

# Explorer 4250 Home Gateway



# Notice to Installers

The servicing instructions in this notice are for use by qualified service personnel only. To reduce the risk of electric shock, do not perform any servicing other than that contained in the operating instructions, unless you are qualified to do so.

## Note to System Installer

For this apparatus, the coaxial cable shield/ screen shall be grounded as close as practical to the point of entry of the cable into the building. For products sold in the US and Canada, this reminder is provided to call the system installer's attention to Article 820-93 and Article 820-100 of the NEC (or Canadian Electrical Code Part 1), which provides guidelines for proper grounding of the coaxial cable shield.



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.

	<b>CAUTION</b> RISK OF ELECTRIC SHOCK DO NOT OPEN	
	<b>AVIS</b> 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.

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# IMPORTANT SAFETY INSTRUCTIONS

## Read These Instructions

## Keep These Instructions

## Heed All Warnings

## Follow All Instructions

## Power Source Warning

A label on this product indicates the correct power source for this product. Operate this product only from an electrical outlet with the voltage and frequency indicated on the product label. If you are uncertain of the type of power supply to your home or business, consult your service provider or your local power company.

The AC inlet on the unit must remain accessible and operable at all times.

## Ground the Product



**WARNING: Avoid electric shock and fire hazard! 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.**

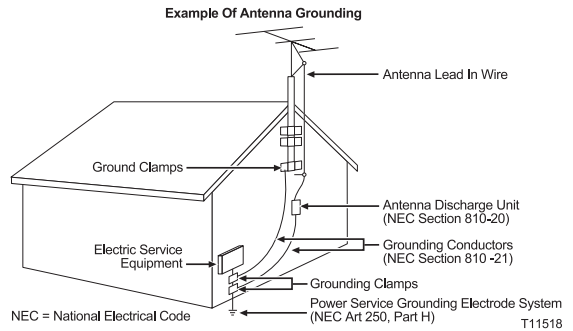
If this product connects to coaxial cable wiring, be sure the cable system is grounded (earthed). Grounding provides some protection against voltage surges and built-up static charges.

## Outdoor Grounding System

If this product connects to an outdoor antenna or cable system, be sure the antenna or cable system is grounded (earthed). This provides some protection against voltage surges and built-up static charges.

Article 810 of the National Electric Code (NEC) ANSI/NFPA No. 70-1990, provides the following information:

- Grounding of the mast and supporting structure
- Grounding the lead-in wire to an antenna discharge unit
- Size of the grounding conductors
- Location of the antenna-discharge unit
- Connection to grounding electrodes
- Requirements for the grounding electrodes (see the following antenna grounding diagram as recommended by NEC ANSI/NFPA 70)



**WARNING: Avoid electric shock and fire hazard! Do not locate an outside antenna system in the vicinity of overhead power lines or power circuits. Touching power lines or circuits might be fatal.**

## Protect the Product from Lightning

For added protection, unplug this apparatus during lightning storms or when unused for long periods of time. In addition to disconnecting the AC power from the wall outlet, disconnect the signal inputs.

## Verify the Power Source from the On/Off Power Light

When the on/off power light is not illuminated, the apparatus may still be connected to the power source. The light goes out when the apparatus is turned off, regardless of whether it is still plugged into an AC power source.

## Eliminate AC Mains Overloads



**WARNING: Avoid electric shock and fire hazard! Do not overload AC mains, outlets, extension cords, or integral convenience receptacles. For products that require battery power or other power sources to operate them, refer to the operating instructions for those products.**

# IMPORTANT SAFETY INSTRUCTIONS, continued

## Prevent Power Cord Damage

Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where the cord exits from the apparatus.

## Provide Ventilation and Select a Location

- Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- Do not place this apparatus on a bed, sofa, rug, or similar surface.
- Do not place this apparatus on an unstable surface.
- Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- Do not install this apparatus in an enclosure, such as a bookcase or rack, unless the installation provides proper ventilation.
- Do not place entertainment devices (such as VCRs or DVDs), lamps, books, vases with liquids, or other objects on top of this product.

## Protect from Exposure to Moisture and Foreign Objects

Do not use this apparatus near water.



