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## ***User Guide***

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**DCX3510-M**

**with OCAP Software**

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# Safety & Regulatory Information

## 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.

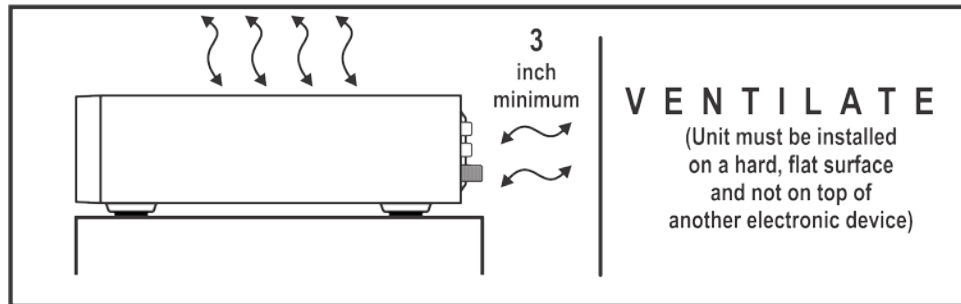
The plug is the main disconnect device. It shall remain readily accessible and operable.

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 ARRIS 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: (1) 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

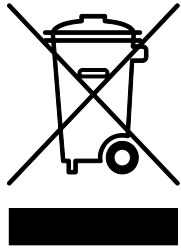
ARRIS Enterprises, Inc. 3871 Lakefield Drive, Suwanee, GA 30024, 1-215-323-1000, declares that the DCX3510-M set-top complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

### 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.

### CARING FOR THE ENVIRONMENT BY RECYCLING



When you see this symbol on an ARRIS product, do not dispose of the product with residential or commercial waste

#### **Recycling your ARRIS Equipment.**

Please do not dispose of this product with your residential or commercial waste. Some countries or regions, such as the European Union, have set up systems to collect and recycle electrical and electronic waste items. Contact your local authorities for information about practices established for your region.



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## 1

# Introduction

Congratulations on receiving an ARRIS 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. ARRIS 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

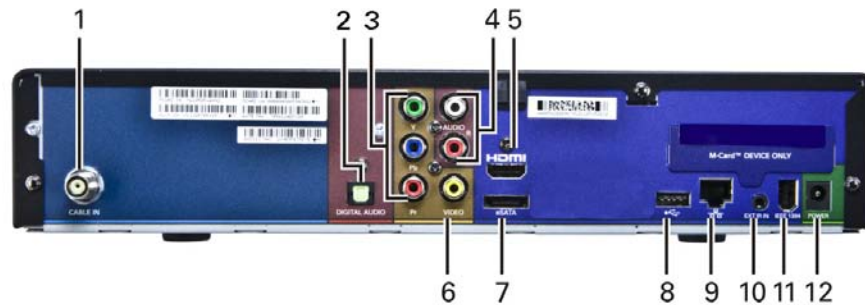
# Front Panel



Figure 1: Front Panel

Item	Description
1	Power — Turns the set-top on and off (standby)

## Rear Panel



**Figure 2: Rear Panel**

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

\* Availability of certain features is dependent upon application support.

# 2

## Operation

### 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.

# 3

## Digital Video Recorder (DVR)

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.



# 4

## Connecting Your DCX Set-top

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.

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**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.*

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### 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

