DIRECTV Wireless Cinema Connection Kit
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Course Introduction

With so many different components to a DIRECTV installation, any way we can make things easier is always good. Now that some of our installations require internet connectivity, an added layer of complexity presents itself.

So let’s take a minute and welcome the DIRECTV Wireless Cinema Connection Kit, or W-DCCK. This piece of hardware will help to simplify an installation by allowing the use of a customer’s existing wireless network, thus removing the need to hard-wire the customer’s network connection throughout their home.

This training will cover what the W-DCCK is, and how it will simplify the connections in a customer’s home. You may see the DIRECTV Wireless Cinema Connection Kit referred to as the CCK-W in other materials; please note that this is the same piece of hardware, but will be referred to as a W-DCCK in this training.

Course Objectives

Upon completion of this course, you will be able to:
• Explain what a W-DCCK is
• Explain what a W-DCCK is used for
• Install a W-DCCK
• Troubleshoot W-DCCK issues

Agenda

This module covers the following topics:
• What is a W-DCCK
• W-DCCK Installations
• W-DCCK Troubleshooting

Review

What questions do you have before we begin?
What is a Wireless Cinema Connection Kit

Overview

The Wireless DIRECTV CINEMA™ Connection Kit, or W-DCCK, provides DIRECTV customers with easy access to the DIRECTV CINEMAplus™ service and other DIRECTV broadband services.

This equipment will connect the customer’s wireless router and the DIRECTV Receiver or DIRECTV Whole-Home DVR service compatible network without any major wiring ran through the home.

Prior to the Wireless Cinema Connection Kit, a broadband or receiver DECA would have to be installed at the customer’s router and receiver (except on an H/HR24) to bring internet connectivity to the receiver. Some installations would also use powerline equipment, which uses the customer’s electrical lines to transmit data.

By using this new hardware, we reduce the amount of wiring and additional hardware required.

Let’s take a closer look at the W-DCCK.
DIRECTV Wireless Cinema Connection Kit

What is a Wireless Cinema Connection Kit

A Closer Look - Product Spec Sheet

<table>
<thead>
<tr>
<th>Size and Weight</th>
<th>System Requirements</th>
<th>Wireless Router Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Without Base:</td>
<td>HD DVR</td>
<td>2.4 GHz</td>
</tr>
<tr>
<td>Height: 6.38 Inches (162 mm)</td>
<td></td>
<td>802.11a/b/g/n</td>
</tr>
<tr>
<td>Width: 7.72 Inches (196 mm)</td>
<td></td>
<td>WPS Capable (Optional)</td>
</tr>
<tr>
<td>Depth: 1.46 Inches (37 mm)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weight: 12.76 Ounces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With Base:</td>
<td>Ports and Interfaces</td>
<td>LED Indicators</td>
</tr>
<tr>
<td>Height: 6.77 Inches (172 mm)</td>
<td>AP/STA (Future Functionality)</td>
<td>Power</td>
</tr>
<tr>
<td>Width: 7.72 Inches (196 mm)</td>
<td>Ethernet</td>
<td>WLAN</td>
</tr>
<tr>
<td>Depth: 3.3 Inches (37 mm)</td>
<td>Towards LNB (Coax)</td>
<td>Activity</td>
</tr>
<tr>
<td>Weight: 13.74 Ounces</td>
<td>SAT Rcvr (Coax w/ Cap)</td>
<td>Coax Network</td>
</tr>
<tr>
<td></td>
<td>Reset Button</td>
<td></td>
</tr>
<tr>
<td></td>
<td>WPS Button</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>External Power</th>
<th>Environmental Requirements</th>
<th>Part Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>External 18-Watt Power Supply</td>
<td>Operating Temperature: 32º - 122º Fahrenheit</td>
<td>DECAW1MR0-01</td>
</tr>
<tr>
<td>Input: 120V @ .8A, 60Hz</td>
<td>Storage Temperature: -49º - 158º Fahrenheit</td>
<td></td>
</tr>
<tr>
<td>Output: 12V @ 1.5A</td>
<td>Relative Humidity: 5-85% non-condensing</td>
<td></td>
</tr>
<tr>
<td>Dimensions: 4.25 x 2.05 x 1.34 Inches</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Packaging</th>
<th>What's in the Box</th>
<th>Wireless Router Compatibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depth: 2.6 Inches</td>
<td>Power Adapter</td>
<td>2.4 GHz</td>
</tr>
<tr>
<td>Width: 7.99 Inches</td>
<td>Ethernet Cable</td>
<td>802.11a/b/g/n</td>
</tr>
<tr>
<td>Height: 11.89 Inches</td>
<td>Coaxial Cable</td>
<td>WPS Capable (Optional)</td>
</tr>
<tr>
<td>Weight: 3.3 Pounds</td>
<td>Base/Wall Mount Kit</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual</td>
<td></td>
</tr>
</tbody>
</table>

