

My DVR Expander™

eSATA Edition
Quick Install Guide



WD Service and Support

Should you encounter any problem, please give us an opportunity to address it before returning this product. Most technical support questions can be answered through our knowledge base or e-mail support service at support.wdc.com. If the answer is not available or, if you prefer, please contact WD at the best telephone number shown below.

Your product includes 30 days of free telephone support during the warranty period. This 30-day period starts on the date of your first telephone contact with WD technical support. E-mail support is free for the entire warranty period and our extensive knowledge base is available 24/7. To help us keep you informed of new features and services, remember to register your product online at <https://www.wdc.com/register>.

Accessing Online Support

Visit our product support website at support.wdc.com and choose from these topics:

- **Downloads** - Download drivers, software, and updates for your WD product.
- **Registration** - Register your WD product to get the latest updates and special offers.
- **Warranty & RMA Services** - Get Warranty, Product Replacement (RMA), RMA Status, and Data Recovery Information.
- **Knowledge Base** - Search by keyword, phrase, or answer ID.
- **Installation** - Get online installation help for your WD product or software.

Contacting WD Technical Support

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

North America		Asia Pacific	
English	800.ASK.4WDC (800.275.4932)	Australia	1 800 42 9861
Spanish	800.832.4778	China	800 820 6682/+65 62430496
		Hong Kong	+800 6008 6008
		India	1 800 11 9393 (MNTL)/1 800 200 5789 (Reliance) 011 26384700 (Pilot Line)
Europe (toll free)*	00800 ASK4 WDEU (00800 27549338)	Indonesia	+803 852 9439
		Japan	00 531 650442
Europe	+31 880062100	Korea	02 703 6550
Middle East	+31 880062100	Malaysia	+800 6008 6008/1 800 88 1908/+65 62430496
Africa	+31 880062100	Philippines	1 800 1441 0159
		Singapore	+800 6008 6008/+800 608 6008/+65 62430496
		Taiwan	+800 6008 6008/+65 62430496

* Toll free number available in the following countries: Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Norway, Spain, Sweden, Switzerland, United Kingdom.

Kit Contents



My DVR Expander



eSATA Cable



AC Adapter



Quick Install Guide

Before Getting Started

Kit Contents

- My DVR Expander™ eSATA Edition
- eSATA cable
- AC adapter
- Quick Install Guide

Handling Precautions

CAUTION: This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or an authorized WD service center.

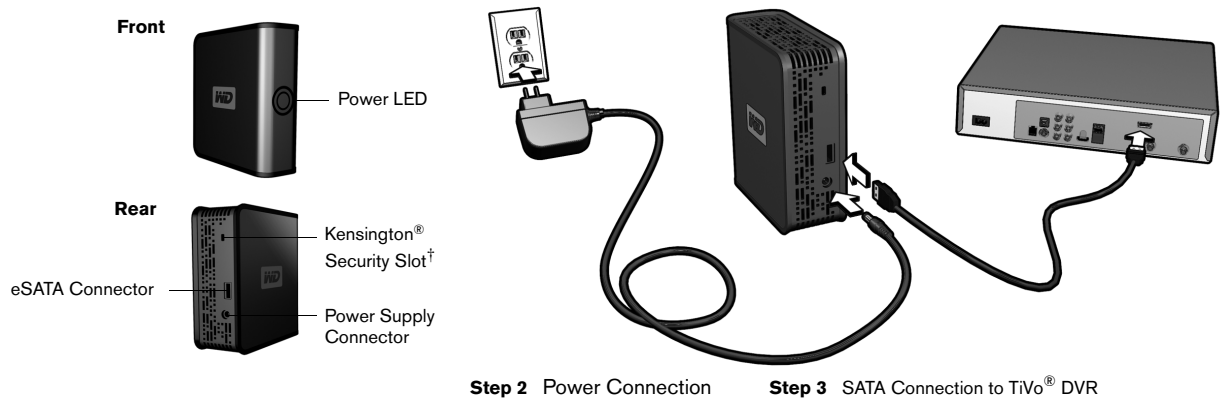
- Do not drop or jolt the drive.
- Do not use the drive as a portable device.
- Do not move the drive while it is powered on.
- Do not attempt to open the drive and service it yourself.
- Do not open the external drive case, as this will void the warranty.
- Do not block air slots on the top or rear of the enclosure.
- Do not stack anything on the drive that may block ventilation.
- Do not pinch the eSATA cord.
- Do not run the eSATA cord by an amplifier, speaker, or any other device with a strong magnetic field.

