RETURN SEALED BIDS TO:

CITY OF TACOMA
REQUEST FOR BID

PURCHASING DIVISION
3628 South 35th St. 98409
PO BOX 11007 98411-2597
Tacoma, WA

BID NO.: PC20-0127N
BUYER: Samol Hefley
PHONE: 253-502-8249
FAX: 253-502-8372
DATE: May 11, 2020

SURPLUS PROPERTY SALE

SEALED BIDS will be received until 11:00 a.m., Monday, May 18, 2020

FOR: Purchase of items listed below. Weights and quantities are estimated. Items will be sold as-is and where-is, and in accordance with instructions attached hereto. Freight costs and arrangements are the responsibility of the bidder. Bids must be submitted on this form.

LOCATION OF SURPLUS PROPERTY: 3628 S. 35th Street, Tacoma, WA 98409
VIEWING CONTACT: Ken Ostrus, 253-502-8408

SELECTED BIDS will be received until 11:00 a.m., Monday, May 18, 2020

FOR: Purchase of items listed below. Weights and quantities are estimated. Items will be sold as-is and where-is, and in accordance with instructions attached hereto. Freight costs and arrangements are the responsibility of the bidder. Bids must be submitted on this form.

LOCATION OF SURPLUS PROPERTY: 3628 S. 35th Street, Tacoma, WA 98409
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<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>DESCRIPTION</th>
<th>UNIT PRICE</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lot 1</td>
<td>Click! Set-Top - See attached for specification. DCX-3200 P3-HD Box DCX-3200 P1 HD Box DCX-3425 - DVR 250 GB DCX-3510 - DVR 500 GB</td>
<td>$XXXXXX</td>
<td>LOT $_________ ___</td>
</tr>
<tr>
<td>Lot 2</td>
<td>Pace / Denali - HD Box Potential Buyer must pay ALL Freight charges. All Set-tops are placed on a pallet with cardboard edge pieces and rapped tight with several layers of stretch film.</td>
<td>$XXXXXX</td>
<td>LOT $_________ ___</td>
</tr>
</tbody>
</table>

* SOLD AS IS - WHERE IS *
This Sale may be Subject to Council or Utility Board Approval

GOOD FAITH DEPOSIT:
Find attached deposit in the form of Certified or Cashier's check in an amount not less than five (5) percent of the total bid (cash not accepted).

Check No.: N/A Date: N/A Amount: $ N/A

Bidder certifies that this purchase is for resale in the regular course of business, or is to be used as an ingredient or component part of a new article of tangible personal property to be produced for sale, or is a chemical to be used in processing an article to be produced for sale.

Resale No.: ___________________________ Signed: ___________________________ (Authorized Signature as required)

If not applicable, Washington State sales tax will apply and will be added to the bid amount.

The Undersigned hereby agrees to purchase any or all items described above in accordance with conditions and instructions contained in this bid call:

Bidder: ___________________________ Phone: ___________________________
Address: ___________________________ City/State/Zip: ___________________________
Printed Name/Title: ___________________________ Fax: ___________________________
Signed: ___________________________ Date: ___________________________

C:\Users\shefley\Desktop\Click Surplus\PC20-0127N_SURPLUS PROPERTY SALE.docx
Revised 04/2005
Bid Submittal Check Sheet

Your bid proposal must be received in the Purchasing Division by 11:00 a.m., Monday, May 18th, 2020. Submittals are accepted by one of the following delivery methods: e-mail, facsimile, or mail. The City accepts no responsibility for transmission errors.

E-mailed bid submittals are to be sent to sendbid@cityoftacoma.org for this solicitation. Please include the Collective Bid Number, PC20-0127N, in the subject line of your e-mail. Bids are subject to the submittal deadline noted in the bid solicitation document. The time of e-mail receipt will be considered as the time of submittal.

Submittals may be mailed to 3628 South 35th Street, Tacoma, WA 98409 or faxed to 253-502-8372.

The following items make up your bid submittal package:

1. Signed Bid Proposal Page

Failure to comply may result in your bid being declared non-responsive and rejected.

Documents required after award:

Payment
Proof of Insurance
Hold Harmless Form
Resellers Certificate, if applicable
CITY OF TACOMA
GENERAL INSTRUCTIONS FOR BIDDING ON SURPLUS PROPERTY

Submittal Information

Sealed bids must be delivered to the office designated on the attached form, on or before the time mentioned thereon. Any bid received after the established opening time will not be considered, and will be returned to the bidder unopened.

When specified by the City, bids must be accompanied by a Certified or Cashier's check as a bid and performance guarantee (good faith deposit) in an amount not less than five percent (5%) of the amount of the bid, made payable to "Treasurer, City of Tacoma." Cash will not be accepted. Deposit checks will be returned to unsuccessful bidders after award of the bid to the successful bidder. The deposit of successful bidder shall be applied to the purchase price. If the successful bidder fails to consummate the purchase, such deposit shall be forfeited as liquidated damages to the City of Tacoma.

Bids must be valid for a minimum of 30 days after the opening date.

Bidders may inspect the items offered for sale at the location indicated on the attached form.

The City reserves the right to reject any or all bids received, to award any or all of the various items to separate bidders, to waive any informalities in the bids, and to award as best serves the interest of the City.

Disclaimer of Warranty

All items are sold AS-IS and WHERE-IS, with all faults. The Seller makes no warranty, express or implied with respect to the condition of the goods. SELLER SPECIFICALLY DISCLAIMS ANY AND ALL UCC WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Quantities/Payment

Unless otherwise indicated, quantities and/or weights are estimates only. Buyer shall not be entitled to any price adjustment in the event of variance in the estimated quantity. The total sale amount will be based on the unit prices quoted and the total quantity or weight as determined by scale weight at the time material is picked up.

Within one week from date of notification of award, the successful bidder must make payment in full for all items awarded. Payment for metals or other items that must be weighed shall be based on the estimated quantities as shown in the bid call, with final payment adjustment to be made based on actual weights picked up as ascertained by the scale tickets. All payments are to be by Certified or Cashier's check, made payable to "Treasurer, City of Tacoma."

Any material, equipment or other items bid upon must be removed by the successful bidder within one week from date of notification of award, unless stated otherwise under special instructions. Material bid on may be added to by like material through normal course of operation of the City of Tacoma between the time of the bid opening and the time the salvage is picked up. However, all material in any designated bin or location must be removed during the normal course of pick-up by the successful bidder.

The successful bidder will be required to pay Washington State sales tax, unless he/she is a qualified dealer, in which case he/she must furnish his/her resale number, as indicated on the bid form.

Hazardous/Toxic Substances

The Buyer shall abide by all local, state and federal laws and regulations pertaining to the use, transport, handling, reclamation, and disposal of hazardous or toxic substances, including but not limited to the following: The Toxic Substance Control Act; the Resource Conservation and Recovery Act; the Comprehensive Environmental Response, Compensation and Liability Act; the Hazardous Materials Transportation Act; the Hazardous Waste Management Act; the Occupational Safety and Health Act; and the Washington Industrial Safety and Health Act.