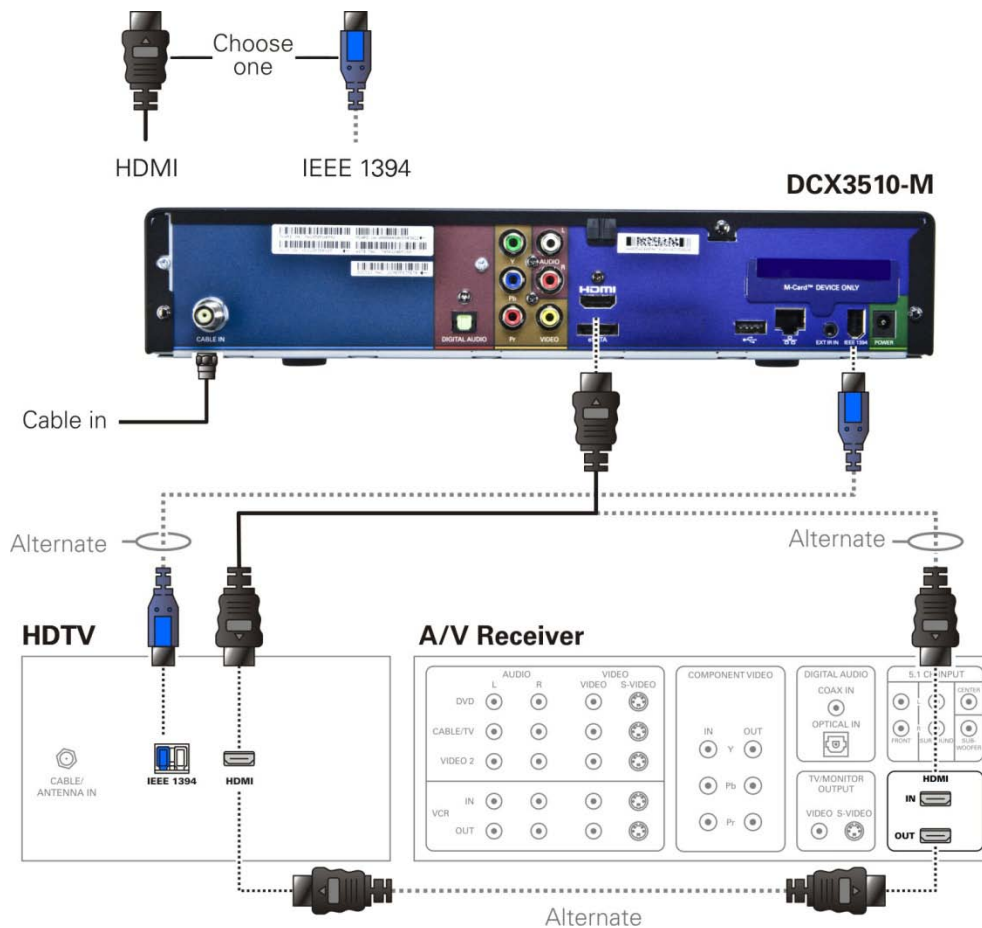
If your TV has an HDMI input, this is for both audio and video if you are using the TV speakers. Connect a Standard HDMI cable to the TV and to the HDMI connector on your DCX set-top.

### 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.*

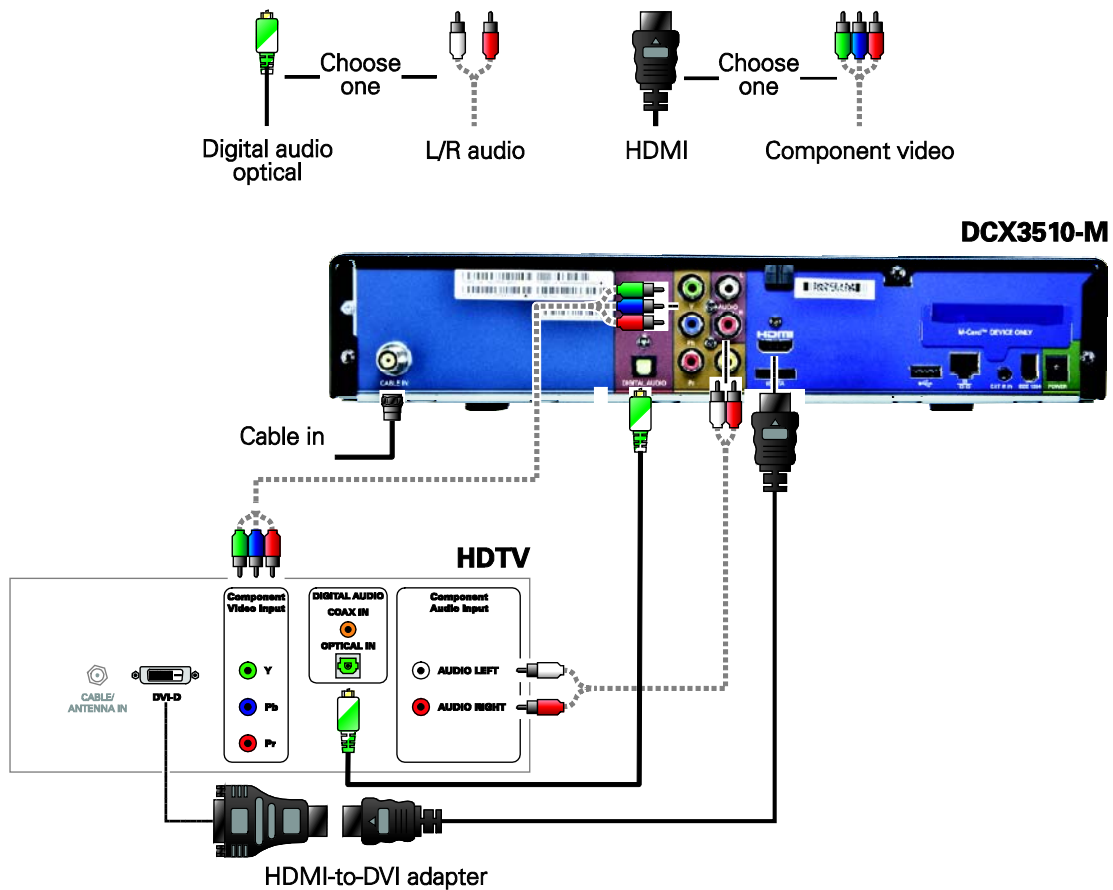
*To connect your audio connections for an A/V receiver, go to [Connecting to an A/V Receiver — Audio](#).*

