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Cisco Explorer 9800 Hybrid Video Gateway Series



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Welcome

The Cisco® Explorer® 9800 Hybrid Video Gateway Series receive and deliver digital signals, and deliver high-definition programming in exceptional picture and audio quality. Use the simple user interface to access favorite channels and parental control services. Contact your service provider for information about these and other available services. Use the instructions in this guide to install the gateway and to access your program services.

The consumer support website provides news and information about this product. For more information, please refer to: <http://www.cisco.com/web/consumer/support/index.html>

Safety First

Before using this gateway read the IMPORTANT SAFETY INSTRUCTIONS included with your gateway.

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 TV screen to age unevenly and cause damage to your TV. Refer to the user guide that came with your TV for more information about screen burn-in.

Automatic Software Updates

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

Performance Tips

If the gateway does not perform as expected, the following tips may help.

No picture

- Verify that the power to your TV is turned on.
- If the gateway is plugged into a wall switch, verify the switch is in the ON position. (Avoid plugging into an outlet that is controlled by a wall switch.)
- Verify that all cables are properly connected.
- The current channel may not be available in your service package. Try selecting another channel to see if a picture appears.

No color

- Verify 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 them to the gateway.
- Verify the volume is turned up.
- Verify the mute function is not on.

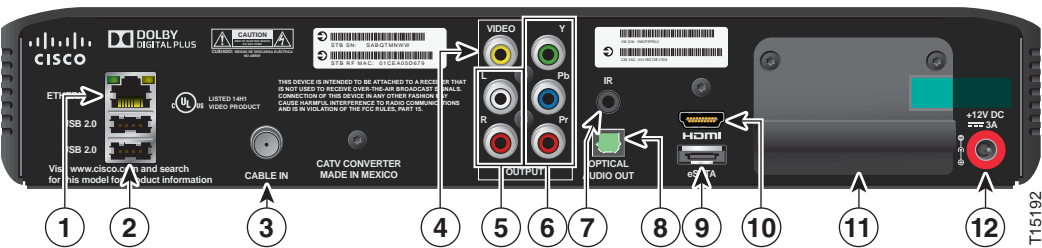
Front Panel



- 1 Power** Turns the gateway on and off
- 2 Display** Displays the selected channel number and time of day. The display shows the following:
 - Power (⏻) • MoCA™ Link (🏠) • 480i / 480P
 - Message (✉️) • 720i / 720P • Record (●REC)
 - Auto • 1080i / 1080P • Sleep mode

Note: This illustration may vary from the actual product.

Back Panel



- 1 Ethernet** Connects to external Ethernet equipment approved by your service provider
- 2 USB 2.0** Connects to external USB equipment approved by your service provider, software controlled
- 3 Cable In** Connects to a coaxial cable that delivers the signal from your service provider
- 4 Video Out** Connects to the composite input on your TV
- 5 Audio Out** Connects to RCA cables that send analog audio signals (left and right) to the stereo inputs on a TV
- 6 HDTV (YPbPr)** Connects to the component input (YPbPr) on the HDTV
- 7 IR Remote Input** Available to be connected to an approved remote IR receiver (purchased separately)
- 8 Optical Audio Out** Connects to an optical cable that sends a digital audio signal to a surround-sound receiver or other digital audio device input
- 9 HDMI** Connects an HDMI™ cable to the HDMI input of an HDTV. HDMI supports both digital audio and video. May be used to connect to a DVI interface using an HDMI-to-DVI adapter for video and separate audio connections. Any of the following audio connections may be used: Audio Out (4) or Optical Audio Out (6)
- 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. Ask your service provider for a list of approved hard drive models for use with the DVR
- 11 Multi-Stream CableCARD** Slot for Multi-Stream CableCARD™ module (M-Card), which decrypts subscription digital channels. This gateway will not operate correctly without an M-Card module, which is installed by your service provider
- 12 AC Power Input** Connects to the power cord to deliver power to the gateway

Note: This illustration may vary from the actual product.

Record Product Serial Number

If the gateway requires troubleshooting in the future, your service provider may ask for the set-top serial numbers. The gateway serial number label is on the back panel; the serial number begins with “STB SN” and is located in the upper left corner of the bar code.

Use this space to record the set-top serial number:

Connecting the Gateway to a TV

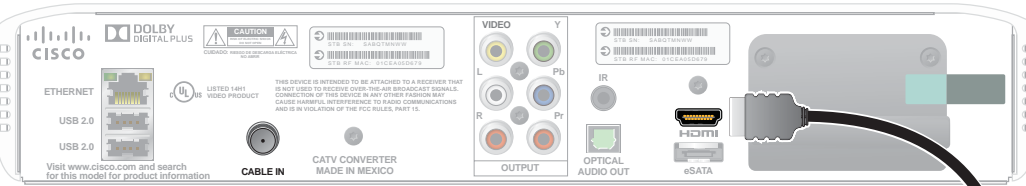
1. Unplug all electronic devices before connecting the gateway.
2. Connect the gateway and TV. Use the connection diagrams to help you.
3. Connect the gateway to the coaxial cable coming in from the wall.
4. Plug the TV into an AC power source.
5. Plug the gateway’s power cord into an AC power source.
6. For the TV to receive the signal, press the appropriate button on the remote control to select the audio/video inputs to which you have connected the gateway.
7. Press the **POWER** key on the remote control.

Connecting to an HDTV with an HDMI Connector

Required cables:

- 1 HDMI cable (included)

Back of Set-Top



Cable Input

Back of HDTV

