

## Switched Digital Video (SDV)

Some cable service providers are implementing Switched Digital Video (SDV) technology, which allows your cable service provider to manage the delivery of SDV channels to homes in your neighborhood. If your Cable Service Provider is using SDV, you will need to connect a Switched Digital Video Tuning Adapter, provided by your cable service provider, to your Moxi HD DVR in order to see SDV channels. The SDV Tuning Adapter is about the size of a small cable box.

### Contact your Cable Service Provider

When you contact your cable service provider to obtain a multi-stream CableCARD, also ask if they have implemented Switched Digital Video (SDV) on any of their channels. If they use SDV, in addition to the multi-stream CableCARD, request a Switched Digital Video Tuning Adapter. (Fees for the Switched Digital Video Tuning Adapter are determined by your Cable Service Provider.)

### Connect the Switched Digital Video Tuning Adapter

After your CableCARD is installed and paired to the Moxi HD DVR, follow these instructions to connect the Switched Digital Video Tuning Adapter to your Moxi HD DVR. (Refer to the instructions provided with your SDV Tuning Adapter for specific directions to connect the cables to the SDV Tuning Adapter.)

1. Attach the coax cable coming from your wall to the single input on a splitter.
2. Attach two coax cables to the two connectors on the splitter.
3. Attach one of the coax cables coming from the splitter to the SDV Tuning Adapter.
4. Attach the other coax cable coming from the splitter to the cable-in port on the Moxi HD DVR.
5. Connect the USB cable between the SDV Tuning Adapter and the Moxi HD DVR (use the front or rear USB port.)
6. Plug-in the SDV Tuning Adapter power cord. The Tuning Adapter is a hot pluggable device; therefore, no restart of the HD DVR is required. Any SDV channels you subscribe to will be listed in **Channel List** and will be viewable.

### Will SDV affect viewing?

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.

Once you are watching an SDV channel, your provider can check-in with your TV 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 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.

### **Will SDV affect recordings?**

Moxi automatically checks in with your provider whenever an SDV channel is being used for a recording, preventing the SDV channel from being re-claimed 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 Find & Record, with the notation **Unavailable**.

### **SDV Technical Problems**

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.