### 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 inputs, 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

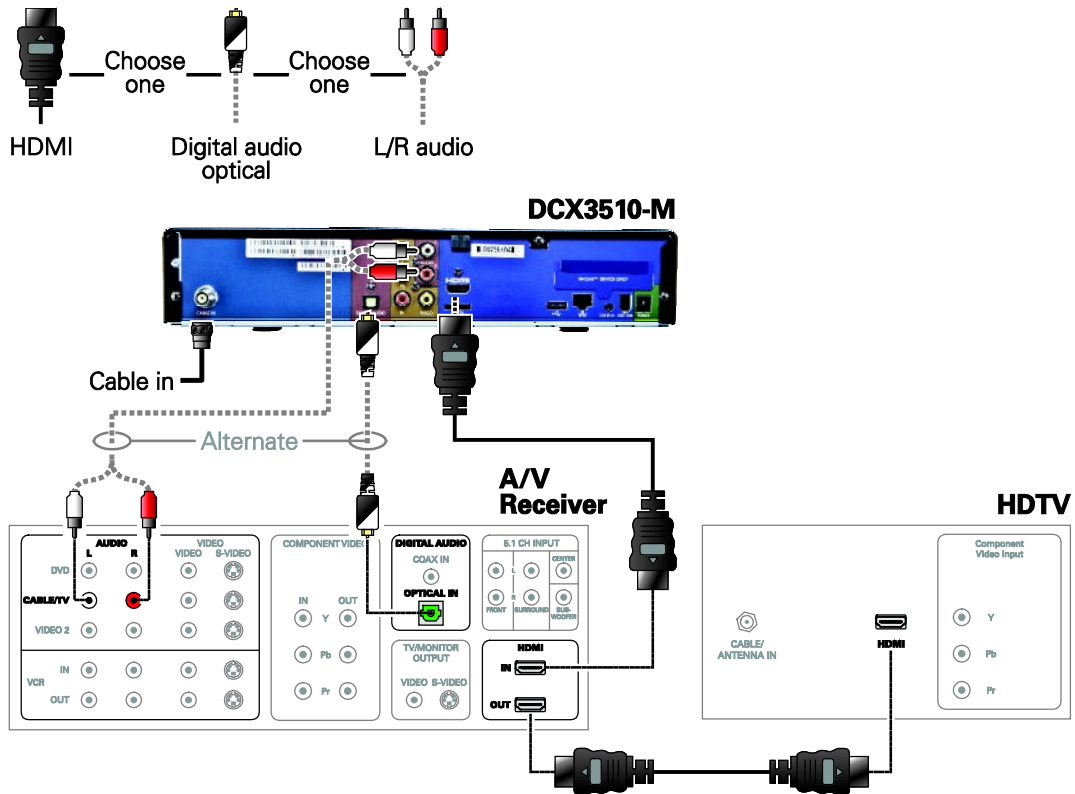
There are several options available for audio connections to your A/V receiver:

- 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.*

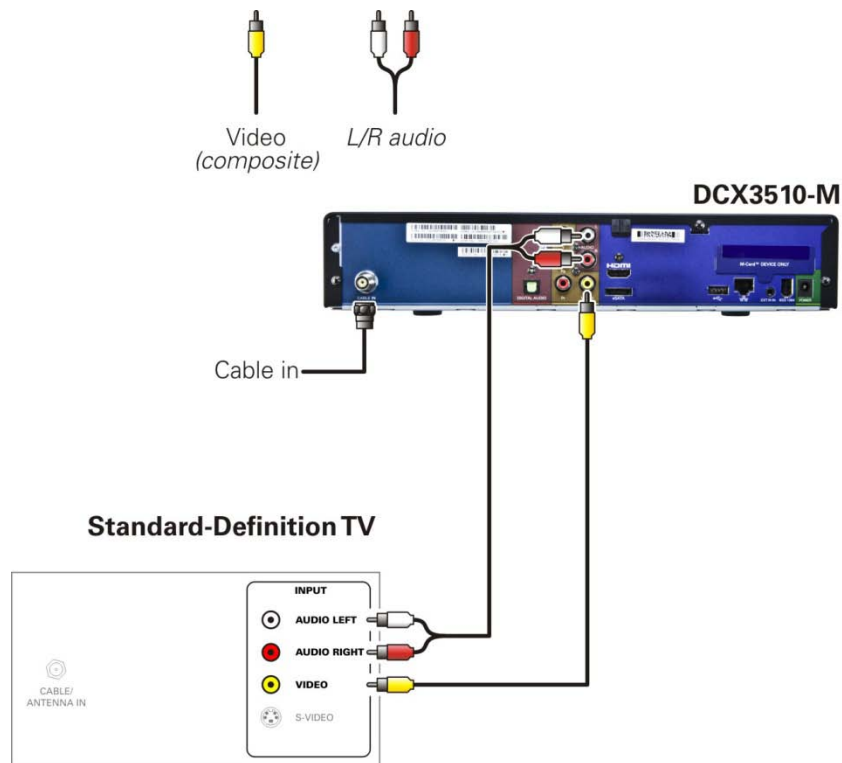
*Note: Solid lines indicate optimum connections.*



## 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**

*Note: Composite video requires separate audio connections.*

*Note: Only one video connection and one audio connection are required.*

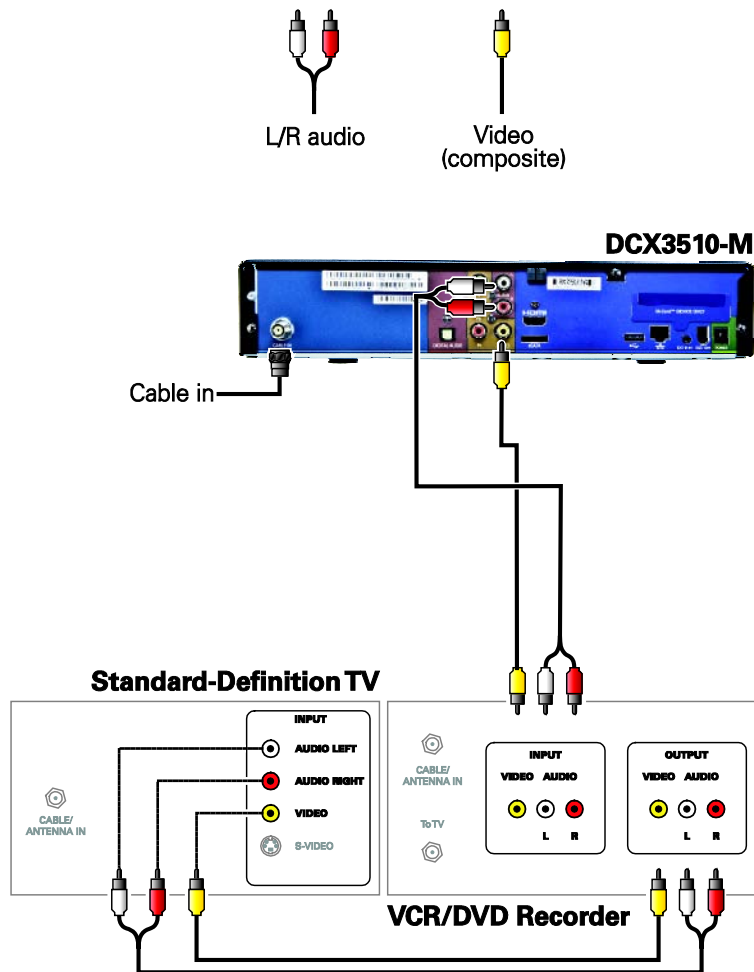
*Note: Solid lines indicate optimum connections.*

