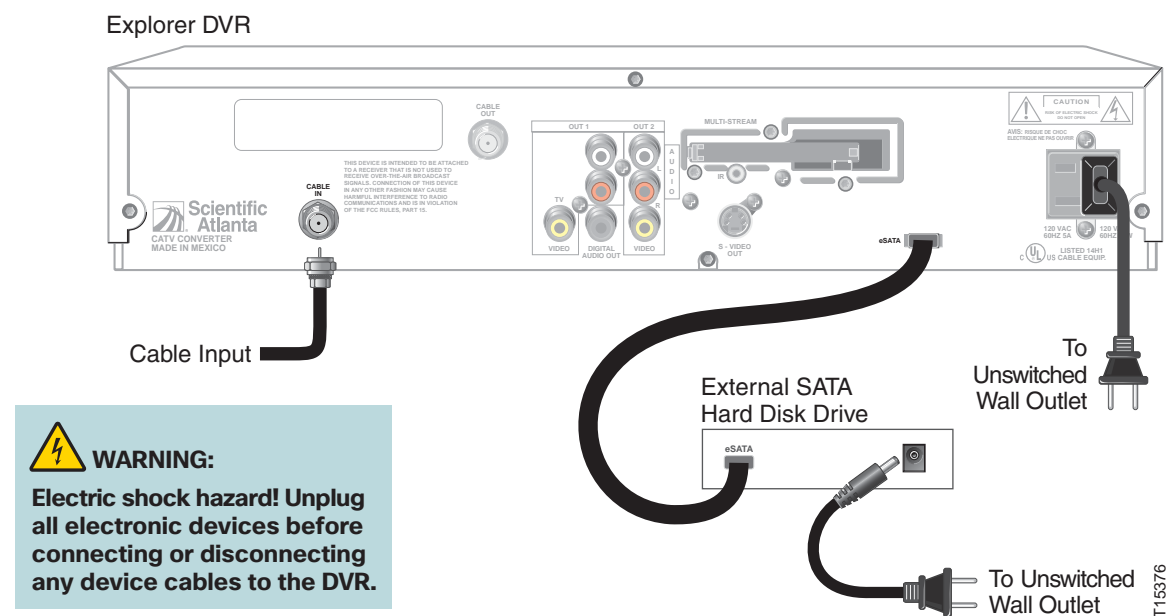


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Connecting to an eSATA Hard Disk Drive (optional)

Complete the following steps to install an eSATA drive.

1. Make sure that both the DVR and the eSATA drive are unplugged from power.
2. Connect the data cable for the eSATA drive to the DVR.
3. Plug in power to the eSATA drive.
4. Plug in the power cord, and then turn on the DVR.
5. Follow the on-screen instructions. One of the following situations occurs:
 - If it is a new drive or one used on another device, the system displays a message and asks you to format the drive
 - If the drive is formatted and is functioning properly with this DVR, a confirmation message appears and states that the drive is working.



How the eSATA Drive Works with Your DVR

An eSATA drive is an extension of the internal hard drive of the DVR; it is not an archival device. Programs recorded to the eSATA drive can be played back on the DVR originally connected to the eSATA drive. For instance, you cannot record programs to the eSATA drive, remove the drive, and then connect it to a computer or a different DVR for playing back programs.

Some programs will record to the internal drive of the DVR and some will record to the eSATA drive, depending on the space available. The DVR selects the drive that has the most free space and records the program to that drive. A program is not split between the internal and eSATA drives.

Recommendations for the eSATA Drive

Contact your cable service provider for a list of approved eSATA hard disk drives. At a minimum, your eSATA drive should have these capabilities:

- External SATA Connector – *SATA II: Cable and Connector, Revision 1.0* (www.sata-io.org for more information)
- Drive Speed: 7200 RPM (5400 RPM without Multi-Room™ DVR); 133 Mbps
- Capacity: Only one eSATA drive can be connected to the DVR. The DVR does not support a separate port multiplier.
- eSATA Drive Power: The eSATA drive should power on when plugged in and should not be controlled by switch.

Connecting to an eSATA Hard Disk Drive (optional), continued

Guidelines for Using the eSATA Hard Disk Drive

The eSATA hard disk drive requires continuous power. If the eSATA drive loses power while the DVR is plugged in, the DVR may stop current recordings or not provide enough space for future recordings. Follow these guidelines for using the eSATA drive:

- Do *not* plug in the power cord for the eSATA drive to a switched outlet or to the AC outlet on the DVR.
- Do *not* turn off, disconnect, or unplug the eSATA drive while the DVR is plugged in.

Disconnecting the eSATA Hard Disk Drive

Complete the following steps to disconnect the eSATA drive safely.

1. Make sure that the DVR is powered off.
2. Disconnect the power cord from the DVR and wait for at least 10 seconds.
3. Disconnect the power cord and data cable from the eSATA drive.

Note: If you improperly disconnect your eSATA drive, you will receive an error message and you will be required to restart the DVR upon reconnecting.

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FCC Compliance

United States FCC Compliance

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against such interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment OFF and ON, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna, if applicable.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the cable company or an experienced radio/television technician for help.

Any changes or modifications not expressly approved by Cisco Systems, Inc., could void the user's authority to operate the equipment.

The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC and is intended to supply you with information regarding the FCC approval of this device. *The phone numbers listed are for FCC-related questions only and not intended for questions regarding the connection or operation for this device. Please contact your cable service provider for any questions you may have regarding the operation or installation of this device.*

FCC Declaration of Conformity

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: 1) the device may not cause harmful interference, and 2) the device must accept any interference received, including interference that may cause undesired operation.

Explorer 8240C and 8300C
Digital Video Recorder
Models: 8240C and 8300C
Manufactured by: Cisco Systems, Inc.
5030 Sugarloaf Parkway
Lawrenceville, Georgia 30044 USA
Telephone: 678 277-1120

Canada EMI Regulation

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada.

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Cisco Systems, Inc.
5030 Sugarloaf Parkway, Box 465447
Lawrenceville, GA 30042

678 277-1120
800 722-2009
www.cisco.com

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