



Motorola Set Top Boxes with eSATA

Q. What converter boxes will the external DVR hard drive work on?

DCT6412, DCH3416, DCT3416, DCX3400

Q. What are the max/min hard drive specs for eSATA?

1. 1 Terabyte Maximum size. There is no minimum.
2. 7200 RPM and above is recommended
3. 5400 RPM minimum
4. 3.0 Gigabit per second (Gb/s) speed recommended.
5. 1.5Gb/s minimum

Q. What brand/models do we recommend for drives?

There are no brands or models that Massillon Cable TV/Clear Picture, Inc. specifically recommend as long as the drive meets the specs above.

The following eSATA drives have been tested and work properly:

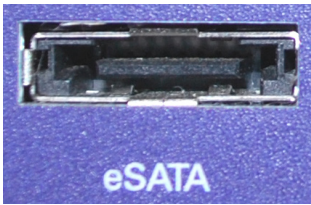
1. Toshiba Desktop External Hard Drive. (PH3100U-1EXB)
2. Western Digital 500GB (WD5000BEKT) with a INFOSAFE 2.5" SATA Drive Enclosure.
3. Western Digital 250GB (WD2500AAJS) with a CMS Products Enclosure.
4. LACIE External Drive (710377).

Massillon Cable TV/Clear Picture, Inc. sell 2 types of external hard drives:

1. 1 Terabyte External DVR Hard Drive for \$139.95*
2. ½ Terabyte External DVR Hard Drive for \$109.95*

*Tax Not Included. \$1 per month service fee per hard drive. Please call for more information.

Q. What does an eSATA port look like?



Q. What happens when the set top box is swapped?

1. Since the videos are encrypted to the set top box, the hard drive will be formatted when moved to a different set top box. This is a Motorola limitation; Massillon Cable TV/Clear Picture, Inc. has no control over this policy.
2. There is no way to move the videos from the external drive to the internal drive or the internal to the external.
3. When connecting a drive to the DVR, you must wait up to 30 seconds for the DVR to recognize that the drive has been connected.

