

Got Questions? Moxi Has the Answers!

DVR

How far ahead and back in a show can I jump?

- **replay** goes back 7 seconds.
- **back** goes back 15 minutes.
- **skip** jumps ahead (if you have paused or replayed a scene). The amount of time **skip** jumps is determined by the cable operator. Currently, it ranges from 30 seconds to 15 minutes.
- **next** jumps ahead 15 minutes (if you have paused or replayed a scene).

How do I record only the first-run episodes of a series?

When scheduling the series recording, choose **recording options** in the action menu, and then **first-run only**. As long as the listing identifies the episode as new or a repeat, Moxi will record what you request.

To change your request at any time:

1. In the **Find & Record** category, choose **Series Options**.
2. Choose the series, and then choose **recording options** in the action menu.
3. Choose **Accept first-run only**, press the right arrow, and then choose **repeats**.
4. Press the left arrow to save your selection.

How can I record an entire show if it has already started?

As soon as you start watching a show, Moxi begins storing it in temporary memory. If you have been watching the show for a few minutes before you press **rec**, Moxi automatically includes the stored part of the show in the final recording. The amount of available temporary memory space varies, but is never less than 30 minutes for standard-definition shows and 15 minutes for high-definition.

Note: If you change channels, temporary memory clears and Moxi starts storing the show on the new channel.

How can I record the overtime portion of a show?

Some broadcasters start some shows earlier than their published time or end them later than scheduled. To be sure you do not miss any part of a show, take these steps.

- When you schedule a recording:
 1. Choose **recording options**.
 2. In the list of options, choose **start on time** or **stop on time**.
 3. Press the right arrow, and then choose the desired time.
 4. Press the left arrow button to save your selection.
- After the recording is scheduled or the show has started:
 1. If the show has started, choose it in **Recorded TV**. If the show has not yet started, choose it in the **Find & Record** category in **Scheduled to Record** or **Series Options**.
 2. Press **OK**, and then choose **recording options**.
 3. In the list of options, choose **start on time** (only available if the show has not yet started) or **stop on time**, and then press the right arrow and choose the desired time.
 4. Press the left arrow button to save your selection.

How many shows can I record?

The number of shows you can record depends on the type of shows—analogue, digital, or HD. The media center has an 80 GB hard disk, with 73 GB available for recording. (The remaining space is used by the software and other necessary components.) You can record up to 21 hours of analogue shows, 51 hours of digital shows, or 11 hours of HD shows.

How do I know when the recorder is full?

Unless you tell Moxi never to delete recordings by choosing **keep until I delete** for all of them, Moxi never lets the recorder get full. Moxi manages the space based on the expiration dates of your recordings. When Moxi needs space to record a new show, it deletes recordings that have reached their Keep Until (expired) date, starting with the ones that expire first.

What is a recording's expiration date?

A recording's expiration date is its Keep Until date. When Moxi records a show, it automatically sets the Keep Until date to 2 days. However, if you schedule a lot of recordings, Moxi may need to clear the necessary space by overriding that date and considering the recordings expired before the 2 days are up.

How long does Moxi keep my recordings?

Generally, Moxi keeps your recordings until space is needed to record more shows. Even if a recording is past its Keep Until date, Moxi does not delete it until the space is required for a new recording. By default, Moxi keeps recordings for at least 2 days, if space allows.

To change how long Moxi keeps a particular recording, choose it in **Recorded TV**, and then choose **keep until** in the action menu. (You can also find this setting in **recording options**.) Press the right arrow, and then choose one of the options listed. At the end of the specified time, a yellow exclamation point appears on the show in the **Recorded TV** list, indicating that the show has reached its Keep Until (expiration) date. (If you choose **Keep 'til space needed**, Moxi immediately marks the show as having reached its Keep Until date. However, Moxi does not delete the recording until it requires more space for new ones.)

When Moxi requires additional space for new recordings, it deletes recordings that have expired (passed their Keep Until dates), starting with the one that expired first.

Will Moxi delete a recording before the Keep Until date?

When recording space is full and you schedule another recording, Moxi must make room. If there are no shows that have passed their expiration (Keep Until) date, Moxi must mark a recording as expired earlier than you specified. Once a show has expired, it becomes eligible for deletion when a new recording requires that space.

If Moxi needs to create space, it may mark some recordings as expired within 24 hours of their recording. Moxi displays a message listing the recordings it must mark as expired before their time. The message gives you the option of canceling your recording request or having Moxi make room. (If Moxi needs to change the expiration date to one at least 24 hours after the recording ends, the message does not appear.)

