

# CW-4000HD SATA Hard Drive Installation Guide

## NOTES:

- a) Only one hard drive is supported.
- b) The hard drive must be SATA, not IDE. IDE is an old standard and slower. Almost all new drives are SATA2 internal.  
CaptiveWorks does not support the addition of an IDE drive in the CW-4000HD, only SATA.
- c) 1TB drives are supported though 1.5 TB are working.

## STEPS:

- 1.** The first step is obvious! Power down your CW-4000HD! And for safety measures make sure you have unplugged all your power cords.
- 2.** Next you need to open the case. There are two or three quick release thumbscrews at the very back. The top slides back a bit, then up and off.
- 3.** Stare at the inside for a bit. Haste makes waste. Don't build up a lot of static before you touch your drive or the CW innards.  
Looking at the front of the CW-4000HD the drive gets mounted in the upper left bay. Don't hook it up yet.



Gently push the front panel of the main box around where the drive goes and the door will pop open. The drive bay door has six tiny dots to indicate where to push to release.

**4.** Slide the drive in from the front without any cables attached. Put two screws on one side to hold it and one on the other if you can. Note that you need to find the holes marked HDD not FDD.



**5.** There should be two cables going into the Hard disk.

- 1) Power supply = to the power supply
- 2) Data Cable = to Motherboard (SATA 1 Port)

There should be an available power cable coming from the power supply that you can hook to the hard drive. Sometimes it gets hidden or tucked into the drive bay. I could only find the one.

You now need to find two cables that came packaged with the unit. One is an adapter that extends and converts a standard old white four hole power plug into an SATA power plug. So, either a SATA or a 4 pin molex power connector is available though I imagine that all new SATA drives require the adapter.

Do the 4 to 4 first.

The other (all red with identical ends) connects the drive to the SATA port number 1. The DVD drive is in number 3 and 1 is diagonal to it. So 1 and 2 are on the far left if facing the unit with 1 closest to the back.

**6.** Gently bend things so that you can get the cables in and seated. The one with the metal on it faces up and will click.



With all the cables coming out of the power supply it is a tight fit for the ends that go into the drive.

**7.** Once the hard drive is seated properly attach the hard drive to the mount using two screws.



**8.** Double-check your connections and ensure the fan(s) are clear of any dangling wires.

- 9.** Re-attach the top cover and screws.
- 10.** Connect the power cord to the Media Center and power it on.
- 11.** Make sure no USB memory sticks are inserted in the box while the hard drive installation is performed.
- 12.** Enter the Admin -> Configuration -> Storage Setup menu.

### Final Thoughts:

i.) If you install a hard drive and then remove it, the receiver will stop booting at 29%. The solution to this is to reinstall the software from the provided restoration CD. Once the software is reinstalled, you can add the hard drive again, but this time do not remove it afterwards.

ii.) When you use the CW-LMC with a hard drive installed you can pause, rewind, fast forward live TV and even record in the epg. If you record in epg and select ok you will be offered recording options. You can change the default for these options in the Admin->Configuration->Satellite TV menu. As for the skip forward feature this sets the default time in seconds that the play back will move forward or backward in time when you press the respected buttons.

iii.) Keep in mind that the operating system is not stored on the Hard Drive but on the Compact Flash (CF) that's built in and located under the DVD drive. The CF is mounted read only, there aren't changes made to it on a regular basis. Take a look at the install CD and you'll see an option to install the system without effecting the HD contents.

Thinking that the hard drive is worthless if the CF dies is 100% incorrect. There is an option to reinstall the OS on the flash maintaining all your media on the HD.

iv.) There are many users who have setup their media storage on the CW-LMC, and some users have even ventured (on their own) and setup RAID drives.

### Acknowledgements:

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