Scientific-Atlanta

Bringing the Interactive Experience Home™

Scientific
Atlanta

Explorer® 3250HD
Digital Interactive Set-Top
User's Guide

In This Guide

IMPORTANT RULES FOR SAFE OPERATION

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 NEC (Section 54, Part I of the Canadian Electrical Code), that provides guidelines for proper grounding and, in particular, specifies that 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 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.

CAUTION

RISK OF ELECTRIC SHOCK DO NOT OPEN

AVIS

RISQUE DE CHOC ÉLECTRIQUE NE PAS OUVRIR

CAUTION: To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel.

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

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

Read and Retain These Instructions

- Read all of the instructions before you operate this set-top. 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 set-top.
- Comply with all instructions that accompany this set-top.

Placement

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

⚠️ **WARNING:**
Avoid personal injury and damage to this set-top. An unstable surface may cause this set-top to fall.

Ventilation

This set-top has openings for ventilation that protect it from overheating. To ensure the reliability of this set-top, follow these guidelines to avoid obstructing the openings:

- Do not place other equipment, lamps, books, or any other object on the top of this set-top.
- Do not place this set-top in any of the following locations:
  - On a bed, sofa, rug, or similar surface
  - Over a radiator or a heat register
  - In an enclosure, such as a bookcase or equipment rack, unless the installation provides proper ventilation

Cleaning the Set-Top

Before cleaning this set-top, unplug it from the electrical outlet. Use a damp cloth to clean this set-top. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean this set-top.

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 set-top to liquid or moisture. Do not place this set-top on a wet surface. Do not spill liquids on or near this set-top.

Accessories

Do not use accessories with this set-top unless recommended by your cable service provider.

Overloading

Do not overload electrical outlets, extension cords, or integral convenience receptacles, as this can result in a risk of fire or electric shock. For equipment that requires battery power or other sources to operate, refer to the operating instructions for that equipment.

Lightning and Power Surges

Ground (earth) your cable system to provide some protection against voltage surges and built-up static charges. Plug your set-top into a surge protector to reduce the risk of damage from lightning strikes and power surges. If you have questions, call your cable service provider.

Power Cord Protection

Arrange all power cords so that people cannot walk on the cords, place objects on the cords, or place objects against the cords, which can damage the cords. Give particular attention to the cords at the point at which the cord connects to the plug, at electrical outlets, and at the places where the cords exit the set-top.

Power Sources

A label on this set-top indicates the correct power source for this set-top. Operate this set-top 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.

Grounding

This set-top has a two-prong plug. Properly ground (earth) this set-top by inserting the plug into a grounded electrical, two-socket outlet. If this plug is polarized, it has one wide prong and one narrow prong. This plug fits only one way.

> ⚠ **CAUTION:**
> **To prevent electric shock, match wide blade of plug to the wide slot, and then fully insert.**

If you are unable to insert this plug fully into the outlet, contact an electrician to replace your obsolete outlet.

Servicing

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

Damage that Requires Service

For damage that requires service, unplug this set-top from the electrical outlet. Refer to qualified personnel when any of the following occurs:

- There is damage to the power cord or plug
- Liquid enters the set-top
- There is exposure to rain or water
- Operation is not normal (the instructions in this guide describe the proper operation)
- If you drop this equipment, or damage the cabinet of this set-top
- If this set-top exhibits a distinct change in performance

Upon completion of any service or repairs to this set-top (home terminal), the service technician will perform safety checks to determine that the equipment is in proper operating condition.

Screen Burn-In Warning

Please refer to the user's guide that came with your high-definition television (HDTV) for an important message regarding images being permanently "burned in" to your HDTV screen.

Welcome!

Congratulations on adding the Explorer® 3250 High Definition Digital Interactive Set-Top (3250HD) to your television viewing experience!

The Explorer 3250HD Set-Top provides you the ability to view cable television programming for high-definition television (HDTV) as well as standard-definition television (SDTV).