Indemnification - Hold Harmless

Purchaser acknowledges that pursuant to the terms of this agreement, Purchaser is totally responsible for the safety of all persons and property in the performance of this contract. Purchaser assumes the risk of all damages, loss, cost, penalties and expense and agrees to indemnify, defend and hold harmless the City of Tacoma, from and against any and all liability which may accrue to or be sustained by the City of Tacoma on account of any claim, suit or legal action made or brought against the City of Tacoma for the death of or injury to persons (including Purchaser's or subcontractor's employees) or damage to property involving Purchaser, or subcontractor(s) and their employees or agents, or for any other cause arising out of and in connection with or incident to the performance of the contract except for injuries or damages caused by the sole negligence of the City. In this regard, Purchaser recognizes that Purchaser is waiving immunity under Industrial Insurance Law, Title 51 RCW. This indemnification extends to the officials, officers and employees of the City and also includes attorney's fees and the cost of establishing the right to indemnification hereunder in favor of the City of Tacoma.
CITY OF TACOMA

SURPLUS PROPERTY DISPOSAL/SPECIFICATION NO.
FROM (Dept):
TO (Purchaser/Recipient):

Indemnification--Hold Harmless

Purchaser/Recipient acknowledges that pursuant to the terms of this agreement, Purchaser/Recipient is totally responsible for the safety of all persons and property in the performance of this contract. Purchaser/Recipient assumes the risk of all damages, loss, cost, penalties and expense and agrees to indemnify, defend and hold harmless the City of Tacoma, from and against any and all liability which may accrue to or be sustained by the City of Tacoma on account of any claim, suit or legal action made or brought against the City of Tacoma for the death of or injury to persons (including Purchaser/Recipient’s or subcontractor’s employees) or damage to property involving Purchaser/Recipient, or subcontractor(s) and their employees or agents, or for any other cause arising out of and in connection with or incident to the performance of the contract except for injuries or damages caused by the sole negligence of the City. In this regard, Purchaser/Recipient recognizes that Purchaser/Recipient is waiving immunity under Industrial Insurance Law, Title 51 RCW. This indemnification extends to the officials, officers and employees of the City and also includes attorney’s fees and the cost of establishing the right to indemnification thereunder in favor of the City of Tacoma.

ITEM:_________________________________ $

ITEM:_________________________________ $

ITEM:_________________________________ $

ITEM:_________________________________ $

PURCHASER/RECIPIENT:__________________________________________

ADDRESS:____________________________________________________

CITY & STATE:_________________________________ ZIP CODE:______________

PHONE:________________________________________________________

NAME:_________________________________ DATE:____________________

SIGNATURE:____________________________________________________

All items are sold/donated/salvaged AS-IS and WHERE-IS, with all faults. Freight costs and arrangements are the responsibility of the bidder. The City of Tacoma makes no warranty, express or implied, with respect to the condition of the goods. The City of Tacoma specifically DISCLAIMS ANY AND ALL UCC WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.
The Contractor (Contractor) shall maintain at least the minimum insurance set forth below. By requiring such minimum insurance, the City of Tacoma shall not be deemed or construed to have assessed the risk that may be applicable to Contractor under this Contract. Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain greater limits and/or broader coverage.

1. **GENERAL REQUIREMENTS**

The following General Requirements apply to Contractor and to Subcontractor(s) of every tier performing services and/or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following insurance requirements applicable to Contractor and Contractor’s Subcontractor(s):

1.1. City of Tacoma reserves the right to approve or reject the insurance provided based upon the insurer, terms and coverage, the Certificate of Insurance, and/or endorsements.

1.2. Contractor shall not begin work under the Contract until the required insurance has been obtained and approved by City of Tacoma.

1.3. Contractor shall keep this insurance in force during the entire term of the Contract and for Thirty (30) calendar days after completion of all work required by the Contract, unless otherwise provided herein.

1.4. Insurance policies required under this Contract that name “City of Tacoma” as Additional Insured shall:

   1.4.1. Be considered primary and non-contributory for all claims.
   1.4.2. Contain a “Separation of Insured provision and a “Waiver of Subrogation” clause in favor of City of Tacoma.

1.5. Section 1.4 above does not apply to contracts for purchasing supplies only.

1.6. Verification of coverage shall include:

   1.6.1. An ACORD certificate or equivalent.
   1.6.2. Copies of all endorsements naming the City of Tacoma as additional insured and showing the policy number.
   1.6.3. A notation of coverage enhancements on the Certificate of Insurance shall not satisfy these requirements – actual endorsements must be submitted.

1.7. Liability insurance policies, with the exception of Professional Liability and Workers’ Compensation, shall name the City of Tacoma and its officers, elected officials, employees, agents, and authorized volunteers as additional insured.

   1.7.1. No specific person or department should be identified as the additional insured.
   1.7.2. All references on certificates of insurance and endorsements shall be listed as “City of Tacoma”.
   1.7.3. The City of Tacoma shall be additional insured for both ongoing and completed operations using Insurance Services Office (ISO) form CG 20 10 04 13 and CG 20
1.8. Contractor shall provide a Certificate of Insurance for each policy of insurance meeting the requirements set forth herein when Contractor provides the signed Contract for the work to City of Tacoma. Contractor shall provide copies of any applicable Additional Insured, Waiver of Subrogation, and Primary and Non-contributory endorsements. Contract or Permit number and the City Department must be shown on the Certificate of Insurance.

1.9. Insurance limits shown below may be written with an excess policy that follows the form of an underlying primary liability policy or an excess policy providing the required limit.

1.10. Liability insurance policies shall be written on an “occurrence” form, except for Professional Liability/Errors and Omissions, Pollution Liability, and Cyber/Privacy and Security.

1.11. If coverage is approved and purchased on a “Claims-Made” basis, Contractor warrants continuation of coverage, either through policy renewals or by the purchase of an extended reporting period endorsement as set forth below.

1.12. The insurance must be written by companies licensed or authorized in the State of Washington pursuant to RCW 48 with an (A-) VII or higher in the A.M. Best’s Key Rating Guide www.ambest.com.

1.13. Contractor shall provide City of Tacoma notice of any cancellation or non-renewal of this required insurance within Thirty (30) calendar days.

1.14. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract, otherwise it shall constitute a material breach of the Contract, upon which City of Tacoma may, after giving Five (5) business day notice to Contractor to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith; with any sums so expended to be repaid to City of Tacoma by Contractor upon demand, or at the sole discretion of City of Tacoma, offset against funds due Contractor from City of Tacoma.

1.15. Contractor shall be responsible for the payment of all premiums, deductibles and self-insured retentions, and shall indemnify and hold the City of Tacoma harmless to the extent such a deductible or self-insured retained limit may apply to the City of Tacoma as an additional insured. Any deductible or self-insured retained limits in excess of Twenty Five Thousand Dollars ($25,000) must be disclosed and approved by City of Tacoma Risk Manager and shown on the Certificate of Insurance.

1.16. City of Tacoma reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has changed.
1.17. All costs for insurance shall be incidental to and included in the unit or lump sum prices of the Contract and no additional payment will be made by City of Tacoma to Contractor.

1.18. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of Contractor or Subcontractor(s).

1.19. Failure by City of Tacoma to identify a deficiency in the insurance documentation provided by Contractor or failure of City of Tacoma to demand verification of coverage or compliance by Contractor with these insurance requirements shall not be construed as a waiver of Contractor’s obligation to maintain such insurance.

1.20. If Contractor is a State of Washington or local government and is self-insured for any of the above insurance requirements, a certification of self-insurance shall be attached hereto and be incorporated by reference and shall constitute compliance with this Section.

2. CONTRACTOR

As used herein, "Contractor" shall be the Supplier(s) entering a Contract with City of Tacoma, whether designated as a Supplier, Contractor, Vendor, Proposer, Bidder, Respondent, Seller, Merchant, Service Provider, or otherwise.

3. SUBCONTRACTORS

It is Contractor's responsibility to ensure that each subcontractor obtain and maintain adequate liability insurance coverage. Contractor shall provide evidence of such insurance upon City of Tacoma’s request.

4. REQUIRED INSURANCE AND LIMITS

The insurance policies shall provide the minimum coverages and limits set forth below. Providing coverage in these stated minimum limits shall not be construed to relieve Contractor from liability in excess of such limits.

4.1 Commercial General Liability Insurance

Contractor shall maintain Commercial General Liability Insurance policy with limits not less than One Million Dollars ($1,000,000) each occurrence and Two Million Dollars ($2,000,000) annual aggregate. The Commercial General Liability Insurance policy shall be written on an Insurance Services Office form CG 00 01 04 13 or its equivalent. Products and Completed Operations shall be maintained for a period of three years following Substantial Completion of the Work related to performing construction services.

