



June 2006

Operations Alert Bulletin

Providing Support for Advanced HDMI Explorer Devices with Explorer 8300HD DVRs

Overview

Purpose

Home theater configurations are becoming increasingly complex with the introduction of new products that have High Definition Multimedia Interface (HDMI™) repeater capability. This operations alert bulletin makes cable service providers aware of HDMI compatibility issues that could exist in the home entertainment network set-up between DVRs with HDMI output, HDMI repeaters, and HDTVs. It also provides information about banners that display if an incompatibility issue exists and identifies the software version that supports HDMI repeaters.

Note: An HDMI repeater is an HDMI approved device that can be connected between the DVR HDMI output, which is also known as the HDMI source, and the HDTV HDMI input, which is also known as the HDMI sink.

Audience

This document is written for system operators, field technicians, and customer service representatives (CSRs).

Related Publications

You may find the following publications useful as you implement the procedures in this document. The publish dates for these documents are valid as of this printing. However, some of these documents may have since been revised:

- *Connecting the Explorer 8300HD Digital Video Recorder* (part number 4003986, published February 2005)
- *Operating Audio Outputs on the Explorer® Set-Top Technical Bulletin* (part number 734355, published February 2005)

Document Version

This is the second release of this document.

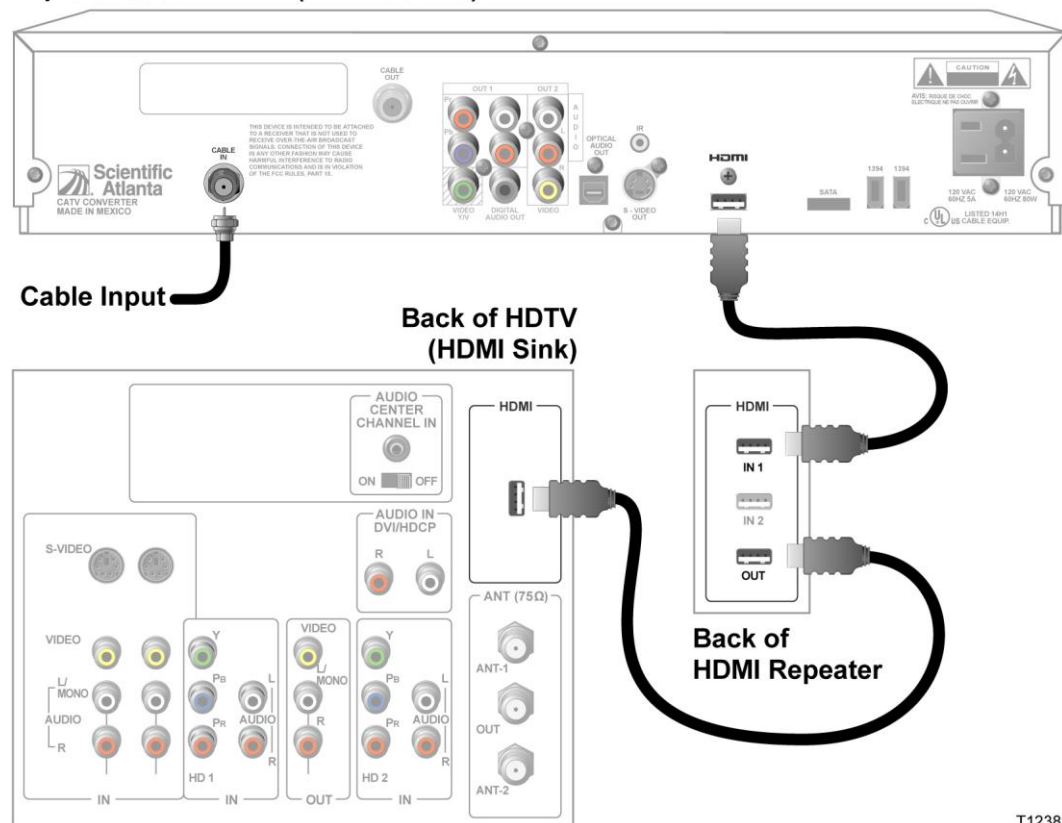
HDMI Connection and Compatibility with the 8300HD DVRs

Background

The HDMI source is located on the back panel of the Explorer® 8300HD™ DVRs. When the subscriber uses this connection to link directly to the HDTV HDMI sink, issues are rarely encountered.

When an HDMI repeater is inserted between the HDMI source and the HDMI sink, it introduces a new level of complexity to the installation process of a home entertainment system. The following illustration is an example of how an HDMI repeater is inserted into a home entertainment system.

Explorer 8300HD DVR (HDMI Source)



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HDMI Connection and Compatibility with the 8300HD DVRs

When the DVR is the source of the content, it sends the content to the HDMI repeater. The repeater then passes the content to the HDTV. The HDTV displays the content based on content protection flags that are set in the content. For this process to work correctly, the devices in the path must either be totally passive or they must properly communicate with the DVR. When the communication between the devices is not working correctly, then the subscriber sees no video on the TV screen or a barker displays stating the DVI/HDMI output is not available.

Recommendations

Cisco recommends the following solutions to ensure that your subscribers have HDMI compatibility with their Explorer 8300HD DVRs:

- The DVRs in your network need to be operating with DVR 1.4.3a6 or later software to ensure that HDMI repeaters operate correctly with DVRs.
- If DVR 1.4.3a6 or later is installed on your network and subscribers are having difficulty viewing programs, contact Cisco Services for additional troubleshooting assistance.

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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