## Connecting a Standard-Definition TV (SDTV) and VCR/DVD Recorder

1. Connect a stereo audio cable to the AUDIO OUT L and R connectors on the DCX3510-M Series set-top and the INPUT AUDIO L and R connectors on the 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](#).*



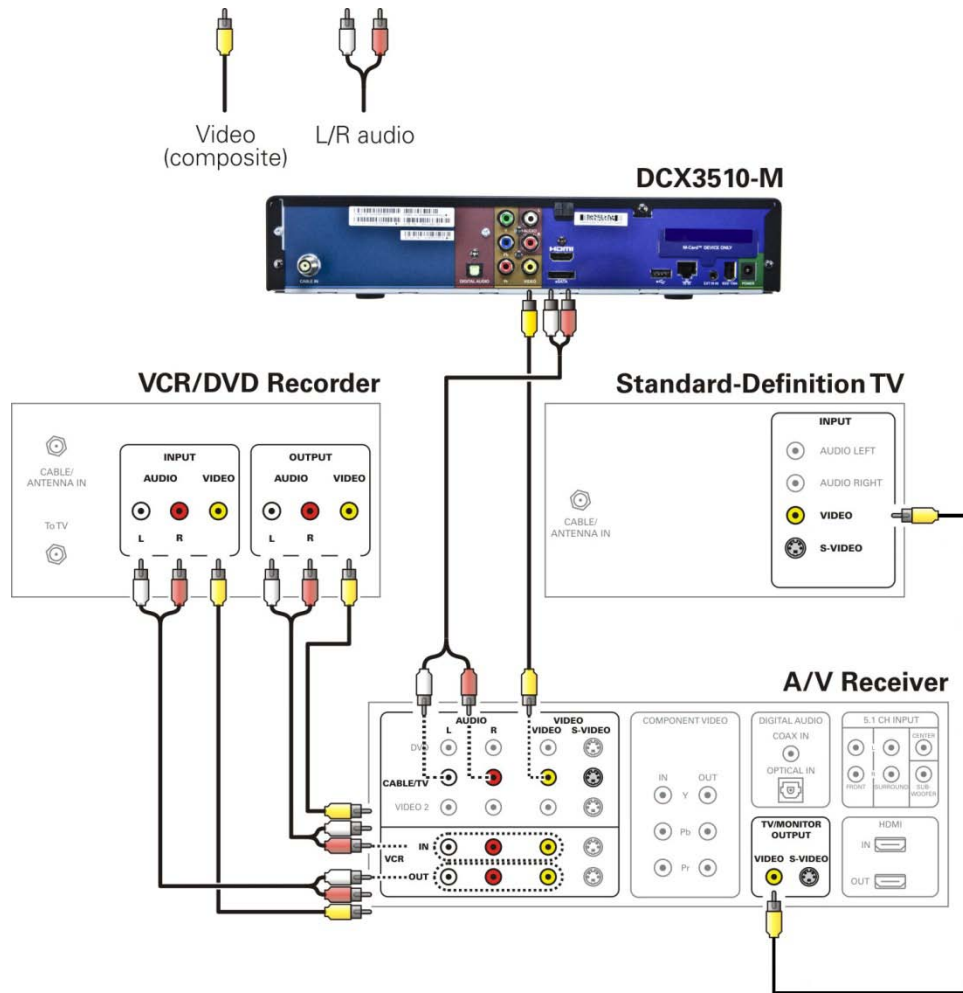
**Figure 7: Connecting a Standard-Definition TV (SDTV) and VCR/DVD Recorder**

## 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). Optial 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**

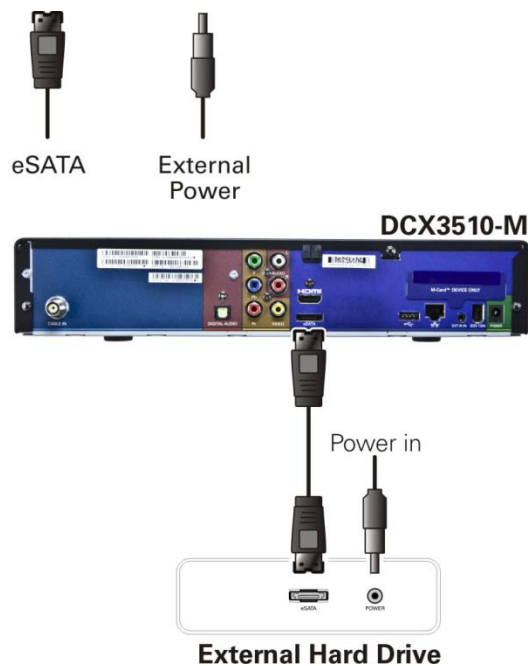
*Note: Solid lines indicate optimum connections.*

