Note to the Installer

Note to CATV System Installer (USA/Canada Only)

This reminder is provided to call the CATV System Installer’s attention to Article 820-40 of the National Electrical Code, and to the important safety precautions that are specified in the CATV cable ground shall be connected to the grounding system of the building, as close to the point of cable entry as practical.

This symbol is intended to alert you of the presence of important operating and maintenance (servicing) instructions in the literature accompanying this product.

This symbol is intended to alert you that uninsulated voltage within this product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.

The intended symbol is to alert you that combustible voltage within the product may have sufficient magnitude to cause electric shock. Therefore, it is dangerous to make any kind of contact with any inside part of this product.

Read and Retain These Instructions

• Read all of the instructions before you operate this equipment. Give particular attention to all safety precautions. Retain the instructions for future reference.

• Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this equipment.

• Comply with all instructions that accompany this equipment.

United States FCC Compliance

This equipment has been tested and found to comply with the applicable limits of Part 15 of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on. The user is encouraged to try to correct the interference by one or more of the following measures:

• Increase the separation between the equipment and receiver
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
• Consult your cable company or an experienced radio/TV technician for help

Any changes or modifications not expressly approved by Scientific-Atlanta could void the user’s authority to operate the equipment.

Important: The information shown in the FCC Declaration of Conformity paragraph below is a requirement of the FCC, and it is intended to supply you with information regarding the FCC approval of this device. The phone numbers listed are for FCC-related questions only and not intended for questions regarding the connection or operation for this device. Please contact your cable service provider for any questions you may have regarding the operation or installation of this device.

FCC Declaration of Conformity

This device complies with Part 15 of FCC Rules. Operation is subject to the following two conditions: 1) the device may not cause harmful interference; and 2) the device must accept any interference received, including interference that may cause undesired operation.

EXPLORER® Home Gateway models:
Models E4200HD
Manufactured by: Scientific-Atlanta, Inc.;
5030 Sugarloaf Parkway,
Lawrenceville, Georgia 30042; USA
Telephone: 770-236-1077

Software and Firmware Use

Scientific-Atlanta, Inc. owns copyrights to the software described in this document and the firmware to you under a license agreement. You may only use or copy this software in accordance with the terms of your license agreement.

Scientific-Atlanta, Inc. owns copyrights to the firmware in this equipment. You may only use the firmware in the equipment in which it is provided. Any reproduction or distribution of this firmware, or any portion of it, without the express written consent of Scientific-Atlanta, Inc. is prohibited.

Canada EMI Regulation

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Trademarks

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Disclaimer

Scientific-Atlanta, Inc. assumes no responsibility for errors or omissions that may appear in this guide. Scientific-Atlanta reserves the right to change this guide at any time without notice.

Scientific-Atlanta, Inc.
5030 Sugarloaf Parkway
Lawrenceville, Georgia 30042; USA

Scientific-Atlanta
770-236-1011

Note on the Installation

Place this equipment in a location that is close enough to an electrical outlet to accommodate the length of the power cord. Place this equipment on a stable surface. The surface must support the size and weight of this equipment.

Ventilation

This equipment has openings for ventilation that protect it from overheating. To ensure the usability of this equipment, do not obstruct the openings.

Cleaning the Equipment

Before cleaning this equipment, unplugging it from the electrical outlet. Use a damp cloth to clean this equipment. Do not use a magnetic/static cleaning device (dust remover) to clean this equipment.

Object and Liquid Entry
Never push objects of any kind into this product through openings as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock. Do not expose this equipment to liquid or moisture.

Power Cord Protection
Arrange all power cords so that people cannot walk on the cords, plug objects into built-up static charges. Plug your equipment into a surge protector in order to reduce the risk of damage from lightning strikes and power surges. If you have questions, call your cable service provider.

Power Sources
A label on this equipment indicates the correct power source for this equipment. Operate this equipment only from an electrical outlet that has the voltage and frequency that the label indicates. If you are unsure of the type of power supply to your residence, consult your cable service provider or your local power company.

Lightning and Power Surges
Ground (earth) your cable system to provide some protection against voltage surges and built-up static charges. Plug your equipment into a surge protector in order to reduce the risk of damage from lightning strikes and power surges.

Damage that Requires Service

If damage requires service, unplug this equipment from the electrical outlet. Contact your cable service provider when any of the following conditions exist:

• There is damage to the power cord or plug
• Liquid enters the equipment
• The equipment has been exposed to rain or moisture
• The equipment does not operate normally (the instructions in this guide describe the proper operation)
• The equipment exhibits a distinct change in performance

Serviceing
Do not open the cover of this equipment. If you open the cover, your warranty will be void. Refer all servicing to qualified personnel only. Contact your cable service provider for instructions.

Accessories
This equipment has a two-prong plug. Properly ground (earth) this equipment by inserting the plug into an outlet that has a ground (earth) socket. If this plug is provided, it has one wide prong and one narrow prong. This plug fits only one way.

Service
If you are unable to plug this equipment directly into the outlet, contact an electrician to replace your obsolete outlet.

IMPORANT RULES FOR SAFE OPERATION

CAUTION: TO PREVENT FIRE OR ELECTRIC SHOCK, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE.

WARNING: Avoid personal injury and damage to this equipment. An unstable surface may cause this equipment to fall.

Ventilation

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Service
If you are unable to plug this equipment directly into the outlet, contact an electrician to replace your obsolete outlet.
The serial number begins with SA and is located in the lower left corner of the bar code. Write the serial number here:

To access the Explorer eClub Web site type: www.scientificatlanta.com/explorerclub

To join the Explorer eClub, you must know the serial number here: _______________.

In the future, you may be asked to provide the above number when you contact your cable service provider. If your system requires troubleshooting, the number is located in the lower left corner of the bar code. Your cable service provider may ask for this number if your system requires troubleshooting.

Before you begin to install the Home Gateway:

1. Unplug all electronic devices before connecting or disconnecting any device cables.
2. Connect the Home Gateway to the HDTV as shown in the diagram.
3. Connect the Home Gateway to the coaxial cable coming from the wall.
4. Plug the Home Gateway and the HDTV into an AC power source.

If you plug the Home Gateway into an outlet that is controlled by a wall switch, keep the switch in the ON position. The on-screen guide is updated nightly. If the wall switch is in the OFF position, your Home Gateway will not receive the latest programming updates.

If you need further assistance, contact your cable service provider.

You can access your cable services using the remote control or the keys on the front panel of the Home Gateway.

If your Home Gateway does not perform as expected, check the following conditions:

1. Verify that the power to your TV is turned on.
2. Verify that all cables are properly connected.
3. Verify that the power to your TV is turned on.
4. Verify that your TV is tuned to the proper channel number.
5. Verify that the Bypass feature is disabled.
6. Verify that the SmartCard is inserted in the front slot of your Home Gateway (if required by your cable service provider).

If plugged into a wall switch, verify the switch is in the ON position.

If you need further assistance, contact your cable service provider.