So what do some of these specs mean to you?

On the next few pages, we will take a closer look at what these things mean, and how they apply to you.
Notes

DIRECTV Wireless Cinema Connection Kit

What is a Wireless Cinema Connection Kit

Equipment Details - What’s in the Box

DECA Wireless

WPS Button
Reset Button
AP/STA (Future Functionality)
Ethernet Jack
Towards LNB
SAT Rcvr
Power

WPS Button - Wireless Protected Setup
• If a customer’s router does not have WPS, this function will allow you to setup WPS via the Cinema Connection Kit.
• Setting up WPS will be covered later in the module.

Reset Button
• Resets the Cinema Connection Kit.

AP/STA
• No current functionality.

Ethernet Jack
• For connection to the customer’s receiver.

Towards LNB
• To be connected to the coax cable from the LNB.

SAT Rcvr
• To be connected to the receiver through a coax cable.

Power
• Power supply connection.
What is a Wireless Cinema Connection Kit

Equipment Details - What’s in the Box

Cabling

The Cinema Connection Kit comes with a mini coaxial cable and Ethernet (CAT5) cable for connection to the receiver.

Power Supply

The W-DCCK uses an external power supply (MT18-E120150-A1).
What is a Wireless Cinema Connection Kit

Equipment Details - What’s in the Box

Tabletop/Wall Mount

Tabletop Mount Installation

To attach the DECA wireless to the base, insert the base plate into knob holes A and B.

Wall Mount

While the base allows for the DECA wireless to be mounted to a wall, DIRECTV technicians are not allowed to install this product to a wall under any exceptions.

If a customer inquires about this, you must inform the customer that they would have to handle this themselves.

At the end of this module, the instructions for the customer to install a wall mount are included.
Installing a Wireless Cinema Connection Kit

Prerequisites

In order to install a W-DCCK, the customer must have the following hardware:

- A 2.4 or 5 GHz Wireless Router
- DIRECTV HD or HD DVR

Before You Install...

Prior to the actual setup, there are several questions to ask the customer to assist with your installation...
1. Where is the wireless router?
2. Is the customer’s router WPS capable?
3. Router SSID & security?
4. Is there any security on it, and if so, what is the Key?

Based on the information that you learn, it will help determine where you install the W-DCCK device. If the customer has a large home, you may want to install it closer at a receiver which is closer to the router.

Remember: the customer may not know all of this information, so it’s important to remain patient and help the customer locate some of this information.

Connecting the Cinema Connection Kit

1. Verify that the DIRECTV Receiver and the TV are powered on.
2. Verify a valid Internet connection via the wireless router and computer.
3. Connect the power adapter to the Power port of the W-DCCK device
4. Plug the other end of the power adapter into a surge protector or an electrical outlet (recommended).
5. Determine if the Wi-Fi router features Wireless Protected Setup (WPS). This is indicated with these icons, or with the letters WPS:

If the customer’s router does not have WPS, that is OK; the W-DCCK device has this feature available.
Installing a Wireless Cinema Connection Kit

Connecting the Wireless Cinema Connection Kit

The next steps we take will depend on if the customer’s router is WPS-capable or not. If the router is not WPS capable, skip the next three steps.

If the router is WPS capable, perform the following steps. (The W-DCCK device must be powered on, but do not connect the device to the DIRECTV Receiver.)

