

Are You Missing Channels You Expect to Receive?

If you're:

- Seeing channels in the Channels category of the Moxi Menu that you can't watch
- Unable to see channels in the Channels category of the Moxi Menu that you expect to see

There are two reasons why this might be the case:

1. The channels might require a subscription. Some premium channels require a special subscription in order to watch. These channels will still show up in the Moxi Menu even if you're not subscribed. You can call your cable service provider to inquire about premium channel subscriptions.
2. You might need one or both of two additional pieces of equipment: a Switched Digital Video Tuning Adapter or an Analog Tuner.

Switched Digital Video (SDV) Tuning Adapter

Why might I need one?

Some cable providers are implementing SDV technology, which allows them to manage the delivery of channels to homes in your neighborhood. If your cable service provider is using SDV, you will need to connect an SDV Tuning Adapter to receive channels broadcast with that technology.

How will I know if I need one?

The only way to know for sure that you need a Tuning Adapter is to call your cable service provider and ask whether you live in a Switched Digital Video area.

How do I get one?

If your cable service provider tells you that you live in a Switched Digital Video area, ask them for an SDV Tuning Adapter. At the same time, request a list of individual channels that are broadcast with SDV technology.

Two notes about SDV Tuning Adapters:

1. Some cable service providers do not support three tuners with their SDV Tuning Adapters. If you have a 3-Tuner Moxi HD DVR and you need an SDV Tuning Adapter, ask your cable service provider whether their adapter supports three tuners. If they do not, you will only be able to use two tuners even if you have a 3-Tuner Moxi HD DVR.
2. Your Moxi HD DVR needs to be using Moxi software version 6.0 or later for SDV Tuning Adapters to work. You should automatically be upgraded to software version 6.1 at this point. Here's how to check if that's the case:
 - a. On the Moxi Menu, scroll to the Settings card.
 - b. Scroll to the Diagnostics card and select it by pressing OK on the Moxi remote.
 - c. Scroll to Service Status and press OK on the Moxi remote. Look for the Software Version. If you find that you're on an older software version, select Update Moxi, and then Update Software, if it's available. If this option isn't available, contact Moxi Support at (866) 969-6694.

Analog Tuner

Why might I need one?

Your Moxi HD DVR is designed to work with a digital CableCARD™. Most cable service providers have moved to the newer digital technology. If yours is still broadcasting some channels in analog signal only, in order to view these channels, you'll need an Analog Tuner.

How will I know if I need one?

There are two ways to know if you need an Analog Tuner:

1. Call your cable service provider and ask whether they broadcast analog channels that are not also available digitally. If you want to receive these channels, you'll need an Analog Tuner.
2. Sign in to your account at <http://www.moxi.com> and choose Support. If you've completed the Moxi setup, and there are analog channels available to you that are not showing up in the Moxi Menu, you will see a panel called "Missing Channels." Select Continue, and <http://www.moxi.com> will walk you through the process to determine whether you need an Analog Tuner.