This policy shall include product liability especially when a Contract solely is for purchasing supplies. The Commercial General Liability policy shall be endorsed to include:

4.1.1 A per project aggregate policy limit, using ISO form CG 25 03 05 09 or an equivalent endorsement.

4.2 Commercial (Business) Automobile Liability Insurance

Contractor shall maintain Commercial Automobile Liability policy with limits not less than One Million Dollars ($1,000,000) each accident for bodily injury and property damage and bodily injury and property damage coverage for owned (if any), non-owned, hired, or leased vehicles. Commercial Automobile Liability Insurance shall be written using ISO form CA 00 01 or
equivalent. Contractor must also maintain an MCS 90 endorsement or equivalent and a CA 99 48 endorsement or equivalent if “Pollutants” are to be transported.

4.3 Workers’ Compensation
4.3.1 Contractor shall comply with Workers’ Compensation coverage as required by the Industrial Insurance laws of the State of Washington, as well as any other similar coverage required for this work by applicable federal laws of other states. The Contractor must comply with their domicile State Industrial Insurance laws if it is outside the State of Washington.

4.4 Employers’ Liability Insurance
Contractor shall maintain Employers’ Liability coverage with limits not less than One Million Dollars ($1,000,000) each employee, One Million Dollars ($1,000,000) each accident, and One Million Dollars ($1,000,000) policy limit.

4.5 Other Insurance
Other insurance may be deemed appropriate to cover risks and exposures related to the scope of work or changes to the scope of work required by City of Tacoma. The costs of such necessary and appropriate Insurance coverage shall be borne by Contractor.
**Click! Network Surplus Set-tops March 2020**

<table>
<thead>
<tr>
<th>Item #</th>
<th>Model</th>
<th>Status</th>
<th>Total number Set-tops</th>
<th>Total Number Pallets</th>
<th>Average Estimate Weight Per Pallet (lbs)</th>
<th>Add 10 lbs for each pallet</th>
<th>Estimate Weight Total Pallets (lbs)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lot 1</strong></td>
<td><strong>DCX-3200 P3 - HD Box</strong></td>
<td>New in Box</td>
<td>664</td>
<td>3</td>
<td>221</td>
<td>443</td>
<td>30</td>
</tr>
<tr>
<td>Single Box lbs</td>
<td>2</td>
<td>F/G No: 580097-003-00</td>
<td></td>
<td>Model No: DCX3200/A080/013</td>
<td></td>
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<td></td>
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<tr>
<td><strong>DCX-3200 P1 - HD Box</strong></td>
<td>Good Returns</td>
<td>432</td>
<td>3</td>
<td>144</td>
<td>648</td>
<td>30</td>
<td>1974</td>
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<tr>
<td>Single Box lbs</td>
<td>4.5</td>
<td>F/G No: 543881-001-00</td>
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<td>Model No: DCX3200/7380/013</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>DCX-3425 - DVR 250GB</strong></td>
<td>Good Returns</td>
<td>1080</td>
<td>9</td>
<td>120</td>
<td>900</td>
<td>90</td>
<td>8190</td>
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<tr>
<td>Single Box lbs</td>
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<td>F/G No: 556573-001-00</td>
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<td>Model No: DCX3400/7380/250</td>
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<tr>
<td><strong>DCX-3510 - DVR 500GB</strong></td>
<td>New in Box</td>
<td>128</td>
<td>1</td>
<td>128</td>
<td>576</td>
<td>10</td>
<td>586</td>
</tr>
<tr>
<td>Single Box lbs</td>
<td>4.5</td>
<td>F/G No: 584145-001-00</td>
<td></td>
<td>Model No: DCX3510/F080/012/500</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Lot 2</strong></td>
<td>Pace/Denali - HD Box</td>
<td>New in Box</td>
<td>480</td>
<td>4</td>
<td>120</td>
<td>480</td>
<td>40</td>
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<tr>
<td>Single Box lbs</td>
<td>4</td>
<td>F/G No: C0193340000</td>
<td></td>
<td>Model No: RNG150NR</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Note:**
- FOB - Potential Buyer must pay all freight charges.
- All Set-tops are placed on a pallet with cardboard edge pieces and rapped tight with several layers of stretch film.

**NEW in Box:**
- Set-tops that are new and still in the original box they were shipped in.

**Good Returns:**
- All set-tops are used and are direct from our customers homes and are considered good returns, units will need testing, cleaning and some cosmetic parts.

<table>
<thead>
<tr>
<th>Lot 1</th>
<th>DCX-3200 P3 - HD Box</th>
<th>664</th>
<th>3</th>
<th>221</th>
<th>443</th>
<th>30</th>
<th>1358</th>
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</thead>
<tbody>
<tr>
<td>Lot 2</td>
<td>Pace/Denali - HD Box</td>
<td>480</td>
<td>4</td>
<td>120</td>
<td>480</td>
<td>40</td>
<td>1960</td>
</tr>
</tbody>
</table>

Total Set-tops = 2,784 20 = Total Pallets

Total Weight = 14,068
Picture of the 1 Pallet of DCX3510 500 GB
Picture of the 3 Pallets of DCX3200 P1
Picture of the 3 Pallets of DCX3200 P3
Picture of the 4 Pallets of Pace Denali
Picture of the 9 Pallets of DCX3425 250GB DVR
As competition in the video services industry has increased, Motorola has developed a home network architecture that provides a cost-effective design to meet today’s growing demands for HD content.

**Product Overview**
The low cost DCX3200-M P3 utilizes a Video Gateway and Client configuration, as well as numerous other features for improving bandwidth efficiency, to provide high-definition video with Dolby Digital sound and on-demand and interactive services for the home environment.

The Motorola DCX3200-M P3 has a small enclosure design that includes a front panel clock and channel display, as well as a front panel Power/Standby button. It is a high-definition set-top with a single 1 GHz tuner that supports both MPEG-2 and MPEG-4 AVC services. The all-digital DCX3200-M P3 includes the latest audio and video output interfaces, including HDMI™, Award-winning Dolby® Digital Plus audio and Dolby Volume Leveling. With the included MoCA® home networking, the DCX3200-M P3 provides the flexibility to serve as a multimedia client for accessing content from other compatible devices in the home. An embedded DOCSIS 2.0+ cable modem provides support for DSG and downstream channel bonding.

**Multi-Room DVR**
With MoCA technology, you have the flexibility to not only watch your favorite programs on your schedule, but also choose the room in your home where you would like to view your programs. The DCX3200-M P3 serves as a multimedia client that can access and playback recorded programs from a separate MoCA-enabled DVR set-top within the home over the existing coaxial cabling.

**Bandwidth Efficiency Solutions**
The DCX3200-M P3 fully supports the growing consumer demand for high-definition programming and high-bandwidth advanced applications. It provides new methods to efficiently and cost-effectively utilize limited bandwidth to deliver these services through support of MPEG-4 decode technologies. For example, the DCX3200-M P3 is capable of decoding MPEG-4 video streams, requiring significantly less bandwidth than MPEG-2 to deliver comparable quality video services. It also supports Switched Digital Video (SDV) solutions, allowing service providers to maximize the use of their available bandwidth by delivering programming only to nodes where and when subscribers actively request that particular program.