**WARNING: Avoid electric shock and fire hazard! Do not expose this product to liquids, rain, or moisture.**



**WARNING: Avoid electric shock and fire hazard! Unplug this product before cleaning. Clean only with a dry cloth. Do not use a liquid cleaner or an aerosol cleaner. Do not use a magnetic/static cleaning device (dust remover) to clean this product.**



**WARNING: Avoid electric shock and fire hazard! Never push objects through the openings in this product. Foreign objects can cause electrical shorts that can result in electric shock or fire.**

## Accessories Warning



**WARNING: Avoid electric shock and fire hazard! Only use attachments/accessories specified by your service provider or the manufacturer.**

## Service Warnings



**WARNING: Avoid electric shock! Do not open the cover of this product. Opening or removing the cover may expose you to dangerous voltages. If you open the cover, your warranty will be void. This product contains no user-serviceable parts. Refer all servicing to qualified service personnel.**

Servicing is required when the apparatus has been damaged in any way, such as a 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.

## Check Product Safety

Upon completion of any service or repairs to this product, the service technician must perform safety checks to determine that this product is in proper operating condition.

## Protect the Product when Moving It

Always disconnect the power source when moving the apparatus or connecting or disconnecting cables.



**WARNING: Avoid personal injury and damage to this product! Use only with the cart, stand, tripod, bracket, or table specified by the manufacturer or sold with the apparatus. When a cart is used, use caution when moving the cart / apparatus combination to avoid injury from tip-over.**

20070802 Set-Top Cable US & Canada

## Safety First

Before using the Explorer® 4250™ Home Gateway, read the **Important Safety Instructions** section of this guide. Follow the instructions to install the 4250, to become familiar with the buttons on the front panel, and to access your cable services. Then, enjoy the features of the 4250.

For more information about this product, visit our website:

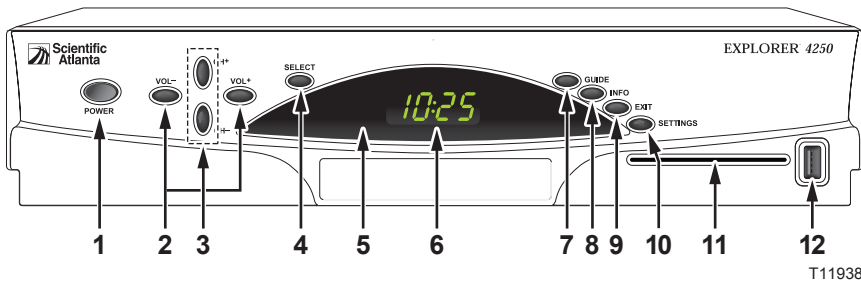
<http://www.cisco.com/web/consumer/support/index.html>

## Explorer 4250 Home Gateway Serial Number



If the 4250 requires troubleshooting in the future, your cable service provider may ask for the serial number. The serial number is on the back panel; it begins with “SA” and is located in the lower left corner of the bar code. Use the space provided here to record the serial number:

---

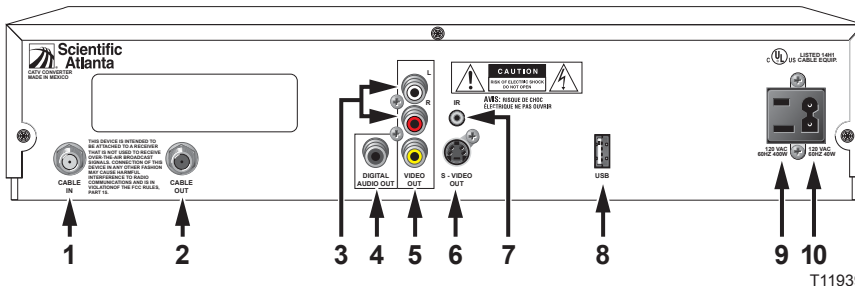
## Front Panel Features



T11938

- |                           |  |
|---------------------------|--|
| <b>1 POWER</b>            | Provides power to the 4250. A light in the LED display illuminates when the power is on<br><b>Note:</b> When not watching TV, turn off the 4250 to help conserve energy  |
| <b>2 VOL-, VOL+</b>       | Decreases and increases volume   |
| <b>3 CH+, CH-</b>         | Scrolls up and down through the channels   |
| <b>4 SELECT</b>           | Accesses your on-screen selection  |
| <b>5 IR Sensor</b>        | Receives the infrared signal from the remote control   |
| <b>6 LED Display</b>      | Displays the selected channel number and time of day. The LED also displays the following:<br><ul style="list-style-type: none"> <li>· Message (  )</li> <li>· Power (  )</li> </ul> |
| <b>7 GUIDE</b>            | Accesses on-screen services, such as the on-screen guide, video-on-demand, or pay-per-view   |
| <b>8 INFO</b>             | Displays a description of the selected program. Available from the on-screen guide and while viewing a program   |
| <b>9 EXIT</b>             | Exits menus, on-screen guide, and program information  |
| <b>10 SETTINGS</b>        | Displays the Settings Menu   |
| <b>11 Smart Card Slot</b> | Allows Smart Card access   |
| <b>12 USB Port</b>        | Connects to external equipment, such as a keyboard   |

# Back Panel Connectors



T11939

- 1 Cable In** Connects to the coaxial cable that delivers the signal from your cable service provider
- 2 Cable Out** Connects to a coaxial cable to send analog audio and video signals to a TV or VCR. These signals are standard-definition TV (SDTV) video and stereo audio
- 3 Audio Out (L/R)** Connects to left/right (L/R) audio inputs of TV or A/V receiver
- 4 Digital Audio Out** Connects to an RCA cable to send a digital audio signal to a surround-sound receiver or other digital audio device
- 5 Video Out** Connects to video input of TV or VCR
- 6 S-Video Out** Connects an S-Video cable to send an S-Video signal to your TV or VCR. This signal is standard definition but higher quality than other SDTV connections
- 7 IR Port** Connects to optional VCR Commander™ service (May not be available on all 4250 models)
- 8 USB Port** Connects to external equipment, such as a keyboard (May not be available on all 4250 models)
- 9 AC Outlet** Connects the AC power cord from another device, such as a TV
- 10 AC Power Input** Connects the 4250 to an AC electrical outlet using the cord provided

# Connecting the 4250

To connect your 4250 to your entertainment devices, complete these steps.



Connect the coaxial cable that carries the signal from your cable service provider to the CABLE IN connector on the back panel of the set-top.



Connect your SDTV to the 4250. Refer to the **Connection Diagrams** section beginning on page 10.



Identify the additional devices you will connect to the 4250 and TV. **See pages 10 through 12** and the related user's guides for more information.



Plug the 4250 and the TV into an AC power source.

**Important:** To protect the set-top from power surge damage, ground (earth) your cable product to provide some protection against voltage surges and built-up static charges. To avoid these voltage surges that can be caused by lightning storms and power outages, plug the set-top into a surge protector to reduce the risk of damage.



Do not turn on the 4250 or TV yet.



It may take several minutes for the 4250 to receive the latest software, programming, and service information. Wait until one of the following appears on the front panel of the 4250 to indicate that the update is complete:

- Current time
- Four dashes (---)

**Note:** If four dashes appear, your 4250 is not authorized. Call your cable service provider.




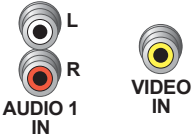

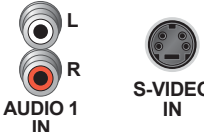



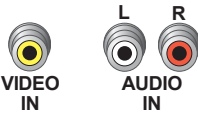


To begin watching TV, turn the TV on, and press POWER on the front panel of the 4250 or on the remote control.

# Connections for a Standard-Definition TV and VCR

When using the 4250 with an SDTV, you must make one of the following connections to view content. Some SDTVs may not have all of these connections. In addition, you can make connections to a VCR to archive recordings to a VCR tape. Refer to your TV and VCR user's guide and the cabling diagrams in this guide for more information.