The Explorer 3250HD Set-Top also provides you with the ability to experience video-on-demand (VOD), if offered by your cable service provider. Ask your cable service provider about the services available in your area.

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Serial Number

On the back panel of the set-top is a label that lists the serial number for your Explorer 3250HD Set-Top. The serial number is located in the lower left corner of the label and begins with the letters SA. You must know the serial number to access the online Explorer eClub. In addition, your cable service provider may need the serial number to provide technical assistance.

0003B4287797

SABDQXTL   N0006246618

Use the space provided here to record your set-top serial number :
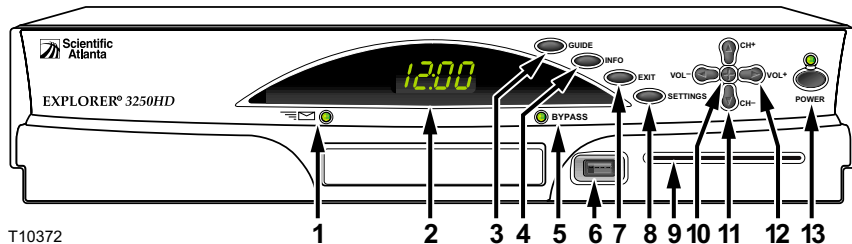
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Explorer eClub

For additional information about your set-top, Scientific-Atlanta invites you to join the Explorer eClub. This online club provides news and "what's up" information about the Explorer 3250HD Set-Top and offers you a chance to win prizes.

To join the Explorer eClub, you must know the serial number of your set-top. You can access the Explorer eClub on the Internet at the following web address:
www.scientificatlanta.com/explorerclub

Before You Begin

- Read the IMPORTANT RULES FOR SAFE OPERATION section of this guide.

- Locate the serial number for your set-top, which is on a bar code on the back panel of the set-top. You will need this serial number to join the Explorer eClub. Also, if your system requires troubleshooting in the future, your cable service provider or Scientific-Atlanta may ask for the serial number.

- If you plug the set-top 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 set-top will not receive the latest programming updates.

- Keep the top of the set-top free of all objects and electronic devices, including your TV.

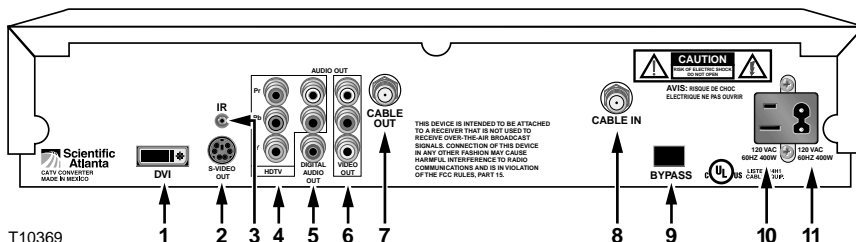- It is recommended that you connect a surge protector to your cable equipment and electronic devices.

Front Panel Overview

T10372

1 The Message indicator blinks or illuminates when a message from your cable service provider is waiting. To access the message, press the Info key.

2 The LED displays the selected channel number and time of day.

3 The Guide key accesses on-screen services, such as the on-screen guide, video-on-demand, or pay-per-view.

4 The Info key displays a description of the selected program. This key is available from the on-screen guide and while viewing a program.

5 The Bypass indicator illuminates when the optional bypass feature is on.*

6 The USB (Universal Serial Bus) port connects to external equipment, such as a keyboard.*

7 The Exit key is used to exit menus, the on-screen guide, and program information.

8 The Settings key provides access to the Settings menu.

9 The Smart card slot allows smart card access.*

10 The Select key provides access to your on-screen selection.

11 The CH+ and CH- keys enable you to scroll up and down through the channels.

12 The VOL+ and VOL- keys enable you to increase and decrease the volume.

13 The Power key is used to turn the Explorer 3250HD on and off. The light above of the Power key illuminates when the power is on.

Contact your cable service provider for more information.

**Back Panel
Connectors
Overview**

T10369

1 The DVI (Digital Visual Interface) port provides digital video signals to the HDTV. Ask your cable service provider about availability.