*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

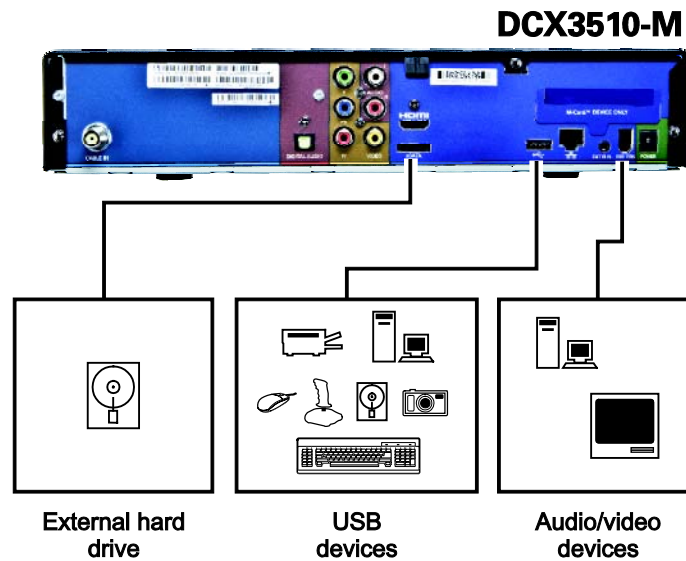
1. Contact your cable service provider to verify the set-top software necessary to support External DVR Storage is available in your area.
2. Connect the AC power cord to the external drive and plug the external drive's AC power adapter into an electrical outlet.
3. Allow approximately 15 to 30 seconds 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 ARRIS for external DVR service. Connecting an external drive that has not been approved could result in poor DVR performance.*



**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.



# 5

## Recording Your Connections

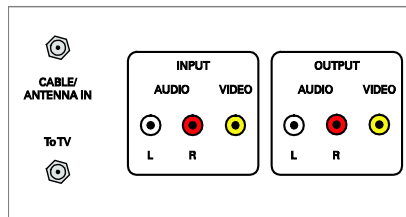
Use this diagram to record connections between your home entertainment components. You can use this diagram to reconnect your system if you move the equipment or add new equipment.

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.