1. On the router, press the WPS button.
2. Within two minutes of activating WPS on the router, press and hold the WPS button on the W-DCCK device until the WLAN LED on the W-DCCK device flashes green.
3. The WLAN LED displays solid green when the connection is complete.

If the WLAN LED on the W-DCCK device does not light up, repeat the steps above. If the WLAN LED still does not light up, go to the next section.
Installing a Wireless Cinema Connection Kit

Determining Receiver Connection Type

There are three different options to connect the W-DCCK device to the receiver, depending on the DIRECTV installation. To properly install the W-DCCK device, follow the steps in this section.

1. Power on the HD DVR Receiver to be connected.
2. Press the DASH key (lower left key) on the DIRECTV Remote Control.
3. Note the information displayed on the TV

<table>
<thead>
<tr>
<th>Dash Key Displays On TV</th>
<th>Check Back of Receiver</th>
<th>Connection</th>
</tr>
</thead>
<tbody>
<tr>
<td>No check needed</td>
<td>DECA Attached to Receiver</td>
<td>Go to Direct Ethernet Connection.</td>
</tr>
<tr>
<td></td>
<td>DECA not Attached to Receiver</td>
<td>Receiver Models H24, HR24 or H25 only: go to the section below, Whole-Home DVR Service Without DECA. All Other Receiver Models: go to the section below, Direct Ethernet Connection.</td>
</tr>
<tr>
<td></td>
<td>Go to Whole-Home DVR Service With DECA.</td>
<td></td>
</tr>
</tbody>
</table>

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DIRECTV CCK
Version 1.3.0
Installing a Wireless Cinema Connection Kit

Direct Ethernet Connection

1. Using the supplied Ethernet cable, connect one end of the Ethernet cable to the Ethernet port of the W-DCCK device.
2. Connect the other end of the Ethernet cable to the Ethernet port on the back of the DIRECTV Receiver. If the DIRECTV Receiver has two Ethernet ports, connect the cable to the upper port labeled “ETHERNET 1”.

3. The POWER and Activity LEDs on the W-DCCK light up. Wait for the POWER LED to stop flashing.
   • If the LEDs do not light up, go to the Troubleshooting section.

4. Perform one of the following steps:
   • WPS Connection to Router Established: go to the section below, Complete Wireless Protected Setup.
   • WPS Connection to Router Not Supported or Established: go to the section below, Manual Wireless Setup.

Note: For each receiver that requires an internet connection, a W-DCCK is required.
Installing a Wireless Cinema Connection Kit

Whole-Home DVR Service without DECA

This section describes how to connect your W-DCCK device if you have a DIRECTV Whole-Home DVR service compatible installation.

In this installation, you will be using the enclosed coaxial cable. The Ethernet cable included with your W-DCCK will not be used.

1. Disconnect the coaxial cable from the back of your Receiver, which should be connected to the port labeled “SATELLITE IN 1” or “SAT IN 1,” and connect it to the coaxial connector on your W-DCCK device labeled “Towards LNB.”

2. Unscrew the cap from the coaxial connector labeled “SAT Rcvr” on your W-DCCK device.

3. Using the enclosed coaxial cable, connect one end to the coaxial connector on your W-DCCK device labeled “SAT Rcvr.”
Installing a Wireless Cinema Connection Kit

Whole-Home DVR Service without DECA

4. Connect the other end of the coaxial cable to the coaxial connector labeled “SATELLITE IN 1” or “SAT IN 1” on your Receiver.

5. The POWER, Activity and Coax Network LEDs on the W-DCCK device should light up. Wait for the POWER LED to stop flashing.

If you used WPS to automatically set up your wireless connection, go to the “Completing the Setup” section.

If you cannot use WPS or are unsure if you have WPS, go to the “Manual Wireless Setup” section to manually establish your wireless connection.
Installing a Wireless Cinema Connection Kit

DIRECTV Whole-Home DVR Service Compatible with a Receiver DECA

This section describes how to connect your W-DCCK device if your installation uses one or more DECA units.