2 The S-Video port provides an S-Video signal to your TV or VCR. This signal is SDTV but higher-quality than other SDTV connections.

3 The IR Blaster port is used with the optional VCR Commander™ Service.

4 The HDTV (Y, Pb, and Pr) output ports and Left/Right Audio Out ports provide HDTV signals to your HDTV.

5 The Digital Audio Out port sends a digital audio signal to a surround-sound receiver or other digital audio device.

6 The Video Out and Left/Right Audio Out ports send regular video and audio signals to a TV or VCR. This signal is SDTV.

7 The Cable Out port sends analog audio and video signals to a TV or VCR. These signals are SDTV video with mono audio.

8 The Cable In port receives the signal from your cable service provider.

9 The RF Bypass port is used with the optional Bypass Module feature that allows viewing one channel while recording another. Ask your cable service provider if this service is available.

10 The AC Switched Outlet can be used to provide AC power for another device, such as a TV.

11 The AC Power Input provides power to the set-top.

**Connection
Diagrams**

The diagrams on the following pages show examples of common ways to connect your set-top to your HDTV, VCR, and home theater receiver. However, these diagrams do not show every possible combination of devices. Please consult the user's guides that came with your other devices for further information.

Some of the cables shown in the diagrams may not be included with your Explorer Set-Top.

Important: Be sure to follow the steps listed in **Connecting the Set-Top**.

Connecting the Set-Top

Follow these steps using the connection diagrams on the following pages to connect the Explorer 3250HD Set-Top to your HDTV and other devices.

⚠ **WARNING:**

Electric shock hazard! Unplug all electronic devices before connecting or disconnecting any device cables.

1. Unplug all electronic devices before connecting the set-top.

2. Connect the set-top to your HDTV, VCR, and other devices as shown in the diagrams later in this guide. (The diagrams in this guide do not cover every possible wiring combination.)

3. Connect the set-top to the coaxial cable coming from the wall.

4. Plug the set-top and the TV into an AC power source, but do not turn on your set-top or HDTV yet.

5. Wait for the front of your set-top to display one of the following:

   • Current time

   • Four dashes (- - - -)

   Important: It may take several minutes for the set-top to receive the latest software, programming, and service information. When the front panel displays the time or four dashes, the update is complete.

7. After the update is complete, press **POWER** to turn on your set-top.

8. Turn on the power to your HDTV.

9. Press the **Input** or **TV/Video** key on the HDTV remote or on the HDTV and scroll to the video input you chose for the connection. For example: Video 6.

HDTV Formats

Most HDTVs include YPbPr connectors for component video inputs, and your Explorer 3250HD Set-Top includes a YPbPr cable for these inputs.

However, some HDTVs only have RGB inputs. If you have one of these HDTVs, you may need an RGB adaptor. Check with your cable service provider for information about receiving an RGB adaptor.

Also, some SDTVs include YPbPr inputs. Your 3250HD set-top will function correctly with these inputsonly when outputting in 480i mode.

Audio Output

To hear stereo sound, you must do one of the following:

• Connect stereo audio cables from the AUDIO OUT LEFT and RIGHT connectors on the set-top to the AUDIO IN LEFT and RIGHT connectors on your HDTV.

• Connect an RCA cable from the DIGITAL AUDIO OUT on your set-top to the DIGITAL AUDIO IN on your HDTV (if equipped) or stereo receiver.

