

Current Comcast Areas Where DVRs Support External Hard Drives

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Cisco and Scientific Atlanta branded DVRs already support external hard drives in all Cisco/Scientific-Atlanta areas. Please look for the *Cisco* or *Scientific-Atlanta* label on the front of your Comcast DVR.

For the Cisco RNG 200 and RNG200N you would need to have the traditional "blue" on-screen guide. Most customers with these DVRs do have this guide.

Comcast will be introducing external hard drive support to all remaining areas on an on-going basis through 2013. The external hard drive is required to be connected via the e-SATA port of the DVR.

The following areas where we use **Motorola** branded DVRs now have this feature available:

- Comcast areas of AL, CT, DE, ME, MA, MI, MS, NH, NJ, PA, NY, TN, WV and VT.
- Comcast areas of western OH.
- Most all Comcast areas of Indiana (except for the South Bend area).
- GA: Augusta and Savannah
- LA: Houma

All remaining areas are currently scheduled to have this feature available in 2013. As new areas are announced, we will list them here.

Upcoming announced locations:

Customers in DC, MD & VA are currently scheduled to have this feature activated the week of May 13.

Customers in FL are currently scheduled to have this feature activated the week of June 3.

This feature is currently only available on the DVRs listed below and is not currently compatible with DVRs on the XFINITY TV X1 platform; that DVR includes a 1TB internal hard drive.

<u>Motorola DVRs</u>
DCT6412
DCT6416
DCT3412
DCT3416
DCH3416
DCH6416
DCX3501
RNG200N
<u>Cisco/SA DVRs</u>
SA 8000
SA 8010
SA 8300
SA 8000HD
SA 8010HD
SA 8300HD/HDC
Cisco RNG200
Cisco RNG200N

More details at <http://customer.comcast.com/help-and-support/cable-tv/external-dvr-storage>