**Note:** The labeling on your 4250 may vary from the labels shown in the following table.

Required Connections to an SDTV (choose one)		4250 Connections	SDTV Connections
<b>Cable Out</b>	The Cable Out connection provides both a video and a stereo audio connection to an SDTV. <b>See page 10</b> for an example.	 CABLE OUT	 CABLE/ ANTENNA
<b>Video</b>	The Video Out connection provides video to an SDTV. The left and right audio outputs provide stereo sound. These connections generally provide a higher-quality signal than the standard Cable Out connection. <b>See page 10</b> for an example.	 L R VIDEO OUT	 L R AUDIO 1 IN VIDEO IN
<b>S-Video</b>	The S-Video out connection provides optimal video to an SDTV. The left and right audio outputs provide stereo sound.	 L R S-VIDEC OUT	 L R AUDIO 1 IN S-VIDEC IN
Optional Connections		4250 Connections	VCR Connections
<b>VCR</b>	The Cable Out connection provides the video and stereo audio connection to the VCR. <b>See page 11</b> for an example.	 CABLE OUT	 CABLE/ ANTENNA
<b>Stereo VCR</b>	For VCRs that have Video and Left and Right audio connectors, you can use the OUT 2 connectors (Video, Left, and Right) on the 4250. These connections generally provide a higher-quality signal than the standard Cable Out connection. <b>See page 11</b> for an example.	 L R VIDEO OUT	 VIDEO IN L R AUDIO IN

## Performance Tips

If the 4250 does not perform as expected, the following tips may help. If you need further assistance, contact your cable service provider.

### No Picture

- Verify that the power to your TV is turned on.
- If the 4250 is plugged into a wall switch, verify the wall switch is in the ON position.  
**Note:** You should avoid plugging the 4250 into an outlet that is controlled by a wall switch.
- Verify that all cables are properly connected.
- If your system includes a VCR or stereo, verify that you have properly connected them to the 4250.

### No Color

- Verify that the current TV program is broadcast in color.
- Adjust the TV color controls.
- Verify that the TV is set to the proper input channel.

### No Sound

- If your setup includes a stereo, verify that you have properly connected it to the 4250.
- Verify that the volume is turned up.
- Verify that the mute function is not engaged.
- Check your secondary audio programming (SAP) settings.

## Automatic Software Updates

The TV screen may display a message that indicates the 4250 is automatically updating its software. Should this occur, wait for the time to appear on the front panel of your 4250 before continuing. When the time appears, the update is complete.

## Frequently Asked Questions

### Where Are the Connection Diagrams?

The diagrams are on pages 10 through 12 of this guide. The diagrams show examples of common ways to connect the 4250 to your TV, VCR, and home theater receiver. However, these diagrams do not show every possible combination of devices. Refer to the user's guides that came with your other electronic devices for further information.

### What Cables Do I Need?

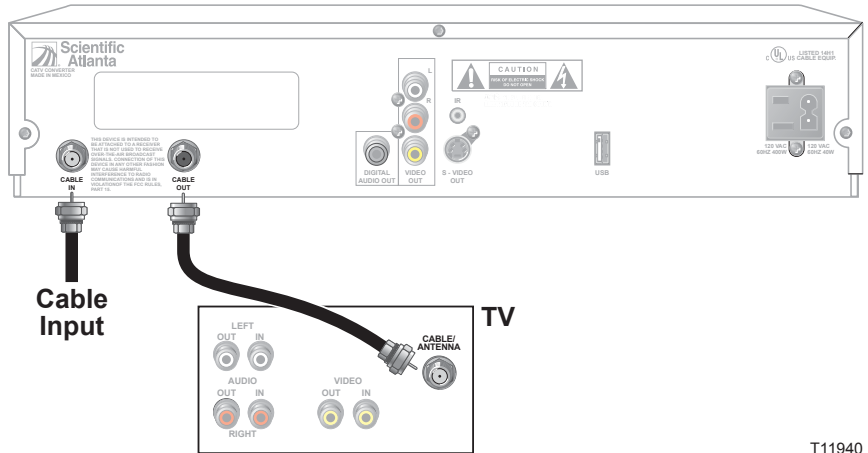
The connection diagrams in this guide indicate which kind of cables are required for each connection. Some of the cables and adaptors shown in the diagrams may not be included with the 4250.

# Connection Diagrams

## Connecting the 4250 to a TV

**WARNING:**  
Electric shock hazard!  
Unplug all electronic devices before connecting or disconnecting any device cables for the 4250.