In addition, you may also connect an S-Video cable from the S-VIDEO OUT connector on the set-top to the S-VIDEO connector on the HDTV or VCR. However, the S-Video connection does not supply audio. You must also use audio cables with the S-Video cable.
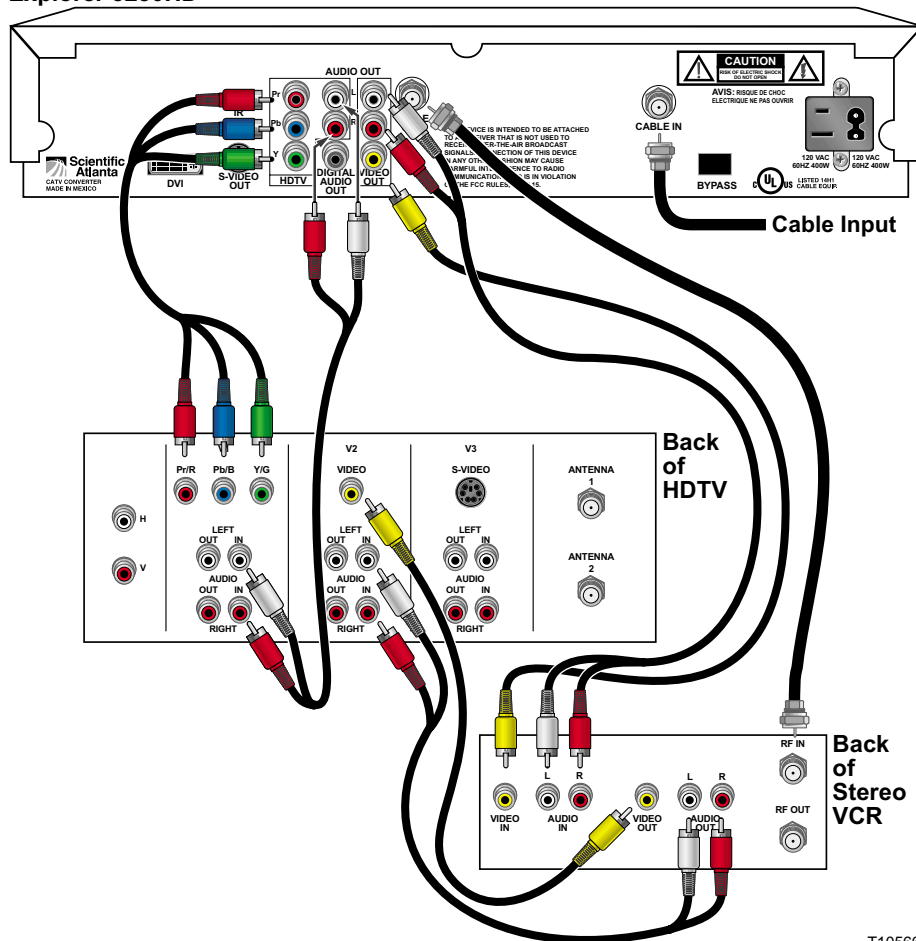
If you connect the set-top to your HDTV using only the coaxial cable at the CABLE OUT connection, your HDTV will not receive stereo sound from your set-top.

Note: S-Video and coaxial cables only deliver SDTV programming. They do not deliver HDTV programming.

Set-Top Connected to HDTV and Stereo VCR

Connecting an Explorer 3250HD Set-Top to an HDTV and a stereo VCR, enables you to record and play back TV programming. **Note**: HD programs record to your VCR in SD format.
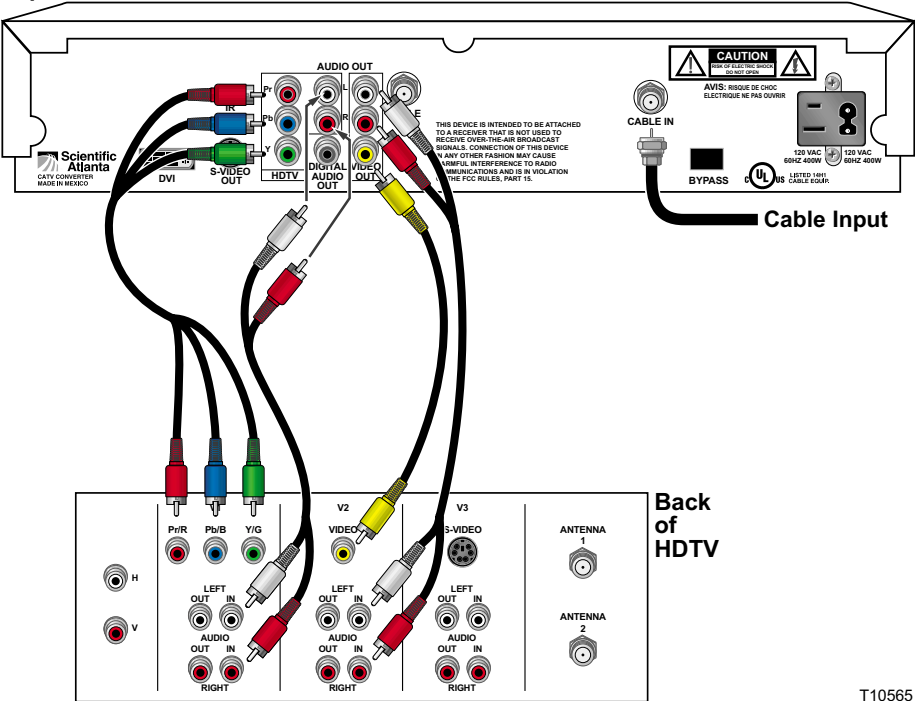
Explorer 3250HD