Using My DVR Expander with TiVo® DVRs

Note for Australia users: Go to www.tivo.com.au/expand for specific Australian product information.

Connecting the DVR Expander

1. Power off the compatible TiVo® DVR by disconnecting the AC power cord.
Note: For a list of compatible TiVo DVRs, visit www.tivo.com/expand. Australia users: go to www.tivo.com.au/expand for specific Australian product information.
2. Connect the eSATA cable to the DVR Expander and TiVo® DVR.
3. Connect the AC power cord to the DVR Expander and electrical outlet. The power LED illuminates.
4. Wait approximately 15 seconds for the hard drive to reach operating speed.
5. Power on the TiVo® DVR by reattaching the AC power cord, then follow the on-screen instructions.



†For more information on the Kensington Security Slot, visit www.kensington.com.

Permanently Removing the DVR Expander

Under normal operating conditions, there is no reason to remove the DVR Expander. Removing the DVR Expander does not allow you to play your recordings on a different DVR. Because each recording is distributed equally between the DVR's internal drive and the DVR Expander, you cannot gain additional storage by using more than one DVR Expander. You should only remove the DVR Expander if you wish to stop using it.

CAUTION: If you permanently remove the DVR Expander, you will lose all or most of your existing recordings on both the DVR and the DVR Expander.

1. Power off the compatible TiVo® DVR by disconnecting the AC power cord.
2. Disconnect the AC adapter cord and eSATA cable from the DVR Expander.
3. Plug in the DVR's power cord and follow the onscreen instructions.

Temporarily Disconnecting the DVR Expander

Follow these instructions when temporarily disconnecting the DVR Expander (to clean or move your entertainment center, for example).

CAUTION: Always unplug the power cord from the electrical outlet before disconnecting the AC adapter from the DVR Expander.

1. Power off the compatible TiVo® DVR by disconnecting the AC power cord.
2. Disconnect the AC adapter cord and eSATA cable from the DVR Expander.

Reconnecting the DVR Expander after Temporary Disconnection

1. Reconnect the AC adapter cord and eSATA cable to the DVR Expander.
2. Power on the TiVo® DVR by reattaching the AC power cord.

Frequently Asked Questions

Q: *What is a DVR Expander?*

A: The DVR Expander is a device for adding additional storage capacity to your eSATA port-equipped DVR.

Q: *How do I know whether a recorded program is on the DVR or the DVR Expander?*

A: On the TiVo® DVR, each recorded program is stored partly on the internal drive and partly on the DVR Expander.

Q: *Can I use the DVR Expander with more than one DVR or move it from a TiVo® DVR to a different DVR?*

A: No. You cannot move the DVR Expander from one TiVo® DVR to another. All or most of the recorded content from the TiVo® DVR and all of the content of the DVR expander will be lost once the DVR Expander has been formatted by another DVR.

Q: *Can I use more than one DVR Expander drive with my TiVo® DVR?*

A: No. The TiVo® DVR only supports one DVR Expander.

Q: *Is the DVR Expander compatible with any DVR?*

A: The DVR Expander external drive works with selected TiVo® DVRs. For details about compatibility with TiVo® DVRs, go to www.tivo.com/expand. Australia users: go to www.tivo.com.au/expand for specific Australian product information.

Q: *What interface do I use to connect the DVR Expander to the DVR?*

A: The only option for connecting the DVR Expander to a DVR is via an external SATA (eSATA) cable.

Q: *Is the DVR Expander portable?*

A: No, the DVR Expander is not designed to be used as a portable device or as an attachment to a computer.