Tip: Look through your **Recorded TV** list occasionally. If a recording has a yellow exclamation point (meaning it may be deleted to make room for new recordings) and is one you want to keep, select it, press **OK**, choose **keep until**, and then set how long you want Moxi to keep it.

Sometimes I see a message that Moxi needs to make room for my recording, even if I have very few recorded shows. What does that mean?

When calculating space requirements, Moxi must consider more than the shows and series episodes you have recorded. Moxi must also consider space it must reserve for recordings you have scheduled. If Moxi determines there is not sufficient space, it may offer to create additional space by making the expiration date of some recordings earlier, by deleting recordings, by not recording scheduled shows, or by allowing you to cancel your recording request.

Note: Moxi does not delete any expired recordings until the newly requested show airs.

Tip: There are several ways you can free up space.

- Delete old recordings
- Choose a smaller number of episodes in **episode limit**
- Choose **'til space needed** in **keep until**
- Adjust **start** and **end** options to prevent recording extra time

How do I delete a recorded show?

When the recording playback ends, you are prompted to save or delete the show. You can also select a show in the list of recorded shows, and then press **clear** or choose **delete** from the action menu.

Why aren't there reminders?

You don't need reminders. If you schedule your favorite shows to record, you can watch them at any time, no matter when they are broadcast.

On Demand and Pay Per View

Can I record a Pay Per View or On Demand show?

Pay Per View You can watch a Pay Per View show when you purchase it, or you can purchase it and record it to watch later.

On Demand An On Demand show starts playing as soon as you purchase it. You can watch an On Demand show as many times as you like while it is available, but you cannot record it.

Settings

How can I stop unwanted channels from appearing in my channel list?

In the **Settings** category, choose **Channel List**, and then choose the channels you want to remove from the listings. Only channels with green check marks appear in the listings.

Can I tune only to channels that appear in my channel list?

The **ch+/-** button tunes only to channels listed in the **Channel List**. However, you can tune to other channels by using the number buttons on the Moxi remote.

How can I listen to a show with secondary audio?

On an analog channel, choose **SAP** from the **Settings** category, and then check **Enable**.

On a digital channel, tune to the show and display the Flip Bar. Press **OK** or **info** to display the Flip Bar action menu. If the show offers secondary audio, choose **Language** in the action menu. Repeat to hear all available audio tracks.

Note: To use secondary audio, the show must be broadcast with an alternate audio track. On digital channels, if the show is not broadcast with an alternate audio track, **Language** does not appear in the Flip Bar action menu.

How can I stop the tones that play whenever I press a button on the remote?

In the **Settings** category, choose **Sound Effects**, and then choose **Mute**. This silences only the tones that play when you press a button on the remote. It does not affect the audio on your TV.

Why do I sometimes hear the tones when I use the remote, and sometimes not?

This happens only if you use digital sound outputs from your media center to an audio-video receiver. If you do, you will not hear the tones when you are tuned to a show with Dolby® Surround sound. You hear the tones only when you are tuned to shows with analog sound.

How do I get my Dolby® Surround to work with Moxi?

Make sure you are using an S/PDIF connection and that in the **Settings** category you choose **Dolby Digital** in **Audio Output**.

Why don't my HD channels look any different from the other channels?

First, make sure your HDTV is attached to the media center using component or DVI-D cables. Then, go to **HDTV Setup** in the **Settings** category and make sure you have checked all resolutions your HDTV supports. Do not check settings your TV does not support.

Why does the picture look stretched on my widescreen TV?

In **Settings**, choose **Widescreen** and make sure you have selected the correct settings.

- **Wide mode** If you have a widescreen TV, this setting fits shows broadcast in widescreen to the height and width of the screen. If you have a standard TV, the show appears squeezed horizontally. If your TV has a 16:9 aspect ratio or a 4:3 aspect ratio with a 16:9 enhancement feature, this setting is useful.
- **Cropped** On a standard TV, shows broadcast in widescreen are forced to fit the height of the screen. The sides appear clipped. Shows broadcast in standard definition appear normally. Although this setting can be used if you have a standard 4:3 TV that does not support widescreen, Letterbox is the recommended setting.
- **Letterbox** On a standard TV, shows broadcast in widescreen are forced to fit the width of the screen. Dark bars appear above and below the content. Shows broadcast in standard definition appear normally. If you have a standard 4:3 TV that does not support widescreen display, this is the recommended choice.