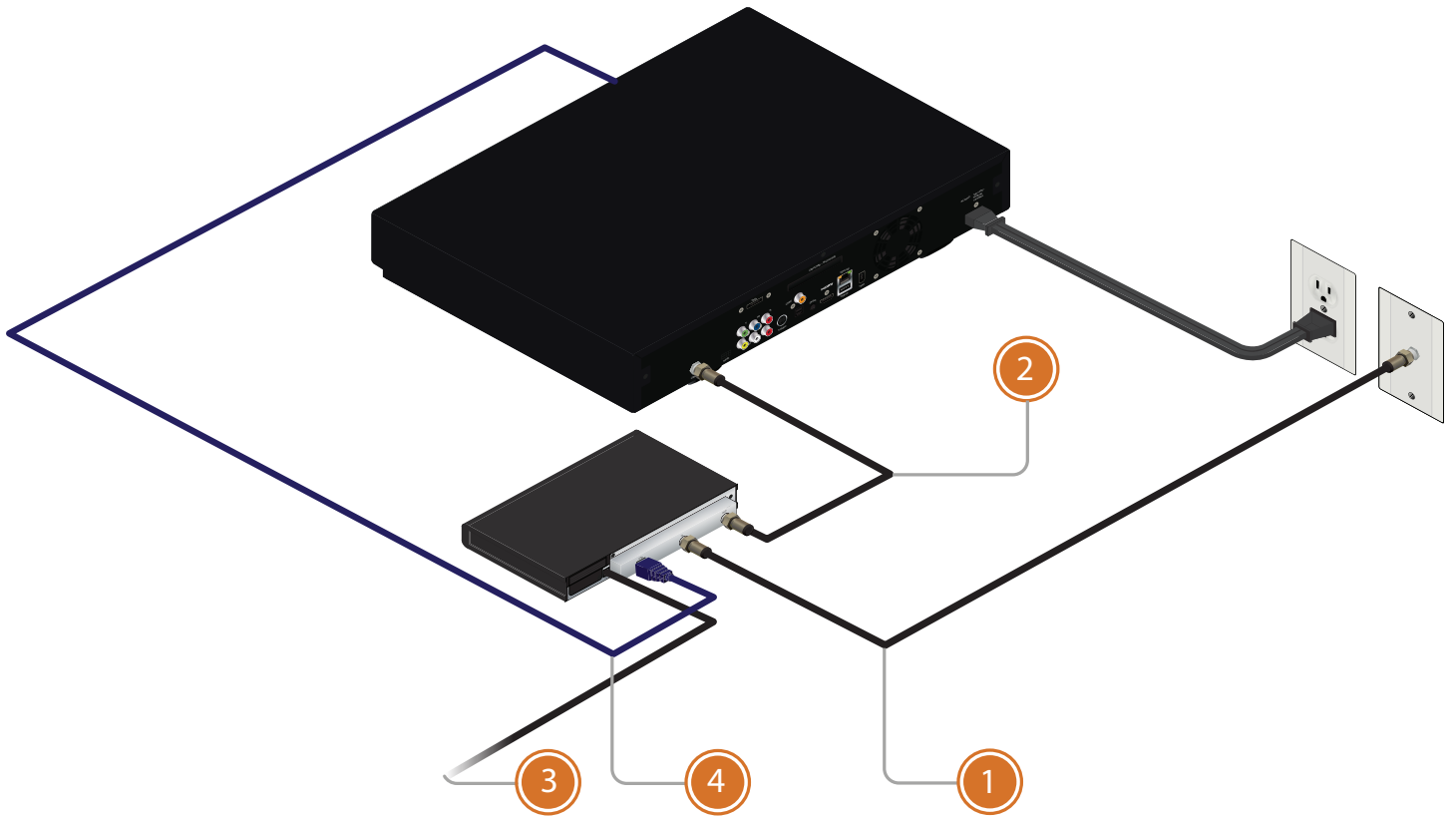
How do I get one?

You can purchase an Analog Tuner at YourBroadband Store: <http://www.yourbroadbandstore.com/moxi/product.php?pid=785274K>. Your tuner will come with a splitter and two coax cables.

I Need Only an SDV Tuning Adapter

You will need:

- An SDV Tuning Adapter (from your cable service provider)
- 2 coax cables (one comes with your Moxi HD DVR, the other may come with your Tuning Adapter)



To Install:

1. Disconnect the coax cable coming from the wall from the back of your Moxi HD DVR and connect it to the In port on your SDV Tuning Adapter.
2. Connect another coax cable between the Out port on your SDV Tuning Adapter and the cable In port on the Moxi HD DVR.
3. Plug the SDV Tuning Adapter's power cable in. Wait until the LED light on the front of the tuner is steady for at least one minute. This process can take up to 30 minutes.
4. Connect a USB cable between the USB port on the SDV Tuning Adapter to a USB port on the Moxi HD DVR.

You will not receive a confirmation message that the Tuning Adapter is installed.