In this installation, you will use the enclosed coaxial cable, along with an Ethernet cable. The Ethernet cable between the IRD and the DECA must always be connected.

1. Locate the coaxial cable connected on the “Towards LNB” end of the Connected Home Adapter (see image below). Disconnect the coaxial cable from the Connected Home Adapter and reconnect it to the coaxial connector on your W-DCCK device labeled “Towards LNB”.

2. Unscrew the cap from the coaxial connector labeled “SAT Rcvr” on your W-DCCK device.
Installing a Wireless Cinema Connection Kit

DIRECTV Whole-Home DVR Service Compatible with Connected Home Adapter Connection

3. Using the enclosed coaxial cable, connect one end to the coaxial connector on your W-DCCK device labeled “SAT Rcvr”.

4. Connect the other end of the coaxial cable to the coaxial connector on your Connected Home Adapter labeled “Towards LNB”.

5. The POWER, Activity and Coax Network LEDs on the W-DCCK device should light up. Wait for the POWER LED to stop flashing.

If you used WPS to automatically set up your wireless connection, go to the Completing the Setup section.

If you cannot use WPS or are unsure if you have WPS, go to the “Manual Wireless Setup” section to manually establish your wireless connection.
Completing the Setup

1. Wait 30 seconds to let the DIRECTV® Receiver establish a connection with the W-DCCK device.

2. To verify connection to the Internet, press the “MENU” button on your DIRECTV® Remote Control. Select “Parental, Fav’s & Setup”, then “System Setup”, then “Network Setup”. Then select “Connect Now” or “Repeat Network Setup”.

3. To proceed, select “Continue”. When the DIRECTV® Receiver is connected to the Internet, the Internet connected screen appears.

If you do not see the Internet connected screen, follow the instructions in the “Manual Wireless Setup” section.
Manual Wireless Setup

After you connect your W-DCCK device to your DIRECTV Receiver, instructions will automatically be displayed on your TV screen. Follow the steps below to complete your wireless setup. Use the “SELECT” button on your remote to make your choices.

1. Within 60 seconds, the TV should present a screen that prompts you to configure your wireless device. Select “Set up Now” to continue.

   a. If you still do not see the Wireless Adapter Found screen, then press the “MENU” button on your DIRECTV Remote Control. Select “Parental, Fav’s & Setup”, then “System Setup”, then “Network Setup”. Then select “Repeat Network Setup” or “Connect Now”. Follow the on-screen instructions and choose “Wireless” for the method you will use to connect.

2. The TV displays a list of wireless networks. Use the UP and DOWN ARROW keys on your DIRECTV® Remote Control to highlight your wireless network and press “SELECT” to display a blue dot next to your network. Then select “Continue”

   a. Note: If you have configured your router to hide the network name, it will not appear in the list. Select “Enter Name” and proceed with the instructions in “Hidden Wireless Network Name (SSID) Users.”
Notes

DIRECTV Wireless Cinema Connection Kit

Manual Wireless Setup

If your wireless network is not displayed, try placing the W-DCCK device in an elevated or alternate location and remove any obstacles that would block the wireless signal. To refresh the Wireless Networks list, press the “MENU” button on your DIRECTV® Remote Control. Select “Parental, Fav’s & Setup”, then “System Setup”, then “Network Setup”.

Then select “Repeat Network Setup” or “Connect Now”. Follow the on-screen instructions and choose “Wireless” for the method you will use to connect.
Manual Wireless Setup

Hidden Wireless Network Name

If you are using a hidden wireless network name (SSID), then select “Enter Name,” enter your hidden network name (SSID) and then select “OK”.

Use the number keypad on your DIRECTV® Remote Control to enter your hidden network name (SSID). For each character, press the appropriate number button repeatedly until you see the desired character (press the LEFT ARROW key to delete characters).

When you are finished, press the DOWN ARROW and then select “Continue”.

Wireless Security

If your network uses wireless security, use the number keypad on your DIRECTV® Remote Control to enter the security key. Then select “Continue”.

Wait until the security key is verified.