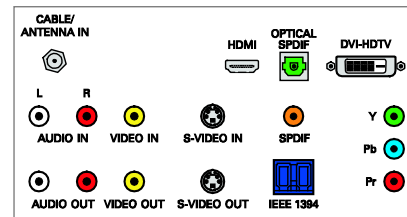
### DCX3510-M



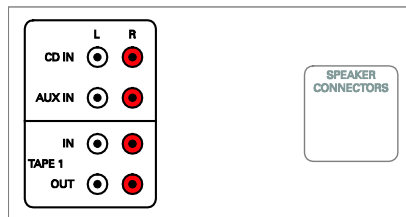
#### VCR / DVD Recorder



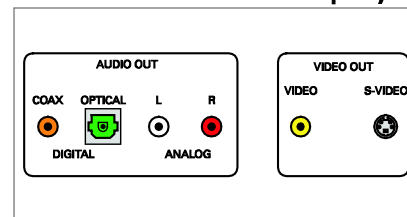
#### HDTV / Standard-Definition TV



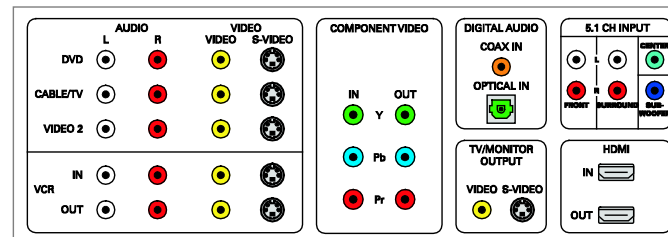
#### Audio receiver



#### DVD player



#### A/V receiver



# 6

## 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.*

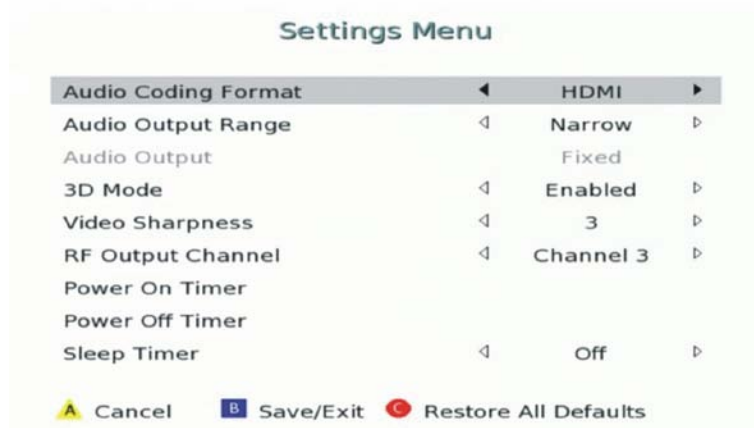
Before you adjust the output settings:

- 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.

**Figure 11: Settings Menu**

### Power ON Timer

**Figure 12: Power ON Timer Menu**

### Power OFF Timer

**Figure 13: Power OFF Timer Menu**

**Table 1: User Settings Menu Fields**

Setting	Description
<b>Audio Coding Format</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• PCM/Stereo – Send decoded audio in PCM format over the digital outputs.</li> <li>• Dolby Digital – Send Dolby Digital audio over the digital outputs.</li> <li>• HDMI – Send appropriate audio format, as per auto negotiation between STB and TV, when connected over HDMI. If the negotiation indicates: <ul style="list-style-type: none"> <li>○ PCM – send decoded audio in PCM format over the digital outputs</li> <li>○ Dolby Digital – send Dolby Digital audio over the digital outputs</li> </ul> </li> <li>• Dolby Digital Plus – send Dolby Digital Plus over HDMI and Dolby Digital over SPDIF.</li> </ul>
<b>Audio Output Range</b>	<p>Sets the preferred audio dynamic range when the input audio is decoded by the STB. Three options are allowed</p> <ul style="list-style-type: none"> <li>• Narrow (default) – Enables minimum dynamic range and is most appropriate when the TV is connected to the STB over the RF output.</li> <li>• Normal – Enables moderate dynamic range which is most appropriate when a receiver is connected to the STB over baseband or digital outputs.</li> <li>• 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.</li> </ul>
<b>Audio Output</b>	<p>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.</p>
<b>3D Mode</b>	<p>Selections are Enabled or Disabled.</p> <p>Enabled – The “D” key on the remote toggles 3D graphics display modes through the settings, 2D, 3DTB, and 3DSS.</p> <p>Disabled – The “D” key on the remote is disabled. The 3D graphics display mode is set by the signal of the selected program.</p>
<b>Video Sharpness</b>	<p>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.</p>
<b>RF Output Channel</b>	<p>The default selection is channel 3.</p>
<b>Power ON Timer</b>	<p>The designated time for the set-top to power on.</p>
<b>Status</b>	<p>This selection disables or enables the Power ON Timer.</p>
<b>Day Option</b>	<p>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</p>

Setting	Description
<b>Set Time</b>	<ul style="list-style-type: none"><li>• 12-hour clock</li><li>• AM/PM</li></ul>
<b>Power OFF Timer</b>	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	<ul style="list-style-type: none"><li>• 12 hour clock</li><li>• AM/PM</li></ul>
<b>Sleep Timer</b>	Off/On

# 7

## Troubleshooting

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.

Problem	Possible Solution
<b>The DCX set-top will not power on</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>The remote control does not work</b>	<ul style="list-style-type: none"> <li>• Verify that the remote control is in "Cable" mode.</li> <li>• Verify that the remote is programmed for ARRIS remote codes.</li> <li>• 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.</li> <li>• 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.</li> <li>• Press and release operation keys one at a time, firmly and deliberately.</li> <li>• Check the batteries in the remote control. Install new batteries if needed.</li> </ul>
<b>There is no audio when viewing cable channels</b>	<ul style="list-style-type: none"> <li>• Verify that the mute button set-top or the remote control has not been pressed. Press MUTE on the remote control to restore sound.</li> <li>• If the DCX set-top audio output is connected to the TV, verify that the MUTE button on the TV has not been pressed.</li> <li>• 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.</li> <li>• Verify that you have the correct cables for the audio connections.</li> <li>• Verify that the audio cables are firmly connected between the DCX set-top and the audio playback device (TV, receiver, DVD player, etc.).</li> </ul>