Here's how you test:

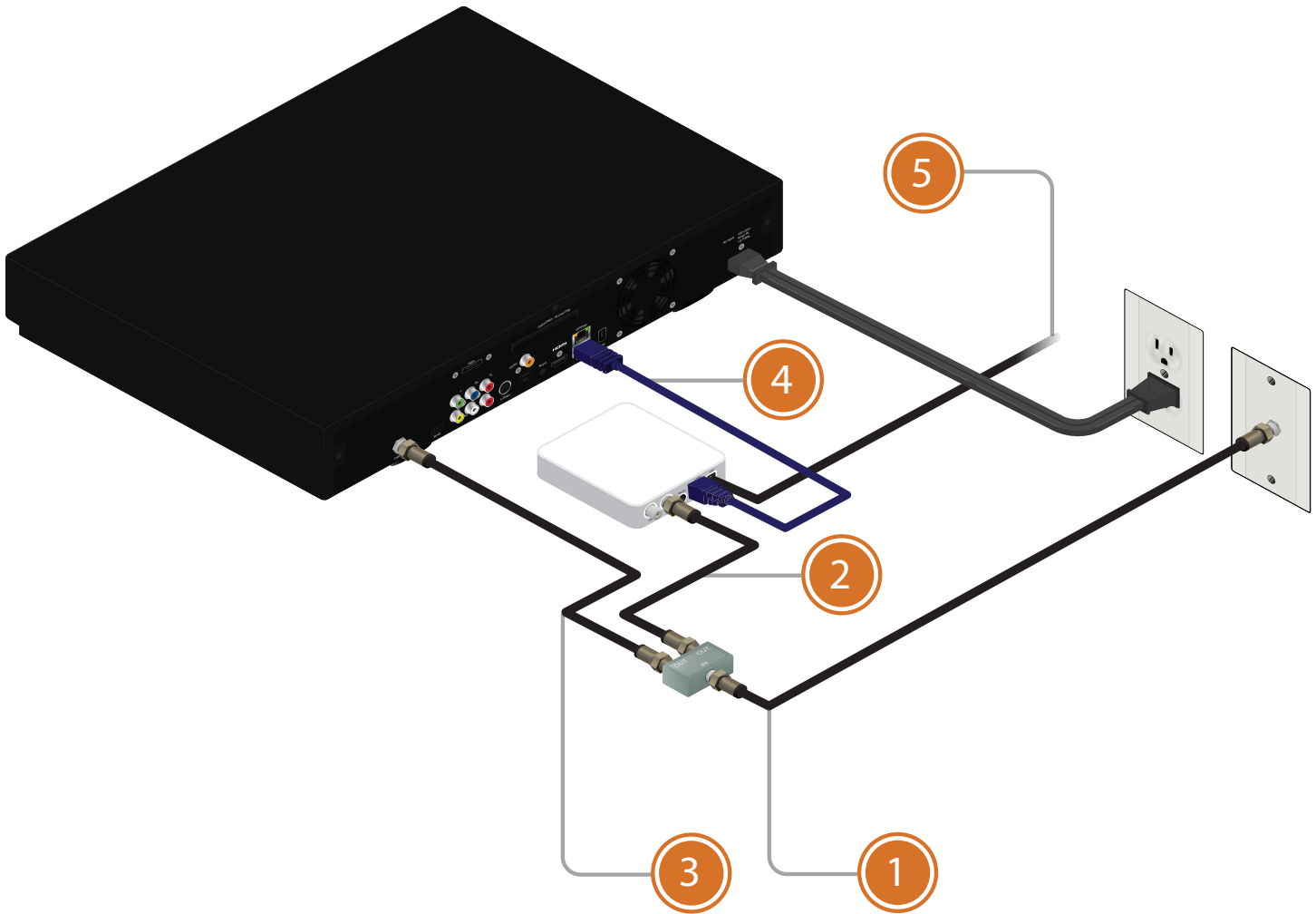
1. Get the list of SDV channels you got from your cable service provider.
2. Wait at least 10 minutes.
3. Go to the Channels category in the Moxi Menu, and use the up and down arrow buttons to look for the SDV channels on your cable service provider's list.
4. If you see one of the SDV channels in the Moxi Channels menu, press Play with that channel in center focus. If it's working, you'll see the program. If it's not, you'll see one of the following error messages:
 - "This channel is temporarily unavailable. Please try again later."
 - "We are experiencing network difficulties. Please try again later."