Q: *What will happen if the DVR Expander is plugged into a computer?*

A: You cannot view the recorded content on your DVR Expander if you connect it to a computer. To use the DVR Expander with a computer, you must first reformat it, which erases all its current contents.

Q: Can I disconnect the DVR Expander from a DVR?

A: Do not unplug or disconnect the drive while the DVR unit is plugged in or operating. To safely disconnect the drive from a DVR, first unplug the DVR from its power source, wait 10 seconds, and then disconnect the DVR Expander.

Disconnecting the DVR Expander will cause the DVR to restart. The DVR will not recover and will not record programs until the DVR Expander is reconnected and the DVR is subsequently restarted, or the drive is permanently removed (see “Permanently Removing the DVR Expander” on page 3). Programs are not recorded when the DVR Expander is disconnected.

Q: Where should I place the DVR Expander drive in an entertainment center?

A: It is up to you. However, do not obstruct the front panels of the DVR Expander drive as this will reduce its cooling airflow.

Note: Some electronic components have vent holes in the tops and sides allowing heat to escape. Do not stack the DVR Expander on top of, or block the vent holes of, other components in your entertainment center.

Q: How will I know when the DVR Expander drive is almost out of recording space?

A: The TiVo® DVR uses the DVR Expander as if it were part of the internal hard drive. When trying to schedule the next recording, the DVR will provide an on screen warning if there is insufficient space available. If this is the case, you may need to delete some previously recorded programs.

Q: What if my DVR malfunctions or needs to be replaced?

A: Any previously recorded content on your DVR Expander will not be available for viewing on your new DVR, and the DVR Expander will have to be reformatted before use, causing all recordings that were previously saved to be erased.

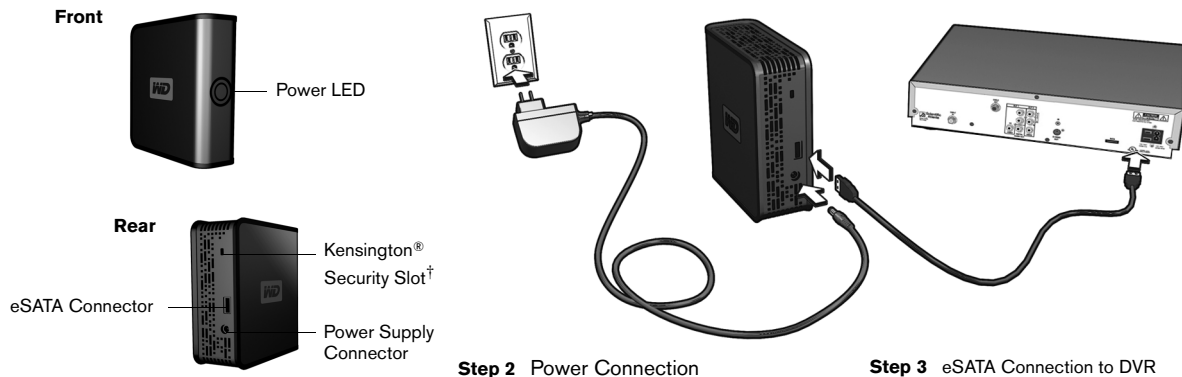
Using My DVR Expander with Scientific Atlanta DVRs

Connecting the DVR Expander to a DVR

1. Check the recording space on your digital video recorder (DVR). Write down the percentage of used and available space, then power off the DVR and disconnect its power cord.
2. Connect the AC adapter cord to the DVR Expander and electrical outlet as shown below. The power LED illuminates.

CAUTION: Do not connect to the auxiliary power connector on the back of the DVR, as it is not an adequate power source for external drives.

3. Connect the eSATA cable to the DVR Expander and DVR.
4. Power on the DVR.
5. Check the recording space on your DVR. If the DVR Expander was detected properly by the DVR, the percentage of used space should be decreased and the percentage of available space should be increased. If the DVR Expander was not detected properly, disconnect the drive as described in “Disconnecting the DVR Expander” in the next section then repeat the steps above.



†For more information on the Kensington Security Slot, visit www.kensington.com.