T10566

Set-Top Connected to an HDTV Using Component Video Cables

Connecting an Explorer 3250HD Set-Top to an HDTV, using the component video cable (YPbPr), provides all programming content——both HDTV and SDTV programming—through the HDTV inputs on the HDTV.
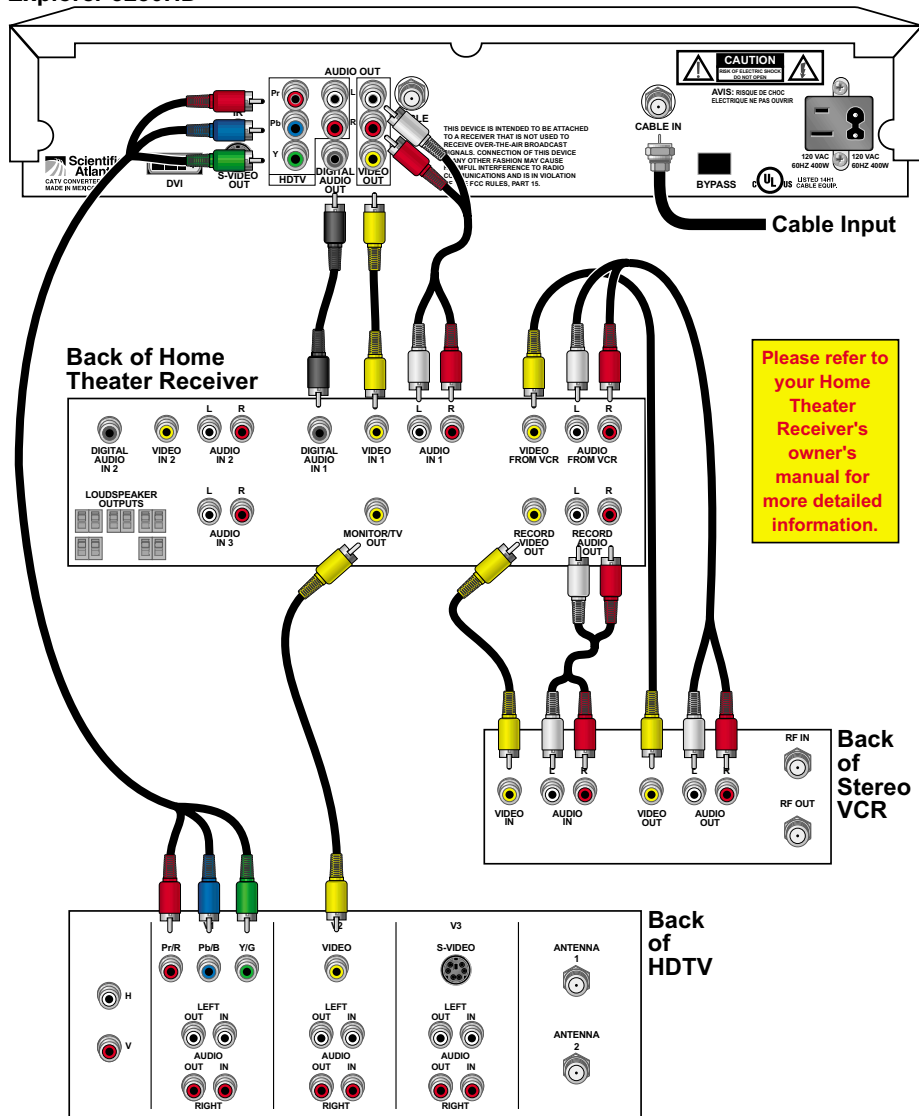
Explorer 3250HD