If you're not receiving SDV channels with the Tuning Adapter, see the troubleshooting information at the end of this document.

I Need Only an Analog Tuner

You will need:

- An Analog Tuner Kit (available for purchase at: <http://www.yourbroadbandstore.com/moxi/product.php?pid=785274K>)



To Install:

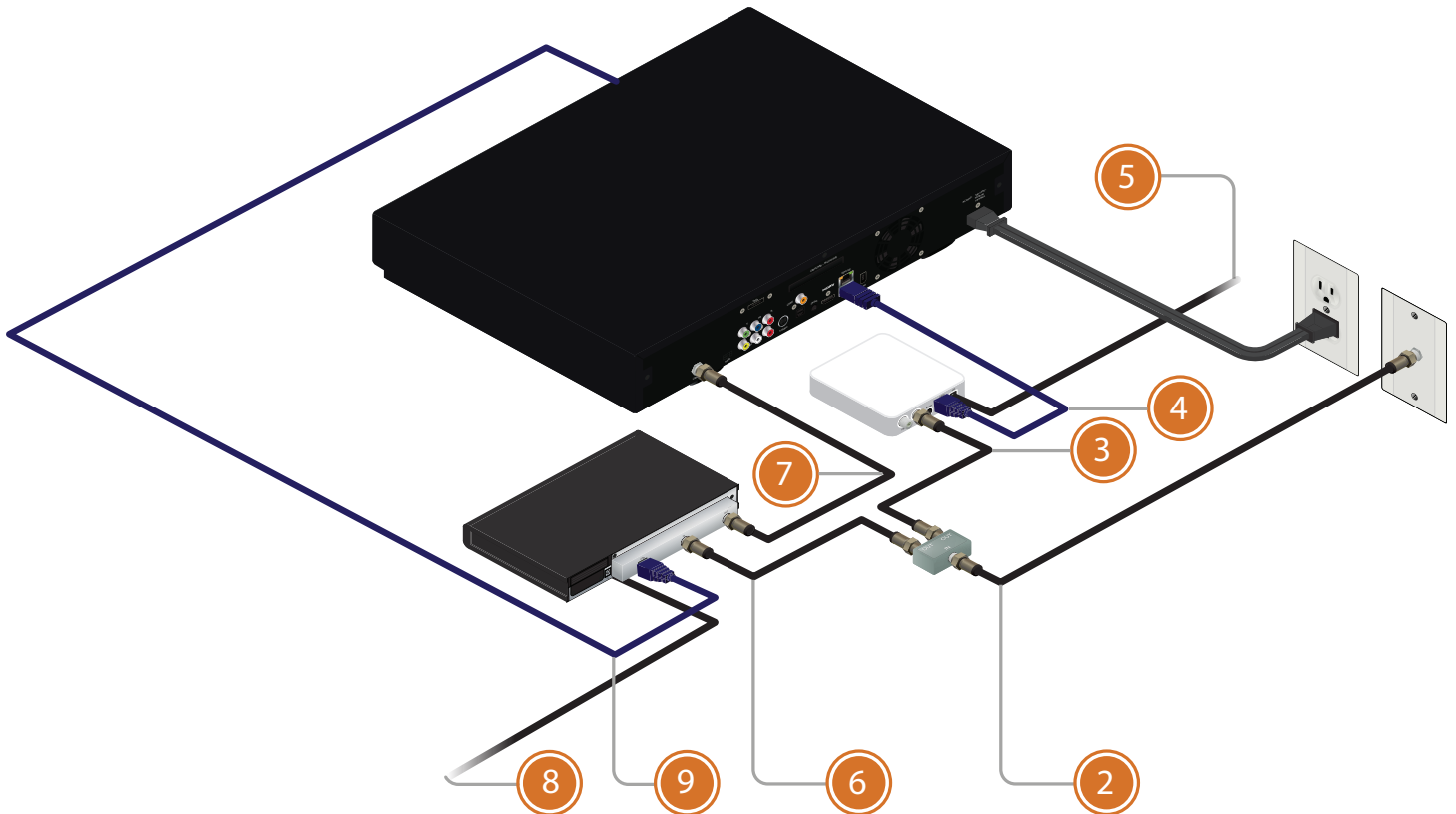
1. Disconnect the coax cable coming from the wall from the back of your Moxi HD DVR and connect it to the In port on the splitter provided with the Analog Tuner Kit.
2. Connect a coax cable from one of the Out ports on the splitter to the TV port on the Analog Tuner.
3. Connect a coax cable from the other Out port on the splitter to the In port on the Moxi HD DVR.
4. Connect a USB cable between the Analog Tuner and a USB port on the Moxi HD DVR.
5. Plug in the Analog Tuner's power cord. You should receive a confirmation note that the Moxi system has detected a new tuner and needs to restart. Choose to restart immediately, and check to see if the analog channels are appearing in the Moxi Channels menu. They may take at least five minutes to show up.

