

C31 CLIENT (HDCP) High Bandwidth Digital Content Protection

TECH TIPS



It has been determined that the C31 Client and future Client models will enforce HDCP copy protection on ALL programming displayed. This is different from HDCP copy protection enforcement for IRDs in that they will only enforce HDCP copy protection on premium movie channels, PPV movies, and most broadband VOD content. Customers who have an HDMI connection to a non-compliant TV will receive an on-screen error message on ALL channels when connected to a C31 Client.

What is it?

- HDCP is a form of copy protection that protects digital video and audio content as it travels across either DVI or HDMI interconnect cables.

Non-compliant HDTV's will display OSD on the right.



What is the solution?

- Switch to **COMPONENT CABLES** and **DISCONNECT** the **HDMI CABLE** (the OSD error message will continue to display if the HDMI cable is connected). **Inform the customer that component cables provide the same high quality picture as HDMI.**
 - *Be sure to connect the red and white composite audio cables or digital audio cable for audio*
- Customers who insist on using HDMI cables should consider upgrading to an "HDCP Compliant" TV.
- The C31 Client uses the same 10pin DIN component cable that was introduced with the H25.
Part Number: Current — H2510PIN, New — 10PINCOMPON
- Supply Chain does have inventory of this cable to support this increased demand.
- Please ensure that all technicians have an adequate stock of this cable on their vehicles.
- Refer to the Tech Tip distributed 4/5/12 for additional information on HDCP.

For Technical Help,
CALL ISS:

Monday – Sunday 6:00am to 9:00pm MT at 866-237-0700
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