Q. Where is the eSATA port on each box?



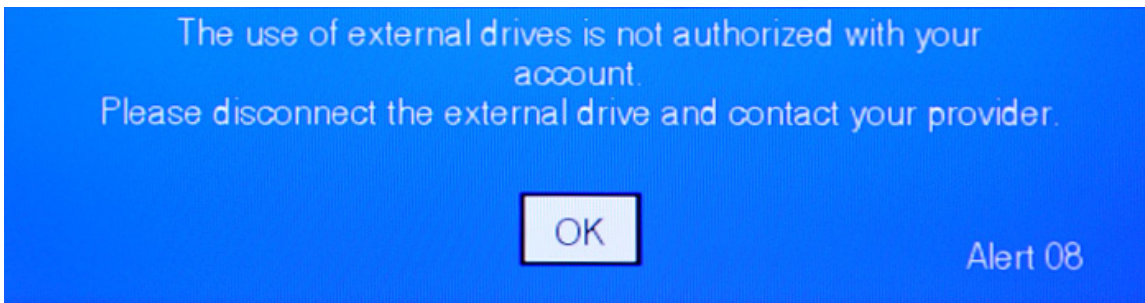
DCX3400

DCH3416

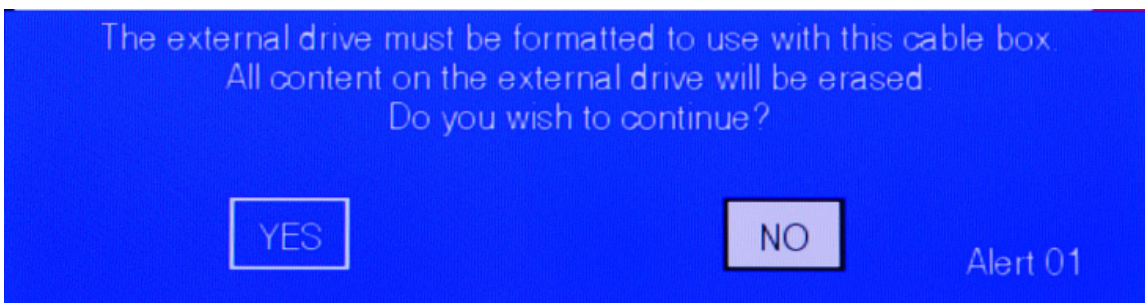
DCT3416

DCT6412

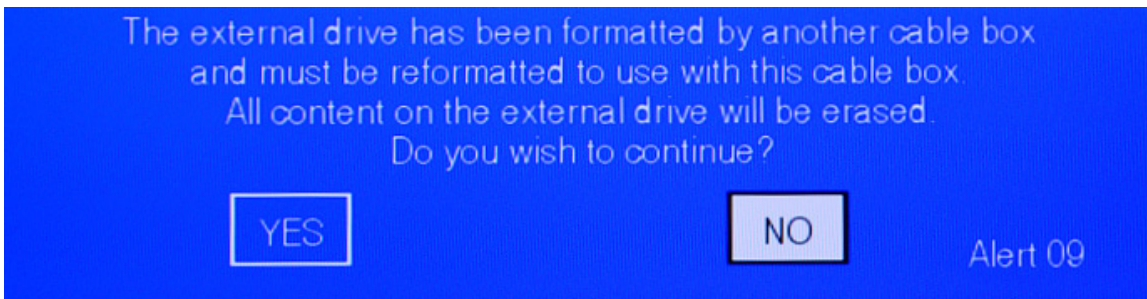
Q. What will you see when the drive is attached?



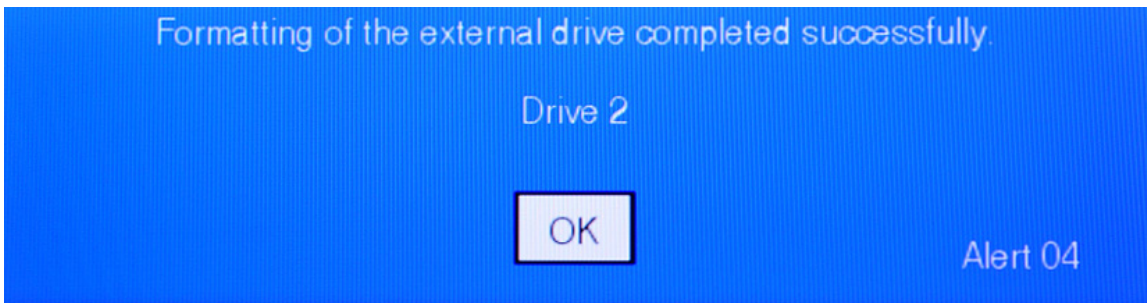
You must have the external drive enabled on your DVR. Call 330-833-4134 or 330-345-8114 to active this service.



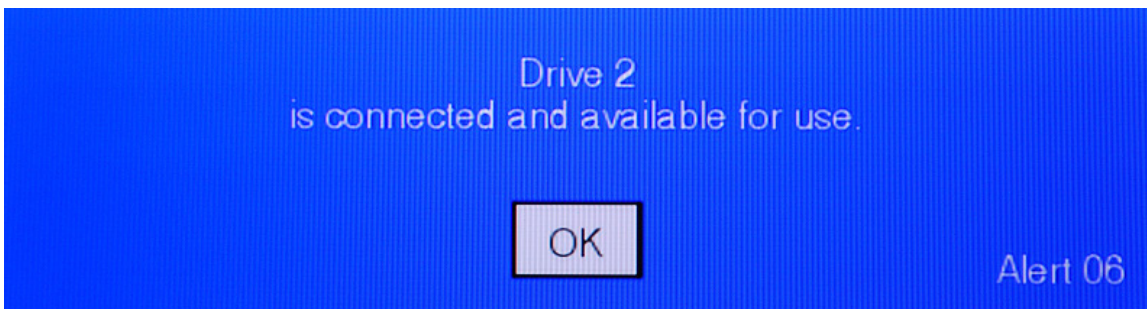
You will see this if this is the first time the drive has been connected to your DVR.



This will display if you move the external drive to a different DVR.



Once the drive is formatted.



This will display after connecting the external drive to a DVR it has been associated with.

Q. What will you see when the drive is detached?

No message will pop on the screen. Available drive space will decrease. Recorded programs that are on the drive will remain in the list. There will be a message to attach the drive if a recorded program is selected that is on the external hard drive.