If you're not seeing the analog channels you expect, see the troubleshooting information at the end of this document.

I Need Both an SDV Tuning Adapter and an Analog Tuner

You will need:

- An SDV Tuning Adapter (available from your cable service provider)
- An Analog Tuner Kit (available for purchase at <http://www.yourbroadbandstore.com/moxi/product.php?pid=785274K>)
- One additional coax cable (this may come with your SDV Tuning Adapter)



To Install:

1. Disconnect the following (if currently connected):
 - a. If you have a coax cable connecting the outlet in your wall to the back of your Moxi HD DVR, disconnect it from the Moxi.
 - b. If you have an SDV Tuning Adapter connected, disconnect the coax cable coming from the wall from the In port on the Tuning Adapter. Unplug the Tuning Adapter's power cable. Disconnect the USB cable connecting the Tuning Adapter to the Moxi HD DVR from the Moxi.
 - c. If you have an Analog Tuner connected, disconnect the coax cable coming from the wall from the Analog Tuner. Disconnect the USB cable connecting the Analog Tuner to the Moxi HD DVR.
2. Connect the coax cable coming from the wall to the input of the splitter you received with your Moxi Analog Tuner Kit.
3. Connect another coax cable between one of the splitter outputs and the Analog Tuner.
4. Connect a USB cable between the Analog Tuner and a USB port on the back of the Moxi HD DVR.
5. Plug in the Analog Tuner's power cord. You should receive a confirmation note that the Moxi system has detected a new tuner and needs to restart. Choose to restart immediately, and check to see if the analog channels are appearing in the Moxi Channels menu. They may take up to five minutes to show up. If you're not seeing the analog channels you expect, and then see the troubleshooting information at the end of this document.
6. Connect a coax cable between the splitter output and the In port on your SDV Tuning Adapter.
7. Connect another coax cable between the Out port on your SDV Tuning Adapter and the coax cable In port on the Moxi HD DVR.
8. Plug the SDV Tuning Adapter's power cable in. Wait until the LED light on the front of the tuner is steady for at least one minute. This process can take up to 30 minutes.
9. Connect a USB cable between the USB port on the SDV Tuning Adapter to the USB port on the front of the Moxi HD DVR.

You will not receive a confirmation message that the Tuning Adapter is installed.

Here's how you test:

1. Get the list of SDV channels you got from your cable service provider.
2. Wait at least 10 minutes.
3. Go to the Channels category in the Moxi Menu, and use the up and down arrow buttons to look for the SDV channels on your cable service provider's list.
4. If you see one of the SDV channels in the Moxi Channels menu, press Play with that channel in center focus. If it's working, you'll see the program. If it's not, you'll see one of the following error messages:
 - "This channel is temporarily unavailable. Please try again later."
 - "We are experiencing network difficulties. Please try again later."