The security key was created when you or the customer set up the wireless router. Refer to the router’s documentation for more information, or work with the customer to get this information.
Manual Wireless Setup

Complete Setup

To connect the receiver to the internet, select “Connect Now”.

The DIRECTV Receiver is now connected to the Internet. To proceed, select “Continue”.

If you receive an error on this screen, press the LEFT ARROW key on the DIRECTV® Remote Control then select “Connect Now” (as done previously). If an error is shown again, wait a few minutes and then press the LEFT ARROW key again on the DIRECTV Remote Control and select “Connect Now”.

Please have the customer read the information on this screen. Then select “Done”.

Inform the customer to allow up to 48 hours for all of the DIRECTV CINEMAplus content to be downloaded onto their DIRECTV Receiver. To begin your DIRECTV CINEMAplus experience, refer the customer to Channel 1000.
Troubleshooting

The Wireless Cinema Connection Kit status lights can help you identify problems with the device.

LEDs

The LEDs on the W-DCCK can help to tell you what problems you may be having.

<table>
<thead>
<tr>
<th>LED Label</th>
<th>Ethernet Cable Config</th>
<th>Coax Cable Config</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER</td>
<td>Solid Green</td>
<td>Solid Green</td>
</tr>
<tr>
<td>WLAN</td>
<td>Solid Green</td>
<td>Solid Green</td>
</tr>
<tr>
<td>ACTIVITY</td>
<td>Flashing Green</td>
<td>Flashing Green</td>
</tr>
<tr>
<td>Coax Network</td>
<td>Off</td>
<td>Solid Green</td>
</tr>
<tr>
<td>AP/STA</td>
<td>Off</td>
<td>Off</td>
</tr>
</tbody>
</table>

Power

This LED flashes green when the device is booting up for approximately 30 seconds. Once powered up, this LED remains solid green. The LED is off when proper power is not supplied or the device is faulty.

WLAN

This LED is green when there is a good established wireless LAN connection. A solid yellow indicates a wireless LAN connection has been established, but the quality of the connection is poor – troubleshooting is warranted to assure a stable quality connection. A steady green flash indicates the wireless system is in “pairing” mode. This indicates the WPS button on the back of the device has been pressed to establish automatic pairing with a wireless router. The LED is off when no wireless connection is established.
Troubleshooting

LEDs

Activity

This LED is green when the Whole-Home DVR service network is established. Both the wireless connection and a wired connection (either Ethernet or Coax) must be established. It flashes when data is being transmitted through the CCK-W. The LED is off when no Whole-Home DVR service coax network is established.

Coax Network

This LED indicates that the Whole-Home DVR service network is operational. When the light is steady green, it means a good MoCA coax network is established with full bandwidth. When the light is steady yellow, it means the MoCA coax network is established, but with degraded bandwidth. The coaxial distribution should be checked to ensure all devices in line are DIRECTV-approved; splitters, coax cable, wall-ports, etc. This LED is off when no MoCA coax network is established. LED off is expected when using an Ethernet connection.

AP/STA

AP is for possible future implementation testing only.

LED Definitions

<table>
<thead>
<tr>
<th>LED Label</th>
<th>Possible Status</th>
<th>Definition</th>
<th>Troubleshooting Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>POWER</td>
<td>Solid Green</td>
<td>Power is on, device is booted</td>
<td>Solid green is normal.</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>Device is booting up</td>
<td>Wait for 30 seconds. If LED is not solid, unplug the power from the W-DCCK device, wait 10 seconds, then plug in the power to the W-DCCK device.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>Device is not powered</td>
<td>Check to ensure the power adapter is plugged into the W-DCCK device and into an electrical outlet.</td>
</tr>
</tbody>
</table>
## Troubleshooting