Explorer 4250

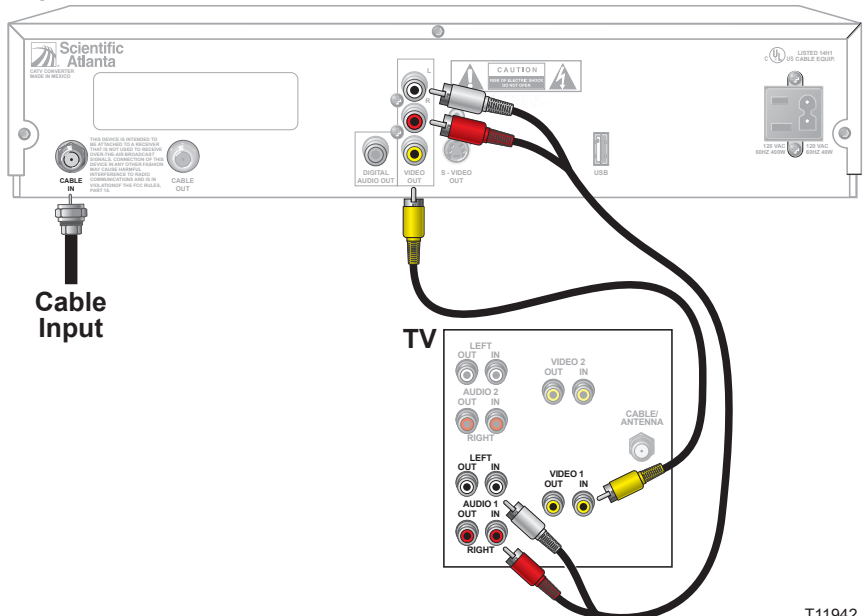


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## Connecting the 4250 to a TV Using Video Out and Audio Out

**WARNING:**  
Electric shock hazard!  
Unplug all electronic devices before connecting or disconnecting any device cables for the 4250.

Explorer 4250



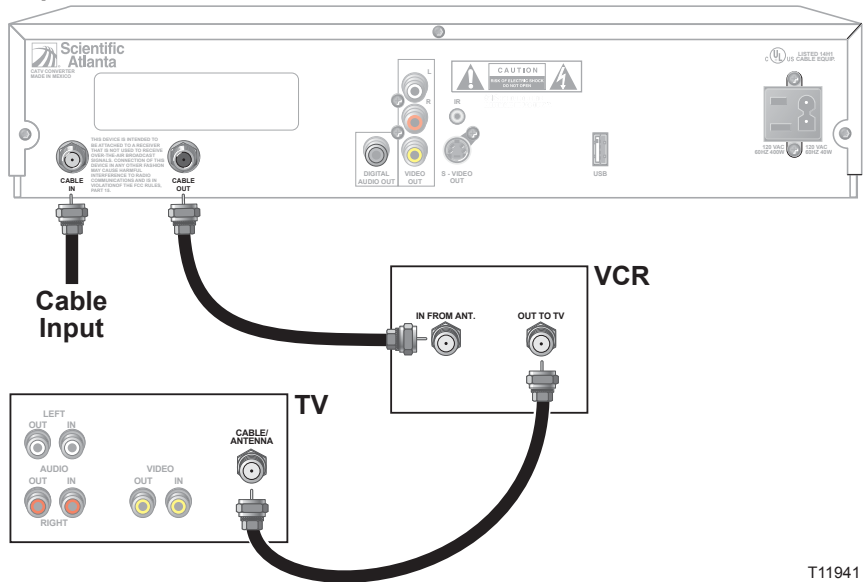
T11942

## Connecting the 4250 to a TV and VCR



**WARNING:**  
Electric shock hazard!  
Unplug all electronic  
devices before connect-  
ing or disconnect-  
ing any device cables  
for the 4250.