Troubleshooting the SDV Tuning Adapter

If the LED light never stops blinking:

1. Disconnect the USB cable from the SDV Tuning Adapter.
2. Unplug the power cable, wait 30 seconds, and plug the power cable back into the wall.
3. Wait up to 30 minutes for the LED light to go steady again. If it is still blinking, call your cable service provider for support.
4. If the LED light is steady for at least one minute, reconnect the USB cable.
5. Wait at least 10 minutes, and then check to see that you can watch SDV channels.

If the LED light is not blinking, but you still cannot watch SDV channels:

1. Find the Tuning Adapter information in the Moxi Menu:
 - a. Go to the Settings category.
 - b. Scroll to the Diagnostics card and select it by pressing OK on the remote.
 - c. Scroll to Tuning Adapter, and press the OK button.
2. Look for RF IP, and check to see that it has a value other than 0.0.0.0.
 - a. If the value is other than 0.0.0.0, call Moxi Support at (866) 969-6694.
 - b. If the value is 0.0.0.0, call your cable service provider for support.

Troubleshooting the Analog Tuner

If you have your Analog Tuner installed, and you still cannot watch analog channels from your Moxi HD DVR, please call Moxi Support at (866) 969-6694.

How will the SDV Tuning Adapter affect my viewing?

1. Availability of SDV channels is dependent on the SDV policies set by your Cable Service Provider. If your provider is unable to provide a requested SDV channel, your TV will display a message advising the channel is temporarily unavailable. Your provider may send their own message, which Moxi will display, or they may ask Moxi to display this message for them:

"This channel is temporarily unavailable. Please try again later."

If you experience problems tuning SDV channels, please contact your Cable Service Provider.

2. Once you are watching an SDV channel, your provider can check in with your Moxi to see if you are still watching the SDV channel. All SDV channels have timing windows defined by your cable provider. Whenever you tune to an SDV channel, the timer starts. If you are tuned to that SDV channel when the timer ends, your provider requests your Moxi to check with you to see if you are still viewing the channel. Your provider may send their own message, which Moxi will display, or they may ask Moxi to display this message for them:

"It appears this channel is not being viewed at this time. If it is being viewed, press OK."

If you are currently watching the SDV channel, respond OK to the Moxi message or as is appropriate to the cable provider's message, and there will be no change. If you do not respond, your Cable Service Provider may stop sending that channel to your home, and a message will display to advise you of the change. The text of the message may be provided by your Cable Service Provider, or they may request Moxi to display this message for them:

"This channel is temporarily unavailable. Please try again later."

In order to receive the SDV channel again, attempt to re-tune to it using the Moxi Menu, flip bar, or entering channels directly on the Moxi remote. Availability of SDV channels is dependent on your Cable Service Provider. If they are unable to provide the requested channel, the above message will appear again. Please contact them if you have questions about their SDV policies.

3. If your Cable Service Provider is experiencing network problems which prevent tuning to SDV channels, the text of the message may be provided by your Cable Service Provider, or they may request Moxi to display the message for them:

"We are experiencing network difficulties. Please try again later."

Moxi does not use this message for their own network issues; therefore, this message always applies to your cable service provider's network problems.

How will the SDV Tuning Adapter affect my recordings?

Moxi automatically checks in with your provider whenever an SDV channel is being used for a recording, preventing the SDV channel from being reclaimed during the recording. For a scheduled recording, Moxi will make several attempts to tune to an SDV channel. If the SDV channel is never available, the scheduled program will not record and will be listed in the Canceled and Deleted section in Recorded TV, with the notation Unavailable.

How will the Analog Tuner affect my viewing?

Remember that your Analog Tuner allows you to watch or watch and record one analog channel at a time. If you attempt to watch a different analog channel while an analog channel is recording or being watched on a Moxi Mate, you'll receive a conflict note.