

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. Schedules are subject to change.

Upcoming announced locations:

Customers in FL are currently scheduled to have this feature activated in July, Apologies for the delay in this area.

This feature is currently only available on the DVRs listed below and is not currently compatible with DVRs on the XFINITY TV X1 platform or on the Motorola DCX 3400 series.

<u>Motorola DVRs</u>
DCT 6412 DCT 6416 DCT 3412 DCT 3416 DCH 3416 DCH 6416 DCX 3501 RNG 200N
<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>