### Explorer 4250



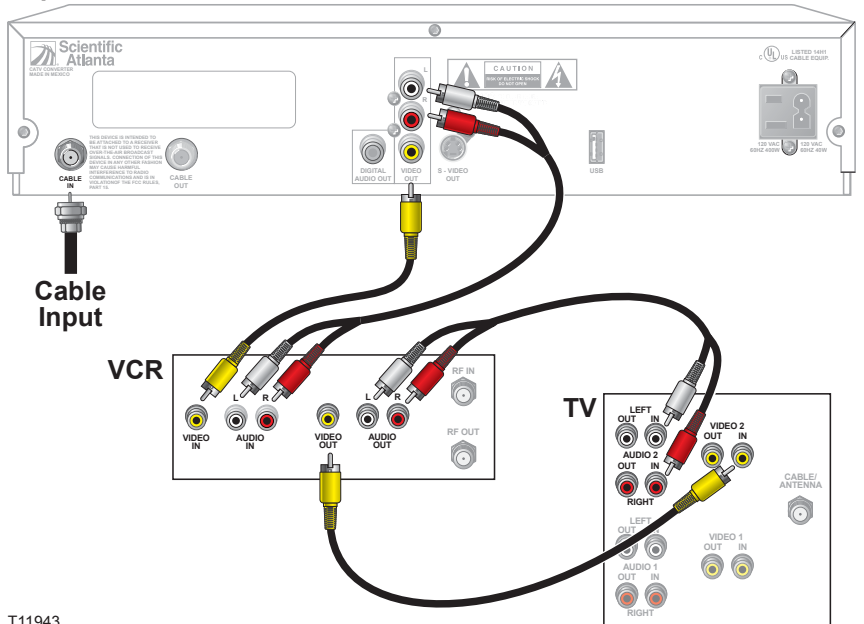
T11941

## Connecting the 4250 to a TV and VCR Using Video Out and Audio Out



**WARNING:**  
Electric shock hazard!  
Unplug all electronic  
devices before connect-  
ing or disconnect-  
ing any device cables  
for the 4250.

### Explorer 4250

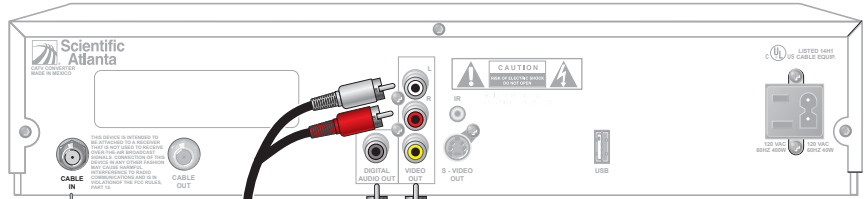


T11943

# Connecting the 4250 to a Home Theater Receiver and TV

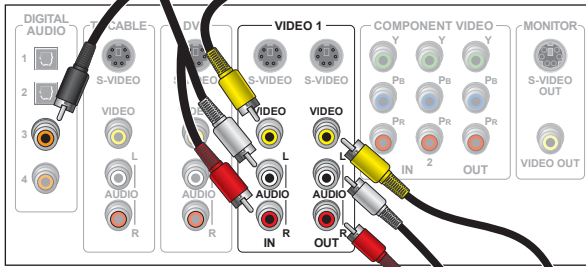
**WARNING:**  
 Electric shock hazard!  
 Unplug all electronic devices before connecting or disconnecting any device cables for the 4250.

## Explorer 4250

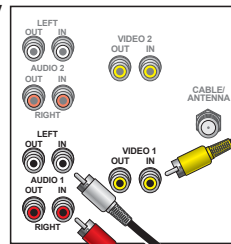


Cable Input

Home Theater Receiver



TV



T11944

# FCC Compliance

## United States FCC Compliance

This device 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 such interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it 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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the cable company or an experienced radio/television technician for help.
- Any changes or modifications not expressly approved by Scientific-Atlanta, Inc., could void the user's authority to operate the equipment.

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.*

# FC 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 4250 Home Gateway  
Model: Explorer 4250  
Scientific-Atlanta, Inc.  
5030 Sugarloaf Parkway  
Lawrenceville, Georgia 30044 USA  
Telephone: 770-236-1077

## Canada EMI Regulation

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

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

20060628 FCC STD

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**Cisco Systems, Inc.**  
5030 Sugarloaf Parkway, Box 465447  
Lawrenceville, GA 30042

**678.277.1000**

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