**Remote Diagnostic Capabilities**
The DCX3200-M P3 utilizes Motorola’s SmartStream Terminal Data Collector (STDC) service for remotely gathering important set-top status and health information in a centralized server for evaluation and corrective action. STDC provides operators with the ability to isolate and troubleshoot plant issues, improve service quality, and reduce operation costs.
### General Specifications

#### STANDARD INTERFACES

**Front Panel**
- Power/Standby button
- Power, Data, Home LAN, Message, and Record indicators
- Clock/Display (4-character, 7 segment)
- IR remote control sensor (Motorola/XMP-1)

**Rear Panel**
- F-connector for cable input
- Side Panel M-Card
- HDMI output
- YPbPr component output
- Baseband composite video output
- L/R audio output – variable
- Coaxial and Optical S/PDIF digital audio outputs
- 1394a interface
- 10/100 Ethernet interface
- USB 2.0 Host Type A port
- 3.5 mm serial port/External IR input

#### MANUFACTURING OPTIONAL FEATURES

- RF4CE
- 64MB Flash, 1GB DRAM memory configuration

### More Features

- DOCSIS 2.0+ embedded Cable Modem with support for DSG and downstream channel bonding (2 down, 1 up)
- SCTE 55-1 / SCTE 55-2 Out-of-band
- Video scaling (Video-in-Graphics)
- Accelerated 2-D and 3-D graphics
- 64 MB Flash (standard), 512 MB DRAM total (standard)
- Front Panel Power/Standby button
- Front Panel LED displays for Power, Data, Home LAN, Message, and Record
- Clock/Display (4-character, 7-segment)
- Remote and On-screen diagnostics
- Switched Digital Video Capable
- Macrovision®, HDCP, DTCP, and CGMS-A content protection schemes on the respective interfaces

### Specifications

#### RF Input Frequency
- 54 to 1002 MHz (video and audio)

#### Memory
- 64 MB Flash, 512 MB DRAM

#### Video
- Up to 32-bit color, accelerated 2-D support, and scalable video-in-graphics

#### Graphics Resolution
- SD Outputs: 4:3 up to 720x480
- HD Outputs: 16:9 up to 1920x1080

#### Audio
- Dolby Digital, Dolby Digital Plus, Dolby Volume Leveling HE-AAC, WMA9, MP3 capable

#### Operating Temperature
- 15 ºC to 40 ºC (50 ºF to 104 ºF)

#### Operating Humidity
- 5 to 90% (non-condensing)

#### AC Voltage
- 105 to 125 VAC, 60 Hz

#### Power Dissipation
- 18 W (depending on features)

#### OOB Modulation QPSK:
- Frequency Agile receiver: 70 to 130 MHz
- Bandwidth: 2.0 MHz maximum
- Level: -15 to 15 dBmV

#### Digital Input Level
- 64 QAM: -15 to 15 dBmV
- 256 QAM: -12 to 15 dBmV

#### Dimensions
- 10.4 in W x 6.3 in D x 1.8 in H
- (265mm x 46mm x 160mm)

#### Weight
- 1.75 Lbs. (793 kg)

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User Guide

DCX3510-M

DCX with OCAP Software
IMPORTANT SAFETY INSTRUCTIONS

- Read these instructions.
- Keep these instructions.
- Heed all warnings.
- Follow all instructions.
- Do not use this apparatus near water.
- Clean only with dry cloth.
- Do not block any ventilation openings. Install in accordance with the manufacturer’s instructions.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong is provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- Only use attachments/accessories specified by the manufacturer.
- Unplug this apparatus during lightning storms or when unused for long periods of time.
- Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

IMPORTANT SAFETY CONSIDERATIONS

The DCX3510-M set-top requires careful handling to avoid potential damage to its internal hard disk drive or the loss of recorded data. Be sure to follow these requirements during transportation and installation.

The plug is the main disconnect device. It shall remain readily accessible and operable.

The apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

During Transportation to the Subscriber Home

Transport the cable terminal in its shipping box or an equally padded container.

Do not expose the terminal to rain or moisture.
During Installation

- Do not place the terminal in an enclosed area where the cooling vents are blocked or impede the flow of air through the ventilation openings.
- Install the terminal so that its position does not interfere with its proper ventilation. For example, do not place the terminal on a bed, sofa, rug, or similar surface that could block the ventilation openings.
- Install the terminal away from heat sources such as radiators, heat registers and stoves. Installation of the terminal near consumer electronics devices, such as stereo receiver/amplifiers and televisions, is permitted as long as the air surrounding the terminal does not exceed 40° C (104° F).
- Place the terminal on a flat surface not prone to vibration or impact.
- Do not install the terminal in an area where condensation occurs.
- To prevent the temporary loss of guide data and cause a temporarily non-responding terminal, do not plug the AC power cord into a switched power outlet.
- To avoid shock and vibration damage to the internal hard drive, do not move the terminal while it is plugged in.
- To allow the hard drive to spin down and park its heads, wait at least 10 seconds after disconnecting power before moving the terminal.

FCC COMPLIANCE

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and set-top.
- Connect the equipment into an outlet on a circuit different from that to which the set-top is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Changes or modifications not expressly approved by Motorola for compliance could void the user’s authority to operate the equipment.
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: one This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**FCC DECLARATION OF CONFORMITY**

Motorola Mobility, Inc., 101 Tournament Drive, Horsham, PA 19044, 1-215-323-1000, declares that the DCX 3510-M-M set-top complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

**Canada Industry Canada (IC)**

This Class B digital device complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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Introduction

Congratulations on receiving a Motorola DCX3510-M High-Definition All-Digital Dual-Tuner Cable Set-top with OCAP™ software, one of the most advanced interactive digital cable set-tops available today. Motorola has merged the extraordinary features of digital cable—the seemingly endless programming options, interactive program guides, Video on Demand (VOD), and commercial-free, CD quality music—with the flexibility of a dual-tuner digital video recorder (DVR) and the incredible picture quality and sound of High-Definition TV (HDTV).

This set-top includes an “Entertainment Package” that enables a direct digital connection to consumer audio and video devices through IEEE-1394 and HDMI™ interfaces. Dolby® Digital Plus is supported by the HDMI interface and provides 7.1 channels and beyond of enhanced-quality audio. The set-top is fully equipped with a factory-installed hard drive for hours of DVR functionality, which includes the capability of recording two High-Definition programs, or watching one while recording another.

This User Guide introduces you to the basic features, outlines important safeguards, and provides several options for integrating this component into your current entertainment system. Please take a few moments to read through this User Guide. The configuration diagrams, on-screen menu descriptions and troubleshooting section will help you make the most of your home entertainment experience.

To determine which features of digital cable are provided in your service area, please check with your local cable operator.

Features

- All-Digital Dual-Tuner High-Definition DVR M-Card Host (Dual tuners support watch and record mode)
- Advanced A/V High-Definition decode
- Integrated MoCA™ networking
- HDMI, Component, IEEE-1394, Composite, Digital Audio (Optical), Audio L/R, Ethernet, USB, eSATA
- 1080p 24/30 video decode and 1080p 24/30/60 video output support
Front Panel

![Front Panel Image]

**Figure 1: Front Panel**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power — Turns the set-top on and off (standby)</td>
</tr>
</tbody>
</table>
Rear Panel

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Cable In — Connects to cable signal from your service provider</td>
</tr>
<tr>
<td>2</td>
<td>Digital Audio (Optical S/PDIF) — Provides Dolby® Digital or PCM output</td>
</tr>
<tr>
<td>3</td>
<td>YPbPr — Component video output (HDTV)Audio Out — Analog L/R (Variable) audio (SDTV)</td>
</tr>
<tr>
<td>4</td>
<td>Audio Out — Analog L/R (Fixed) audio (SDTV)</td>
</tr>
<tr>
<td>5</td>
<td>HDMI — High-Definition TV (HDTV) connector M-Card — Inserted M-Card</td>
</tr>
<tr>
<td>6</td>
<td>Video Out — Composite Video (SDTV)</td>
</tr>
<tr>
<td>7</td>
<td>eSATA* — External Serial Advanced Technology Attachment disk interface</td>
</tr>
<tr>
<td>8</td>
<td>USB 2.0* — High-Speed peripheral device connection</td>
</tr>
<tr>
<td>9</td>
<td>Ethernet* — Network connection</td>
</tr>
<tr>
<td>10</td>
<td>External IR Input* — Connects to a remote control set-top accessory cable Data test connector (service personnel only)</td>
</tr>
<tr>
<td>11</td>
<td>IEEE-1394 — Audio and video device connection</td>
</tr>
<tr>
<td>12</td>
<td>Power connector</td>
</tr>
</tbody>
</table>

* Availability of certain features is dependent upon application support.
Turning Power on and Off

Press POWER on the front panel or remote control to turn the DCX set-top on or off (standby). When using the remote control, be sure it is in cable mode by pressing CABLE before pressing POWER.