### LEDs

#### LED Definitions

<table>
<thead>
<tr>
<th>LED Label</th>
<th>Possible Status</th>
<th>Definition</th>
<th>Troubleshooting Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Solid Green</td>
<td>Wireless link is good</td>
<td>Solid green is normal.</td>
</tr>
<tr>
<td>WLAN</td>
<td>Solid Yellow</td>
<td>Wireless link is poor</td>
<td>Move the W-DCCK device closer to your router and/or remove obstructions.</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>WPS is connecting to your router</td>
<td>Wait for two minutes. If the LED is not solid green, repeat the installation procedure</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No wireless link</td>
<td>Repeat the installation procedure</td>
</tr>
<tr>
<td>Activity</td>
<td>Solid Green</td>
<td>Network is established</td>
<td>Solid green is normal. Note: If network traffic is expected, e.g. you have a DIRECTV CINEMAplice™ download in progress, ensure the home network is connected to the Internet.</td>
</tr>
<tr>
<td></td>
<td>Flashing Green</td>
<td>Indicates active network traffic</td>
<td>Flashing green is normal.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No network established</td>
<td>Repeat the installation procedure</td>
</tr>
</tbody>
</table>
## Troubleshooting

### LEDs

#### LED Definitions

<table>
<thead>
<tr>
<th>LED Label</th>
<th>Possible Status</th>
<th>Definition</th>
<th>Troubleshooting Tips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coax Net-</td>
<td>Solid Green</td>
<td>Coaxial networking is good</td>
<td>Solid green is normal.</td>
</tr>
<tr>
<td>work</td>
<td>Solid Yellow</td>
<td>Coaxial networking is marginal</td>
<td>Check the coaxial cable connections at the W-DCCK and Receiver and tighten cables if necessary.</td>
</tr>
<tr>
<td></td>
<td>Off</td>
<td>No coaxial network</td>
<td>Off is normal if you set up your W-DCCK device using the Direct Ethernet Connection method. Otherwise, check the coaxial cable connections at the W-DCCK and Receiver and tighten cables if necessary.</td>
</tr>
<tr>
<td>AP/STA</td>
<td>Off</td>
<td>In station mode (this is the default preferred mode)</td>
<td>LED is always Off (reserved for future functionality).</td>
</tr>
</tbody>
</table>
Troubleshooting

Common Configuration Issues

If you encounter either of the following issues after installing the W-DCCK, you may have a configuration issue. Go through the Determining Receiver Connection Type process again to verify you are using the correct type of connection.

DIRECTV Whole-Home DVR service is lost. You can no longer see the playlist.
• Expected Cause: Installed with Ethernet when Coax connection should have been used
• Resolution: Go through Determining Receiver Connection Type to verify proper connection type was used

Pixilation or poor video quality at other receivers within the home.
• Expected Cause: Installed with Coax when Ethernet connection should have been used
• Resolution: Go through Determining Receiver Connection Type to verify proper connection type was used
Installation Examples

Scenario 1: W-DCCK Connected to open port of SWiM Splitter

Legend

- Coaxial Cable
- RJ-45 Ethernet Cable

H24 / H25
H20, R16, D12
HR24
HR20 / HR21 / HR22
(R22 also
HR23

Notes
DIRECTV Wireless Cinema Connection Kit

Installation Examples

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Review

Now that we’ve completed the training on the Wireless Cinema Connection Kit, you should be able to:
• Explain what a Wireless Cinema Connection Kit is
• Explain what a Wireless Cinema Connection Kit is used for
• Install a Wireless Cinema Connection Kit
• Troubleshoot Wireless Cinema Connection Kit issues

How do you think this kit will make a customer’s installation easier?

What additional questions do you have before we finish for today?

Thanks for everything you do, and stay safe!
Wall Mount Instructions

Wall Mount Installation

Wall mount installation options:
1. Wall mount the unit with the baseplate.
2. Wall mount the unit directly on the screws.

Two M4 x 20mm pan head screws (thread type: tapping) and expansion anchors (Figure 4) are included for wall mounting. You can call DIRECTV for detailed information.

* Horizontal orientation using points C & D (Figure 5) or vertical orientation using points C & D (Figure 5-2).
* Suitable masonry screw expansion anchors may be required if attaching to stone/brick wall.