Problem	Possible Solution
<b>There is no audio from the center and/or surround speakers of a home theater receiver connected to the DCX set-top</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Verify that the HDMI or optical S/PDIF cable is firmly connected to the DCX set-top and the home theater receiver.</li> <li>• 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®).</li> <li>• Verify that the receiver is properly configured to work with all connected speakers.</li> </ul>
<b>There is no video on the TV screen</b>	<ul style="list-style-type: none"> <li>• Verify that the TV is powered on and set to the appropriate input source for the DCX set-top.</li> <li>• Verify that the DCX set-top is powered on and tuned to an authorized cable channel.</li> <li>• Verify that all video cables between the DCX set-top and the TV are firmly connected.</li> <li>• Verify that the coaxial cable feed is firmly connected to the DCX set-top and the wall jack.</li> <li>• 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.</li> <li>• 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.</li> </ul> <p>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.</p>
<b>No graphics or program guides appear on the TV screen</b>	<p>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.</p>
<b>No closed captions display</b>	<ul style="list-style-type: none"> <li>• Verify that closed captions are enabled using the IPG menu.</li> <li>• If you are using the RF out connector, verify that closed captions are enabled on the TV.</li> </ul> <p><i>Note: Closed captioning may not be available on the current program.</i></p>
<b>There are black bars to the right and left of the picture</b>	<p>Wide screen TVs display 4:3 programs in this format unless set to Stretch.</p> <p>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.</p>
<b>There are black bars above and below the picture</b>	<p>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.</p> <p>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.)</p>

Problem	Possible Solution
<b>There are black bars on all four sides of the picture</b>	<p>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.</p> <p>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.</p>
<b>Colors do not appear correctly</b>	<p>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.</p>





# Appendix A

## Open Source Software Attribution

The following lists the attribution for the open source software (OSS) used.

Open Source Software (OSS) Attribution for Project Ayer 2.6  
Created by attrib.pl version 1.6 UTC 15:47:30, Fri Dec 11, 2009  
Copyright (C) ARRIS, 2009-2010.  
Open Source Software Information

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For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product you may send your request in writing to:

ARRIS Enterprises, Inc.  
OSS Management  
2450 Walsh Avenue  
Santa Clara, CA 95051  
USA

The ARRIS website [opensource.arris.com](http://opensource.arris.com) also contains information regarding the ARRIS use of open source. ARRIS has created the [opensource.arris.com](http://opensource.arris.com) to serve as a portal for interaction with the software community-at-large. This document contains additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this ARRIS product.

### Summary Listing of OSS Component Licenses, by Family ###

apache\_1.1

- 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
- mx4j-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
- gwt-linux-1.4.10
- log4j\_1.2.15
- log4jME-1\_3alpha\_7
- 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

gnu\_gpl\_2.0

- a60-0.17
- bcmPublicCFE\_1.4.0
- BigDigits.2.1.0
- busybox\_1.9.1
- busybox\_20050528
- dhcpcd-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
- xfsprogs-2.5.6
- gnu\_lgpl\_2.1

```

glibc-2.3.6
iperfLicense
  iperf-2.0.0
  iperf-2.0.2
jgoodiesLooksLicense
  jgoodies-looks-r2.2.0
MPEG_license
  mpeg2-video-player
openssl_license
  openssl-0.9.8b
perlArtisticLicense_5.0
  depmod.pl_217
  perl-2.0.1
  perl-5.6.1
  perl-5.6.2
python_2.0.1
  python-2.0.1
vixieCronLicense
  vixie-cron
westhawk_6.0
  snmp6_0
### License Text, Copyright Notices, Etc. ###
*** apache_1.1 ***

License contents for all components under the apache_1.1 family:
/*
=====
* The Apache Software License, Version 1.1
*

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\*

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Portions of this software are based upon public domain software originally written at the National Center for Supercomputing Applications, University of Illinois, Urbana-Champaign.

Specific attribution items for component apache-commons-digester-1.5: ARRIS includes component apache-commons-digester, version 1.5, <http://archive.apache.org/dist/commons/digester>

Specific attribution items for component apache-commons-el-1.0: ARRIS includes component apache-commons-el, version 1.0, <http://commons.apache.org/el/>

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