Changing Channels

You can change channels in three ways:

- Press CHANNEL + or – on the remote control to step through the channel selection.
- Enter the number of the channel you wish to view using the number keys on the remote control.
- Select the channel in the Interactive Program Guide.

Adjusting the Volume

Press VOLUME + or – on the remote control to adjust the volume. When you adjust the volume, the volume scale is displayed on the screen. Press MUTE on the remote control to toggle the sound on and off.

For best audio quality when using the analog L/R (variable) volume controlled audio outputs, use the remote control to set the DCX set-top to approximately three quarters of the maximum volume level and then adjust the audio levels on external devices such as your TV or A/V receiver.

When using the analog L/R (fixed) audio outputs or any of the digital audio outputs (HDMI, IEEE-1394, or optical digital audio) adjust the audio levels on your external device such as your TV or A/V receiver. You may also be able to program your remote to control the volume of your TV or A/V receiver directly (refer to the remote control instruction manual).

Interactive Program Guide

The Interactive Program Guide (IPG) displays information about TV programs and enables you to access features such as Parental Control or Pay-Per-View. Interactive program guides can vary with each cable service provider. Refer to the Interactive Program Guide’s instruction manual for detailed instructions.
Video Format Indicators (Front Panel Display)

The front panel display of the DCX3510-M set-top is equipped with indicators to the right side of the display that are used to indicate the currently-selected video output format on the component video (YPbPr) and HDMI outputs. The DCX3510-M set-top is capable of providing the following video formats on the YPbPr and HDMI video outputs:

- High Definition 1080i (1920 x 1080 pixels)
- High Definition 720p (1280 x 720 pixels)
- Enhanced Definition 480p (720 x 480 pixels)
- Standard Definition 480i (720 x 480 pixels)

The DCX3510-M set-top is also capable of passing through High-Definition 1080p 24/30/60 (1920 x 1080 pixels) source content over the HDMI video output.

*Note: Availability of certain features is dependent on application support.*

M-Card™

The M-Card is required to view cable television programs, previously recorded programs on the DVR, or interactive on-demand programs. The M-Card should not be removed.
The DCX3510-M set-top is equipped with an internal hard drive for DVR (Digital Video Recorder) functionality, which provides the ability to record both Standard-Definition TV (SDTV) and High-Definition TV (HDTV) programs. Storage time varies based on the video format and specific channel.

DVR offers the ability to control your viewing experience by pausing (time shifting) live TV and providing trick playback modes (pause, fast forward, slow forward, fast rewind, slow rewind). You may experience a slight delay when switching between time-shifted and live TV.

The DCX3510-M model also includes integrated MoCA™ networking which supports whole-home DVR capabilities. This feature extends the DVR experience to DCX3200-M or other compatible non-DVR set-tops with integrated MoCA, when enabled by application software. On your non-DVR set-top you can now view your DVR recordings, playback content, and set future recordings from another room in your home.

With the DCX3510-M set-top, you can:

- **Record Programming.** The DCX3510-M is equipped with a 500 GB storage drive which can record 160-300 hours of standard-definition programming, or 40 to 60 hours of high-definition programming. These capacities are based on recording digital MPEG-2 video. A recording of a video program that is broadcast in digital MPEG-4 format requires approximately half the disk space.

- **Maintain a Personal Program Library.** Use the Interactive Program Guide (IPG) to access your library.

- **Control Live TV.** Pause, rewind, replay and fast forward live TV.

- **Simultaneously Watch Two Programs.** Watch two programs and easily switch between them using the swap key on your remote control (Dependent upon program guide support and provided remote control).

- **Simultaneous Watch and Record.** Record one program in the background while viewing another live broadcast at the same time.

- **Simultaneously Record Two Shows.** Record two programs from two different channels at the same time.

- **Simultaneously Record Two Shows and Watch a Recorded Program.** Watch a program recorded on your DVR while recording up to two other programs at the same time. You can also easily switch from viewing the prerecorded program to either of the programs you’re recording.

- **Play Recorded Programming On Networked Set-tops In Your Home.** Using integrated MoCA networking, DCX3510-M recorded entertainment can be accessed by other compatible non-DVR set-tops with integrated MoCA, when enabled by application software.
Using the External DVR Expansion Feature

To use the external DVR expansion feature of the DCX3510-M, first ensure that your service provider has authorized your DCX3510-M for external DVR functionality. If authorized, follow these steps to begin using the external DVR feature:

1. Power on your DCX3510-M and your television and ensure that you have a picture.
2. Connect a compatible eSATA hard disk drive to the DCX3510-M using the eSATA cable supplied with your external drive enclosure. The DCX3510-M will automatically detect that a hard disk drive has been connected to the eSATA interface.
3. The DCX3510-M displays an alert that an external hard disk drive has been connected and that it must be formatted. Use the remote control to confirm the format (formatting a drive erases any and all content that on the drive).
4. The DCX3510-M displays a message when formatting is complete and if the operation succeeded or failed.

During formatting of the external hard disk drive, the DCX3510-M performs several tests to determine if the hard drive’s performance is acceptable for DVR functionality. If the hard drive is unable to pass these performance tests, the DCX3510-M alerts you that the external drive is not compatible for DVR use.

5. The DCX3510-M confirms that an external drive is connected and available for use.

While using the external DVR expansion feature of your DCX3510-M:

- Recordings made on the external hard disk drive can only be played back on the same DCX3510-M used to record the programs. You cannot connect your external hard disk drive to another DCX3510-M (or another cable box with an eSATA interface) and watch programs that have been recorded on the hard drive.
- You can use multiple external hard disk drives with the same DCX3510-M, however; you can only watch the recordings that are available on the drive connected to the DCX3510-M at that time. To watch recordings that you made on another external drive, simply disconnect the external drive, follow the on-screen prompts, reconnect the other external drive, and again follow the on-screen prompts.
- Whenever the DCX3510-M reboots, a temporary loss of the program listings in the interactive program guide (IPG) is possible.
Instructions and diagrams are included for the following connections:

- High-Definition Television (HDTV)
- A/V receiver — Audio
- Standard-Definition TV (SDTV)
- Standard-Definition TV (SDTV) and VCR/DVD Recorder
- A/V receiver, Standard-Definition TV (SDTV), and VCR/DVD Recorder

Before you move or change components on your entertainment system, review the following:

- For basic cable connections, use 75 ohm coaxial cables equipped with F-type connectors
- Disconnect power from your equipment before connecting or changing cable connections

For information on connecting to an HDTV, see Video Connection Options.

Caution: Do not place anything on top of your DCX set-top, especially other home entertainment components. Be sure to provide adequate ventilation to prevent overheating.

Video Connection Options

The DCX set-top offers several different video connection options. Component video, HDMI, and IEEE-1394 allow you to view both High-Definition and Standard-Definition TV programming. Composite video connections allow you to view only Standard-Definition TV programming. HD programming will be down-converted to SD format for SD outputs.

To determine whether your TV features component video, HDMI, IEEE-1394, or composite video, check the manual supplied with your TV.

Use the guidelines below to determine the best video connection for your home entertainment system.

Note: Only one video connection to the TV is required. HD video can only be viewed with HDMI, IEEE-1394, or component video connections.
HDMI or IEEE-1394 — HDTV and SDTV

HDMI and IEEE-1394 offer higher quality HD video than component video.

- If your TV has an HDMI input, this is for both audio and video. Connect a Standard HDMI cable to the TV and to the HDMI connector on your DCX set-top.
- HDMI and IEEE-1394 outputs provide video and audio, so no separate audio connections are required if you plan to use your TV’s speakers as the primary audio source.
- On-screen graphics will not be displayed when you are using the IEEE-1394 connection on the rear panel of the DCX set-top. Refer to the On-Screen Graphics section for more information.
- If your TV has a DVI input, connect a HDMI-to-DVI adapter or cable to the HDMI out connector on the DCX set-top and the DVI HDTV connector on your TV.