T10565

Set-Top Connected to a Home Theater Receiver, HDTV, and Stereo VCR

This diagram shows an Explorer 3250HD Set-Top connected to a home theater receiver, HDTV, and stereo VCR.
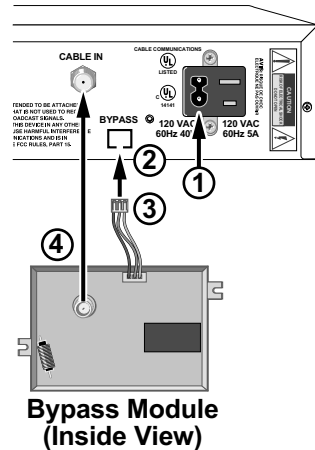
Explorer 3250HD

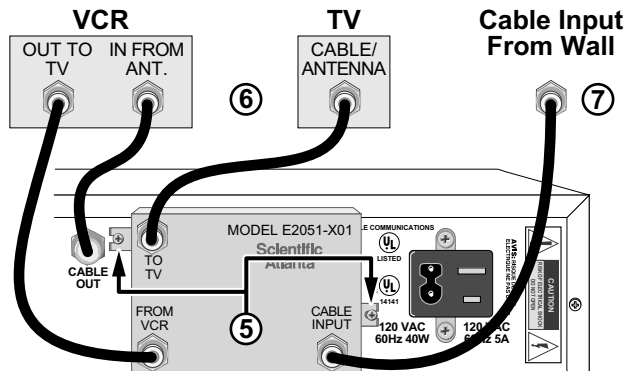
T10568

Installing the RF Bypass

Connecting the RF Bypass enables you to watch one program while recording another.

Bypass Module (Inside View)

T8476

Install the RF Bypass Module

1. Remove the AC power cord and all other connections from the set-top.
2. Bend the metal tab labeled **BYPASS** toward you. Pull off the metal tab and dispose of it safely.
3. With the Bypass module labels facing up and toward you, insert the white 3-wire multicable connector into the Bypass slot on the set-top.
4. Insert the Bypass module onto the **CABLE IN** connector on the back panel of the set-top while folding the 3 multicable wires into the inside of the Bypass module.

5. Align the mounting tabs with the screw holes. Tighten the screws (supplied with the Bypass module) to hold the module in place against the back panel. The screws should be snug, but do *not* overtighten. This can cause damage to your set-top.
6. Connect the Bypass module to the TV and VCR.
7. Connect cable input from the wall to the **CABLE INPUT** connector on the RF bypass module.

Bypass Module Attached to EXPLORER DHCT

T8620

Activate the RF Bypass Module

Press and hold the Bypass key on the remote control. The Bypass indicator on the front panel of the set-top will illuminate. **Note**: Your remote control may have a Video Source key instead of a Bypass key.

• You can only view *analog* channels; digital channels are not available for viewing on your TV

screen. However, you can record either analog or digital channels on your VCR while the Bypass feature is active.

• Use the Bypass key on the remote control to activate and deactivate the Bypass feature.