To mount the unit on a wall, follow these instructions:
1. Ensure that the mounting location is free from hazards (electricity cables/pipes etc).
2. Decide orientation: horizontal or vertical.
3. Drill two pilot holes 26mm (about 1.0 inches) deep using a 3.6mm (about 0.14 inches) drill bit.
   - For horizontal orientation, the two pilot holes must be level and spaced 70mm (about 2.76 inches) apart horizontally.
   - For vertical orientation, the two pilot holes must be vertical and spaced 70mm (about 2.76 inches) apart vertically.
   - When mounting on a stud partition wall at least one of the mounting screws must be attached to a wooden stud.
4. Decide wall mount method:
   - With baseplate: Place the screw expansion anchors into the drilled holes → drive the screws through the baseplate and fasten to the wall → mount the unit to the baseplate properly. See Figure 6.
   - Without baseplate: Place the screw expansion anchors into the drilled holes → drive the screws into the wall → adjust the screws to expose approximately 5.5 inches of the screw to mount the unit properly. See Figure 7.
5. Make sure that the correct slots of knob holes C and D (Figure 5) are used depending on orientation.
Appendix

Work Order Impacts

CCK-W will only apply to upgrade activities where SWiM/MRV equipment is not present and not being installed as part of the upgrade. The CCK (coax broadband DECA) will be the default for any upgrade where SWiM/MRV equipment is already in place, or is included in the upgrade activity. If a customer who qualifies for the CCK opts for the wireless version, their only offer will be for a drop ship of the CCK-W. There will be no professional install offer in this case.

For an upgrade customer to qualify for the CCK-W, they must 1) not have SWiM/MRV equipment and 2) have a wireless router in the home. These customers may opt for multiple wireless Cinema Connection Kits, one for each HD-DVR they would like to connect to the internet.

When applied to the work order, each CCK-W will include two Order Line Items, one each for equipment and labor.

- **Product Line: WIRELESS INTERNET HARDWARE**
  - **Product Name: WiFi BB DECA**
  - **Work Order Duration Impact:** 15 minutes

- **Product Line: WIRELESS LABOR**
  - **Product Name:** WIFI BB DECA LABOR

For all new HD installs, CCK (coax) will be the automatic systemic default, as all are SWiM and MRV.
# Work Order Modifications

Under certain circumstances, it may be appropriate to modify the work order.

<table>
<thead>
<tr>
<th>Work Order OLI</th>
<th>Work Order Assumptions</th>
<th>Deviation</th>
<th>Approved Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>WiFi BB DECA</td>
<td>Activity = Upgrade SWiM= No MRV Capable = No Wireless Router = Yes</td>
<td>Home is SWiM/MRV Ready</td>
<td>Contact OMG to update account to reflect SWiM/MRV = Yes and to swap out WIFI BB DECA for BB DECA (coax).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Home does not have wireless router</td>
<td>Contact OMG. Suggest SWiM/MRV upgrade to customer (charges &amp; commitment may apply) with BB DECA (coax). Remove WIFI BB DECA OLI if customer doesn’t opt for upgrade.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Broadband service is not yet active, or customer does not know wireless router Web Key (hexadec-imal code typically found on router label, unless customer has changed)</td>
<td>Provide customer with CCK-W kit, review included self-install instructions. Close WIFI BB DECA OLI on work order to record accurate asset, delete WIFI BB DECA LABOR OLI using handheld device.</td>
</tr>
<tr>
<td>BB DECA</td>
<td>Activity = Upgrade SWiM = Yes MRV = Yes</td>
<td>Home is NOT SWiM/MRV capable</td>
<td>Contact OMG to update work order to SWiM/MRV (charges &amp; commitment may apply.)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>No free ports on customer’s router</td>
<td>If customer has wireless router, contact ISS to swap BB DECA for WIFI BB DECA. If no wireless router exists, remove BB DECA OLI via handheld device.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Router inaccessible to run coax</td>
<td>No swap/modification. System selects the best hardware based on existing customer equipment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customer requests CCK-W</td>
<td>If customer anticipates internet service, pre-install BB DECA, provide customer instructions to complete and connect IRDs to internet. No swap/modification.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Broadband service is not active.</td>
<td>No swap/modification. System selects the best hardware based on existing customer equipment.</td>
</tr>
</tbody>
</table>