*Note: DVI does not provide audio. A separate audio connection must be made.*

Component Video (YPbPr) — HDTV and SDTV

The YPbPr connectors on your DCX set-top provide HDTV and SDTV component video.

*Note: Component video does not provide audio. A separate audio connection must be made.*

Composite Video — SDTV

Use the composite video connection to connect an SDTV.

*Note: Composite video does not provide audio. A separate audio connection must be made.*
Connecting an HDTV — Single Connection for Video/Audio

**Cable In**

Connect an RF coaxial cable to the cable wall outlet and the CABLE IN connector on the DCX set-top.

**HDMI**

If your TV has an HDMI input, this is for both audio and video if you are using the TV speakers. Connect a Standard HDMI cable to the TV and to the HDMI connector on your DCX set-top.

**IEEE-1394**

If your HDTV has an IEEE-1394 connector, you can use the IEEE-1394 for both your video and audio connection. Connect an IEEE-1394 cable to the IEEE-1394 connector on your HDTV and DCX set-top.

*Note: On-screen graphics will not be displayed when you are using the IEEE-1394 connection on the rear panel of the DCX set-top. Refer to On-Screen Graphics for more information.*

If you have an audio/video receiver and are not using your TV’s speakers, go to Connecting an A/V Receiver — Audio.
Figure 3: Connecting an HDTV — Single Connection for Video/Audio

Note: Only one HDTV video connection needs to be made to an HDTV.

Note: On-screen graphics will not be displayed when using IEEE-1394 connection. Refer to On-Screen Graphics for more information.

Note: Solid lines indicate optimum connections.

Note: Optional HDMI connection to A/V Receiver shown but not required.
Connecting an HDTV — Separate Video/Audio Connections

Cable In

Connect an RF coaxial cable to the cable wall outlet and the CABLE IN connector on the DCX set-top.

DVI

If your TV has a DVI input, use the DVI connection for your video, connect a HDMI-to-DVI adapter or cable to the HDMI out connector on the DCX set-top and the DVI-HDTV connector on your TV.

*Note: A DVI connection supports only the video connection between the DCX set-top and the HDTV.*

To connect your audio connections with your TV speakers, go to the Audio section.
To connect your audio connections for an A/V receiver, go to Connecting an A/V Receiver — Audio.

Component Video (YPbPr)

Connect the component video cables to the Y, Pb, and Pr connectors on your HDTV and DCX set-top.

*Note: This connection supports only the high definition video connection between the DCX set-top and the HDTV.*

*Note: Be sure to match up each signal to the same connection on the TV, otherwise the colors will not appear correctly on your TV.*

To connect your audio connections with your TV speakers, go to the Audio section below.
To connect your audio connections for an A/V receiver, go to Connecting to an A/V Receiver — Audio.

Audio

If your TV does not have digital audio inputs, connect the stereo audio cable to the audio L/R connectors on the DCX3510-M set-top and the Audio L/R connectors on the HDTV.
If your TV supports a digital audio input, use the digital audio optical S/PDIF outputs instead of the audio L/R outputs. S/PDIF offers better audio quality, including support for Dolby® Digital audio.

For information on configuring your DCX set-top settings, go to Configuring the User Settings.
Figure 4: Connecting an HDTV — Separate Video/Audio Connections

Note: Only one video connection and one audio connection need to be made to an HDTV.

Note: HDMI-to-DVI adapter is not included with the set-top.

Note: Solid lines indicate optimum connections.
Connecting an A/V Receiver — Audio

There are several options available for audio connections to your A/V receiver:

- Digital audio (OPTICAL S/PDIF)
- Stereo audio (AUDIO L/R)

If your A/V receiver supports it, the optical (S/PDIF) digital audio outputs may be used in place of the stereo audio outputs (audio L/R). These outputs offer a higher level of audio quality, including support for Dolby Digital audio.

- **Digital audio optical (S/PDIF)** — Connect the optical cable to the digital audio OPTICAL connector on the DCX set-top and the optical connector on the A/V receiver.
- **Stereo audio** — Connect the stereo audio cable to the audio L/R connectors on the DCX set-top and the audio L/R connectors on the A/V receiver.

For information on configuring your DCX set-top settings, see Configuring the User Settings.
Figure 5: Connecting an A/V Receiver — Audio

Note: Only one audio connection needs to be made to an HDTV.

Note: Solid lines indicate optimum connections.
Connecting an SDTV

1. Connect the stereo audio cable to the AUDIO OUT L/R connectors on the DCX set-top and the audio L/R connectors on the Standard-Definition TV (SDTV).
2. Connect a Video Composite cable to the Video Composite connector on the DCX set-top and the input Video Composite on the TV.

*These video connection methods do not support HD video. If you have an HDTV, see Connecting an HDTV — Single Connection for Video/Audio.*

![Figure 6: Connecting an SDTV](image)

*Note: Composite video requires separate audio connections.*
*Note: Only one video connection and one audio connection are required.*
*Note: Solid lines indicate optimum connections.*
Connecting a Standard-Definition TV (SDTV) and VCR/DVD Recorder

2. Connect a video cable to the VIDEO OUT connector on the DCX3510-M Series set-top and the INPUT VIDEO connector on the VCR/DVD Recorder.
3. Connect a stereo audio cable to the OUTPUT AUDIO L and R connectors on the VCR/DVD Recorder and the INPUT AUDIO L and R connectors on the SDTV.
4. Connect a video cable to the OUTPUT VIDEO connector on the VCR/DVD Recorder and the INPUT VIDEO connector on the SDTV.

*Note:* You can also connect the TV to the VCR/DVD using the S-Video connectors, if supported by the VCR/DVD Recorder.

*Note:* These video connection methods do not support HD video. If there is an HDTV, see Connecting an HDTV — Single Connection for Video/Audio.
Figure 7: Connecting a Standard-Definition TV (SDTV) and VCR/DVD Recorder
Connecting an A/V Receiver, SDTV, and VCR/DVD Recorder

1. Connect a stereo audio cable to the AUDIO OUT L/R connectors on the DCX set-top and the input L/R connectors on the A/V receiver.
2. Connect a Video Composite cable to the Video Composite connector on the DCX set-top and the Video Composite connector on the A/V receiver.
3. Connect a stereo audio cable to the VCR AUDIO OUT L/R connectors on the A/V receiver and the INPUT AUDIO L/R connectors on the stereo VCR.
4. Connect a stereo audio cable to the output AUDIO OUT L/R connectors on the stereo VCR and the VCR audio in L/R connectors on the A/V receiver.
5. Connect a composite video cable to the input video connector on the stereo VCR and the video VCR OUT connector on the A/V receiver.
6. Connect a composite video cable to the output video connector on the stereo VCR and the video VCR IN connector on the A/V receiver.
7. Connect a Composite Video cable to the input Composite Video connector on the Standard-Definition TV (SDTV) and the TV/monitor output Composite Video connector on the A/V receiver.

Note: The digital audio optical (optical S/PDIF) audio outputs may be used in place of the stereo audio outputs (audio L/R). Optical S/PDIF offers a higher level of audio quality, including support for Dolby Digital audio.

These video connection methods do not support HD video. If you have an HDTV, see Connecting an HDTV — Single Connection for Video/Audio.
Figure 8: Connecting an A/V Receiver, SDTV, and VCR/DVD Recorder

Note: Solid lines indicate optimum connections.

Note: Consult your A/V receiver manual for additional wiring options or constraints when including a VCR/DVD Recorder in your configuration.
Connecting Your Set-top to an External eSATA DVR

1. Contact your cable service provider to verify the set-top software necessary to support External DVR Storage is available in your area.