Deactivate the RF Bypass Module

1. Press and briefly hold the Bypass key on the remote control. The Bypass indicator no longer illuminates on the Explorer Set-Top.
2. Tune your TV using one of the following methods:
   • If the TV/VCR switch on your VCR is in the **VCR** position, you must tune your TV to the VCR output channel (channel 3 or 4).

You can view a tape, or you can view the channel to which the Explorer Set-Top is tuned.

• If the TV/VCR switch on your VCR is in the **TV** position, you must tune your TV to the Explorer Set-Top output channel (channel 3 or 4). You can *only* view programs from the Explorer Set-Top, regardless of what your VCR is playing.

Using the Set-Top

After you set up your Explorer 3250HD Set-Top, and the front panel displays the current time, you can turn on the set-top and begin watching TV. Press the **POWER** button on the front of the set-top to turn it on. Your cable service provider will send nightly programming updates to your set-top (such as program guide information). You should leave your set-top on at all times so that it can receive these updates.

Basic Remote Control Keys

- To turn the set-top on, press **TV** and then **POWER**.

- To change the channel, use **CH+** and **CH-**.

- To adjust the volume, use **VOL+** and **VOL-**.

- To view more information about the current program, press **INFO**.

Interactive Program Guide

The Interactive Program Guide organizes programs and events into listings by channel, theme, or title.

The current channel continues to display in the upper right corner of the guide. The upper left corner displays information about the highlighted program.

- To view or hide the guide, press **Guide**.

- To view information about a program, use the arrow keys on the remote control (▲ ▼ ◄ ►) to highlight the program.

- To view the more information about the highlighted program, press **INFO.**

- To view the highlighted program, press **SELECT**.

- The A B C keys provide additional functions that vary, based on the current menu screen. The functions assigned to each of these keys is shown on the bottom of the screen.

Setting Menu Options

Set-Top Menu Settings

The Explorer 3250HD Set-Top offers the following two menu settings that you can use to configure your set-top features, based on your preferences:

- The Quick Settings menu gives you quick access to the more commonly used settings such as parental control, favorite channel lists, and sleep timers.

- The General Settings menu gives you access to all of the quick settings plus advanced settings, such as on-screen languages and Personal Identification Numbers (PINs).

To access the menus:

- Press **SETTINGS** once to view the Quick Settings menu. Press **SETTINGS** again to view the General settings menu. Press **SETTINGS** a third time to hide both settings menus.

- Use the arrow keys to scroll through the settings options.

- Press **SELECT** to change the highlighted setting.

- Press **INFO** to learn more about the highlighted setting.

Troubleshooting

If your set-top does not function as expected, read the following conditions and suggestions.

If the situation persists, contact your cable service provider.

Questions about the Set-Top

If your set-top does not perform as expected, check the following conditions:

- Verify that the power to your TV is turned on.
- If plugged into a wall switch, verify the switch is in the ON position.
- Verify that all cables are properly connected.
- Verify that your TV is connected to the proper TV input port.

If your set-top does not perform as expected after checking the power, the cables, and the output channel, check the following conditions:

No picture

- If your system includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the set-top Power light is on and the Bypass light is off.

No color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.

No sound

- If your setup includes a VCR or stereo, verify that you have properly connected them to the set-top.
- Verify that the volume is turned up.
- Verify that the Bypass feature is disabled.

The TV screen displays a message indicating that the set-top is automatically updating its software.

Wait for the time to appear on the front panel of your set-top before continuing with the installation process. When the front panel displays the time, the update is complete.

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 TV 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 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® Digital Interactive Set-Top model:
Model 3250HD
Manufactured by: Scientific-Atlanta, Inc.;
5030 Sugarloaf Parkway;
Lawrenceville, Georgia 30042; USA
Telephone **770-236-1077**

Canada EMI Regulation

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

Cet appareil numérique de la classe B respecte toutes les exigences du Réglement sur le matériel brouilleur du Canada.

Software and Firmware Use

Scientific-Atlanta, Inc. owns copyrights to the software included in your set-top and furnishes the software to your cable service provider under a license agreement. You may only use or copy this software in accordance with the terms of your cable service provider.

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.

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