Disconnecting the DVR Expander

CAUTION: Always unplug the power cord from the electrical outlet before disconnecting the AC adapter from the DVR Expander.

1. With the DVR off, disconnect its power cord either from the back of the DVR and from the electrical outlet.
2. Disconnect the AC adapter cord and eSATA cable from the DVR Expander.

Troubleshooting

If the DVR Expander is not working correctly with your DVR, follow these steps:

1. Disconnect the power cable from the DVR.
2. Disconnect the power adapter from the DVR Expander.
3. Disconnect the eSATA cable from the DVR and the DVR Expander.
4. Securely reconnect the eSATA cable to the DVR Expander and reconnect to the DVR.
5. Reconnect the power adapter to the DVR Expander, and wait approximately 15 seconds for the drive to power on.
6. Reconnect the power cable to the DVR.

If the procedure above does not resolve the problem, follow these steps to determine whether the problem is with the DVR or with the DVR Expander:

1. Disconnect the power cable from the DVR.
2. Disconnect the power cord from the DVR Expander.
3. Disconnect the eSATA cable from the DVR and the DVR Expander.
4. Reconnect the power adapter to the DVR.

Frequently Asked Questions

Q: What is a DVR Expander?

A: The DVR Expander is a device for adding additional storage capacity to your eSATA port-equipped DVR.

Q: Can I move recorded programs from my DVR to the DVR Expander?

A: No. Recorded content cannot be transferred from the DVR to the DVR Expander, and you cannot specify where to store recorded content.

Q: Can I use the DVR Expander on more than one DVR?

A: To move the DVR Expander from one DVR to another, you must first reformat it, which erases all its current contents.

Q: Is it necessary to defragment the DVR Expander?

A: No. The type of recorded content stored by a DVR usually does not result in fragmentation.

Q: Is the DVR Expander compatible with any DVR?

A: The DVR Expander external drive works with all Scientific Atlanta Explorer 8300 series DVRs.

Q: What interface do I use to connect the DVR Expander to the DVR?

A: The only option for connecting the DVR Expander to a DVR is via an external SATA (eSATA) cable.

Q: What about digital rights management (DRM) and content protection?

A: The DVR Expander is designed to work in conjunction with the DRM protection scheme that currently exists in the Explorer 8300 series as implemented by Scientific Atlanta.

Q: Is the DVR Expander portable?

A: No, the DVR Expander is not designed to be used as a portable device or as an attachment to a computer.

Q: What will happen if the DVR Expander is plugged into a computer?

A: You cannot view the recorded content on your DVR Expander if you connect it to a computer. To use the DVR Expander with a computer, you must first reformat it, which erases all its current contents.

Q: Can I disconnect the DVR Expander from a DVR?

A: Do not unplug or disconnect the drive while the DVR unit is plugged in or operating. To safely disconnect the drive from a DVR, first unplug the DVR from its power source, wait 10 seconds, and then disconnect the DVR Expander.

Q: Where should I place the DVR Expander drive in an entertainment center?

A: It is up to you. However, do not obstruct the front panels of the DVR Expander drive as this will reduce its cooling airflow.

Note: Some electronic components have vent holes in the tops and sides allowing heat to escape. Do not stack the DVR Expander on top of, or block the vent holes of, other components in your entertainment center.

Q: How will I know when the DVR Expander drive is almost out of recording space?

A: When trying to schedule the next recording, the DVR will provide an on screen warning if there is insufficient space available. If this is the case, you may need to delete some previously recorded programs.

Q: What if my DVR malfunctions or my cable provider decides to upgrade or swap out my DVR with a new one?

A: Any previously recorded content on your DVR Expander will not be available for viewing on your new DVR, and the DVR Expander will have to be reformatted before use, causing all recordings that were previously saved to be erased.

Warranty Information

This product contains no user-serviceable parts. Refer servicing only to authorized WD personnel or a WD-approved service center.

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at support.wdc.com for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via support.wdc.com. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will be free from defects in material and workmanship for a period of one (1) year, unless otherwise required by law, and will conform to WD's specification therefor. This limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at support.wdc.com), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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