2. Connect the AC power cord to the external drive and plug the external drive’s AC power adapter into an electrical outlet.

3. Allow approximately 15 to 30 seconds for the external drive to reach operating speed.

4. Connect one end of the eSATA cable to the set-top.

5. Connect the other end of the eSATA cable to the external drive.

6. Follow the on-screen instructions.

Note: Only connect external hard drives that have been approved by Motorola for external DVR service. Connecting an external drive that has not been approved could result in poor DVR performance.

![Diagram](image)

Figure 9: Connecting Your Set-top to an External eSATA DVR
Data Devices

Figure 10: Data Device Connections

Do not attempt to connect data devices without contacting your service provider. Advanced data features require the proper application and network infrastructure to operate.

Data Features

In addition to high-quality audio and video, the DCX set-top has the capability to deliver high-speed data services such as Internet access, e-mail, IP telephony, e-commerce, and home banking.

Note: Your DCX set-top may be equipped with the interface connections illustrated, but their functionality depends on the services offered by your service provider.
On-Screen Graphics

Your DCX set-top can generate graphics that overlay the video programming or fill the entire television screen. Common examples include on-screen menus (such as the User Setting menu), closed captions, and interactive program guides. The DCX set-top overlays these graphics whenever you open a menu, enable closed captions, or scroll through a program grid.

- On-screen graphics are not available on all video output combinations.
- On-screen graphics will not be displayed when you are using the IEEE-1394 connection on the rear panel of the DCX set-top.
Use this diagram to record connections between your home entertainment components. You can use this diagram to reconnect your system if you move the equipment or add new equipment.

Disconnect the power from the DCX set-top before connecting or changing cable connections. Do not place another component or object on top of the DCX set-top.
Configuring the User Settings

The following describes how to configure the audio (for HDMI connections) and SD and HD video settings for the DCX3510-M.

*Note: Additional user settings are configured through the Interactive Program Guide and not directly through the Settings Menu.*

Before you adjust the output settings:

- Connect the DCX3510-M to other home entertainment devices.
- Plug the DCX3510-M into an AC power outlet.
- Turn the TV on.

When using an HDMI connection between the DCX3510-M and the television, be sure to have the cable connected and the TV powered on before adjusting the video settings.

To optimize the output settings:

1. Ensure the DCX3510-M is installed properly.
2. With the set-top in stand-by mode, press the MENU key on the remote control.
3. If the TV is on, the on-screen User Settings menu lists the DCX3510-M settings that can be adjusted.
4. Use the remote control to navigate the on-screen menus:
   - Press the ▲ and ▼ keys to highlight the setting you wish to change.
   - Press the ► key to select an option.
   - To exit the setting and move to another setting, press the ▲ or ▼ key.
   - To exit the menu and save your settings, press the B key on the remote control.
Configuring the User Settings

### Settings Menu

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio Coding Format</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audio Output Range</td>
<td>Narrow</td>
<td></td>
</tr>
<tr>
<td>Audio Output</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>3D Mode</td>
<td>Enabled</td>
<td></td>
</tr>
<tr>
<td>Video Sharpness</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>RF Output Channel</td>
<td>Channel 3</td>
<td></td>
</tr>
<tr>
<td>Power On Timer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Power Off Timer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sleep Timer</td>
<td>Off</td>
<td></td>
</tr>
</tbody>
</table>

- Cancel
- Save/Exit
- Restore All Defaults

**Figure 11: Settings Menu**

### Power ON Timer

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Disabled</td>
<td></td>
</tr>
<tr>
<td>Day Option</td>
<td>Weekdays</td>
<td></td>
</tr>
<tr>
<td>Set Time</td>
<td>12:00 pm</td>
<td></td>
</tr>
</tbody>
</table>

- Cancel
- Save/Exit
- Restore Defaults

**Figure 12: Power ON Timer Menu**

### Power OFF Timer

<table>
<thead>
<tr>
<th>Setting</th>
<th>Value</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Status</td>
<td>Disabled</td>
<td></td>
</tr>
<tr>
<td>Day Option</td>
<td>Weekdays</td>
<td></td>
</tr>
<tr>
<td>Set Time</td>
<td>12:00 am</td>
<td></td>
</tr>
</tbody>
</table>

- Cancel
- Save/Exit
- Restore Defaults

**Figure 13: Power OFF Timer Menu**
### Table 1: User Settings Menu Fields

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Audio Coding Format** | Selects the audio coding format on the digital output (HDMI and SPDIF) when tuned to a channel carrying compressed audio. The following formats are supported:  
  - PCM/Stereo – Send decoded audio in PCM format over the digital outputs.  
  - Dolby Digital – Send Dolby Digital audio over the digital outputs.  
  - HDMI – Send appropriate audio format, as per auto negotiation between STB and TV, when connected over HDMI. If the negotiation indicates:  
    - PCM – send decoded audio in PCM format over the digital outputs  
    - Dolby Digital – send Dolby Digital audio over the digital outputs  
  - Dolby Digital Plus – send Dolby Digital Plus over HDMI and Dolby Digital over SPDIF. |
| **Audio Output Range** | Sets the preferred audio dynamic range when the input audio is decoded by the STB. Three options are allowed  
  - Narrow (default) – Enables minimum dynamic range and is most appropriate when the TV is connected to the STB over the RF output.  
  - Normal – Enables moderate dynamic range which is most appropriate when a receiver is connected to the STB over baseband or digital outputs.  
  - Wide – Enables the complete dynamic range to be reproduced on all outputs, which is most suitable for advanced users who have high quality speakers and audio equipment. |
| **Audio Output**       | Sets the audio output to a fixed or variable setting. The fixed setting produces a constant output level from the set-top (recommended when connected to an external receiver). This setting does not apply to the Audio Out (Fixed) connector. |
| **3D Mode**            | Selections are Enabled or Disabled.  
  - Enabled – The “D” key on the remote toggles 3D graphics display modes through the settings, 2D, 3DTB, and 3DSS.  
  - Disabled – The “D” key on the remote is disabled. The 3D graphics display mode is set by the signal of the selected program. |
| **Video Sharpness**    | Adjusts the picture sharpness when viewing a standard-definition (SD) program. The Video Sharpness setting affects all of the video outputs. By default, the sharpness level of 3 is selected. The DCX3510-M supports five distinct levels of video picture sharpness. A value of 1 corresponds to a “softer” picture while a value of 5 corresponds to a “sharper” picture. The best sharpness setting depends upon the video connection being used, the display quality of the TV, and personal preference. |
| **RF Output Channel**  | The default selection is channel 3. |
| **Power ON Timer**     | The designated time for the set-top to power on. |
| **Status**             | This selection disables or enables the Power ON Timer. |
## Configuring the User Settings

