



September 2006

Operations Alert Bulletin

Cabling Connector Cautions for the Explorer 8300DVB

Overview

Introduction

Cisco has become aware of a cabling connector caution for the Explorer® 8300DVB™. Because of the proximity of the VCR SCART and HDMI™ connectors on the rear panel of the Explorer 8300DVB, you must be extremely careful not to use the incorrect type of SCART cable so that you do not cause physical damage to the Explorer 8300DVB motherboard.

Purpose

The purpose of this document is to make you aware of a cabling caution for the Explorer 8300DVB that, if ignored, could result in physical damage to the Explorer 8300DVB motherboards. This is of particular concern if you use both the VCR SCART and HDMI connectors on the Explorer 8300DVB.

Audience

This document is written for technicians who install Explorer 8300DVBs, subscribers who install their own equipment, and field- and customer-service representatives who support those technicians and subscribers. Cisco field service engineers and Cisco Services engineers may also find the information in this document helpful.

Document Version

This is the second release of this document.

Information About Explorer® 8300DVB™ Cabling Connectors

Background

On the rear panel of the Explorer 8300DVB, the VCR SCART and HDMI connectors are in close proximity, as shown in the following graphic.



Rear panel of the Explorer 8300DVB

Because of this proximity, if you use both the VCR SCART and HDMI connectors, do not use a "right-handed" SCART cable in the VCR SCART connector. Using this type of SCART connector will interfere with the HDMI connector, as shown in the following graphic.



"Right-handed" SCART cable interfering with the HDMI connection

This could result in physical damage to the motherboard on the Explorer 8300DVB and make the HDMI connector inoperable.

Scope of the Issue

This issue is limited to the Explorer 8300DVB. These versions are the only Explorer 8300 models with both the SCART and HDMI connectors.

Recommendations

Cisco recommends that you use a straight or "left-handed" type of SCART connector if you use both the VCR SCART and the HDMI connectors to avoid potential physical damage to the Explorer 8300DVB motherboard, as shown in the following graphics.



Straight SCART connector



"Left-handed" SCART connector

Operators should update their installation instructions, user's guides, and online instructions published for technicians and subscribers with this information.

For More Information

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



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May 2012 Printed in USA

Part Number 4005526 Rev B