External Hard Drives

Why am I frequently running out of recording storage space even though I have connected an external hard drive?

Some external hard drives have software drivers that induce a sleep mode when inactive. The Moxi software version 4.1 cannot awaken these particular drives from the sleep mode. Some affected hard drives include, but are not limited to the Seagate Free Agent Pro.

If you already connected the external hard drive to the Moxi media center and formatted the drive, then to fix this issue you must reformat the drive. Be aware that reformatting the drive results in losing shows already stored on the drive.

To fix an external hard drive already connected to the Moxi media center:

1. To remove the external hard drive from the Moxi media center, in the Moxi Menu navigate to the **Settings** category, select the **External Hard Drive** card, and then press **OK**. Select **disconnect** from the action menu.
2. Connect the external hard drive to a PC.
3. When you format the drive for use with the Moxi media center, the software driver is removed, so you must reinstall it. On your PC, visit the external hard drive manufacturer's Web site, and download the software drivers for your drive type onto the external hard drive.

For the *Seagate Free Agent Pro*, install the 200 MB software driver from <http://www.seagate.com/support/freeagent/desktop-recovery-efigs.zip>. Other external hard drives may have similar utilities.

4. Once the software driver installs, adjust the **Sleep Mode** to **OFF**. Be aware that disabling the sleep mode could void your external hard drive warranty. Consult the manufacturer's warranty policy for more details.

To adjust the sleep mode for a *Seagate Free Agent Pro* external hard drive, start the driver application, click **Utilities**, and then select the **Adjust Sleep Intervals** option. Expand the drop-down menu and select **Never** from the list. Click **OK**, and then exit the application.

You can now disconnect the external hard drive from the PC, and reconnect it to the Moxi media center for reformatting.

To prevent this issue with a new external hard drive:

1. Before connecting your external hard to the Moxi media center, connect your external hard drive to a PC. The software driver application opens.
2. Adjust the **Sleep Mode** to **OFF**. Be aware that disabling the sleep mode could void your external hard drive warranty. Consult the manufacturer's warranty policy for more details.

To adjust the sleep mode for a *Seagate Free Agent Pro* external hard drive, start the driver application, click **Utilities**, and then select the **Adjust Sleep Intervals** option. Expand the drop-down menu and select **Never** from the list. Click **OK**, and then exit the application.

3. You can now disconnect the external hard drive from the PC, and then connect it to the Moxi media center for formatting.

General

How much storage do I have for Photos and Jukebox albums?

The actual amount of storage space available on the media center varies. Your cable operator can tell you how much space your particular media center allots to photo and music storage.

I don't have a picture. What happened?

Make sure your cable is connected to the wall and the media center, and that the video input option on your TV is set to the correct video input.

If there is still no picture, your video output setting may be one your TV does not support. To fix it, on the front of the media center, simultaneously press and hold the **Live TV** (second from left) and **OK** buttons. The appropriate setting—Sd, 720p, or 1080—appears on the media center LED display. A message appears on the TV screen, asking if you want to choose that setting. Choose **yes**.

Why is there no sound with my picture?

The **mute** button on the remote may be pressed or the volume lowered too far. If the volume indicator appears on your screen with none of the bars selected, press mute button again. Otherwise, press the **vol+** button.

I don't have any sound or picture. What happened?

Make sure both your TV and media center are plugged in and your surge protector is turned on. If you still have no sound or picture, contact Customer Service.

Why don't I see anything listed in the channels list?

This is probably a connection error. To fix it, press and hold the **Reset** button on the front of the media center for five seconds. Then allow the media center to restart. This takes about three to five minutes.

Why isn't my remote working?

Make sure you are using the Moxi remote and have fresh batteries in it. Remove anything in front of the media center that may be blocking the signal from the Moxi remote.

Will my Moxi remote control my TV and audio device?

As well as using your Moxi remote to access and control the many features of your media center, you can program it to control most brands of TVs and audio devices. Programming codes were in the package with the Moxi remote. You can find simple instructions and the codes you need by clicking *Programming the Remote* at www.moxi.digeo.com/remote/programming

What are the USB ports for?

Currently, you can attach a memory card reader to a USB port to upload your photos. (The USB2 port on the back of the media center is best for this.) In the future, all USB ports will be used for attaching peripheral devices and other extensions.

Is there a way to add more storage?

Not at this time.

Do I need to clean my Moxi?

You do not need to clean your Moxi. However, you can periodically dust the vents in the back to prevent dust buildup.

Note: Do not attempt to remove the media center cover.