

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 remaining areas on an on-going basis throughout 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, GA, KY, ME, MA, MI, MS, NH, NJ, OH, PA, NY, TN, WV & VT.
- Most all Comcast areas of Indiana (except for South Bend & areas west of South Bend).
- LA: Houma

As new areas are announced, we will list them here. Schedules are subject to change.

Upcoming areas that are scheduled to be ready the week of 9/2: MD, DC, VA, IL & the remainder of IN.

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>