### DCX with OCAP Software DCX3510-M User Guide 28

<table>
<thead>
<tr>
<th>Setting</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day Option</strong></td>
<td>When enabled, this selection indicates when the Power ON Timer is active. Choices are Weekends, Weekdays, Every Sunday, Every Monday, Every Tuesday, Every Wednesday, Every Thursday, Every Friday, or Every Saturday</td>
</tr>
</tbody>
</table>
| **Set Time**    | • 12-hour clock  
                    • AM/PM                                                                                                                                                                                                   |
| **Power OFF Timer** | The designated time for the set-top to power off.                                                                                                                                                           |
| **Status**      | This selection disables or enables the Power OFF Timer.                                                                                                                                                     |
| **Day Option**  | When enabled, this selection indicates when the Power OFF Timer is active. Choices are Weekends, Weekdays, Every Sunday, Every Monday, Every Tuesday, Every Wednesday, Every Thursday, Every Friday, or Every Saturday |
| **Set Time**    | • 12 hour clock  
                    • AM/PM                                                                                                                                                                                                   |
| **Sleep Timer** | Off/On                                                                                                                                                                                                    |
Before calling your service provider, review this troubleshooting guide. This information can help you quickly solve a problem. If your problem still exists, contact your service provider.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>The DCX set-top will not power on</strong></td>
<td>• The DCX set-top may have received a software update and may not power on while the new software is being installed. Try again in a few minutes.</td>
</tr>
<tr>
<td></td>
<td>• Verify that the AC power cord is connected to the DCX set-top and an AC outlet. Unplug the DCX set-top from the AC outlet, plug it back in, and then press the POWER button.</td>
</tr>
<tr>
<td></td>
<td>• If the DCX set-top is connected to a switched outlet on another unit, verify that the unit is powered on. Unplug the power cord from the DCX set-top’s AC outlet, plug it back in, and then press the POWER button. It is recommended to use an unswitched outlet, if possible.</td>
</tr>
<tr>
<td></td>
<td>• Press the POWER button on the DCX set-top front panel instead of the remote control. The batteries in the remote control may be depleted.</td>
</tr>
<tr>
<td><strong>The remote control does not work</strong></td>
<td>• Verify that the remote control is in “Cable” mode.</td>
</tr>
<tr>
<td></td>
<td>• Verify that the remote is programmed for Motorola remote codes.</td>
</tr>
<tr>
<td></td>
<td>• Verify that there are no obstructions between the remote control and the DCX set-top. Aim the remote control directly at the DCX set-top front panel, not the TV or VCR.</td>
</tr>
<tr>
<td></td>
<td>• The angle between the remote control and the DCX set-top may be too large. Stand in front of the DCX set-top and not too far to either side.</td>
</tr>
<tr>
<td></td>
<td>• Press and release operation keys one at a time, firmly and deliberately.</td>
</tr>
<tr>
<td></td>
<td>• Check the batteries in the remote control. Install new batteries if needed.</td>
</tr>
<tr>
<td><strong>There is no audio when viewing cable channels</strong></td>
<td>• Verify that the mute button set-top or the remote control has not been pressed. Press MUTE on the remote control to restore sound.</td>
</tr>
<tr>
<td></td>
<td>• If the DCX set-top audio output is connected to the TV, verify that the MUTE button on the TV has not been pressed.</td>
</tr>
<tr>
<td></td>
<td>• If the DCX set-top audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the MUTE button on the receiver has not been pressed.</td>
</tr>
<tr>
<td></td>
<td>• Verify that you have the correct cables for the audio connections.</td>
</tr>
<tr>
<td></td>
<td>• Verify that the audio cables are firmly connected between the DCX set-top and the audio playback device (TV, receiver, DVD player, etc.).</td>
</tr>
</tbody>
</table>
## Troubleshooting

### Problem: There is no audio from the center and/or surround speakers of a home theater receiver connected to the DCX set-top

- Not all programs feature full Dolby Digital [5.1] or Dolby Digital Plus [7.1] surround sound. In some cases, the programs may only contain left and right stereo audio.
- Verify that the HDMI or optical S/PDIF cable is firmly connected to the DCX set-top and the home theater receiver.
- Verify that the home theater receiver is set to a surround sound audio mode (Dolby Pro Logic®, Dolby Pro Logic II®, Dolby Pro Logic IIX®).
- Verify that the receiver is properly configured to work with all connected speakers.

### Problem: There is no video on the TV screen

- Verify that the TV is powered on and set to the appropriate input source for the DCX set-top.
- Verify that the DCX set-top is powered on and tuned to an authorized cable channel.
- Verify that all video cables between the DCX set-top and the TV are firmly connected.
- Verify that the coaxial cable feed is firmly connected to the DCX set-top and the wall jack.
- If the DCX set-top video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.
- If the DCX set-top video output is connected to a TV through an HDMI connection, power off the TV and then power off the DCX set-top. Wait one second and then power on the devices.

Not all HDTVs can display every output format (1080i, 720p, 480p, or 480i) available on the DCX set-top. Refer to your TV manufacturer’s documentation to determine the compatible format for your TV and set the corresponding output format for the set-top on the IPG.

### Problem: No graphics or program guides appear on the TV screen

If you use the IEEE-1394 connection, on-screen graphics, including closed captions and program guides, are not displayed by the DCX set-top. On-screen graphics and captions may still be overlaid by your TV, if enabled. Use HDMI or component video instead of IEEE-1394.

### Problem: No closed captions display

- Verify that closed captions are enabled using the IPG menu.
- If you are using the RF out connector, verify that closed captions are enabled on the TV.

*Note: Closed captioning may not be available on the current program.*

### Problem: There are black bars to the right and left of the picture

Wide screen TVs display 4:3 programs in this format unless set to Stretch. Many HD programs are broadcast in pillar box format with black bars to the left and right of the picture. These programs are broadcast in 16:9 HD formats even though the video is not 16:9.
# Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>There are black bars above and below the picture</td>
<td>All 4:3 HDTVs display HD programs in letterbox format (black bars above and below the picture) because of the shape of the display screen. Some SD programs are broadcast in the letterbox format with black bars above and below the picture. Some widescreen TVs offer a zoom feature that may be able to remove the black bars. (See your TV manual for information about zooming 4:3 video.)</td>
</tr>
<tr>
<td>There are black bars on all four sides of the picture</td>
<td>This may occur on a 16:9 TV if the active video for an SD broadcast is in letterbox format. To confirm, wait for a commercial or look for a graphic, such as a network logo. If the commercial fills the screen from top to bottom, or the graphic appears below the active video, the program is being letterboxed by the broadcaster. You can minimize this by activating the zoom feature on the TV. A broadcaster may include black bars on either side of a wide screen broadcast. This is called a “hybrid” aspect ratio and results in a black border surrounding the video on a 4:3 TV. Because this is part of the broadcast, the DCX set-top cannot correct the video. You may be able to minimize the border using the zoom feature on the TV.</td>
</tr>
<tr>
<td>Colors do not appear correctly</td>
<td>Be sure to match up each signal to the same YPbPr connection on the TV, otherwise the colors will not appear correctly on your TV.</td>
</tr>
</tbody>
</table>
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  - a60-0.17
  - bcmPublicCFE_1.4.0
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  - busybox_1.9.1
  - busybox_20050528
  - dhcpd-0.8.29
  - e2fsprogs_1.25
  - e2fsprogs_1.29
  - ebtables-v2.0.8-2
  - freetype-2.1.2
  - gcc-3.4.6
  - gdb_6.5
  - ipchains-1.3.9
  - ipmasqadm-0.4.2
  - libm-1.0.2a
  - ncurses-5.3
  - net-snmp-5.3.1
  - procps-2.0.17
  - sash-1.1
  - squid-2.5
  - termcap-1.3
  - uClibc-0.9.27
  - uClinux-dist-20070130
  - util-linux-2.12a
  - wget-1.7
- apache_commons_digester-1.5
- apache_commons_el-1.0
- apache_commons_modeler-1.1
- apache_jakarta_regexp-1.3
- apache_xerces-2.0.0
- apache_xerces-2.0.2
- apache_xerces-2.6.1
- mxj-2.0.1
- apache-2.0
- apache-ant-1.6.5
- apache-beanutils-1.7.0
- apache-commons-collections-3.1
- apache-commons-logging-1.0.4
- apache-jakarta-tomcat-5.0.2
- apache-tapestry-4.0.2
- gtvt-linux-1.4.10
- log4j_1.2.15
- log4jME-1.3a
- spring-2.0.4
- bouncyCastleLicense
- crypto-1.2.7
- BSD_license
- netbsd-mktime-cfile
- ttcp-cfile
- eclipsePublicLicense_1.0
- eclipseJdtCompiler_3.1.39
- softwareWidgetToolkit_3.235
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several versions of the software. Python 1.6 was the last of the versions released by CNRI. In 2000, Guido and the Python core development team moved to BeOpen.com to form the BeOpen PythonLabs team (www.pythonlabs.com). Python 2.0 is the first release from PythonLabs. Thanks to the many outside volunteers who have worked under Guido’s direction to make this release possible.

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